

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.



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	Suffix	File Type	Creator	MIME Type/MIME Subtype
Binary	.avi	*	*	video/x-msvideo
Binary	.vrl	*	*	x-world/x-vrml
Binary	.hqx	*	*	application/mac-binhex40
Binary	.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 MIME type mappings (continued)

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.

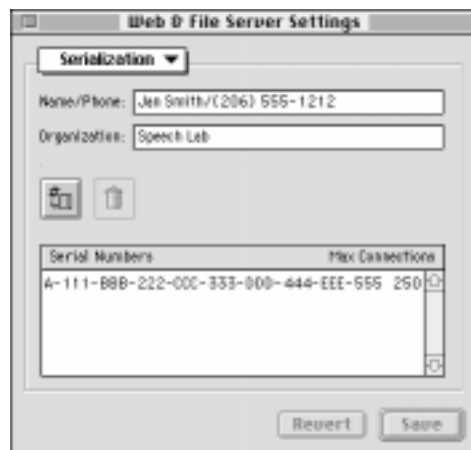
If you lose your serial number after you start the Web & File Server, follow these steps to display your serial number:

- 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.

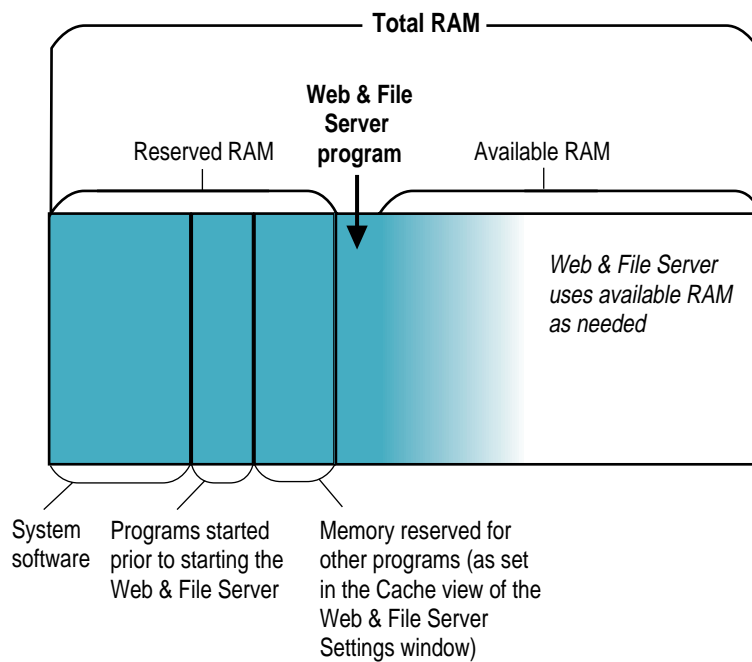


- 3 **Copy the serial number listed in the dialog box on paper and store it in a safe place. Put a photocopy in another location, too.**

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 research-related 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.

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