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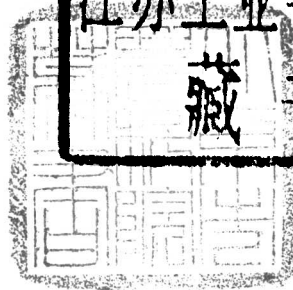
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**Print Services
December 1994
Part Number 100-002072-001**

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40183



How to Use This Manual

Overview

This manual represents a major revision of the previous version of *Print Services*. Major differences between this manual and the NetWare 4.0 print manual include the following:

- ◆ Expanded overview and conceptual information
- ◆ Information about printing in mixed NetWare 4™ and NetWare 3™ environments
- ◆ Complete reorganization of the material in the manual
- ◆ Greatly expanded optimizing and troubleshooting discussions
- ◆ Step-by-step examples for performing the most common tasks
- ◆ Information on new functionality in the product

Documentation Conventions

This manual uses the following Novell® conventions.

Asterisk (*)

An asterisk denotes a trademarked name belonging to a third-party company. Novell trademarks are denoted with specific trademark symbols (®, ™, etc.).

An ownership listing of all (Novell and third-party) trademarks cited in a manual can be found either on the disclaimer page in the front or in a "Trademarks" section at the back of printed manuals. A trademarks list is also available in the DynaText* online documentation.

Commands

Boldface characters indicate items that you type, such as commands and options. You can use any combination of uppercase and lowercase letters.

For example:

C:\A INSTALL

Delimiter Bar (|)

In syntax examples, a delimiter bar separating two command options indicates that you can choose one of the options.

For example:

-S | -R

Do *not* type the bar.

DOS Commands

DOS commands and command option letters are shown in uppercase letters. For example: FTPD.

Because DOS is not case-sensitive, you can type DOS commands in uppercase or lowercase letters.

DOS Filenames, Directory Names, and Pathnames

DOS filenames, directory names, and pathnames are shown in uppercase letters. For example, AUTOEXEC.BAT.

Because DOS is not case-sensitive, you can type these names in uppercase or lowercase letters.

Ellipses

Ellipses in syntax examples indicate that parameters, options, or settings can be repeated.

For example, in the command

LOGIN SERVER1/SUPERVISOR /option...

you could replace *option* with any number of available options.

Emphasis

Italic type also indicates emphasized text. For example:

Remember to load the driver *before* you install the application.

Icons



Checklists, which often contain prerequisites, are marked with the “Checklist” icon to the left of this text.



Procedures to follow in order to accomplish a specified task are marked with the “Procedure” icon to the left of this text.



Additional or “nonessential” but noteworthy information is marked with the “Note” icon to the left of this text.



Vital information about system or software requirements, etc., that deserves particular attention is marked with the “Important” icon to the left of this text.



Guidelines or tips about fine-tuning, optimizing, etc., which might be applicable to your site or situation but maybe not to all, are emphasized with the “Suggestion” icon to the left of this text.



Warnings about potential danger to data, hardware, or person are emphasized with the “Warning” icon to the left of this text.

Key Names

Angle brackets surround the name of a key. For example, <Enter> corresponds to the **Enter** key on your keyboard. <Ctrl>+<c> means hold down the **Ctrl** key and simultaneously type the letter **c** (in lowercase, in this case).

NET.CFG File Section Headings and Parameter Settings

NET.CFG section headings and parameter settings are shown in uppercase when used as a reference item and lower case when used in syntax or working examples.

For example:

NETBIOS VERIFY TIMEOUT specifies how often in (ticks) NetBIOS sends a keep-alive packet to the other side of a session to preserve the session.

If no packets are being exchanged on the NetBIOS session by the software that established the session, NetBIOS sends packets at regular intervals to make sure that the session is still valid.

Syntax `netbios verify timeout number`

Replace *number* with a number of ticks.

Default 54 (approximately 3 seconds)

Range 4 to 65,535

Example To make NetBIOS wait longer before sending a request-for-acknowledgment packet, you could place the following lines in your NET.CFG file:

```
netbios
netbios verify timeout 1350
```

Because interpretation of this file is not case-sensitive, you can type its contents in uppercase or lowercase letters.

Options

In syntax examples, braces indicate that you are required to choose one of the enclosed options. For example, the following notation means that you must include a 0 or a 1 in the command:

{ 0 , 1 }

Square Brackets

In syntax examples, boldface type enclosed in square brackets indicates command options that you can type as needed. For example:

FTP [-D] [-F]

System Response

Monospace type shows system-generated responses that appear on your workstation screen. For example:

TNVT220>

Variables

Italic type indicates variables—descriptive item names, such as command parameters—that you replace with appropriate values.

For example, in the command:

FTP -F *remote_host*

you type the name of a computer on your network in place of *remote_host*.

UNIX Commands

UNIX® commands are shown in boldface letters. For example, **vi**. Because UNIX is case-sensitive, these commands are usually lowercase. Type UNIX commands exactly as shown.

UNIX Filenames, Directory Names, and Pathnames

UNIX filenames, directory names, and pathnames are shown in *italics*. For example, */etc/hosts*.

Because UNIX is case-sensitive, these names usually are in lowercase letters. Type UNIX filenames exactly as shown.

Online Help

- ◆ **Context-sensitive help.** If you are using a NetWare menu utility and want more information about how to complete a task, press <F1>.

If you are unsure how to use a command, type the command name and add the */?* option for help. For example, for help with the *RIGHTS* command, type "*RIGHTS /?*".

- ◆ **Online MS Windows help.** Microsoft* (MS) Windows help viewer allows you to read NetWare help developed for the MS Windows environment. To access the NetWare help screens within MS Windows, press <F1> or the "?" button.
- ◆ **DynaText online documentation.** The DynaText viewer allows you to read NetWare documentation from your DOS, MS Windows, Macintosh*, UNIX, or OS/2* workstation.

All NetWare 4 and 3.12 documentation except the *Quick Access Guide* are available on the *NetWare Online Documentation* CD-ROM.

Additional Help Resources

- ◆ **Novell Authorized Service CenterSM (NASC) locations.** NASCSM facilities are local support providers authorized and supported by Novell. They provide both telephone and on-site assistance, and should be your first source for technical support.

For the Novell Authorized Service Center nearest you, in the U.S. and Canada call 1-800-338-NASC.

- ◆ **Hardware documentation.** Many network problems occur because of malfunctioning hardware.

If you can isolate a problem to a certain computer component or cable segment, check the manuals that came with the hardware involved.

- ◆ **NetWare Management SystemTM (NMS) services.** NMSTM services helps you manage the cabling system, computers, software, and other components of the network.

For more information about using NMS on your network, contact your Novell Authorized Reseller^{CLM} representative.

- ◆ **Other Novell publications.** *NetWare Applications Notes* and *Research Reports* cover technical aspects of NetWare based system design, implementation, and management.

Application Notes is a collection of technical articles published monthly. *Research Reports* is published as the research becomes available.

To purchase subscriptions and back issues of these publications from within the United States or Canada, call the Novell Research Order Desk at 1-800-UPDATE1. From other locations, call 801-429-5380.

- ◆ **Third-party books and periodicals.** A number of books on NetWare, including books published by Novell PressTM publishing, are available at most bookstores.

In addition, numerous networking periodicals give advice on configuring, managing, and troubleshooting your network.

- ◆ **NetWire® forum on the CompuServe® bulletin board.** A fairly inexpensive way to get up-to-date advice and patches is through NetWire on the CompuServe bulletin board.

To open a CompuServe account, call one of the following numbers and ask for "Representative 200"

- ◆ In the United States or Canada: 1-800-524-3388
- ◆ In the United Kingdom: 0800-289-378
- ◆ In Germany: 0130-37-32
- ◆ In other European countries: 44-272-255-111
- ◆ In locations other than the United States, Canada, or Europe, use the appropriate country code for the U.S. and call 614-457-0802. Ask for "Representative 200." This phrase identifies you as a Novell customer.

- ◆ **Technical Support Database and NetWire forum on the Internet.** The Novell FTP sites support access through FTP, Gopher, and World Wide Web (WWW) systems. Over 9,000 documents exist on the WWW system for providing technical hints and information.

To access the Novell Internet sites, log in as ANONYMOUS and use your E-mail address as your password.

Contact one of the following site addresses:

In the United States: [ftp.novell.com](ftp://ftp.novell.com)

In Germany: [ftp.novell.de](ftp://ftp.novell.de)

In the United Kingdom: [ftp.salford.ac.uk](ftp://ftp.salford.ac.uk)

In Canada: [novell.nrc.ca](ftp://novell.nrc.ca)

See public areas in these sites for possible listings of other sites addresses.

- ◆ **FaxBack Service.** Novell provides a FaxBack Service for obtaining additional product information to help with support needs.

To access the Novell FaxBack Service, complete the following steps.

- ◆ Within the continental United States
 1. Dial 1-800-NETWARE (1-800-638-9273).
 2. Press #1 (the "Presale Product Information and Upgrade Information" option).
 3. Again press #1 (the "Receive Product Information via Fax" option).
- ◆ Outside the continental United States

Dial 1-801-429-2772. You are connected directly to the FaxBack Service.

Follow the directions provided on the phone. You are prompted to enter a document number and then a fax number to send the document to.

- ◆ **Network Support Encyclopedia Professional VolumeSM (NSE Pro) package.** This encyclopedia gives customers access to regularly updated information on products and services—plus patches, fixes, and more—from Novell and other vendors.

The NSE ProSM package is distributed on CD-ROM on a subscription basis. Updates are sent out several times each year. More information is available on NetWire or from your Novell Authorized Reseller.

- ◆ **Troubleshooting hardware and software.** Specialized hardware and software packages, such as the Novell LANalyzer[®] software, are available to help you isolate network problems.
- ◆ **Customer service.** You can contact your Novell Authorized Reseller for technical assistance.

Most Novell Authorized Resellers have Certified NetWare EngineerSM representatives on their staffs ready to assist users with their networking problems.

User Comments

We are continually looking for ways to make our products and our manuals as easy to use as possible.

You can help us by sharing your comments and suggestions about how our documentation could be made more useful to you and about inaccuracies or information gaps it might contain.

Submit your comments either by filling out the "User Comments" form at the end of this document or by writing to us directly at the following address:

Novell, Inc.
Technical Publications MS C-23-1
122 East 1700 South
Provo, UT 84606 USA

We appreciate your comments.



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