

Read This First

Software READ THIS FIRST *SunDraw™ 1.0*

Getting Help

If you have any problems installing or using SunDraw call Sun Microsystems at the hotline number listed on the last page for your service region. When you call, have the following information ready to give to the service dispatcher:

- Your system's model number and serial number.
- The Sun operating system (SunOS™) release number. To see the SunOS release number, type: `cat /etc/motd`
- The SunDraw release number. If SunDraw is currently installed on your machine, you can see the release number *in the frame stripe of the SunDraw product.*

You can also send questions by electronic mail to `sun!hotline`. Be sure your mail message includes your name, company, and phone number, and the information listed above.

If you have questions about Sun's support services or your shipment, call your sales representative.

Compatibility

SunDraw 1.0 can be used on a Sun-2™ or Sun-3™ workstation running SunOS 3.4, SunOS 3.5, or SunOS 4.0

Known Problems with all the STAGE Products

NOTE None of the problems listed here will cause loss of data, and are, therefore, not very serious. Each user should make note of the "buglets" below and take the recommended precautions or follow the workaround procedures listed. In both this section and the product specific section, the problems are listed in decreasing order of severity.

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UNIX is a registered trademark of AT&T.

PostScript is a registered trademark of Adobe Systems, Inc.

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Requesting Several Passwords

Getting several passwords may require a long time on the phone. To avoid that, you can contact the dispatcher at your local support center. The dispatcher will provide you with an e-mail address, a fax number, or a telex number at Sun. You should send Sun:

- Your sales order number.
- The hostids of the machines involved.
- Your address information (Company, address, fax (if available), or e-mail address).

The passwords will be sent to you via the medium you request.

Licensing, Passwords

Chapter 6 of the installation guide states that only domestic users need passwords. This is not the case. *All users must obtain a password to use all three STAGE products.* Users outside of the United States should call their support center (see the list of phone numbers on the last page of this document), and users inside of the U.S. should call (800) USA-4SUN.

Operating System Upgrades

If at any point you upgrade your server and client machines to a new version of the operating system, you will lose two files: `/etc/licenses` and `/etc/sundesk`.

Workaround: Reinstall these files according to the STAGE Installation Guide after an operating system upgrade.

Heterogenous Environments

If STAGE is installed in the `/usr` partition on a heterogenous file server (for example: Sun3 server, Sun2 client) then the file `/etc/sundesk` will contain `/usr.MC68020/sundesk`. Then, if Sun2 clients copy this file to their system the products will be unable to locate their support files and fonts.

Workaround: Delete the MC680x0 extension.

Swap Space

The proper amount of swap space is very important when using the STAGE products. If your machine runs out of swap space, while using one of the STAGE applications, the program may exit ungracefully and you may lose any changes made since the last time you saved.

Workaround: Make sure that you or your system administrator set up your machine with the recommended amount of swap space. See the *STAGE Installation Guide* for more complete information about swap space requirements.

Screen Capture

In the screen capture facility, a large amount of memory is used to hold the image. This memory is not deallocated properly. Successive screen captures can use up available memory space. The end result can be that the application can use up all the swap space that you have on your machine.

Workaround: After you capture large images five or six times, you should save your current document or picture and restart the application.

Printing

If you do not have write permission in `/usr/tmp` (this may occur if you have it mounted on a read-only file system), your print jobs will appear to print, but fail.

Workaround: Change the write permissions in `/usr/tmp` by remounting read-write, creating a link, or print to a file and `lpr` that file.

Printing Text in SunWrite and SunDraw

Note that for SunDraw and SunWrite only the following fonts are recognized on a standard LaserWriter: Helvetica, Times Roman, Courier, and Symbol. The Zapf Dingbats or Symbols characters are not supported by the standard LaserWriter. When you try to print unsupported fonts, the printer will use a default font (usually courier) and will print an error message across the page.

If you want to check which fonts are available on your LaserWriter, run the PostScript program `$SUNDESK/sunwrite/print_font.ps` or `$SUNDESK/sundraw/print_font.ps` (they are the same program) with `lpr`. It will print a page listing all fonts available on your printer.

All of Sunpaint's fonts will print on all printers.

Waiting for Clipboard Access

There is no access lock on the clipboard, so it is possible that one STAGE application can try to read the clipboard before another has finished accessing it. This can lead to improper data.

Workaround: Always wait until the first application has accessed the clipboard before using it with the second. You can tell when an application is busy by the shape of the pointer. The pointer will look like a stop watch when busy, and will be an arrow when it has completed the operation.

Clipboard Ownership

If the clipboard is owned by one user, and a different user executes a command that requires writing to the clipboard, the clipboard may not be writable by the second user, and thus the command will fail.

Workaround: If a screen capture, copy, or cut fails with an error message `Can't open clipboard`, remove the clipboard files in `/tmp`.

Scrollbar Menus

The menus that are attached to the horizontal and vertical scrollbars contain menu items that do not behave as expected. There are three menu items: **Here to Top**, **Top to Here**, and **Last Position**. The first two items scroll to a random location. The **last position** menu item works properly, and will toggle the scroll position between the last two scroll locations.

Workaround: Explicitly scroll using the scroll elevator with the **LEFT** mouse button.

NOTE *This only affects the RIGHT mouse button operations.*

Expose/Hide Key

The **[L5]** key on the keyboard does not toggle the position of the product window in relation to other windows. If the mouse pointer is in the head panel of the tool, then the expose key works as expected. However, if the mouse pointer is on the frame boundary or in the canvas, the **[L5]** key will only expose the product, it will not hide it.

Workaround: Only use the **[L5]** key with the mouse pointer in the head panel.

3/110 and 3/60 Color Frame Buffers

If one of the STAGE products is displayed in front of a color window, the color panel will show through the header and frame.

Workaround: Select refresh from the frame menu when this occurs.

Menus

When there is not enough room between the mouse position and the right edge of the screen, you will be unable to display a menu.

Workaround: Move the window or the mouse pointer away from the right edge of the screen, and press the RIGHT mouse button again.

Installation Guide

The wording of the example installation is incorrect. On page 33 of the *STAGE Installation Guide* at the beginning of the second grey box, it states:

Call Sun at (800) 872-4786. When the operator answers, tell him or her that you wish a password for SunWrite.

It should read:

Call your local SUN support center. When the operator answers, tell him or her that you wish a password for SunWrite.

Known Problems with SunDraw

Lack of Memory

If SunDraw encounters a problem with memory (for example, there is not enough swap space), it will exit. Upon such an exit SunDraw will go into an automatic save routine, hang and the data will not be saved. In this instance, SunDraw must be terminated from another shell with the UNIX command `kill`.

Workaround: Save early, save often, and make sure you have enough swap space.

Undoing a Move

Two undo's are required to undo a move.

Saving Icon Files

SunDraw will load an icon file correctly, but if you try to save a file in icon format it clips objects incorrectly. Instead of saving just the icon object, it will save a full page regardless of page size.

Workaround: Use SunPaint or iconedit to edit icons.

Drawing 20-sided Polygons

You can select the 20-sided option but can not draw a 20-sided polygon. Instead, the number of sides will be that of the last selection before you chose 20 sides.

About Old Printers

There is a memory leak problem in PostScript printers whose PROMS are revision 41 or lower. The memory leak manifests itself with a `limitcheck` error. This happens when you print objects that have complex line patterns (other than gray scales).

Workaround: Once the `limitcheck` error has occurred, you must switch the printer off for a few seconds and switch it on again. Then try printing your drawing again. If you still get the `limitcheck` after power-cycling the printer, your only option is to simplify your drawing by using gray scales instead of patterns. There is no other workaround for the printer problem other than upgrading to revision 42 or greater. Gray scale patterns do not use the same PostScript code for printing. Use the following PostScript program to print out your printer's product name and revision number.

```
%!
% procedure to print the product and revision number of the printer
serverdict begin
statusdict begin
216 720 moveto /Times-Roman findfont 20 scalefont setfont
(This could be a very long name so make room) printername show
72 680 moveto /Times-Roman findfont 12 scalefont setfont
(Product Name: ) show
product show
72 665 moveto
(Version Number: ) show
version dup show
(23.0) eq {( ) show (This is a "CLASSIC" model) show}if
72 650 moveto
(Revision Number: ) show
revision ( ) cvs show
showpage
end
```

Workaround: We suggest using simple gray patterns instead of more complex

patterns.

Printing

The print script for SunDraw, `$/SUNDESK/sundraw.print`, does not remove its temporary file from your system's temp directory when printing to a file. This directory may fill up.

Workaround: Periodically, remove the temporary print files in your temp space directory (usually `/tmp`). SunDraw print files will usually have names like `SDnnnn` where `nnnn` is the Process Identification (PID).

Opening a File with Rulers

If you open a file that changes the page size while the rulers are displayed, they will not update correctly to track the new page dimensions.

Workaround: Toggle each displayed ruler off and then back on.

Text Properties Window Update

The **Text Properties** window does not update to display the correct text attributes after selecting a new text object.

Workaround: Press **[L3]** or select **Text** from the **Props** menu after selecting a new text object.

Text Properties of Two Objects

If the **Text Properties** window is displayed when more than one text object is selected, the window items will reflect the attributes of the object that was created first.

Workaround: To view just the attributes of one text object, select that object with the mouse, and redisplay the **Text Properties** window.

Wait Pointer

The mouse pointer does not change to a busy pointer (the clock face) when printing, but the **File** button stack stays grayed out during the process in any case.

SunDraw Window Frame

The main SunDraw window intermittently appears with the footer incorrectly displayed, which inhibits the delivery of error messages in this area.

Workaround: Select **Refresh** from the frame menu to solve this problem.

Undo and Popup Values

An undo of a linestyle change or text change doesn't reset the menu or panel items.

Connect Options

Using connect options can result in a 'null-line' A null-line is an end object that is normally invisible but may show up if different line thicknesses or start/end arrows are used.

Workaround: Ungroup the objects, delete the null-line, and then group them again.

Edit and Grab in Patterns Window

When the patterns pop-up window is initially brought up, edit and grab are disabled even if the current pattern is a temp pattern.

Workaround: To enable them, reselect the pattern.

Invoking SunDraw Iconically

If SunDraw is executed with the `-wi` flag (invoke iconically), the toolbox may not display.

Workaround: Invoke SunDraw normally and close to iconic form by clicking **LEFT** on the window mark in the main SunDraw window.

Documentation Errata and Additions

In the directory \$SUNDESK/demo/sundraw you will find a few demonstration files that can be read into SunDraw.

Notes to Beta Site System Administrators

If the STAGE products were installed at your site for beta testing, you should perform the following operations before installing any of the new versions SunWrite, SunPaint, or SunDraw.

1. Remove the entire installation directory \$SUNDESK. Also, remove any links that you may have created to this directory or its files.
2. Update your .sunwrite, .sundraw and .sunpaint files with the new versions that appear on each of the release tapes.
3. If you install the new version in a different directory, you must do the following:
 - Change your \$SUNDESK variable to point to the new location.
 - Update your path entry to reflect the new bin directory.
 - Change the entry in the /etc/sundesk file on each client machine to point to the new installation directory.
4. The Beta passwords for SunWrite, SunPaint and SunDraw are no longer valid, and they no longer share passwords. *As root, you must remove the SunWrite entry in the /etc/licenses file on all of your client machines.* Then, you must obtain one password per product per machine. Follow the instructions in the Installation Guide to obtain and install new passwords for all three products.

NOTE *The file formats for SunWrite, SunPaint, and SunDraw have not changed; so your existing documents and pictures can be loaded into the new versions of the STAGE products.*

Notes

Sun Hotline Numbers

Sun Customers throughout the world have service hotlines available for both software and hardware support questions. The service hotlines are shown below. If your country is not shown in the table, please phone your local Sun sales office.

Asia

<i>Country</i>	<i>Service Region</i>	<i>Hotline Number</i>
Hong Kong	Sun Hong Kong	(5) 865-1688
Japan	C. Itoh Data Systems	(3) 497-4746
	Nihon Sun	(3) 221-7021

Australia

<i>Country</i>	<i>Service Region</i>	<i>Hotline Number</i>
Australia	Sun Australia	(2) 436-4699

Europe

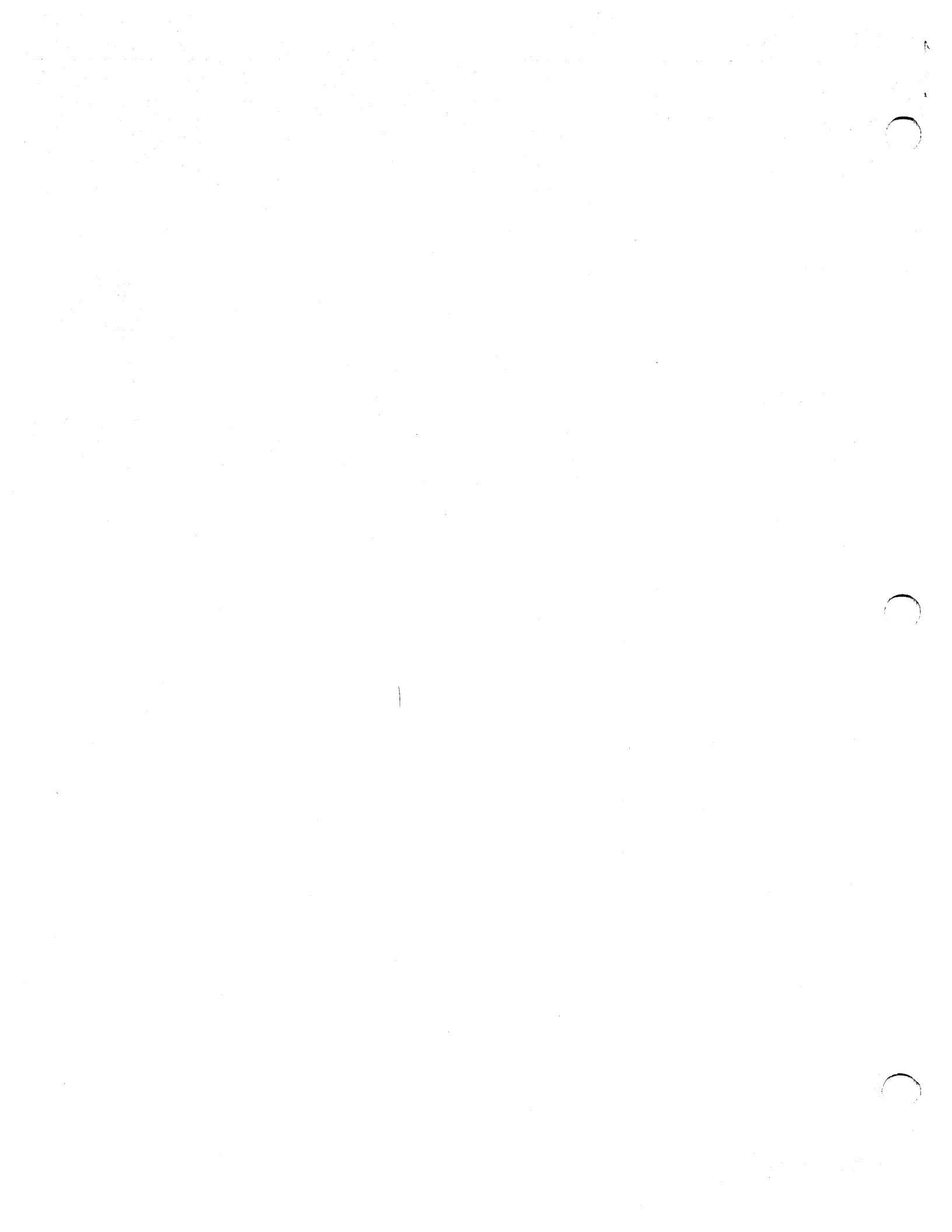
<i>Country</i>	<i>Service Region</i>	<i>Hotline Number</i>
France	Paris	1 4630 0231
	Sun Microsystems France SA	
Germany	Munich	(49) 89 4600 8321
	Sun Microsystems GmbH	
The Netherlands	Soest	2155 24888
	Sun Microsystems Nederland BV	
Sweden	Solna	8 764 78 10
	Sun Microsystems AB	
Switzerland	Zurich	1 828 9555
	Sun Microsystems (Schweiz) AG	
United Kingdom Customer Service	Sun Microsystems UK Ltd Albany Park	(44) 276 691974
	Other Europe	(44) 276 51440

North American Continent

<i>Country</i>	<i>Service Region</i>	<i>Hotline Number</i>
<i>Central Region:</i>	Toronto	(416) 477-6745
<i>Eastern Region:</i>	Montreal	(514) 738-4885
<i>Western Region:</i>	Calgary	(403) 262-6722
United States	All, including Puerto Rico	1-800-USA-4-SUN (1-800-872-4786)

All Other Countries

<i>Country</i>	<i>Service Region</i>	<i>Hotline Number</i>
Countries Not Listed	All countries outside the USA, and Northern Africa	(415) 496-6119



1.0 SunDraw™ Manual Set

825-1109-02

<i>Part Number</i>	<i>Description</i>
800-2228-10	Installation Guide P-W-D
800-2315-10	SunDraw Quick Reference Guide
800-2312-10	SunDraw Tutorial
800-2313-10	SunDraw User's Guide