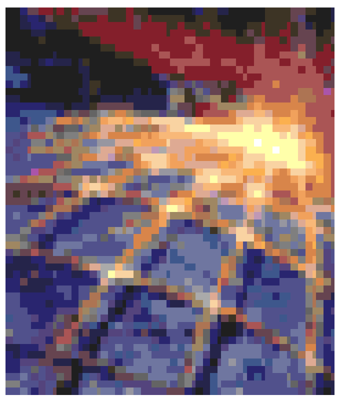
SunSolve Online Terminal-Based User Guide



SunService

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Revision History

Revision	Date	Comments
A	October 1991	1991 version of the SunSolve Online User 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
D	May 1994	Updated to SunSolve Online V2.0 and rewritten
E	January 1995	Minor revisions
F	March 1995	Minor revisions
G	August 1995	Minor revisions and title change

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Preface

Audience

This guide will help you use the terminal-based version of SunSolve Online™. It assumes you are familiar with UNIX. Refer to man pages, SunSolve CD™, and AnswerBook™ for further information.

Overview of This Document

This preface provides document conventions and a summary of the contents of this user guide.

Chapter 1, *Getting Started*, explains how to connect to SunSolve Online, login, set up an account, and use the menus and online help. It also includes reference information.

Chapter 2, *Basics*, leads the user through the basic features of SunSolve Online: searching for documents within document collections, viewing documents, ordering documents and patches, and performing other tasks.

Chapter 3, *Searching*, presents searching through online documents, by browsing and forming queries. Queries are described in depth.

Appendix A, *Connecting Through SprintNet*, provides information for users to access SunSolve Online through SprintNet™ Dial Access Service.

Appendix B, *Network Access Quick Reference Card*, is a quick reference for access to SunSolve Online through Internet or SprintNet.

Screen Images

Figures in this user guide only approximate the appearance of SunSolve Online screens. Their scale and white space have been adjusted to fit formatting requirements.

Agreement of User Guide and Product

This user guide is updated as often as feasible, usually in connection with new releases of the product. When released, the user guide is a best-effort representation of the SunSolve Online product. Between formal product releases, however, you are sometimes informed of new features through the SunSolve Online login screen (when you enter sunsolve/sunmicro). The user guide will not include such features (and other changes in the product) until the next user guide release.

Documentation Conventions

- Computer output and names of explicit files and directories are printed in `Courier font`; for example,

  That information is in the `ipcress.doc` file.

- Text that you enter literally is printed in **`bold Courier font`**; for example,

  `sunsolve`

- Variables or parameters that you replace with appropriate text are printed in a ***bold, italic font***; for example,

  file-name

- The UNIX prompt ends in a percent sign (%) when logged in normally, and a pound sign (#) when logged in as root; for example,

```
% cp f1 f2
% su -
Password:
# exit
# logout
% pwd
```

Getting Started 1

This chapter gives a brief overview of the terminal-based version of SunSolve Online, then leads you through topics that confront new users. Specifically, it leads you, step by step, to:

- connect to the SunSolve Online host through the Internet or other networks
- login to SunSolve Online and set up a SunSolve Online account
- use SunSolve menus and online help
- get a hard copy of this User Guide

SunSolve Online Overview

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 has a simple interface to perform complex searches through a wide variety of service information documents. Documents that are retrieved can be ordered online and sent to you by e-mail.

SunSpectrum support is a 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 the CD-ROM and the online versions.

SunSolve Online makes it easier for you to gain access to this wealth of information through your network connection. With the use of a standard modem, `telnet`, `ftp`, and existing network facilities, you can connect to SunSolve Online from anywhere in the world.

You can also access SunSolve Online on the World Wide Web (WWW) with a web browser like Mosaic. For a full description, see the overview document *SunSolve Online on the Web*.

Connecting to SunSolve Online

To use SunSolve Online, your terminal (or workstation) must have a network connection to the SunSolve Online host. This network connection can be arranged through:

- Internet — with `telnet`; for further information, see "Connecting Through telnet", below.
- World Wide Web (WWW) — with a web browser; see the overview document *SunSolve Online on the Web*.
- SprintNet (available only in the U.S.) — with a telephone and modem; see Appendix A, *Connecting Through SprintNet*.

Connecting Through `telnet`

If you have access to the Internet and `telnet`, you can use `telnet` to connect to SunSolve Online. See the man page `telnet(1)` and your system administrator for further information about `telnet` and the Internet.

To connect to SunSolve through `telnet`, follow these steps:

1. To connect to the host `sunsolve`, enter this command and press <Return>:

```
% telnet sunsolve.sun.com
```

Note – If your system cannot resolve the name `sunsolve.sun.com`, use its Internet address (`192.9.9.24`); enter this command and press <Return>:

```
% telnet 192.9.9.24
```

---

2. To login to SunSolve Online, enter `sunsolve` and `sunmicro`, as login and password, as shown in Figure 1-1.

After you have made your network connection, the behavior of SunSolve Online will be the same regardless of which connection method you are using. For the next topic, see "Beginning a SunSolve Online Session" on page 1-3.

Beginning a SunSolve Online Session

After you have entered the login and password, the SunSolve Online Login screen appears, as shown in Figure 1-1. This screen summarizes new SunSolve features and prompts you for a terminal type.

```
                         cmdtool - /bin/csh
login: sunsolve
Password:
Last login: Tue Mar 29 16:00:52 from <host>



              Welcome to SunSolve ONLINE v2.0

                  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].

                     NEW FEATURES
                     ============

          This section describes new features of SunSolve Online

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

            last updated: Fri Dec 17 02:17:00 PST 1993
Terminal type [sun-cmd]:
```

Figure 1-1 SunSolve Online Login

Note – The terminal type `sun-cmd` corresponds to a Sun Command Tool; the terminal type `sun` corresponds to a Shell Tool.

Technical information is updated every night. The `last updated` line, at the bottom of the screen, shows when online data was last updated.

After reading the screen:

- to continue with the default terminal setting, press <Return>.
- to continue with a new terminal setting, enter a terminal type and press <Return>. (Valid terminal types are any names identified in the `terminfo` database or `/etc/termcap`).
- to exit SunSolve Online, press **`Ctrl-D.`**

Logging In

The Login screen appears, as shown in Figure 1-2. To continue, you must login as **newuser** or with a regular account.

To login, do one of the following:

- If this is your first time, enter **newuser** as login and press <Return>. (No password is required).

  Then see “Using the New User Menu” on page 1-5 to establish a regular login and password.

- If you have already established an individual account, enter your login and password and press <Return>. To change your login or password or update account information, see “Updating Your Account Information” on page 1-8.

  To continue after logging in, see “Using the Main Menu” on page 1-9.

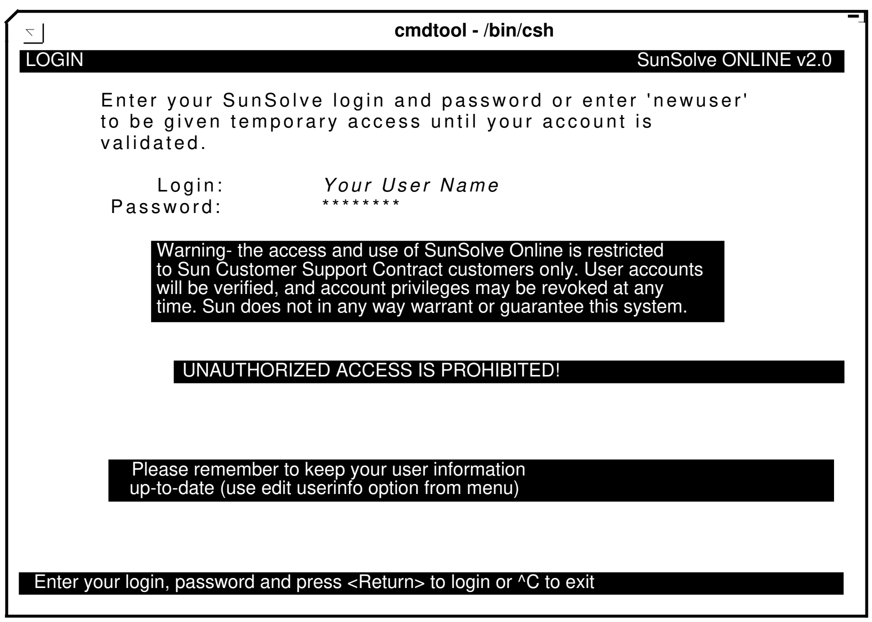


Figure 1-2 Login Screen

Using the New User Menu

When you login as `newuser` the New User Menu appears, as shown in Figure 1-3. To create a new account, enter **2** and press <Return>.

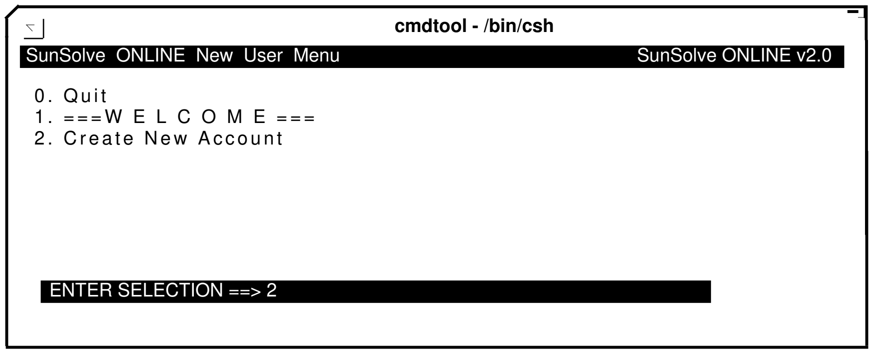


Figure 1-3 New User Menu

The discussion continues with “Creating or Changing a Login and Password” on page 1-6, which presents the information you will need to create your first login and password or to make changes, later on.

Creating or Changing a Login and Password

To create or change your login and password, the Change Login/Password screen appears, as shown in Figure 1-4. Press <Return> after each of these steps:

1. Enter a login, with up to 16 letters and numbers, but no slashes.
2. Enter a password, with up to 16 letters and numbers, but no slashes.
3. Reenter the password, to ensure that you have typed correctly.

Note – To change name-and-address information and leave your login and password as is, press <Return> repeatedly, until the next screen appears.

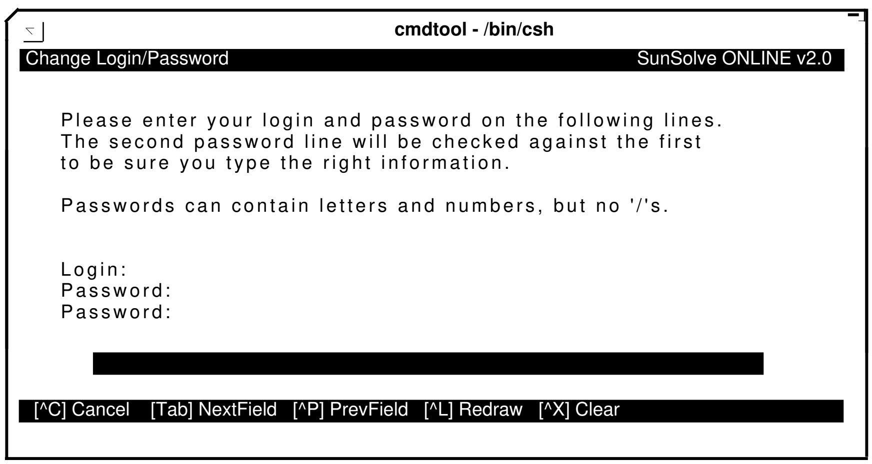


Figure 1-4 New User Account Screen

After entering the password the second time, you will be ask to confirm what you have typed — press <Return>.

Be sure to write down (or remember) your login and password. For subsequent SunSolve Online sessions, you will need them to login.

Note – When you change your login or password, the changes will not take effect until you logout and login again.

Editing Name and Address Information

When you have finished with the Change Login/Password screen, the Edit User Account screen appears, as shown in Figure 1-5.

Note – If the information on this screen is correct, press <Return>; that is, if you changed only your login or password.

Enter company information (Contract ID and Company) and your information at the company (Contact, Title, and so forth). Use the Tab key to move from field to field. To delete incorrect information, use Ctrl-U, Ctrl-W, or Backspace (see “Function Control Keys” on page 1-13 for control key information). When you have finished, press <Return> to record the information. When prompted, enter <Return>, again, to confirm the information.

If you are a new user, you should now logout as `newuser` and login as yourself with your new login and password.

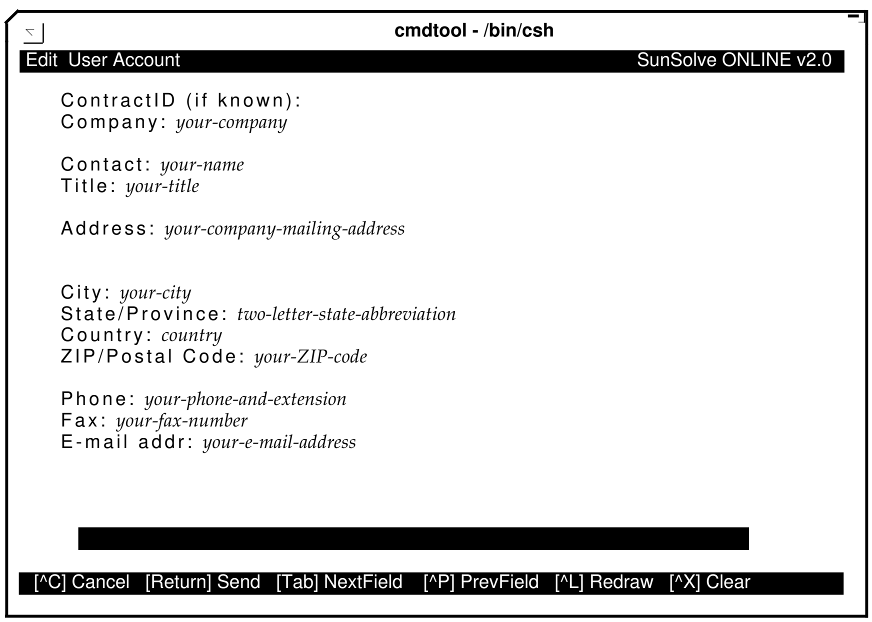


Figure 1-5 Edit User Account Screen

Updating Your Account Information

Be sure to keep your account information current, especially your e-mail address. The e-mail address is often used with features that involve electronic communication with Sun; for example, when you order an online document to be delivered by e-mail.

To update this information at any time, select `Edit User Information` from the main menu. This will present you with the screens that you filled-in as `newuser`. See "Creating or Changing a Login and Password" on page 1-6 and "Editing Name and Address Information" on page 1-7 for further information.

After Logging In

The following sections provide general information about SunSolve Online.

Using the Main Menu

After logging in, the main menu for SunSolve Online appears, as shown and described in Figure 1-6. To select an item, enter a number and press <Return>.

```
cmdtool - /bin/csh
SunSolve ONLINE Main Menu                                  SunSolve ONLINE v2.0

   0. Quit
   1. View Help
   2. Search and Retrieve Documents
   3. View Document Order
   4. Send Document Order
   5. Send Comments
   6. Edit User Information
   7. Order E-mail User Guide
   8. Order Hardcopy User Guide
   9. View Patch Menu

 ENTER SELECTION ==>
```

0	Quit	Terminates the SunSolve Online session and logs off.
1	View Help	Displays help text with general aids for using SunSolve Online.
2	Search and Retrieve Documents	Provides access to a large collection of documents through browsing or creating queries.
3	View Document Order	Displays a list of the SunSolve Online articles currently "marked" for ordering.
4	Send Document Order	Prompts you for the information necessary to complete an electronic order for online articles.
5	Send Comments	Sends your comments, questions, and problems to the SunSolve Online System Administrator.
6	Edit User Information	Provides for changes to phone, address, e-mail address and other account information.
7	Order E-mail User Guide	Requests a PostScript version of the SunSolve Online User Guide be sent by e-mail.
8	Order Hard copy User Guide	Requests a hard copy version of the SunSolve Online User Guide be sent by regular mail.
9	View Patch Menu	Displays patch menu choices, such as viewing patch orders, reports, and status and providing patch delivery information.

Figure 1-6 SunSolve Main Menu

Using the Patch Menu

After selecting `View Patch Menu`, from the main menu, the patch menu appears, as shown and described in Figure 1-7. To select an item, enter a number and press <Return>.

```
cmdtool - /bin/csh
SunSolve ONLINE Main Menu                                   SunSolve ONLINE v2.0

    0. Return to previous menu
    1. View Patch Help
    2. View Solaris 1.1.1 Patch Report
    3. View Solaris 2.2 Patch Report
    4. View Solaris 2.3 Patch Report
    5. Order Patches (USA)
    6. Order Patches (NON-USA)
    7. View Patch Order
    8. View Patch Request Status
    9. Patch Notifier

 ENTER SELECTION ==>
```

0	Return to previous menu	Returns to the main menu.
1	View Patch Help	Displays help text for patches and the patch menu.
2	View Solaris 1.1.1 Patch Report	Displays short summaries of the patches for Solaris 1.1.1, updates, a suggested list of patches, and obsolete patches.
3	View Solaris 2.2 Patch Report	As above, but for Solaris 2.2.
4	View Solaris 2.3 Patch Report	As above, but for Solaris 2.3.
5	Order Patches (USA)	For U.S. locations: Prompts for your media selection and delivery arrangements of patches to be sent regular mail.
6	Order Patches (Non-USA)	As above, but in a form suitable for addresses outside the U.S.
7	View Patch Order	Displays a list of patches currently on the patch order.
8	View Patch Request Status	Displays the current progress of specified patches.
9	Patch Notifier	Enables you to specify patches of interest. When these patches are updated, you will be notified by e-mail.

Figure 1-7 Patch Menu

Getting Help Online

Figure 1-8 shows the beginning of the Help text that appears when you select `1. View Help` from the main menu.

```
cmdtool - /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]
*               suffix            auto*
```

Figure 1-8 SunSolve Online Help Screen

General information about SunSolve Online is contained in this help text; in particular, this help text explains or summarizes:

- SunSolve forms (screens),
- functions available through control characters,
- query information,
- `less` command conventions; see also, "The less Pager" on page 1-14.

Getting Patch Help Online

You can get online information about the patch-handling features of SunSolve Online by selecting `1. View Patch Help` from the Patch Menu.

The Patch Help screen appears, as shown in Figure 1-8. You can page through this help file by using **`Ctrl-F`** or other control characters listed at the bottom of the screen or in “Function Control Keys” on page 1-13. If you enter **`Ctrl-G`** from this Help screen, you will receive the Patch Help text by e-mail.

```
cmdtool - /bin/csh
Patch Help                                                SunSolve ONLINE v2.0
          SunOS, Solaris and Unbundled Patches

Patches are distributed to SunService Contract Customers ONLY. Redistribution
to unauthorized parties is prohibited by contract. Please read the copyright
information at the end of this file for more information.

The Patch menu provides several features:

        Patch Report viewing (for Solaris 2.2 and 2.3 only)
                View short summaries of the patches that are
                available for Solaris, including updates, a
                suggested (shown as mandatory) list of patches for
                a given OS, and obsoleted patches.

        Patch Ordering (US & international customers)
                Order a patch to be sent via email, or by regular
                mail on various kinds of media (tape, floppy, etc.)

                If you've been searching in the patch description


 Esc | ^C] Quit  [^F] Forward  [^B] Backward  [^T] Top  [^E] End  [^G] Email this document
```

Figure 1-9 Viewing Patch Help

Control Keys and `less` Pager Information

Reference information about the function control keys and the `less` pager, described in the next subsections, are used throughout SunSolve Online.

Function Control Keys

Table 1-2 shows the assignment of SunSolve Online functions to certain control keys. These keys do not work with all screens. For example, the Escape key usually returns you to view the previous screen, but not in all cases. To view this information online, select `View Help` from the main menu.

Table 1-1 SunSolve Control Key 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.
`Escape`	Go to previous screen (from most screens).
`Ctrl-E`	Go to end of document.
`Ctrl-F`	Go forward one page in document.
`Ctrl-G`	Mark document for ordering. (From certain screens only)
`Ctrl-K`	View a document using `less` (full screen); see the next page.
`Ctrl-L`	Refresh 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.

The `less` Pager

Within SunSolve Online, the `less` pager has various uses; see Figure 1-8 for one use. Its command conventions are shown in Table 1-2. Commands marked with an asterisk (`*`) can be preceded by a number, ***N***. To display these conventions online, type **`h`** from the Help screen. To quit the `less` pager, enter **`q`**.

Table 1-2 Command Conventions for `less` Pager

Entry		Operation
`q`		Exit.
`f`, space	*	Forward ***N*** lines, default one screen.
`b`	*	Backward ***N*** lines, default one screen.
`e`, `j`, CR	*	Forward ***N*** lines, default one line.
`y`, `k`	*	Backward ***N*** lines, default one line.
`d`	*	Forward ***N*** lines, default half screen or last ***N*** to `d` or `u`.
`u`	*	Backward ***N*** lines, default half screen or last ***N*** to `d` or `u`.
`r`		Refresh screen.
`R`		Refresh screen, discarding buffered input.
`/`***pattern***	*	Search forward for ***N***-th line containing the pattern.
`?`***pattern***	*	Search backward for ***N***-th line containing the pattern.
`n`	*	Repeat previous search (for ***N***-th occurrence).
`g`	*	Go to line ***N***, default one.
`G`	*	Like `g`, but default is last line in file.
`p`, %	*	Position to ***N*** percent into the file.
`m`***letter***		Mark the current position with ***letter***.
`'` ***letter***		Return to a previously marked position.
`"`		Return to previous position.
`=`		Print current file name.
`V`		Print version number of `less`.
`-`***flag***		Toggle a command line flag.
`_`***flag***		Display the setting of a command line flag.
`+`***cmd***		Execute this `less` command each time a new file is examined.

Getting Hard Copy or E-Mail User Guides

For convenience, you can get the latest *SunSolve Online Terminal-Based User Guide* through the SunSolve system itself. New versions of this guide are made and become available periodically.

PostScript™ versions of the user guide arrive quickly but require access to a PostScript-compatible printer for a hard copy, although a PostScript viewer may be adequate.

Here are some ways to get the latest available version of this user guide:

- With access to Internet and `ftp`, the quickest way to get a PostScript version is through an `ftp get`. See "Getting the User Guide Through ftp" on page 1-16 for details.
- To get a PostScript version by e-mail, select the following from the main menu:

  ```
  7. Order E-mail User Guide
  ```

- To get a hard copy version by regular mail, select the following from the main menu:

  ```
  8. Order Hardcopy User Guide
  ```

  You will be prompted for a mail address, as shown in Figure 1-10. If you fill out the form and press Escape, you should receive a copy of the *SunSolve Online Terminal-Based User Guide* by U.S. Mail in 7 to 10 working days.

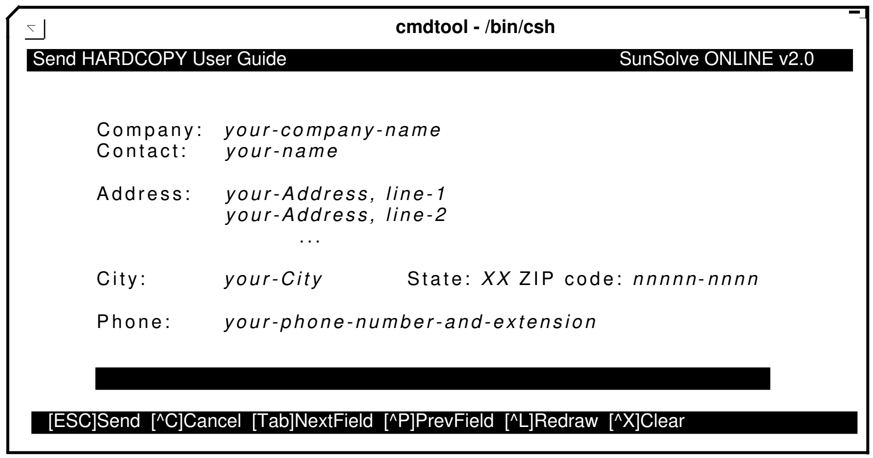


Figure 1-10 User Guide Order Screen

Getting the User Guide Through `ftp`

The *SunSolve Online Terminal-Based User Guide* is on the `sunsolve` system. To get it, do an `ftp get` of the `UserGuide.ps` file, as follows:

1. To connect to the correct host and directory, enter the command:

   `ftp sunsolve.sun.com`

2. At the `Name` prompt, enter **`sunsolve`**.

3. At the `Password` prompt, enter **`sunmicro`**.

4. At the `Account` prompt, enter your SunSolve Online login and password separated by a slash; for example, enter:

   `Account:` **`smith/sm987654`**

   (For security reasons, your account information is not echoed on the screen.)

5. At the `ftp>` prompt, enter:

```
ftp> get UserGuide.ps
ftp> quit
```

For further information on `ftp`, see the man page `ftp(1)`.

Sending Comments to Sun

SunService would appreciate your comments and suggestions on how to enhance the effectiveness of SunSolve Online.

To enter your feedback, choose `Send Comments` from the main menu, and the screen shown in Figure 1-11 appears. Fill in (or correct) the fields of this form, including the following types of feedback:

- Comments on how SunSolve Online can be enhanced
- Any problems you have encountered
- Questions about SunSolve

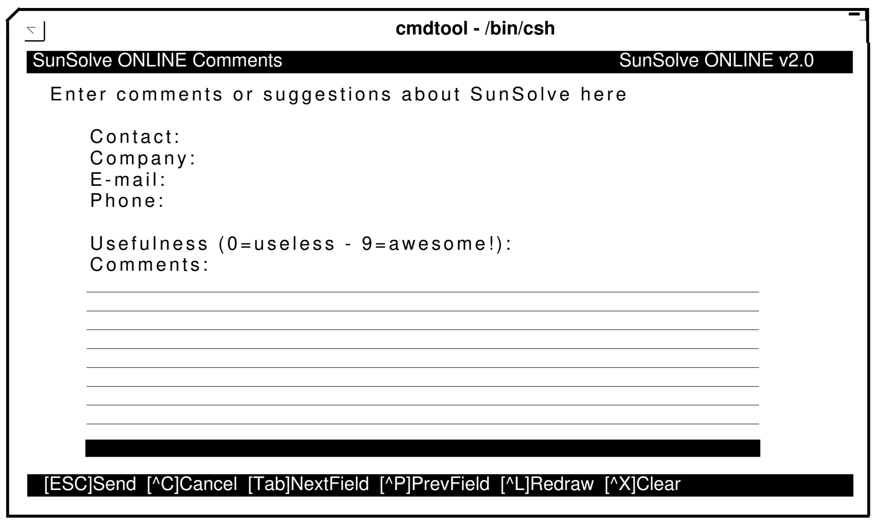


Figure 1-11 Comments Screen

To move from field to field, press <Tab> or <Return>. To correct information, backspace over the old information and then retype the field. (To cancel the form without sending it, type **`Ctrl-C`**).

When you have finished, press <Escape>. SunSolve will prompt you to press <Return>, which sends your comments to Sun and returns to the main menu.

Basics 2

This chapter introduces the basic SunSolve Online features and leads you through them, step by step. These are among the main features covered:

- Search, by query, through a collection of documents.

  This chapter gives you a quick start on searching, and while queries are introduced, they are presented in depth in Chapter 3, *Searching*.

  In the presentation, the documents searched are in the patch description collection, but other document collections can be searched using the same methods.

  A patch description is special, however, in that it serves both as a document and a document pointer. That is, you can order a patch description and the patch it describes—they are separate entities.

- View a patch description document, retrieved by a query, and page through it at a Document View screen.
- Get the patch, described in the patch description above, through `ftp`. This is for users of the Internet and `ftp`.
- Get the patch, mentioned above, through regular mail. This is for users who request patches copied onto tape, diskette, or other media.
- Receive notification of patch updates through e-mail.
- Get documents, through e-mail or `ftp`.

Finding Patch Descriptions

This example searches through the collection of patch descriptions for descriptions that contain `SunOS` (and other search words).

1. From the main menu, shown in Figure 2-1, select `Search and Retrieve Documents`, enter **2**, and press <Return>.

```
cmdtool - /bin/csh
SunSolve ONLINE Main Menu                              SunSolve ONLINE v2.0

    0. Quit
    1. View Help
    2. Search and Retrieve Documents
    3. View Document Order
    4. Send Document Order
    5. Send Comments
    6. Edit User Information
    7. Order E-mail User Guide
    8. Order Hardcopy User Guide
    9. View Patch Menu

 ENTER SELECTION ==> 2
```

Figure 2-1 Selecting Search and Retrieve Documents

2. When the Document Collections screen appears, as shown in Figure 2-2, place an **x** next to `Patch Descriptions`, using the space or Tab keys to move from line to line. Then press <Return> to request a query.

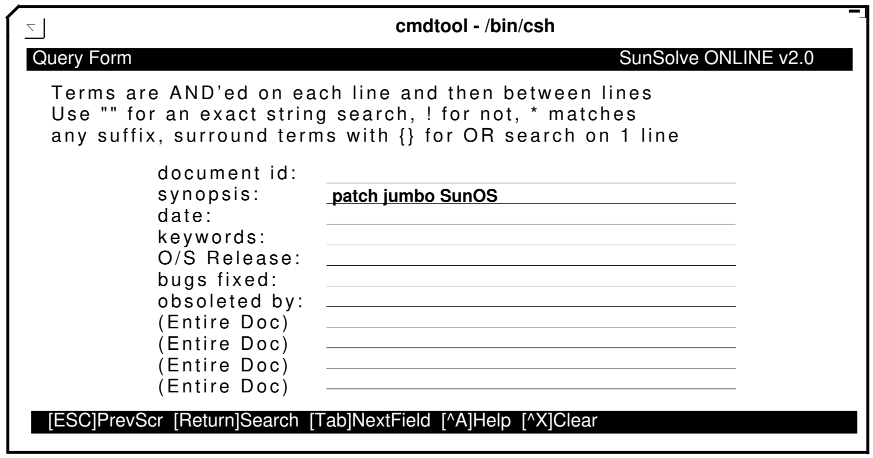
```
cmdtool - /bin/csh
Document Collections                                   SunSolve ONLINE v2.0

        Select one or more document collections with an 'x'


[ ] CSinfo
[ ] EarlyNotifier
[ ] Customer Bug Reports
[x] Patch Descriptions
[ ] Symptoms and Resolutions
[ ] Information Documents
[ ] Solaris 2.0 Q&A
[ ] Software Technical Bulletins
[ ] Upgrades Information
[ ] Frequently Asked Questions
 [^A] Help [^B] Browse [Ret] Query [Esc/^C]Exit [Tab]NextFld [^X]Clear
```

Figure 2-2 Selecting Patch Descriptions Collection

3. When the Query screen appears, enter **`patch jumbo SunOS`** on the synopsis line, as shown in Figure 2-3. To begin the search, press <Return>.



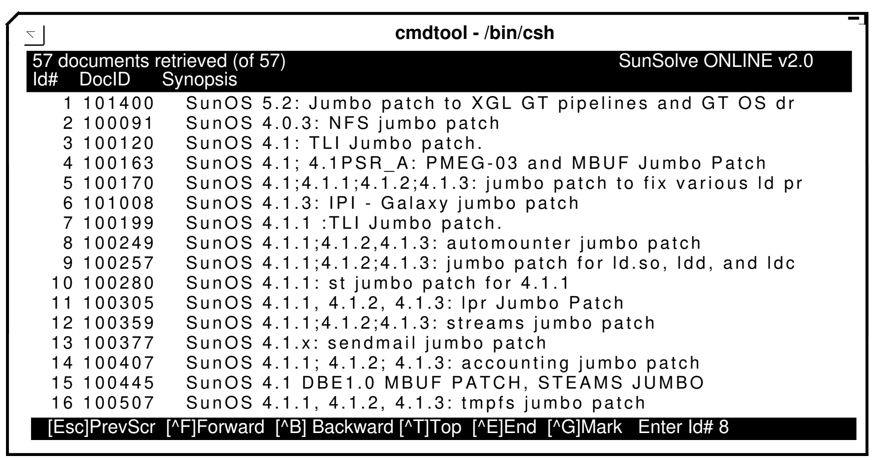
```
cmdtool - /bin/csh
Query Form                                    SunSolve ONLINE v2.0
  Terms are AND'ed on each line and then between lines
  Use "" for an exact string search, ! for not, * matches
  any suffix, surround terms with {} for OR search on 1 line

        document id:
        synopsis:       patch jumbo SunOS
        date:
        keywords:
        O/S Release:
        bugs fixed:
        obsoleted by:
        (Entire Doc)
        (Entire Doc)
        (Entire Doc)
        (Entire Doc)
 [ESC]PrevScr  [Return]Search  [Tab]NextField  [^A]Help  [^X]Clear
```

Figure 2-3 Creating a Query

Placing a word on the synopsis line causes SunSolve Online to search for that word in the synopsis (abstract) of each document. If you enter multiple words, (or multiple lines), each entry must be present (logical AND). For this example, a matching document must have all three words, in no particular order, in its synopsis. For information on queries, see Chapter 3, *Searching*.

4. Figure 2-4 shows the synopses of matching documents. Consider document ID# 8: ... `automounter jumbo patch`. To view it, enter **`8`** and press <Return>.



```
cmdtool - /bin/csh
57 documents retrieved (of 57)                SunSolve ONLINE v2.0
Id#  DocID   Synopsis
  1 101400   SunOS 5.2: Jumbo patch to XGL GT pipelines and GT OS dr
  2 100091   SunOS 4.0.3: NFS jumbo patch
  3 100120   SunOS 4.1: TLI Jumbo patch.
  4 100163   SunOS 4.1; 4.1PSR_A: PMEG-03 and MBUF Jumbo Patch
  5 100170   SunOS 4.1;4.1.1;4.1.2;4.1.3: jumbo patch to fix various ld pr
  6 101008   SunOS 4.1.3: IPI - Galaxy jumbo patch
  7 100199   SunOS 4.1.1 :TLI Jumbo patch.
  8 100249   SunOS 4.1.1;4.1.2,4.1.3: automounter jumbo patch
  9 100257   SunOS 4.1.1;4.1.2;4.1.3: jumbo patch for ld.so, ldd, and ldc
 10 100280   SunOS 4.1.1: st jumbo patch for 4.1.1
 11 100305   SunOS 4.1.1, 4.1.2, 4.1.3: lpr Jumbo Patch
 12 100359   SunOS 4.1.1;4.1.2;4.1.3: streams jumbo patch
 13 100377   SunOS 4.1.x: sendmail jumbo patch
 14 100407   SunOS 4.1.1; 4.1.2; 4.1.3: accounting jumbo patch
 15 100445   SunOS 4.1 DBE1.0 MBUF PATCH, STEAMS JUMBO
 16 100507   SunOS 4.1.1, 4.1.2, 4.1.3: tmpfs jumbo patch
 [Esc]PrevScr  [^F]Forward  [^B] Backward [^T]Top  [^E]End  [^G]Mark   Enter Id# 8
```

Figure 2-4 Retrieving Query Results

You can retrieve and page through up to 200 documents at a Document Retrieval screen; see Figure 2-4. If a query retrieves more than 200 documents, return to the Query screen and add more conditions. Since additional conditions are AND'ed, they restrict the search and lead to fewer retrievals.

5. Figure 2-5 shows the requested patch description document. From the Document View screen, you might decide to do any of these things:

- If you can access the Internet and `ftp`, see "Getting Patches Through ftp" on page 2-5. This is the fastest way to get patches.
- Through SunSolve Online, you can also place an order for patches to be sent by regular mail; see "Getting Patches on Tape or Diskette" on page 2-6.
- In the items above, you are marking a patch description as a step in ordering the patch. But it is also possible to order the patch *description* itself; that is, have the patch description, *and any other document*, sent to you by e-mail. See "Ordering Documents" on page 2-11 for further information.

```
cmdtool - /bin/csh
Document 8 (text only)                                  SunSolve ONLINE v2.0

Patch-ID# 100368-01
Keywords: automount symbolic link timeout, jumbo
Synopsis: SunOS 4.1.1;4.1.2,4.1.3: automounter jumbo patch
Date: Feb/04/94

SunOS release: 4.1.1, 4.1.2, 4.1.3, 4.1.3C

BugId's fixed with this patch: 1038308 1048875 1044048 1083225 1106249
1055565 1078206 1044136

Changes incorporated in this version: 1078206

Relevant Architectures: sun4, sun4c, sun4m

Patches which conflict with this patch:

Patches accumulated and obsoleted by this patch: 100797-01


[Esc]PrevScr  [^F]Forward  [^B] Backward [^T]Top  [^E]End  [^K]EnlargeScr  [^G]Mark
```

Figure 2-5 Viewing a Retrieved Document

Getting Patches Through CD-ROM

Before ordering patches, check the contents of your latest SunSolve CD-ROM, which contains all patches available when the CD-ROM was made. If the patch you need was available for the CD-ROM release, you may already have it.

Getting Patches Through `ftp`

In summary, a patch file can be retrieved by:

- getting the binary patch file from Sun's `sunsolve` system through `ftp`,
- using `zcat` and `tar` to process the retrieved file.

Specifically, take these steps:

1. Determine the complete patch numbers, such as 101666-01 or 100444-55. Make sure the patch numbers include a hyphen (-) and the version number that follows it, which you can get from the patch description. See "Finding Patch Descriptions" on page 2-2 for details.

2. Use a **`cd`** command to connect to the directory that will receive the retrieved files.

3. Patches can be large, so make sure you have enough disk space.

4. Connect to the SunSolve Online host by entering this `ftp` command:

   ```
   ftp sunsolve.sun.com
   ```

5. At the `Name` prompt, enter **`sunsolve`**.

6. At the `Password` prompt, enter **`sunmicro`**.

7. At the `Account` prompt, enter your login name and password separated by a slash. (This will not echo on your screen). Here's an example:

   ```
   Account: smith/sm987654
   ```

8. At the `ftp>` prompt, enter **`bin`** to request a binary transfer, a **`get`** of file ***patchnumber*`.tar.Z`**, and then a **`quit`** from `ftp`. Here is an example:

   ```
   ftp> bin
   ftp> get 101666-01.tar.Z
   ftp> quit
   ```

9. To expand and extract the `*.tar.Z` patch into your current directory, use **`zcat`** and **`tar`** commands; for example:

```
prompt% zcat 101666-01.tar.Z | tar xvf -
```

For further information on `ftp`, `zcat`, and `tar`, see the man pages `ftp(1)`, `compress(1)`, and `tar(1)`.

Getting Patches on Tape or Diskette

If you wish to receive patches through regular mail, the following sections show how, by dividing this task into subtasks. These subtasks show how to:

- add patches to an order,
- view the order,
- send the order to Sun,
- select the media for your patch order (tape, diskette, or other media) and arrange for delivery.

Although in each of the following subsections, the steps numbers restart at one, the steps themselves are arranged as a continuous sequence, so that one subsection prepares you to continue with the next.

Adding Patches to an Order

To prepare for this example, find and view a patch description, as described previously in "Finding Patch Descriptions" on page 2-2. Then take these steps:

1. Press **`Ctrl-G`**. This marks the patch for ordering (that is, adds it to an order).

   When you press **`Ctrl-G`** while viewing a patch description, SunSolve Online adds that patch to a patch order. In later sections, an example shows how to send the order electronically to Sun. If you don't send it in, the order is "forgotten", effectively cancelled.

2. A patch is now on the patch order; to add others:

   a. return to the Query Results screen — press <Escape>.

   b. view another patch description — enter its ID# and press <Return>.

   c. add the new patch to the order — press **`Ctrl-G`**.

Viewing a Patch Order

To view a patch order:

1. Return to the main menu — press <Escape> until it appears.
2. From the main menu, select `View Patch Menu`.
3. The Patch Menu appears, as shown in Figure 2-6. From the Patch Menu, select `View Patch Order`.

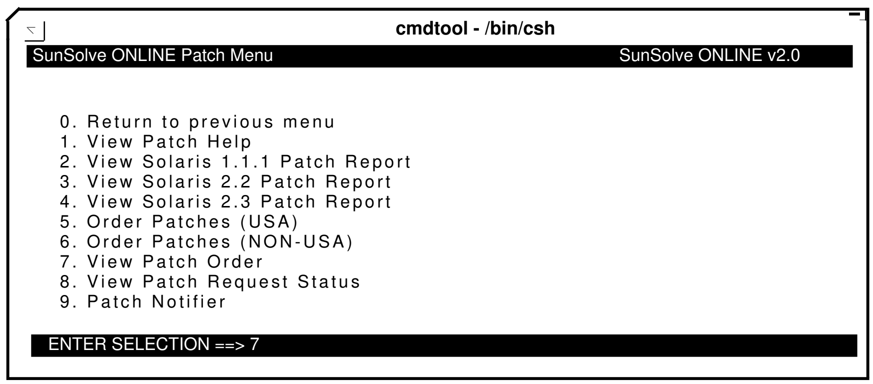


Figure 2-6 Patch Menu

4. The Patch Order screen appears, as shown in Figure 2-7 with an order of three patches.

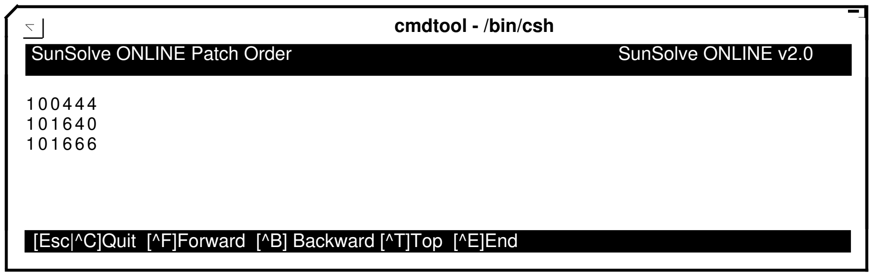


Figure 2-7 Viewing a Patch Order

Preparing to Send a Patch Order to Sun

To make arrangements for your patch order:

1. Return to the Patch Menu — press <Escape>.
2. Select `Order Patches` — enter **5** or **6** and press <Return>.

Selecting Media and Delivery Arrangements

A Patch Order screen appears, showing the numbers of patches currently on the order; see Figure 2-8. To complete your order and send it in:

1. You can add to the order by placing patch numbers in the `Additional Patch Numbers` field.
2. Fill out the address fields, and specify the type of diskette or tape to transport your patches.
3. To send in your order, press <Escape>.

```
cmdtool - /bin/csh
Patch Order Form for USA Customers                                SunSolve ONLINE
  Name:       Your name
  Company:    Your company name                  Dept/Floor:
  Address:    Your mailing address
  City:       Your city                     State: MN ZIP Code: 12344-6789
  Phone:      (123) 456-9876
  Engr e-mail Acknowledgement: Your e-mail address

     Media Types:   [ ] e-mail: pratt@stats.Corp.Sun.Com
                    [ ] 1/4-inch tape          [ ] 8mm tape
                    [ ] 3.5-inch diskette      [ ] 4mm tape
                    [ ] DOS 3.5 diskette       [ ] 5-1/4 inch DOS floppy

     Additional
     Patch Numbers: _______  _______  _______  _______  _______
                    _______  _______  _______  _______  _______
                    _______  _______  _______  _______  _______

 [Esc]Send  [^C] Cancel  [Return/Tab] NextField  [^P] PrevField  [^L]Redraw  [^X] Clear
```

Figure 2-8 Arranging for Patch Delivery

A patch order number, as shown in Figure 2-9, is then displayed. It is used to refer to a patch order or used with the `View Patch Request Status` command, which is explained in the next section.

```
+--------------------------------------+
| Your patch order ID number is:       |
|         S010203045-12345             |
| Please note this in case of problems |
|    or for status checking            |
+--------------------------------------+
```

Figure 2-9 Patch Order Number

Your order should arrive by regular mail in 3 to 5 days.

View Patch Request Status

To view the progress of your patch order, select `View Patch Request Status` from the Patch Menu.

A Patch Status screen appears, as shown in Figure 2-10. Enter the patch order number that was displayed (see Figure 2-9) when you sent the patch order.

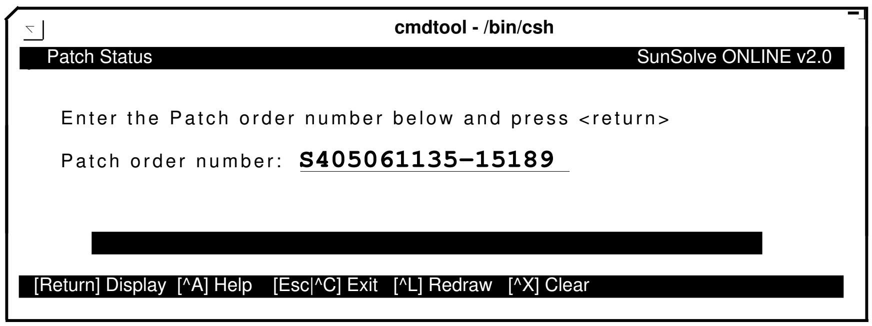


Figure 2-10 Patch Status Screen

Requesting Notification of Patch Updates

When a patch is updated and a new version becomes available, you may wish to be informed. The Patch Notifier feature serves this purpose by sending you an e-mail message for each patch that you designate. To request this service for one or more patches, select `Patch Notifier` from the Patch Menu.

The Patch Notify screen appears, as shown in Figure 2-11. Enter your e-mail address and one to ten patch numbers. (Use <Tab> to move from field to field and the Backspace key, or Control keys, to correct an entry). When you have finished, press <Escape> to send the information to Sun.

You will be asked to confirm that you mean to send it; to do so, press <Return>. Your information is transmitted. When a new version of any designated patch becomes available, you will be notified by e-mail.

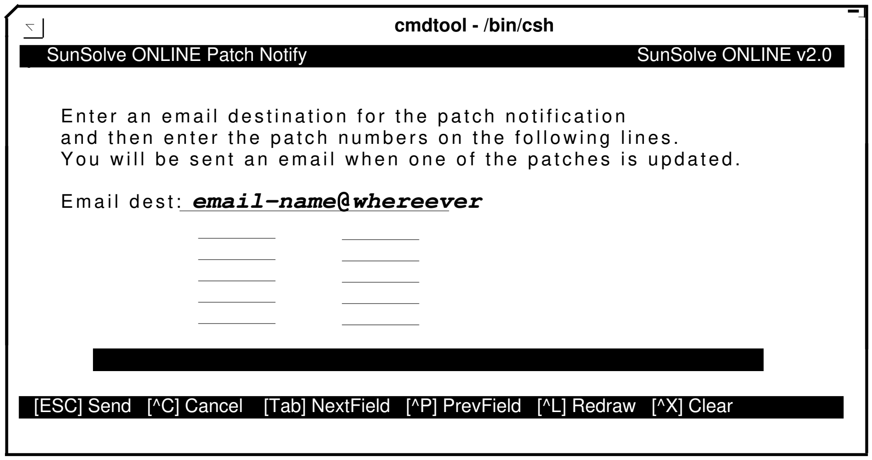


Figure 2-11 Patch Notify Screen

Ordering Documents

The material in the next sections begins with the basics of ordering documents and continues with features that make ordering quicker and easier.

Basic Document Ordering

To get e-mail copies of one or more documents, do the following:

1. Search for documents through querying or browsing, as explained earlier. See "Finding Patch Descriptions" on page 2-2. You can find other documents in a similar manner.
2. View the document in a Document View screen, as shown in Figure 2-5 on page 2-4.
3. Mark the document for ordering — enter **`Ctrl-G`**. (To use **`Ctrl-G`** for marking multiple documents at the same time, see "Marking Multiple Query Results" on page 2-14 and "Marking Multiple Browsing Results" on page 2-15.)

4. Add other documents to the order by repeating the steps just shown.
5. Return to the main menu by pressing <Escape> repeatedly.
6. Select `Send Document Order` from the main menu.
7. A Document Order screen appears, as shown in Figure 2-12. Consider whether to accept the order as is, or to delete one or more items. Note that these are patch descriptions on the order, since this is a *document* order.

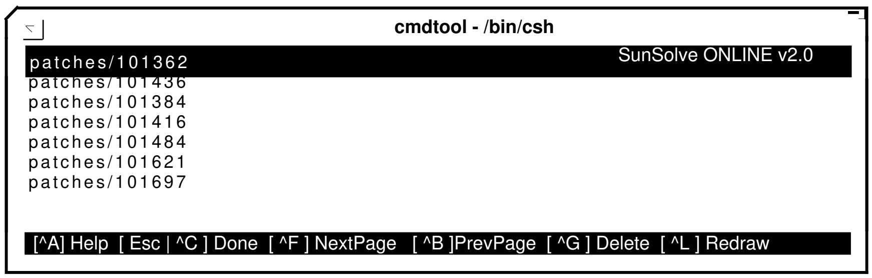


Figure 2-12 Document Order Screen

8. To accept the order as is, press <Escape> key.

   Or, you can delete items from this list. First note that the first item is highlighted; use the up- and down-arrow keys to move the highlight. To delete the highlighted document, press **`Ctrl-G`**.

   You are asked to confirm this operation by a prompt, shown below. To continue with the delete, enter `Y` (no Return key) or `N`. Delete other items by repeating these steps. To accept the list, as modified, press <Escape>.

```
+----------------------------+
| Delete this entry from     |
| your current order?        |
|                            |
| Really delete (Y or N)     |
+----------------------------+
```

Note – Patch descriptions are like other documents, with one addition. When you add a patch description to the document order, the patch is added to the patch order. This is not currently true for the delete command just described. That is, deleting a patch description from the document order does *not* cause the corresponding patch to be deleted from the patch order.

9. A screen appears, similar to the one shown in Figure 2-13. Enter an e-mail address, or multiple addresses separated by commas, and then press <Escape> to send the order.

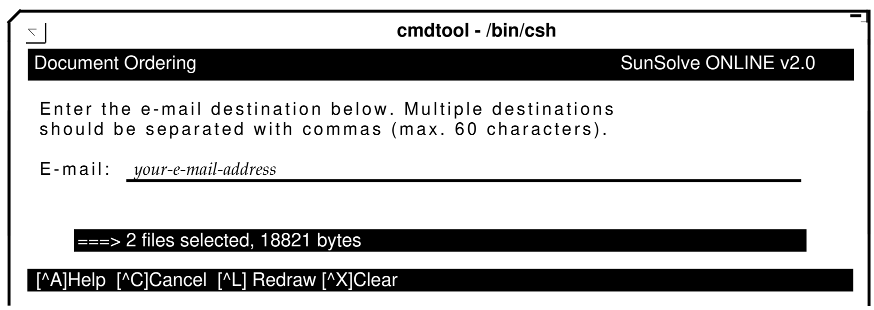


Figure 2-13 Arranging for Document Delivery

Marking Multiple Query Results

`Ctrl-G` works with query results lists. To add the entire list to an order, take these steps:

1. Enter the query.
2. When the Query Results screen appears, note the number of results. The whole results list can be added, which may involve multiple screens.
3. To order all query results, press **`Ctrl-G`** at the Query Results screen.

   If there are some documents you do *not* need, consider adding them anyway and then deleting a few, as explained in "Basic Document Ordering" on page 2-11. It may be quicker to add a group and delete a few individuals than to enter each individual document separately.
4. After pressing **`Ctrl-G`**, you are asked whether you want the documents themselves or just a list of documents. When you see the prompt shown in Figure 2-14, use <Tab> to shift the highlight between `Send List` and `Send Documents`; then press <Return>.

```
+-------------------------------------------------------------+
| Would you like the document LIST or the actual DOCUMENTS    |
| sent to you? The list can be sent immediately, but the      |
| document mailing will be delayed until you use the          |
| ordering program from the main menu.                        |
|                                                             |
|                 Send List    Send Documents                 |
+-------------------------------------------------------------+
```

Figure 2-14 Choosing Document List or Documents

5. If you chose `Send List`, you are finished. You will receive the list of documents in your query results list shortly.
6. If you chose `Send Documents`, there is another step. Select `Send Document Order` from the main menu, as described in "Basic Document Ordering".

See also, "Marking Multiple Browsing Results" on page 2-15.

Note – If the documents added to the document order are patch descriptions, the corresponding patches are automatically added to the patch order. Use the Patch Menu to complete the patch ordering process.

Marking Multiple Browsing Results

`Ctrl-G` also works with browsing results lists, while you browse through a document collection. It works from the Browsing Results screen similarly to the way it works from the Query Results screen—with one significant difference. Whereas, with queries, **`Ctrl-G`** adds the entire list to the order, with browsing, it adds only the list shown on the current screen. See “Marking Multiple Query Results” on page 2-14 for further information.

Searching 3

This chapter presents browsing and querying — two ways to search for documents. Searching usually takes place in a larger context with other SunSolve features. To see this larger context, read Chapter 2, *Basics*.

Beginning a Search

Figure 3-1 shows the SunSolve Online main menu. To access the search and retrieval facility, enter **2** and press <Return>.

```
cmdtool - /bin/csh
SunSolve ONLINE Main Menu                                SunSolve ONLINE v2.0

    0. Quit
    1. View Help
    2. Search and Retrieve Documents
    3. View Document Order
    4. Send Document Order
    5. Send Comments
    6. Edit User Information
    7. Order E-mail User Guide
    8. Order Hardcopy User Guide
    9. View Patches Menu

 ENTER SELECTION ==> 2
```

Figure 3-1 Main Menu

Terminology

The paragraphs in this section define a few common search terms used in the discussion that follows.

A **collection** is a document category that refers to all of the online files of a single document type; for example, Patch Descriptions and Customer Bug Reports.

A **synopsis** is a part of a document that summarizes the document content, similar to an abstract.

Browsing lets you page through one-line descriptions of documents without specifying what you are looking for in advance. You browse through one collection at a time.

A **Query** is an automated search for specified words and phrases. You can query multiple collections at a time; for example, for documents (in all collections) added or modified since the last time you connected to SunSolve Online. Browsing and querying are alternative ways to search for documents of interest.

Selecting Collections and Search Methods

After selecting `Document Search and Retrieval`, the Document Collections screen appears, as shown in Figure 3-2.

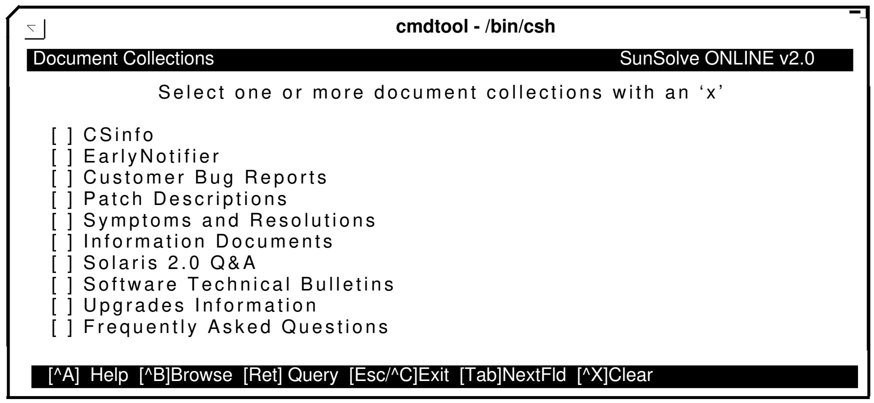


Figure 3-2 Document Collections Screen

To prepare for document retrieval, take the following steps:

1. **Choose the document collections to search.**

   Mark the collections to be included in searches with an **`x`**. If you will browse, rather than query, choose just one collection.

   To move from line to line, use the space or Tab keys. To erase an **`x`**, use the space key. You can clear all fields by entering **`Ctrl-X`**.

2. **Choose the search method — whether to browse or query.**

   To browse, enter **`Ctrl-B`**.

   The Browse Results screen appears, displaying short descriptions of each document in the collection. For further information, see “Browsing Data Collections” on page 3-4.

   To query, press <Return>.

   The Query screen appears, providing a place for you to formulate queries. For further information, see “Querying Data Collections” on page 3-5.

   To return to the main menu, press <Escape>.

Browsing Data Collections

Figure 3-3 shows a Browse Results screen, which appears when you browse a collection (**`Ctrl-B`**). To view one of the listed documents, enter its search ID number and press <Return>.

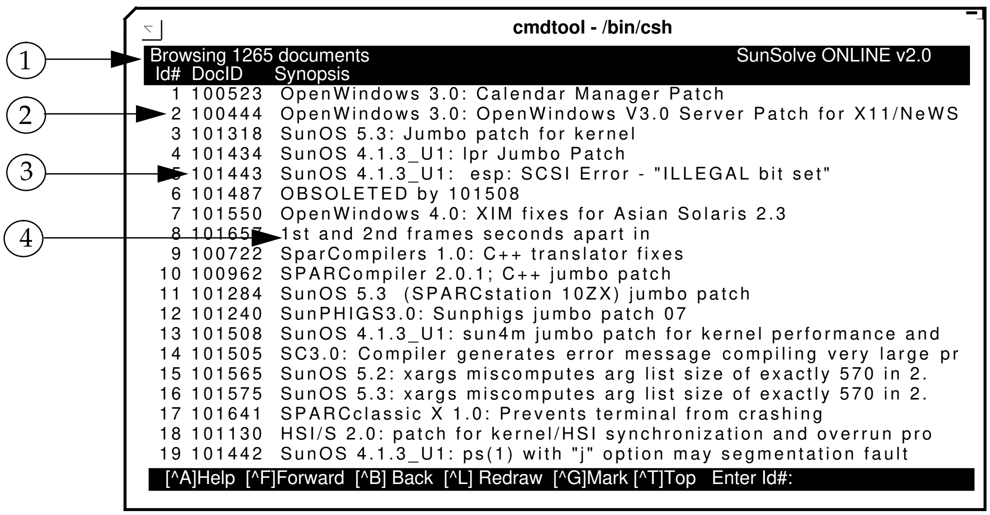


Figure 3-3 Browse Results Screen

The Browse Results screen displays:

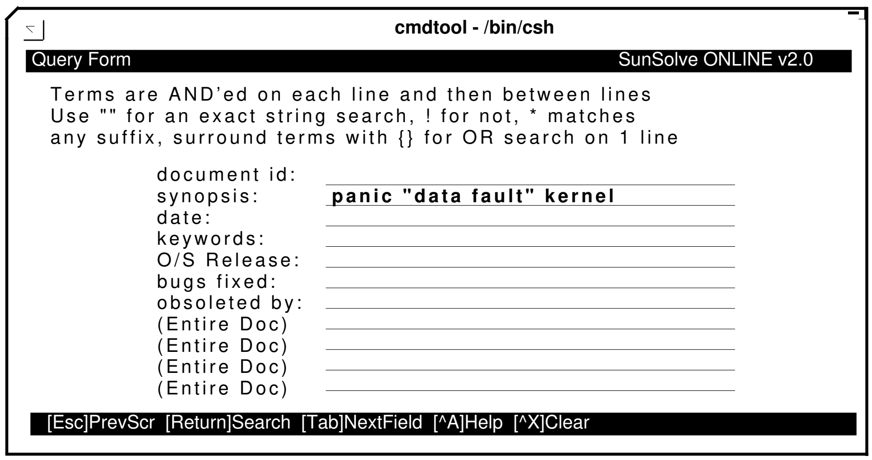
1. The number of documents in the collection.
2. The document search ID number, a serial number for quick reference.
3. The document ID number within the collection, a permanent reference number.
4. The document synopsis.

Documents are sorted by the date of the last modification with the most recent first, regardless of the collection or the order of appearance in the Document Collections screen.

Some collections (in particular, the bug collection) are large and take a long time to browse. Use queries instead.

Querying Data Collections

To perform a search for certain words or phrases, place them on one or more lines of a Query form. Each line represents a search within a specific portion of a document, such as the document ID, synopsis, keywords, entire document, and so forth. Figure 3-4 shows a typical Query form.


```
cmdtool - /bin/csh
Query Form                                        SunSolve ONLINE v2.0
  Terms are AND'ed on each line and then between lines
  Use "" for an exact string search, ! for not, * matches
  any suffix, surround terms with {} for OR search on 1 line

        document id:
        synopsis:       panic "data fault" kernel
        date:
        keywords:
        O/S Release:
        bugs fixed:
        obsoleted by:
        (Entire Doc)
        (Entire Doc)
        (Entire Doc)
        (Entire Doc)
 [Esc]PrevScr  [Return]Search  [Tab]NextField  [^A]Help  [^X]Clear
```

Figure 3-4 Query Form

The Query form just shown is for patch descriptions. Query forms vary, depending on the document collection selected. If you select more than one collection, the displayed Query form will have only those lines that have corresponding sections in each and every selected collection.

Query Conditions

When you enter one word on a line of a Query form, you create a condition for a successful match. For a document to match the query, the query word must be present in the document in whatever section the query line represents. For example, a word on the `synopsis` line means the synopsis of a matching document will contain that word. Similarly, a word on the `keywords` line means the keyword section of a matching document will contain that word. You can require certain words in one section, and other words in another section, by placing the words on the appropriate lines.

Case Insensitivity

Queries are *not* sensitive to case. Searches for postscript, POSTSCRIPT, or PostScript are equivalent.

Synonyms for Search Words

In some cases, the search for a term is extended automatically to include the synonyms of that term, through use of a built-in thesaurus. Similarly, the search process is extended to include plurals and possessives. Here are examples:

- Searching for `unix` will also match `system-v`, `system-iii`, `ultrix`, and `xenix`.
- Searching for `file` will also match `files` or `file's`.
- Searching for `one` will also match `1`.

Query Terms

A **word** is a series of characters with no included white space. A **string** is a series of words and the spaces between them, surrounded by double quotes. A **term** is a word or a string; for example, these are terms: `this` and `"this also"`. The leading and trailing spaces of terms are ignored.

Default Query Operator

Logical AND is the default query operator. For example, if you enter

```
line-1: term-1
line-2: term-2
line-3: term-3
```

on any three lines of a Query form, each line represents a condition: that each term be present in the corresponding section of a matching document.

For the entire query to succeed, the logical AND of these three separate conditions must also succeed; that is, all three conditions must succeed simultaneously.

Similarly, if you enter three terms on one line of a query form:

```
term-1 term-2 term-3
```

with no intervening operators, this condition succeeds when all three terms are present. By default, the logical AND of the three conditions is again taken.

Query Operators

There are other common query operators besides AND. For example, to present a series of alternatives (the logical OR operator) enclose them in braces ({}), as in

```
synopsis: { panic "data fault" kernel }
```

or use any of the query operators shown in Table 3-1.

Table 3-1 Query Operators

Operator	Name	Description
[ ]	AND	Succeeds when every term within the brackets is found. Since AND is the default operator, brackets are usually necessary only in expressions involving multiple logical operators. Example: **{ SunOS [loss leak] }**
{ }	OR	Succeeds when one or more of the terms within the braces is found. Example: **{ panic "data fault" kernel }**

Table 3-1 Query Operators

Operator	Name	Description
!	NOT	Succeeds when the term it precedes fails. Example: **! {A B C}** succeeds for cases in which none of the terms—A, B, or C—is found.
( )	Near	Succeeds when terms within the parentheses are "near" each other. Typically, near means within the same paragraph, and within 255 terms (excluding stop words) of each other. Example: **(file directory)** succeeds if `file` is near `directory`.
*****	Suffix	Used as a wildcard suffix: ***prefix*** ***** matches a word that begins with the specified prefix and ends with any characters. Example: **sparc*** matches SPARC, SPARCstation, SPARCompilers, SPARCworks, and so forth.

Complex Queries

The query operators just shown let you combine search terms to form more complex query expressions. Not all operators need to be written explicitly. As mentioned, the terms in each Query-form line are AND'ed together by default, then the lines with terms are AND'ed together to specify the complete search.

Stop Words

Stop words are words that SunSolve Online ignores, as insignificant, in queries; for example, certain commonly used articles, prepositions, and pronouns. You can enter stop words in a query, but they don't affect the outcome of the search. Here is the current list of stop words:

after	also	an	and	as	at
be	because	before	between	but	by
for	from	however	if	in	into
of	or	other	out	since	such
than	that	the	there	these	this
those	to	under	upon	when	where
whether	which	with	within	without	

Valid Queries

Here are some examples of valid queries:

Query Example	Description: Example match
`"jumbo patch"`	Treats `jumbo patch` as one word: Ex: `SunOS 4.1.1: st Jumbo Patch for 4.1.1`
`(XGL pipelines)`	Finds `XGL` *near* `pipelines`: Ex: `Jumbo patch to XGL GT pipelines`
`[XGL OS]`	Finds `XGL` and `OS` present: Ex: ... `patch to XGL GT pipelines and GT OS` ...
`{leak memory}`	Finds either `leak` or `memory`: Ex: `Sunview memory leak` Ex: `SunVoxel leaks memory and ...` Ex: `...unknown memory error`
`memory ! leak`	Finds `memory`; excludes `leak`: Ex: ... `does not relinquish memory`.
`sun*`	Find words that begin `sun`...: Ex: `SunOS4.1 ...` Ex: `SunIPC ...` Ex: `Sun Common Lisp ...`
`SunOS ! {4* 5*}`	Finds entries that contain `SunOS` that don't have a `4`... or `5`... : Ex: `SunOS x86: x86 make fails when ...`

Invalid Queries

Here are two common types of invalid queries:

- Queries with improper syntax

  Be sure to close all paired operators such as parentheses, quotes, brackets, and braces. If a query has bad syntax, the system returns:

  ```
  Invalid search !
  ```

- Queries that are syntactically correct, but make no sense, such as:

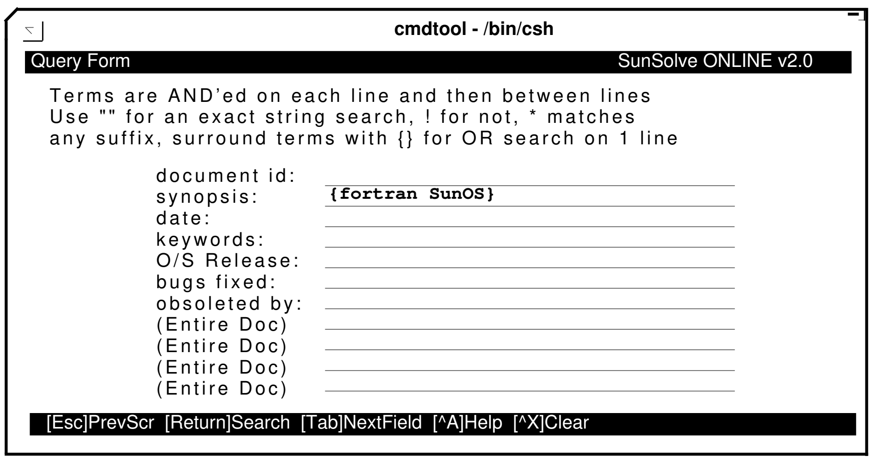
  ! *string* Wherever *string* does NOT appear

Query Examples

Here are a few example queries, which present some new points and reinforce the material presented earlier.

OR Query

Words in an OR query are alternatives. Finding any alternative satisfies the query. Surround alternatives in braces: **`{term1 term2 term3 ... }`**. Figure 3-5 shows a Query form with a query expression, **`{fortran SunOS}`**, on the synopsis line.



```
cmdtool - /bin/csh
Query Form                                          SunSolve ONLINE v2.0
  Terms are AND'ed on each line and then between lines
  Use "" for an exact string search, ! for not, * matches
  any suffix, surround terms with {} for OR search on 1 line

          document id:
          synopsis:       {fortran SunOS}
          date:
          keywords:
          O/S Release:
          bugs fixed:
          obsoleted by:
          (Entire Doc)
          (Entire Doc)
          (Entire Doc)
          (Entire Doc)
 [Esc]PrevScr  [Return]Search  [Tab]NextField  [^A]Help  [^X]Clear
```

Figure 3-5 OR-Search Query

This query searches through the selected collections for any document with the word `fortran`, or the word `SunOS`, or both, in its synopsis section.

Note – To help you edit these forms, several functions are provided through control keys; for example, **`Ctrl-W`** deletes the last word, and **`Ctrl-U`** deletes all words, on a line. For a list of functions available through control keys, see “Control Keys and less Pager Information” in Chapter 1.

AND Query

The AND query shown in Figure 3-6 looks for matches in both the synopsis and the document text (`Entire Doc`). For this AND query to succeed, both matches must succeed. If no match is found in the synopsis, there will be no search in the document itself.

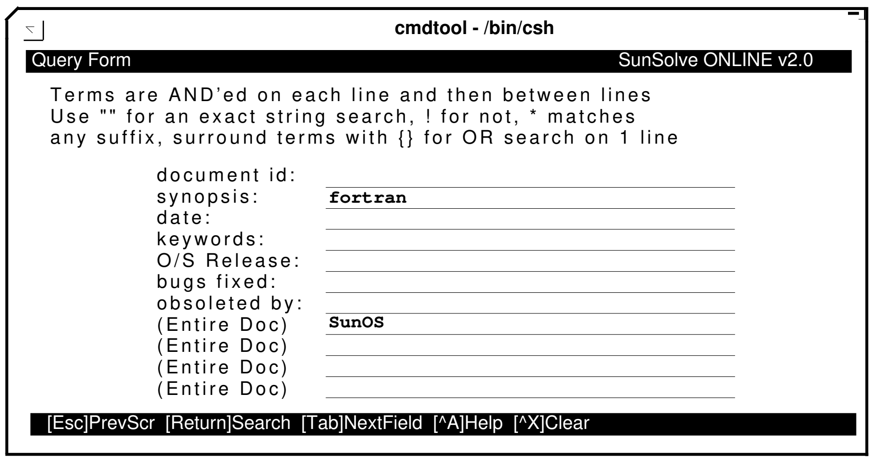


Figure 3-6 AND-Search Query

This example searches the selected collections for every document with the word `fortran` in the synopsis and the word `SunOS` in the document text.

Another Query

The query in Figure 3-7 searches in the selected collections for a document that meets both of these conditions:

- its document ID begins with 100 (followed by any other characters), AND
- its synopsis contains the string `"memory leak"`, which is treated as a single word.

Note – The document ID is a number string only.

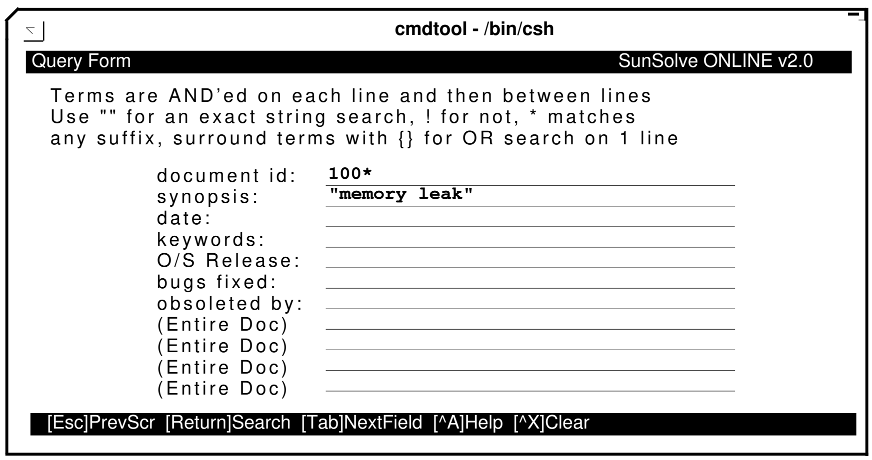


Figure 3-7 Another Query

The document with the following fields satisfied the query:

- document ID: 100717
- synopsis: `NetISAM 1.0: Memory leaks fixed in NetISAM daemon`

Viewing Query Results

Figure 3-8 shows a Query Results screen, which appears when you perform a query. To view a matching document, enter its search ID number and press <Return>.

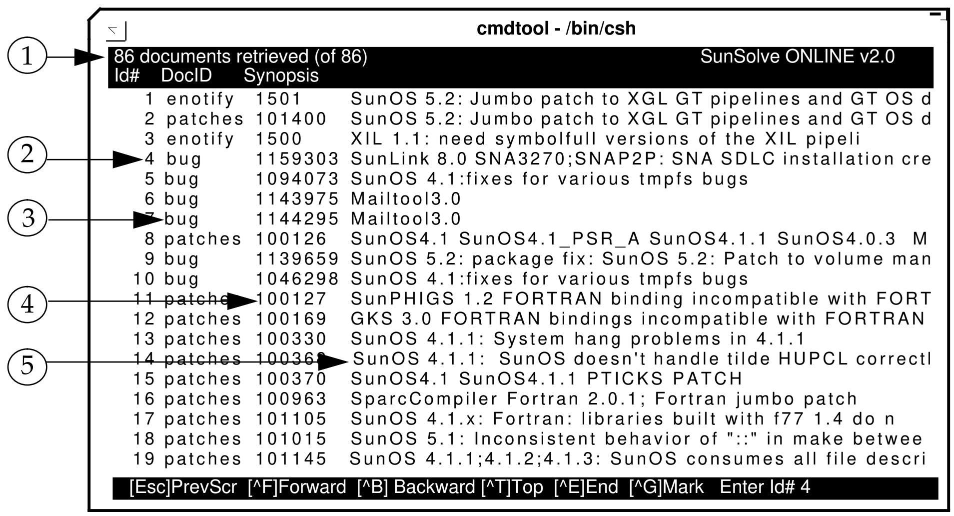


Figure 3-8 Query Results Screen

The Query Results Screen displays:

1. The number of documents that matched your search (maximum of 200).
2. The document search ID numbers.
3. The document collection. Collections searched were: Patch Descriptions, Early Notifier's, and Customer Bug Reports.
4. The document ID number.
5. The first part of the synopsis.

The particular query shown in the figure is for **`{SunOS fortan}`** in the synopsis.

To view the document with ID 4,

- Enter **`4`** and press <Return>.

Viewing a Document

Figure 3-9 shows the document with ID 4, mentioned earlier, in a Document View screen.

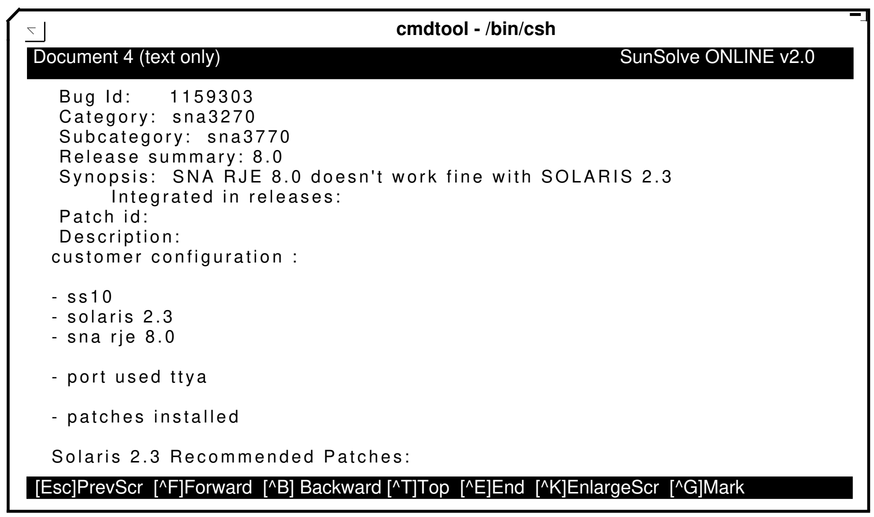


Figure 3-9 Document View Screen

The figure shows the first page only. To page through the rest of the document, use the function keys, as described at the bottom of the screen: **`Ctrl-F`**, **`Ctrl-B`**, **`Ctrl-T`**, and **`Ctrl-B`**.

If you prefer other paging conventions or want to use a larger screen area in paging, consider using the `less` pager — enter **`Ctrl-K`**. The `less` pager adjusts to use any extra screen space, which the standard Document View screen cannot do. See “The less Pager” in Chapter 1 for further information.

Connecting Through SprintNet A

This appendix describes how to connect to the SprintNet network.

Getting a Local Access Number

SprintNet (available only in the U.S.) provides world wide network access through local access numbers for a variety of modems and transfer rates.

To determine the appropriate local access phone number, you can:

- contact support at Sprint; see “Reaching Sprint Support” below
- use the SprintNet worldwide access directory

You can also get up-to-date information online, directly from SprintNet; see “Getting Up-to-Date SprintNet Information Online” on page A-4 for details.

In all cases, local access numbers depends on:

- your location
- the transfer rate: 300, 1200, 2400, or 9600 bauds

Reaching Sprint Support

To reach the Sprint Service Management Center, the phone numbers are:

- for the U.S, 1-(800)-877-5045; then dial 5, for SprintNet Packet Data
- for overseas locations without WATS access, (404)-859-7700

Checking Modem Compatibility

SprintNet requires your modem to conform to certain standards, depending on the transfer rate and whether you use optional local error protection.

Basic Compatibility Standards

The basic compatibility requirements are shown in Table A-1.

Table A-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

Compatibility for Optional Local Error Protection

There are additional compatibility requirements if you use optional 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 for local error protection with 300, 1200, or 2400 bps.

Using SprintNet to Connect to SunSolve Online

Use your modem to dial the closest SprintNet local access telephone number, which you get from the access directory or SprintNet support, as discussed earlier. This will connect you to SprintNet's Dial Access Services.

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

To connect to SunSolve Online through SprintNet, follow these steps:

1. Connect your modem to SprintNet, by dialing the SprintNet local access number suitable to your modem and transfer rate.
2. When `CONNECT` appears at your terminal, specify whether your modem uses 7 or 8 data bits:
   - For *7 data bits, even or odd parity, one stop bit*, enter an at-sign (**@**) and press <Return>. (If you do this repeatedly, it toggles between 7 and 8 bits.)

     ```
     @
     ```
   - For *8 data bits, no parity, 1 stop bit*, enter at-sign (**@**), capital **D** and press <Return>:

     ```
     @D
     ```

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

---

3. SprintNet will reply: `TELENET`, `415 3I`, and the prompt `TERMINAL=`. At the prompt, enter your terminal type (**`d1`** for CRTs and PCs) and press <Return>:

   ```
   TERMINAL= d1
   ```
4. Enter the connect command **`c 408133,sunsolve`** and press <Return>; then, the password **`sunmicro`** and press <Return> (**Note:** `@` is the SprintNet prompt):

   ```
   @ c 408133,sunsolve
   PASSWORD = sunmicro
   ```
5. Perform the login to SunSolve Online, by entering the login and password (**`sunsolve`** and **`sunmicro`**), as shown in Chapter 1, *Getting Started*.

After you have made your network connection, the behavior of SunSolve Online will be the same, whether you are using Internet or SprintNet.

Getting Up-to-Date SprintNet Information Online

You can get up-to-date information online, directly from SprintNet. Check the online listing regularly for updates on new SprintNet Access Centers, upgrades, and number changes.

To use the Sprint's online local access telephone directory, do the following:

1. Dial a valid access telephone number for SprintNet.

   You can get an access number from the sources discussed earlier. But you can get additional numbers and up-to-date changes by using this online service. After you have dialed the number, and the connection is made, an at-sign (`@`) prompt will be displayed. See "Using SprintNet to Connect to SunSolve Online" on page A-3 for parity and data-bit information.

2. At the at-sign (`@`) prompt, enter the **`mail`** command and press <Return>; then, enter **`phones`** as username and password:

   ```
   @ mail
   @ Username? phones
   @ Password? phones
   ```

3. From the SprintNet menu items, shown in Figure A-1, select a choice by entering a digit (**1**–**5**), and later, entering **6** to exit SprintNet.

```
cmdtool - /bin/csh

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):
```

Figure A-1 Sprint Directory Menu

4. Then you can disconnect your modem by entering the following:

   ```
   @ hangup
   ```

Network Access Quick Reference Card B

This appendix contains a reference card can be used as an easy guide and quick reference the use of 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 data bits, 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 data bits, type **@** then a carriage return (**@<Return>**) to toggle between 7 and 8 data bits (default is 7). To toggle between parity settings, use the key sequence 'D' followed by a carriage return (**D<Return>**).

3. You then get this response:

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

Enter the terminal type information:

`TERMINAL=` **`d1`** (CRTs and PCs)

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
```

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].

SunService

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