COMPAQ

DSNlink Version 2.2E for OpenVMS Release Notes

October 7, 1999

These release notes describe fixed problems and known bugs in this version of DSNlink.

Revision/Update Information:	This is a revised manual, which supersedes all previous versions.
Operating System and Version:	OpenVMS Versions 6.2, 7.1, or 7.2
Software Version:	DSNlink Version 2.2E for OpenVMS

This document was prepared using VAX DOCUMENT Version 2.1.

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Preface

This document explains:

- New features in DSNlink Version 2.2E
- Fixed problems from earlier kits and field tests
- Restrictions and known bugs
- How to start DSNlink

Overview

The DSNlink software is a service tool that provides electronic communication capabilities between customers' systems and a Compaq Customer Support Center. Using DSNlink, customers can send electronic service requests and receive help from Compaq specialists. Customers can also use DSNlink to search Compaq's technical support databases for information about products for which they have service contracts.

Intended Audience

The audience for this document is anyone who uses DSNlink.

A Guide to the Documentation

DSNlink has no hardcopy documentation. The documentation consists of PostScript and text files you can print and embedded online documentation that is displayed by the Mosaic or Lynx browsers.

The files you can print are:

- *DSNlink Version 2.2E for OpenVMS Release Notes* - this document
- *DSNlink Version 2.2E for OpenVMS Installation Guide*
- *DSNlink Version 2.2C for OpenVMS Quick Reference Card*
- *DSNlink Version 2.2D for OpenVMS Service Tool Description*

For the location of the files, see the Preface in the *DSNlink Version 2.2E for OpenVMS Installation Guide*.

Conventions Used in This Document

This document uses the conventions listed in Table 1.

Table 1 Document Conventions

Convention	Description
DSNlink	DSNlink is an abbreviated product name used for convenience to refer to DSNlink Version 2.2E.
bold	Bold text used in examples indicates user input.
UPPERCASE	OpenVMS commands appear in examples as all uppercase. They can be typed in uppercase, lowercase, or mixed case.
lowercase italic	Lowercase words or letters in italics indicates that you substitute a word or value of your choice.
[ ]	Brackets indicate that the enclosed item is optional.
. . .	A horizontal ellipsis indicates that part of the example, which is not pertinent, is missing.
. . .	A vertical ellipsis in an example indicates that not all lines are shown.

1

What's New in DSNlink Version 2.2E?

This chapter explains the purpose, contents, and restrictions of the DSNlink Version 2.2E kit. It also lists the problems that have been fixed since DSNlink Version 2.2D.

The Purpose of the Kit

The primary purpose of the DSNlink Version 2.2E kit is to add support for X.25 router nodes. Previously, if your DSNlink system used X.25 router nodes, the Compaq host could not make return connections to your system.

Important

This release allows your systems to use X.25 router nodes with these restrictions:

- Your Compaq Customer Support Center must also install DSNlink Version 2.2E on the DSNlink host.
- If the Compaq host installs DSNlink Version 2.2E, it cannot make X.25 connections to your systems unless they also run DSNlink Version 2.2E.

In other words, the change to support X.25 router nodes requires that all customers who use X.25 and the host run DSNlink Version 2.2E.

If you do not use the X.25 transport, you can install DSNlink Version 2.2E without coordinating the installation with the Compaq host.

Note that some countries do not support the x.25 transport.

What's In the Kit?

DSNlink Version 2.2E is an engineering change order (ECO) kit. It includes the earlier DSNlink Version 2.2C and 2.2D ECO software. Installing DSNlink Version 2.2E gives you all the new features and bug fixes since DSNlink Version 2.2.

Installation Prerequisites

You can install DSNlink Version 2.2E on systems that have DSNlink Version 2.2, 2.2C, or 2.2D.

The following sections list the problems that have been fixed since DSNlink Version 2.2D. It is not a list of all the bugs fixed since DSNlink Version 2.2 for OpenVMS.

1.1 X.25 Transport Fixes

1.1.1 The X.25 Transport Did Not Work with X.25 Routers

Previously: The X.25 transport did not work with X.25 routers. The X.25 connection to the Compaq host was successful. However, the host could not connect back to your system to reply to communications, and, therefore, several functions failed.

Currently: The X.25 transport on the host can make successful connections to customer sites that have X.25 router nodes. However, both the customer DSNlink nodes and the Compaq host must be running DSNlink Version 2.2E. DSNlink Version 2.2E on the host cannot connect to customers' systems if they are running DSNlink Version 2.2D or earlier kits.

If you want to use X.25 to communicate with Compaq, contact your Customer Support Center to coordinate your installation of DSNlink Version 2.2E with that of the host to ensure that DSNlink continues to function.

1.1.2 X.25 Used the Node Name Instead of the Device

Previously: A DSNlink command procedure mistook a node name that started with MB for a MBnn: device and attempted to use the X.25 transport to make a connection to the host even though the site did not have X.25 capabilities. The result was a "SYSTEM-W-NOSUCHDEV no such device available" error.

Currently: This problem has been fixed. DSNlink no longer uses the letters MB to designate an X.25 node name.

1.2 File Copy

1.2.1 Statements Appeared When You Invoked the File Copy Window

Previously: When you invoked the File Copy window, information statements appeared. For example:

```
$ DSN COPY/WINDOW
DSNlink V2.2D for OpenVMS Alpha File Copy Application
Copyright (c) 1989, 1999 by Digital Equipment Corporation
Compaq Computer Corporation Proprietary Service Tool
All Rights Reserved

source_file_len = 0
tool_len = 0
srq_no_len = 9
Setting button to false(source_file)
source_file_len = 10
tool_len = 0
srq_no_len = 9
returning...
```

Currently: The statements have been removed.

1.3 Modem Transport

1.3.1 Missing LAT Device Stopped the Modem Daemon

Previously: The Configuration utility, DSN$CONFIG.COM, when used to enable the modem transport. did not check for and create the LAT device when an LTAxxx: device was used. If the device was missing, DSNlink started the modem daemon. It ran briefly until it exhausted attempts to use the nonexistent device.

Currently: DSNlink checks for and creates, if necessary, LTA devices.

1.3.2 Modem's Idle Time Is Configurable

Previously: You could not adjust the amount of time the modem idles between connections.

Currently: You can change the modem idle time with the new parameter Modem.LineIdleTime. To change the value:

1. Stop the modem line with the DSN STOP LINE command.
2. Edit the configuration file, DSN$DATA:DSN_CONFIG.DAT.

   Enter an integer for the new value for Modem.LineIdleTime.
3. Start the line with the DSN START LINE command.

The default value, 7 seconds, includes the 5 seconds that are required for terminal servers.

Recommendation: If you use an LTA device, you can change the time to 5 seconds. If you use a directly-wired modem, you can enter 2 seconds.

If the idle time is too low, you see these errors repeated in the modem daemon run log on terminal server attachments:

```
$ TYPE/CONTINUOUS/INTERVAL=1 DSN$LOGS:DSN_RUN_PSTN_LINE_000.LOG
 .
 .
 .
... << Attached >>
... << Conn_Lost >>
... << Idle_Expire >>
```

Substitute your modem daemon run log name for the one in the example.

If you watch the line using the command SHOW LINE/FOREVER [/BRIEF] and the idle speed is too low, the line appears to be stuck in the IDLE state with an occasional change to LISTENING mode and then back to IDLE.

Raise the speed until the errors disappear.

1.4 System Fixes

1.4.1 SYS$SCRATCH Was Not Accessible

Previously: The directory defined by SYS$SCRATCH was not accessible to DSNlink when the SYS$SCRATCH definition pointed to a directory that was different from the directory defined for the AES_DSNLINK account. This problem prevented DSNlink mail from being sent. It affected the modem daemon process as well as the application server processes.

Currently: This problem has been fixed. SYS$SCRATCH points to the directory DSN$ROOT:[LOGS]. If the modem transport is used, SYS$SCRATCH points to the current default directory of the user who started the modem daemon.

2
Known Problems and Restrictions

This chapter lists the known problems and restrictions in DSNlink Version 2.2E.

2.1 Restrictions

2.1.1 The Year Part of Dates Must Have Four Digits

Restriction: To ensure that DSNlink does not misinterpret dates beginning in the year 2000, you must enter all years with four digits. Previously, you could enter either two or four digits for the year. Without this requirement, DSNlink might interpret the date Jan 01, 01 as January 01, 1901 when the intended date was January 01, 2001.

You enter dates in the following places:

- ITS, when you search for articles based on their last technical review date
- Service requests, when you fetch lists of open or closed service requests based on their dates
- The local and remote authorizations files when you allow or disallow access to DSNlink applications and include the year in the date
- Configuration file parameters that specify a date, such as Its.BeginDate

Some date formats without the year imply the current year. The date formats dd month (01 January), dd-month (01-Jan), and month dd (Jan 01) force the application to use the current year.

If you do not enter a four-digit year, DSNlink displays an error message.

2.1.2 The Modem Daemon Must Be Started from a Privileged Account

Restriction: You must start the modem daemon from a privileged account. The account you use must have at least these privileges: DETACH, LOG_IO, NETMBX, OPER, SYSPRV, TMPMBX, and WORLD. Without sufficient privileges, when you attempt to start the modem daemon, the modem daemon does not start and messages list the necessary privileges.

DSNlink developers recommend starting the modem daemon from the SYSTEM account.

2.1.3 Mixed Architecture Clusters Require Separate Installations

Restriction: You cannot run the installation procedure once to install DSNlink on clusters of both Alpha and VAX systems.

In clusters of both Alpha and VAX systems, you must apply this ECO kit to one node in each group that shares a common disk. For example, in a mixed cluster of five nodes, A, B, C, D, and E, if nodes A, B, and C are VAXes that share a common disk, you must install DSNlink Version 2.2E on either node A, B, or C.

If nodes D and E are Alpha systems that share a common disk, you must install DSNlink Version 2.2E on either node D or E.

Important: When installing on a cluster of both Alpha and VAX systems, you must install the kits on separate disks.

2.1.4 Defining EDIT Prevents TPU from Displaying Files

Restriction: In the DECwindows Motif interface, if you define the EDIT command, it prevents the TPU editor from displaying these files on the Utilities menu: Local Authorizations, Remote Authorizations, History Records, and the Systemwide and User Configuration files. This message appears in the window where you start DSNlink:

```
%DCL-W-IVQUAL, unrecognized qualifier - check validity, spelling, and placement
 \INTERFACE\
```

If you see the above error message, look for definitions such as the following, which may appear in your LOGIN.COM file:

```
$ EDIT      :== EDIT/EDT/COMMAND=EDTINI.EDT
```

Workaround: Deassign the symbol for the DSNlink session. For example:

```
$ DELETE/SYMBOL/LOCAL EDIT
```

Note: The EDIT definition does not interfere with the ITS view command, which invokes TPU.

2.1.5 Lynx Requires DIGITAL TCP/IP Services for OpenVMS (UCX)

Restriction: The Lynx browser, which is included in the kit to display the online help for the command line interface, requires DIGITAL TCP/IP Services for OpenVMS (UCX). Lynx uses UCX to make Internet connections. Without the files SYS$LIBRARY:UCX$ACCESS_SHR.EXE and UCX$IPC_SHR, the DSNlink online help is not displayed.

2.2 File Copy Problems

The following are problems found in the File Copy application.

2.2.1 File Copy Is Unable to Copy Beyond the EOF Marker

Description: The File Copy application does not copy any part of a file beyond the end-of-file (EOF) marker. Usually, the part of the file beyond the EOF marker contains unused bytes that do not need to be copied. However, if the EOF is misset due to a file corruption problem, the entire file might need to be copied to Compaq for repair, which includes the bytes beyond the EOF marker.

Workaround: If you need to copy a file to Compaq and include the data beyond the EOF marker:

1. Enter this command, which sets the EOF to the end of the file:

   ```
   $ SET FILE/END_OF_FILE filename
   ```

   where *filename* is the name of the file to copy.

2. Use the File Copy application to send the file to Compaq.

2.2.2 File Copies by Specialists from a Customer's System Are Not Supported

Description: The feature that allows specialists to copy files from your system to the host was not implemented.

However, the kit still contains the directory DSN$ROOT:[OUTGOING_FILES], which was intended to be the directory where customers placed files for specialists to copy to the host. Also, there is a configuration file parameter, FileServer.Root.Path, which defines the outgoing files directory. The directory has no function.

Workaround: No action is required.

2.2.3 History Log Does Not Have Outgoing File Copy Records

Description: The history log file, DSN$LOGS:DSN_HISTORY.LOG, does not have records for files you copy to the host with the File Copy application. The history log file does record host-initiated file copies.

Workaround: None.

2.3 Interactive Text Search (ITS) Problems

The following are problems in the Interactive Text Search (ITS) application.

2.3.1 OPCOM Messages May Appear After Receiving an ECO

Description: After you successfully receive an engineering change order (ECO) and its accompanying confirmation mail messages, OPCOM messages may appear if OPCOM is enabled on the system. For example:

1. This message is related to using MultiNet instead of DIGITAL Services for TCP/IP (UCX) and is not a problem that DSNlink can address:

```
%%%%%%%%%%  OPCOM   5-JAN-1998 00:06:00.67  %%%%%%%%%%
Message from user SYSTEM on WINTER
MultiNet Server: DSN_NSD (accepted) from [111.222.33.444,5555]
(dsnlink.service.digital.com)
```

2. This message is also a normal notification message:

```
%%%%%%%%%%  OPCOM  30-JUL-1997 09:17:30.99  %%%%%%%%%%
Message from user INTERnet on SPRING
INTERnet ACP DSN_NSD Accept Request from Host: 111.2.33.44
Port: 1179
```

3. Messages about sockets indicate a DSNlink application's completion:

```
%%%%%%%%%%  OPCOM  13-JAN-1998 10:54:22.95  %%%%%%%%%%
%%%%%%%%%%  OPCOM  13-JAN-1998 10:54:22.95  %%%%%%%%%%
Message from user INTERnet on FALL
INTERnet ACP detected DSN_FILE exiting before 'socket'
```

Workaround: Consult your TCP/IP implementation documentation to disable the messages.

2.3.2 An ITS Timeout Causes TPU to Exit with an Access Violation

Description: In the ITS command line interface, if you are reading an article in the editor when the session time limit expires, TPU exits with an access violation message.

Workaround: None. This problem does not affect future ITS sessions.

2.4 Mail Problems

The errors in this section pertain to DSNlink mail.

2.4.1 You Cannot Reply to Mail from Compaq

Description: When you receive mail from Compaq, such as Flash mail, surveys, marketing information, and responses to your service requests, if you reply to the mail, DSNlink appears to send the reply, but it is not delivered.

Workaround: Contact your Customer Support Center by telephone or with a new service request to respond to mail. To respond to replies to service requests, use the Augment Service Request function of the Service Request application.

2.4.2 A Mail File Cannot Be Restored from the Pulldown Menu

Description: If you include a file name when you invoke the DSNlink Mail window, the specified file properly appears in the Message Body window. For example, this command displays the DSNlink Mail window and enters the file TEXT.TXT in the window:

```
% DSN MAIL/WINDOWS TEST.TXT
```

However, if you erase the file from the window and then try to restore it by choosing its name from the pop-up menu (where the file name is listed), only the file name appears in the Message Body area.

Workaround: Instead of including the file name in the DSN MAIL/WINDOWS command, in the DSNlink Mail window, use the Include File... menu item to choose the file to include.

2.5 Maintenance or Multiple Application Problems

The following are problems that apply to DSNlink maintenance or to multiple applications.

2.5.1 Notification of Incoming Files and Response Mail Is Restricted to the Submitter

Limitation: When Compaq specialists copy files to your system, mail notification is sent to the person who submitted the service request associated with the file copy. When engineering change orders (ECOs) are copied to your system, the person requesting the ECO receives the confirmation mail. Compaq sends service request responses to the person specified for the reply. There is currently no way to set up DSNlink to notify anyone else.

Workaround: To see what files Compaq has copied to a system, check the history log file, DSN$LOGS:DSN_HISTORY.LOG, on each node.

To have a list of all service requests and Compaq's responses, periodically fetch the lists of your service requests for each access number. Then save the responses for each service request. Contact your Customer Support Center to find out how long the information for closed service requests remains on the system before it is archived.

2.5.2 History Log File Does Not Show Some Rejected Applications

Description: The history log file, DSN$DATA:DSN_HISTORY.LOG, does not have failure records when the host rejects the Network Exerciser, fetches of lists by the Service Request application, and File Copy jobs. Rejection occurs when the host system disallows access by applications, usually because the service contract has expired.

When you run the application, such as the Network Exerciser, a message appears that the application is rejected. However, the history log file has this information:

- Network Exerciser–the record's status is CANCEL followed by the test results
- File copy–no record
- Create service request–a failure record
- ITS–a failure record
- Fetch service requests–two records, one for failure, one for success
- Review service requests–a failure record
- Service request augmentations–a failure record

A failure record should appear for the application.

Workaround: Contact your Customer Support Center if the application is rejected even if the history record does not show a failure.

2.6 Modem Problems

2.6.1 DTE Speed in MDDF Is Not Set on the DTE Device

Description: When using the modem transport, the DTE speed from the modem devices definition file (MDDF) does not modify the direct port to use the specified speed.

Workaround: Set the port speed manually to match the DTE speed in the MDDF during startup. The command to use is:

```
$ SET TERM/PERM/SPEED=xxxx TTAx:
```

Substitute the speed you want and your device designation in the example.

2.6.2 The DSN TEST HDLC Command Does Not Complete

Description: The HDLC protocol, introduced in DSNlink Version 2.2D, prevents DSN TEST HDLC tests from completing.

Workaround: None. Do not use the DSN TEST HDLC command.

2.6.3 Modem Reset Phase Is Lengthened During Simultaneous Connections

Description: When customer and host systems make simultaneous connections to each other, for example the host begins a Network Exerciser test at the same time your system initiates a Network Exerciser test, it takes the modem about 12 seconds to reset. It should take one or two seconds.

Workaround: None.

This problem was discovered in DSNlink Version 2.2D.

2.7 Networking Problems

2.7.1 Modem Daemon Ignores Sick and Dead Limits on Alpha Systems

Description: The modem daemon has error thresholds that place it in the sick or dead state. For example, it is in a sick state if it cannot detect a heartbeat message in three consecutive attempts or when there are too many attach errors. The daemon is considered dead if there is no heartbeat message after 20 attempts to detect it, or if the daemon exceeds an error threshold. On Alpha systems, the sick and dead limits for detecting errors are ignored. Consequently, the modem daemon cannot properly process the errors.

Workaround: None.

2.8 Network Exerciser Problems

The following are bugs in the Network Exerciser application.

2.8.1 Defining DSNGATEWAY_TRACE Results in Transport Error

Description: If you define the logical name DSNGATEWAY_TRACE to CT to trace connection errors and then run the Network Exerciser, DSNlink has transport errors. For example:

```
$ define dsngateway_trace ct
$ dsn netex
DSNlink T2.2D-EFT2 for OpenVMS Alpha Network Exerciser Utility
Copyright (c) 1989, 1999 by Digital Equipment Corporation
Compaq Computer Corporation Proprietary Service Tool
All Rights Reserved

Connecting to target host.digital.dsn.  Please wait...

DsnGateway::Connect HIT:
        Date:            Mon, 30 Aug 1999 14:15:20 -0600
        Hop Count:       1
        Redirect Count:  0
        State:           CONNREPLY
        Status:          --- DsnGateway::OK, Operation successful
        System ID:       digital/host
        Platform ID:     VMS ZHOST V6.2 0 VAX T2.2D-EFT2
        Version:         2.37 Exp
        Network Address: (None)
        Path:   112125/RAINY|VMS RAINY V6.2 0 Alpha T2.2D-EFT2||T/RAINY/1078&
T/host1.compaq.com/DSN_NETEX
                digital/host|VMS HOST1 V6.2 0 VAX
T2.2D-EFT2|T/rainy.splat.com/1078&T/zhost/DSN_NETEX|
Connection established.
Stats: M100/100/100/0   B49070/49070/49070/0   e981400
Testing complete.
        Messages Sent:      100
        Messages Read:      100
        Messages Good:      100
        Messages Bad:         0
        Bytes Sent:       49070
        Bytes Read:       49070
        Bytes Good:       49070
        Bytes Bad:            0
        e-baud:          981400
--- DsnGateway::TRANSPORTERR, Transport error: caller = T/RAINY/1078,
callee =T/host1.compaq.com/DSN_NETEX
  - DsnTransport::END, End of data; connection was abruptly terminated
```

Workaround: None.

Perform the Network Exerciser without defining DSNGATEWAY_TRACE.

This problem was discovered in DSNlink Version 2.2D.

2.8.2 Network Exerciser Hangs After a Midtest Error

Description: During a Network Exerciser test on the modem transport, if an error occurs during the data looping phase, a message says the testing is complete, provides statistics about the test and then the Network Exerciser hangs. This error was not reported for other transports but may have occurred on them too.

Workaround: To exit the Network Exerciser and continue, press CTRL/Y, then enter STOP, and press CTRL/Y again. The two CTRL/Y interrupts are necessary to terminate waiting threads.

2.8.3 The Network Exerciser Does Not Support the LZW_DYN Compression Option

Description: When you specify the LZW_DYN (dynamic Lempel-Ziv-Welsh) compression algorithm when using the Network Exerciser, a message tells you the operation failed and the LZW_DYN compression option is unsupported.

Workaround: Use the Network Exerciser compression option None to test the effects of compression. If you then click on LZW, DSNlink compresses the Network Exerciser messages the same way it compresses all transferred data.

2.8.4 Error Messages Overwrite Statistics Report

Description: If an error occurs when using the Network Exerciser in the command line interface with the modem transport, the error message overwrites the statistics line. For example,

```
--- DsnTransport::MODEMERR, Modem error982/39982/0   C726
  - DsnModem::LINK_ABORT, Data link aborted by session entity
```

Workaround: If possible, perform the test in the DECwindows Motif interface. If modem errors appear there or when you use other applications, contact your Customer Support Center.

2.8.5 The Network Exerciser Has Not Implemented Mirror Options or Language Recognition

Description: The mirror clarity items for the Network Exerciser utility are not implemented, except for Pure, which returns bytes without any manipulations. The unimplemented mirror options are: Invert, Reject Always, Reverse, Rotate, and Scratched. Tests with those items selected run as Pure tests. There are no error messages that the items are not implemented.

The Language field is also ignored.

Workaround: None.

2.9 Service Request Application Problems

2.9.1 Some Routing Code Descriptions Are Displayed Twice

Description: When you fetch a list of your routing codes, some of the routing code descriptions appear twice. For example:

```
$ DSN FETCH ROUTING_CODES
  .
  .
  .
DIA                         DIA (DIGITAL Dial-In Access) Support

                            DIA (DIGITAL Dial-In Access) Support

DSNLINK                     DSNlink for OpenVMS, DSNlink for ULTRIX and
                              DSNlink for DIGITAL UNIX[R]: Questions with the
                              installation and use of the DSNlink service tool;
                              Modem and phone line connections; Security
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                              DSNlink for DIGITAL UNIX[R]: Questions with the
                              installation and use of the DSNlink service tool;
                              Modem and phone line connections; Security
                              issues; DSNlink configuration and application
                              management issues.
  .
  .
  .
```

Workaround: None.

2.9.2 Problem Description Lines Over 255 Characters Are Truncated

Description: If you create a service request in the DECwindows Motif interface and enter the problem description without pressing the Return or Enter keys, even if the text wraps in the window, DSNlink converts the text into a single line. If you view a copy of the service request, the problem description, now a single line, is truncated after 255 characters.

Workaround: When entering a problem description in the Create Service Request Application window, press the Return or Enter key after each line of text. Make sure that lines do not exceed 256 characters.

3
Starting DSNlink and Getting Help

3.1 Starting DSNlink

To display the DSNlink main window, use this command:

```
$ DSN/WINDOWS
```

To use DSNlink in the command line interface, see the online help. To display the online documentation, enter this command:

```
$ DSN HELP
```

3.2 Getting Help

In the DECwindows interface, use the Help menus or Help buttons to access the online help. It is displayed by the Mosaic browser, which is included in your kit. The Help menu includes the *DSNlink Getting Started*, which shows you how to use the DSNlink applications.

In the command line interface, the DSN HELP command displays a list of documents you can access. The information is displayed in the Lynx browser, which is included in the kit.

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