Cleaning up the **Office**

When Office 95 arrived on Stephen Rodda's doorstep he polished off a scratch on the CD with Brasso and loaded it under NT. Here, he tells you how and why he did it and passes on a dodge for setting up the NT Service Pack.

Recently, I almost had difficulties getting out of the front door without being waylaid. Not by creditors, you understand, but by hordes of postmen (male and female) bearing CDs of the latest Windows 95 releases and their associated programs.

I received Office 95 first — well you would, wouldn't you? It can't run without the release version of Windows 95, so you'd expect Mr Murphy's law to take effect… which of course, it did. Unfortunately, Murphy had a couple of other nasty surprises up his sleeve for me. The first was that Office 95 was on floppy disks: 24 of the perishing things, to be precise.

But of all the tricks he played on me, the unkindest of all was when the Windows 95 disk arrived two days later with a large scratch radiating from the centre of the CD to the outside. Now, remembering that CDs start from the inside and work outwards, you'll quickly grasp the upshot — the dratted thing was totally unreadable. I examined the CD once again. The scratch didn't look too deep to me, so I went into the kitchen and raided the cupboard under the sink for some Brasso. (Does everyone keep their Brasso under the sink? Everyone I know does.) A few minutes later I was furiously polishing the CD, wondering whether the Brasso would have been better utilised internally.

Although the original scratch had disappeared, the surface looked as though it had been smoothed down with sandpaper. Undeterred, I rummaged around under the sink again and produced some Silvo (a slightly less harsh abrasive). A few minutes' further work produced a CD which looked pristine. I dusted the metal polish off, popped it back in the CD drive and bingo! Windows offered to install itself for me.

NT Server, looking for all the world like Windows 95. The new shell is available both on CIS and the Microsoft Network.

Of course, by the time Windows 95 arrived I had installed Office 95 under NT, and I must admit I was impressed. Less impressive, however, was Windows 95's handling of Office — NT seemed much faster in comparison to Windows 95. And this was running it on the same machine, with three flavours of NT networking support installed simultaneously. I had applied Service Pack 1 for NT (a copy is on this month's *PCW* CD-ROM) and had also added the Windows 95 shell to it. I didn't really want to go back to using the Program Manager and File Manager if I could help it. Once NT has all the nice bits like built-in fax, complete Novell interconnectivity, Microsoft Network and the Adobe Type Manager, I don't suppose I shall be using Windows 95 that much. But for the moment, it is necessary that I do.

NT Service Pack

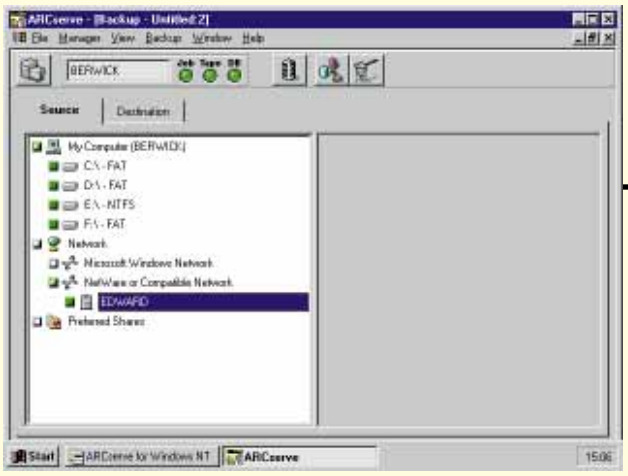
The NT Service Pack didn't seem to run for me — well, not first time. I kept getting a help message from setup, informing me of the correct command-line switches for use with the program. Since I had started it from UPGRADE.EXE this message wasn't very helpful.

I moved the directory in which it was expanded to the root and renamed it SP1, mainly to make it easier to get at from the command line. I don't know why but it then installed without problems. I'm inclined to believe the reason for this was that the directory containing the upgrade had a long name. If you have trouble installing it, I suggest you try this dodge.

You might find my NT setup a little weird: the picture of my Windows 95, er, NT setup appears in *Fig 1*. I'm running the new version of the NT shell, available from Compuserve and the Microsoft Network. At the moment, I'm impressed. I really can't stand Program Manager any more, now that I've been spoilt with the new GUI. From now on, I shan't even bother with Windows 3.1x.

DeskWriter 600

Another box turned up on the doorstep this week; it contained a Hewlett-Packard DeskWriter 600. This printer (and its DOS counterpart, from which it scarcely differs)



ArcServe for NT likes to run as engines in the background, but it's secrecy perhaps doesn't make for good comms

comes with 600dpi black output and 600 x 300 colour output. For simplicity's sake, I asked to be allowed to borrow the Apple version of the printer: I simply hooked it into the LocalTalk wiring (happily bridged by Novell) just beside the DeskWriter C — the DeskJet 500C type printer which we occasionally use.

Of course that was fine for the Macintosh machines — they saw it instantly. A little later, having edited ATPS.CFG, and having unloaded and reloaded ATPS on the Novell server, the two Windows 95 machines saw the queue. Unfortunately, I haven't got the correct drivers for the DeskJet 600 and although I tried the DeskJet 500 driver, it didn't even want to print. Try as I might, I still can't access it from Windows — perhaps it's had the DeskJet compatibility removed.

ArcServe for NT

Additionally, I tried out the new version of ArcServe for NT. Installation was a real pain in the neck: I'd copied the disks into network directories, one for each disk like you're supposed to, but installation still bombed out towards the end. Luckily, I thought that I'd got it on a network drive. I eventually found out from the software house, Cheyenne, that I should have put all the directories (Disk1 to Disk5 and Support) in a directory off the root, called Install. Talk about being inflexible…

Anyhow, once the program was installed, I tried to get it to back up a Macintosh, running ArcServe Macintosh. It wasn't having any of it. I think it's only ArcServe for Windows which will see the Macintosh version. At a time when manufacturers are trying to integrate all their backup software, Cheyenne seems

Problem Solving

Extended Memory under NetWare 2.2

I've been asked to run a program which requires extended memory on a non-dedicated Novell server, and I can't see a way of limiting the amount of extended memory that the file server program takes up. Please help.

GJT@cix

I'm sorry, it can't be done. There is just no way of limiting the high memory that NetWare takes up in non-dedicated mode. If you really want to use a non-dedicated server, I'd make a couple of suggestions.

You could re-examine your requirements and buy a new machine so that there's another workstation, making the file server into a dedicated machine. Alternatively, depending upon the size and data throughput of the network, you could examine the possibility of using Windows for Workgroups (especially as Windows 95) or of NT Server, both of which allow non-dedicated working and supply you with extended (and indeed, expanded) memory.

Infinite loop

Stephen, help! At one of our sites we have a NetWare server (v3.11) which was subject to a couple of unscheduled powerdowns over the weekend. Now when it boots up, after checking binaries it prints a message to this effect: "This server has been shut down — please reboot". Is there a way out of this infinite loop?

JRS@cix

Depending on the DOS version you've got, you'll need to boot the server without running the AUTOEXEC.BAT. There are a few ways to do this, ranging from using a boot disk through continuous control-C, to pressing F8 (if CONFIG.SYS allows it). Whichever way you choose, once at the DOS prompt run SERVER -NA, which will prevent the AUTOEXEC.NCF from running: this might solve the problem so that you'll be able to see the AUTOEXEC.NCF and edit it.

to be releasing semi-usable versions without a full set of features — black mark there, Cheyenne.

Once running, it seemed okay although I should have liked to have seen the statistics on backup showing in the same way as any other backup program does. For my taste, ArcServe for NT seemed a bit too secretive, preferring to run as background engines (all well and good under NT) but the communication with the front-end seemed to be a little shaky. Contrasting this with Arcada backup, which I reviewed a couple of months ago, I thought it a little unwieldy and, dare I say, bloated. It needed 16Mb of memory to install. Contrasting that with Arcada, which seemed to be happy with 12Mb (which is what I like to supply a review machine with), I felt it was rather greedy. And slow. Don't forget slow.

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If this doesn't solve the problem, then you'll have to reboot and run SERVER -NS-NA. This will stop the SYSTEM.NCF running as well. Remember you'll have to load a disk driver (such as ISADSK.DSK) before you can see the disk. Look at the SYSTEM.NCF before you run SERVER, too. Once at the server's command prompt, you can then run VREPAIR (either from the SYSTEM directory) or from the C: directory, or even from floppy disk if necessary. The disk should then be repaired so that you can reboot and carry on as if nothing had happened.

Of course, you really should have had a UPS attached, but that's another story.

Mirroring and duplexing

I've heard about mirroring and duplexing server disks. What's the difference, please? If I do decide to duplex or to mirror a disk, is it easy to do on an existing setup?
AP@cix

There's not a lot of difference, really. Both methods keep data totally backed up on the fly between two hard disks with partitions of exactly the same size. It's how the hardware is arranged which makes the difference. In the case of mirroring, you have two disks hanging off one controller (nothing other than SCSI in your NT and NetWare machines, please) with the operating system set to duplicate data between them at the time it gets written to disk.

Disk duplexing is exactly the same, apart from the fact that you have each disk hanging off a different disk controller card, which gives an added level of safety, protecting the data and allowing immediate recovery even if a disk controller card goes down. Remember, if you're duplexing multiple drives, make sure that each member of each pair of disks is on a different controller.

Once you have a stable networking setup, all you have to do is to add another disk which is either exactly the same size or larger than the old one (or a disk and a controller), making sure that the new controller is supported by its correct NetWare DSK or NT driver, and create a volume or partition of exactly the same size as that which you want to mirror. Now select the two partitions and start the mirroring off. It's probably better to allow the server to get itself sorted out during a slack time — perhaps overnight. Even better to make sure that it's on a Friday so that if something does go wrong during the process (unlikely, but possible) you've got the next day in which to revert to the original configuration. Oh, and make sure you're backed up — at least three times.

Small networks

I'm considering a small network for five or so users who will want to share resources occasionally. Which would you recommend?
RT@cix

Anything which works for you. *There are the normal run-of-the-mill programs like Personal NetWare, Windows for Workgroups, Windows 95 or Windows NT, also not quite so mainstream packages like PowerLAN (from Performance Technology) and the Little Big Lan to which we gave the Networking award in 1994.*

I'd be inclined to stick to a Microsoft product, probably Windows 95. If the use of the network became much heavier, I'd probably think of using Windows NT instead, on one of the machines, in order to act as a server as it will copy all the networking settings from a Windows operating system (if you install it in the same directory). Remember, though, that NT won't currently share a fax/modem like Windows 95 whereas Windows for Workgroups will, so there is added expense if you want to do this. It can range from a comms-port sharing program called WinPort — which I have reviewed (although not the NT incarnation yet) and which is available from lansource@cix for about £100 — to a complete fax package, costing thousands of pounds.

Error reading volume directory

We have a Novell NetWare 3.12 server which gives this error. We tried running VREPAIR and it completed, telling us that there were 32 errors. We tried to mount the disk and got the error: "Mirror copies of the directory don't match". We ran VREPAIR again and this time it flagged five errors.

When we tried to mount SYS: we again got back to the same state as the first error message. We ran VREPAIR once more and then the error message was displayed again. What should we do?
PC@cix

I suspect that either your hard disk or the disk controller is on the slippery slope to death. You have got good, verified, recent backups of the data, haven't you? If not, and you can't get the disk on line long enough to get them, you're either going to be talking to those nice people at Dr Solomon's or Ontrack recovery with chequebook and a pen – or, you may just be able to get around the problem with a copy of NetUtils. This is a lot cleverer than VREPAIR, but I'd suggest you take another backup just to be extra safe and run something which should examine the thing exhaustively, such as the surface scan option of install. Then you'll know whether it was just a glitch or the disk subsystem dying.

If you're using both OS/2 and Macintosh name spaces, there could be a problem with using some versions of the name space NLMs. Remove the OS/2 name from the volume with VREPAIR, and this should alleviate the problem. Failing that, do a backup and then get a copy of the latest OS/2 and Macintosh name space NLMs from your NetWare dealer or from your favourite ftp site.

Addendum

Sorry. In my October column, I didn't list the address of **Performance Technology**, the manufacturer of Instant Internet. The company is on **01344 382020**. Email as **sales@perftech.com**

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