Setting up HiJaak® PRO on a Network

—

This document gives information on how to set up HiJaak PRO on a network file server and on a workstation, how to use a concurrent use license, and how to update HiJaak PRO if you need to download patches from our BBS.

> **Note:** To run HiJaak PRO on a network, you must have a concureent use license for the number of users who will be attaching at the same time. More information on concurrent use licensing is given later in this document.

HiJaak PRO has only been tested on Novell Netware® 3.11. Therefore, all information in this guide pertains to a Novell Netware 3.x network. Information on other networks may vary.

In this document, we use the following terminology to be consistent with the *Microsoft Windows Resource Kit*:

Workstation: a computer running HiJaak PRO.

Network Server for Windows: the computer storing the shared copy of Windows software.

Shared Windows Directory: the directory in which the shared version of Windows is stored on the Network Server for Windows.

HJPRO directory: the directory in which the shared version of HiJaak PRO is stored on the Network Server for Windows.

Private Windows Directory: either a private network directory (required for diskless workstations) or a directory on the local disk.

> **Note**: In this document, the private windows directory is considered to be on a *per workstation* basis. Some network administrators set it up to be on a *per user* basis. Either will work with the procedures described later in this section

Supervisory Rights: absolute rights to modify, write, etc., even in a directory that is read-only for all other users.

Drive Mapping: the workstation's connection to a network drive; it is denoted by a single letter, such as G:.

> **Note**: The letter used for network drive mapping can vary from workstation to workstation. This may be a source of confusion. In order to prevent confusion in this situation, Novell Netware allows you to set up a drive letter and volume to be the same for every workstation. To set up your network in this manner, do the following:
> 1. Login to the network server as the supervisor.
> 2. Load Syscon.
> 3. Select Supervisor Options from the menu.
> 4. Select System Login Script.
> 5. Enter the line:
> **MAP INS S5:=VOLUME:\PATH\HJPRO**

The search number "S5" may be replaced with the number of your choice.

Setting up HiJaak PRO on a Network

Setting Up the Temp Directory

For each licensed user, you must make sure that the TEMP directory is in a private work area. HiJaak PRO first looks for a path to a temporary directory in the HJPRO.SET file, located in the user's private Windows directory. This path is indicated by the TEMPPATH= tag. If HiJaak PRO does not find one, then it looks for a TEMP environment variable that was set in the user's AUTOEXEC.BAT file. If you have not set a TEMP variable, then HiJaak PRO uses the Windows private directory as the temporary directory. If you wish to change this directory, do the following:

1. From the HiJaak PRO Setup menu, select Configure Convert.
2. You will see the Configure Convert dialog box. In the Temp Directory field, type the drive and directory of the temporary directory you want to create. The user should have full and private access to this directory.

We recommend that you use the private Windows directory for TEMP files rather than set a temporary path using HiJaak PRO, particularly if your users move from workstation to workstation. Otherwise, two problems may arise: the temporary directory may not exist, or it may not be private. For example:

Example 1: On one machine, you create a directory C:\TEMP and specifies it as the TEMP environment variable in your login. When you login to a different machine that does not have a C:\TEMP directory, the environment variable points to a directory that does not exist.

Example 2: You create a network directory called N:\IMAGES\TEMP, and specify it as a temporary directory using HiJaak PRO Configure Convert option. You then save this setting in a setfile under the name N:\IMAGES\SETFILE.SET. If a user at another workstation loads the setfile N:\IMAGES\SETFILE.SET, then both machines would access the same TEMP directory--it would no longer be "private".

Setting up Image Directories

You can set up your image directories anywhere on the network. HiJaak PRO allows two users to open the same file simultaneously. However, if both users modify the image and save it using the HiJaak PRO Save command, the user who saves first loses his changes. If two users try to save simultaneously, one will receive the message, "System Error. Sharing violation in drive?" This save attempt aborts. The Save option becomes ghosted, and HiJaak PRO gives the user the option to Save As under a different name.

Warning: If you make even one change after you receive the system error, HiJaak PRO will again allow you to save. A save will overwrite the first user's save, and all his changes will be lost. We recommend that you always select Save As to save under a different name or directory when you receive this error message.

Customizing HiJaak PRO Set Files

The first time you run HiJaak PRO on a workstation, HiJaak PRO reads the HJPRO.SET file from the HJPRO read-only directory and copies it to the private Windows directory. Every other time it starts up, HiJaak PRO reads the HJPRO.SET file from the private Windows directory, and writes a revised version there again before each conversion and upon exiting. The HJPRO directory contains the HJPRO.ORG file, which contains the original set file settings shipped with HiJaak. Always keep a copy of this in a read-only directory in case other settings are deleted or corrupted.

> **Note:** Whenever HiJaak PRO cannot find the HJPRO.SET file in the private Windows directory, it will read the file from the HJPRO directory.

You may want to change HJPRO.SET to suit your particular user group's needs, and make the changed file the default.

To customize settings for your network users:

1. Copy HJPRO.ORG and rename the copy HJPRO.FAC in the HJPRO network directory. This file contains the original factory settings for HiJaak PRO, If you make a mistake, you can restore the orginal settings by copying HJPRO.FAC back to HJPRO.ORG.

2. When logged in with supervisory rights to the HJPRO directory, start up HiJaak PRO.

3. From the Setup menu, select Load Set File. Click on Defaults.

4. Tailor the settings to those that you want your users to have. For example, you might put your images in directories such as, N:\IMAGES\PCX and N:\IMAGES\DRW, etc. By reading in an image from each directory, you will make that the default directories for those files types.

5. From the Setup menu, select Save Settings. Save your settings under the name HJPRO.SET in the HJPRO directory. You will overwrite the existing file.

6. Copy HJPRO.SET to HJPRO.ORG in the HJPRO directory.

7. Have your users start up HiJaak PRO and select Load Setfile from the Setup menu. Instruct them to click on the Default button for the new settings to take effect.

8. Restart HiJaak PRO to ensure that your changes take effect.

HP PCL Soft Fonts

HiJaak PRO stores descriptive information about each soft font in the file SOFTFNT.HDR, located in the HJPRO directory. Soft fonts themselves are stored as *.TPF files, also in the HJPRO directory. Upon performing a conversion using PCL, HiJaak PRO copies SOFTFNT.HDR from the HJPRO directory into the workstation's private Windows directory. No *.TPF files are copied.

> **Note:** The HJPRO directory must be read-only for this process to occur.

If, after performing a PCL conversion, a user decides to download additional fonts, these will be added to the private directory. The private version of SOFTFNT.HDR will be modified to reflect those additions. The network version will not.

You may want to update the network version of SOFTFNT.HDR with addditional fonts if you have soft fonts dowloaded to a printer every time you turn it on. These downloaded fonts may not be available to HiJaak PRO, so HiJaak may not be able to process your output files properly. In order to remedy this situation, you need to update the network SOFTFNT.HDR with the same soft fonts that are downloaded to your printer. You can download these fonts to HiJaak PRO and make them available to all network users.

Download fonts to the network version of SOFTFNT.HDR as follows:

> **Note:** You must have supervisory rights to the HJPRO directory.

1. If you have a copy of SOFTFONT. HDR in your private Windows directory, delete it.

2. From the File menu, select Convert.

3. In the File Name area, enter the name of a PCL file to convert.

4. Click on Options. You will see the HP LaserJet Source Options dialog box.

5. Click on Add. You will see the Select HP LaserJet PCL Download File dialog box.

6. In the File Name area, enter the HP LaserJet font that you would like to download. Many LaserJet fonts have SFP, SFL or HPF extensions. Click on OK.

7. You will return to the HP LaserJet Source Options dialog box. When the selected font name appears in the Download HP PCL Font File box, the font has been downloaded. Click on OK. Repeat this process for each soft font you want to download.

8. You may now either proceed with the conversion as described in the *Converting* section of the *HiJaak PRO User's Guide*, or you may click on Cancel.

To update the Workstation's SOFTFNT.HDR:
Follow this procedure for each workstation.
1. Delete the workstation copy of SOFTFNT.HDR from the Windows private directory.
2. Delete all workstation TPF files.

Upon converting a PCL file, the new SOFTFNT.HDR will be copied from the HJPRO directory into the Windows private directory, and the individual user will have access to all newly downloaded fonts.

> **Note:** HiJaak PRO first searches the private directory for available fonts and then looks in the HJPRO read-only directory. If you have two different *.TPF files by the same name, one in the read-only directory, and one in your private directory, the font attributes in the private directory will always override those from the read-only directory.

Troubleshooting

Where should HiJaak PRO files be located on the Network?

Directory	HJPRO Files
HJPRO Directory	**All Files**. This directory must be read-only
Private Windows Directory	**HJPRO.SET** **NETWARE.DRV** (If Windows is run locally, this should be in the SYSTEM directory.) **SOFTFNT.HDR** (if PCL conversions have occurred) Any additional ***.TPF font files** downloaded by the user.
Shared Windows Directory	**NETWARE.DRV**
AUTOEXEC.BAT file	**HJPRO** should always be in the search path

Work-arounds

Problem: Fonts are not printing properly.

There are three possible explanations for this problem.

Explanation 1: Some users have write rights to the HJPRO directory. These users are updating SOFTFNT.HDR in the HJPRO directory rather than in the Windows private directory.
Solution 1: Copy SOFTFNT.ORG to SOFTFNT.HDR. SOFTFNT.ORG contains the factory default settings for HiJaak PRO. Flag the HJPRO directory read-only.

Explanation 2: SOFTFNT.HDR may be corrupted, or you may be trying to access fonts that are not available from your SOFTFNT.HDR file.
Solution 2: Delete SOFTFNT.HDR and all TPF files from the windows private directory. Convert a PCL file to copy SOFTFNT.HDR back into the private directory.

Explanation 3: There is a font conflict between the HJPRO directory and the Windows private directory.
Solution 3: Delete SOFTFNT.HDR and all TPF files from the Windows private directory. Copy SOFTFNT.HDR and all TPF files directly from the HJPRO directory to the Windows private directory.

Problem: You run out of Novell file handles when you use DOSCAP.
Solution: Create a SHELL.CFG file in the same directory as your NET*.COM file, which is usually on the boot drive of the workstation. Make sure SHELL.CFG has the line FILE HANDLES=40.   Forty is the default number of file handles. Replace "40" with "50". If you continue to run out of file handles, increase it to "60".
Note: Keep in mind that increasing the FILES=### setting in your CONFIG.SYS file does not increase the number of Netware file handles.

Network Specific Error Messages:

Error--850: Key file not found. HiJaak PRO not properly installed.
Explanation: HiJaak PRO cannot locate the key file.
Solution: Double-click on the HJSetup icon located in the HiJaak PRO program group. Add a license as described in the procedure under Concurrent Use License, later in this file.

Error--851: Corrupt Key file. Please re-install HiJaak PRO.
Explanation: Your key file stores all information about your use of HiJaak PRO. If the key file becomes corrupted, HiJaak PRO will not start up.
Solution: Delete all key files created in the original installation of HiJaak PRO. Double-click on the HJSetup icon located in the HiJaak PRO program group. Add a license as described in the procedure under Concurrent Use License, later in this file.

Error--852: Network Error. HiJaak PRO was unable to verify your registration.
Explanation: Every time you start HiJaak PRO up on a network, it attempts to verify registration with the network. If you receive Error--852, then HiJaak PRO was unable to make this verification. This inability may be the result of the network running out of memory or too many applications trying to open network semaphores. Semaphores are signals, or messages, that allow applications to communicate with the network.
Solution: This error is a diagnostic error; therefore, you should be allowed to continue running HiJaak PRO. If you find this error occurring on a regular basis, see your network documentation concerning semaphores.

Error--854: Number of simultaneous uses has been exceeded. Contact your Network Administrator.
Explanation: Your registration number contains information about your concurrent use license. HiJaak PRO monitors the number of concurrent uses on the network. Once that number exceeds your licensed limit, you will receive this message.
Solution: Since the maximum number of copies of HiJaak PRO are running, you will have to close a copy running on one machine before you can open another copy. This error may indicate that you need to purchase additional licenses. If you find that you receive many of these messages, please call our Sales department at 1-800-DR INSET (374-6738) to order additional concurrent use licenses. See the section on *Concurrent Use License* for more information.

Concurrent Use License

What is a Concurrent Use License?

Your license is your permission to use one or more copies of HiJaak PRO on a network. It is a violation of your license agreement to simultaneously run more HiJaak PRO programs than the number of copies or licenses you have purchased. It is difficult for any network administrator to monitor his/her users to ensure that the license agreement is upheld. One method is to purchase a separate copy of HiJaak PRO for each user on your network. However, Concurrent Use Licensing is far less expensive and more efficient. Your licensing information is stored in the registration number that you entered during installation. HiJaak PRO keeps track of the number of simultaneous users for you.

Your registration number, name, and company name are stored in your *.KEY file.

Determining How Many Licenses You Need

The first step in determining how many licenses you need is to define your user group. The second step is to determine how many of that group will be using the product concurrently.

If you have a group of 20 technical writers who are going to use HiJaak PRO for screen captures, estimate how many will need to use the program concurrently. Probably not everyone is going to take screen captures at the same time, so you may estimate five and order a concurrent use license for five. If your technical writers start receiving error messages denying them access to HiJaak PRO because the maximum number of uses is reached, your estimate was probably too low. Call our Sales department to order additional licenses.

On the other hand, if you have a group of 20 people, all viewing and converting a set of files, you will probably need to have a concurrent use license for all 20 people.

To Add a License

   Note: You must have supervisory rights to the HJPRO directory.

1. Double-click on the HJSetup icon.

2. You will receive a message that HiJaak PRO is loading the Setup program. HiJaak PRO will then ask you to verify the location of your HJPRO directory. If it is correct, click on OK.

3. You will see the Install Options dialog box. Click on Network Install. Click on OK.

4. You will see the Network Install Options dialog box.   Click on Add Concurrent Use License. Click on OK.

5. You will see the HiJaak PRO Registration dialog box. Enter your Name, Company Name and the new Registration Number provided to you when you purchased the additional licenses. Licenses are additive. For example, if you are adding a license for 5 concurrent uses to an existing single use license, you will create a second key file giving you a total of 6 simultaneous uses of the product.

6. Click on OK to exit and update your concurrent use licensing information.

To Delete a License

Delete the appropriate *.KEY file from your HiJaak PRO home directory. The key file will have the same name as your registration number.

Updating HiJaak PRO with a Patch

Whenever Inset Systems has an update of HiJaak PRO, we offer you three ways to receive it. You may call our Customer Service line 800-DR INSET (800-374-6738), to obtain an updated disk, or you can obtain a patch from our BBS or from CompuServe. The benefit of receiving an update disk is that it is easier to install, and you do not need a modem to retrieve the update. The benefit of obtaining a patch from the BBS or CompuServe is that it is much faster than waiting for a new disk to arrive by mail, and you can easily check the availability of an update at anytime, rather than periodically calling Inset Systems to inquire about it. Patching your HiJaak PRO software is explained below.

Important: You cannot obtain a patch for a new release of any Inset Systems' product. The following procedure only applies to updates.

> **Note**: The process for patching a program is the same for all Inset Systems software. If you have any problems, call our Technical Support department. The number is 800-DR INSET (800-374-6738).

How to Update HiJaak PRO With a Patch
  Using Inset Systems BBS

1. Re-Install a fresh copy of HiJaak PRO.

2. Set your modem program to:
    8 bits
    No Parity
    1200, 2400, 9600, or 14400 baud

3 Using your communication software, dial the Inset Systems BBS. The number is 203-740-0063.

4. You will see the message, "Welcome to Inset Systems BBS!" We will ask you to type your real first and last name.

5. If you have never used our BBS before, you will see the message, "Checking Users... User not found." If you have called before, enter your password and skip to Step 13.

6. The BBS will ask you to verify your name. Press Y and Enter.

7. Type the name of your city and state.

8. The BBS will display the information you just typed and ask you to verify it.   If incorrect, press C to re-enter the information. If correct, press R to register with Inset System's BBS. If you do not wish to continue, type D to disconnect.

9. The BBS will prompt you to enter a password, and re-enter it for verification. Be sure that you remember your password--we will not be able to reveal passwords if forgotten.

10. The BBS will prompt you to answer several questions about your computer setup. Please enter the appropriate responses. {You can later change these selections with the Utilities G)raphics command.}

11. The BBS then prompts you to select a default file transfer protocol. Select the protocol that matches one in your modem program. You will be given a series of tips to help you make a selection. You have the choice of A)scii, X)modem, C)rcmodem, Y)modem, Z)modem (DSZ) N)one.

12. The BBS gives you the option of selecting Turbokeys. Turbokeys allow you to type one letter commands without having to press Enter to activate them. Select Yes or No.

13. Press Enter.

14. You will now see the Inset Systems BBS Main Menu. From the Elsewhere menu, select [F]iles.

15. You will see the Inset Systems BBS FILE MENU. Select [L]ist files. From this list, select the

appropriate category.

16. Press [D] to download the file. Type the filename and press Enter.

17. If you did not pick a default protocol when you logged in, select one that matches the one in your modem program.

18. You will see the message, "Ready to send filename." If you are using Zmodem, the file will begin to download automatically. If you are using any other modem program, instruct it to receive yhe file and use the same protocol that you picked for the BBS.

19. After the file has completed downloading, copy the FILENAME.EXE or FILENAME.ZIP file to the directory where HiJaak PRO is installed.

20. If the filename has an EXE extension, type FILENAME to run the program. The file decompressses, creating several files. The number of files varies according to the patch you are using.

   If the file has a ZIP extension, you must use PKUNZIP to decompress its contents. You can access this utility from the Inset Systems BBS. Use either PKZ110.EXE or PKZ204.EXE. Download this file and type PKZ110 (or PKZ204). The program decompresses, creating several files, one of which is PKUNZIP.EXE. Type PKUNZIP PATH\FILENAME.ZIP.

21. A Text file is created when you decompress the files. This file contains specific instructions on how to complete the patch. Read this file and follow the steps to update your version of HiJaak PRO with the most recent release.

Using CompuServe

1. Re-install a fresh copy of HiJaak PRO.

2. Using your modem program, dial into CompuServe and logon.

3. Type GO INSET.

4. You will see the Forum menu. Select Libraries (Files).

5. You will see the Libraries menu. Select Inset Systems. Inset is Library 14.

6. Select Download a File, and type the name of the patch file. If you are uncertain what the name of the file is, use CompuServe's Browse command. The filename will have either an EXE or a ZIP extension.

7. Pick the protocol you selected when you logged on and use your modem program to receive the file.

8. Follow steps 17-20 above.