



eSuite WorkPlace 1.5

Quick Installation Guide

Purpose of This Document

This document is intended to provide the information typically needed to complete the eSuite WorkPlace 1.5 installation process. For an in depth look at customizing the eSuite WorkPlace consult *Installing/Customizing eSuite WorkPlace 1.5 for IBM Network Stations (SG24-5307-00)*.

Definition of Terms Used within This Document

Clean Install

If a system has never had a product installed on it, or if all remnants of the product have been removed, the install is considered clean.

Migration

If a system has had a previous version of a product installed, and a newer version is being installed on the system, the install is considered a migration.

ewadmin

The eSuite WorkPlace Administration tool used to configure/customize eSuite. ewadmin can be run locally on the server or remotely, in a web browser, through NSM.

NSM (IBM NetworkStation Manager)

Operating system designed for IBM NetworkStations.

eSuite Installation Procedures for a Windows NT 4.0 Server

Prerequisites

- Windows NT 4.0 Server with Service Pack 3 or later
- Domain Name Server available on the local network
- Java Development Kit 1.1.6
- IBM Network Station Manager Release 3.03

If you attempt to install Lotus eSuite 1.5 without the prerequisites, the installer will inform you of the missing prerequisites (Figure 1) and prevent the installation from proceeding.



Figure 1 - Prerequisite Failure

Installation

- If you are performing a "clean installation" of eSuite you may need to remove a directory prior to running the eSuite installer. Locate the "Prodbase" directory (typically c:\nstation\Prodbase) and delete the eSuite directory if it exists. **DO NOT PERFORM THIS STEP IF A VERSION OF ESUITE IS CURRENTLY INSTALLED ON THE SYSTEM.**

- Insert the Lotus eSuite WorkPlace CD. The CD should automatically launch the installation panel (Figure 2). If the panel fails to launch automatically, use the Run command in the Start menu to run `x:\ntnsm\en\products\eSuite\setup.exe`, where x is the drive letter associated with the systems CD ROM drive.



Figure 2 - Installation Panel

- If Netscape Navigator/Communicator versions prior to 4.05 will be used to run the eSuite WorkPlace Administration tool, click on "Netscape JDK 1.1 Support."
- Click on "Install Lotus eSuite WorkPlace."
- Click "Next" on the Welcome screen.
- Click "Next" on the Install Location screen.
- Click "Finish."

The installation process makes the following changes to the Windows NT system:

- Lotus eSuite WorkPlace Registry service installed and started
- System Variables added
 - DESKTOP_HOME – set to the location where eSuite was installed
 - JAVA_HOME – set to the location where the JDK was installed
 - HOSTNAME – set to the server's IP hostname
- Web Server Directives added
 - Lotus Domino Go Webserver – three lines added to `c:\winnt\httpd.conf`
 - Microsoft Internet Information Server – several Virtual Directories are added

Migration

If a previous version of the eSuite WorkPlace had been installed, the registry files were preserved. To finish the migration process (updating the user's registry files from a previous version of the eSuite WorkPlace to the current release), start the Lotus eSuite WorkPlace Administrator locally on the server, or from within NSM using Netscape Navigator or Microsoft Internet Explorer.

Post-Installation Configurations

- Create a user called "admin" on the server. This user is initially the only user able to access ewadmin. If remote administration may be done, it is also necessary to assign the group "NSM_Admin" to this user.
- In order for eSuite to run correctly it is necessary to update the DNS information used by NSM. Launch NSM (`http://<SERVER>/networkstation/admin`) and click "Hardware" and then click "Workstations." The next frame will ask you "On which set of defaults do you want to work?" For an in depth discussion about this question review *IBM Network Station Manager Installation and Use* (SC41-0064) or *IBM Network Station Manager Release 3 Guide for Windows NT* (SG24-5221). For simplicity, it is suggested to select "System Defaults." After selecting the set, click "Next." Scroll down

until you come to the section "Domain Name Server." Select "DNS Configuration created by Network Station Manager" and "Update Network Station Manager DNS file" then click "Finish."

- eSuite is not automatically aware of your time zone, so it is suggested you add an environment variable within NSM to tell eSuite the time zone. Select "Startup" and then "Environment Variables." After selecting the set, enter "TZ" under the "Environment Variable" column and the appropriate three letter time zone code (i.e. CST for Central Standard Time) under the "Value" column. Click "Finish."

Basic Troubleshooting

If you encounter problems when you start the eSuite WorkPlace or eSuite WorkPlace Administrator, check the following:

- Verify your registry servers are running. Open the command prompt window labeled `x:\jdk1.1.6\java.exe` where x is the install location of the JDK. The window should display a 'Server ready' message.
- Verify you updated the Domain Name Server information through IBM Network Station Manager.
- Verify the correct version of the eSuite.nsl file is installed by performing the following steps:
 - Open a command line prompt
 - Issue the command `"type x:\{float}\nstation\prodbase\configs\esuite.nsl"` where x:\{float} is the drive where the IBM Network Station Manager software is installed.
 - Verify the first line reads `"!NSM Release 3.0, PTF 2, run command for eSuite 1.5 (5648KN3)"`
 - If the first line does not match the above line, update the esuite.nsl file by performing the following steps:
 - Change working directories to `x:\{float}\nstation\prodbase\configs`, where x:\{float} is the drive where the IBM Network Station Manager software is installed.
 - `copy esuite.newnsl esuite.nsl`
- If the eSuite WorkPlace Administrator does not start, verify you are logged in as 'admin'.
- Check the 'console' messages on the Network Station by entering Shift/Alt/Home for additional error messages.

eSuite Installation Procedures for an AS/400 Server

Prerequisites

- OS/400 V4R2 or V4R3 & latest CUM Tape
- Domain Name Server available on the local network
- 5769JV1 - AS/400 Developer Kit for Java
- 5648C05 - IBM Network Station Manager Release 3.1 (Release 3.0 + Group PTF SF99082 ordered after 11/16/98)
- 5769SS1 - PTF SF49066 for Security enhancements (V4R2 only)
- 5769JV1 - PTF SF49635 and PTF SF49750 for JDK 1.1.6 (V4R2 only)
- 5769999 - PTF MF19586 for JDK 1.1.6 (V4R2 only)

Installation

- If you have a previous version of the eSuite WorkPlace installed, have all eSuite users log off and end the registry server using the QESUITE/ENDESRSVR command. If the RMI server was started by the STRESRSVR command, it will be running in the QESRRMI job in subsystem QSYSWRK. You need to end QESRRMI using the WRKACTJOB command and option 4. Before installing, ensure that both the QESRSVR and QESRRMI jobs have ended.
- Insert the eSuite CD-ROM into the CD-ROM drive.
- Enter `RSTLICPGM LICPGM(5648KN3) DEV(<device name>) OPTION(*BASE)`, where <device name> is the name of CD-ROM device (for example OPT01) or is *SAVF when installing from saved files. If restoring from save files, include the SAVF(<library>/<savefile name>) parameter filling in <library> and <savefile name> appropriately
- Enter `RSTLICPGM LICPGM(5648KN3) DEV(<device name>) OPTION(1)`.
- Enter `RSTLICPGM LICPGM(5648KN3) DEV(<device name>) OPTION(2)`.

The installation process makes the following changes to the AS/400 system:

- The STRESRSVR and ENDESRSVR commands are added to the QESUITE library.
- QESUITE user profile is created.

Migration

If a previous version of the eSuite WorkPlace had been installed, the registry files were preserved. To finish the migration process (updating the user's registry files from a previous version of the eSuite WorkPlace to the current release), start the Lotus eSuite WorkPlace Administrator from within NSM using Netscape Navigator or Microsoft Internet Explorer.

Post-Installation Configurations

- Create an admin user profile using CRTUSRPRF USRPRF(admin) PASSWORD() USRCLS(*SECOFR) TEXT('eSuite administrator') filling in an appropriate password. The user admin is required to log on to the eSuite WorkPlace Administrator.
- Start the eSuite and RMI registry servers using the QESUITE/STRESRSVR command. This must be done by a user with the *ALLOBJ special authority.
- Ensure the system value QUTCFFSET is set correctly for your site. See the *OS/400 Work Management* (SC41-5306) publication for more information.
- Add the HTTP directive:
 - WRKHTTPCFG Pass /esuite/* /QIBM/ProdData/eSuite/*
 - Use the STRTCPSVR SERVER(*HTTP) RESTART(*HTTP) command to restart the HTTP server, so the changes take effect.

Starting and Stopping the eSuite Registries

- The RMI and eSuite registry servers execute on the AS/400 and need to be started prior to starting the eSuite WorkPlace. If the RMI server was started by the STRESRSVR command, it will be running in the QESRRMI job in subsystem QSYSWRK. **Before ending TCP/IP or powering down the system, ensure both the QESRSVR and QESRRMI jobs have ended.** You need to end QESRRMI using the WRKACTJOB command and option 4.
 - Start the RMI and eSuite registry servers, by issuing the QESUITE/STRESRSVR command. A message indicating the eSuite registry server has started will be issued to the QSYSOPR message queue.
 - Stop the eSuite registry server, by issuing the QESUITE/ENDESRSVR command.

Basic Troubleshooting

If problems are encountered bringing up the eSuite WorkPlace or the eSuite WorkPlace Administrator, check the following:

- Verify the registry servers are running (issue the WRKACTJOB command) and make sure there are processes running for the java RMI registry server (QESRRMI) as well as the eSuite registry server (QESRSVR).
- Verify you updated the Domain Name Server information through IBM Network Station Manager.
- Check the "User Services Console" messages on the IBM Network Station. This console can be displayed by pressing the ALT+SHIFT+Home keys.
- If a log is needed of the eSuite Registry server, use the QESUITE/STRESRSVR OPTION(*KEEPLOG) command to start the registry servers. Keep in mind that the server issues constant messages so this should only be done for debugging.
- Verify the first line of the eSuite.nsl file is "!NSM Release 3.0, PTF 2, run command for eSuite 1.5 (5648KN3)"
- If the eSuite WorkPlace Administrator does not come up the first time, verify you are logged in as 'admin'.

- If you have reinstalled any of the Lotus eSuite WorkPlace (5648KN3) prerequisite products (548C05 or 5769JV1) or applied PTFs for these products, you may need to have a system operator perform the following steps:
 - End the eSuite registry server using the QESUITE/ENDESRSVR command. If the RMI server was started by the STRESRSVR command, it will be running in the QESRRMI job in subsystem QSYSWRK. You need to end the QESRRMI using the WRKACTJOB command and option 4.
 - Execute the following command to re-establish the original eSuite install configuration:
 - CALL QESUITEC/QESRINSX

eSuite Installation Procedures for an AIX Server

Prerequisites

- AIX 4.2.1 or above.
- Domain Name Server available on the local network
- Java Development Kit (JDK) 1.1.4.4 or above
- IBM Network Station Manager for AIX VRMF 1.3.0.2 located at <http://service.boulder.ibm.com/nc/rs6000/preindx.html>.

Installation

- If a previous version of the eSuite WorkPlace is installed, have all eSuite users log off. Find the process ID for each registry server by issuing "ps -ef | grep java", and then stop each registry server using "kill -9 xxxx" where xxxx is the process id for each registry server.
- Insert the eSuite CD-ROM into the CD-ROM drive.
- Issue the "smitty install_latest" command from the AIX command line and use "/dev/cd0" as the device from which you are installing.
- When prompted to specify the code you wish to install, press F4 to get a list of filesets to choose from, select netstation.eSuite.rte, and press ENTER to proceed with the install.

The installation process makes the following changes to the AIX system:

- The Java RMI registry and Lotus eSuite WorkPlace Registry have been automatically started. These registries also have been added as services to start at system boot time.
- The "Pass /eSuite/* /usr/netstation/eSuite/*" web server directive has been added to the /etc/httpd.conf file.

Migration

If a previous version of the eSuite WorkPlace had been installed, the registry files were preserved. To finish the migration process (updating the user's registry files from a previous version of the eSuite WorkPlace to the current release), start the Lotus eSuite WorkPlace Administrator on the AIX server by issuing the command "/etc/ewadmin."

Basic Troubleshooting

If problems are encountered bringing up the eSuite WorkPlace or the eSuite WorkPlace Administrator, check the following:

- Verify the registry servers are running.
 - Execute "ps -ef | grep java" and see if the RegistryImpl and NCServer processes are running. There should be no duplicates of these services running. If duplicates exist:
 - Stop the registries by issuing the command "kill -9 <PID>" for each process
 - Restart the registries by executing "/etc/rc.eSuite"
- Verify Domain Name Server information has been updated through IBM Network Station Manager.
 - The file "hosts.nsm" should have been created in the /usr/netstation/configs directory.
- If the eSuite WorkPlace Administrator does not come up the first time, verify you are logged in as 'admin' or 'root'.
- Verify the first line of the eSuite.nsl file is "!NSM Release 3.0, PTF 2, run command for eSuite 1.5 (5648KN3)" – this can be accomplished by issuing "more /usr/netstation/StationConfig/eSuite.nsl"

- Check the 'console' messages on the Network Station by entering Shift/Alt/Home.
-

eSuite Installation Procedures for an OS/390 Server

Prerequisites

- OS/390 Version 2 Release 4 or later.
This is NOT supported on earlier versions of OS/390. The user who installs the code needs WRITE privileges to be able to create files and subdirectories under "/usr/lpp/eSuite" and "/etc/eSuite". Also, a configuration file under "/etc/nstation" must be updated.
- Domain Name Server available on the local network
- 5648-C05 - Network Station manager Release 3.1 (3.0 + PQ20636 and PQ20637)
- Java for OS/390 JDK 1.1.4 with OW35594 applied

If a previous version of the eSuite WorkPlace is installed and you wish to preserve the configuration/registry information for the users, one of the following browsers is required. This is because you can only start the WorkPlace Administrator from within Network Station Manager in order to complete the migration process.

- Netscape Navigator 4.04 with the JDK 1.1 support that can be applied using a fix that is available on the Lotus eSuite WorkPlace 1.5 CD, or from the download web site
- Microsoft's Internet Explorer 4.01 with the Remote Method Invocation (RMI) support that can be applied using a fix available at <http://www.alphaworks.ibm.com/formula/RMI>.

The following amounts of space are required:

- 26M of HFS dataset space on the OS/390 system under "/tmp" for the pax file.
- 45M of HFS dataset space on the OS/390 system under "/usr/lpp/eSuite" for the exploded directory structure.
- 250K of HFS dataset space on the OS/390 system under "/etc/eSuite" for the eSuite directory structure. In addition, approximately 1.5K of additional space is required per user and group. This additional space will vary, depending upon the tailoring that is performed in the eSuite WorkPlace Administrator for the users, groups and system preferences.

Installation

- Define the ADMIN userid as a super-user. It may be redefined it later in the install process.
- If a previous version of eSuite is already installed, have all eSuite users logoff, end the registry server and RMI server before installing the new version, and then remove the eSuite code directory structure.
- Upload the eSuite PAX file and create the new directory structure.
- Create the eSuite registry directory structure under /etc (if this is a fresh install).
- Update HTTP directives in httpd.conf to pass control to eSuite code when necessary.
- Create a null file, eSuite.ins, in /etc/nstation/SysDef to act as a flag to the NSM code that eSuite 1.5 is present.
- Configure the NFS server to export the eSuite code directories.
- Update defaults.dft in /etc/nstation/StationConfig to contain the mount command for /usr/lpp/esuite.

Post-Installation Configuration

- It is recommended that the RMI registry and eSuite registry be set up to automatically start when OS/390 is IPLed. Consult the OS/390 manuals and your local operational guidelines for this procedure. You can verify the registries are running by issuing the OMVS "ps" and "grep" commands:
ps -ef | grep NCS
ps -ef | grep rmi
- To manually start the registries, execute the "/usr/lpp/eSuite/eSuite.sh" script. This shell script uses three environment variables for the location of Java, the eSuite code, and the eSuite registry:
 - \$JAVA_HOME is the location of Java, defaults to "/usr/lpp/java/J1.1".

- \$eSuiteRootPath is the location of the eSuite code. This value should not be changed and defaults to "/usr/lpp/eSuite."
 - \$eSuiteRegistryPath is the location of the eSuite registry data, defaults to "/etc/eSuite/registry".
-

Browser Requirements to use ewadmin within NSM

The eSuite WorkPlace 1.5 can be installed on various platforms. However, the ewadmin tool can be run within NSM only if you are using one of the browsers listed below. For instance, you can install the eSuite WorkPlace on an AS/400 server, and then use Netscape on an AIX machine to run ewadmin within NSM.

Windows Browsers

- Netscape Navigator 4.04, with JDK 1.1 Support, or later
- Microsoft Internet Explorer 4.01 with RMI Support, or later

AIX Browsers

- Netscape Navigator 4.06 or later

JDK 1.1 Support for Netscape - available on the Lotus eSuite WorkPlace 1.5 CD, or from the download web site.

RMI Support for Microsoft Internet Explorer - available at <http://www.alphaworks.ibm.com/formula/RMI>

eSuite Application Services for the eSuite WorkPlace 1.5

Lotus eSuite 1.5 Application Services is a technology providing file viewing, file conversion and spell checking to the Lotus eSuite WorkPlace 1.5.

Server Installation Issues

- The Server software cannot be installed on a server that has a previous installation of Lotus SmartSuite. It will attempt to uninstall the previous version of SmartSuite; however, this will only function properly with SmartSuite Release 9. If a previous version of SmartSuite (96 or 97) is installed on the server, you must manually run SmartSuite uninstall and manually remove the \lotus directory structure before installing Application Services. If you are removing SmartSuite 96, the program is located in the \lotsuite directory by default. NOTE: Deleting the contents of the \lotus directory on a server that also runs Lotus Notes or Domino could cause these programs to not function properly.
- Install will fail using leading spaces in your directory path. While these are legal characters, they cause problems in various places in Windows NT.

Known Limitations

- Opening Quattro Pro and some Excel files leaves .log files on the server. Workaround: Delete .log files from the \system\temp directory.
- The 123-service provider may stop with an error in low memory conditions.
- If you do not shut down the eSuite Application Services processes before shutting down the Windows NT Server, a Word Pro dialog box may be displayed on the server if a user is currently viewing a word-processing document.

Prerequisites

- Windows NT Server 4.0 with Service Pack 3 or later
- Static IP Address for the Windows NT Server (**DO NOT USE DHCP**)
- Pentium 200MHz processor or compatible
- 128MB RAM
- 2 GB hard drive a minimum of 200 MB of free space
- 256-color video adapter

Installation

- Make sure that prior to installing the eSuite Application Services software, you log on to the Windows NT server as a user with administrator privileges. If you need to, create a user account with these privileges and log on as this user prior to installation. You will always need to log on as this user in order to run the eSuite Application Services. If the Windows NT server is the same machine as your eSuite Registry server, you must log on with administrator rights to the eSuite Registry Server.
 - Note that logging off shuts down the Factory software and thus terminates the viewing and spell-checking services.
- Connect the server to one or more of your network printers, including eSuite WorkPlace client machine printers, so that users can print the files they view in the eSuite viewer application.
- Shut down all programs currently running. Some of them may use .DLL files that will be replaced when the eSuite Application Services software is installed, so terminating these programs ensures a successful installation process. If the Windows NT server is the same machine as your eSuite Registry server, do not shut down the Lotus eSuite Services console.
- Run the file INSTALL.EXE from Windows Explorer or from an NT console window to begin the installation process.
- Specify the installation drive and directory for the eSuite Application Services software and click OK. This copies the eSuite Application Services files to the drive and directory you specified and updates the registry. The default directory is:
 - c:\lotus
- After the eSuite Application Services software installation program runs, specify the directory where you want to place ESUITEFACTORY.IOR, the CORBA IOR file. This file contains the interoperable object reference (IOR) address of the eSuite Application Services software you just installed on the Windows NT server. You will have to specify the name and location of this file later when you customize the eSuite WorkPlace to point to the address of the Windows NT server.
 - Note – If you installed the eSuite Application Services software to the default directory, the default location for the CORBA IOR file is:
 - c:\lotus\eServer
 - If the Registry server and eSuite Application Services are on separate machines that do not use the same file system, we recommend that you do one of the following:
 - Copy ESUITEFACTORY.IOR to a diskette so that you can reference the file from a disk drive on the Registry server.
 - Share the folder on the machine where you installed the eSuite Application Services software. Then on the machine where the Registry server is installed, map a drive to that folder, so that you can easily point to the IOR file.
 - Use FTP to transfer ESUITEFACTORY.IOR to the location of the WorkPlace applets.
 - When you finish installing the eSuite Applications Services software, you may be asked to reboot your machine.

Post-Installation Configuration (Customizing the eSuite WorkPlace)

The eSuite Application Services software provides eSuite WorkPlace with the ability to view and work with non-eSuite files as well as the ability to perform spell checking on eSuite files. eSuite WorkPlace, which gets services from the eSuite Application Services software that you installed on the Windows NT server, is installed on the eSuite Registry server machine. Customizing the WorkPlace means that you are telling it where the CORBA IOR file is, so that the WorkPlace can use the IOR address in the file to connect to the eSuite Application Services software.

Note the following issues about customizing the WorkPlace:

- Make sure eSuite WorkPlace 1.5 is already installed.
- The eSuite Registry server and the eSuite Application Services software can reside on the same machine.

To customize the WorkPlace on the Registry server, perform the following steps:

- Start the eSuite WorkPlace Administrator.
- Click the "Software" panel.
- Click Group Defaults at the bottom of the panel.

- Under "Select a group," click and select all the specific user groups you would like to utilize the Applications Services software. (See the eSuite Workplace documentation for instructions on setting up user groups.)
- Under "Software to customize," click ApplicationServicesManager.
- Click Customize.
- Type the directory and name of the CORBA IOR file created during the installation process.

NT users

- If the Registry server and the eSuite Application Services software are installed on the same machine and if you installed the eSuite Application Services software to the default directory on the Windows NT server, type the name and location:
 - c:\lotus\eserver\esuitefactory.ior
- If you copied this file to a diskette when you installed the eSuite Application Services software, insert the diskette in the disk drive of the Registry server machine and type the name and location:
 - a:\esuitefactory.ior
- If the file is on a shared drive on the machine where you installed the eSuite Application Services, map to that drive, and then type the name and location of the file on that drive.

AIX users

- Copy the IOR file (eSuiteFactory.ior) to usr/netstation/eSuite, the location where the WorkPlace applets reside. Make sure all users have read/write access to ESUITEFACTORY.IOR Then type the file name and location exactly as it appears here (lower-case "e," capital "S," capital "F"):
 - file:///usr/netstation/eSuite/eSuiteFactory.ior

- Click OK.
- Click OK again in the confirmation window that is displayed.
- Click Done.
- Click Exit to close the eSuite WorkPlace Administrator.

The eSuite Application Services installation is now complete.

If you do any of the following, you must re-customize the eSuite WorkPlace.

- Change the IP address of the Windows NT server machine where the eSuite Application Services software is installed. When you do this, you must regenerate the IOR file for the eSuite Application Services because the address of the application has changed with the new IP address. To do this, you must run the eSuite Application Services software to generate this new IOR. From the NT Start Menu, choose Run and type " c:\lotus\eserver\eaststart -w " (if you did not install in the default directory, substitute the appropriate path for c:\lotus). Then use the IOR file generated by this procedure and follow the instructions for Customizing eSuite WorkPlace to use eSuite Application Services.
- Decide to set up a different Windows NT server as the eSuite Application Services server. Follow the instructions for Installing the eSuite Application Services software on the new server, then use the CORBA IOR file generated by this new installation to follow the instructions again for Customizing eSuite WorkPlace to use eSuite Application Services.
- Decide to use a different Windows NT server, which already has the eSuite Application Services software installed, as the eSuite Application Services server. Locate the CORBA IOR file on this server, which was generated when the eSuite Application Services software was installed. The default name and location of this file is c:\lotus\eserver\esuitefactory.ior. Copy this file to a diskette and then follow the instructions again for customizing the eSuite WorkPlace.
- Reinstall the eSuite Application Services software. Follow the instructions again for Installing the eSuite Application Services software, then use the CORBA IOR file generated by the new installation to follow the instructions again for customizing the eSuite WorkPlace.

Uninstalling the eSuite Application Services Software

If you uninstall the eSuite Application Services software, users will not be able to view non-eSuite files, save files as non-eSuite file types, or use spell-checking in eSuite applications. However, if you reinstall the software on another machine and re-customize the eSuite WorkPlace, users will still be able to use these features.

Note – If you intend to reinstall the eSuite Application Services software, it is best to first uninstall the software, reboot your system, and then install.

To uninstall the eSuite Application Services software from the Windows NT server, do the following:

- In Windows, click Start.
- Click Settings - Control Panel.
- Click Add/Remove Programs.
- On the Install/Uninstall tab, select "Lotus eSuite Application Services."
- Click Add/Remove to run the uninstall program.

Shutting Down the Factory software

You can shut down the eSuite Application Services software without shutting down the Windows NT server machine by shutting down the Factory software. This is helpful if you have other programs running on the server that you don't want to close.

To shut down the Factory software program, close the NT console for eSuite Application Services by clicking the X button at the far right of the title bar.

Warning – When you shut down the Factory software, all files currently being viewed on client machines using the eSuite viewer application close automatically. You can change this behavior, so that currently viewed files remain open until the user closes them manually. To do so, use REGEDIT.EXE to change the "close all" value from 1 to 0 on the registry key called HKEY_LOCAL_MACHINE\SOFTWARE\Lotus\eSuiteServer\services. Like all changes to the registry, the change takes effect the next time you restart the Factory software.

Restarting the Factory software

There are two methods of restarting the eSuite Application Services software:

Automatically, by rebooting or turning on the Windows NT server. Make sure when you reboot or restart that you log on to the Windows NT server as the same user who installed the eSuite Application Services software. If the Windows NT server is the same machine as your eSuite Registry server, you must log on with administrator rights to the eSuite Registry Server.

Manually, by running the Factory startup program:

- Click Start in the Windows NT task bar.
- Click Programs.
- Click Startup.
- Click Lotus eSuite Application Services.

Managing eSuite Application Services Resources

As with any server software, there is a limit on the number of users and user files that the server can handle simultaneously. This limit depends on several variables, including the machine's memory and hard drive space, the number of additional tasks running on the machine, and the size of files being viewed.

You can set the limit that best suits your configuration by using REGEDIT.EXE to change the "resource limit" value on the registry key called HKEY_LOCAL_MACHINE\SOFTWARE\Lotus\eSuiteServer\services. The default value is 0 (an unlimited number of files can be open). We suggest a resource value of 40 if you are running on a minimum system and you have no other applications running on the server.

If your system's performance diminishes, or if you get an error message saying the file cannot be viewed, try decreasing the resource limit value. Set the resource limit value to the new value and then restart the factory software. If the server allows 40 files to be open simultaneously for viewing by eSuite Application Services, you can increase this value, restart the Factory software, and test the number again. In this manner, you can arrive at the best working value for your system. You should also consider adding more memory, which will generally always boost your system's performance.

Troubleshooting Errors in eSuite Application Services and the eSuite Viewer

The following table lists error messages that may be generated by users when working with the eSuite viewer. The table includes reasons for the errors and possible solutions.

Error Message	Error Condition	Possible Solutions
A server processing error has occurred. Clicking OK will close the file. Contact your system administrator if this error persists.	The user tried to perform an action in eSuite viewer that eSuite Application Services doesn't recognize because the eSuite Application Services software was not installed properly, the Factory software cannot be located, the network failed, a CORBA system exception occurred, the viewer client software failed. You may also have too many non-esuite files open at one time. This error can also occur if a task has timed out on the server and you try to use the file on the client side.	Do the following until you have determined the cause of the error: Check the viewer client software on the eSuite Registry server to verify if the Registry server failed; check your network for possible errors; recustomize the WorkPlace; reinstall eSuite Application Services; or close some of your open non-eSuite files to free up resources.
eSuite WorkPlace has not yet been customized to view non-eSuite file types. Contact your system administrator for assistance.	The user tried to open a non-eSuite file, but the eSuite Registry server has not been properly customized yet.	Install the eSuite Application Services software and customize eSuite WorkPlace, or, if you have already installed the eSuite Application Services software, just customize WorkPlace.
eSuite WorkPlace must be re-customized to view non-eSuite file types. The server reference is no longer valid. Contact your system administrator for assistance.	The user tried to open a non-eSuite file, but an invalid IOR file is currently pointing to the eSuite Application Services machine.	Re-customize the WorkPlace.

Error Message	Error Condition	Possible Solutions
<p>Cannot connect to the server. Contact your system administrator for assistance.</p>	<p>The user tried to open a non-eSuite file, but although the WorkPlace has been customized to point to the eSuite Application Services machine, the connection to that machine appears to be broken. It is possible that the user has run out of resources on the client because too many non-eSuite files are open at once.</p>	<p>Check to see if the machine that the IOR file points to is turned off, or verify that the eSuite Application Services software has been properly installed and is running. Add more memory or disk space to the client. Increase the virtual memory on the eSuite Application Services machine. Close some of your open non-eSuite files to free up resources. If the problem persists, you may need to reinstall eSuite Application Services.</p>
<p>Cannot view the file. A client processing error has occurred. Contact your system administrator for assistance.</p>	<p>The user tried to open a non-eSuite file, but the file could not be opened. Possible reasons for this include a damaged floppy diskette, a damaged or corrupt hard disk, a network error on the client server, or an irretrievable file.</p>	<p>Copy the file to another floppy diskette. Make sure your hard disk is not faulty. Verify that the network on which the file resides is available and functioning properly.</p>
<p>Cannot view the file. A service provider is not available. Contact your system administrator for assistance.</p>	<p>The user tried to open a non-eSuite file but could not because the eSuite Application Services software was unable to respond to the request to open the file.</p>	<p>Verify that the eSuite Application Services software has been installed and that all original registry settings are intact. Try any or all of the following: check the eSuite Application Services machine for errors; add more memory to the eSuite Application Services machine; increase the resource limit in the registry; increase the virtual memory on the eSuite Application Services machine; close some of your non-eSuite open files to free up resources. If none of these solves the problem, you may need to reinstall eSuite Application Services.</p>
<p>Cannot view the file. The file is password protected.</p>	<p>The user tried to open a non-eSuite file that has a password associated with it.</p>	<p>These files are not viewable by eSuite viewer.</p>

Error Message	Error Condition	Possible Solutions
Cannot view the file. There is not enough disk space on the server. Contact your system administrator for assistance.	The user tried to open a non-eSuite file, but not enough disk space exists on the eSuite Application Services machine to create a temporary copy of the file for viewing.	Remove unnecessary files from the hard disk on the eSuite Application Services machine to free up file storage space. Determine the location of the Windows TEMP area on the eSuite Application Services machine (Control - System - Environment tab) and create more space on the drive where it is located by removing unnecessary files.
Cannot view the file. There is not enough memory on the server. Contact your system administrator for assistance.	The user tried to open a non-eSuite file, but not enough memory is available on the eSuite Application Services machine to create a temporary copy of the file for viewing.	Do one of the following until you have determined the cause of the error: shut down unnecessary programs and non-eSuite files on the server to free up memory; check the virtual memory on the eSuite Application Services machine (Control Panel - System – Performance tab) and if necessary, increase the virtual memory maximum size.
Cannot view the file. Possible reasons could be that the file is corrupted or has an incorrect file extension. Contact your system administrator for assistance.	The user tried to open a non-eSuite file, but could not because the file may be corrupted, it may have an unrecognizable file extension, or the file format is unrecognizable.	Rename the file so that the file extension matches the file type, or verify if the file has been corrupted.
Cannot view the file. A server processing error has occurred. Contact your system administrator for assistance.	The user tried to open a non-eSuite file but could not because the eSuite Application Services software was unable to respond to the request to open the file.	Instruct the user to try to open the file again later.
Cannot convert the file to eSuite format because of a disk error, lack of disk space, or lack of file creation privileges. Contact your system administrator for assistance.	The user was viewing a non-eSuite file and selected File - Open in eSuite spreadsheet/word processor, but could not open an editable copy of the file because of one of the following: the user has no file writing privileges on the Registry server, local WorkPlace home directory, or local drive of the machine where the file is stored; no disk space exists on the user's WorkPlace home directory to open an editable copy of the file; a generic disk drive error occurred.	Instruct the user to remove unnecessary non-eSuite files from the WorkPlace home directory so as to create more disk space; or verify if the user's machine has suffered a generic disk drive error.

Error Message	Error Condition	Possible Solutions
Cannot launch the appropriate application to edit the file. Contact your system administrator for assistance.	The user was viewing a non-eSuite file and selected File - Open in eSuite spreadsheet/word processor, but could not open an editable copy of the file because the WorkPlace Registry server has insufficient available space in memory.	Shut down any unnecessary applications running on the Registry server to provide more space for running eSuite spreadsheet or eSuite word processor.
The server is responding slowly to your request. Click OK to continue trying to open the file, or click Cancel and contact your system administrator for assistance.	The user tried to open a non-eSuite file but was unable to do so within a reasonable amount of time. One of the following may be the problem: the file is very large; the network, for whatever reason, is slow; the eSuite Application Services software has failed, perhaps because of too many requests to open non-eSuite files.	Check the server for error messages or open dialog boxes. It is possible the server has crashed. If so, click Cancel, save your work, and then restart Workplace. If the problem persists, consider adding more memory to the eSuite Application Services machine. Consider managing eSuite Application Services resources; consider performing some load balancing maintenance to distribute the request from clients to the server. For example, you can install eSuite Application Services on several NT servers and point different WorkPlace users and/or groups to the various machines, to prevent too many requests from going to the same machine.
The server is not responding. Click OK to close the file, then contact your system administrator for assistance.	The user tried to close a non-eSuite file but did not get a response in a reasonable amount of time. The program terminated the connection and left the server process in an unknown state.	Check the server for error messages or open dialogs and close them. Save any work and restart the Workplace.