Problems with the Print Server

The Print Admin program cannot attach a printer to a queue.

If you cannot attach a printer to a queue, someone else is probably already using the printer. Wait for the job to finish printing. You can also use the print utility that came with the printer to check the printer's status.

A printer can't be found.

When a printer that's attached to a queue can't be found on the network, the following icon appears next to the printer name in the Monitor Queue window for the queue to which the missing printer was attached.

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Take the following actions:

- m If the printer is not currently printing a document, switch the printer off and then on again. Check the name of the printer on the test page.
- m If someone has changed the printer's name, rename it or try to attach the printer again under its new name. (Instructions for renaming are described in the manual that came with your printer.)
- m If the problem persists, check the network connection.

A document can't be queued.

If a user receives a message that a document can't be printed, or if a document can't be sent to the Print Server, make sure a Print Server queue is correctly selected as the computer's printer. Printers are listed in the Chooser for Macintosh computers and in the printer-selecting software for Windows users.

- m Verify that the disk on which the Print Server stores jobs is not full.
- m If the Print Server's queues aren't listed in the Chooser or Windows printer-selecting software, check the Print Server to make sure that a printer is attached to each queue.

m If the Print Server's queues still aren't listed, check the network connections. Refer to the documentation for your networking hardware and software to answer any questions about setting up and troubleshooting the network.

The Print Server can't print a particular document.

- m The PostScript printer description (PPD) file for the queue may be inappropriate for the document. (For each queue, the Print Server uses the PPD file for the printer that was attached first to the print queue. If you attach printers that have different capabilities, documents that require those capabilities will not print—even when they are assigned to the correct printer.) Create a separate queue for the printer and try printing again.
- m The program printing the document may not be compatible with the Print Server. Have the user print directly on another printer that isn't attached to a queue.
- m If no other printer is available, make an attached printer visible on the network. (Select the queue in the Print Server Activity window and click the Edit Queue button. In the Edit Queue window, choose Attached Printers from the pop-up menu. Click the "Visible in Chooser" column for an attached printer so that a checkmark appears.) Have the user print directly on the printer by selecting its name in the computer's Chooser or Windows printer-selecting software. If the user still can't print the document, consult the manual that came with the printer and the documentation that came with the program that is doing the printing.

The top job doesn't print.

- m If the Print Server doesn't send the top job in the queue to a printer, make sure the job is not on hold. If the job is not on hold, check for an icon in the Print Server Activity window indicating that an attached printer is out of paper or that paper is jammed. If you see such an icon, correct the problem.
- m If you see a message that the Print Server is looking for the printer, see the information under "A Printer Can't Be Found" earlier in this section. If the printer is visible in the Chooser, see if the printer is busy with jobs from computers that are bypassing the Print Server and printing directly.

A document that may have printed can't be found.

If you or a user can't find a document that was sent to the Print Server, check the Monitor Queue window for the queue to which the user printed, scrolling through the list of print jobs if necessary. If the job doesn't appear in the Monitor Queue window, it may have already been printed. Check the queue's log. If the job isn't in the queue log, it was not completely sent to the Print Server or more than 64K of information about printed jobs has been added to the queue log after the missing job. (As new log information is added to the log, the oldest information in the log is removed to make room for the new information.)

- m If the queue log shows that the document completed printing, ask other users whether they picked up the printed document by mistake. The queue log shows whose documents were printed immediately before and after the missing document.
- m If the queue log shows that the document was deleted from the print queue, ask the user to print it again.
- m If the queue log shows that a printing problem occurred, see the information under "The Print Server Can't Print a Particular Document" earlier in this section.

Users say that printing is too slow.

Take these steps in the following order:

- m If the first printer that is attached to a print queue is not capable of storing fonts, its PPD file is being used for all of the printers that are attached to the queue, even if those printers are capable of storing fonts. (When a printer is capable of storing fonts, the Print Server doesn't have to download fonts for each print job, so jobs print faster.) Create a new queue and assign to it only those printers that aren't capable of storing fonts.
- m Close Print Admin windows. Updating the Print Admin windows is CPU intensive.
- m Quit the Print Admin program.
- m Quit any running programs that are not being used.

- m If printing is still too slow and you are also running the Web & File Server, in the Web & File Admin program's Web & File Activity window, move the maximum slider to a lower percentage. Doing so reduces the processing power that is given to the Web & File Server so that more processing power is available to the Print Server. If that doesn't help, consider moving the Print Server to a different computer or running the Print Server on more than one computer.
- m If possible, turn off virtual memory. Install more RAM if necessary.

You can't display a log file.

If you can't display a log file, too many files may be open. Close files that are open and try again.

You can't save a log file.

If you can't save a log file, check for the following:

- m Too many files may be open. Close files that are open and try again.
- m The disk may be full.

The Print Server's folder for storing jobs is accidentally removed.

The Print Server uses a folder in the Preferences folder inside the System Folder on the startup disk to store incoming jobs. If the folder is removed, the Print Server automatically creates and uses a new folder. Any jobs that were in the folder that was removed must be resent.

The Print Server won't start up.

Open the Print Admin program and examine the Print Server log. If the Print Server can't start up because of one or more missing files, it enters an error message in the Print Server log.

Appendix A AppleShare IP 5.0 Specifications

System requirements

- m Any Power Macintosh computer or Apple Workgroup Server with a PowerPC 601, 604, or 604e microprocessor
- m Mac OS system software 7.6
- m Open Transport 1.1.2
- m 32 MB RAM minimum, 48 MB recommended
- m CD-ROM drive

Web & File Server

File service

- m *Maximum number of connected users:* 250 or less, depending on your serial number
- m Maximum number of unique open files: approximately 364
- m Maximum number of all open files: 3000
- m Maximum number of physical volumes: 50
- m Maximum number of shared points: 100
- m Maximum number of users in the Users & Groups Data File: 4096
- m Maximum number of groups in the Users & Groups Data File: 4096
- m Maximum number of group memberships per user: 42

- m *Maximum number of simultaneous launches:* up to 250 (depends on program and connected users)
- m Maximum volume size: 2 terabytes (TB)
- m Maximum number of multihomed ports (AppleTalk only): 4
- m TCP port number: 548

Web service

- m Supported standards: HTTP 1.0
- m Idle connection timeout: 60 seconds
- m CGI timeout: 60 seconds
- m Keep alive: Supported

Default MIME type mappings

Action	Suffix	File Type	Creator	MIME Type/MIME Subtype
Binary	.jpeg	*	*	image/jpeg
Binary	.jpg	*	*	image/jpeg
Binary	*	JPEG	*	image/jpeg
Binary	.gif	*	*	image/gif
Binary	*	GIFf	*	image/gif
Binary	.pict	*	*	image/pict
Binary	*	PICT	*	image/pict
Binary	.xbm	*	*	image/x-xbm
Binary	.tif	*	*	image/tiff
Binary	.tiff	*	*	image/tiff
Binary	.mcf	*	*	image/vasa
Binary	.qt	*	*	video/quicktime
Binary	.mov	*	*	video/quicktime
Binary	.qtc	*	*	video/x-qtc
Binary	*	MOOV	*	video/quicktime
Binary	*	MooV	*	video/quicktime
Binary	.mpg	*	*	video/mpeg

ACTION		т пе туре	Creator	MIME Type/MIME Subtype
Binary	avi	*	*	video/x-msvideo
Binary	.wrl	*	*	x-world/x-vrml
Binarv	.hax	*	*	application/mac-binhex40
Binarv	.sit	*	*	application/x-stuffit
Binary	*	SITD	*	application/x-stuffit
Binary	.bin	*	*	application/x-macbinary
Binary	.zip	*	*	application/x-zip
Binary	.gz	*	*	application/x-gzip
Binary	.tar	*	*	application/x-tar
Binary	.ps	*	*	application/postscript
Binary	.pdf	*	*	application/postscript
Binary	.ra	*	*	audio/x-pn-realaudio
Binary	.midi	*	*	audio/x-midi
Binary	.mid	*	*	audio/x-midi
Binary	.aiff	*	*	audio/x-aiff
Binary	.aif	*	*	audio/x-aiff
Binary	.wav	*	*	audio/x-wav
Binary	.au	*	*	audio/basic
Binary	.class	*	*	application/octet-stream
Binary	.js	*	*	application/x-javascript
Binary	*	TEXT	BIWd	text/html
Binary	*	*	MD93	application/x-director
Binary	*	*	BOBO	application/x-clarisworks
Binary	*	*	MWPR	application/x-MacWrite Pro
Binary	*	*	FMP3	application/x-FileMaker Pro
Binary	*	*	dPro	application/x-MacDraw Pro
Binary	.doc	*	*	application/x-msword
Binary	*	*	MSWD	application/x-msword
Binary	*	*	MSWK	application/x-msworks
Binary	.xls	*	*	application/x-excel
Binary	.xl	*	*	application/x-excel
Binary	*	*	XCEL	application/x-excel

Continued on following page .

Default MINE type mappings (continu

Action	Suffix	File Type	Creator	MIME Type/MIME Subtype
Binary	*	PDF	*	application/pdf
Binary	*	*	PNst	audio/x-pn-realaudio
Binary	*	*	TVOD	application/x-MoviePlayer
Binary	*	*	mMPG	application/x-Sparkle
Binary	*	*	8BIM	application/x-Photoshop
Binary	*	*	SCPL	application/x-SoundApp
Binary	*	*	PLP3	application/x-Persuasion
Binary	*	*	idSW	application/x-Doom
Binary	*	*	52.4	application/x-Marathon
Binary	*	TEXT	*	text/plain
Binary	.dcr	*	*	application/x-director
Binary	.dir	*	*	application/x-director
Binary	.dxr	*	*	application/x-director
Binary	.swa	*	*	application/x-director
CGI	.acgi	APPL	*	text/html
CGI	.cgi	APPL	*	text/html
Servlet	.class	*	SVLT	text/html
Text	.html	*	*	text/html
Text	.htm	*	*	text/html
Text	.txt	*	*	text/plain
Text	.text	*	*	text/plain
Text	.rtf	*	*	application/rtf

Mail Server

- m Supported protocols
 - -POP Version 3
 - —SMTP
 - -APOP (for providing encrypted passwords)
 - -PASS (allows users to change their passwords)
- m Maximum message size: Available disk space
- m Maximum recipients per message (before expansion of group names): 512
- m *Supported character size:* Eight-bit transparent for interoperability with two-byte character sets
- m Default number of concurrent POP and SMTP connections: 12 POP and 5 SMTP
- m Additional concurrent connections per MB of additional application memory: 5 POP and 3 SMTP
- m Maximum number of POP connections: 64
- m Maximum number of client SMTP connections: 48
- m Maximum number of transfers per POP connection: 2048

Print Server

- m *Supported printers:* AppleTalk LaserWriter printers and third-party PostScript printers that support the LaserWriter 8.4 printer driver
- m Maximum number of attached printers: 30
- m Maximum number of queues: 10
- m Maximum number of concurrent connections: 32
- m Maximum total number of jobs: 500
- m Maximum log size: 64K

Appendix B Serial Number Verification and Conflict Resolution

Protect your serial number

To use AppleShare IP, you need to provide the unique serial number listed on your AppleShare IP serial number card, included with your AppleShare IP materials.

The serial number card is the only record of the serial number provided to you by Apple—keep it safe and prevent its unauthorized use. You may wish to make a photocopy of the card and keep the copy in a different location from the original.

For convenience, the serial number card contains a small adhesive label with your serial number. You can attach the label directly to your computer, in an inconspicuous place, or on a page of your *AppleShare IP Administrator's Manual*, but do so only if the label will remain in a safe, locked location.

WARNING Don't put the adhesive label on your AppleShare IP CD-ROM disc (or any other CD-ROM or floppy disk). The label could come loose while inside a CD-ROM drive and damage the drive.

When you need to know your serial number

Here are some situations in which you need to know your serial number:

- m during your initial AppleShare IP setup
- m if you have to reinstall your computer's software due to an unusual software or hardware problem, such as a hard disk drive failure
- m if another computer on your network appears to have the same serial number as yours and you need to verify which computer has the correct serial number

Serial number verification and conflict alerts

When the Web & File Server starts up, it checks the network zone in which your computer resides for other computers using the same serial number as the one registered on your computer. If no matching serial number is found, your serial number is encrypted and registered on the network. If the Web & File Server detects a matching serial number, it displays a message that a duplicate serial number has been found on the network. When you click OK, the Web & File Server program quits.

Your computer may detect a duplicate serial number on the network because

- m an administrator has typed the wrong number during setup
- m an administrator made a copy of an existing computer's software on another computer but did not type the new serial number for it
- m someone copied the software in violation of the license agreement

If your software detects a duplicate serial number

If you see the duplicate serial number dialog box on a computer you administer, here are suggestions on how to resolve the conflict.

Be sure your serial number is correct

Follow these steps to check that you have typed your correct serial number:

- 1 Start the Web & File Admin program on the computer in question.
- 2 Choose Web & File Server Settings from the Server menu.
- 3 Choose Serialization from the pop-up menu.
- 4 Compare the number to the number on your AppleShare IP serial number card.
- 5 If your serial number is incorrect, delete the serial number, add the correct number, and then restart the Web & File Server.

IMPORTANT Only the computer with a new serial number needs to be restarted.

Find the computer with the incorrect serial number

When you know that your serial number is correct, you need to contact the administrator of the other computer as soon as possible. Try to locate the administrator for servers in the zone or department where the duplicate computer resides. Ask that person to verify the duplicate number and make any needed corrections.

If necessary, contact the administrator of your entire network and ask for help in locating, checking, and correcting the serial number.

Use network tracking and analysis software to locate the duplicate software

If you can't contact the other administrator but you or your network administrator has network tracking and analysis software, use your software to help locate the duplicate software. You need to convert the other computer's name and zone into an AppleTalk network address and use that address to find the computer's physical location on the network.

Follow the network cable and check each computer

When you know the AppleTalk network address for the computer that is running the duplicate software, work with your network administrator to identify the physical location of the network cable that matches the network address. This location will probably give you or your network administrator a good idea where the computer is located.

If you still can't find the computer, you need to follow the cable along its path, systematically looking for any attached computer and checking each computer to see if it's the duplicate. Your network administrator may have a network topology map you can use to help in your search.

Contact your Apple support representative

If you can't contact the other computer's administrator and you do not have network tracking and analysis software, see the Apple Software Service Directory that came with your AppleShare IP software for information about contacting the appropriate support representative for your area. Apple's support representatives will help you determine if a new serial number is needed. Be prepared to provide your identification and purchase information.

When you find a computer with a duplicate serial number

Only a user who has administrative privileges can change the serial number. If the administrator for the computer isn't available, look for some identifying information about that person in the area nearby or ask people working nearby how to contact the administrator.

If you must resolve the conflict quickly, but you can't contact the other administrator, contact the appropriate Apple support representative in your area to request a new serial number for your computer. (See the Apple Software Service Directory that came with your AppleShare IP software for details.) You'll need to provide your identification and purchase information.

(Be sure to follow the guidelines at the beginning of this appendix for recording a new number, making copies, and storing the information in secure places.)

If you lose your serial number card

If you lose your AppleShare IP serial number card before you set up AppleShare IP, contact the appropriate Apple support representative in your area to request a new serial number for your computer. (See the Apple Software Service Directory that came with your AppleShare IP software for details.) You'll need to provide your identification and purchase information.

If you lose your serial number after you start the Web & File Server, follow these steps to display your serial number:

1 Open the Web & File Admin program and choose Web & File Server Settings from the Server menu.

The Web & File Server Settings window appears.

2 Choose Serialization from the pop-up menu.

Your serial number appears in the Serial Numbers list.

🗆 🛛 Web D File Se	rver Settings
Serialization 🔻	
Name/Ptone: Jen Smith/(206 Organization: Speech Leb	3 555-1212
to 1	
Serial Numbers	Max Connections
A-111-888-222-000-333-	000-444-EEE-555 250
	Revert Save

3 Copy the serial number listed in the dialog box on paper and store it in a safe place. Put a photocopy in another location, too.

Appendix C Web & File Server Cache

The Web & File Server cache is a portion of random-access memory (RAM) that the File Server uses for storing frequently used files, folders, and icons. By caching items in RAM, the File Server provides faster access to shared items than if they were retrieved from the computer's hard disk.

The following illustration shows how RAM is apportioned in a computer that runs the Web & File Server.



Note that a portion of RAM is reserved for system software as well as for programs opened before the Web & File Server. The Web & File Server reserves a portion of RAM for use by other applications, as described in "Limiting the Size of the Cache" in Chapter 4, and uses the remaining RAM as needed.

The memory that the File Server Extension uses is one component of the overall memory required by system software. Thus, the minimum of 5.5 MB of RAM that the File Server Extension requires is part of the total memory displayed for system software when you view your computer's memory allocation. (To view your computer's memory allocation, choose About This Computer from the Apple menu.)

If free RAM (that is, RAM not being used by system software or any applications) is available on your computer, the Web & File Server uses it for its cache as needed. As the cache expands, the amount of memory allocated to "System Software" in the About This Computer window grows accordingly. Once the Web & File Server has claimed available memory for its cache, it does not automatically release the memory so that it can be used by other applications. If, while the Web & File Server is running, you are unable to open a program because not enough memory has been allocated for other programs, you can flush the cache temporarily. That procedure is described in the section "Resetting the Cache Temporarily" in Chapter 4.

Here are a few things to keep in mind when considering the amount of memory you plan to reserve for other applications:

- m Use a minimum cache setting of 1 MB (the default setting); the Finder can perform poorly (or crash) if there isn't any free memory for it to use, so the amount of memory reserved for other applications should always be at least 1 MB.
- m The Web & File Server cache does not attempt to claim memory used by applications that have been opened prior to starting the Web & File Server, or by applications that are running prior to the expansion of the Web & File Server's cache. So, if there are applications that you plan on using often, consider starting them before you start the Web & File Server program. For example, if you start a database application that has a 4 MB memory partition *before* you start the Web & File Server (or before the Web & File Server tries to expand its cache), that 4 MB does not count toward the amount of memory reserved for other applications.
- m If you think that the Web & File Server's default cache of 1 MB is sufficient for your file service needs, you can reserve all available RAM for other applications. For instance, for a computer with 32 MB of RAM, you can set the reserved value to 32 MB; the Web & File Server will not attempt to allocate additional cache blocks.
- m If you're not planning to run many programs other than the Web & File Server, lowering the amount of RAM reserved for other programs may improve the performance of the Web & File Server.

Appendix D Changing the Startup Disk

The AppleShare IP servers use several files located in the System Folder of your startup disk. If you change your startup disk after you install any of the AppleShare IP server programs, you need to install AppleShare IP on the new startup disk and copy certain files and folders from the old startup disk to the new startup disk.

This appendix provides instructions for two scenarios:

- m adding a new disk, making it the startup disk, and keeping the old disk
- m replacing the startup disk

Depending on whether you add or replace a startup disk and on which AppleShare IP servers your computer is running, you may skip some of the steps shown in this appendix.

To change the startup disk, follow these steps:

- 1 Shut down your computer and connect the hard disk you want to use as the startup disk. See the manual that came with your computer for detailed instructions.
- 2 Restart your computer.
- 3 Make sure that the new hard disk has a name that is different from the startup disk.
- 4 Install System 7.6, Open Transport 1.1.2, and AppleShare IP software on the new hard disk.

For information about installing this software, see Chapter 1.

5 Drag a copy of the Users & Groups Data File from the Preferences folder inside the System Folder on your startup disk to the Preferences folder inside the System Folder on the new hard disk.

This step is not necessary if the Print Server is the only AppleShare IP server your computer is running.

- 6 If your computer is being used to run the Web & File Server, drag a copy of the AppleShare IP Preferences folder from the Preferences folder inside the System Folder on your startup disk to the Preferences folder inside the System Folder on the new hard disk.
- 7 If you are replacing your startup disk and if your computer is being used to provide Web service, drag a copy of the current Web folder from your startup disk to the new hard disk.

This step is not necessary if you are adding a disk that will be the new startup disk and you plan to use both hard disks.

8 If you are replacing your startup disk and if your computer is being used to share data, use the Web & File Admin program's Duplicate Folder command to copy shared folders from the startup disk to the new hard disk.

Do not use the Finder to copy the folders because the folders' access privileges will not be retained. For information about using the Duplicate Folder command, see the section "Copying Files and Folders Between Volumes" in Chapter 4.

9 If you are replacing your startup disk and if your computer is being used to run the Mail Server, drag a copy of the AppleShare IP Mail Folder from your startup disk to the new hard disk.

This step is not necessary if the AppleShare IP Mail Folder is not currently located on your startup disk.

10 If you are replacing your startup disk and if your computer is being used to run the Print Server, drag a copy the Print Server Preferences folder from the Preferences folder inside the System Folder on your startup disk to the Preferences folder inside the System Folder on the new hard disk.

By default, the Print Server stores jobs in a folder inside the Print Server Preferences folder. If you have set up the Print Server to use a different folder, you need to drag that folder to the new hard disk.

- 11 Open the Startup Disk control panel and click the icon of the disk you want to use as the startup disk.
- 12 Choose Restart from the Special menu.

The disk that you selected in step 11 becomes the startup disk. After the computer has restarted, start the AppleShare IP Manager from the new startup disk.

13 If you are replacing your startup disk and if your computer is being used to run the Mail Server, use the Mail Admin program to change the mail storage volume.

This step is not necessary if the AppleShare IP Mail Folder is not currently located on your startup disk. For information on determining the current location of the AppleShare IP Mail Folder, see the section "Changing General Settings" in Chapter 6.

14 If you are replacing your startup disk and if your computer is being used to run the Print Server, use the Print Admin program to change the folder in which jobs are stored.

For information on determining the folder that the Print Server is currently using to store jobs, see the section "Changing Print Server Settings" in Chapter 7.

15 If your computer is being used to run the Web & File Server, start the Web & File Server.

Verify that folders are being shared correctly. If Web service is enabled, use the Web & File Admin program to verify and set the location (if necessary) of the Web folder. If FTP service is enabled, verify that it is working correctly.

- 16 If your computer is being used to run the Mail Server, verify that the Mail Server is using the correct mail database. Check the Mail Server log. For information, see the section "Viewing Mail Server Logs" in Chapter 6.
- 17 If your computer is being used to run the Print Server, verify that the Print Server is working correctly. Check the Print Server log. For information, see the section "Viewing Print Server Logs" in Chapter 7.
- 18 If you are replacing your startup disk, stop each AppleShare IP server and shut down your computer. Remove the disk that formerly was the startup disk (making sure that the SCSI chain is terminated correctly) and restart your computer.

Repeat step 15 through step 17 to verify that the servers are working correctly.

Appendix E Import File Format

To use the Web & File Server Admin program's Import Users command, you need to have a file containing a list of user names (and optional attributes). The file that you import must conform to the format described in this appendix.

The simplest way to create a file that has the proper format is to use the Web & File Server Admin program's Export Users & Groups command. When you use the Export Users & Groups command and specify that all of the users' attributes are to be exported, a file having the following format is created:

User name Internet alias Comment E-mail attributes

Attribute fields are separated by a tab character, and user records are separated by a carriage return character. Two adjacent tab characters indicate an empty field. For example, if the user doesn't have a comment, the empty field is represented by two tab characters. If you don't specify that an attribute is to be exported, the resulting file contains only the attributes that you specified for export. For example, if you do not specify the Comment attribute, the resulting file contains the following fields, separated by a tab character:

User name Internet alias E-mail attributes

For security reasons, the Export Users & Groups command does not export passwords. If you want, you can edit the file, add passwords after the Internet alias field, and then import the file. The easiest way to add passwords is to use a spreadsheet program. In the spreadsheet program, insert a column after the column of Internet aliases. By saving the file as a tab-delimited text file, the spreadsheet program automatically adds two tab characters for any users for whom you didn't add a password.

When passwords are added, the format of the file is as follows:

User name Internet alias Password Comment E-mail attributes The following information applies to each field:

m User name. This field is mandatory. Its maximum length is 31 characters.

m Internet alias. This field is optional. The maximum length is 31 characters.

m Password. This field is optional. The maximum length is 8 characters.

m Comment. This field is optional. The maximum length is 194 characters.

m *E-mail attributes.* This field is optional.

Here is a sample record:

Jan Smith jan fhfg1s3g Jan's comment HasMail

The E-mail attributes field is composed of one or more subfields, separated by a tab character. The content of the e-mail attributes field can be one of the following keywords:

- m The keyword "NoMail" is required if mail is not enabled for the user.
- m The keyword "HasMail" is required to enable mail for the user.

The keyword "NO POP" indicates that APOP is not required.

The keyword "APOP" is required if the user's client mail application is required to supply an encrypted password when it logs on to the Mail Server.

m The keyword "ForwardInternet" is required to enable auto forwarding over TCP for the user and is followed by a tab character and the e-mail address to which mail is to be forwarded. The maximum length of the Internet address is 255 characters.

m The keyword "ForwardAppleTalk" is required to enable auto forwarding over AppleTalk for the user. It must be followed by a user name, a tab character, a server name, a tab character, and a zone name. The maximum length for the user name, server name, and zone name is 31 characters each.

Here is an example for each possible combination of e-mail attribute:

NoMail HasMail NO APOP HasMail APOP ForwardInternet jan@shasta.acme.com ForwardAppleTalk Jan Smith Shasta Excalibur

If a field or subfield does not conform to these requirements, the Import Users command does not import the user and generates a message in the log file indicating the reason for the failure.

Glossary

access privileges The ability of network users to read, read and write, or make write-only changes to a shared disk or folder. Access privileges are determined by the administrator or by users. See *explicit access privileges* and *adopted access privileges*.

adopted access privileges Access privileges that are the same as the folder's enclosing folder. A folder with adopted privileges automatically takes on the User/Group and Everyone privileges of any folder (or disk) into which it's moved. See *explicit access privileges*.

anonymous FTP An attribute you can set for FTP service that allows users to log on to the Web & File Server as anonymous, without providing passwords.

alias A file that points to a file, folder, or disk. When you open an alias, you're actually opening the file, folder or disk that the alias points to.

APOP Acronym for *Authenticated Post Office Protocol.* APOP is a protocol used by some client mail applications to encode passwords so they cannot be observed on the network. **AppleShare client software** Any software that supports the AppleTalk Filing Protocol, including AppleShare Client Software 3.7, AppleShare Client for Windows, and COPSTalk.

AppleShare IP administrator The person who sets up the Web & File, Mail, or Print Server, registers users and their passwords, creates groups, and maintains file, mail, and print services. See *network administrator*.

AppleTalk A communications environment in which many different kinds of computers, peripheral devices, and software can work together according to protocols (rules) developed by Apple Computer.

attach To associate a printer with a queue.

banner page A printed page that shows the user's name, the program, the document name, the date and time of printing, the name of the printer, and the number of pages in a document.

cache A portion of RAM used for storing frequently used folders, files, and icons. Because cached items are already in RAM, access to them is faster than if they were read from a storage device each time they are used.

default port The port that non-multihoming-aware applications use when multihoming is enabled. The default port is the port that appears in the "Connect via" pop-up menu of the AppleTalk control panel.

DNS Acronym for *Domain Name System*. A computer that runs DNS software provides name service to the other computers on the network. DNS provides the IP address when it is given the name of a computer. When supplied with the IP address of a computer, DNS provides the name of that computer (a process known as reverse-name lookup).

DNS name The name by which a computer is known to the Domain Name System (DNS) service. For example, shasta.acme.com is a DNS name.

Ethernet A high-speed (10 megabits per second), widely used network type. A newer Ethernet standard (known as Fast Ethernet) runs at 100 megabits per second.

EtherTalk Software from Apple Computer that allows you to use AppleTalk network services on an Ethernet network.

Everyone A category of users for which you can set access privileges to shared disks and folders. The category refers to anyone who logs on to the Web & File Server as a guest, a registered user, or anonymous.

explicit access privileges Access privileges that you set for a volume or folder by selecting read and write, read, or write only for Owner, User/Group, and Everyone. Explicit privileges set for a folder remain with the folder regardless of where you move it. See *adopted access privileges*.

file sharing The capability of sharing files among users on a network. See *Macintosh file sharing*.

FTP Acronym for *File Transfer Protocol*. Programs that support FTP allow users to connect to the Web & File Server and transfer files.

home page The Web page that is displayed by default when a user enters the top level URL for a Web site.

HTML Acronym for *HyperText Markup*

Language. HTML is a document-layout and hyperlink-specification language that Web servers and client browsers exchange in order to display a Web site.

Internet A collection of networks and computers that has evolved from a small number of researchrelated networks to a loosely connected global network that allows users of many different computer types to exchange information easily.

intranet An internal network. Contrast with *Internet*.

IP address An address used by the Internet protocols to identify a computer.

group A group of registered users who have a common set of access privileges.

guest A user who can log on to the Web & File Server without providing a password.

LocalTalk Built-in networking hardware and software that allows a Macintosh computer to be part of an AppleTalk network.

locked file A file that cannot be renamed, discarded, or changed, even by its owner. It can, however, be copied, duplicated, or opened. You lock a file by setting the Locked checkbox.

locked folder A folder that cannot be moved, renamed, or deleted while the AppleShare IP Web & File Server program is running, even by its owner. It can, however, be copied, duplicated, or opened. You lock a folder by enabling the "Can't move, rename, or delete this folder" box in its Privileges window.

Macintosh file sharing A feature of system software 7.0 (and later) that allows file sharing between Macintosh computers on a network.

Mac OS The name of the operating system that Macintosh computers use.

MIME Acronym for *Multipurpose Internet Mail Extensions*. MIME is a standard for specifying an action that is to take place when a file that has certain characteristics is transferred.

mount To make hard disks and CD-ROM discs available.

multihoming A feature of Open Transport that allows a computer to be connected to up to four network segments at the same time. Network applications that are multihoming aware can work over multiple segments. Network applications that do not support multihoming work only on the segment that is selected as the default port.

MX Acronym for *mail exchange*. An MX record stores the IP address of a computer's mail server.

network A collection of devices such as servers, computers, and printers that are connected together and communicate with one another. A network allows users to store, share, and retrieve information as well as share network devices such as printers.

network administrator The person responsible for setting up, maintaining, and troubleshooting a network. See *AppleShare IP administrator*.

Network Trash folder Deleted files and folders that can accumulate on the server (in an invisible folder called the Network Trash folder) if users are disconnected. The AppleShare IP Web & File Server empties the Network Trash folder automatically when it starts up and periodically thereafter.

owner The registered user who created or was assigned ownership of a folder.

Parallel Directory Structure (PDS) file An invisible file created on your computer when you install the AppleShare IP software. This file keeps track of unique identification numbers assigned to each user and group that you create as well as each folder on your computer's hard disks.

password A unique word or set of characters that must be entered before a registered user can gain access to a volume on the Web & File Server or to the user's E-mail account.

PDS See Parallel Directory Structure (PDS) file.

POP Acronym for *Post Office Protocol*. Client mail programs use this protocol to receive mail from the Mail Server. The most recent version of POP is version 3.

PPD file Acronym for *PostScript printer description* file. The PPD file defines the capabilities of a printer.

printer driver Software that controls the exchange of information between a computer and a printer.

print queue log A chronological list of documents that have been printed.

privileges See access privileges.

program linking The ability of a program to exchange information directly with another program over a network. To use program linking, both programs must have the capability.

RAM Acronym for *random-access memory*. The part of a computer's memory that stores information temporarily while you're working on it. Information in RAM can be referred to in an arbitrary or random order, hence the term *random access*.

registered user A user who has been given a user name and password by the administrator. Usually, registered users have greater access privileges to volumes on a file server than guests or anonymous users.

shared disk A hard disk, CD-ROM disc, or other storage medium whose contents can be retrieved over the network.

shared folder A folder that is available to some or all network users over the network.

share point A disk, CD-ROM disc, or folder that is set to be shared in its Privileges window. All of the folders that a share point contains are also shared.

sharing Making a hard disk, CD-ROM disc, or folder available so network users can access it.

SimpleText An application that can display the contents of the Web & File Server log if the log is less than 32K in size.

SMTP Acronym for *Simple Mail Transfer Protocol.* The Mail Server uses SMTP to exchange mail with other mail servers. In addition, client mail applications use SMTP to send mail to the Mail Server.

special characters Characters that require two bytes to represent them, such as the characters that are formed by pressing the Option key in combination with another key. The trademark and bullet symbols are examples of special characters.

TCP Acronym for *Transmission Control Protocol*. TCP is one of the most well known of the Internet Protocols.

URL Acronym for *universal resource locator*. A URL is the address of a Web site.

User/Group A category of users for which you can set access privileges to shared folders and disks. The category consists of any user or group that is registered.

user name The name chosen by a user or network administrator to identify a registered user.

Users & Groups Data File The file in which user and group information is stored. The Users & Groups Data File is in the Preferences folder, inside the startup disk's System Folder.

User window When you register a new user, you enter the user's name, password, user attributes, and click Save. The user's name then appears in the window's title bar. The window is then referred to as the User window.

volume A hard disk attached to the computer, a CD-ROM disc, or a folder contained on a hard disk or CD-ROM disc, that is shared.

Web page The content of a single HTML file displayed by a Web browser.

Web site A collection of related Web pages made available by the same Web server.

zone Zones are set up by a network administrator and are used to group devices on an AppleTalk network.

Index

Α

access privileges. See also guest access; security assigning for duplicate users 95 to Web folder 194 changing log-on 103 for multiple users 102 the Owner or User/Group category 167-168 comparison of AppleShare versions and 153-154 controlling access to disks, folders, and files 171-175 of unregistered users 170 to Web sites 194 enabling additional administrators 88 how users see 168-169 icons for 67 locking folders and files 172-175 reassigning for deleted users or groups 109-110 security features of 153-154 setting 66-67, 160-168 adopted privileges 163-164 explicit privileges 161-163 privileges of all enclosed folders 165-167 troubleshooting problems with 271-274, 277 user categories and 154-155

Action field listing of defaults 290–292 for MIME type mapping 197 selecting action for 199 adding comments to user's accounts 91 greeting messages 142 MIME type mappings 198–200 passwords when duplicating new users 94, 95 serial numbers 149-151 users to groups 90 addresses displaying IP addresses for computer 227 entering E-mail 72 entering IP 29 dynamic 239, 240, 241 static 239 router 29, 184-185, 239 administering users and groups 83-119. See also groups; users allowing and denying guest access 95-97, 273 changing group membership 111-112 names of groups 111 user names, Internet aliases, and passwords 100 creating groups 98-99 new users individually 84-91 users by duplication 91-95 deleting users and groups 108-110

maintaining the Users & Groups Data File 113 - 119backing up 118 exporting users from 113–115 importing users to 115–118 restoring 119 removing users from groups 107-108 Administer Server dialog box 102 Administer Web & File Server dialog box 61 administrators changing passwords 100 enabling additional 88 adopted access privileges defined 160-161 setting 163-164 alert icon 253 anonymous FTP access. See also FTP service enabling and disabling 127, 145 guest access and 95 message files displayed with 146 troubleshooting problems with 280 Anonymous FTP Log On line (Web & File Server Activity window) 127 APOP (Authentic Post Office Protocol) encryption standard 73, 210 Apple Guide help 15 Apple home page 16 Apple LaserWriter 8.4 printer driver 75 AppleShare 3. See also AppleShare IP 5.0 access privileges for 153-154 upgrading from 20, 64 AppleShare 4. See also AppleShare IP 5.0 access privileges for 153-154 upgrading from 20, 64 AppleShare Client Software 3.7 enabling and disabling connections over TCP 142-143 folder for 32 logging on to Web & File Server and 39 lowering number of concurrent connections 136-137 AppleShare Client User's Manual 40 AppleShare icon 275

AppleShare IP Administrator's Manual 11, 295 AppleShare IP Easy Setup 44-81 AppleTalk setup 50-53 Custom Setup option 54-59 first time setup creating users 60-63 for FTP service 69 for Mail Server 70-74 for Printer Server 74-81 for Web & File Server 64-67 for Web service 68 Normal Setup option 45, 46–49 starting servers with 48-49, 52, 58 using AppleShare IP Manager 60 AppleShare IP 5.0. See also system software access privileges for 153-154 allocating RAM memory 301-303 changing the startup disk 305-308 contents of folder 31 installing 17-42 new features of 11 running AppleShare IP Easy Setup 44-81 serial numbers for 295-299 specifications for 289-293 upgrading to 20 AppleShare IP Guide files 32 AppleShare IP home page 16 AppleShare IP Mail Database file backing up 236 displaying information about 228 AppleShare IP Mail Server. See Mail Server AppleShare IP Manager starting with AppleShare IP Easy Setup 49, 53, 59 using 60 AppleShare IP Manager window 60 AppleShare IP Print Server. See Print Server AppleShare IP Web & File Server. See Web & File Server AppleShare Workstation Software 39 Apple Software Service Directory 298

AppleTalk Easy Setup for 50-53 entering serial number for 50 setting up 26-27 using multihoming 179–185 AppleTalk control panel 26 AppleTalk Filing Protocol (AFP) 39 AppleTalk Network System Overview 16 applications limiting access to 173-175 concurrent use of 175 RAM allocations for 301, 303 ResEdit program 198 setting up client mail 73-74 modems for TCP/IP 242-245 assigning printers to print jobs 258 automatic directory listing 204

B

backing up the mail database 236 the system 21 Users & Groups Data File 118 banner pages 76 BinHex encoding 196

С

cache. See also RAM allocation memory in 301–303 flushing the 270 limiting the size of 138–139 minimum settings for 303 resetting temporarily 138 canceling disconnections to Web & File Server 131–133 a shutdown 125 Cancel User Disconnect button (Web & File Server Activity window) 132 Carl-Mitchell, Smoot 16 case-sensitivity 86–87

categories changing the Owner or User/Group 167-168 description of 154-155 **CD-ROM** discs avoiding labels on 295 installing system software from 22-23 sharing 156-160 troubleshooting for 272 unmounting 171-172 CD-ROM drive, specifications for 289 CGI (Common Gateway Interface) scripts 196 Change Password dialog box 106 changing administrator privileges for multiple users 102 current Web folders and files 191-193 group membership 111-112 Internet alias 100 log-on privileges for multiple users 103 MIME type mappings 201–202 names for groups 111 of queues 261 for users 101 for the Web & File Server 141 Owner user category 167-168 passwords disabling users from 89, 106 reasons for 100 for users 100-101 Print Server settings 251–252 settings for mail log 224-225 for mail routing 220-221 for Mail Server 222–223 the startup disk 305-308 User/Group user category 167-168 characters restricted for queue names 76 valid for Internet aliases 87 Chooser making printers visible in 78 troubleshooting items not appearing on 275

client mail applications displaying POP account names 72-73 maximum connections for SMTP-compliant 293 setting up 73-74 color printing 77 Comer, Douglas 16 comments adding to user's account 91 duplicating for users 95 Common Gateway Interface (CGIs) scripts 196 computers displaying DNS name for 227 entering names for system setup 23 running Mail Server on multiple 206-207 tracking incorrect serial numbers of 297-298 connections. See also troubleshooting concurrent increasing number of for Mail Server 236-237 lowering number of 136-137 for sending and receiving mail 229 setting limits for use of applications 175 system specifications for 293 enabling and disabling AppleShare client connections over TCP 142-143 FTP 143-146 managing with other mail servers 237 monitoring 127 redialing with modem 243 services available with Macintosh protocols 38 viewing user's type of 127 copying files and folders between volumes 176-177 copy-protecting files 173-175 creating groups 98-99 multiple queues 251 queues and attaching printers 75-79 users 60-63, 84-95

Creator field defined 197 listing of defaults 290–292 for MIME type mapping 197 selecting creator code for 200 Custom Install procedure 35–37 Custom Setup option 54–59

D

Date & Time control panel 34, 37, 272 dates disabling log on after specified 89 resetting 272 setting computer's internal 34, 37 setting expiration 104, 149 Delete Users/Groups button (Users & Groups List window) 109 deleting MIME type mappings 203 print jobs 259 queues 264-265 serial numbers 149-151 users and groups 108-110 denying guest access 95-97 detaching printers from queues 262-263 Detach Printer button (Edit Queue window) 262 Dinucci, Darcy 16 disabling AppleShare client connections over TCP 142-143 energy saving setting 23 FTP connections 143–146 log on after specified date 89 to Mail Server and Web & File Server 88 mail for users 226 users from changing passwords 89, 106 Web logging 140, 190–191 Web service 189 disconnecting users canceling disconnection 131-133 setting time for 131 from Web & File Server 129-131

Disconnect User button (Web & File Server Activity window) 130 Disconnect Users dialog box 130 Disk & Share Points window 65, 157 disks. See hard disks disk space requirements for installing AppleShare IP 5.0 19 setting preferred amount for Mail Server 223 displaying information about AppleShare IP Mail Database file 228 about print jobs 254-255 DNS names and IP addresses for computers 227 POP account names 72–73 saving displayed logs as text files 266 serial numbers 299 DNS (Domain Name System) service. See also MacDNS displaying DNS name for computers 227 entering domain names 30, 55-56 Mail Server and 245-246 name servers and DNS service 29-30, 56 setting up AppleShare IP with 45 documentation AppleShare Client User's Manual 40 glossary for 313-316 locating files for 31-32 onscreen manual 12 overview of 12-13 retail books 15-16 technical 15 using onscreen help 14 WWW support pages 16 domain names 30, 55-56 Domain Name System (DNS) service. See DNS service Duplicate General Attributes checkbox (Duplicate User Multiple window) 93, 94 duplicate serial numbers how to resolve 298 troubleshooting 271 Duplicate User Multiple window 93

duplicating MIME type mappings 202–203 user accounts 91–95 dynamic IP addresses effects on Web & File Server usage 241 entering 240

Е

Easy Install procedure files and folders installed with 31-32 steps for 33-34 Easy Setup. See AppleShare IP Easy Setup Elements of Web Design (Dinucci, Stiles, and Giudice) 16 E-mail addressed to unknown hosts 214-218 attributes for importing files 310-311 designating administrators for 57 entering user addresses 72 Mail Server error log 235 viewing status of 231-232 maximum concurrent connections for 229 maximum number of messages per POP connection 226 monitoring outgoing 230-232 setting up client mail applications 73-74 mail forwarding 210-214 for users 70-73, 208-210 system specifications for 293 transferring to users 226 troubleshooting 282-284 undeliverable mail 221 E-mail administrators 57 enabling AppleShare client connections over TCP 142-143 changing of passwords 89, 106 E-mail for users 208-210 FTP connections 143-146 guest access to Web & File Server 97 mail for users 70-74

multihoming 180-183 other administrators 88 program linking 88, 97, 105 Web logging 190-191 Web service 189 enclosed folders 164-167 Enclosing Privileges button (Disks & Share Points window) 165 energy saving settings 23 entering AppleTalk serial number 50 computer names 23 domain names 30, 55-56 E-mail addresses 72 Internet aliases 29, 63, 87 IP addresses 29, 239-241 passwords 23, 87 software serial numbers 47, 50, 54 subnet mask numbers 29, 230 URL names 68 user names 63, 86 error messages 277 Ethernet connection port 180 Evans, Jeff 16 Everyone user category 155, 170 expiration dates for multiple users 104 for passwords 149 explicit access privileges defined 160-161 setting 161-163 exporting users 113-115 Export Users and Groups dialog box 114

F

Field Type field 197 files. *See also* backing up; log files for AppleShare IP Guide 32 assigning privileges for 171–175 mail database 228 personal files 272, 280 on Web sites 194 changing current Web 191–193

converting names to short names 133-134 copying between volumes 176–177 copy-protecting and locking 173-175 for documentation 31-32 FTP message 146 importing format for 309-311 passwords for 116 index.html file 204 installed with Easy Install procedure 31-32 saving logs as text 266 troubleshooting access to 274, 280 types of log 195 Users & Groups Data 21, 113-119 File Server Extension 301, 302, 303 file service. See also Web & File Server specifications for 289-290 types of Macintosh 39 for Windows and Windows 95 users 41-42 File Suffix field defined 197 selecting file suffix for 200 File Transfer Protocol service. See FTP service File Type field defined 197 listing of defaults 290-292 selecting file type for 200 Finder 173 first-time computer setup 21 folders access privileges assigning to 153 explicit and adopted 160-161 setting for all enclosed 164-167 troubleshooting for 272, 274, 280 copying between volumes 176-177 HTTP Log 195 locking 172-173 Preferences 128, 252 share point icon for 67 sharing 156-160 moving shared 177-178 upgrading and 64

on startup disk 31-32 storing print jobs in selected 252 System 32 Web 191-193, 194 FTP (File Transfer Protocol) service. See also anonymous FTP access allowing and denying guest access 95-97 canceling disconnections 131-133 connecting to 143-146 disconnecting users 129-131 FTP message files 146 greeting messages for 142 logging on the first time 69 lowering number of concurrent connections to 136-137 naming hard disks and 21 overview of 39 server shutdowns canceling 125 messages about 124 troubleshooting 279-281 FTP Anonymous Login Message file 146 FTP Connect Message file 146 FTP Login Message file 146

G

Giudice, Maria 16 glossary 313-316 greeting messages 142 groups 83-119 adding users to 90 changing group membership 111–112 names of 111 creating 98-99 deleting 108-110 exporting 114 logging members with E-mail addresses 221 naming 99, 225 reassigning privileges for 109-110 removing users from 107-108 sending mail to 225-226 Group window 99

guest access. See also access privileges allowing and denying 95–97, 273 enabling Web & File Server for 97, 127 Everyone user category and 170 preventing access to Web site 194 setting maximum number of concurrent connections for 137 Guest Access for Web & File Server line (Web & File Server Activity window) 127

Н

hard disks. See also disk space; startup disk changing the startup disk 305-308 controlling access to 171-175 entering owner name for 23 naming 21 sharing 156-160 share point icon 67 startup disk 66 upgrading and 64 unmounting 171-172 hardware requirements for installing AppleShare IP 5.0 18 specifications for 289 help Apple Guide 15 Tips 14 using onscreen 14 hold placing a queue on 259-260 placing print jobs on 256 releasing a queue on 260 releasing jobs on 257 home pages Apple and AppleShare 16 displaying your 68 HTML (HyperText Markup Language) codes 187 HTML The Definitive Guide (Musciano) 16 HTTP Log folder 195 Hunt, Craig 16 HyperText Markup Language (HTML) codes 187

I, J

icons alert 253 AppleShare 275 for disconnections 131 Mail Server 60 None privilege 67 Print Server 60 Read & Write privilege 67 Read Only privilege 67 share point 67, 159 Web & File Server 60 Write Only privilege 67 import file format 309-311 importing users 115–118 Import Users command 309-311 index.html file 204 Inside AppleTalk (second edition) 16 installing AppleShare IP 5.0 17-42 Custom Install procedure 35-37 Easy Install procedure files and folders installed with 31-32 steps for 33-34 file service for Macintosh users 39 for Windows and Windows 95 users 41-42 mail service for Macintosh users 40 for Windows and Windows 95 users 42 preparing your computer 20-30 backing up the system 21 configuring TCP 27-30 first-time computer setup 21 installing Open Transport 1.1.2 24-25 setting up AppleTalk 26-27 setting up system software 22-23 print service for Macintosh users 40 for Windows and Windows 95 users 42 security 18 system requirements for 18-20 upgrading from earlier versions 20 Install Mac OS application 22

Internet alias changing 100 duplicating user accounts and 91 entering 29, 63, 87 importing 309, 310 Internet Connection, The (Quaterman and Carl-Mitchell) 16 Internetworking with TCP/IP (Comer) 16 invisible files 21 IP addresses displaying for computer 227 entering 29, 87 static and dynamic 239

K

Kennedy, Bill 16 keyboard input speed 274

L

Le Vitus, Bob 16 LocalTalk connection port 180, 181 locking files 173-175 folders 172-173 log files. See also monitoring disabling Web 140, 190-191 saving as text 266 showing for all queues 267 system specifications for 293 troubleshooting problems with 288 types of 195 viewing Print Server 266-268 logging on preventing 88-89, 124, 148 requiring new password for 89 troubleshooting difficulties 279 Log window 266

Μ

MacBinary encoding 196 MacDNS. See also DNS service completing setup for 59 designating E-mail administrator for 57 name service and 246 setting up DNS names and 55-56 MacDNS Administrator's Guide 59 Macintosh connecting Mail and Print Servers for 40 file service for 39 support for multihoming 179 Mac OS 7.6 CD-ROM disc 22-23 MacTCP 22 Mail Administrator account 238 mail database file backing up 236 displaying information 228 Mail Item Status button (Outgoing Mail window) 230 Mail Item Status window 231–232 mail log settings 224–225 Mail Server 205-245 backing up the mail database 236 changing 220-225 general settings 222-223 mail log settings 224-225 mail routing 220-221 the startup disk 306-307 user names, Internet aliases, and passwords 100 connections increasing number of concurrent 229, 236-237 for Macintosh users 40 with other mail servers 237 for Windows and Windows 95 users 42 disabling log on to 88 mail for users 226 disk space settings for 223 DNS and 245-246 features of 11

first time setup for 70–73 monitoring 227-235 checking network information 227 Mail Server Activity window 228-229 outgoing mail 230-232 viewing Mail Server logs 232-235 overview of 205 sending mail to groups 225-226 setting up 206-218 client mail applications 73-74 for mail addressed to unknown hosts 215-218 mail for users 208-210 mail forwarding for users 210-214 on multiple computers 206-207 an Open Transport/PPP connection 238-245 starting and stopping the 219, 270 system specifications for 293 transferring mail to users 226 troubleshooting 282-284 unable to start 270 using the Mail Administrator account 238 viewing status of 228 Mail Server Activity window 70, 228-229 Mail Server error log 221 Mail Server icon 60 Mail Server logs 232–235 Mail Server Settings window 224 managing connections with other mail servers 237 print jobs 254-259 queues 259-265 memory. See RAM messages error 277 FTP 146 greeting 142 shutdown 124, 125 system messages about Web & File server 128 - 129MIME type mappings 197–203 about 197-198 adding 198-200

changing 201-202 deleting 203 duplicating 202-203 listing of default 290-292 modem settings 242-245 Modem window 242 monitoring. See also log files the Mail Server 227-235 checking network information 227 Mail Server Activity window 228-229 outgoing mail 230-232 viewing Mail Server logs 232-235 with Web & File Server Activity window 126-127 Web service 195 Monitor Queue window 254-255 mouse input speed 274 moving shared folders 177–178 multihoming 179-185 defined 179-180 enabling 181-183 using routers to connect network segments 184-185 multiple users 101-106. See also users changing administrator privileges 102 log-on privileges 103 creating 93-94 disabling changing of password 106 program linking 105 requiring new password on log-in for 106-107 setting expiration dates for user accounts 104 Musciano, Chuck 16

Ν

names case-sensitivity of user 86 changing for Web & File Server 141 converting files names to short names 133–134 DNS 29–30, 56, 227 domain 30

entering Internet aliases 63 at setup 23 **URL 68** group 99, 111, 225 for hard disks 21 for log files 195 for MIME Mapping fields 198 for queues 76, 261 for users 63, 86, 101 name servers 29-30 entering IP addresses for 239 MacDNS and name service 246 network connections. See connections Network Info window 227 networks. See also multihoming monitoring information about 227 setting up type of 46 network zones. See zones New Group button (Users & Groups List window) 98 New MIME Type window 199 New Queue dialog box 76 New User button (Users & Groups List window) 85 None access privilege 153 None access privilege icon 67 Normal Setup option 45, 46-49

0

onscreen manual 12 Open Selection button (Users & Groups List window) 92 Open Transport Installation dialog box 25 Open Transport 1.1.2 installing 24–25 system requirements for 289 Open Transport PPP 1.0 22 Open Transport/PPP protocol, setting up 238–245 optimizing performance 134–140 allocating RAM and 303 limiting the size of the cache 138–139

lowering number of concurrent connections 136 - 137resetting the cache temporarily 138 setting maximum level of processing power 135-136 for Print Server 76-77 troubleshooting CD-ROM mounting 272 mouse and keyboard input 274 printing 287-288 Web & File Server speed 273 upgrading and 38 Web logging and 140, 190–191 Outgoing Mail window 230-231 overview of AppleTalk Filing Protocol (AFP) 39 of AppleTalk network system 16 of documentation 12-13 of File Transfer Protocol (FTP) 39 of the Mail Server 205 owner names 23 Owner user category changing 167-168 defined 154

Ρ

paper-conserving printer options 76–77 passwords. *See also* security adding when duplicating new users 94, 95 case-sensitivity of 87 changing for users 100–101 disabling users from changing 89, 106 entering for system setup 23 user 87 forgotten 274, 278, 281 importing 116, 309–310 preventing logon with incorrect 148 reasons for changing 100 requiring new 89 for multiple users 106–107

setting expiration dates for 149 minimum length of 148 for users 61, 63 troubleshooting problems about 274, 276-277, 279, 281 personal files 272, 280 placing on hold print jobs 256 queues 259-260 Planning and Managing AppleTalk Networks 16 POP (Post Office Protocol) connections displaying account names of 72-73 increasing number of 236-237 information in Mail Server log about 234 maximum number of e-mail messages per 226 system specifications for concurrent 293 PPP dialog box 241 Preferences folder storing print jobs and 252 Web & File Log in 128 printer drivers 40, 75 printers. See also queues assigning to print jobs 258 compatibility with Print Server 75 making visible in Chooser 78 printing banner pages 76 queues attaching to 75-79, 250-251 detaching from 262-264 queuing and printing a job 79-81 removing assignments for print jobs 259 system specifications for 293 printing displayed logs 266 jobs while queuing 77 queuing and 79-81 troubleshooting 285-288 print jobs 254-259. See also queues assigning printers to 258 deleting 259 displaying the Monitor Queue window 254-255 moving to top of queue 256-257

placing on hold 256 queuing and printing a job 77, 79-81 releasing jobs on hold 257 removing printer assignments 258 selecting folder for storing 252 Print Server 247-268. See also printers; printing; queues attaching printers to a queue 75-79, 250-251 changing settings for 251-252 the startup disk 307, 308 connecting for Macintosh users 40 for Windows and Windows 95 users 42 creating multiple queues 251 features of 11 managing print jobs 254-259 queues 260-265 Print Server Activity window 253 sending jobs to queue from 79 setting up 74-81 creating queues and attaching printers 75-79 queuing and printing a job 79-81 starting the 248 stopping the 248-250 system specifications for 293 troubleshooting 285-288 unable to start 270 viewing logs of 265-268 Print Server Activity window 75, 253 Print Server icon 60 Print Server Settings dialog box 252 privileges. See access privileges Privileges button (Disk & Share Points window) 158 Privileges window 66 processors optimizing power for 135-136 requirements for installing AppleShare IP 5.0 18 specifications for 289 Product Serial Number card 295

program linking enabling 88 for guests 97 for multiple users 105 Program Linking dialog box 105 protecting serial numbers 295 protocol support 293

Q

Quaterman, John S. 16 queues 259-265. See also printers; print jobs attaching printers to 75-79, 250-251 changing the names of 262 creating multiple 251 deleting 264-265 detaching printers from 262-264 holds on placing 259-260 releasing 260 moving print jobs to top of 255-256 naming 76 printing jobs while queuing 77 queuing and printing a job 79-81 showing logs for all 267 system specifications for 293 troubleshooting problems in 285 viewing status of 79, 253

R

RAM (random access memory). *See also* cache allocating to Mail Server 236–237 for system software 301–303 for installing AppleShare IP 5.0 19 limiting the size of cache 138–139 resetting the cache temporarily 138 specifications for 289 system performance and 135 troubleshooting problems with 278 Read & Write access privilege 153, 155 Read & Write privilege icon 67 Read Only access privilege 153, 155 Read Only privilege icon 67 registered users 84 releasing holds placed on queues 260 on print jobs 257 Remove From List button (Group window) 112 removing AppleShare IP servers 279 a printer assignment 258 users from groups 107-108 Require APOP Login checkbox 73 Require New Password dialog box 107 ResEdit program 198 restoring Users & Groups Data File 119 retail books 15-16 routers connecting network segments with 184-185 entering addresses for 29, 239

S

Sadler, Will 16 Schedule Disabled Log On dialog box 104 scissors icon 131 security 151-176. See also access privileges; passwords access privileges 153-154 to disks, folders, and files 171-175 how users see 168-169 setting 160-168 for unregistered users 170 enabling other administrators 88 installing AppleShare IP 5.0 and 18 setting expiration dates for passwords 149 sharing and 152, 156-160 user categories 154-155 Send Message dialog box 129 serial number card 295, 299 serial numbers 295-299 adding and deleting 149-151 concurrent connections allowed by 136 detecting duplicate serial numbers 297-298 displaying 299

entering AppleTalk 50 for Custom Setup option 54 software 47 protecting 295 troubleshooting duplicate 271 verifying during Web & File Server startup 296 when you need to know 296 servers. See Mail Server; Print Server; Web & File Server setting up. See also installing AppleShare IP 5.0 AppleTalk 26-27 client mail applications 73-74 DNS names 55-56 DNS service 45 E-mail for users 70-73, 208-210 mail forwarding 210-214 Mail Server 206–218 modems for TCP/IP applications 242-245 Open Transport/PPP protocol 238-245 Print Server 74-81 system software 22-23 type of networks 46 Web & File Server 64–67 Web service 68 Set Up Servers button (AppleShare IP Easy Setup window) 51 share point icon 67, 159 share points folders as 156 setting 66-67 sharing. See also share points disks and CD-ROM discs 156-160 folders 156-160, 177-178 security and 152 selecting items for 65 setting share point and privileges 66-67 startup disk 66 Sharing Setup control panel 23 Short Name command 133–134 Show Network Info dialog box 68

shutdown message notifying canceling of shutdown 125 for Web & File Server 124 SMTP-compliant client mail applications maximum connections for 293 setting up 73 software serial numbers entering 47 verifying 295-299 starting. See also logging on the Mail Server 219, 270 the Print Server 248 Web & File Server 64, 122 startup disk changing 305-308 folders and files on 31-32 sharing 66 Start Web & File Server dialog box 122 static IP addresses 239 Status line (Web & File Server Activity window) 127 Stiles, Lynne 16 Stop Delivery button (Outgoing Mail window) 230 stopping the Mail Server 219, 270 the Print Server 248-250 Web & File Server 123-124 Stop Print Server (Server menu) 249 Stop Web & File Server dialog box 123 subnet mask numbers 29, 230 Suffix field 197, 200 listing of defaults 290-292 for MIME type mapping 197 support representatives 298 System Folder 32 system messages 128-129 system software disabling energy saving setting 23 RAM allocations for 301, 302, 303 required for installing AppleShare IP 5.0 19 setting up 22-23 specifications for 289-293 version 7.6 22-23, 289 Web & File Server service 39, 289-292 system warnings 124

Т

TCP/IP applications 242-245 TCP/IP control panel configuring 27-30 entering information from MacTCP control panel to 22 setting up for PPP 239-241 TCP/IP Network Administration (Hunt) 16 TCP protocol configuring for 27-30 enabling and disabling AppleShare client connections over 142-143 setting up client mail applications and 73 technical documentation 15 technical support for duplicate serial numbers 297-298 for lost serial number cards 299 time Mail Server activity and correct 229 resetting 272 setting computer's internal 34, 37 minutes before Web & File Server stops 124 minutes for disconnecting users 131 time zone settings 34, 37 Tips 14 troubleshooting 269-288 FTP service 279-281 Mail Server 282-284 Print Server 285-288 Web & File Server 270-279 Web service 282

U

Understanding Computer Networks 16 unknown hosts 214–218 unregistered users 170 upgrading to AppleShare IP 5.0 20 optimizing performance and 38 running AppleShare IP Easy Setup and 43 sharing folders and hard disks and 64 URLs (universal resource locators) entering 68 using automatic directory listing with 204 user categories 154-155 Everyone 155 Owner 154 User/Group 155, 167-168 User/Group user category changing 167-168 defined 155 Users & Groups Data File 113-119 backing up 118 exporting users from 113-115 importing users to 115-118 restoring 119 troubleshooting problems with 270 Users & Groups List 85 users 83-119 adding comments about 91 to groups 90 assigning privileges for duplicate 95 case-sensitivity for names of 86 categories of 154-155 changing administrator privileges for multiple 102 names 100, 101 creating by duplication 91-95 for the first time 60-63 multiple 93-94 new users individually 84-91 deleting 108-110 disabling mail for 226 disconnecting 129-131 E-mail enabling for 70-74 forwarding for 210-214 setting up for 208-210 transferring to 226 enabling program linking for 88, 105

entering Internet Alias for 29, 87 names for 63, 86 exporting from Users & Groups Data File 113-115 importing to Users & Groups Data File 115-118 log-on privileges changing for multiple users 103 disabling 88-89 passwords changing 100, 101 enabling or disabling from changing 89, 106 entering for 87 requiring new password on log-on 106-107 setting for 61, 63 reassigning privileges for 109-110 removing from groups 107-108 selecting and sorting lists of 85 sending messages about Web & File Server to 128-129 setting expiration dates for accounts 104 troubleshooting problems for 275-279, 281, 282 User window 86 Using Internet E-Mail (Sadler) 16

V

verifying serial numbers 296–297 viewing logs of Print Server 265–268 for Web & File Server 128 status of Mail Server 228 of queues 79, 253 Visible in Chooser checkbox 78 volumes copying files and folders between 176–177 selecting for mail storage 223 troubleshooting 277, 279

W, X, Y

Web & File Admin program 126 Web & File Log 128 Web & File Server 121–186 access for guests 97 administering Web service 187-204 automatic directory listing 204 CGIs 196 changing current Web folder and file 191-193 controlling access to Web site files 194 enabling and disabling Web service 189 lowering the number of Web connections 189-190 MacBinary and BinHex encoding 196 MIME type mappings 197–203 monitoring Web service 195 setting up for first time 68 cache memory allocation for 301-303 canceling disconnections 131-133 a shutdown 125 changing the name of 141 the startup disk 306 user names, Internet aliases, and passwords 100 converting files names to short names 133-134 copying files and folders between volumes 176-177 disconnecting users 129-131 dynamic IP addresses and 241 enabling and disabling AppleShare client connections over TCP 142 - 143FTP connections 143-146 Web logging 140, 190-191 features of 11 installing system and client software with 39 messages greeting 142 sending system 128-129 monitoring 126-127

optimizing performance 134-140 limiting the size of the cache 138–139 lowering number of concurrent connections 136-137 resetting the cache temporarily 138 setting maximum level of processing power 135-136 passwords 147-149 running AppleShare IP Easy Setup and 43 security 151-176 access privileges 153-154 controlling access of unregistered users 170 controlling access to disks, folders, and files 171-175 how users see access privileges 168-169 setting access privileges 160-168 user categories 154-155 serial numbers for 149-151 setting up for the first time 64-67 leaving window open or closed 67 sharing startup disk 66 starting 64 sharing 152 disks, CD-ROM discs, and folders 156-160 moving shared folders 177-178 selecting items for 65 specifications for file service 289-290 for Web service 290-292 starting 122 stopping 123-124 temporarily disabling log on to 88 troubleshooting 270-279 using multihoming 179–185 the Server menu 186 viewing log for 128 Web & File Server Activity window 126-127 Web & File Server Admin program 121-186 Web & File Server cache 301–303 Web & File Server icon 60 Web & File Server log 195 Web & File Server menu 186 Web & File Server Settings window 137, 188

Web & FTP MIME Types window 199 Web folder 32 assigning privileges to 194 changing current 191-193 Web logging 140, 190–191 Webmaster Macintosh (Le Vitus and Evans) 16 Web service 187-204 automatic directory listing 204 CGIs 196 changing current Web folder and file 191-193 controlling access to Web site files 194 enabling and disabling 189 lowering the number of Web connections 189-190 MacBinary and BinHex encoding 196 MIME type mappings 197–203 monitoring 195 setting up for first time 68 specifications for 290-292 troubleshooting 282 Web logging 140, 190-191 Web sites Apple and AppleShare IP home page 16 assigning privileges to files on 194 canceling disconnection of users and 131-133 a shutdown 125 controlling access to 194 lowering the number of Web connections 189-190 preventing guest access to 194 shutdown messages and 124 troubleshooting information on 269 problems connecting to 282 Windows 95. See Windows platform computers Windows platform computers connecting Mail Server and Print Server for 42 converting file names to short names 133-134 file service for 41–42 Write Only access privilege 153, 155 Write Only privilege icon 67 WWW (World Wide Web). See Web sites

Ζ

zones checking for serial numbers 296 choosing for computer ports 181 determining names of 184–185 selecting 27, 213, 218