Shared Document Services

14.0 Release Notes

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Changes are periodically made to this document. Changes, technical inaccuracies, and typographical errors will be corrected in subsequent editions.

The body of this document was produced on a Xerox DocuTech Publishing System.
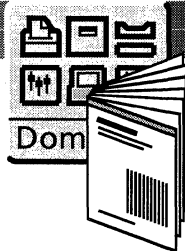
Contents

1. Introduction

The *Shared Document Services 14.0 Release Notes* identify the procedures, conditions, and operations that can affect the use of the Shared Document Services (SDS) software for Sun. This document contains information that was not available 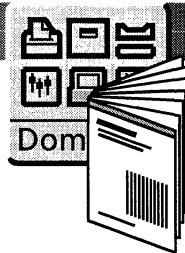when the hardcopy and online versions of the *Shared Document Services Network Administration Library* (NAL) were created. This version of the *Shared Document Services 14.0 Release Notes* is an update to the January 1993 version, incorporating new information and removing obsolete information.

The SDS software contains the following software modules:

- Clearinghouse or Authentication Service
- File Service
- Mail Service
- Print Service
- Time Service
- XNS
- GVX 2.1 package.

Related documentation

The *Shared Document Services 14.0 Release Notes* are meant to be used with other documents that are packaged with the GLOBALVIEW for X Windows (GVX) Release 2.1 software or the *Shared Document Services Network Administration Library* (NAL):

- *Shared Document Services 14.0 Installation Guide* and *GLOBALVIEW for X Windows 2.1 Installation Guide*—These documents describe how to install GLOBALVIEW for X Windows, Shared Document Services, GVX Rooms, DSR, and other software offered with this release.

- *Shared Document Services: Getting Started*—This document explains how to prepare for services software installation, initialize the services once they are installed, and use the SDS online Network Administration Library. The online library contains all of the procedural, operational, troubleshooting, and background information for Shared Document Services, designed for use online.

- *Shared Document Services: System Administration Guide*—This document contains guidelines and requirements for planning, initializing, monitoring, and maintaining your network and resources.

- *Shared Document Services: System Administration Reference—*
  This document gives step-by-step instructions on how to use
  each SDS command.

About this document

This document contains the following chapters:

- Chapter 1, "Introduction," describes the content and organization
  of the *Shared Document Services 14.0 Release Notes*.

- Chapter 2, "General information," describes the general
  conditions or operations that can affect the overall performance
  of Shared Document Services.

- Chapter 3, "Service notes," describes the procedures, conditions,
  or operations that can affect the individual Shared Document
  Services, including the Clearinghouse Service, File Service, Mail
  Service, Print Service, and the Service Executive.

- Chapter 4, "Updates to SDS manuals," describes the corrections
  or changes to the hardcopy Shared Document Services manuals.
  These changes were unavailable when the manuals were printed.
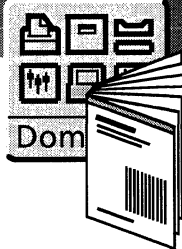
2.   General information

This chapter contains release information that is not specific to a particular service. The following topics are covered:

- System and kernel configurations
- New system log files
- Toggling GLOBALVIEW execution modes
- Installing or expunging a service
- Moving a server from one physical network to another
- Replacing the NVRAM on a Sun server
- User workspaces on SDS servers
- GLOBALVIEW failures
- SDS limitations
- Low disk page warning message
- SDS application names
- Displaying online documentation on X11R5 servers.

System and kernel configuration

The following information applies to system and kernel configurations:

- To run Shared Document Services (SDS) 14.0, a SunOS 4.1.3 or 4.1.4 kernel must be configured with at least eight free device slots and with the tunable kernel parameter *tim128* rather than the default *tim64*.

  If your SunOS kernel was built by either the GLOBALVIEW for X Windows (GVX) 1.0.5 or GVX 2.1 version of XSoft Installation and System Administration Tool (XIST), you can run SDS 14.0. If you are unsure about your kernel, you can install SDS 14.0, reboot UNIX, and then see if the XNS driver loads successfully. If an error message such as "Insufficient free module slots" or "Insufficient driver slots" appears, you will need to rebuild your kernel using either the GVX 1.0.5 or GVX 2.1 version of XIST.

- SPARCsystem 10 servers with SunOS 4.1.3 (Solaris 1.1) must have SunOS patch 100743_01 installed. This is not required for servers with SunOS 4.1.3_U1 (Solaris 1.1.1), SunOS 4.1.4, Solaris 2.3, or Solaris 2.4. Without this patch, SDS servers will fail during operation.

  To verify that this patch has been installed on a SunOS 4.1.3 system, run the Unix command *showrev -p* on the server. This command lists all patches installed on the system. If patch 100743_01 is not listed, contact your Sun System Administrator or the normal Sun support channels for the patch and the installation instructions before you install GVX.

- The *Configuration Guide* and XIST indicate values for system swap space, which, although correct, are the minimum necessary for service operation. For optimal server performance, follow the guidelines shown in table 2-1.

Table 2-1. **Additional[1] swap space requirements**

System Configuration	Minimum	Optimum	Maximum
GVX+CHS or GVX+MS	54272 K (53 MB)	69632 K (68 MB)	98304 K (96 MB)
GVX+CHS/MS	54272 K (53 MB)	74752 K (73 MB)	98304 K (96 MB)
GVX+PS	63882 K (63 MB)	74752 K (73 MB)	98304 K (96 MB)
GVX+PS/CHS or GVX+PS/MS	63882 K (63 MB)	84992 K (83 MB)	98304 K (96 MB)
GVX+PS/CHS/MS2	63882 K (63 MB)	98304 K (96 MB)	98304 K (96 MB)
FS3	0 K (0 MB)	15360 K (15 MB)	none

Notes   [1]   Sun servers are initially configured with the swap space necessary for the operating system. Table 2-1 shows the additional swap space needed for GVX and SDS. For example, a typical SPARCstation 10 server will have 32 MB of swap space. When adding GVX and an SDS Print Service, 73 MB of additional swap space is recommended, bringing the total server swap space to 105 MB.

[2]   Although indicated as a configuration, GVX+PS/CHS/MS is not recommended on networks with more than 10 workstations.

[3]   The SDS File Service is not a GVX-based application. Its swap space requirements should be considered separately from other SDS Services.

New system log files

The following log file sets are new to the UNIX directory */opt/Xsoft/logs*:

- *CHS.log, CHS.log2*, and CHS.log3
- *Clearinghouse_Service.log, Clearinghouse_Service.log2*, and *Clearinghouse_Service.log3*
- *MS.log, MS.log2*, and *MS.log3*
- *Mail_Service.log, Mail_Service.log2*, and *Mail_Service.log3*
- *Server.log, Server.log2*, and *Server.log3*.

These files are for system and diagnostic purposes and should not be removed.

Toggling GLOBALVIEW execution modes

Although you can use the UNIX idiom to start GLOBALVIEW in the background (with the command *startgvx &*), you cannot use UNIX shell job control commands to stop and start GVX, or move it between foreground and background execution modes.

You can start GLOBALVIEW in either the background or the foreground, but you cannot change your mind after doing so. For example, if you started GVX in the foreground, you cannot press CTRL-Z and then enter **bg** to move it to the background.

Installing or expunging a service

The following information applies to installing or expunging a service:

*   Before you expunge a service from a multi-function server, stop all services, then reboot GVX using a non-normal startup, as described in the *SDS System Administration Guide*. After you expunge the service you want, reboot GLOBALVIEW using a normal startup. You can then administer the remaining services correctly.

*   When the Clearinghouse Service and Mail Service are running on the same workstation/server, be careful to boot GVX with both the -e and the -n switches when preparing to expunge the Clearinghouse Service. After you expunge the Clearinghouse Service, reboot GVX, then restart the Mail Service.

*   After you expunge or install a service on an existing server and reboot, you may need to reenter the server's registration information.

For further information, see the description of the Expunge Service command in the *SDS System Administration Reference*.

Moving a server from one physical network to another

This procedure describes how to move an existing server from one subnetwork to another. Use this procedure only when the physical network number has changed and the logical network remains constant.

✦ **Note:** This procedure applies to both multi-function servers and single-function servers. If you want to move a server running only the SDS File Service, skip steps 4, 5, and 7.✦

Before you move a Sun server from one physical network to another, you need to make changes to its IP tables. Refer to your Sun documentation for detailed information.

To move a server onto a new network:

1. Stop all services on the machine being moved. Wait until the services have stopped before you continue.

◆ **Note:** The Mail Service may take a while to stop if it has active jobs in its queues. Use the Shutdown Mail Service command instead of the Stop Mail Service command to flush the mail queues.◆

2. Delete all of the following:

   • At one of the Clearinghouse Services that administers the domain where the server being moved is located, use the Clearinghouse Service Delete Object command (for Services 11.2, use the Delete command) to remove the server from the domain. Specify the fully-qualified name of the server being moved.

   • If the server has a Mail Service or a Print Service, delete them as well.

   • If the server contains File Service volumes, take them offline and delete the File Service objects from the Clearinghouse Service.

3. Wait until ALL the Clearinghouses administering the domain know that the server and its services have been deleted.

   This may take a few minutes or overnight, depending on the size of the network. You can verify that the information has been propagated by using the Clearinghouse List Servers or List Services command to search for the name of the deleted server or services. If the server has been successfully deleted, all of the Clearinghouse Services that administer the domain should display the following message:

   "No *** matching***is registered"

4. Delete the */xws/svc/SYS/Genesis* file manually from the server being moved.

   This file is automatically regenerated when you boot the server on the new network.

   ◆ **Note:** Skip this step for servers running only the SDS File Service.◆

5. Quit GLOBALVIEW and use standard procedures to halt the workstation/server.

   The procedure you use will vary, depending on the window manager installed on your server.

   ◆ **Note:** Skip this step for servers running only the SDS File Service.◆

6. Move the server to the new physical network.

7. Run GLOBALVIEW on the new network.

   Ignore the GLOBALVIEW warning messages about mismatched network numbers.

   ◆ **Note:** Skip this step for servers running only the SDS File Service.◆

8. Delete any old icons used for Service Executive (SE) or Remote System Administration (RSA) connections to the moved server. These icons are invalid because they refer to the old network number. Retrieve the corresponding new SE and RSA icons.

9. Open a Service Executive session to the newly-moved server and to each of its services to make sure that the re-registration succeeded.

If you are not already a Domain Administrator for the new network's domain and organization, have the Domain Administrator for that network do this for you.

For servers running only the SDS File Service, first use the SCSX Register Server command to register the server on the new physical network, as described in the *SDS System Administration Reference*. Bring the volumes online one at a time; SCSX prompts for a new volume description for each volume as you bring it online, then automatically re-registers that volume.

General troubleshooting

If you encounter an Authentication or Clearinghouse Service problem, try to open the executive session again. If you are administering the server remotely, specify the host by the network/host number.

You can accelerate the synching between Clearinghouse Services. For example, you can force synching by executing a Clearinghouse Service Compare Databases command. This compares databases between a Clearinghouse Service that knows about the new server and one that does not.

Replacing the NVRAM on a Sun server

If you need to replace the NVRAM on a Sun server, you should replace it with one that contains the same host ID and Ethernet address information. You can request this from your Sun support organization. Make sure you provide them with the server's serial number, as service registration uses the host ID.

User workspaces on SDS servers

If you are using a GVX workspace on the same workstation/server as the SDS File Service, and are having trouble opening a file drawer icon or accessing a file drawer using the directory icon, the following message appears in the GLOBALVIEW message area:

"streamNotYours"

Log out of GVX (end the session to IDLE) and then log back in. The operation should succeed the next time you try it.

GLOBALVIEW failures

The following information applies to GLOBALVIEW failures:

• If GLOBALVIEW fails and network activity remains unavailable after you restart GLOBALVIEW, reboot UNIX to re-establish the network drivers.

- If GLOBALVIEW fails while you are running the SDS File Service, use the Show Activity command to check whether network activity has halted. If there is network activity, restart GLOBALVIEW. If there is no network activity, reboot UNIX before you restart GLOBALVIEW.

SDS limitations

The following limitations apply to SDS:

- Regardless of how much swap space is allocated for Shared Document Services at your workstation/server, the SDS Clearinghouse Service, Mail Service, and Print Service will never use more than 96 MB of swap space. This limitation does not apply to the File Service.

  For further information, refer to the *Installation Guide* for either GlobalView for X Windows or Shared Document Services.

- Shared Document Services for Sun is compatible with existing Xerox servers running Services 11.2 or greater.

Low disk page warning messages

A warning message will display if the number of available disk pages falls below 600. Do not attempt to open a Service Executive window until you increase the number of available disk pages. Otherwise, the virtual memory allocation will cause your workstation to fail.

SDS application names

Although the product family name for the Clearinghouse Service, Mail Service, and Print Service has changed to Shared Document Services, the GVX License Server and the application loader continue to list these applications as GVDS Clearinghouse Service, GVDS Mail Service, and GVDS Print Service. (GVDS, short for GLOBALVIEW Document Services, was the product family name in release 12.0).

However, the version numbers listed for all current versions of the service applications display as 14.0.

Displaying online documentation on X11R5 servers

The software that supports the display of the SDS Online Network Administration Library (NAL) and GVX Online Help does not run on an X11R5 X server.
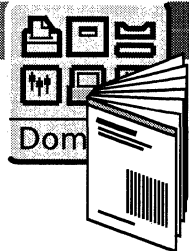
3.   Service notes

This chapter contains information for the following individual Shared Document Services (SDS):

- Clearinghouse Service
- Network Initialization Utility
- File Service
- Mail Service
- Print Service
- Service Executive
- Time Service.

Clearinghouse Service

The following information applies to the Clearinghouse Service.

Expunging the last Clearinghouse Service on a network

✦ **CAUTION:** You cannot use the Service Expunge command and procedure to expunge the last (or only) Clearinghouse Service on the network.✦

To reclaim disk space on a decommissioned Clearinghouse server, you must explicitly delete the appropriate applications from the Loader, and delete the /opt/XSoft/SDS directory on the local server. Server and service profile information are not deleted, and are used if the Clearinghouse Service is reinstalled and run again.

Network Initialization Utility

The following information applies to the Network Initialization Utility:

- The Network Initialization Utility software fails if the size of the Clearinghouse Service database is larger than the number of available disk pages on the server.

- Use the BACKSPACE key instead of the DELETE key to correct typing errors when entering data in the Network Initialization Utility. Using the DELETE key to correct typing errors can cause GLOBALVIEW to hang.

File Service

The following information applies to the File Service.

Time zones

The first time you reboot a workstation/server running only the SDS File Service (and not GLOBALVIEW), the system console displays a menu with all possible time zones. You are prompted to enter a number that corresponds to your local time zone.

Offline volumes

If you take a volume offline while an NSFile operation is still active, that operation completes, but all subsequent requests for action are denied.

Unlike Services 11.x, you cannot use any File Drawer or Desktop commands for the SDS File Service when the volume is offline or the service is stopped.

Stop Service command

The SDS File Service has enhanced the Services 11.x Stop Service command functionality in the following ways:

- **Stop immediately**

  Services 11.x—Waits for the current NSFile operation to complete and then stops the service. This process can be very time consuming, but it cannot be interrupted.

  SDS—Interrupts the current NSFile operation and deletes all partially-created files.

- **Normal stop**

  Services 11.x—Waits for clients to perform an NSFile Logoff before terminating sessions, and does not allow a new session to begin. This process may require action on your part before it can complete. For example, if a client leaves a file drawer open, you may have to ask the client to close the file drawer.

  SDS—Waits for the current operation to complete and then terminates the session. The GLOBALVIEW client may receive an error message since GLOBALVIEW filing operations contain many NSFile calls. However, since data is not lost, the data can be retrieved when the service is restarted.

XNSusers and *config* files

The following two important files are not overwritten during File Service installation:

- */etc/XNSusers*—Contains mappings between XNS users and UNIX users.
- */etc/xnsfs/config*—Contains File Service configuration parameters.

These files are not overwritten when you reinstall the SDS File Service, since they may contain changes you made as System Administrator.

If you are reinstalling the File Service and have not made manual changes to either of these files, you should delete or move them before reinstalling the File Service. To move the files, log in as root and type the following:

mv/etc/XNSusers/etc/XNSusers.old
mv/etc/xnsfs/config/etc/xnsfs/config.old

This allows you to install the *XNSusers* and *config* files and save a copy of the old files in case you need them.

✦ **Note:** If you plan to use more than 32 sessions (as noted in */etc/xnsfs/config*), you need to add semaphores to the SunOS kernel (reconfigure the kernel) before you upgrade the File Service. Use the XIST *sysadmin* option (GVX Customize Kernel) to reconfigure your kernel, specifying the number of sessions you intend to support.✦

Creating an installation drawer

If you create a GLOBALVIEW XGV 3.x or ViewPoint (VP) 2.x installation drawer on the same server as the one running SDS File Service, you must edit the */etc/xnsfs/config* file. Change the default value of *max_handles* from 58 to 130.

SunOS System V

Whether your installation is running Berkeley Standard UNIX or UNIX System V, make sure that the SunOS System V option package is installed in the */usr/5bin* directory before you install the SDS File Service.

The SDS File Service requires the UNIX *cut, echo,* and *sed* commands to reflect System V behavior, rather than the Berkeley Standard behavior.

Using the ASCII terminal

To administer the File Service through an ASCII terminal that is physically connected to a Sun server or workstation, do not type **su-xnsadm** to start the File Service administration tool. If you do, the terminal will freeze.

Instead, telnet to the local machine and log in as xnsadm by typing the following:

telnet<*local_host_name*>
login: **xnsadm**

Change File Drawer command

When using the Change File Drawer command to change the user access list, you must enter a fully-qualified user, alias, or group name. Use the format name:domain:organization. Otherwise the command will not work.

Mail Service

The following information applies to the Mail Service.

XSoft mail gateways

If your network uses XSoft mail gateways, at least one model 8000-based or Xerox Services/PC-based Mail Service must be on your network to properly post mail.

Old mail clients

Mail messages with more than 510 entries in the To: or Copies: field (a distribution list counts as one entry) cannot be retrieved by certain old mail clients. Those known to date are ViewPoint (VP) 2.0 and XDE.

VP 2.0 clients should upgrade to at least the latest supported version, VP 2.0.6. XDE is not a commercial product for XSoft; however, it is used by various Xerox groups for development.

New command parameters

New Mail Service parameters for the following commands are supported in this release and will be documented in the Mail Service online help in future releases:

- Show Parameters
- Change Parameters.

The Show Parameters command now lists the parameters that define the behavior of Mail Service functions, such as queue management. The parameters include the following:

- Pending Queue Timeout
- Mailbox Cache Size
- Size of Duplicate Cache per Mailbox
- Maximum number of Forward Queue Readers
- Maximum number of Input Queue Readers.

The Change Parameters command lets you modify the following Mail Service parameters:

- Pending Queue Timeout in Minutes—Specifies the number of minutes to wait before attempting to forward mail to a previously unavailable remote Mail Service. The range is 15 to 1440.

- Size of the Mailbox Cache—Specifies the number of entries allowed in the mailbox cache. The range is 300 to 3000.

- Duplicate Cache Size—Specifies the number of entries allowed in the duplicate cache. The range is 1 to 500.

- Maximum number of Forward Queue Readers—Specifies the maximum number of forward queue readers. The range is 1 to 7.

- Maximum number of Input Queue Readers—Specifies the maximum number of input queue readers. The range is 1 to 4.

Deinstalling the Mail Service

If the Mail Service and the Clearinghouse Service are installed on the same server, you cannot deinstall the Mail Service using XIST unless you also deinstall the Clearinghouse Service. When the Mail Service and the Clearinghouse Service are co-resident and you select only the Mail Service for deinstallation, the following error message appears:

"Mail Service has not been expunged. SDS Deinstallation aborted."

This message will appear even though the Mail Service has been expunged. This is because of an internal dependency that the Clearinghouse has on the Mail Service for delivering Clearinghouse Service update messages.

To deinstall the Mail Service and leave the Clearinghouse Service installed, perform the following steps:

1. Shut down and expunge the Mail Service.

2. Boot GVX using the N switch (no applications are run).

3. Manually delete the GVDS Mail Service application from the GVX Loader.

4. Reboot using a normal startup.

In the case where the Mail Service is installed but the Clearinghouse Service is not, you can deinstall the Mail Service using XIST after you have expunged the Mail Service. Also, if you select both the Mail Service and the Clearinghouse Service for deinstallation (after expunging the Mail Service and the Clearinghouse Service), deinstallation will complete as expected.

Print Service

The following information applies to the Print Service.

Configuration considerations

SPARCstation considerations

Keep the following SPARCstation configuration considerations in mind:

*   NeWSprint software is required for use on the SPARCstation 10 (NeWSprint 2.0 or greater), and on the SPARC Classic and the LX (NeWSprint 2.1 or greater) running the Print Service with a SPARCprinter.

*   If you are using a SPARC Classic or LX as your print server and have the printer attached to the bpp port, your kernel must be version 4.1.3_U1, or you must have patch 101247-01 installed. Otherwise, the system will hang when the printer is turned on.

*   You no longer need to rebuild the kernel on the SPARCstation 10 to use a printer on the bpp port. When you start GVX, however, you will see error messages in the console log about doubly-defined entries for bpp open. Ignore these messages.

• When starting the Print Service for a SPARCprinter, you will see the following message:

"The printing software has not been configured for connection to NeWSprint. Please run the script for NeWSprint support."

Ignore this message.

GVX printer option

Keep the following printer option information in mind:

• The SDS Print Service and GVX Local Printing cannot run simultaneously on the same workstation/server.

• You can only run one GVX printer option at a time on a particular workstation/server. This is because printer options depend on different drivers (i.e., bpp or lpvi) which local printing and the Print Service do not support at the same time. If you have more than one printer option installed, the system will fail. You must reboot GVX with the N option, then delete one of the printer options from the Loader.

SparcPrinter Option

The SparcPrinter Option software requires that the /etc and /usr/etc files must be in the UNIX directory path variable. Otherwise, the printer driver software will not load correctly.

XES Printer Option

The SPARCstation 10, SPARCstation LX, and SPARC Classic do not support the XES Printer Option for the model 4045 printer.

If you use the XES Printer Option for 4045 printing, you may need to edit the settings in the /var/spool/XESPrinterParam file for proper operation. When you first run the XES option, GVX creates the XESPrinterParam file. To change the settings, you must edit the XESPrinterParam file. Remove the # character from the beginning of the line that applies to your printer and insert it at the beginning of any line that is no longer applicable. After you change the file, you must quit GVX, then restart and log on to GVX again.

You may need to change the following two key parameters:

• PRINTER TYPE—Where "X4045_II" refers to Series 100 printers, (models V80 and V85), and "X4045_I" refers to models prior to the Series 100 (models V31 and V33). If you are not sure which model printer you have, check the Serial Number tag.

✦ **Note:** Although other printers are listed in the XESPrinterParam file, the XES printer option only supports the 4045 printer.✦

• XESMEMORYSIZE—The memory size of the 4045 is indicated on the status sheet that prints when the 4045 is first turned on. The two memory choices in the XESPrinterParam file are approximate, and do not have to exactly match the memory size of the 4045.

✦ **Note:** On 4045 printers with a memory size of 474,500 bytes, some complex images may be reduced in quality in order for the page to print. When image quality reduction is necessary, some scan lines are duplicated and others are omitted.✦

Raster fonts

You can install only two of the four raster fonts (Japanese Modern, Japanese Classic, Chinese Modern, or Chinese Classic) on the same server.

Also, you should not install the 300 DPI font families (such as VP Times 300) on the same server as these fonts. You may load some additional contour fonts with these fonts, including the fonts provided with the Print Service, but you should keep additional fonts to a minimum, and remove fonts that are not needed.

Initialization

Unlike other Shared Document Services, the Print Service appears to initialize itself the first time is it started after GVX is installed, displaying messages similar to the following:

"<printer name> - Printer has started processing jobs.
<printer name> - Printer has stopped.
Print Service initialization completed."

However, the Print Service is not really initialized until you register its name in the Clearinghouse Service. You must log on, register the Print Service with the Clearinghouse Service, and then stop the Print Service before you can quit GLOBALVIEW. You will not be able to quit GLOBALVIEW before you register the Print Service.

Print Service notes and cautions

Printed output

The following notes apply to generating printed output:

- For edge-to-edge printing, set the following menu item on the Xerox 4213 printer: Emulation, LJ3D, Wide Mode, Zero*. If this item is not set, the page will have a quarter-inch margin on the left-hand side and the image will be off-center.

- To print duplex pages for letter-size paper on the 4213 printer, you must have Page Buffers set to at least 3 for A4/Letter. This is set using the LaserJet 3D emulation menu on the printer.

- To print duplex for legal-size paper, you must have Page Buffers set to at least 3 for Legal. This setting also permits printing duplex in A4/Letter mode.

- SPARCprinters occasionally miss scan lines and will print documents with gray lines that are darker than expected. If this occurs, reprint the document. If the dark gray shading persists, contact the support group for your printer.

Fonts

The following notes apply to fonts:

- In SDS 12.1, font family licensing was added for specified printer fonts. (A font family consists of all weights and stresses of a given font name, such as CG-CS Triumvirate.) This licensing mechanism checks out a token from the License Server for each font family that the user loads. If a token does not exist for a particular font family, the font remains in the font directory, but the Print Service cannot use it for print jobs.

  If a print job requires a token for a particular font, and a token is not available when the print job is sent to the Print Service, the Print Service automatically substitutes a default font in the print master for that job. The user is not notified about the font substitution.

- If you add or remove raster fonts from a printer font directory, reboot GLOBALVIEW and the SDS Print Service to process the printer fonts.

- If you select XC2 fonts (such as the PostScript-compatible fonts) as the default substitution font, the Print Service will display warning messages that the default subsitution font was substituted. Ignore the warning messages; your printouts will be fine.

- When adding fonts from a remote directory, the Print Service displays the following message:

  "Please enter an NSFile pathname such as: (XWSSSYSU:SV:Xerox)Dir1/Dir2/Filename. Press NEXT key to continue."

  Enter the full pathname of the directory without the filename of the font, as shown below:

  (XWSSYSU:SV:Xerox)Dir1/Dir2/

- When you try to delete font file icons from the desktop, the Print Service may display the following message:

  "Delete operation failed. NSFile access problem. File open."

  You must log off and then log back on to the desktop to remove the font icon from the desktop.

Disconnecting a printer

Make sure there are no print jobs in progress before you disconnect a printer. If the printer is either switched off or the printer cable is disconnected while a print job is in progress, one of the following will occur:

- **On SunOS 4.1.1**—UNIX will crash and reboot itself.

- **On SunOS 4.1.2, 4.1.3, or 4.1.3c**—The Print Service System Administration window and the Server Log will display the messages "Printer needs attention:Printer is not responding" and "Printer Status:Printer Ready." These messages alternate continuously until the printer is either switched back on or the printer cable is reconnected to the printer.

Print Service name

The Print Service does not notify you if you change its name to an illegal service name (for example, if you use the name of a nonexistent domain or organization). Instead of an error message, the word "Done" appears in the Service Executive window.

Add Data Files command

When using the Add Data Files command, if you enter an invalid directory and press NEXT, the software tries to connect to the specified location. If it cannot complete the connection, the Print Service displays a message in a Text window indicating that the system cannot reach the directory.

You can correct the directory path and press NEXT again, or select Cancel. If you do not correct the directory and continue by selecting Start or Apply, the system will fail.

Printing a test pattern

If the Print Service is stopped, the *FNT* directory is inaccessible to the Print Service and you cannot print a test pattern. If you select the Start Printing command to print a test pattern, the command will not complete. The Print Service will display the following message for all requests:

"Service is busy executing a command"

Page jams

If you are using an HP LaserJet III or HP LaserJet IIISi printer and a page jam occurs, the jammed page will be lost. If the printer jams while processing a job, inspect the final job output for missing pages, and reprint the job if necessary.

Print spooling

The following notes apply to print request spooling:

- When the Print Service receives a print request, it creates a file of an estimated size before starting to spool. Sending a job from the local desktop to the coresident Print Service involves sending a file between filing volumes. This operation requires an extra copy of the file.

  For example, spooling a 2000 page job to a coresident Print Service consumes 4000 pages: 2000 to spool, plus 2000 for the client to prepare the transmission. When sending from a remote machine, the client incurs the expense of spooling before transmission, and the additional 2000 pages are not required on the service.

- When the Print Service begins to spool a print request but runs out of disk pages, the request is aborted. However, the List Jobs command may show the job three times with a status of Spooling. To solve this problem, make enough disk space available for print jobs at the print server, then reboot GVX.

- If you cancel a Print Service job, or reboot a workstation/server while a Print Service job is still in the process of spooling, the job may appear with a status of "Spooling" in the List Job status window. However, the Print Service continues to accept other print requests, and the status of the canceled or interrupted job is corrected the next time the Print Service is restarted.

Printing medium parameter

If you use the Change Sparc Printer Parameters command to change a SPARCprinter's Printing Medium parameter, the Show Status command does not display the correct information until after the next printing job cycle. (The Printing Medium information reflects the current media, but the Substitution Medium continues to show the old information until the next time you print.)

Model 4045 printer

If you are using a Model 4045 printer with the SDS Print Service and have chosen model number 4045_II in the *XESPrinterParam* file, the Print Service Show Status command will show the printer as having "Xerox 4045_I Settings."

This is not a problem, and will not affect the true configuration or performance of your Model 4054 printer.

Server log messages

If the NeWSprint Connectivity option is running on your Print Service, some of the messages in the Server Log may appear out of order, or in a context that does not seem to reflect the current processing environment. For example:

"The printing software has not been configured for connection to NeWSprint, please run the script for NeWSprint support.

Processing fonts (this may take a while)...

<printer name> has started processing jobs.

<printer name> has stopped.

Font processing completed.

Print Service initialization completed."

Do not worry about the sequence or order of these messages. They are caused by the loose coupling between NeWSprint's status message reporting facility and the startup sequence for the SDS Print Service.

Service Executive

The following applies to the Service Executive:

- SDS does not provide the ability to abort a command in progress.

- The Service Executive displays only the available server commands. It cannot distinguish between available and unavailable service commands (commands for the Mail Service, Clearinghouse Service, and Print Service). However, if you attempt to invoke a service command that is currently unavailable, the Service Executive displays a message that the command is unavailable.

- Do not disable the GV Message Window on a workstation used for System Administration. The Message Window supplies information that you need to note when filling out service command option sheets. If you do not follow the directions in the messages, the results may be undefined.

Remote System Administration

The following notes apply to Remote System Administration (RSA):

- If you want to use RSA on a machine with the Services Executive (SE), make sure that the SE Executive's Auto Run property is set to "Yes." Do not copy an SE icon from the RSA dividers unless the SE Executive application is set to Auto Run Yes; otherwise, the system will fail.

- If you are running the Services Executive application and the RSA application and you want to use RSA to administer an SDS File Service, you must copy the port icon from the File Service Administration divider. This icon is not available in the Network Management divider. However, if the Services Executive application is not running, the port icon is available in both the File Service Administration divider and the Network Management divider.

- RSA for the File Service works differently with SDS software than it does with Services 11.x software.

  In Services 11.x, RSA automatically establishes a session with Services Common Software, and you can perform System Administration tasks. In SDS, RSA first opens a connection to the UNIX workstation and displays a UNIX login prompt. You must type **xnsadm** at the login prompt to establish an RSA session with the File Service.

Time Service

The SDS Time Service requires that the correct local time parameters be set in the following files:

- */opt/xsoft/gvx/misc/localTimeParameters*
- */opt/xsoft/gvx/misc/localTimeZone*

These files are usually installed as part of the regular SDS installation. However, the Time Service does not check if these files are installed, or if the data in them is consistent with the parameters being used by other Time Services on the local network. If the correct data is not available on the local server, a Time Service on that server will send incorrect local time parameter information (time zone and daylight saving time days) to any server that requests the local time.

This is a problem only for servers that are not Sun-based. These servers depend on the local time parameters obtained from the network for file time stamps.
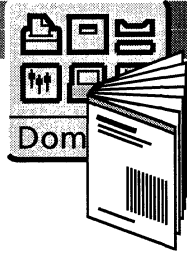
4.   Updates to SDS manuals

This chapter describes the corrections and changes to the hardcopy Shared Document Services (SDS) manuals that were unavailable when the manuals were printed.

If you purchased the printed *Shared Document Services Network Administration Library* (NAL), the corrections affect only the *Shared Document Services System Administration Guide*.

If you purchased the SDS Online NAL, the corrections and changes affect the hardcopy manual *Shared Document Services: Getting Started*.

SDS Installation Guide

Before you install SDS, make sure that you have done the following:

* Installed GLOBALVIEW for X Windows (GVX) with the XNS Networking option set to "Yes," and entered the appropriate domain and organization information

* Rebooted the workstation after the GVX installation.

SDS System Administration Guide

The following errors have been identified in the *SDS System Administration Guide*.

General errors

The following general changes do not appear in the *SDS System Administration Guide*:

* **New volume limit**—SDS 14.0 now has an upper volume limit of 255 volumes. You will see an error message if you try to create more than 256 volumes.

* **NFS mounted file system requirement**—If you plan to use an NFS mounted file system for a File Service volume, check with the vendor to make sure that the file system exports the file locking protocol.

- **File Service backup and restore**—When restoring a file drawer, the attribute file for that drawer must also be restored. It is not enough to just restore the content of the file drawer. For example, if the file drawer contents are in the directory "./Drawer.~01~", the attribute for that file drawer is in "././XNSresources/Drawer.~01~".

- **New parameter for /etc/xnsfs/config file**—The dir_check_thershold parameter enables a performance enhancement when users access folders that contain many objects.

- **Supported platforms**—SunOS 4.1.3, 4.1.4, 5.3 (Solaris 2.3), and 5.4 (Solaris 2.4) are supported. Support has been discontinued for SunOS 4.1.1 and 4.1.2.

- **Naming servers restriction**—If the same server will be running both the SDS File Service and a GVX-based SDS service such as the Clearinghouse Service, you must assign different XNS server names for each service. Otherwise, one XNS server name may be overwritten by the other.

- **Offline Volume command**—An additional prompt has been added to the Offline Volume command prompting you to specify whether you want to compact the FID table.

Chapter 3, "Initializing the network and services"

There are a few minor errors in chapter 3, "Initializing the network and services." The following sections are affected:

- "Running the Network Initialization Utility," which begins on page 3-5

- "Initializing a second (non-Genesis) Clearinghouse Service," which begins on page 3-14

- "Initializing the File Service," which begins on page 3-16.

The following subsections note the pages where the errors occur, and how you can correct them.

Page 3-7

The second and third paragraphs on the page currently read:

If you made any errors while typing in the requested information, the nature of the problem is reported in the _herald_.

Move the cursor to the problem _error_, correct the information and select Apply again...

They should correctly read:

If you made any errors while typing in the requested information, the nature of the problem is reported in the **GV message window**.

Move the cursor to the problem **field**, correct the information and select Apply again...

Page 3-14

In the procedure to initialize a non-Genesis Clearinghouse Service, the beginning of step 2 currently reads:

2. Select and run the _Clearinghouse Service_ application.

It should correctly read:

2. Select and run the **SE Executive** application.

Page 3-16

The fifth paragraph on page 3-16 currently reads:

> Do not use any other login from the RSA session. If you login with another UNIX account, you will not be able to perform normal _UNIX_ operations.

It should correctly read:

> Do not use any other login from the RSA session. If you login with another UNIX account, you will not be able to perform normal **File Service** operations.

Page 3-18

There should be an additional step before step 8 on page 3-18 which reads:

> "Type **Installer** to enter the installer context."

SDS Getting Started

There are a few minor errors in chapter 3, "Initializing the network and services," and an important correction in chapter 4, "Using the SDS Online NAL."

Chapter 3, "Initializing the network and services"

There are a few minor errors in chapter 3, "Initializing the network and services." The following sections are affected:

- "Running the Network Initialization Utility," which begins on page 3-5

- "Initializing a second (non-Genesis) Clearinghouse Service," which begins on page 3-14

- "Initializing the File Service," which begins on page 3-16.

The following subsections note the pages where the errors occur, and how you can correct them.

Page 3-6

The second and third paragraphs on the page currently read:

> If you made any errors while typing in the requested information, the nature of the problem is reported in the _herald_.

> Move the cursor to the problem _error_, correct the information and select Apply again...

They should correctly read:

> If you made any errors while typing in the requested information, the nature of the problem is reported in the **GV message window**.

> Move the cursor to the problem **field**, correct the information and select Apply again...

Page 3-12

In the procedure to initialize a non-Genesis Clearinghouse Service, the beginning of step 2 currently reads:

> 2. Select and run the _Clearinghouse Service_ application.

It should correctly read:

2. Select and run the **SE Executive** application.

Page 3-14

The fifth paragraph on page 3-14 currently reads:

Do not use any other login from the RSA session. If you login with another UNIX account, you will not be able to perform normal _UNIX_ operations.

It should correctly read:

Do not use any other login from the RSA session. If you login with another UNIX account, you will not be able to perform normal **File Service** operations.

Chapter 4, "Using the SDS Online NAL"

One page should be deleted from chapter 4, "Using the SDS Online NAL," and some new information should be added in its place.

Page 4-4

Delete all of page 4-4 (the "prerequisites" section). You no longer need to copy any files from your _openwin/lib_ directory to your _/usr/lib_ directory. The XSoft installation software does this automatically when you install the Online NAL.

You only need to perform the following two steps before running the Online NAL for the first time:

1. Check the file _.krsmpaths_ in the _/nal/data_ directory to make sure that it points to the correct location where the _/nal_ directory is installed.

   For example, if the XIST program installed the Online NAL in the _/disk2_ partition of your workstation/server's hard drive, make sure that _.krsmpaths_ points to the files located in _/disk2/nal_.

2. Set the environment variable KRSM_PATHS to reflect the location where the _/nal_ directory is installed.

   For example, if the XIST program installed the Online NAL in _/disk2/nal_, make sure that your environment variable reflects this.

   • To set the KRSM_PATHS variable, type the following:

   setenv KRSM_PATHS/_(location of /NAL)_

   • To check the setting of your KRSM_PATHS variable, type the following:

   echo $KRSM_PATHS