SunSolve Online User's Guide

SunService

A Sun Microsystems, Inc. Business

When you build great technologies, the support comes naturally.

SunService

A Sun Microsystems, Inc. Business

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Revision History

Revision	Date	Comments
A	October 1991	1991 version of the SunSolve Online User's Guide, developed by Technical Information Services (TIS), World Wide Customer Support (WWCS) Division, Sun Microsystems Computer Corporation
B	February 1992	First release of SunSolve Online
C	August 1993	Updated to SunSolve Online V1.3 - update to rev -02

Contents

General Description 1

Audience

This guide is written to help you access and utilize the features of SunSolve Online™ (SSO). This document assumes familiarity with UNIX, OpenWindows, TCP/IP Internet protocol, and the use of modems. Refer to man pages, SunSolve CD™, AnswerBook™, and/or documents pertinent to your modem for further information.

Overview of This Document

Chapter 1, ***General Descriptions***, provides document conventions.

Chapter 2, ***SunSolve Online Basics***, provides general information on the use of SunSolve Online main menu and online help.

Chapter 3, ***Document Search and Retrieval***, provides information on how to use SunSolve's search and retrieval functions to locate information contained within various document collections. Information retrieved is based on your specific search requirements.

Chapter 4, ***Access via SprintNet™***, provides necessary information required to dial-in to SSO through SprintNet Dial Access Service™.

Chapter 5, ***Access via* I*nternet***, provides the necessary information on how to access SSO using `Telnet`.

Chapter 6, *Customer Login Screen*, provides information on how to set up your user account on SunSolve Online.

Documentation Conventions

- Additional information in the text uses the Note paragraph style:

Note – This is an example of a note.

- Indicates variables or parameters that you replace with an appropriate word or string.

    Italic font

- Computer output, including UNIX prompts, explicit directories and file names have a `Courier font`.

    `prompt% file name`

- The Unix prompt ends in a percent sign (%) when logged in normally, and a pound sign (#) when logged in as root.

    `prompt#` = *root prompt*; `prompt%` = *user prompt*

- User entry has a **`bold Courier font`**.

    `sunsolve`

Document Availability/Updates

Updates and new features will continually be added to the SunSolve Online system. To insure customers have access to the latest SunSolve Online User's Guide, this document is available directly from the SunSolve Online Application. As enhancements are made to SunSolve Online, this guide will be updated and be available by electronic request.

From the SunSolve Online main menu, you can request the latest version of the User's Guide. The table 1-1 shows how to obtain a copy of this guide based on your method of access.

Note – The SunSolve Online User's Guide will be in PostScript™ format. You must have access to a PostScript compatible printer for hardcopy output.

Table 1-1 User Guide Availability

SunSolve Online Access Method	SunSolve Main Menu Selection	Comments
SprintNet w/Internet E-mail available	7	Postscript file will be E-mailed to you
SprintNet wo/Internet E-mail available	8	Hardcopy document will be received by U.S. Mail
Internet Access (telnet)	7	Postscript file will be E-mailed to you
FTP Access (ftp)	Not available use ‘get‘ function	File name “UserGuide.ps” located in patch directory

To receive a hardcopy of the SunSolve User’s Guide select menu item #8, figure 1-1 shows the hardcopy order screen. Please complete this form with your mailing information. Within 7 to 10 working days you will receive via U.S. Mail a copy of SunSolve User’s Guide.

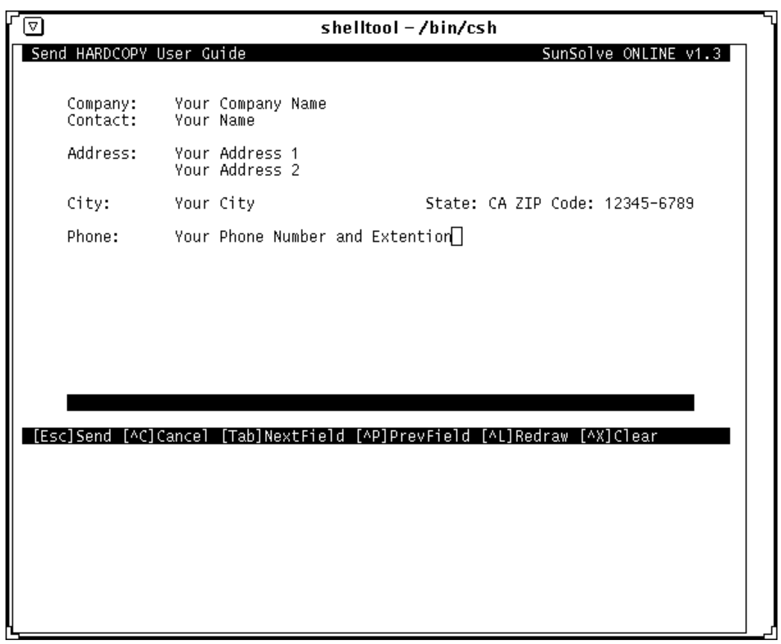


Figure 1-1 User Guide Order Screen

SunSolve Online Basics 2

Introduction

SunSolve Online, an integral part of SunSpectrum™ Support, is a terminal based system that contains up-to-the-minute service information for Sun workstations. SunSolve Online provides a simple interface for performing complex searching through a wide variety of service information documents. SunSolve Online also provides a way to order these documents via E-mail.

SunSpectrum support is a completely new worldwide service and support program designed from customer feedback. It includes enhanced services, lower costs, and a simpler way to do business with Sun. The SunSpectrum support agreements include a license to use SunSolve, both CD-ROM and the online versions.

Sun's Network Service Technology Program makes it easier for you to gain access to this wealth of information. Sun is pleased to announce *SunSolve Online via SprintNet™ and Internet.* With utilization of a standard modem, `telnet` or `ftp` access to the internet, you can be connected to SunSolve Online from anywhere in the world.

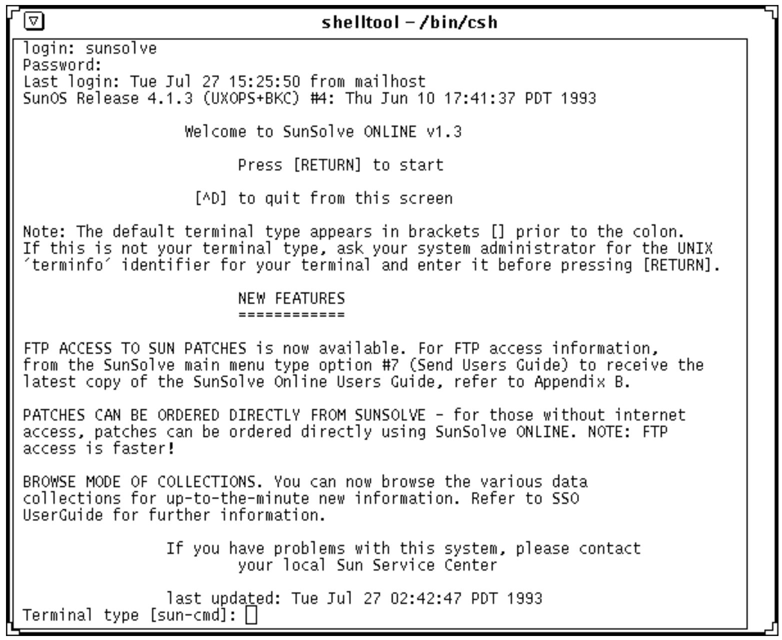


Figure 2-1 SunSolve Online Login Screen

Figure 2-1 is the SunSolve Online Login Screen. This screen allows you to either exit SunSolve Online, or set your terminal type and continue with the program. It contains the revision notice for SunSolve Online, a welcome message, a terminal identifier note, and a terminal type prompt.

The last update message tells the SSO user the last time new data was added to the various collections. This latest technical information is updated each night, Sunday through Friday.

You can perform *one* of the following actions:

1. Exit SunSolve Online by pressing control-D `(^D)`, *or*
2. Press <**`Return`**> and accept the default setting, *or*
3. Enter a terminal type and press **<`Return`>**. (Valid terminal types are any names identified in the "terminfo" database or /etc/termcap).

Note – A terminal type of "sun-cmd" corresponds to a Command Tool and "sun" represents a Shell Tool is being used.

Figure 2-2 Login Screen

SunSolve Online Login

Figure 2-2 shows the SunSolve Online login screen. Enter your username and password. If this is the first time you have logged into SunSolve, you will access via a one time guest account. Refer to chapter 6, “Customer Login Screen” for additional information.

SunSolve Online Main Menu

Upon completing the login procedure, the SunSolve Online Main Menu shown in Figure 2-3 appears on your screen. To select an option from the Menu, enter the corresponding number and press <**`Return`**>.

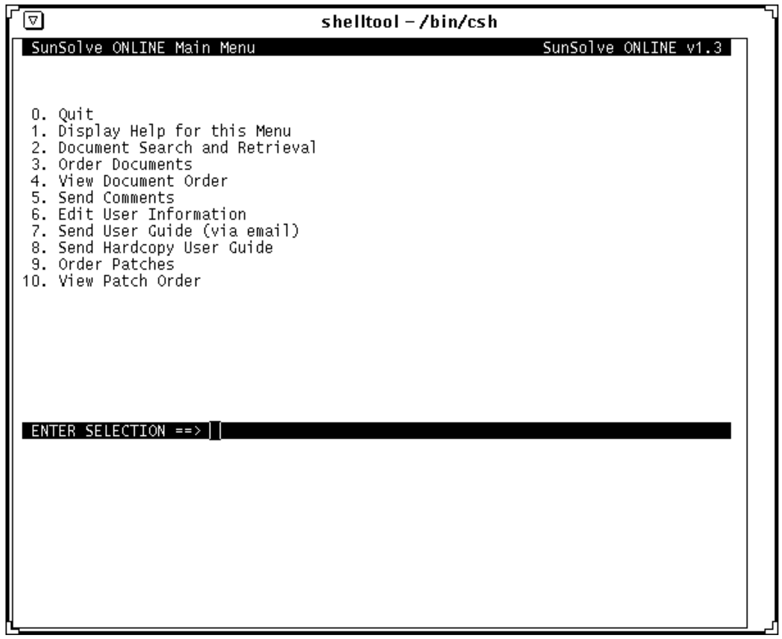


Figure 2-3 SunSolve Online Main Menu

The SunSolve Online Main Menu Functions

The SunSolve Online Main Menu lists seven distinct functions that are selected by entering their corresponding number into the menu following the prompt `ENTER SELECTION ==>`.

Table 2-1 is a list of the functions and a brief description of their uses.

Table 2-1 SunSolve Online Main Menu Functions

Menu #	Function	Description
0	Quit	This selection terminates the SunSolve Online session and logs you off the system.
1	Display help for this menu	This selection displays help for this menu. Figure 2-3 illustrates the Help Menu Screen.
2	Document search and retrieval	This selection allows you to search for and retrieve information from a large collection of documents.
3	Order Documents	This selection provides the ability to electronically order SunSolve Online articles which have been "marked" from a Results Form.
4	View Document Order	This selection recaps all SunSolve Online articles currently "marked" for ordering.
5	Send Comments	This selection, illustrated in Figure 2-4, allows you to report problems, ask questions, or send comments to the SunSolve Online System Administrator. SSO will automatically fill in your user information. This may be changed with the "clear" command.
6	Edit User Information	This section allows you to change your user account information.
7	Send User's Guide (via E-mail)	This section will send you an electronic copy in PostScript format of the current SunSolve Online User's Guide (this manual). It will be sent to your Internet E-mail address.
8	Send Hardcopy User's Guide	This section allows customers, who are unable to receive Internet mail or have no ftp access to the Internet, the ability to receive a hardcopy of the SunSolve Online User's Guide. A hardcopy will be sent via U.S. Mail.
9	Order Patches	This section allows customers without access to the internet the ability to request binary patch files.
10	View Patch Order	This selection recaps all SunSolve Online patches currently "marked" for ordering.

Figure 2-4 displays the “Help” screen. It gives a short description of SunSolve Online functions and how to use them. Help uses the program “less”, type “**h**” for a list of commands on how to use “less”.

```
shelltool – /bin/csh

****************************************************************************
NOTE:  This HELP Screen is in `less´ mode.  For help with `less´ press `h´.

       To quit this screen, press `q´.
****************************************************************************

NAVIGATING THROUGH SunSolve ONLINE


The Document Search and Retrieval function (option 2 of the Main Menu)
allows you to search for and retrieve information from various document
collections by entering keywords.

The DOCUMENT COLLECTION FORM initiates the search and retrieval process.
It lists every document collection currently present on the SunSolve-
ONLINE data bases. The user can select one or more, or all, of the
data collections for searching.

The QUERY FORM is specific to the data collection(s) chosen, and accepts
keywords for search and retrieval.  It permits keyword searches on sections
of the documents, or on entire documents.  The terms in each line are
AND´d together by default, then the lines with terms are AND´d together
to form the complete search. Within each line, you may use the following
operators:

Operator        Meaning         Example

""              Verbatim        "start here"
()              Near            (ice car crash)
[]              And             [sail pacific]
{}              Or              {kitten cat feline}
!               Not             [cat ! dog]
/sso/text/help
```

Figure 2-4   SunSolve Online Help Screen

Figure 2-5 is an example of the Send Comments Screen. SunService would like your comments and suggestions on how to enhance the effectiveness of this service tool. Complete all sections on the comments screen. When completed, type **`<return>`** and it will be automatically sent to Sun.

Figure 2-5 Comments Screen

Document Search and Retrieval

3

Introduction

The Document Search and Retrieval function (option 2 of the Main Menu) allows you to search for and retrieve information from various document collections by entering keywords or combinations of keywords.

Available Documents

Several document collections reside in the SunSolve Online database. The Document Collection Form, Figure 3-1, lists the collections which are currently available.

Document Screen Forms

The user has the option to select one or more document collections to search for specific keywords. Please see the examples of the selection process that follow.

The following are the four screen forms that are used by SunSolve Online:

- Document Collection Form
- Query Form
- Document Retrieval Form
- Browse Retrieval Form

Document Collection Form

The Document Collection Form shown in Figure 3-1 is the first screen after the Main Menu and lists every document collection currently present in the SunSolve Online databases. The user can select one or more of the collections. Movement through the form is accomplished by using the `TAB` ⇥ key. Collections to be included in the search are identified by placing an “x” next to any desired selection. Deselect by typing a space (to “blank out” the “x”).

Note – The document set selected in Figure 3-1 is the Patch Library.

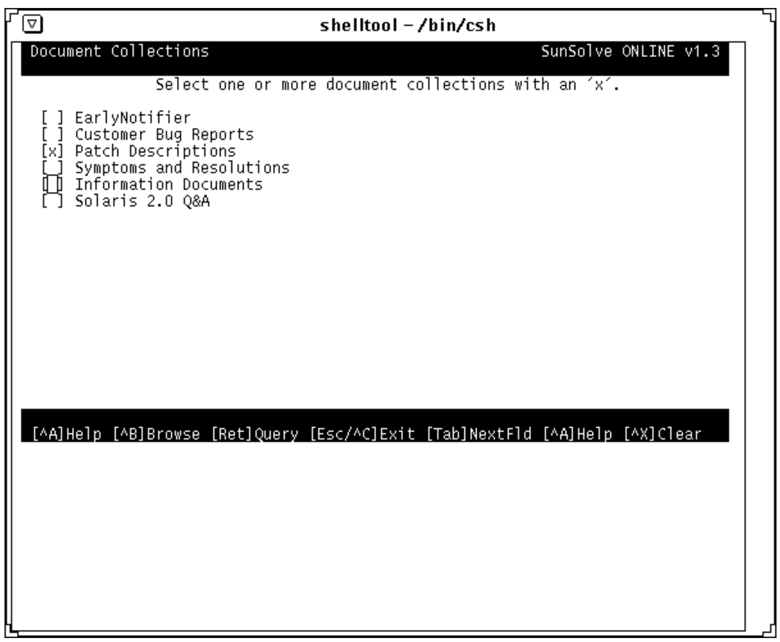


Figure 3-1 Document Collection Form

Browsing Document Collections

If you wish to browse through the documents contained in any of the collections, select one or more collections for browsing and type a control-B (^B). Figure 3-2 shows the Results List of a Browse.

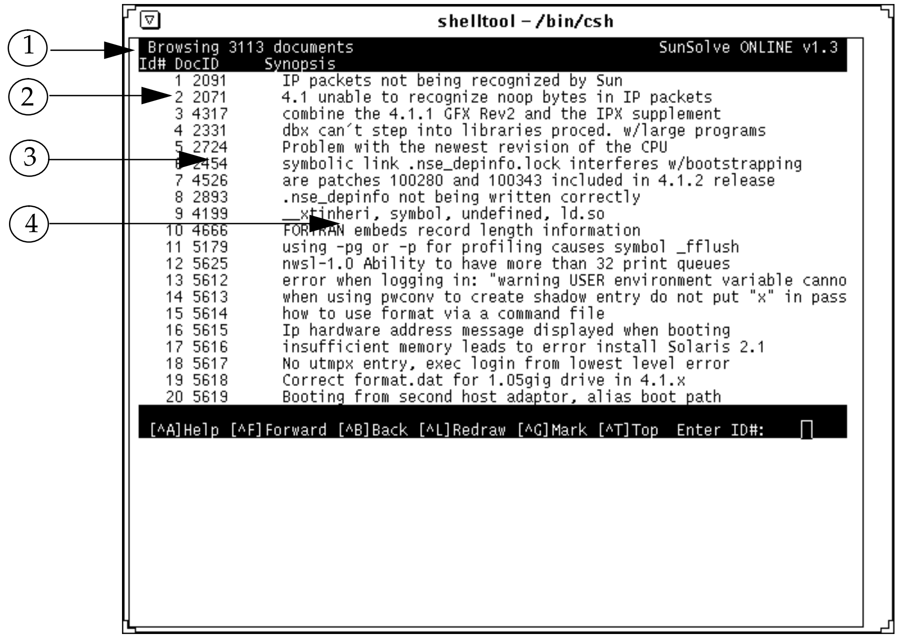


Figure 3-2 Browse Results Form

The Browse Results Form provides several pieces of information:

1. The total number of documents that will be browsed.
2. The document search ID numbers. This number will increment/decrement as each screen is displayed. It shows the number of documents left to browse out of the total available.
3. The document ID number within the collection.
4. A brief synopsis of the document.

Documents are listed in reverse chronological order (most recent first). This may be a new entry or one that has been modified or updated since its original entry date. If multiple collections are selected for browsing, the most current documents are displayed first regardless of the collection it resides in or the order they appeared in the Document Collection screen.

Note – Some of these collections are extremely large and may take considerable time to browse. In this case it is recommended that a Search and Retrieval function be used instead.

Query Form

The Query Form permits keyword searches on specific sections of a document (Synopsis, Reference Number, Patch-ID#, Year, etc.), or searches on the entire document. Users can combine searches in various sections of the document by putting keywords on the appropriate lines. If more than one document collection is to be searched, the Query Form displays all the possible sections which apply to ALL the document collections selected.

The Query Form for the patch collection is shown in Figure 3-3:

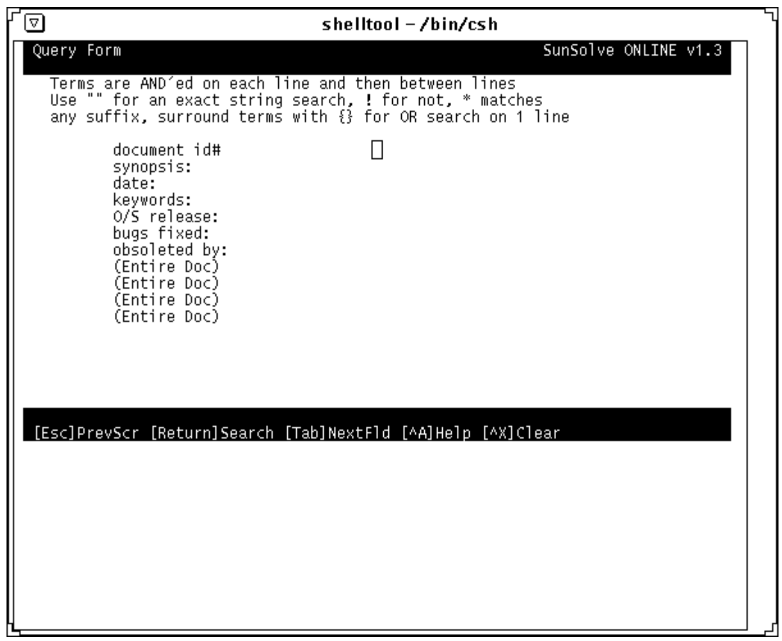


Figure 3-3 Query Form (Common Form)

A specific keyword may be entered on the synopsis line, or for a search of the entire document. If more than one keyword is entered on a single line, the system looks for any **ONE** of those words in the appropriate section of the document. Only documents which match successfully <u>every</u> <u>line</u> will be retrieved.

The following are a list of rules that apply to all Query forms:

1. The query is case-insensitive. For example:
   postscript = PostScript = POSTSCRIPT
2. The built-in thesaurus automatically expands some terms to synonyms, plurals, and possessive forms. For example:

   unix --> system-v, system-iii, ultrix, xenix, unix

   file --> file, files, file's

   one --> 1

Query Operators

The QUERY FORM is specific to the data collection(s) chosen, and accepts keywords for search and retrieval. It permits keyword searches on sections of the documents, or on entire documents. The terms in each line are AND'd together by default, then the lines with terms are AND'd together to form the complete search. Within each line, you may use the following operators:

OPERATOR	MEANING	EXAMPLE	RESULT
" "	Verbatim	"Exact string"	finds documents containing "Exact string"
( )	Near	(file directory)	finds where "file" occurs within 255 terms of "directory"
[ ]	And	(file directory)	finds documents with "file" AND "directory"
{ }	Or	{file directory}	finds documents with either "file" OR "directory"
!	Not	(hardware ! software)	finds documents containing "hardware" and NOT "software"
*	Suffix	print*	finds documents containing terms beginning with "print", and followed by any suffix

Verbatim

Looks for exact matches to the specified string within quotes. Leading and trailing spaces are ignored. All documents containing matches to the screen will be returned.

Near

Searches for occurrences of the strings within the parentheses that are “near” each other. Typically, near means within the same paragraph, and within 255 terms (not including Stop Words) of each other.

And

Finds the specified documents that contains both strings that are within the brackets.

Note – The default operator is AND. When two terms are entered on the query line with no operators, SunSolve Online treats the query as an AND. For example, the query: *file system* will search for documents with occurrences of **both** *file* AND *system*. The quoted string (verbatim) query “file system” will search for occurrences of the exact string: *file system*.

Or

Finds the specified documents that contain one or more of the terms within the braces.

Not

Finds the specified documents that contain the first term and not the second term.

Suffix

The asterisk can be used as a wildcard suffix. The search finds all documents (and fields) that contain the specified prefix word followed by any characters. Therefore, print* would return documents with occurrences of print, printer, printing, printf, etc.

Stop Words

The SunSolve Online specifies some commonly used articles, prepositions, and pronouns as Stop Words. SSO allows you to enter Stop Words in the various search fields, but it will not use them in the search.

a	after	about	also	an	and
any	are	as	at	be	because
before	between	but	by	can	do
does	each	for	from	given	has
have	how	however	i	if	in
into	is	it	its	must	my
new	no	of	only	or	other
out	same	see	since	so	such
than	that	the	then	there	these
this	those	to	under	up	upon
use	used	using	was	when	where
whether	which	will	with	within	without
you	your				

Valid Queries

"string "	find exact matches to string
string1 string2	search for string1 AND string2
[string1 string2]	find occurrences of string2 near string2
{string1 string2}	find occurrences of string1 OR string2
[string1 ! string2]	find documents with string1, without string2
string*	find occurrences of terms starting with string
string1 {string2 string3}	find documents that contain string1 AND either string2 OR string3 (or both)

Invalid Queries

An invalid query may be one of two types:

1. A search that makes no sense, but is syntactically correct, such as:

! string	Wherever string does NOT appear
{string1 ! string2}	Neither string1 NOR string2
(string1 ! string2)	Where string1 is NOT Near string2

2. Improper syntax

All query lines that use the available operators must use the appropriate syntax. You must close all paired operators such as parentheses, quotes, brackets, and braces that you use.

If the query line you enter is not valid when you start the search, the system will return the error message:

```
Invalid search !
```

Performing an OR Search

An OR search looks for either of the words listed on a single line to be present in the Synopsis. Figure 3-4 illustrates the OR search for the terms “`fortran SunOS`”:

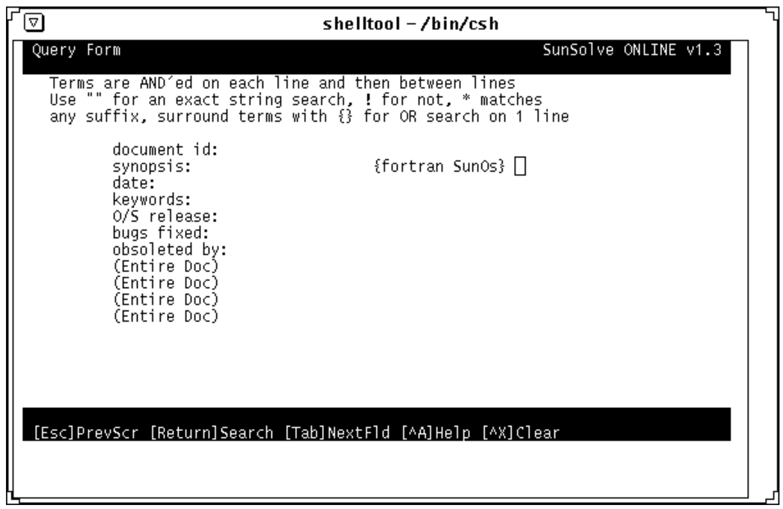


Figure 3-4 Query Form (OR Search)

This search will find any document in the selected collection(s) which has the word “fortran”, or the word “SunOS”, or both, in the synopsis section.

You can perform the following functions from a Query Form screen:

1. Delete last word on current line, press control-W (^W).
2. Delete all entries on current line , press control-U (^U).

Performing an AND Search

An AND search, illustrated in Figure 3-5, looks for a match in both the Synopsis and the Entire Document. The match must be found in both places in order for the search to be complete. If no match is found in the Synopsis, there will be no search in the entire document.

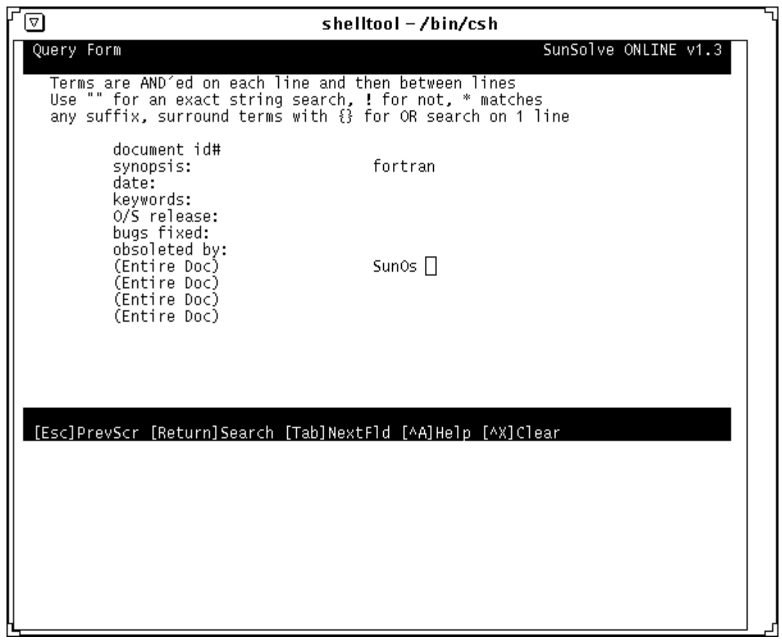


Figure 3-5 Query Form (AND Search)

This example searches for any document in the selected collection(s) with the word “fortran” appearing in the synopsis and also has the word “SunOS” appearing anywhere in that same document.

The example in figure 3-6 searches for any document in the selected collection(s) containing document id#'s that begin with 100 and are followed by any suffix, AND has the exact string of "memory leak" in the synopsis line.

Note – The document id# is a number string only.

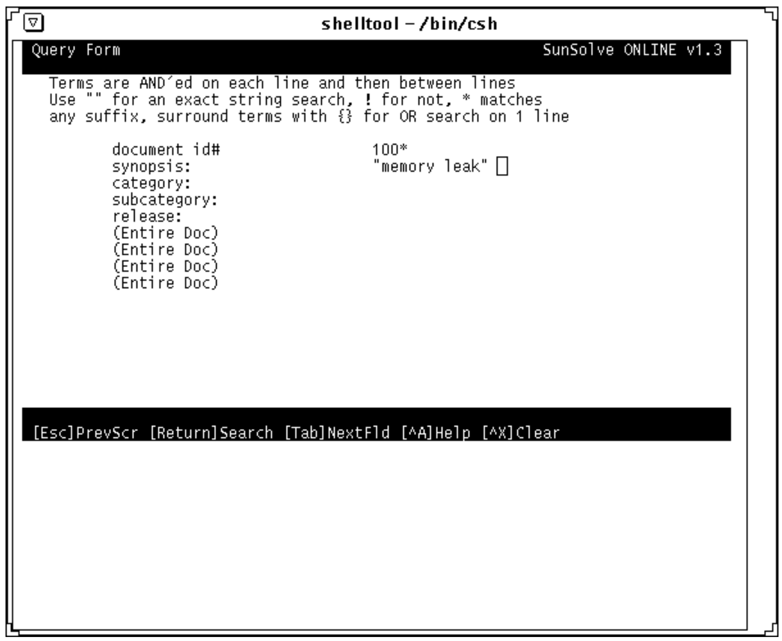


Figure 3-6 Query Form (AND Search)

Results List Form

The Results List Form shown in Figure 3-7 lists all the documents found as a result of the keyword search specified in the Query Form (figure 3-4). A maximum of 200 documents are retrieved.

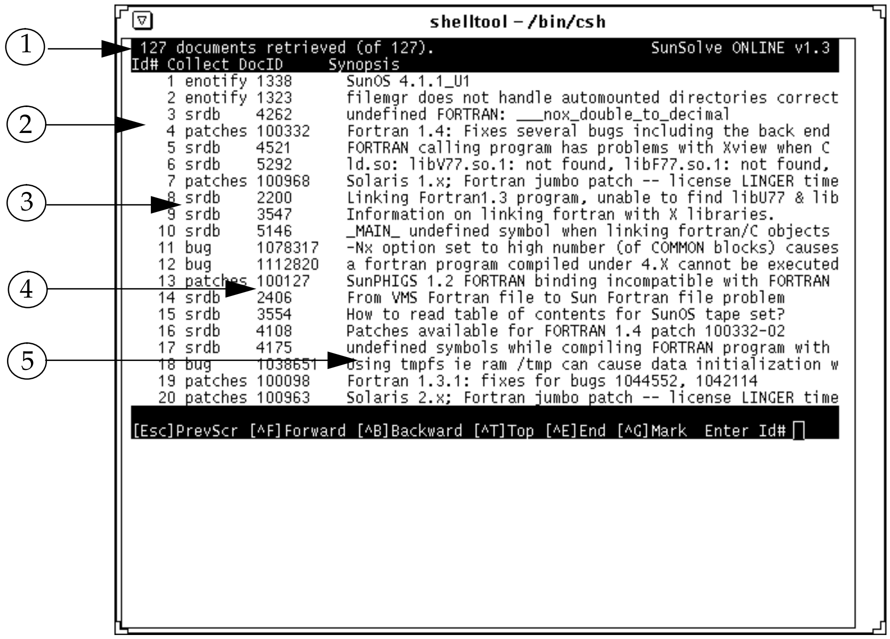


Figure 3-7 Results List Form

The Results List Form provides several pieces of information:

1. The number of documents that matched your search (maximum of 200).
2. The document search ID numbers.
3. The collection the document was found in.
4. The document ID number.
5. A brief synopsis of the document

You can perform the following functions from this screen:

1. To scroll forward through the list press control-F (^F).
2. To scroll backwards press control-B (^B).
3. To return to the query form, press (escape).
4. To review a document, enter the document search ID and press <return>.
5. To mark all documents in the results list press control-G (^G).

Document View Screen

The Document View Screen shown in Figure 3-8, is used to display a document. The size of the Document View Screen remains constant.

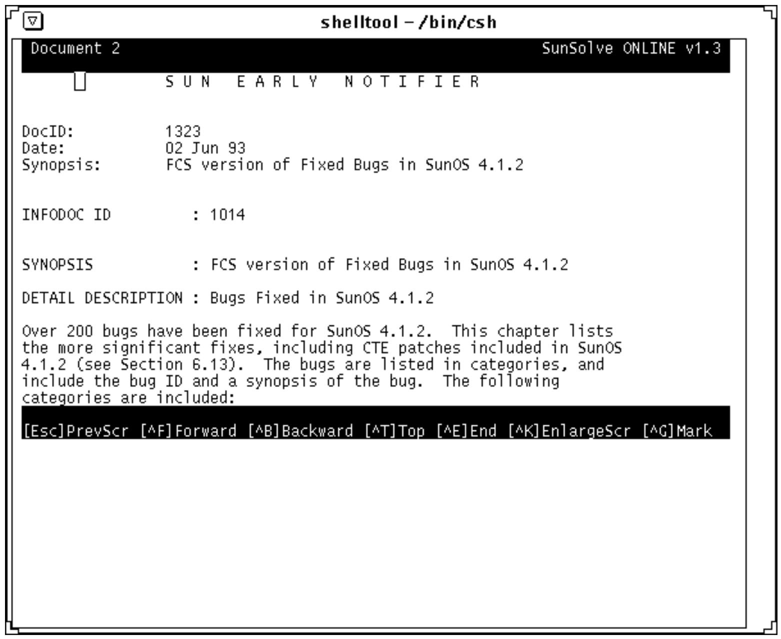


Figure 3-8 Document View Screen

You can perform the following functions from this screen:

1. To scroll forward through the list, press control-F (^F).
2. To scroll backwards, press control-B (^B).
3. To scroll to the end of the document, press control-E (^E)
4. To scroll to the top of the document, press control-T (^T).
5. To return to the results list, press (escape).
6. To view the whole file using “less”, press control-K (^K).
    a. Note: to exit “less”, press (q).
7. To mark this document for ordering, press control-G (^G).

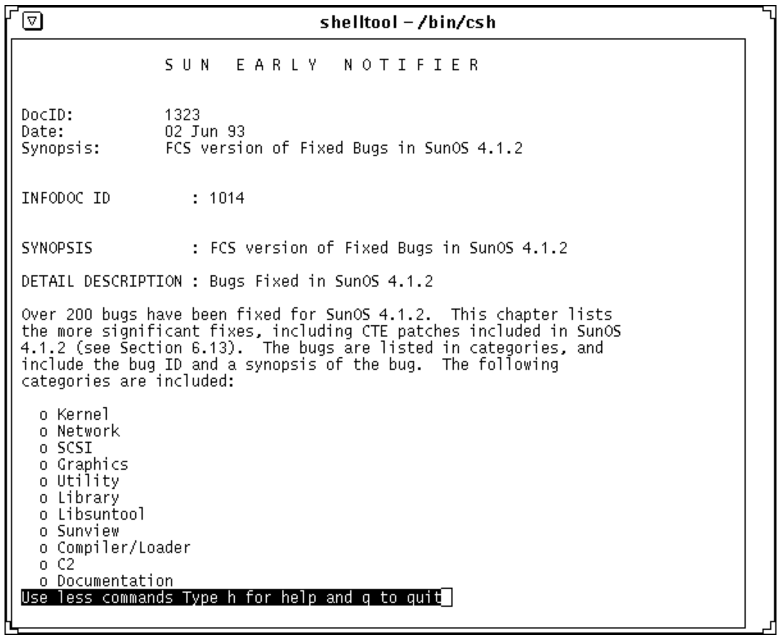


Figure 3-9 Viewing a document with "less" (`^K`)

SunSolve Online Control Keys

Table 3-1 Control Command Functions

Command	Function
CTRL-A	Display short help message.
CTRL-B	Go backward one page in document.
CTRL-B	Enable Browse Mode (Document Collection Screen Only)
CTRL-C	Go to Main Menu.
CTRL-D	Quit Introduction screen.
[Esc]	Go to previous screen.
CTRL-E	Go to End of document.
CTRL-F	Go forward one page in document.
CTRL-G	Mark document for ordering.
CTRL-K	View a document using “less” (full screen)
CTRL-L	Redraw the screen.
CTRL-P	Go to previous field.
[Return]	Go to next screen.
[Tab]	Go to next field.
CTRL-T	Go to Top of document.
CTRL-U	Clear input line.
CTRL-X	Clear all input fields.
CTRL-W	Delete word

Sample Search and Retrieval

The following is an example of a typical search for a document. The example shows how to search for patches that have either “SunOS” OR “fortran” in the Synopsis lines.

1. Select “Document Search and Retrieval” by entering a “2” in the `ENTER SELECTION ==>` prompt area of the SunSolve Online Main Menu, as illustrated in Figure 3-10:

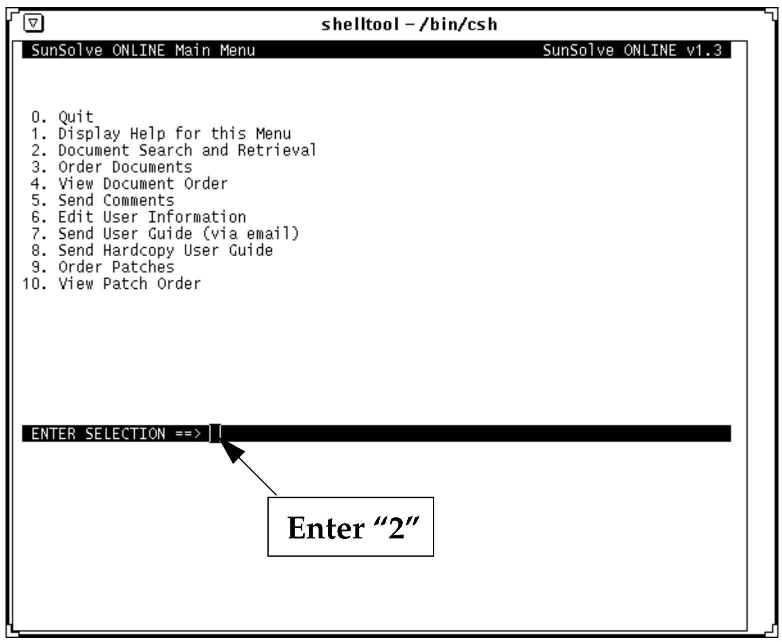


Figure 3-10 SunSolve Online Main Menu (Document Search and Retrieval)

2. In the Document Collection Form, place an "`x`" next to "`Patch Descriptions`" as illustrated in Figure 3-11:

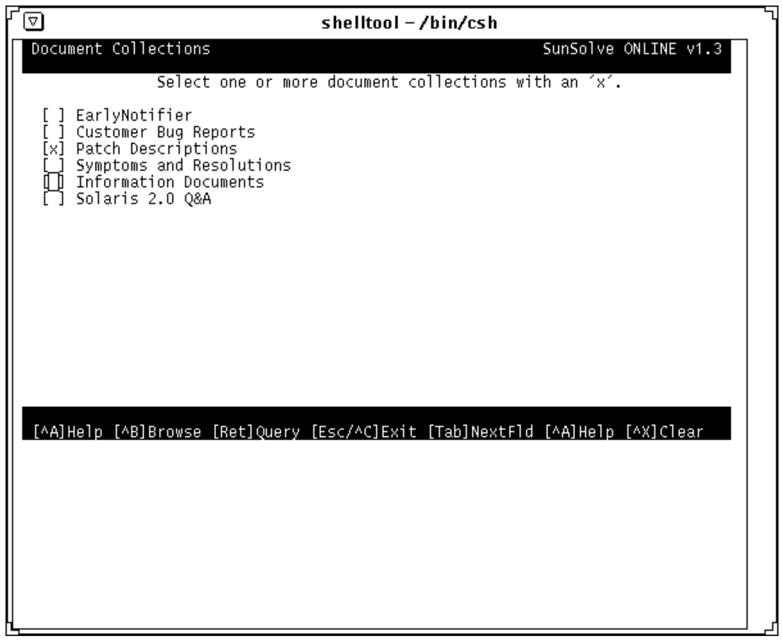


Figure 3-11 Document Collection Form (Select Patch Descriptions)

3. Enter "{fortran SunOS}" into the Query Form on the "Synopsis" line, as illustrated in Figure 3-12:

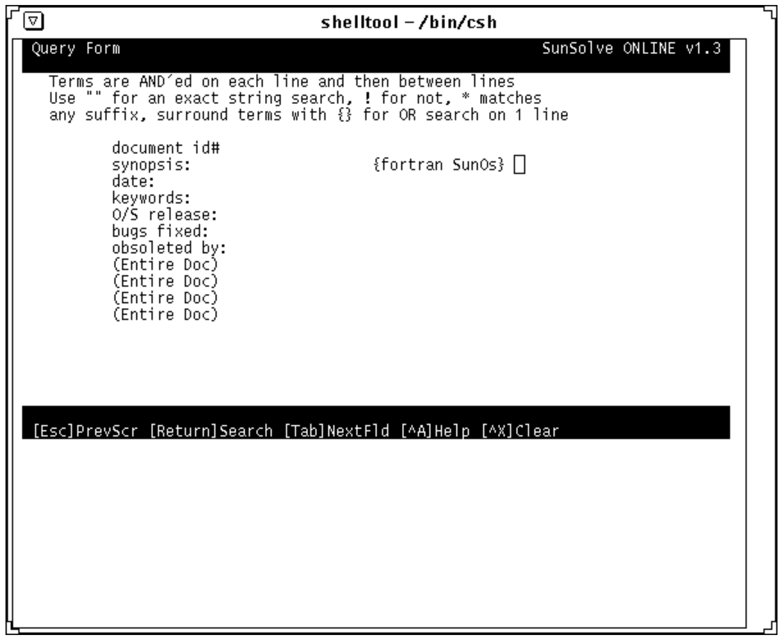
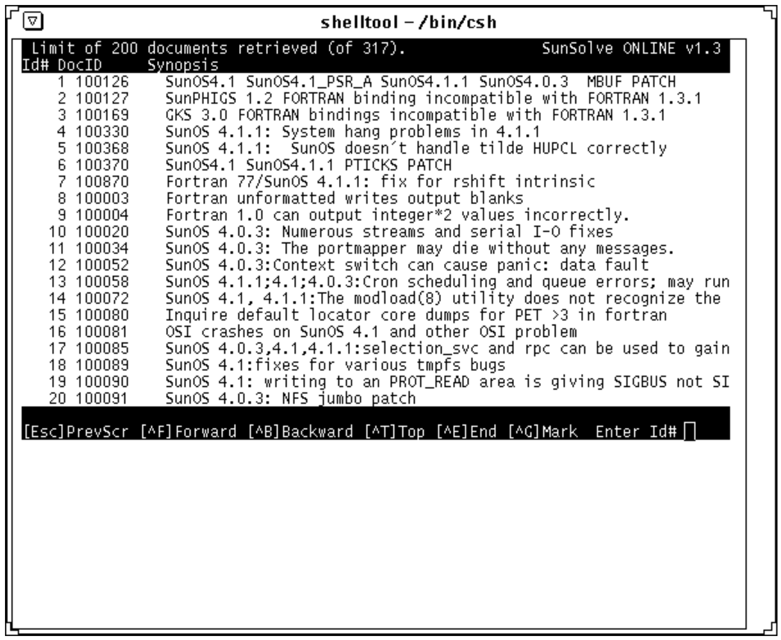


Figure 3-12 Query Form (Sample Search)

Note – The "{" and "}" denote an OR search.

4. Figure 3-13 illustrates the Results List Form that would result from searching in the Patch Descriptions for all occurrences of "`fortran`" OR "`SunOS`" in the Synopsis lines:



```
shelltool – /bin/csh
 Limit of 200 documents retrieved (of 317).             SunSolve ONLINE v1.3
Id# DocID     Synopsis
  1 100126      SunOS4.1 SunOS4.1_PSR_A SunOS4.1.1 SunOS4.0.3  MBUF PATCH
  2 100127      SunPHIGS 1.2 FORTRAN binding incompatible with FORTRAN 1.3.1
  3 100169      GKS 3.0 FORTRAN bindings incompatible with FORTRAN 1.3.1
  4 100330      SunOS 4.1.1: System hang problems in 4.1.1
  5 100368      SunOS 4.1.1:  SunOS doesn't handle tilde HUPCL correctly
  6 100370      SunOS4.1 SunOS4.1.1 PTICKS PATCH
  7 100870      Fortran 77/SunOS 4.1.1: fix for rshift intrinsic
  8 100003      Fortran unformatted writes output blanks
  9 100004      Fortran 1.0 can output integer*2 values incorrectly.
 10 100020      SunOS 4.0.3: Numerous streams and serial I-O fixes
 11 100034      SunOS 4.0.3: The portmapper may die without any messages.
 12 100052      SunOS 4.0.3:Context switch can cause panic: data fault
 13 100058      SunOS 4.1.1;4.1;4.0.3:Cron scheduling and queue errors; may run
 14 100072      SunOS 4.1, 4.1.1:The modload(8) utility does not recognize the
 15 100080      Inquire default locator core dumps for PET >3 in fortran
 16 100081      OSI crashes on SunOS 4.1 and other OSI problem
 17 100085      SunOS 4.0.3,4.1,4.1.1:selection_svc and rpc can be used to gain
 18 100089      SunOS 4.1:fixes for various tmpfs bugs
 19 100090      SunOS 4.1: writing to an PROT_READ area is giving SIGBUS not SI
 20 100091      SunOS 4.0.3: NFS jumbo patch

[Esc]PrevScr [^F]Forward [^B]Backward [^T]Top [^E]End [^G]Mark  Enter Id#
```

Figure 3-13 Results List Form (Sample Search)

Note – In this example, 317 documents are found, but the Results List can display only a maximum of 200 documents. If the number of records retrieved exceeds the display limitations, return to the Query Form and narrow your search to get more specific results.

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5. By entering **<1 return>** on the Results List Form, document #1 is called up for viewing, as illustrated in Figure 3-14:

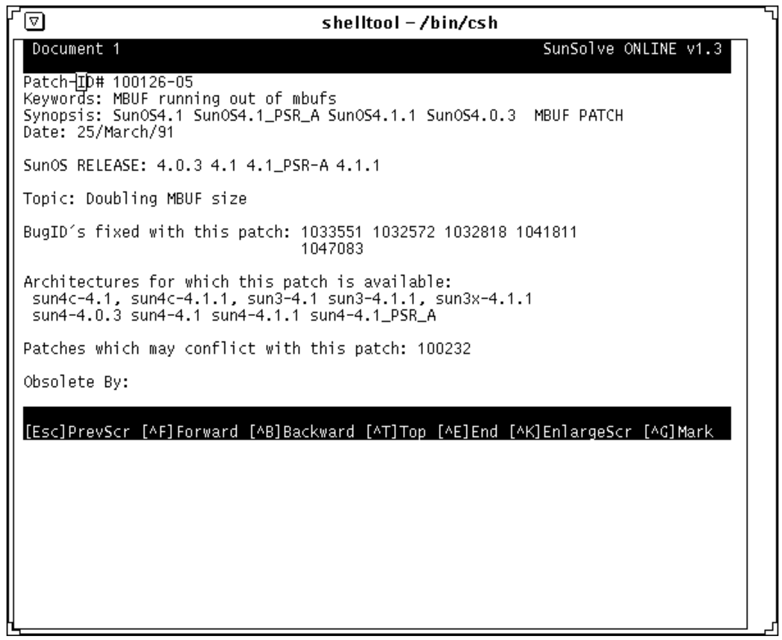


Figure 3-14 Document View Screen (Sample Search)

6. To mark this one document for ordering, press control-G (^G). It will be included in a list of documents used in the Order Documents function.

7. The document can be viewed using “less” by pressing (^K) as illustrated in Figure 3-15:

```
shelltool - /bin/csh

Patch-ID# 100126-05
Keywords: MBUF running out of mbufs
Synopsis: SunOS4.1 SunOS4.1_PSR_A SunOS4.1.1 SunOS4.0.3  MBUF PATCH
Date: 25/March/91

SunOS RELEASE: 4.0.3 4.1 4.1_PSR-A 4.1.1

Topic: Doubling MBUF size

BugID's fixed with this patch: 1033551 1032572 1032818 1041811
                               1047083

Architectures for which this patch is available:
 sun4c-4.1, sun4c-4.1.1, sun3-4.1 sun3-4.1.1, sun3x-4.1.1
 sun4-4.0.3 sun4-4.1 sun4-4.1.1 sun4-4.1_PSR_A

Patches which may conflict with this patch: 100232

Obsolete By:

Problem Description: Running Out of mbufs.

BUGID: 1033551 1032572 1039734 1032818 1041811
                               1047083

      The mbuf is a system resource which can be run out.
      So it shouldn't really be a bug. However, this
      patch provides work around for it. It would certainly
      be nice if we can make MBUF size user configurable.


UPDATES:  sun4c 4.1.1 patch was not compiled with a GENERIC
Use less commands Type h for help and q to quit
```

Figure 3-15 Document View Screen (Sample Search, less mode)

SSO Access via SprintNet

4

SprintNet

Refer to the SprintNet worldwide access directory for your closest SprintNet local access telephone number. Select and dial the appropriate number for the desired baud rate (300, 1200, 2400, 9600).

This information is also available online directly from SprintNet. Please check this listing regularly for updates on new SprintNet Access Centers, upgrades and number changes.

SprintNet Modem Requirements

Table 4-1 SprintNet Modem Compatibility

SPEED	**MODEM TYPE**
300 bps	Bell 103 compatible
1200 bps	Bell 212A compatible
2400 bps	V.22 bis compatible
9600 bps (V.29)	Microcom V.29 compatible
9600 bps (V.32)	CCITT V.32 compatible

Optional Local Error Protection

When using local error protection for speeds of 2400 bps or less, your modem must be MNP^{tm} compatible. For V.32 9600 bps service, your modem must be CCITT V.32 compatible and V.42 compliant. V42 error protection is compatible with standard MNP V.32 modems. For V.29 9600 bps service, your modem must be MNP compatible.

Note – Dial the 2400 bps access number when using local error protection 300, 1200 or 2400 bps.

SprintNet Services

For U.S. customer service, call toll-free 1-(800)-877-5045 (option #5). From overseas locations with non-WATS access, call (404)-859-7700.

Dial-up to SprintNet

1. Use your modem to dial the closest SprintNet local access telephone number from the access directory. This will connect you to SprintNet's Dial Access Services.

Note – For dial-out capabilities of your system, use applications such as `tip` or other methods appropriate in your environment. Contact your system administrator for your systems modem functionality and dial-out access capabilities.

Note – `tip` should always be run from a Shell Tool.

2. Upon successful connection you will see this prompt:

```
CONNECT
```

If your modem is using 8 databits, no parity, 1 stop bit, type `@`, capital ‘`D`’, (release the shift) then a `return` (**`@D<return>`**).

If you are using 7 data bits, even or odd parity, one stop bit, type `@`, followed by `return` (**`@<return>`**).

Note –
To change the number of databits, type @ then a carriage return (**`@<cr>`**) to toggle between 7 and 8 databits (default is 7).

To toggle between parity settings, use the key sequence 'D' followed by a carriage return (**`D<cr>`**).

You will then get this response:

```
TELENET

415 3I
```

(this number response may vary)

Enter the terminal type information:

`TERMINAL=` **`d1`** (CRT's and PC's)

3. Connecting to Sun.

From the SprintNet prompt type the following information. You will now be connecting to Sun.

```
@ c 408133,sunsolve
   PASSWORD = sunmicro
  408 133 connected
```

Note – @ is the SprintNet prompt

4. Log into the Sun Customer Network.

At this point you will log into the Sun Customer Network. This server will allow you access to the features and functionality of SunSolve Online.

```
login: sunsolve

Password: sunmicro

No directory! Logging in with home=/
Last login: Mon May 24 22:17:05 from 31104150011830
SunOS Release 4.1.1 (X25) #1: Wed Feb 24 10:20:55 PST 1993
Last login: Tue May 25 10:27:21 from mailhost


   Welcome to SunSolve ONLINE version 1.3

        PRESS [RETURN] TO START

   [^D] to Quit from this screen
```

Note – Note: The default terminal type appears in brackets [] prior to the colon. If this is not your terminal type, ask your system administrator for the UNIX 'terminfo' identifier for your terminal and enter it before pressing [Return].

```
If you have problems with this system, contact your local
Sun Service Center
```

`Terminal type [network]:` **`sun`** (if you are using a Shell Tool)

or

`sun-cmd` (if you are using a Command Tool)

5. Customer Log on Screen

To gain access to SunSolve Online type the following information when you see this screen:

```
LOGIN                                          SunSolveONLINE v1.3

Enter your SunSolve login and password or enter 'newuser'
to be given temporary access until your account is
validated.

login: [enter your SunSolve Online account name]
Password: [type your SunSolve Online password]
```

If this is your first time to access SunSolve thru SprintNet, you will access via a one time guest account. Enter:

```
login: newuser
Password: <return>
```
(no password required)

6. Refer to chapter 6 on how to set up your own user account and password file.

Warning – The access and use of SunSolve Online is restricted to SunService International contract customers only. Completion of this form verifies and grants you access to use SunSolve Online. Unauthorized access is prohibited.

---

7. The account name and password you create will be used for all future access to SunSolve Online. After completion of step #6, enter this information in step 5 for subsequent logins.

SprintNet Phone Directory

How to obtain an Online Telephone Directory.

1. Dial the access telephone number for your nearest SprintNet Access Center.

Note – Contact your system administrator for the appropriate procedures necessary to access the dial-out capabilities of your modem.

If you don't know what your local SprintNet access number is, contact SprintNet customer service at toll-free 1-(800)-877-5045 (enter option #5). From overseas locations with non-WATS access, call (404)-859-7700.

2. When you have established a network connection the `@` prompt will be displayed.

3. Then type:

```
@ mail

Username? phones
Password? phones
```

4. Follow the menu selections.

```
US SPRINT'S ONLINE LOCAL ACCESS
TELEPHONE NUMBERS DIRECTORY

1. Domestic Asynchronous Dial Service
2. International Asynchronous Dial Service
3. Domestic X.25 Dial Service
4. New Access Centers and Recent Changes
5. Product and Service Information
6. Exit the Phones Directory

 Please enter your selection (1-6): type appropriate response
```

5. To Exit sprintNet

From the SprintNet selection menu type:

```
Please enter your selection (1-6): 6

Thank you for using US Sprint's Online
Local Access Telephone Numbers Directory

This mail session is now complete.

MAIL DISCONNECTED 00 00:00:00:53 52 5


@ hangup

Connection Closed
[EOT]

prompt%
```

Accessing SunSolve via the Internet 5

If you are running TCP/IP and have access to the Internet, SunSolve Online can be reached using the standard Unix applications such as `Telnet`.

Note – Contact your Systems Administrator for setup and use of TCP/IP access to Internet and use of `Telnet`.

Telnet

The `Telnet` protocol enables terminals and terminal oriented processes to communicate on a network running TCP/IP. `Telnet` is an application which runs on your local machine. It provides a user interface through which two hosts can open communications with each other, then send information on a character-by-character or line-by-line basic. For more information, reference the `Telnet (1C)` man pages.

To utilize `telnet` for connectivity to SSO perform the following:

1. From your workstation type:

```
prompt% telnet sunsolve1.sun.com
```

Note – If your system can't resolve the name sunsolve1.sun.com, its internet address is 192.9.9.24 i.e. **`telnet 192.9.9.24`**

2. Log into the Sun Customer Network.

At this point you will log into the Sun Customer Network. This step will allow you access to the features and functionality of SunSolve Online.

```
connected to sunsolve1

       SunOS UNIX (sunsolve1)

       login: sunsolve
       Password: sunmicro

Last login: Mon May 24 13:32:50 from mailhost

      Welcome to SunSolve ONLINE version 1.3

                PRESS [RETURN] TO START

             [^D] to Quit from this screen
```

```
Note: The default terminal type appears in brackets [] prior to the
      colon. If this is not your terminal type, ask your system
      administrator for the UNIX 'terminfo' identifier for your
      terminal and enter it before pressing [Return].
```

`Terminal type [sun-cmd]:` **`<return>`** (you are using a Command Tool)

3. Customer Log on Screen

Once logged in, the following screen will be displayed

```
LOGIN                                    SunSolve ONLINE v1.3

Enter your SunSolve login and password or enter 'newuser'
to be given temporary access until your account is
validated.

    login: [enter your SunSolve Online account name]
    Password: [type your SunSolve Online password]
```

If this is your first time to access SunSolve thru Internet, you will access via a one time guest account. Enter:

`login:` **`newuser`**
`Password:` (no password required)

4. Refer to chapter 6 on how to set up your own user account and password file.

Customer Login Screen 6

Warning – The access and use of SunSolve Online is restricted to Sun contract customers only. Upon completion of this form your account information will be verified and appropriate access granted. The user name and password you specify will be used for all future login's. Please protect this information as you would any other security sensitive information. Unauthorized access is prohibited. Sun reserves the right to refuse access to anyone at anytime.

Setting up Your Individual Account

1. If this is your first time using SunSolve thru SprintNet or Internet, you will access via a one time guest account. Enter:

```
Enter your SunSolve login and password or enter 'newuser'
to be given temporary access until your account is
validated.
```

`Login:` **`newuser`**

`Password:`**`<return>`** (no password is required)

```
Enter your login, password and press <Return> to login or ^C to exit
```

2. Below is an example of the New User Account registration form. Please complete all sections. Then select your personal SunSolve Online login account information. If you need help at any time while completing the screen type a “Control A”.

```
New User Account                             SunSolve ONLINE v1.3

     ContractID (if known):

     Company:

     Contact:

     Address:

                  City:    State:    ZIP Code: -

     Phone:

     E-mail addr:

 Enter a unique username below. This will be the login used to
 access SunSolve in the future. Login names can be up to 16
 characters of mixed letters and digits. Save this information.

 Login:[enter what you want your SunSolve Online account name to be]

 Password:[enter what your SunSolve Online password will be]
```

Updating Your User Account Information

It is important to keep your user account information current. For example, this E-mail address is used as the default in many of the SSO functions and electronic correspondences with Sun.

You may update this information at any time. From the SSO main menu enter the #6, `Edit User Information`. The Edit User Account screen will display your current account settings with the exception of Login and Password. These two fields will not be displayed for security measures.

Make any changes required including your Login/Password. Type a control C (^C) to save these changes.

Note – If you change your login or password, you will have to log out to have changes take effect.

Appendix A: Document Ordering

To order a copy of a document that exists on SunSolve Online, do the following:

- Mark the document with [`^G`] when viewing the document in the Document View Screen (not enlarged with [`^K`]). You can mark <u>all</u> documents from the Results List by pressing (^G) prior to returning to the Main Menu and selecting the `Order Documents` function. Figure A-1 illustrates a document marked for ordering. You can also mark the series of documents that appear on the Document Retrieval Screen (see Figure A-2). The documents remain marked throughout your current SunSolve Online session until ordered or a new Search and Retrieval function is completed.
- Return to Main Menu (with [`^C`] or Escape) and select option #3, `Order Documents`. Figure A-3 shows the Order Documents Screen.
- To view the documents ordered (marked) in the current SunSolve Online session, from the Main Menu select option #4, `View Documents Order`. The View Document Order screen (Figure A-4) will be displayed.
- To receive a SunSolve Online document or multiple documents from the Main Menu select option #3, `Order Documents`.
    - The Document Ordering screen will be displayed. The number of files selected and number of bytes to transfer will be shown.
    - Enter your E-mail destination (if different than displayed) in the E-mail field and type **<return>**. SSO will ask for confirmation. Type **<return>** to send documents or control C (^C) to quit. The document(s) will be E-mailed to the destination.

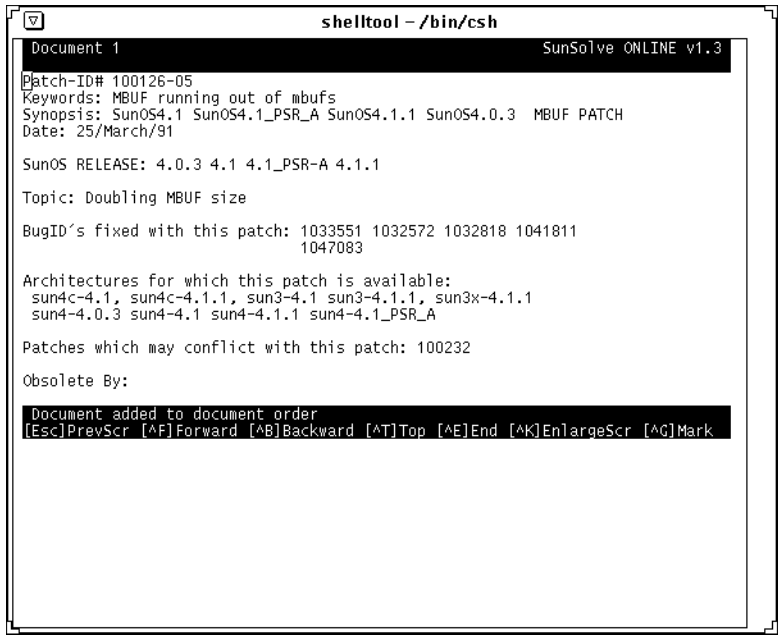


Figure A-1 Document View Screen

Press (^G) to add this document to the document order list.

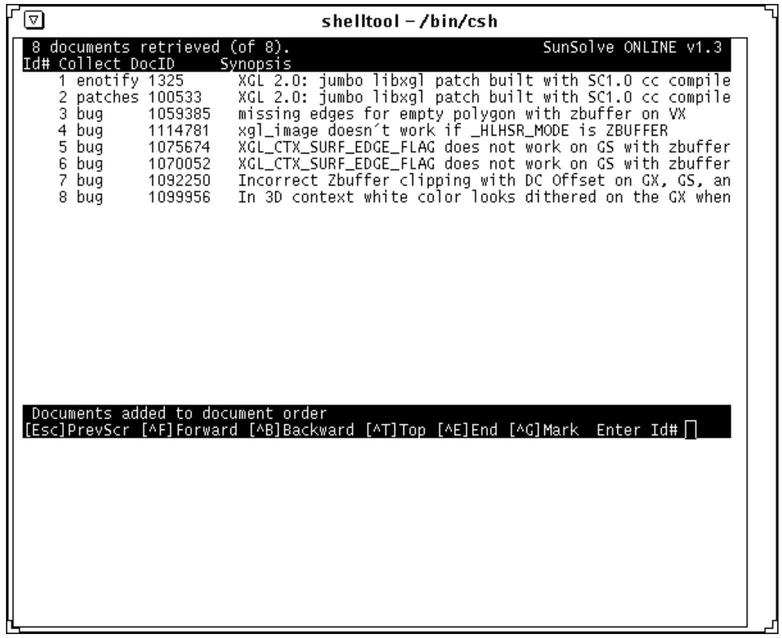


Figure A-2 Document Retrieval Screen

Press (^G) from this screen to add all the documents (1-16) in the Results List to the document order.

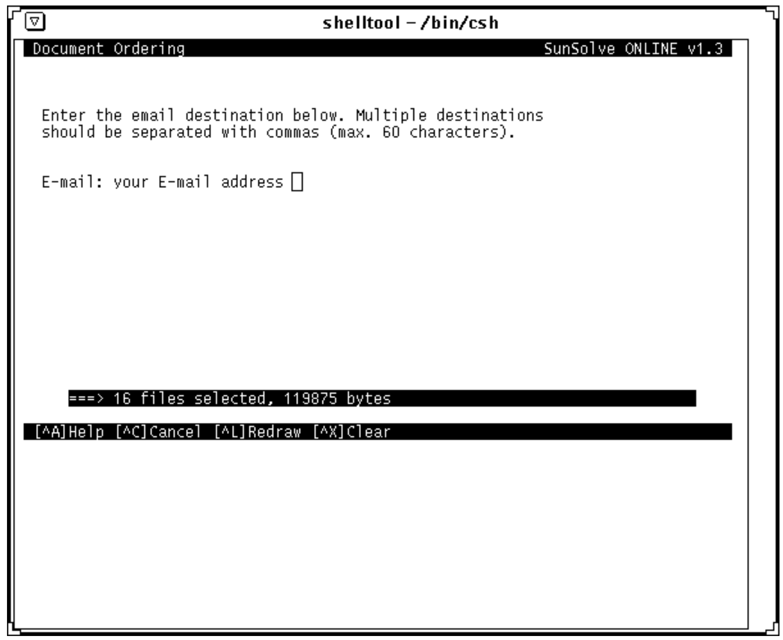


Figure A-3 Order Document Screen

SunSolve Online will prompt with your default E-mail address. If this is correct type a **<return>**. If you wish to send the selected documents to a different E-mail address, delete the one displayed and input the new address and type **<return>**. SSO will prompt for confirmation. If everything is correct, enter a **<return>**. To quit this operation type a control C (^C).

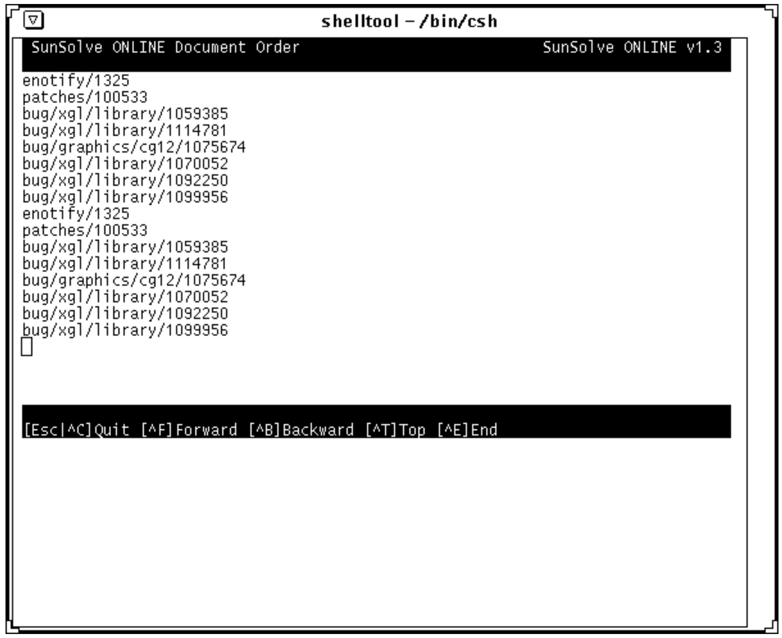


Figure A-4 View Document Order Screen

From the SunSolve Online main menu, enter a "**4**" to view the Document Order Screen. This is a list of all the documents "marked" (^G) after completion of the last search command. Start of a new search or sending these documents with the Order Documents function will clear this list.

Appendix B: FTP Access to Patches

Transferring Patches Using FTP

Note – The patch FTP directory contains patches for Sun software and is for use by Sun Contract Support Customers ONLY. All FTP transactions are tracked on this system. All patches in this directory are Copyright (c) 1993 Sun Microsystems, Inc.

The File Transfer Protocol (FTP) transfers files to and from a remote network. The use of `ftp` will enable SSO users to copy patch files directly from Sun to their workstation. For information about using `ftp`, reference the manpages, AnswerBook, or other sources for further details on `ftp` commands.

To retrieve a specific patch you will need to know the patch ID number. The patch directory does not contain descriptions of the patches. Use the SSO Search and Retrieval function to locate a specific patch ID number from the patch ID number field.

The patch directory also contains the patch readme's. These files are in the format XXXXXX.readme (instead of the XXXXXX-XX.readme) as the original readme's have already had the version numbers removed.

To Retrieve a Patch

Patches are located in the `/patches` directory and are stored as compressed tar files with names like:

100123-xx.tar.Z

where 100123 is the patch number and the -xx is the revision number.

To retrieve the patch file, do the following:

```
prompt% ftp sunsolve1.sun.com
```

Note – If your system can't resolve the name sunsolve1.sun.com, it's internet address is 192.9.9.24 i.e. **`ftp 192.9.9.24`**

```
Connected to sunsolve1.

Name (sunsolve1:xxx): sunsolve

220-SunSolve Online Version 1.3 Patch FTP Server
220- ALL FTP ACCESS IS MONITORED
220-Contact your local Sun service representative if you
220 have problems with this server.

220 sunsolve1 FTP server () ready.
331 Password required for sunsolve.

Password: sunmicro

332-User sunsolve logged in; account ID requested.
332 Enter your ID and password separated by a slash (/).
```

Note – This is the same login and password you use to access SSO from Internet or SprintNet. This information will not echo on your screen.

```
Account: your login name/your password
```

<... copyright information...>

230 SunSolve user logged in.
`ftp>`

```
ftp> bin
200 Type set to I.
```

Note – To receive patches you must have all files transfer as binary files. This command changes `ftp` to binary transfer mode.

```
ftp> get 100123-01.tar.Z
```

Note – Make sure you are in the directory on your system where you want the tar file placed before starting FTP.

```
200 PORT command successful.

150 Binary data connection for 100123-01.tar.Z (xx) (xx
bytes).

226 Binary Transfer complete.
local: 100123-01.tar.Z remote: 100123-01.tar.Z
xxx bytes received in xxx seconds (xxx Kbytes/s)

ftp> quit
221 Goodbye.
```

To Decode Patches

Patches are stored as compressed tar files. To decompress/untar the files in a patch, do the following:

```
prompt% zcat 100123-01.tar.Z | tar xvf -
```

This command will extract the files contained in the patch into your current directory.

Follow the README file included to install the patch. If you have questions or problems with this process, contact your local Sun Service representative.

Patches Copyright Notice

Appendix C: Alternative Patch Ordering

Patch ordering can be accomplished while logged on to SunSolve Online. This feature is for customers who do not have the ability to receive binary patch files over the internet (see Appendix B: FTP Access to Patches). Patch access via `ftp` is the prefered method.

To have patches sent to you on various media or E-mail, follow these steps.

1. From the SunSolve Online main menu select #2, Document Search and Retrieval; type **<return>**.

2. From the Documents Collection Screen put an "**x**" in the Patch Description field; type **<return>** to complete the Query Form or control-B (^B) to browse all available patches.

3. Complete the Query Form as necessary in searching for the appropriate patch information and type **<return>**. The results of this search will be displayed in the Results List screen. You can mark all documents from the Results List by pressing (^G) while displaying the Results List.

4. From the Results List select the patch ID number and mark it by typing a control-G [`^G`] when viewing the Patch Readme in the Document View Screen (not enlarged with [`^K`]). Multiple patches can be marked following this procedure.

   If browsing, select the ID number of the Patch Readme you wish to view and mark it with a control-G [^G}.

5. Return to the Main Menu and select the `View Patch Order` (#9). Figure C-1 shows the Patch Order Screen. All patches previously marked will be displayed. The patches remain marked throughout your current SunSolve Online session until ordered, or until a new Search and Retrieval function is completed.

6. Return to Main Menu (with [`^C`] or Escape) and select option #8, `Order Patches`. Figure C-2 shows the Patch Order Screen.

7. The Patch Ordering screen will be displayed. Insure that all the order information is correct and update accordingly. Put an '**x**' in the Media Type box to show how you wish to receive the patch/patches.

Note – If you ckeck only a media type and not e-mail, you will receive media only. If you check a media type and e-mail, if the patch is less than 1Mb you will receive E-mail only. If the patch is greater than 1Mb you will recieve the media only.

---

8. If you wish to add additional patch numbers, fill in the Additional Patch Numbers section with the correct patch number. When you send this order, all patch numbers will be verified.

   If the patch number you request is obsolete or not found, you will be queried if you wish to continue. Figure C-3 shows the pop-query. Check the Patch Description collection to verify the requested patch is valid or available.

9. Figure C-4 shows the Patch Send Screen. Place an '**x**' in the send order box and type **<return>**. Your order will be sent to Sun for processing.

   Please note your Patch Order ID number. This number will help provide status of your order. The ID number format is:

S 3 0707 0938 - 4545

Patch was requested from SunSolve

Last digit in the year

Date ordered

Time ordered (24hr clock)

Your unique order ID number

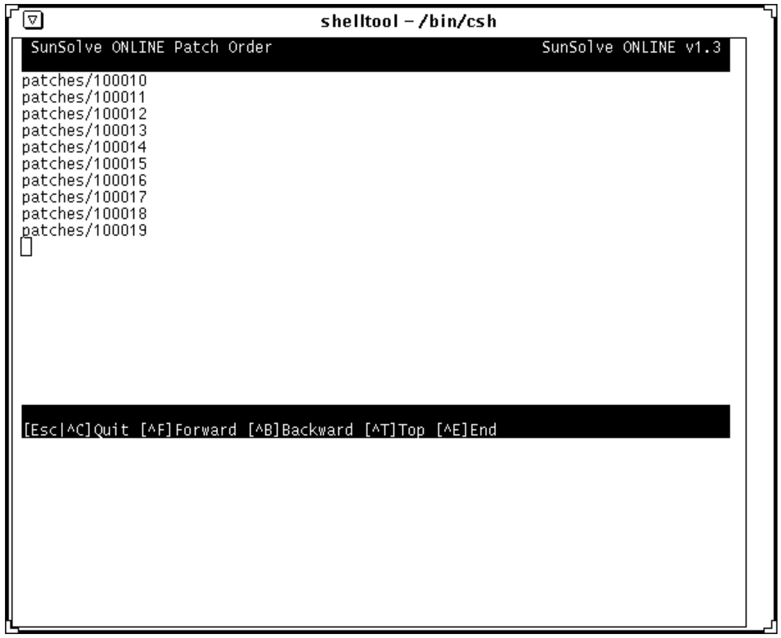


Figure C-1 Patch Order View Screen

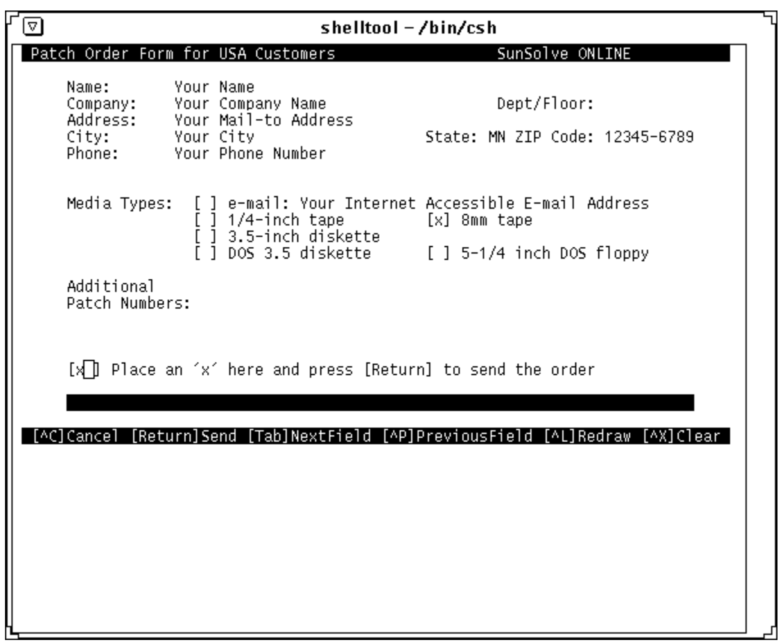
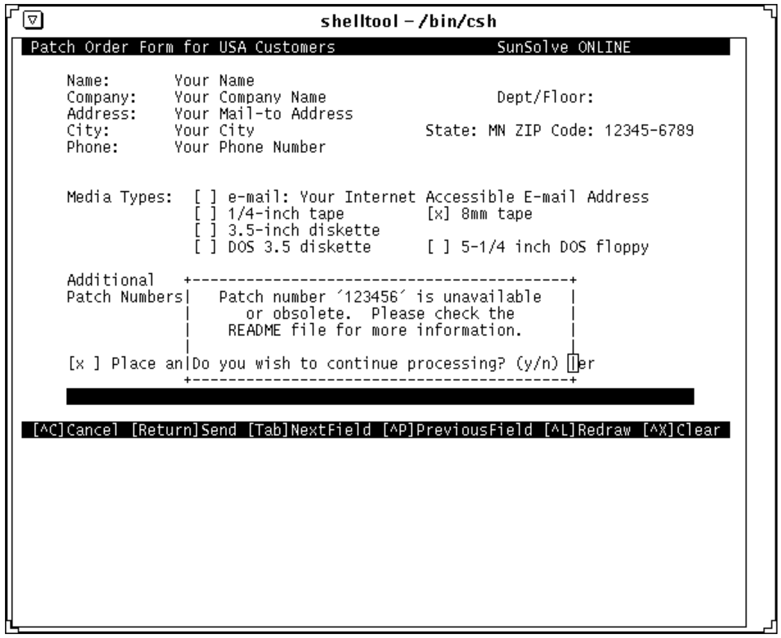
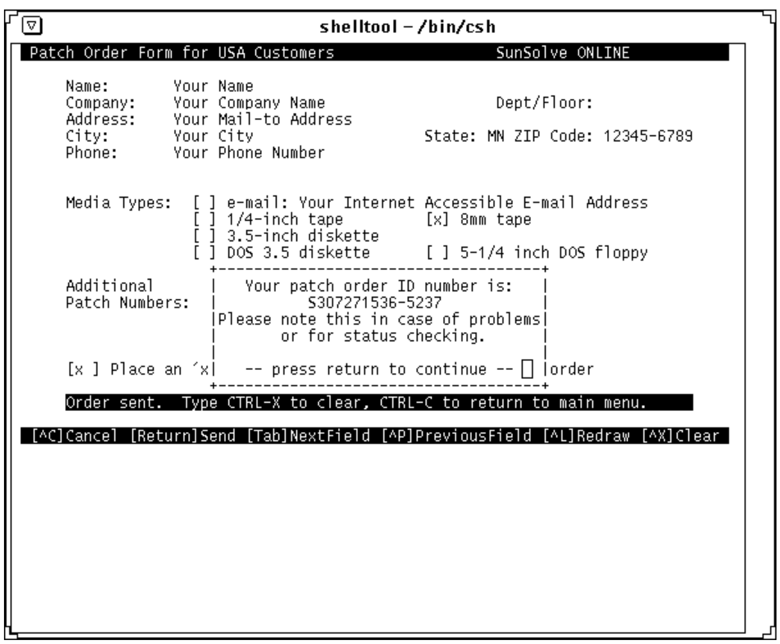


Figure C-2 Patch Order Screen



```
shelltool - /bin/csh
Patch Order Form for USA Customers                         SunSolve ONLINE

    Name:       Your Name
    Company:    Your Company Name                        Dept/Floor:
    Address:    Your Mail-to Address
    City:       Your City                        State: MN ZIP Code: 12345-6789
    Phone:      Your Phone Number


    Media Types:  [ ] e-mail: Your Internet Accessible E-mail Address
                  [ ] 1/4-inch tape          [x] 8mm tape
                  [ ] 3.5-inch diskette
                  [ ] DOS 3.5 diskette       [ ] 5-1/4 inch DOS floppy

    Additional    +-------------------------------------------+
    Patch Numbers|   Patch number '123456' is unavailable     |
                 |      or obsolete.  Please check the        |
                 |    README file for more information.       |
                 |                                            |
    [x ] Place an|Do you wish to continue processing? (y/n) [] er
                 +-------------------------------------------+

[^C]Cancel [Return]Send [Tab]NextField [^P]PreviousField [^L]Redraw [^X]Clear
```

Figure C-3 Patch Verification Query Screen



```
shelltool - /bin/csh
Patch Order Form for USA Customers                         SunSolve ONLINE

    Name:       Your Name
    Company:    Your Company Name                        Dept/Floor:
    Address:    Your Mail-to Address
    City:       Your City                        State: MN ZIP Code: 12345-6789
    Phone:      Your Phone Number


    Media Types:  [ ] e-mail: Your Internet Accessible E-mail Address
                  [ ] 1/4-inch tape          [x] 8mm tape
                  [ ] 3.5-inch diskette
                  [ ] DOS 3.5 diskette       [ ] 5-1/4 inch DOS floppy
                    +-------------------------------------+
    Additional      |   Your patch order ID number is:    |
    Patch Numbers:  |          S307271536-5237            |
                    |Please note this in case of problems|
                    |       or for status checking.       |
                    |                                     |
    [x ] Place an 'x|   -- press return to continue -- [] |order
                    +-------------------------------------+
    Order sent.  Type CTRL-X to clear, CTRL-C to return to main menu.

[^C]Cancel [Return]Send [Tab]NextField [^P]PreviousField [^L]Redraw [^X]Clear
```

Figure C-4 Patch Send Screen

Appendix D: Access Reference Card

This reference card can be used as an easy guide and quick reference on the steps to follow for access to SunSolve Online. It lists the procedures for both SprintNet and Internet access.

SunSolve™ Online Access Reference Card

SprintNet™

Refer to the SprintNet™ worldwide access directory for your closest SprintNet local telephone number. Select and dial the appropriate number for the desired baud rate (300, 1200, 2400, 9600).

SPEED	MODEM TYPE
300 bps	Bell 103 compatible
1200 bps	Bell 212A compatible
2400 bps	V.22 bis compatible
9600 bps (V.29)	Microcom V.29 compatible
9600 bps (V.32)	CCITT V.32 compatible

SprintNet Services

Refer to the SprintNet Access Directory for the local SprintNet access telephone number for transmitting at the appropriate baud rate. This table lists the SprintNet modem compatibility at various speeds. For SprintNet customer service, call toll-free 1-(800)-877-5045, (option #5). From overseas locations with non-WATS access, call (404)-859-7700.

Dial-up to SprintNet

1. Use your modem to dial the closest SprintNet local access telephone number from the access directory.

Note – For dial-out capabilities of your system, use applications such as `tip` or other methods appropriate in your environment. Contact your system administrator for your modem functionality and dial-out access capabilities. `tip` should always be run from a Shell Tool.

2. Upon successful connection you will see this prompt:

```
CONNECT
```

If your modem is using 8 databits, no parity, 1 stop bit, type @, capital ‘D’, (release the shift) then a return (**@D<return>**).

If you are using 7 data bits, even or odd parity, one stop bit, type @, followed by carriage return. (**@<return>**)

Note – To change the number of databits, type @ then a carriage return (**@<cr>**) to toggle between 7 and 8 databits (default is 7). To toggle between parity settings, use the key sequence ‘D’ followed by a carriage return (**D<cr>**).

3. You then get this response:

   `TELENET`
   `415 3I` (this number response may vary)

   Enter the terminal type information:

   `TERMINAL=` **`d1`** (CRT’s and PC’s)

4. Connecting to Sun.

   From the SprintNet prompt (`@`) type the following information.

```
@ c 408133,sunsolve
PASSWORD = sunmicro
408 133 connected
```

5. Log into the Sun Customer Network.

   You will now log into the Sun Customer Network. This server will allow you access to the features and functionality of SunSolve Online.

```
login: sunsolve
Password: sunmicro
```

SunService
A Sun Microsystems, Inc. Business
2550 Garcia Avenue
Mountain View, CA 94043
U.S.A.

6. SunSolve Online Screen

```
Last login: Wed July 7 22:17:05 from 31104150011830
SunOS Release 4.1.1 (X25) #1: Wed Feb 24 10:20:55 PST 1993
Last login: Wed July 7 10:27:21 from mailhost

   Welcome to SunSolve ONLINE version 1.3

   PRESS [RETURN] TO START
   [^D] to Quit from this screen

Terminal type [network]:sun (shell tool)
                        sun-cmd (command tool)
```

Note: The default terminal type appears in brackets [] prior to the colon. If this is not your terminal type, ask your system administrator for the UNIX 'terminfo' identifier for your terminal and enter it before pressing [Return].

7. Customer Log on Screen

To gain access to SunSolve Online type the following information when you see this screen:

```
LOGIN                    SunSolve ONLINE v1.3

Enter your SunSolve login and password or enter
'newuser' to be given temporary access until your
account is validated.

login: [enter your SunSolve Online account name]
Password: [type your SunSolve Online password]
```

If this is your first time to access SunSolve thru SprintNet or Internet, you will access via a one time guest account. Enter:

```
login: newuser
Password: <return> (no password required)
```

8. Setting up your own user account and password file.

The example below shows a New User Account registration form. Please complete all sections. Then select your personal SunSolve Online login account information.

```
New User Account         SunSolve ONLINE v1.3

  ContractID (if known):
* Company:
* Contact:
  Address:
           City:  State:    ZIP Code:
* Phone:
* E-mail address
* Login:[enter your SunSolve Online account name]
* Password:[enter your SunSolve Online password]
```

* - Required Fields

Internet Access to SunSolve Online

1. From your workstation type:

```
prompt% telnet sunsolve1.sun.com
```

Note – sunsolve1 internet IP address 192.9.9.24

2. Proceed to step 5 (on previous page).

SprintNet Phone Directory

How to obtain an Online Telephone Directory.

1. Dial the access telephone number for your nearest SprintNet Access Center.

2. When you have established a network connection the @ prompt will be displayed.

3. Then type:

```
@ mail

Username? phones
Password? phones
```

4. Follow the menu selections.

```
US SPRINT'S ONLINE LOCAL ACCESS
TELEPHONE NUMBERS DIRECTORY

  1. Domestic Asynchronous Dial Service
  2. International Asynchronous Dial Service
  3. Domestic X.25 Dial Service
  4. New Access Centers and Recent Changes
  5. Product and Service Information
  6. Exit the Phones Directory
```

`Please enter your selection (1-6):` *type appropriate response*

To Exit SprintNet

From the SprintNet prompt type:

```
@ hangup
Connection Closed
[EOT]
prompt%
```

Warning – The access and use of SunSolve Online is restricted to Sun contract customers only. Completion of this form verifies and grants you access to use SunSolve Online. Unauthorized access is prohibited.