Microsoft(R) Windows NT(TM)
NetWare(R) Workstation Compatible Service Beta 2

Support Notes

Welcome to the Microsoft(R) Windows NT(TM) NetWare(R) Workstation Compatible Service (NWCS) Beta 2 Program. We are very pleased you are participating in this program with us and we welcome your product impressions, feedback, and suggestions.

This document describes the support Microsoft will provide during this Beta program. For your technical support needs, our Engineers on CompuServe provide fast, interactive responses to your messages and inquiries. Please see below CompuServe Forum as well as Appendix A - Obtaining and Using a CompuServe Account attached for further details.

Please read this entire document.

Additons to NWCS Beta 2

We have made significant changes in Beta 2 in order to meet customer requirements. Additions since the last Beta include:

- Support for the MS Networking to NetWare file gateway. For more information see the section "Using Windows NT as a File Gateway" in the NetWare Workstation Compatible Service document (INSTAL.WRI).

- Support for most commonly used NetWare utilities (sych as SYSCON). For more information see the section "Supported 16 bit NetWare Utilities" in the NetWare Workstation Compatible Service document.

- Support for some NetWare aware applications (such as Lotus Notes configured for the SPX communications options). For the full list of supported applications and issues you should be aware of in order to run these applications properly, see the section "Supported 16 bit NetWare Aware Applications" in the NetWare Workstation Compatible Service document.

- PBURST (Packet Burst) and LIP (Large Internal Packet)

- HPFS (long name file support)

Please consult NWCSREAD.TXT for additional information.

Before You Begin

You must first install the Microsoft Windows NT and Windows NT Advanced Server Service Pack 1 before installing the Microsoft NetWare Workstation Compatible Service software.

To obtain the Microsoft Windows NT and Windows NT Advanced Server (U.S. Version) Service Pack 1 (update to build 528: CSD002) in the United States, please call Microsoft Sales and Service at (800) 426-9400. The Service Pack is available for $14.95 including shipping and handling. In Canada, please call (800) 563-9048. Outside the United States and Canada, please contact your local Microsoft Subsidiary. If you are utilizing a localized installation of Windows NT or Windows NT Advanced Server, your system will require a localized version of Service Pack 1. Please contact your local Microsoft Subsidiary for additional information concerning localized versions of the Service Pack.

You may also obtain the U.S. Version of Service Pack 1 electronically from the following locations.

Internet: FTP to ftp.microsoft.com. Login as Anonymous and please use your email address as your password. Service Pack 1 can be found in \advsys\winnt\sup-ed\fixes\ussp1.

CompuServe: Connect via Compuserve and go to the WINNT Forum (see "CompuServe Support" details below) where Service Pack 1 can be found.

Installing Service Pack 1 is quick and easily accomplished and will maintain previous system settings and user groups. Simply insert Disk 1 and at the Windows NT command prompt, execute UPDATE.EXE from the floppy disk. The Setup program will be invoked to guide you through the update procedure, prompting for each disk until the update is complete. This entire process will take approximately 5 minutes.

If you require a CD-ROM update for MIPS systems, please contact Microsoft Sales and Service as specified above. DEC Alpha AXP systems do not require this update and should already be running the Alpha AXP retail release. Please note README.TXT on Disk 1 of Service Pack 1 for further information.

If in the future you install a newer Service Pack (Service Pack 2 or above = CSD003 or above), you will need to remove and reinstall NWCS.

If you have an exiting installation of NWCS, you must first remove the previous version of NWCS and then restart your computer, otherwise NWCS will not install correctly. For more information about the procedure in the case of an existing installation, please see the section "Removing Existing Redirector Installations" in the NetWare Workstation Compatible Service document (INSTAL.WRI). For further installation instructions, please follow the steps outlined in this documentation.

CompuServe Support

A dedicated, trained team of product Support Engineers provides timely responses to your messages, inquiries and problem reports via the CompuServe Information Service in the WINNT forum. The WINNT forum consists of a number of message sections. However, the designated areas for support for the NWCS Beta are:

      Section 14:   NWCS Beta (NWCS general discussion area)
      Library 14:   NWCS Beta (Location of NWCS downloadable software as well as NWCS customer problem reports.)

The Beta software is also available on the Internet. FTP to ftp.microsoft.com. Login as Anonymous and please use your email address as your password. NWCS can be found in \ advsys\winnt\sup-ed\nwcs.

Product issues are discussed in this public location with other Beta recipients and Microsoft Support Engineers to exchange feedback and solutions, providing the latest in product information for everyone. This location will also provide an easy avenue to obtain answers to commonly asked questions by other users and is the best method of support for resolving technical Beta product and support issues. Telephone support is not available for the NWCS Beta.

If you do not currently have a CompuServe account, we encourage you to enroll and join us today. Call CompuServe Customer Service at (800) 848-8199 or (614) 457-0802 to subscribe. Please refer to Appendix A - Obtaining and Using a CompuServe Account for further CompuServe support details.

Customer Problem Reports

As a helpful guideline, we have provided a report template that we are asking customers to use to produce problem or bug reports.

NWCBUG.TXT is located on disk 1 of each NWCS beta floppy disk set and outlines information needed to enable us to duplicate customer problem reports. Please use the template as a guideline to report specific steps and detailed information about the incident encountered; include any error messages, the hardware configuration, and the system environment.

Simply use Windows NT Notepad or another text editor to create a complete and accurate description of the problem encountered and upload it to WINNT CompuServe Library 14 as described below "Uploading Files to CompuServe" as a zipped or ASCII text file.

Appendix A - Obtaining and Using a CompuServe Account

Obtaining a CompuServe Account

Existing CompuServe Users

If you are an existing CompuServe user, you can use your existing account to gain access to the forum.

New CompuServe Users

If you do not currently have a CompuServe account, we encourage you to obtain one. You will need a modem to access CompuServe. For information on how to obtain a CompuServe account, consult the booklet in your Beta kit or call CompuServe Customer Service at:

> (800) 848-8199 or (614) 457-0802

To initialize your account, select option 1 and ask for representative 230.

Once connected to CompuServe, you will be led through a number of electronic forms where you provide the information needed to initialize an account. Once the account is active, you can have access to the CompuServe forums and any other publicly available area on CompuServe.

Accessing the WINNT Forum on CompuServe

There are a number of communications programs that may be used to access CompuServe once you have an account. Once logged on to CompuServe, you may enter the WINNT user forum by typing the following at any CompuServe ! prompt:

> ! GO WINNT

Using the WINNT Forum

Once in the forum, you can:

Engage in discussions. Post questions and discuss issues in forum message sections.
Upload files.   Upload problem or bug reports and suggestions for the Beta release.
Download files.   Libraries may contain fixes, updates, and new utilities.

Engaging in Discussions in the Forums

Please use the tips below as a guideline to communicate effectively the issues and questions you

may have in the WINNT forum Section (X) discussion area.

Message Posting Limits

Message postings on CompuServe forums are limited to 2270 characters per message. To work around this limit, you may post consecutive messages if this limit is too restrictive. For brevity and to encourage more timely responses, we recommend staying within this limit.

Uploading Files to CompuServe

Instructions for uploading files using the Windows Terminal program are discussed below. CompuServe connect time is suspended while making uploads, although the standard $.30 per hour surcharge is assessed. If additional third party communication packages are used, those charges may still be in effect.

Steps for Uploading Files

The instructions below demonstrate how to upload a file to a library section in the WINNT forum. Some of the options in the forum may differ slightly from those shown below. Please make the necessary adjustments.

      1.   Log on to CompuServe.

      2.   Type !go WINNT

      3.   To upload a file, type LIB after entering the forum.

      4.   Once in the library area, you are prompted for the library section you want to enter. For example, type (X) for the library section if you wish to upload a file to the NWCS customer problem report section.

      5.   Type UPL to begin the upload procedure.

Enter choice !upl

      6.   CompuServe then prompts you for a filename. For example:

Upload File name: sample.zip

If you receive a message saying "This file already exists", answer "no" to the next prompt (which will ask if you want to overwrite an already existing file), and attempt another upload using a different filename.

      7.   CompuServe then asks you which Protocol you want to use. The Windows Terminal defaults to Xmodem, so this would be the selection in this case. Check your communications software documentation for further details. The protocol may also be set by entering GO TERMINAL at a CompuServe prompt before an upload session (prior to entering the forum). In this example, the user has set the transfer mode to Xmodem from the GO TERMINAL area, prior to entering the forum, and thus was not prompted for the preferred transfer protocol.

      8.   CompuServe then prompts you for the file type (ASCII, binary, etc.). Choosing binary is sufficient, even if the file uploaded is in text format (meaning it has not been "zipped").

Transfer types available -
1 ASCII
2 Binary

3 Image
4 Graphic:RLE
5 Graphic:NAPLPS
6 Graphic:GIF

Enter choice !2
Starting XMODEM receive.
Please initiate XMODEM send and press <CR> when the transfer is complete.

9.   At this point CompuServe notifies you it is "Starting XMODEM receive." If you are using Windows Terminal, choose "Send Binary File" from the "Transfers" menu, and select the file you wish to upload. This portion of the process varies slightly depending on the communications software you are using and the transfer protocol you choose.

10.   When finished, CompuServe will prompt you for a file description. The specific description you give is not critical, but a value must be entered, and you must conclude with an /exit on a line by itself.

Enter File Description (up to 464 chars, or about Six 80-character lines)
Type /EXIT when finished:
This is a sample that demonstrates...
/exit

11.   You are then prompted for keywords:

Enter Keywords (or type ? for HELP):
none

12.   You are next prompted for the title:

Enter Title (up to 49 chars, <CR> when finished):
Title: Problem report with NWCS Beta

13.   Then you are asked to confirm all information:

Title: Problem report with NWCS Beta
Keywords: NONE
This is sample that demonstrates...

Is this okay (Y or N)? y

Resuming connect charges.

14.   After you complete steps 1 through 13, the file upload is finished. You then have the choice of uploading more files, or you may select <Enter> consecutively to return to the forum. You may also enter "off" from any CompuServe prompt, if you want to log off. If you are using Terminal and you have logged off, you are prompted once again with a HOST: prompt. Simply enter "off" once again, and the logoff procedure is complete.

Downloading Files from CompuServe

You can also download files, fixes or updates from the forum libraries to your system. Downloading a file is similar to uploading as demonstrated above.

Software to Help You Use CompuServe

Several third-party software packages are currently available to help facilitate use of CompuServe.   Two of these, TAPCIS and CIM, are in use at Microsoft. Both TAPCIS and CIM operate on MS-DOS based computers and have been tested running under Windows NT. CIM (CompuServe Information Manager) and Windows CIM has been developed by CompuServe. It has a menu-driven interface, which allows users to easily read and reply online. First-time users will probably find this the easiest program to use.

TAPCIS completely automates CompuServe mail, libraries, and forum messages. It carries out all online actions, freeing you to do other things. Once installed, TAPCIS connects you to CompuServe, logs you in, captures information in forums and messages, and then logs you off, allowing you to read offline.

For More Information

For sales or other information about CIM or TAPCIS, type GO CIM or GO TAPCIS at any CompuServe ! prompt. For additional information about TAPCIS, call The Support Group, Inc. at (800) 872-4768.