



# **TruePort**

# User guide

Part number: 5500030-19 Date: 10 July 2002

### Navigating around this manual

Using this on-line manual. See page 4.
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Quick reference. See page 106.
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# About this manual

### Purpose of this manual

This manual tells you how to install, and use the TruePort software for managing terminals on a network.

Who this manual is for

This manual is aimed at System Administrators who want to want to manage terminals connected to a Perle terminal server. This manual requires System Administrator level knowledge of the UNIX and Windows 2000 operating systems and networks.





### Using this on-line manual

The following is a brief guide to using this manual on-line.

#### Document navigation

This manual features document navigation hypertext buttons in the header area as shown in the next picture;



#### Hypertext jumps

You can also navigate around this manual by clicking on any cross reference or text in blue for example, Hypertext jumps.







# **Revision history**

Date	Part number	Description
June 1999	5500030-10	First issue of new TruePort Lite user manual for NCR UNIX operating system.
July 1999	5500030-11	Update of manual to include Solaris and SCO OpenServer operating systems.
November 1999	5500030-12	Update of manual to include both TruePort and TruePort Lite.
March 2000	5500030-13	Update of manual to include information on configuring LINKSTREAM terminal servers.
April 2000	5500030-14	Minor update of manual to include information on configuring LINKSTREAM terminal servers for use with Wyse 60 terminals.
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October 2001	5500030-17	Update of manual to include the Windows 2000 operating system.
October 2001	5500030-18	Update of manual to include revised contact information.
July 2002	5500030-19	Update of manual to include revised procedures under AIX operating system.





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# **Chapter 1 Introduction**

You need to read this chapter if you want to... You need to read this chapter if you want to know about the TruePort device driver software.

This chapter provides an introduction to the TruePort software and some general information about how to use it.

This chapter includes the following sections;

• About TruePort on page 14





### About TruePort

TruePort is a serial port emulation system for the Perle JETSTREAM, LINKSTREAM and IOLAN+ terminal server products.

You use TruePort when you want to connect extra terminals to a server using a Perle terminal server rather than a multi-port serial card. TruePort is especially useful where you want to improve security, for example to see which user is logged onto which terminal. Under UNIX, TruePort allows you to print directly from a terminal to an attached printer (transparent printing).

Currently, TruePort supports the **AIX**, **Solaris (x86) 2.6 and 2.7**, **Solaris (Sparc) 2.5.1** and **Windows 2000** operating systems. In addition, the TruePort Lite version is supported under NCR UNIX 3.0x and SCO OpenServer 5.0x.



TruePort software is available in the following variants (On some operating systems only TruePort Lite is supported);

- TruePort; This mode allows complete device control and operates exactly like a directly connected serial port.
   See Chapter 2 Installing and using TruePort.
- TruePort Lite; This mode is a data only mode and has no device control capabilities. See Chapter 3 Installing and using TruePort Lite.









# Chapter 2 Installing and using TruePort

You need to read this chapter if you want to... You need to read this chapter if you want to install or use TruePort.

This chapter provides the procedure for installing and using TruePort to add and remove terminals from a terminal server. In addition, it includes information on how to enable a terminal for transparent printing as well as how to start a terminal without re-booting the network server.

#### Note

The procedure for installing TruePort or depends on the operating system you are using. See the sections listed below for details.

This chapter includes the following sections;

- Installing TruePort on page 17
- Using TruePort on page 54





### Installing TruePort

The procedure for installing TruePort or depends on the operating system you are using. See the sections listed below for details.

- Installing TruePort under Solaris on page 18
- Installing TruePort under AIX on page 30
- Installing TruePort under Windows 2000 on page 39

For information on using TruePort, see Using TruePort on page 54.





#### Installing TruePort under Solaris

This section tells you how to install TruePort under the Solaris operating system and includes the following;

- General setup procedure on page 19
- Installing TruePort on your system on page 19
- Configuring your terminal server to use TruePort on page 20
- Configuring your LINKSTREAM terminal server to use TruePort on page 22
- Adding ports to the config.tp file on page 29

Once you have completed basic installation you can perform further operations using TruePort. See **Using TruePort** on page **54** for details.





#### General setup procedure

To install and setup the TruePort software on your system, proceed as follows;

- 1. Install TruePort onto your system using the procedure described in Installing TruePort on your system on page 19.
- 2. Configure your terminal server to use the TruePort software.

#### Note

For LINKSTREAM terminal servers see Configuring your LINKSTREAM terminal server to use TruePort on page 22. For all other types, see Configuring your terminal server to use TruePort on page 20.

3. Add the range of ports you require to the **config.tp** file and run them using the **addports** script. See **Adding ports to the config.tp** file on page 29.

You can now use your TruePort software. For details of further options following initial setup and installation, see **Using TruePort** on page **54**.

Installing TruePort on your system

To install TruePort under Solaris, proceed as follows;

1. Log in to the UNIX server as root user.

The UNIX prompt for login is now displayed

- 2. At the UNIX prompt, copy the supplied TruePort package file **tpsol110.pkg** onto your system into the **/tmp** directory.
- 3. At the UNIX prompt, type pkgadd -d /tmp/tpsol110.pkg all

The installation now creates the TruePort home directory and installs TruePort and the TruePort Administration Tools (for easy editing of the **config.tp** file).





#### Configuring your terminal server to use TruePort

Before your system can use the TruePort software you have installed, you need to configure your terminal server (for example, a Perle JETSTREAM 8500).

#### Note

All versions of the JETSTREAM 8500, 4000 and LANSTREAM 2000 software support TruePort operation. However, the JETSTREAM 6x series software version must be 4.03 or greater.

To configure your terminal server to use TruePort proceed as shown in the following example. The example shows you how to configure a JETSTREAM 8500 (called **testjs2** in this instance) to use TruePort software on a host server (called **sunserver**);

1. At the command prompt, type \$ telnet testjs2 and press the Enter key.

The following messages are now displayed

Trying... Connected to testjs2.perle.com. Escape character is '^]'.

Telnet connect to JETSTREAM testjs2

Perle JETSTREAM 8500 version 2.2.7

Login:

2. At the Login prompt, type admin and press the Enter key.

The following prompt is now displayed;

#### Password:

3. At the Password prompt, enter your password and press the Enter key.

#### Note

The next stage is illustrated using an example which shows how to configure 4 ports on a JETSTREAM 8500 terminal server. This will set the ports 1 to 4 to connect to the host sunserver without user intervention.

Configuring the terminal server ports

- 4. Add the host you want to the terminal server using the add host command as shown in the following example;
  - a. At the command prompt, type the following;
  - b. add host sunserver 192.152.247.61
  - c. Press the Enter key.





You can now Configure the terminal server ports.

- 5. At the command prompt, do the following:
  - a. Type set line 1 service silent raw sunserver 10000 and press the Enter key.
  - b. Type set line 2 service silent raw sunserver 10001 and press the Enter key.
  - c. Type set line 3 service silent raw sunserver 10002 and press the Enter key.
  - d. Type set line 4 service silent raw sunserver 10003 and press the Enter key.
- 6. At the command prompt, type save and press the Enter key.
- 7. At the command prompt, type logout and press the Enter key.

The following message is now displayed

#### Connection closed by foreign host.

The configuration of terminal server ports is now complete.





#### Configuring your LINKSTREAM terminal server to use TruePort

Before your system can use the TruePort software you have installed, you need to configure your terminal server (for example, a Perle LINKSTREAM).

To configure your terminal server to use TruePort proceed as shown in the following example. The example shows you how to configure a LINKSTREAM (called **testIs2** in this instance) to use TruePort software on a host server;

1. At the command prompt, type \$ telnet testIs2 and press the Enter key.

A series of messages are now displayed ending with a the prompts shown in the next picture.

#### Password:

- 2. At the User Identity prompt, type Manager and press the Enter key.
- 3. At the Password prompt, enter your password and press the Enter key.

Note
The default password is ""

The Main Menu is now displayed.

Node: NoName		Thu	01	Jan	1970	00:03
	Main Menu =======					
1. Configuration						
2. Statistics						
Select Screen:						
ctrl≺a≻ - Log Off						
SYSTEM MSG: Enter option number						

4. In the Main Menu use the **Select Screen** field to select option **1**, **Configuration** and press the **Enter** key.

The CONFIGURATION menu is now displayed.





- In the CONFIGURATION menu, select option 5, Channel Configuration. The CHANNEL CONFIGURATION menu is now displayed.
- 6. In the CHANNEL CONFIGURATION menu, select option 2, Channel Session Parameters.

The CONFIGURE SESSION PARAMETERS screen is now displayed.

Node: NoName Thu 01 Jan 1970 00:08
CONFIGURE SESSION PARAMETERS Channel Nr: 2 Telnet Transparent
Internet Address: 192.65.146.100 Protocol Port Numbers: 1002 2002
Access: PVC-Master Session Mode: Transparent Default Port: 23
Maximum Sessions: 1 Idle Timeout: 0 TCP Window Size: 1024
AutoCall Destination: 192.65.144.23 10000 Preferred Destination: None
Data Transfer Mode Parameters:
Terminal Type : unknown
Session Echo Mode : Telnet Remote
Accept: y
ctrl <a> - Log Off ctrl<x> - Main Menu ctrl<y> - Previous Menu ctrl<z> - Last Field</z></y></x></a>
SYSTEM MSG: Enter 'Y' to accept this screen, 'N' to reject it

7. In the CONFIGURE SESSION PARAMETERS screen, select the channel you want to set up and press the **Enter** key.

The CONFIGURE SESSION PARAMETERS screen is now updated with the current settings for the selected channel.

8. Within the CONFIGURE SESSION PARAMETERS screen, set the parameters shown in the next table.





Parameter	Set to
Access	PVC-Master
Session mode	Transparent
Maximum sessions	1
AutoCall Destination	192.65.144.23       10000         Host ip address

#### Hint

Use the **up arrow**, **down arrow**, **left** and **right** arrow keys to move the cursor around the screen.

To change the setting s for a field, highlight the current value, then hold down the **shift** key and use the < and > keys to toggle the field to the value you require.

9. At the **Accept** prompt, type **Y** and press the **Enter** key to accept the values you have entered.

The CONFIGURE SESSION PARAMETERS screen is now updated.

- 10.In the CONFIGURE SESSION PARAMETERS screen, press the **CrtI** and **Y** keys simultaneously to return to the **CHANNEL CONFIGURATION** menu.
- 11. In the CHANNEL CONFIGURATION menu, select option **3** Channel Strings Configuration.

The CHANNEL STRINGS CONFIGURATION screen is now displayed.





Node: NoName	Thu 01 Jan 1970 00:09
CHANNEL STRINGS CONFIGURATION	I String Space: 1854
Channel Nr.: 2	Channel Name: CHAN_02
Welcome String Status: User Defined Text: None	
Command Line Prompt Status: User Defined Text: none	
Active Session Messages Status: Disabled	Errors: Enabled
Connect: None Disconnect: None	
Passive Session Messages Status: Disabled Connect: None	
Disconnect: None	
Accept: y	
ctrl <x> - Nog 611 ctrl<x> - Main Menu ctrl<y> - Previous Menu ctr</y></x></x>	:l≺z> - Last Field
SYSTEM MSG: Enter 'Y' to accept this screen, 'N' to r	eject it

12.In the CHANNEL STRINGS CONFIGURATION screen, set the **Channel Nr** field to the channel number you are working on and press the **Enter** key.

The CHANNEL STRINGS CONFIGURATION screen is now updated to show the values for the selected channel.

13.In the CHANNEL STRINGS CONFIGURATION screen, toggle the parameters detailed in the next table to the values indicated.





Parameter	Set to
Welcome string Status	User defined
Welcome string Text	None
Command Line Prompt Status	User defined
Command Line Prompt Text	None
Active Session Messages Status	Disabled
Passive Session messages Status	Disabled

#### Hint

Use the **up**, **down**, **left** and **right** arrow keys to move the cursor around the screen. To change the setting s for a field, highlight the current value, then hold down the **shift** key and use the < and > keys to toggle the field to the value you require.

14.In the Accept field, type Y and press the Enter key to accept your changes.

15.Repeat steps 12. to 14. of this procedure for each channel you want to set up.

Note

The port number of the host should be unique for each port.

16.In the CONFIGURE SESSION PARAMETERS screen, press the **Ctrl** and **Y** keys simultaneously to return to the **CHANNEL CONFIGURATION** menu.

#### Note

If your system is fitted with a Wyse 60 terminal you need to do the following;

- 1. In the CONFIGURATION MENU select option 5, **Channel Configuration** to display the CHANNEL CONFIGURATION MENU.
- 2. In the CHANNEL CONFIGURATION MENU, select option 1, Channel Interface parameters to display the CHANNEL INTERFACE PARAMETERS window.
- 3. In the CHANNEL INTERFACE PARAMETERS window,
  - a. Select the **Channel Nr** (channel number) you want and then set the **DCD Control** parameter to **High**.
  - b. Set accept to Y and press the Enter key to accept your changes.
  - c. Press the **CTRL** and **Y** keys simultaneously to return to the CHANNEL CONFIGURATION MENU.
- In the CHANNEL CONFIGURATION MENU, select option 4, Reset / Copy Channel Parameters and press the Enter key.





The RESET / COPY CHANNEL PARAMETERS screen is now displayed as shown in the next picture.

Node: NoName				Thu Ol Jan	1970 00:10
RESE ====	T/COP	Y C	HANNE	L PARAMETERS	
Copy Interface Parameters ?	-			Copy Strings ?	-
Source Channel:				Source Channels:	
Destination Channels:		to	• •	Destination Channels:	to
Copy Session Parameters ?					
Source Channel:					
Destination Channels:		to	• •		
Reset ?	У				
Channels:	2	to	2		
Accept:	ý				
ctrl≺a≻ - Log Off					
ctrl <x> - Main Menu ctrl<y< td=""><td>r&gt; - F</td><td>rev</td><td>ious 1</td><td>Menu ctrl<z> - Last Fi</z></td><td>.eld</td></y<></x>	r> - F	rev	ious 1	Menu ctrl <z> - Last Fi</z>	.eld
SYSTEM MSG: Enter 'Y' to acce	pt th	nis	scree	n, 'N' to reject it	

- 5. Within the RESET / COPY CHANNEL PARAMETERS screen;
  - a. Toggle the Reset parameter to Y and press the Enter key.
  - b. In the **Channels** field, enter the range of channels you want to update. For example, 0 to 3.
  - c. Set the Accept field to Y and press the Enter key.

Hint You can also use this screen to copy channel session and string parameters from one channel to another.

- 6. Press the Ctrl and X keys simultaneously to return to the main menu.
- 7. In the main menu, select option1, Configuration.

The CONFIGURATION menu is now displayed.

- In the CONFIGURATION menu, select option 2, Internet Protocol Configuration The INTERNET PROTOCOL CONFIGURATION menu is now displayed.
- 9. In the INTERNET PROTOCOL CONFIGURATION menu, select option 1, **System Internet Parameters** and press the **Enter** key.

The INTERNET PARAMETERS screen is now displayed.





Node: NoName	INTERNET PARA	Thu Ol METERS	l Jan 1970 00:11		
Global BTP Status:	Rnahled	Default Gateway:	0 0 0 0		
		Deridato odocady.			
ARP Retries:	1				
IP Checksum:	Enabled	IP Options:	Enabled		
IP Default TTL:	15	IP Priority Ratio:	24		
TCP Checksum:	Enabled	TCP Options:	Enabled		
TCP Max Rexmt Timeout:	20	TCP Retry Count:	5		
TCP Keep Alive Timer:	1	TCP Keep Alive Interv	val: 1		
TCP Keep Alive Count:	2	TCP Set Push Flag:	Disabled		
Telnet Protocol Base No:	1000	Transparent Protocol	Base No: 2000		
Console Protocol Port No	: 23				
	Accept: ø				
ctrl≺a≻ - Log Off					
ctrl <x> - Main Menu ct</x>	rl <y> - Previou</y>	s Menu ctrl <z> - Las</z>	t Field		
SYSTEM MSG: Enter 'Y' to accept this screen, 'N' to reject it					

10.Within the INTERNET PARAMETERS screen,

- a. Set the TCP keep alive timer field to 1.
- b. Set the Accept field to Y and press the Enter key.

11. Press the Ctrl and A keys simultaneously to log off.

The configuration of terminal server ports is now complete.





#### Adding ports to the config.tp file

Introduction	TruePort administrative files and utilities are installed in the /etc/trueport directory.
	Note The standard installation installs 64 minor node devices (ports), however you must enable these ports before they can be used. Each installed TTY is assigned a name by the operating system, this will be in the range 0-63 if you have no previous multi-port serial installation. You may link these
	The standard installation creates the following device nodes:
	/dev/term/0 /dev/term/1 /dev/term/2 and so forth up to /dev/term/63
	and
	/dev/cua/0 /dev/cua/1 /dev/cua/2 and so forth up to /dev/cua/63
	To enable a range of ports, we have provided a script called <b>addports</b> that starts the TruePort service. This assumes you have added configured ports on your terminal server starting at TCP/IP port number 10000.
	The <b>addports</b> script allows you to add a range of ports to the <b>config.tp</b> file and run them without having to use the tpdadm utility ( <b>page 112</b> ). You can invoke <b>addports</b> after system installation.
Using addports	To use the addports script proceed as follows;
	<ul> <li>At the command prompt, type addports m n Where;</li> </ul>
	<ul> <li>m is the first port device/device/terminal to add starting at 0.</li> <li>n is the last port device/device/terminal to add.</li> <li>for example, to add ports 0 to 15 to the config.tp you type addports 0 15.</li> </ul>
	Once the ports have been enabled, you may use them as standard UNIX serial TTY's.
	Once the software is installed and configured you can add login sessions using the admintool utility see Adding logins to serial ports using Admintool on page 56 in for details.





#### Installing TruePort under AIX

This section tells you how to install TruePort under the AIX operating system and includes the following;

- General setup procedure on page 31
- Installing TruePort on your system on page 32
- Working with more than 512 ports on page 33
- Configuring your terminal server to use TruePort on page 34
- Configuring your JETSTREAM terminal server to use TruePort on page 37
- Adding logins on page 64
- · Enabling and disabling logins on page 64
- Listing the terminal servers on your system on page 66
- Removing terminal servers on page 67

Once you have completed basic installation you can perform further operations using TruePort. See **Using TruePort** on page **54** for details.

#### Note

The AIX serial TTY administration system is built into AIX, the user has no control over the tty names generated. All the ports will be numbered from the next available device number. In general if there are no other defined serial ports in the system, the TTY's will be created starting from **tty0**.

You can generate a list of available TTY's using the smit tty menu. See Listing the terminal servers on your system on page 66.





#### General setup procedure

To install and setup the TruePort software on your system, proceed as follows;

1. Install TruePort onto your system using the procedure described in Installing TruePort on your system on page 32.

#### Note

While this version of TruePort supports up to 1024 TruePort ports between 2 daemons, the initial installation will only handle 512 ports with 1 daemon.

TruePort AIX version 4.1.0 runs the network connection for up to 512 TruePort ports in a single process. If you require more than 512 TruePort ports, you need to start a second process.

See Working with more than 512 ports on page 33.

 Configure your terminal server to use the TruePort software using the procedure described in Configuring your JETSTREAM terminal server to use TruePort on page 37.

You can now use your TruePort software. For details of further options following initial setup and installation, see **Using TruePort** on page **54**.





#### Installing TruePort on your system

To install the TruePort device drivers on your system proceed as follows;

- 1. login to your system as super user.
- 2. Copy the supplied installable files onto the filesystem of the host computer, we recommend /tmp.

You now need to create a drivers disk, to do this;

- At the command prompt, copy the TruePort package file to a blank floppy disk by typing # dd if=/tmp/tpaix300.img of=/dev/fd0 bs=64k and pressing the Enter key.
- 4. At the command prompt, type **# installp -acX all** and press the **Enter** key to Install the software.

The TruePort administrative files and utilities are now installed in the */etc/trueport* directory and the device drivers will be loaded.

Note

You do not need to reboot at this point.





#### Working with more than 512 ports

While this version of TruePort supports up to 1024 TruePort ports between 2 daemons, the initial installation will only handle 512 ports with 1 daemon.

TruePort AIX version 4.1.0 runs the network connection for up to 512 TruePort ports in a single process. If more than a total of 512 TruePort ports are required, a second process must be started.

#### Note

The TruePort daemon(s) can therefore become very large when the maximum number of ports is configured. Consider increasing the system swap space partition if you don't have enough physical memory to keep the process memory resident.

To enable the second daemon (and second set of 512 ports):

1. At the command prompt, enter the following:

```
# mkitab -i tpd "tpd2:2:respawn:/etc/trueport/tpd -2nd
-config /etc/trueport/config.tp"
```

Note

This line has been wrapped and the command must be entered as one line.





#### Configuring your terminal server to use TruePort

Once you have installed the TruePort device drivers and utilities in the /etc/trueport directory (see page 32) you need to configure TruePort using the smit configuration utility (for general details of the smit configuration utility, refer to your AIX user documentation). To do this;

Hint

To list the terminal servers on your system, see Listing the terminal servers on your system on page 66.

1. At the command prompt, type **# smit -C trueport** and press the **Enter** key.

The Perle TruePort menu is now displayed:

Perle TruePort

Move cursor to desired item and press Enter.

List all Tru Manage Termi Manage TTY I Manage Print Delete all 1	e <mark>Port TTY and Printer</mark> nal Servers Jevices :er Devices 'ruePort Devices	devices	
F1=Help	F2=Refresh	F3=Cancel	F8=Image
F9=Shell	F10=Exit	Enter=Do	

Adding a terminal<br/>server2. Within the Perle TruePort menu, select Manage Terminal servers and press Enter.The Manage Terminal Servers menu screen is now displayed.

#### Manage Terminal Servers

Move cursor to desired item and press Enter.

#### List all Terminal Servers

Add Terminal Server Remove Terminal Server

F	1=	Help	
F	9=	Shell	

F2=Refresh F10=Exit F3=Cancel Enter=Do F8=Image

3. Within the Manage Terminal Servers menu, select **Add Terminal Server** and press the **Enter** key.





#### The Add Terminal Server screen is now displayed.

Add Terminal Server

Type or select values in entry fields. Press Enter AFTER making all desired changes.

			[Entry Fields]	
* Hostname or	IP address	E	Jetstream1	
* Number of po	rts	Ľ	6]	#
Base TCP/IP	port number	L1	[0000]	+#
Keep alive t	imeout (seconds)	E3	30]	+#
Enable login	s now ?	Ε١	[Yes]	
F1=Help	F2=Refresh	F3=Cancel	F4=List	
F5=Reset	F6=Command	F7=Edit	F8=Image	
F9=Shell	F10=Exit	Enter=Do	0	

4. Within the Add Terminal Server screen, use the **Entry Fields** to select or enter the values you want for each of the parameters listed in the next table;

Parameter	Action required
Hostname or IP address	Specify the name (or IP address) of the terminal server you wish to add.
Number of ports	Enter the number of ports you require.
Base TCP/IP port number	Enter the starting TCP/IP port number you require for the first port.
Keep alive timeout (seconds)	Selects how often to probe the port to make sure the port is still connected to the network. This is set to 30 by default and normally does not need setting by the user.
Enable logins now?	Enable the logins on all ports you have created. Default value YES. If you leave the "Enable logins now?" field as "YES" the port devices will be created and enabled for login.

A block of tty port devices is now added to the AIX system. Once a terminal server has been added you can add further terminal servers, list terminal servers or delete terminal servers.

5. Repeat steps 2. to 4. of this procedure until you have added all the terminal servers you require.





6. Edit the /etc/trueport/config.tp file to change the IP address to NONE for all entries. as shown in the next example.

Before editing:

After editing:	/dev/tpm0 /dev/tpm1 /dev/tpm2	192.168.2.1 192.168.2.1 192.168.2.1	10001 10002 10003	3 ( 3 ( 3 (	0 0 0	none none none
	/dev/tpm0	NONE	10001	3(	D	none
	/dev/tpm1	NONE	10002	3(	0	none
	/dev/tpm2	NONE	10003	3(	0	none

7. Restart the Trueport daemon, by killing the tpd process. You do this by sending it a SIGHUP for example:

```
# cd /etc/trueport
# kill -HUP `cat tpd.pid`
```

This will respawn the daemon and intialize the changes made to the config.tp file. If you are running a second daemon, then also send a SIGHUP to that process by typing:

# kill -HUP `cat tpd.2nd.pid`




# Configuring your JETSTREAM terminal server to use TruePort

Before your system can use the TruePort software you have installed, you need to configure your terminal server (for example, a Perle JETSTREAM 8500).

#### Note

All versions of the JETSTREAM 8500, 4000 and LANSTREAM 2000 software support TruePort operation. However, the JETSTREAM 6x series software version must be 4.03 or greater.

To configure your terminal server to use TruePort proceed as shown in the following example. The example shows you how to configure a JETSTREAM 8500 (called **testjs2** in this instance) to use TruePort software on a host server (called **aixserver**);

1. At the command prompt, type \$ telnet testjs2 and press the Enter key.

The following messages are now displayed

Trying... Connected to testjs2.perle.com. Escape character is '^]'.

Telnet connect to JETSTREAM testjs2

Perle JETSTREAM 8500 version 2.2.7

Login:

2. At the Login prompt, type admin and press the Enter key.

The following prompt is now displayed;

### Password:

3. At the **Password** prompt, enter your password and press the **Enter** key.

#### Note

The next stage is illustrated using an example which shows how to configure 4 ports on a JETSTREAM 8500 terminal server. This will set the ports 1 to 4 to connect to the host sunserver without user intervention.

Configuring the terminal server ports

- 4. Add the host you want to the terminal server using the add host command as shown in the following example;
  - a. At the command prompt, type the following;
  - b. add host aixserver 192.152.247.61
  - c. Press the Enter key.





You can now Configure the terminal server ports.

- 5. At the command prompt, do the following:
  - a. Type set line 1 service silent raw aixserver 10000 and press the Enter key.
  - b. Type set line 2 service silent raw aixserver 10001 and press the Enter key.
  - c. Type set line 3 service silent raw aixserver 10002 and press the Enter key.
  - d. Type set line 4 service silent raw aixserver 10003 and press the Enter key.
- 6. At the command prompt, type save and press the Enter key.
- 7. At the command prompt, type logout and press the Enter key.

The following message is now displayed

### Connection closed by foreign host.

The configuration of terminal server ports is now complete.

You can now perform other system management tasks using TruePort as required. See **Installing TruePort under AIX** on page 30 and **Using TruePort under AIX** on page 63.





# Installing TruePort under Windows 2000

This section tells you how to install TruePort under the Windows 2000 operating system and includes the following;

- General setup procedure on page 40
- Configuring your JETSTREAM terminal server to use TruePort on page 41
- Configuring your LINKSTREAM terminal server to use TruePort on page 43
- Installing TruePort on your system on page 50

Once you have completed basic installation you can perform further operations using TruePort. See **Using TruePort under Windows 2000** on page **69** for details.





# General setup procedure

To install and setup the TruePort software on your system proceed as follows;

- Configure your terminal server to use the TruePort software. For JETSTREAM terminal servers see Configuring your JETSTREAM terminal server to use TruePort on page 41. For LINKSTREAM see Configuring your LINKSTREAM terminal server to use TruePort on page 43.
- Install the TruePort software onto your system. See Installing TruePort on your system on page 50.

# Note

We recommend using the default TruePort settings for each terminal server on your network and their associated serial ports. If you wish to change these settings see Using TruePort under Windows 2000 on page 69.

### Note

To remove ports or devices, see **Removing ports or devices** on page **76**.





# Configuring your JETSTREAM terminal server to use TruePort

Before your system can use the TruePort software (when installed), you need to configure your terminal server. This section describes how to configure a Perle JETSTREAM, To configure a LINKSTREAM see Configuring your LINKSTREAM terminal server to use TruePort on page 43.

#### Note

All versions of the JETSTREAM 8500, 4000 and LANSTREAM 2000 software support TruePort operation. However, the JETSTREAM 6x series software version must be 4.03 or greater.

To configure your terminal server to use TruePort proceed as shown in the following example. The example shows you how to configure a JETSTREAM 8500 (called **testjs2** in this instance) to use TruePort software on a host server (called **w2kserver**);

1. At the command prompt, type \$ telnet testjs2 and press the Enter key.

The following messages are now displayed

Trying... Connected to testjs2.perle.com. Escape character is '^]'.

Telnet connect to JETSTREAM testjs2

Perle JETSTREAM 8500 version 2.2.7

Login:

2. At the Login prompt, type admin and press the Enter key.

The following prompt is now displayed;

### Password:

3. At the **Password** prompt, enter your password and press the **Enter** key.

### Note

The next stage is illustrated using an example which shows how to configure 4 ports on a JETSTREAM 8500 terminal server. This will set the ports 1 to 4 to connect to the host sunserver without user intervention.

Configuring the terminal server ports

- 4. Add the host you want to the terminal server using the add host command as shown in the following example;
  - a. At the command prompt, type the following;
  - b. add host w2kserver 192.152.247.61





c. Press the Enter key.

You can now Configure the terminal server ports.

- 5. At the command prompt, do the following:
  - a. Type set line 1 service silent raw w2kserver 10000 and press the Enter key.
  - b. Type set line 2 service silent raw w2kserver 10001 and press the Enter key.
  - c. Type set line 3 service silent raw w2kserver 10002 and press the Enter key.
  - d. Type set line 4 service silent raw w2kserver 10003 and press the Enter key.
- 6. At the command prompt, type save and press the Enter key.
- 7. At the command prompt, type logout and press the Enter key.

The following message is now displayed

### Connection to host lost.

The configuration of terminal server ports is now complete.





# Configuring your LINKSTREAM terminal server to use TruePort

Before your system can use the TruePort software (when installed), you need to configure your terminal server. This section describes how to configure a Perle LINKSTREAM, To configure a JETSTREAM see Configuring your JETSTREAM terminal server to use TruePort on page 41.

To configure your terminal server to use TruePort proceed as shown in the following example. The example shows you how to configure a LINKSTREAM (called **testIs2** in this instance) to use TruePort software on a host server;

1. At the command prompt, type **\$ telnet testis2** and press the **Enter** key.

A series of messages are now displayed ending with a the prompts shown in the next picture.

# User Identity:

### Password:

- 2. At the User Identity prompt, type Manager and press the Enter key.
- 3. At the Password prompt, enter your password and press the Enter key.

Note The default password is ".....".

The Main Menu is now displayed.

Node: NoName		Thu 01 Jan 1970 00:03
	Main Menu =======	
1. Configuration		
2. Statistics		
Select Screen:		
ctrl≺a≻ - Log Off		
SYSTEM MSG: Enter option	n number	

4. In the Main Menu use the **Select Screen** field to select option **1**, **Configuration** and press the **Enter** key.

The CONFIGURATION menu is now displayed.





- In the CONFIGURATION menu, select option 5, Channel Configuration. The CHANNEL CONFIGURATION menu is now displayed.
- 6. In the CHANNEL CONFIGURATION menu, select option 2, Channel Session Parameters.

The CONFIGURE SESSION PARAMETERS screen is now displayed.

Node: NoName Thu 01 Jan 1970 00:08
CONFIGURE SESSION PARAMETERS Channel Nr: 2 Telnet Transparent
Internet Address: 192.65.146.100 Protocol Port Numbers: 1002 2002
Access: PVC-Master Session Mode: Transparent Default Port: 23
Maximum Sessions: 1 Idle Timeout: 0 TCP Window Size: 1024
AutoCall Destination: 192.65.144.23 10000 Preferred Destination: None
Data Transfer Mode Parameters:
Terminal Type : unknown
Session Echo Mode : Telnet Remote
Accept: y
ctrl <a> - Log Off ctrl<x> - Main Menu ctrl<y> - Previous Menu ctrl<z> - Last Field</z></y></x></a>
SYSTEM MSG: Enter 'Y' to accept this screen, 'N' to reject it

7. In the CONFIGURE SESSION PARAMETERS screen, select the channel you want to set up and press the **Enter** key.

The CONFIGURE SESSION PARAMETERS screen is now updated with the current settings for the selected channel.

8. Within the CONFIGURE SESSION PARAMETERS screen, set the parameters shown in the next table.





Parameter	Set to
Access	PVC-Master
Session mode	Transparent
Maximum sessions	1
AutoCall Destination	192.65.144.23       10000         Host ip address

# Hint

Use the **up arrow**, **down arrow**, **left** and **right** arrow keys to move the cursor around the screen.

To change the setting s for a field, highlight the current value, then hold down the **shift** key and use the < and > keys to toggle the field to the value you require.

9. At the **Accept** prompt, type **Y** and press the **Enter** key to accept the values you have entered.

The CONFIGURE SESSION PARAMETERS screen is now updated.

- 10.In the CONFIGURE SESSION PARAMETERS screen, press the **CrtI** and **Y** keys simultaneously to return to the **CHANNEL CONFIGURATION** menu.
- 11. In the CHANNEL CONFIGURATION menu, select option **3** Channel Strings Configuration.

The CHANNEL STRINGS CONFIGURATION screen is now displayed.





Node: NoName	Thu 01 Jan 1970 00:09
CHANNEL STRINGS CONFIGURATION	I String Space: 1854
Channel Nr.: 2	Channel Name: CHAN_02
Welcome String Status: User Defined Text: None	
Command Line Prompt Status: User Defined Text: none	
Active Session Messages Status: Disabled	Errors: Enabled
Connect: None Disconnect: None	
Passive Session Messages Status: Disabled Connect: None	
Disconnect: None	
Accept: y	
ctrl <x> - Mog 611 ctrl<x> - Main Menu ctrl<y> - Previous Menu ctr</y></x></x>	:l≺z> - Last Field
SYSTEM MSG: Enter 'Y' to accept this screen, 'N' to r	eject it

12.In the CHANNEL STRINGS CONFIGURATION screen, set the **Channel Nr** field to the channel number you are working on and press the **Enter** key.

The CHANNEL STRINGS CONFIGURATION screen is now updated to show the values for the selected channel.

13.In the CHANNEL STRINGS CONFIGURATION screen, toggle the parameters detailed in the next table to the values indicated.





Parameter	Set to
Welcome string Status	User defined
Welcome string Text	None
Command Line Prompt Status	User defined
Command Line Prompt Text	None
Active Session Messages Status	Disabled
Passive Session messages Status	Disabled

# Hint

Use the **up**, **down**, **left** and **right** arrow keys to move the cursor around the screen. To change the setting s for a field, highlight the current value, then hold down the **shift** key and use the < and > keys to toggle the field to the value you require.

14.In the Accept field, type Y and press the Enter key to accept your changes.

15.Repeat steps 12. to 14. of this procedure for each channel you want to set up.

Note

The port number of the host should be unique for each port.

16.In the CONFIGURE SESSION PARAMETERS screen, press the **Ctrl** and **Y** keys simultaneously to return to the **CHANNEL CONFIGURATION** menu.

# Note

If your system is fitted with a Wyse 60 terminal you need to do the following;

- 1. In the CONFIGURATION MENU select option 5, **Channel Configuration** to display the CHANNEL CONFIGURATION MENU.
- 2. In the CHANNEL CONFIGURATION MENU, select option 1, Channel Interface parameters to display the CHANNEL INTERFACE PARAMETERS window.
- 3. In the CHANNEL INTERFACE PARAMETERS window,
  - a. Select the **Channel Nr** (channel number) you want and then set the **DCD Control** parameter to **High**.
  - b. Set accept to Y and press the Enter key to accept your changes.
  - c. Press the **CTRL** and **Y** keys simultaneously to return to the CHANNEL CONFIGURATION MENU.
- In the CHANNEL CONFIGURATION MENU, select option 4, Reset / Copy Channel Parameters and press the Enter key.





The RESET / COPY CHANNEL PARAMETERS screen is now displayed as shown in the next picture.

Node: NoName				Thu Ol Jan	1970 00:10
RESE ====	T/COP	Y C	HANNE	L PARAMETERS	
Copy Interface Parameters ?	-			Copy Strings ?	-
Source Channel:				Source Channels:	
Destination Channels:		to	• •	Destination Channels:	to
Copy Session Parameters ?					
Source Channel:					
Destination Channels:		to	• •		
Reset ?	У				
Channels:	2	to	2		
Accept:	ý				
ctrl≺a≻ - Log Off					
ctrl <x> - Main Menu ctrl<y< td=""><td>r&gt; - F</td><td>rev</td><td>ious 1</td><td>Menu ctrl<z> - Last Fi</z></td><td>.eld</td></y<></x>	r> - F	rev	ious 1	Menu ctrl <z> - Last Fi</z>	.eld
SYSTEM MSG: Enter 'Y' to acce	pt th	nis	scree	n, 'N' to reject it	

- 5. Within the RESET / COPY CHANNEL PARAMETERS screen;
  - a. Toggle the Reset parameter to Y and press the Enter key.
  - b. In the **Channels** field, enter the range of channels you want to update. For example, 0 to 3.
  - c. Set the Accept field to Y and press the Enter key.

Hint You can also use this screen to copy channel session and string parameters from one channel to another.

- 6. Press the Ctrl and X keys simultaneously to return to the main menu.
- 7. In the main menu, select option1, Configuration.

The CONFIGURATION menu is now displayed.

- In the CONFIGURATION menu, select option 2, Internet Protocol Configuration The INTERNET PROTOCOL CONFIGURATION menu is now displayed.
- 9. In the INTERNET PROTOCOL CONFIGURATION menu, select option 1, **System Internet Parameters** and press the **Enter** key.

The INTERNET PARAMETERS screen is now displayed.





Node: NoName	INTERNET PARA	Thu C	)1 Jan 1970 00:11
Global RIP Status:	Enabled	Default Gateway:	0.0.0.0
ARP Retries:	1		
IP Checksum:	Enabled	IP Options:	Enabled
IP Default TTL:	15	IP Priority Ratio:	24
TCP Checksum:	Enabled	TCP Options:	Enabled
TCP Max Rexmt Timeout:	20	TCP Retry Count:	5
TCP Keep Alive Timer:	1	TCP Keep Alive Inter	val: 1
TCP Keep Alive Count:	2	TCP Set Push Flag:	Disabled
Telnet Protocol Base No:	1000	Transparent Protocol	. Base No: 2000
Console Protocol Port No	: 23		
	-		
	Accept: w	-	
ctrl≺a≻ - Log Off			
ctrl <x> - Main Menu ct</x>	rl <y> - Previou</y>	as Menu – ctrl≺z≻ – La	ast Field
SYSTEM MSG: Enter 'Y' to	accept this scr	een, 'N' to reject it	

10.Within the INTERNET PARAMETERS screen,

- a. Set the TCP keep alive timer field to 1.
- b. Set the Accept field to Y and press the Enter key.

11. Press the Ctrl and A keys simultaneously to log off.

The configuration of terminal server ports is now complete.





# Installing TruePort on your system

To install the TruePort software on your system proceed as follows;

 In the Windows desktop, click on the Start button and select Settings > Control Panel The control panel window is now displayed.



2. In the control panel window, double click on the System icon.

The System Properties tabbed window is now displayed.



The System Properties tabbed window is now displayed.

3. In the System Properties tabbed window, click on the Hardware tab.







- In the hardware page now displayed, click on the Hardware Wizard button. The Add/Remove Hardware Wizard is now displayed.
- 5. Using the instructions given in the next table, use the Add/Remove Hardware Wizard to perform the TruePort software installation.

In this Wizard page	Do the following		
Add/Remove Hardware Wizard Choose a Hardware Task Which hardware task do you we	<ol> <li>In the Add/Remove Hardware Wizard, select Add/Troubleshoot a device and press the Next &gt; button.</li> <li>The Choose a Hardware Device page is now displayed.</li> </ol>		
Add/Remove Hardware Wizard Choose a Hardware Device Which hardware device do	<ol> <li>In the Choose a Hardware Device page, scroll up the list of devices and click on Add a new device, then click on the Next &gt; button.</li> </ol>		
	displayed.		
Add/Remove Hardware Wizard Find New Hardware Windows can also detect hardware "	<ol> <li>In the Find New Hardware page, select No, I want to select the hardware from a list and click on the Next &gt; button.</li> </ol>		
	The Hardware Type page is now displayed.		
Add/Remove Hardware Wizard Hardware Type What type of hardware do you want to	<ol> <li>In the Hardware Type page, select Mutli- port serial adaptors and click on the Next &gt; button.</li> </ol>		





In this Wizard page		Do the following		
Add/Remove Hardware Wizard		The Select a Device Driver page is now displayed.		
Which driver do you want to insta	5.	In the Select a Device Driver page click on the Have Disk button.		
Select the manufacturer and i have a disk that contains the c		A message window is now displayed which prompts you for the driver and location you want to use.		
Models: Generic Terminal Server JetStream 4000 JetStream 8500	6.	In the message window, enter or select the server you want for example, Jetstream 8500. If the required server type is not shown, select the <b>Generic Terminal Server</b> option.		
		settings and close the window.		
		The <b>Select a Device Driver page</b> is now updated to show the new server you have selected.		
	7.	In the <b>Select a Device Driver page,</b> select the Terminal server you want , then click on the <b>Next</b> > button.		
		The Start Hardware Installation page is now displayed.		
Add/Remove Hardware Wizard	8.	In the Start Hardware Installation page, click on the <b>Next &gt;</b> button to accept your choice.		
Start Hardware Installation Windows is ready to install driver		If the version of TruePort you are installing has not been tested by Microsoft, a digital signature not found window is now displayed as shown in the next picture.		







 In the Digital Signature Not Found window, click on the Yes button to continue. A completion message page is now displayed as shown in the next picture.



10.In the completion message page, click on the **Finish** button to complete the new configuration.

After the you have finished adding cards to the system all connected port devices will now be detected. Windows 2000 will try to install the latest driver for the ports from its database or will prompt you for one if one cannot be found.





# Using TruePort

The procedure for using TruePort or depends on the operating system you are using. See the sections listed below for details.

- Using TruePort under Solaris on page 55
- Using TruePort under AIX on page 63.
- Using TruePort under Windows 2000 on page 69

For information on installing TruePort, see Installing TruePort on page 17.





# Using TruePort under Solaris

General procedure for using TruePort

The general procedure for using the TruePort is as follows;

- 1. Install the TruePort software on your UNIX server. See Installing TruePort on page 17.
- 2. If required add logins to any serial ports you require. See Adding logins to serial ports using Admintool on page 56.
- 3. If required, remove any terminals from the specified ports on the remote access server (for example, a Perle JETSTREAM). See **Removing terminals using Admintool** on page 60.
- 4. Repeat steps 1. to 3. as needed to manage the terminals on your network.





# Adding logins to serial ports using Admintool

You can add a login on a serial port, using the Solaris admintool. To this proceed as follows;

Note The following example assumes you are using the Sun graphical user interface.

1. In the Solaris desktop, single click on the **Application Manager** toolbar icon shown in the next picture.



The Application Manager window is now displayed.



 In the Application Manager window, double click on the System\_Admin folder. The System\_Admin window is now displayed.



3. In the System\_Admin window, double click on the Admintool icon.





The main Admintool window is now displayed as shown in the next picture.

<mark>EAdmintool: Users</mark> File <u>E</u> dit <u>Brov</u>	vse		_   _   × <u>H</u> elp
User Name	User ID	Comment	
adm	4	Admin	4
bin	2		
daemon	1		
jong	1029		
listen	37	Network Admin	
lp	71	Line Printer Admin	
noaccess	60002	No Access User	
nobody	60001	Nobody	
nobody4	65534	SunOS 4.× Nobody	
nuucp	9	uucp Admin	
root	0	Super-User	
smtp	0	Mail Daemon User	
swooff	1001		
			Host: daedelus

4. In the Admintool menu, click on **Browse > Serial Ports**.

The Serial Ports window is now displayed.

🖁 Adm	intool: Serial Ports		
File	<u>E</u> dit <u>B</u> rowse		<u>H</u> elp
Port	Port Monitor	Service Tag	Comment
а	zsmon	ttya	
b	zsmon	ttyb	
0	ttymon0	0	<pre>&lt; port service disabled &gt;</pre>
1	ttymon0	1	/dev/term/1
2	ttymon0	tty2	
3	++.ymon0	3 📉	/dev/term/
T.		4	<pre>&lt; port s</pre>

5. In the Serial Ports window, double click on the serial port you want to modify. Alternatively, click on the port to highlight it, then in the Serial Ports menu click on **Edit > Modify**.

The Modify Serial Port window is now displayed.





6. In the Modify Serial Port window, display basic information only by clicking on the **Basic** button in the **Detail** field.

👬 Admintool: Mod	ify Serial Port			×
Template:	Terminal - Hardwired	F	Detail: 🔷 Basic	💠 More 🛛 💠 Expert
Port:	1 T Service Enable	Baı Termin	ud Rate: 9600 🖃	
ОК	Apply	Reset	Cancel	Help

7. In the Modify Serial Port window, click on the **Template** selector and choose the type of device you want to connect to the currently selected serial port. For example, to attach a terminal to the serial port, select **Terminal-Hardwired**.

Hint
For details of the parameters in this field click on the help button to invoke the Solaris
on-line help about this window.

- 8. In the Modify Serial Port window, click in the **Service Enable** checkbox (displaying a tick) to enable the currently selected serial port.
- 9. In the Modify Serial Port window, click on the **Baud Rate** selector and choose the Baud rate you want. For example, 9600.
- 10.In the Terminal Type field, enter the terminal type you want.

### Note

The terminal type you enter must be a valid terminal type as defined by the **termcap** file. See the Solaris user documentation or online help for further details.

11. In the Modify Serial Port window, click on the OK

The currently selected serial port now has a terminal session enabled at the specified baud rate, even parity, 7 data bits and 1 stop bit. The Serial Ports window is now updated to show this as shown in the next picture.





Admintool:	Serial Ports		
<u>File E</u> dit	Browse		<u>H</u> elp
Port	Port Monitor	Service Tag	Comment
a	zsmon	ttya	4
b	zsmon	ttyb	
0	ttymon0	0	<pre>&lt; port service disabled &gt;</pre>
1	ttymon0	1	/dev/term/1
2	ttymon0	tty2	<pre>&lt; port service disabled &gt;</pre>
3	ttymon0	3	/dev/term/3
4	ttymon0	4	<pre>&lt; port service disabled &gt;</pre>
5	ttymon0	5	<pre>&lt; port service disabled &gt;</pre>
6	ttymon0	6	<pre>&lt; port service disabled &gt;</pre>
7	ttymon0	7	<pre>&lt; port service disabled &gt;</pre>
8	ttymon0	8	<pre>&lt; port service disabled &gt;</pre>
9	ttymon0	9	<pre>&lt; port service disabled &gt;</pre>
10	ttymon0	10	<pre>&lt; port service disabled &gt;</pre>
,			Host: daedelus

12. Repeat steps 5. to 11. until you have configured all the TruePort serial ports you require.





# Removing terminals using Admintool

To remove any TruePort serial ports configured as terminals proceed as follows;

1. In the Solaris desktop, single click on the **Application Manager** toolbar icon shown in the next picture.



The Application Manager window is now displayed.



 In the Application Manager window, double click on the System\_Admin folder. The System\_Admin window is now displayed.



In the System\_Admin window, double click on the Admintool icon.
 The main Admintool window is now displayed as shown in the next picture.





Admintool:	Users		_ <b>_</b> ×
<u>File E</u> dit	Browse		<u>H</u> elp
User Name	User ID	Comment	
adm	4	Admin	4
bin	2		
daemon	1		
jong	1029		
listen 37		Network Admin	
lp	71	Line Printer Admin	
noaccess	60002	No Access User	
nobody	60001	Nobody	
nobody4	65534	SunOS 4.× Nobody	
nuucp	9	uucp Admin	
root	0	Super-User	
smtp	0	Mail Daemon User	
swooff	1001		V
			Host: daedelus

4. In the Admintool menu, click on **Browse > Serial Ports** 

The Admintool window is now updated to show the serial ports available on the system as shown in the next picture.

📲 Admintool: Serial Ports						
File	<u>E</u> dit <u>B</u> rowse		<u>H</u> elp			
Port	Port Monitor	Service Tag	Comment			
а	zsmon	ttya				
b	zsmon	ttyb				
0	ttymon0	0	<pre>&lt; port service disabled &gt;</pre>			
1	ttymon0	1	/dev/term/1			
2	ttymon0	tty2				
3	++.ymon0	3 👝	/dev/term/			
· · ·		4	<pre>&lt; port s </pre>			

- 5. In the Admintool window, single click on the terminal you want to remove to highlight it.
- 6. In the Admintool menu, click on Edit > Delete.

The terminal entry for the serial port is now deleted and the Admintool window updated.





Admintool	: Serial Ports		
<u>File E</u> dit	Browse		<u>H</u> elp
Port	Port Monitor	Service Tag	Comment
a	zsmon	ttya	[4
b	zsmon	ttyb	
0		<pre>&lt; no service &gt;</pre>	
1		<pre>&lt; no service &gt;</pre>	
2		<pre>&lt; no service &gt;</pre>	
3		<pre>&lt; no service &gt;</pre>	
4	ttymon0	4	<pre>&lt; port service disabled &gt;</pre>
5	ttymon0	5	<pre>&lt; port service disabled &gt;</pre>
6	ttymon0	6	<pre>&lt; port service disabled &gt;</pre>
7	ttymon0	7	<pre>&lt; port service disabled &gt;</pre>
8	ttymon0	8	<pre>&lt; port service disabled &gt;</pre>
9	ttymon0	9	<pre>&lt; port service disabled &gt;</pre>
10	ttymon0	10	<pre>&lt; port service disabled &gt;</pre>
10	ttymon0	10	<pre>&lt; port service disabled &gt; Host: daedel</pre>

7. Repeat steps 5. to 6. until you have removed all the TruePort terminal entries you require.





# Using TruePort under AIX

# General procedure for using TruePort

The general procedure for using the TruePort is as follows;

- 1. Install the TruePort software on your UNIX server. See Installing TruePort under AIX on page 30.
- 2. Add logins to any serial ports you as required. See Adding logins on page 64.
- 3. If required, remove any terminals from the specified ports on the remote access server (for example, a Perle JETSTREAM). See Removing terminal servers on page 67.
- 4. Enable or disable any logins as needed using the procedures in **Enabling and disabling logins** on page **64**.

Hint To list all TruePort TTY and printer devices on your system, see ListingTruePort TTY and printer devices on page 65. To list the terminal servers on your system, see Listing the terminal servers on your system on page 66. To delete all TruePort devices from your system see Deleting the TruePort devices on your system on page 68.

5. Repeat steps **1**. to **4**. of this procedure as needed to manage the terminals on your network.





# Adding logins

When using TruePort under the AIX operating system, logins are automatically enabled by default when you add a terminal server. See **Configuring your terminal server to use TruePort** on page **34**.

### Hint

To list all of the TTY's created and their TruePort attributes (terminal server name or address / port number) see Listing the terminal servers on your system on page 66.

### Note

The AIX serial TTY administration system is built into AIX, the user has no control over the tty names generated. All the ports will be numbered from the next available device number. In general if there are no other defined serial ports in the system, the TTY's will be created starting from **tty0**.

You can generate a list of available TTY's using the smit tty menu. See Listing the terminal servers on your system on page 66.

Enabling and disabling logins

Once you have created tty ports, you can enable or disable individual tty ports using the standard AIX tty administration smit menus. See your AIX user documentation for details.





F8=Image

# ListingTruePort TTY and printer devices

To list all TruePort TTY and printer devices and show which Terminal Server and TCP/IP port they are associated with proceed as follows:

1. At the command prompt, type **# smit -C trueport** and press the Enter key.

The Perle TruePort menu is now displayed;

	Perle	TruePort				
Move cursor to desired item and press Enter.						
List all TruePort ITY and Printer devices Manage Terminal Servers Manage TTY Devices Manage Printer Devices Delete all TruePort Devices						
F1=Help F9=Shell	F2=Refresh F10=Exit	F3=Cancel Enter=Do				

2. Within the Perle TruePort menu, select List all TruePort TTY and Printer devices and press Enter.

A screen is now displayed listing all the TruePort TTY and printer devices on your system.





### Listing the terminal servers on your system

To list the terminal servers on your system proceed as follows;

1. At the command prompt, type # smit -C trueport and press the Enter key.

The Perle TruePort menu is now displayed;

Perle TruePort

Move cursor to desired item and press Enter.

List all TruePort TTY and Printer devices
Manage Terminal Servers
Manage TTY Devices
Manage Printer Devices
Delete all TruePort Devices

F1=Help F9=Shell F2=Refresh F10=Exit F3=Cancel Enter=Do F8=Image

Adding a terminal2. Within the Perle TruePort menu, select Manage Terminal servers and press the Enterserverkey.

The Manage Terminal Servers menu screen is now displayed.

Manage Terminal Servers

Move cursor to desired item and press Enter.

# List all Terminal Servers

Add Terminal Server Remove Terminal Server

F1=Help	F2=Refresh	F3=Cancel	F8=Iı
F9=Shell	F10=Exit	Enter=Do	

3. Within the Manage Terminal Servers menu, select List all Terminal Servers and press the Enter key.

A screen showing a list of terminal servers is now displayed.





# Removing terminal servers

To remove a terminal server from your system proceed as follows;

1. At the command prompt, type # smit -C trueport and press the Enter key.

The Perle TruePort menu is now displayed;

Perle TruePort Move cursor to desired item and press Enter. List all TruePort TTY and Printer devices Manage Terminal Servers Manage Try Devices Delete all TruePort Devices F1=Help F2=Refresh F3=Cancel

F10=Exit

F8=Image

2. Within the Perle TruePort menu, select **Manage Terminal servers** and press **Enter**.

Enter=Do

The Manage Terminal Servers menu screen is now displayed.

Manage Terminal Servers

Move cursor to desired item and press Enter.

### List all Terminal Servers

F9=Shell

Add Terminal Server Remove Terminal Server

F1=Help	F2=Refresh	F3=Cancel	F8=Image
F9=Shell	F10=Exit	Enter=Do	5

3. In the Manage Terminal Servers menu, select **Remove Terminal Server** and press **Enter**.

A screen showing a list of terminal servers is now displayed.

- 4. Within the list screen select the item you want to remove from the list and press **Enter**. A popup screen is now displayed asking you to confirm removal.
- 5. Within the popup, select yes and press the **Enter** key to remove the selected terminal server from the list.





F8=Image

# Deleting the TruePort devices on your system

To delete the all ports and terminal servers from your system proceed as follows;

To remove a terminal server from your system proceed as follows;

 At the command prompt, type # smit -C trueport and press the Enter key. The Perle TruePort menu is now displayed;

Perle TruePort Move cursor to desired item and press Enter. List all TruePort TTY and Printer devices Manage Terminal Servers Manage TTY Devices Manage Printer Devices Delete all TruePort Devices F1=Help F2=Refresh F3=Cancel F9=Shell F10=Exit Enter=Do

2. Within the Perle TruePort menu, select **Delete all TruePort Devices** and press the **Enter** key.

A popup screen is now displayed asking you to confirm deletion.

3. Within the popup, select yes and press the Enter key.

All TruePort devices are now deleted from your system and a screen showing a list of deleted devices is now displayed.





# Using TruePort under Windows 2000

# General procedure for using TruePort

The general procedure for using the TruePort is as follows;

- 1. Install the TruePort software on your server. See Installing TruePort under Windows 2000 on page 39.
- 2. If required add any serial ports you want to your terminal server. See Adding serial ports. on page 70.
- 3. Configure any serial ports you add using the procedure given in **Configuring serial ports** on page **73**.
- 4. Remove any terminals or devices from your network as required. See Removing ports or devices on page 76.
- 5. Repeat steps 2. to 4. as needed to manage the terminals on your network.





# Adding serial ports.

To add ports to a a terminal server within the TruePort software under Windows 2000, proceed as follows;

#### Note

Under normal conditions, we recommend using the default TruePort settings for each terminal server on your network. If you want to use settings other than the default, use the procedures defined in this section to proceed.

1. In the Windows 2000 desktop, click on the Start button and select Settings > Control Panel

The control panel window is now displayed.



2. In the Control Panel window, click on the **System** icon.

The System Properties tabbed window is now displayed.

 In the System Properties window, click on the Hardware tab. The hardware page is now displayed.





4. In the Hardware page, click on the **Device Manager** Button.

The Device Manager window is now displayed showing the terminal server(s) and their associated ports.



5. In the Device Manager window, double click on the terminal server to which you want to add ports.

The Properties tabbed window is now displayed.

JetStream 8500 Properties						
General Configuration Driver						
1	Name: IP Address: MAC Address:	JS8500 192.16 00-60-0	)_001 8.0.12 )9-C3-F2-66		V. Te	/eb Config Inet Config
- TrueF	TruePort Connection Mode Connection Mode: Automatic					
- TCP F	Port Settings Number of Port First TCP Port:	s:	24 10000 -			
Besto	Last TCP Port:		10023	-		About
					ок	Cancel

6. Within the **Properties** window, click on the **Configuration** tab. Then in the configuration page now displayed, set the fields and buttons shown in the next table as required;





Item	Description		
Web Config	Launches web based configuration software for your server if available (only possible if connection to terminal server has been made).		
Telnet Config	Launches telnet software for terminal server if available (only possible if connection to terminal server has been made).		
TruePort connection mode	Sets TruePort to either <b>Automatic</b> mode, <b>Full</b> mode or <b>Lite</b> mode.		
	Full mode allows complete device control and operates exactly like a directly connected serial port. See Chapter 2 Installing and using TruePort.		
	Lite mode is a data only mode and has no device control capabilities. See Chapter 3 Installing and using TruePort Lite. Automatic tries to use Full mode first,		
	otherwise it defaults to Lite mode.		
TCP ports settings Number of ports	Selects the number of ports you want to configure as serial ports on the terminal server.		
First TCP port	Sets first TCP port address, normally 10,000.		
Last TCP port	Sets the last TCP port address. Set to first TCP port plus the number of ports. Note if you set number of ports on first TCP port, last TCP port is set automatically.		

7. Within the **Properties** window, click on the Click on **OK** button to save and apply changes.




### Configuring serial ports

To configure TruePort serial ports under Windows 2000, proceed as follows;

 In the Windows 2000 desktop, click on the Start button and select Settings > Control Panel

The control panel window is now displayed.



- In the Control Panel window, click on the System icon.
   The System Properties tabbed window is now displayed.
- In the System Properties window, click on the Hardware tab. The hardware page is now displayed.
- In the Hardware page, click on the Device Manager Button.
   The Device Manager window is now displayed.







- 5. In the Device Manager window, click on the **Multiport serial adapters** icon to display the currently installed devices.
- 6. In the Device Manager window, double click on the serial port whose properties you want to view or change.

The device Properties tabbed window is now displayed.

7. In the device Properties window, click on the **Port Settings** tab to display the Port Settings page.





TruePort 9	Serial Port (COM3) Properties
General	Port Settings Driver
	Bits per second: 9600
	Data bits: 8
	Parity: None
	Stop bits: 1
	Flow control: None
	Advanced Restore Defaults
	OK Cancel

8. In the Port Settings page, set the **Port Number**, **Baud Rate** and other configuration parameters you require and then click on the **OK** button to save changes and close the window.

Note	
------	--

To change a port name, click on the **Advanced** button, then in the Advanced settings window now displayed select the port name you want.

The configuration process is now complete.





#### Removing ports or devices

To remove serial ports or terminal servers under Windows 2000, proceed as follows;

1. In the Windows 2000 desktop, click on the **Start** button and select **Settings > Control Panel** 

The control panel window is now displayed.

2. In the Control Panel window, click on the **System** icon.

The System Properties tabbed window is now displayed.

- 3. In the System Properties window, click on the Hardware tab.
- 4. In the Hardware page now displayed, click on the **Device Manager** Button.

The Device Manager window is now displayed.



5. Within the Device Manager window, highlight the serial port or terminal server you want to remove and press the **Delete** key.





# Chapter 3 Installing and using TruePort Lite

You need to read this chapter if you want to...

You need to read this chapter if you want to install or use TruePort Lite to manage terminals on your system.

This chapter provides information on how to install TruePort Lite, add and remove terminals from a terminal server. In addition, it includes information on how to enable a terminal for transparent printing as well as how to start a terminal without re-booting the network server.

This chapter includes the following sections;

- Installing TruePort Lite on page 78
- Using TruePort Lite on page 86

#### Note

The procedures in this manual assume you have made any physical hardware connections required. For further information refer to the user documentation supplied with your hardware.

#### Note

To install and use this product under Windows 2000, see Chapter 2 Installing and using TruePort.

To select Lite mode under Windows 2000, see Adding serial ports. on page 70 in Chapter 2 Installing and using TruePort.





# Installing TruePort Lite

The procedure for installing TruePort Lite depends on the operating system you are using. See the sections listed below for details.

- Installing TruePort Lite under NCR UNIX on page 79
- Installing TruePort Lite under Solaris on page 80
- Installing TruePort Lite under SCO OpenServer on page 80
- Installing TruePort Lite under AIX on page 81

For information on using TruePort Lite, see Using TruePort Lite on page 86.

#### Note

To install and use this product under Windows 2000, see Chapter 2 Installing and using TruePort.

To select Lite mode under Windows 2000, see Adding serial ports. on page 70 in Chapter 2 Installing and using TruePort.





# Installing TruePort Lite under NCR UNIX

To install TruePort Lite under NCR UNIX, proceed as follows;

1. Log in to the UNIX server as root user.

The UNIX prompt for login is now displayed

- 2. At the UNIX prompt, copy the supplied TruePort Lite package file **tpncr102.pkg** onto your system into the **/tmp** directory.
- 3. At the UNIX prompt, type pkgadd -d /tmp/tpncr102.pkg all

The installation now creates the TruePort Lite home directory and installs TruePort Lite and the TruePort Administration Tool (for easy editing of the **config.tp** file). In addition the installation adds a port monitor called **trumon**. You can use this monitor to add logins to TruePort ports.





# Installing TruePort Lite under Solaris

To install TruePort Lite under Solaris, proceed as follows;

1. Log in to the UNIX server as root user.

The UNIX prompt for login is now displayed

- 2. At the UNIX prompt, copy the supplied TruePort Lite package file **tpsol110.pkg** onto your system into the **/tmp** directory.
- 3. At the UNIX prompt, type pkgadd -d /tmp/tpsol110.pkg all

The installation now creates the TruePort Lite home directory and installs TruePort Lite and the TruePort Administration Tool (for easy editing of the **config.tp** file).

### Installing TruePort Lite under SCO OpenServer

To install TruePort Lite under SCO OpenServer, proceed as follows;

1. Log in to the UNIX server as root user.

The UNIX prompt for login is now displayed

- 2. At the UNIX prompt, copy the supplied TruePort Lite package file **tpsco100.pkg** onto your system into the **/tmp** directory.
- 3. At the UNIX prompt, type pkgadd -d /tmp/tpsco100.pkg all

The installation now creates the TruePort Lite home directory and installs TruePort Lite and the TruePort Administration Tool (for easy editing of the **config.tp** file).





# Installing TruePort Lite under AIX

This section tells you how to install TruePort Lite under the AIX operating system and includes the following;

- General setup procedure on page 82
- Installing TruePort Lite on your system on page 82
- Configuring your terminal server to use TruePort Lite on page 83
- Listing the terminal servers on your system on page 103
- Removing terminal servers on page 104
- Configuring your IOLAN+ terminal server to use TruePort Lite on page 85
- Adding logins on page 101
- Enabling and disabling logins on page 101

Once you have completed basic installation you can perform further operations using TruePort Lite. See Using TruePort Lite under AIX on page 100 for details.

#### Note

The AIX serial TTY administration system is built into AIX, the user has no control over the tty names generated. All the ports will be numbered from the next available device number. In general if there are no other defined serial ports in the system, the TTY's will be created starting from **tty0**.

You can generate a list of available TTY's using the smit tty menu. See Listing the terminal servers on your system on page 103.

#### Note

If you are using TruePort with IOLAN+ terminal servers, the configuration process for TruePort and TruePort Lite is identical.

If you are using TruePort with JETSTREAM terminal servers, then TruePort (full mode) offers additional device control facilities.





#### General setup procedure

To install and setup the TruePort software on your system, proceed as follows;

- 1. Install the TruePort onto your system using the procedure described in Installing TruePort Lite on your system on page 82.
- Configure your terminal server to use the TruePort software using the procedure described in Configuring your terminal server to use TruePort Lite on page 83.

#### Note

For IOLAN+ terminal servers see Configuring your IOLAN+ terminal server to use TruePort Lite on page 85 (For all other types, see page 83).

You can now use your TruePort software. For details of further options following initial setup and installation, see **Using TruePort Lite under AIX** on page **100**.

#### Installing TruePort Lite on your system

To install the TruePort Lite device drivers on your system proceed as follows;

- 1. login to your system as super user.
- 2. Copy the supplied installable files onto the filesystem of the host computer, we recommend /tmp.

You now need to create a drivers disk, to do this;

- At the command prompt, copy the TruePort package file to a blank floppy disk by typing # dd if=/tmp/tpaix300.img of=/dev/fd0 bs=64k and pressing the Enter key.
- 4. At the command prompt, type **# installp -acX all** and press the **Enter** key to Install the software.

The TruePort Lite administrative files and utilities are now installed in the **/etc/trueport** directory and the device drivers will be loaded.

Note	
You do not need to reboot at this point.	





#### Configuring your terminal server to use TruePort Lite

Once you have installed the TruePort Lite device drivers and utilities in the /etc/trueport directory (see page 82) you need to configure TruePort Lite using the smit configuration utility (for general details of the smit configuration utility refer to your AIX user documentation). To do this proceed as follows;

Hint

To list the terminal servers on your system, see Listing the terminal servers on your system on page 103.

1. At the command prompt, type # smit -C trueport and press the Enter key.

The Perle TruePort menu is now displayed:

Perle TruePort

Move cursor to desired item and press Enter.

#### List all TruePort TTY and Printer devices

Manage Terminal Servers Manage TTY Devices Manage Printer Devices Delete all TruePort Devices

F1=Help F9=Shell F2=Refresh F10=Exit F3=Cancel Enter=Do F8=Image

Adding a terminal2. Within the Perle TruePort menu, select Manage Terminal servers and press the Enter<br/>key.

The Manage Terminal Servers menu screen is now displayed.

Manage Terminal Servers

Move cursor to desired item and press Enter.

#### List all Terminal Servers

Add Terminal Server Remove Terminal Server

-1=Help	F2=Refresh	F3=Cancel	F8=Image
9=Shell	F10=Exit	Enter=Do	_

3. Within the Manage Terminal Servers menu, select **Add Terminal Server** and press the **Enter** key.





The Add Terminal Server screen is now displayed.

Hint

You only need to change parameters marked with an \*, leave other parameters at defaults.

Add Terminal Server

Type or select values in entry fields. Press Enter AFTER making all desired changes.

<ul> <li>Hostname or IP address</li> <li>Number of ports</li> <li>Base TCP/IP port number</li> <li>Keep alive timeout (seconds)</li> <li>Enable logins now ?</li> </ul>		LEntry Fields] [iolan1] [16] [10000] [30] [Yes]		
F1=Help F5=Reset F9=Shell	F2=Refresh F6=Command F10=Exit	F3=Cancel F7=Edit Enter=Do	F4=List F8=Image	

4. Within the Add Terminal Server screen, use the **Entry Fields** to select or enter the values you want for each of the parameters listed in the next table;

Parameter	Action required		
Hostname or IP address	Specify the name (or IP address) of the terminal server you wish to add.		
Number of ports	Enter the number of ports you require.		
Base TCP/IP port number	Enter the starting TCP/IP port number you require for the first port.		
Keep alive timeout (seconds)	Selects how often to probe the port to make sure the port is still connected to the network. This is set to 30 by default and normally doesn't need user adjustment.		
Enable logins now?	Enable the logins on all ports you have created. Default value YES. If you leave the "Enable logins now?" field as "YES" the port devices will be created and enabled for login.		

A block of tty port devices is now added to the AIX system. Once a terminal server has been added you can add further terminal servers, list terminal servers or delete terminal servers.

5. Repeat steps 2. to 4. of this procedure until you have added all the terminal servers you require.





#### Configuring your IOLAN+ terminal server to use TruePort Lite

To configure an IOLAN+ terminal server for TruePort Lite proceed as follows;

#### Note

This product uses the dedicated virtual circuit mode on the IOLAN serial ports. Please note - this is different to the configuration for IOLAND.

- 1. Install the IOLAN+ terminal server on your system using the procedures given in the IOLAN+ user documentation.
- 2. Login to the IOLAN and select Admin mode and enter the PORT SETUP MENU.

PORT SETUP MENU					REMOTE-ADMIN		
Hardware		Flow ctrl		Keys			
Speed	[9600]	Flow ctrl	EXON/XOFF3	Ĥot	[^]]	Intr	[^C]
Parity	[None]	Input Flow	[Enabled ]	Quit	[^@]	Kill	[^U]
Bit	[8]	Output Flow	[Enabled ]	Del	[0^]	Sess	[^0]
Stop	[1]	-		Echo	[0^]		
Break	[Disabled]	IP Addresses					
Monitor DSR	ENo ]	Src [	]	Mask	E		]
Monitor DCD	ENo ]	Dst [	]				
User		Options		Access			
Name E	]	Keepalive	ENo ]	Acces	S	ERem	ote ]
Terminal type	e [vt100 ]	Rlogin/Telne	t [Telnet]	Authe	nticat	ion EN	one ]
TERM E	]	Debug option	ss [No ]	Mode		ERa	ω ]
Video pages	[0]	Map ČR to CR	LF [No ]	Conne	ction	ENone	]
CLI/Henu	[Menu]	Hex data	ENo ]	Host	Ε		]
Reset Term	ENo 3	Secure	ENo ]	Remot	e Port	E 0	1
		MOTO	ENo 1	Local	Port	Г1	00041

3. Within the IOLAN+ **PORT SETUP MENU**, set the **Hardware** configuration parameters as required for example, baud rate, parity and so on. Then set the **Access** parameters as detailed in the next table;

#### Note

Each IOLAN port is configured to use a unique remote TCP port in the range 10001-10024.

Access parameter	Set to	Access parameter	Set to	
Access	Remote	Connection	None	
Authentication	None	Host Not used		
Mode	Raw	Local Port	10001 (10001 for the first port, 10002 for the second and so on).	

You can now perform system management tasks using TruePort as required. See Installing TruePort Lite under AIX on page 81 and Using TruePort Lite under AIX on page 100.





# Using TruePort Lite

The procedure for using TruePort Lite depends on the operating system you are using. See the sections listed below for details.

- Using TruePort Lite under NCR UNIX, Solaris and SCO OpenServer on page 87
- Using TruePort Lite under AIX on page 100

For information on installing TruePort Lite, see Installing TruePort Lite on page 78.

#### Note

To install and use this product under Windows 2000, see Chapter 2 Installing and using TruePort.

To select Lite mode under Windows 2000, see Adding serial ports. on page 70 in Chapter 2 Installing and using TruePort.





# Using TruePort Lite under NCR UNIX, Solaris and SCO OpenServer

This section tells you how to use TruePort Lite and includes the following;

- General procedure for using TruePort Lite on page 88
- Configuring your terminal server to use TruePort Lite on page 89
- Configuring your LINKSTREAM terminal server to use TruePort Lite on page 91
- Adding ports to the config.tp file on page 97
- Enabling ports for transparent printing on page 98
- Deleting ports on page 98
- Starting a port without re-booting the UNIX server on page 99.





#### General procedure for using TruePort Lite

The general procedure for using the TruePort is as follows;

- 1. Install the TruePort software on your UNIX server. See Installing TruePort Lite on page 78.
- 2. Configure your terminal for the TruePort Lite service.

#### Note

For LINKSTREAM terminal servers see **Configuring your terminal server to use TruePort Lite** on page 89. For all other types, see **Configuring your LINKSTREAM terminal server to use TruePort Lite** on page 91.

- 3. Add the ports you want to use. See Adding ports to the config.tp file on page 97.
- If required, enable transparent printing on the terminals of your choice. See Enabling ports for transparent printing on page 98.
- 5. If required delete the specified ports on the remote access server (for example, a Perle JETSTREAM). See **Deleting ports** on page **98**.
- 6. Repeat steps 1. to 5. as needed to manage the ports on your network.

#### Note

For details of the command syntax used in this chapter see TruePort Administration Tool (tpadm) commands on page 112 in Chapter 4 Quick reference.





#### Configuring your terminal server to use TruePort Lite

Before your system can use the TruePort Lite software you have installed, you need to configure your terminal server (for example, a Perle JETSTREAM 8500).

#### Note

All versions of the JETSTREAM 8500, 4000 and LANSTREAM 2000 software support TruePort Lite operation. However, the JETSTREAM 6x series software version must be 4.03 or greater.

To configure your terminal server to use TruePort Lite proceed as shown in the following example. The example shows you how to configure a JETSTREAM 8500 (called **testjs2** in this instance) to use TruePort Lite software on a host server (called **sunserver**);

1. At the command prompt, type **\$ telnet testjs2** and press the **Enter** key.

The following messages are now displayed

Trying... Connected to testjs2.perle.com. Escape character is '^]'.

Telnet connect to JETSTREAM testjs2

Perle JETSTREAM 8500 version 2.2.7

Login:

2. At the Login prompt, type admin and press the Enter key.

The following prompt is now displayed;

#### Password:

3. At the Password prompt, enter your password and press the Enter key.

#### Note

The next stage is illustrated using an example which shows how to configure 4 ports on a JETSTREAM 8500 terminal server. This will set the ports 1 to 4 to connect to the host sunserver without user intervention.

Configuring the terminal server ports

- 4. Add the host you want to the terminal server using the add host command as shown in the following example;
  - a. At the command prompt, type the following;
  - b. add host sunserver 192.152.247.61
  - c. Press the Enter key.





You can now Configure the terminal server ports.

- 5. At the command prompt, do the following:
  - a. Type set line 1 service silent raw sunserver 10000 and press the Enter key.
  - b. Type set line 2 service silent raw sunserver 10001 and press the Enter key.
  - c. Type set line 3 service silent raw sunserver 10002 and press the Enter key.
  - d. Type set line 4 service silent raw sunserver 10003 and press the Enter key.
- 6. At the command prompt, type save and press the Enter key.
- 7. At the command prompt, type logout and press the Enter key.

The following message is now displayed

#### Connection closed by foreign host.

The configuration of terminal server ports is now complete.





#### Configuring your LINKSTREAM terminal server to use TruePort Lite

Before your system can use the TruePort Lite software you have installed, you need to configure your terminal server (for example, a Perle LINKSTREAM).

To configure your terminal server to use TruePort Lite proceed as shown in the following example. The example shows you how to configure a LINKSTREAM (called **testIs2** in this instance) to use TruePort software on a host server;

1. At the command prompt, type \$ telnet testIs2 and press the Enter key.

A series of messages are now displayed ending with a the prompts shown in the next picture.

User	Identity:
------	-----------

#### Password:

- 2. At the User Identity prompt, type Manager and press the Enter key.
- 3. At the **Password** prompt, enter your password and press the **Enter** key.

Note
The default password is "".

The Main Menu is now displayed.

Node: NoName		Thu	01	Jan	1970	00:03
	Main Menu ======					
1. Configuration						
2. Statistics						
Select Screen:						
ctrl≺a≻ - Log Off						
SYSTEM MSG: Enter option number						

4. In the Main Menu use the **Select Screen** field to select option **1**, **Configuration** and press the **Enter** key.

The CONFIGURATION menu is now displayed.





- In the CONFIGURATION menu, select option 5, Channel Configuration. The CHANNEL CONFIGURATION menu is now displayed.
- 6. In the CHANNEL CONFIGURATION menu, select option 2, Channel Session Parameters.

The CONFIGURE SESSION PARAMETERS screen is now displayed.

Node: NoName Thu 01 Jan 1970 00:08
CONFIGURE SESSION PARAMETERS Channel Nr: 2 Telnet Transparent
Internet Address: 192.65.146.100 Protocol Port Numbers: 1002 2002
Access: PVC-Master Session Mode: Transparent Default Port: 23
Maximum Sessions: 1 Idle Timeout: 0 TCP Window Size: 1024
AutoCall Destination: 192.65.144.23 10000 Preferred Destination: None
Data Transfer Mode Parameters:
Terminal Type : unknown
Session Echo Mode : Telnet Remote
Accept: y
ctrl <a> - Log Off ctrl<x> - Main Menu ctrl<y> - Previous Menu ctrl<z> - Last Field</z></y></x></a>
SYSTEM MSG: Enter 'Y' to accept this screen, 'N' to reject it

7. In the CONFIGURE SESSION PARAMETERS screen, select the channel you want to set up and press the **Enter** key.

The CONFIGURE SESSION PARAMETERS screen is now updated with the current settings for the selected channel.

8. Within the CONFIGURE SESSION PARAMETERS screen, set the parameters shown in the next table.





Parameter	Set to
Access	PVC-Master
Session mode	Transparent
Maximum sessions	1
AutoCall Destination	192.65.144.23       10000         Host ip address

### Hint

Use the **up arrow**, **down arrow**, **left** and **right** arrow keys to move the cursor around the screen.

To change the setting s for a field, highlight the current value, then hold down the **shift** key and use the < and > keys to toggle the field to the value you require.

9. At the **Accept** prompt, type **Y** and press the **Enter** key to accept the values you have entered.

The CONFIGURE SESSION PARAMETERS screen is now updated.

- 10.In the CONFIGURE SESSION PARAMETERS screen, press the **CrtI** and **Y** keys simultaneously to return to the **CHANNEL CONFIGURATION** menu.
- 11. In the CHANNEL CONFIGURATION menu, select option **3** Channel Strings Configuration.

The CHANNEL STRINGS CONFIGURATION screen is now displayed.





Node: NoName	Thu 01 Jan 1970 00:09
CHANNEL STRINGS CONFIGURATION	I String Space: 1854
Channel Nr.: 2	Channel Name: CHAN_02
Welcome String Status: User Defined Text: None	
Command Line Prompt Status: User Defined Text: none	
Active Session Messages Status: Disabled	Errors: Enabled
Connect: None Disconnect: None	
Passive Session Messages Status: Disabled Connect: None	
Disconnect: None	
Accept: y	
ctrl <x> - Mog 611 ctrl<x> - Main Menu ctrl<y> - Previous Menu ctr</y></x></x>	:l≺z> - Last Field
SYSTEM MSG: Enter 'Y' to accept this screen, 'N' to r	eject it

12.In the CHANNEL STRINGS CONFIGURATION screen, set the **Channel Nr** field to the channel number you are working on and press the **Enter** key.

The CHANNEL STRINGS CONFIGURATION screen is now updated to show the values for the selected channel.

13.In the CHANNEL STRINGS CONFIGURATION screen, toggle the parameters detailed in the next table to the values indicated.





Parameter	Set to
Welcome string Status	User defined
Welcome string Text	None
Command Line Prompt Status	User defined
Command Line Prompt Text	None
Active Session Messages Status	Disabled
Passive Session messages Status	Disabled

#### Hint

Use the **up**, **down**, **left** and **right** arrow keys to move the cursor around the screen. To change the setting s for a field, highlight the current value, then hold down the **shift** key and use the < and > keys to toggle the field to the value you require.

14.In the Accept field, type Y and press the Enter key to accept your changes.

15.Repeat steps 12. to 14. of this procedure for each channel you want to set up.

Note

The port number of the host should be unique for each port.

16.In the CONFIGURE SESSION PARAMETERS screen, press the **Ctrl** and **Y** keys simultaneously to return to the **CHANNEL CONFIGURATION** menu.

#### Note

If your system is fitted with a Wyse 60 terminal you need to do the following;

- 1. In the CONFIGURATION MENU select option 5, **Channel Configuration** to display the CHANNEL CONFIGURATION MENU.
- 2. In the CHANNEL CONFIGURATION MENU, select option 1, Channel Interface parameters to display the CHANNEL INTERFACE PARAMETERS window.
- 3. In the CHANNEL INTERFACE PARAMETERS window,
  - a. Select the **Channel Nr** (channel number) you want and then set the **DCD Control** parameter to **High**.
  - b. Set accept to Y and press the Enter key to accept your changes.
  - c. Press the **CTRL** and **Y** keys simultaneously to return to the CHANNEL CONFIGURATION MENU.
- In the CHANNEL CONFIGURATION MENU, select option 4, Reset / Copy Channel Parameters and press the Enter key.





The RESET / COPY CHANNEL PARAMETERS screen is now displayed as shown in the next picture.

Node: NoName				Thu Ol Jan	1970 00:10
RESE ====	T/COP	Y C	HANNE	L PARAMETERS	
Copy Interface Parameters ?	-			Copy Strings ?	-
Source Channel:				Source Channels:	
Destination Channels:		to	• •	Destination Channels:	to
Copy Session Parameters ?					
Source Channel:					
Destination Channels:		to	• •		
Reset ?	У				
Channels:	2	to	2		
Accept:	ý				
ctrl≺a≻ - Log Off					
ctrl <x> - Main Menu ctrl<y< td=""><td>r&gt; - F</td><td>rev</td><td>ious 1</td><td>Menu ctrl<z> - Last Fi</z></td><td>.eld</td></y<></x>	r> - F	rev	ious 1	Menu ctrl <z> - Last Fi</z>	.eld
SYSTEM MSG: Enter 'Y' to acce	pt th	nis	scree	n, 'N' to reject it	

- 5. Within the RESET / COPY CHANNEL PARAMETERS screen;
  - a. Toggle the Reset parameter to Y and press the Enter key.
  - b. In the **Channels** field, enter the range of channels you want to update. For example, 0 to 3.
  - c. Set the Accept field to Y and press the Enter key.

Hint You can also use this screen to copy channel session and string parameters from one channel to another.

- 6. Press the Ctrl and X keys simultaneously to return to the main menu.
- 7. In the main menu, select option1, Configuration.

The CONFIGURATION menu is now displayed.

- In the CONFIGURATION menu, select option 2, Internet Protocol Configuration The INTERNET PROTOCOL CONFIGURATION menu is now displayed.
- 9. In the INTERNET PROTOCOL CONFIGURATION menu, select option 1, **System Internet Parameters** and press the **Enter** key.

The INTERNET PARAMETERS screen is now displayed.





Node: NoName		Thu 01 Jan 1970 00:11
	INTERNET	PARAMETERS
Global RIP Status:	Enabled	Default Gateway: 0.0.0.0
ARP Retries:	1	
IP Checksum:	Enabled	IP Options: Enabled
IP Default TTL:	15	IP Priority Ratio: 24
TCP Checksum:	Enabled	TCP Options: Enabled
TCP Max Rexmt Timeout:	20	TCP Retry Count: 5
TCP Keep Alive Timer:	1	TCP Keep Alive Interval: 1
TCP Keep Alive Count:	2	TCP Set Push Flag: Disabled
Telnet Protocol Base No:	1000	Transparent Protocol Base No: 2000
Console Protocol Port No	: 23	
	Accept	· .
ctrl <a> - Log Off ctrl<x> - Main Menu ct</x></a>	rl <y> - Pr</y>	evious Menu ctrl <z> - Last Field</z>
SYSTEM MSG: Enter 'Y' to	accept this	s screen. 'N' to reject it

10. Within the INTERNET PARAMETERS screen,

- a. Set the TCP keep alive timer field to 1.
- b. Set the Accept field to Y and press the Enter key.

11. Press the Ctrl and A keys simultaneously to log off.

The configuration of terminal server ports is now complete.

Adding ports to the config.tp file

To add a terminal to a specified port on the remote access server (for example, a Perle JETSTREAM) proceed as follows;

1. At the unix prompt, type tpadm -a "portnumber" -p "ttyname" and press the Enter key.

Where "portnumber" is the TCP/IP port number configured for the port on the remote access server and "ttyname" is the TTY name for the port.

- 2. Repeat step 1. until you have added all the terminals you want.
- 3. At the UNIX prompt, start the terminal you have added by typing tpadm -s "portnumber"

Where "portnumber" is the TCP/IP port number configured for the port on the remote access server.

You can now use the terminals you have added.





#### Enabling ports for transparent printing

To add a terminal to a specified port on the remote access server with transparent printing enabled, proceed as follows;

Syntax

1. At the unix prompt, type **tpadm -a** "portnumber" **-p** "ttyname" **-t** "termtype" and press the **Enter** key.

Where "portnumber" is the TCP/IP port number configured for the port on the terminal server, "ttyname" is the TTY name for the port and "termtype" is a terminal type listed in the file "printcap.tp".

Note
------

To specify a printer port name using this command, you append the letter "p" to the device name.

For example, if your main tty name is;

/dev/ttyX0

then the transparent print port will be;

/dev/ttyX0p

- 2. Repeat step 1. until you have enabled all the terminals you want for transparent printing.
- 3. At the UNIX prompt, start the terminal you have added by typing tpadm -s "portnumber"

Where "portnumber" is the TCP/IP port number configured for the port on the remote access server.

You can now print directly from the auxiliary port of the terminal you have added.

#### Deleting ports

To Remove a terminal from a specified port on the remote access server (for example, a Perle JETSTREAM) proceed as follows:

At the unix prompt, type tpadm -d "portnumber" and press the Enter key.
 Where "portnumber" is the TCP/IP port number configured for the port on the terminal

server. We recommend that you use the range 10000+.

The selected terminal has now been removed from the configuration file.

#### Note

The TruePort software for this port continues to run until the next system re-boot. You can stop the software immediately by finding the PID of the TruePort daemon for this port and using the **kill PID** command.

Do not stop the software using the **kill -9** command as this prevents the software from doing a tidy up before it exits.





Starting a port without re-booting the UNIX server

To start a terminal (which uses a specified TruePort daemon entry) proceed as follows;

At the UNIX prompt, type tpadm -s "portnumber"
 Where "portnumber" is the TCP/IP port number configured for the port on the remote access server.





# Using TruePort Lite under AIX

#### General procedure for using TruePort Lite

The general procedure for using the TruePort Lite is as follows;

- 1. Install the TruePort Lite software on your UNIX server. See Installing TruePort Lite under AIX on page 81.
- 2. Add logins to any serial ports you as required. See Adding logins on page 101.
- 3. If required, remove any terminals from the specified ports on the remote access server (for example, a Perle JETSTREAM). See Removing terminal servers on page 104.
- 4. Enable or disable any logins as needed using the procedures in **Enabling and disabling logins** on page **101**.

#### Hint

To list all TruePort TTY and printer devices on your system, see ListingTruePort TTY and printer devices on page 102.

To list the terminal servers on your system, see Listing the terminal servers on your system on page 103.

To delete all TruePort devices from your system see **Deleting the TruePort devices on your system** on page **105**.

5. Repeat steps 1. to 4. of this procedure as needed to manage the terminals on your network.





#### Adding logins

When using TruePort Lite under the AIX operating system, logins are automatically enabled by default when you add a terminal server. See **Configuring your terminal server to use TruePort Lite** on page **83**.

#### Hint

To list all of the TTY's created and their TruePort attributes (terminal server name or address / port number) see Listing the terminal servers on your system on page 103.

#### Note

The AIX serial TTY administration system is built into AIX, the user has no control over the tty names generated. All the ports will be numbered from the next available device number. In general if there are no other defined serial ports in the system, the TTY's will be created starting from **tty0**.

You can generate a list of available TTY's using the smit tty menu. See Listing the terminal servers on your system on page 103.

Enabling and disabling logins

Once you have created tty ports, you can enable or disable individual tty ports using the standard AIX tty administration smit menus. See your AIX user documentation for details.





F8=Image

#### ListingTruePort TTY and printer devices

To list all TruePort TTY and printer devices and show which Terminal Server and TCP/IP port they are associated with proceed as follows:

1. At the command prompt, type **# smit -C trueport** and press the Enter key.

The Perle TruePort menu is now displayed;

	Perle	TruePort			
Move cursor to desired item and press Enter.					
List all TruePort ITY and Printer devices Manage Terninal Servers Manage TTY Devices Manage Printer Devices Delete all TruePort Devices					
F1=Help F9=Shell	F2=Refresh F10=Exit	F3=Cancel Enter=Do			

2. Within the Perle TruePort menu, select List all TruePort TTY and Printer devices and press Enter.

A screen is now displayed listing all the TruePort TTY and printer devices on your system.





#### Listing the terminal servers on your system

To list the terminal servers on your system proceed as follows;

- 1. At the command prompt, type # smit -C trueport and press the Enter key.
  - The Perle TruePort menu is now displayed;

Perle TruePort

F3=Cancel

Enter=Do

F3=Cancel

Enter=Do

Move cursor to desired item and press Enter.

List all TruePort TTY and Printer devices

Manage Terminal Servers Manage TTY Devices Manage Printer Devices Delete all TruePort Devices

F1=Help F9=Shell F2=Refresh F10=Exit F8=Image

Adding a terminal2. Within the Perle TruePort menu, select Manage Terminal servers and press the Enter<br/>key.

The Manage Terminal Servers menu screen is now displayed.

Manage Terminal Servers

Move cursor to desired item and press Enter.

#### List all Terminal Servers

Add Terminal Server Remove Terminal Server

F1=Help F2 F9=Shell F1

F2=Refresh F10=Exit F8=Image

3. Within the Manage Terminal Servers menu, select List all Terminal Servers and press the Enter key.

A screen showing a list of terminal servers is now displayed.





#### Removing terminal servers

To remove a terminal server from your system proceed as follows;

- 1. At the command prompt, type # smit -C trueport and press the Enter key.
  - The Perle TruePort menu is now displayed;

	Perle	TruePort				
Move cursor to desired item and press Enter.						
List all TruePort TTY and Printer devices Manage Terminal Servers Manage TTY Devices Manage Printer Devices Delete all TruePort Devices						
F1=Help F9=Shell	F2=Refresh F10=Exit	F3=Cancel Enter=Do				

2. Within the Perle TruePort menu, select Manage Terminal servers and press Enter.

The Manage Terminal Servers menu screen is now displayed.

Manage Terminal Servers

Move cursor to desired item and press Enter.

List	all	Terminal	Servers

Add Terminal Server Remove Terminal Server

F1=Help	F2=Refresh	F3=Cancel	F8=Image
F9=Shell	FIV=Exit	Enter=Do	

3. Within the Manage Terminal Servers menu, select **Remove Terminal Server** and press the **Enter** key.

A screen showing a list of terminal servers is now displayed.

4. Within the list screen select the item you want to remove from the list and press the **Enter** key.

A popup screen is now displayed asking you to confirm removal.

5. Within the popup select yes and press the Enter key.

The selected terminal server is now removed from the list.

F8=Image





#### Deleting the TruePort devices on your system

To delete the all ports and terminal servers from your system proceed as follows;

To remove a terminal server from your system proceed as follows;

 At the command prompt, type # smit -C trueport and press the Enter key. The Perle TruePort menu is now displayed;

Perle TruePort

Move cursor to desired item and press Enter.

List al Manage Manage Manage M Delete a	<b>l TruePor</b> Terminal TTY Devic Printer D all TrueP	t TTY Server es evices ort De	and s vice	Printer es	devi	Des
F1=Help F9=Shell		F2=R F10=	lefre Exit	esh t	l	F3=Cancel Enter=Do

2. Within the Perle TruePort menu, select **Delete all TruePort Devices** and press the **Enter** key.

A popup screen is now displayed asking you to confirm deletion.

3. Within the popup, select yes and press the Enter key.

All TruePort devices are now deleted from your system and a screen showing a list of deleted devices is now displayed.

F8=Image





# Chapter 4 Quick reference

You need to read this chapter if you want to...

You need to read this chapter if you want information about the command menus under AIX, the command syntax for the config.tp file and TruePort Administration Tool.

This chapter provides a quick guide to the command menus under AIX, the config.tp file and TruePort Administration command syntax.

This chapter includes the following sections;

Note

When using TruePort or TruePort Lite under AIX you can only use the menus detailed on page 107.

- AIX command menus on page 107
- addports script (TruePort only) on page 110
- config.tp file syntax on page 111
- TruePort Administration Tool (tpadm) commands on page 112

#### Note

Unless otherwise indicated the information in the chapter applies to both TruePort and TruePort Lite modes.





# AIX command menus

This section provides a quick guide to the smitt configuration utility menus used by TruePort and TruePort Lite under the AIX operating system and includes the following;

- Perle TruePort menu screen on page 108
- Perle TruePort menu map on page 108

#### Note

Details of the generic AIX menus are beyond the scope of this manual and are not included. See your AIX user documentation for further details.





# Perle TruePort menu screen

#### Perle TruePort

Move cursor to desired item and press Enter.

List all True Manage Termin Manage TTY De Manage Printe Delete all Tr	Port TTY and Printer al Servers vices r Devices uePort Devices	devices	
F1=Help	F2=Refresh	F3=Cancel	F8=Image
F9=Shell	F10=Exit	Enter=Do	

# Perle TruePort menu map

The Perle TruePort menus within the smitt configuration utility allow you to perform various port management tasks with your system. These are outlined in the next table.

Menu option		Description
List all TruePort TTY and Printer devices		Lists all TruePort TTY and printer devices and shows which Terminal Server and TCP/IP port they are associated with.
		See page 65
Manage Terminal servers >	List all Terminal Servers	Allows you to list all terminal servers present on your system.
		See page 66
	Add Terminal Server	Allows you to add a terminal server to your system.
		See page 34
	Remove Terminal Server	Allows you to remove a terminal server from your system.
		See page 67




Menu option	Description
Manage TTY Devices	Displays the generic AIX TTY administration menu. See your AIX user documentation for details.
Manage Printer Devices	Displays the generic AIX printer administration menus. See AIX manual for details.
Delete all TruePort Devices	Deletes all TruePort devices on your system. See page 68.





# addports script (TruePort only)

The **addports** script allows you to add a range of ports to the **config.tp** file and run them without having to use the tpdadm utility. You can invoke **addports** after system installation. The commands and syntax for the **addports** tool are listed below.

For details of the tpadm utility, see **TruePort Administration Tool (tpadm) commands** on page **112**.

### addports m n

# Function Invokes the TruePort Administration tool tpadm to add entries to the config.tp file and once added, run them. Syntax tpadm m n Where; m is the first port device/device/terminal to add starting at 0. n is the last port device/device/terminal to add. Example

### addports 0 15

This example adds ports 0 to 15 to the **config.tp** file and also runs them.





# config.tp file syntax

## Note

If you use **addports** to enable TruePort you do not need to use the tpadm utility. See **addports script (TruePort only)** on page **110**.

The line in a typical **config.tp** configuration file used to control a terminal looks like this;

### tpd -tty /dev/term/X0 -port 1000 -aux /dev/term/X1p -term wy6 -ka 30 -trace 3

The command syntax of the config.tp configuration file is described in the next table.

Command	Example	Description
-tty "ttyname"	-tty /dev/term/X0 or -tty /dev/ttyX0	"ttyname" is the TTY name for the port. This must be the complete path name starting with /dev/term/. We recommend that you use the name range X0-X255.
-port "portnumber"	-port 1000	"portnumber" is the TCP/IP port number configured for the port on the remote access server. We recommend that you use the range 10000+.
-trueport	-trueport	Enables TruePort mode (not TruePort Lite) for full device control.
-aux "ttyname"	-aux /dev/term/X1p or -aux /dev/ttyX1p	"ttyname" is the TTY name for the printer port. This must be the complete path name starting with / dev/term/. We recommend that you use the TTY name range X0p- X255p.
-term "termtype"	-term wy6	"termtype" is a terminal type listed in the file "printcap.tp". If -aux is defined, -term is required.
-ka "seconds"	-ka 30	"seconds" is the number of seconds to wait on an idle connection before sending a keep- alive message.
-trace "1-4"	-trace 3	"1-4" is the trace level for debugging purposes, the default is 1.





# TruePort Administration Tool (tpadm) commands

This section describes the commands and syntax for the TruePort Administration tool. Details are listed in the following sections;

- tpadm -a -p on page 112
- tpadm -a -p -t on page 113
- tpadm -d on page 114
- tpadm -s on page 114

### tpadm -a -p

 Function

 Adds a terminal to the specified port number.

 Syntax

 tpadm -a "portnumber" -p "ttyname"

 Where "portnumber" is the TCP/IP port number configured for the port on the remote access server. We recommend that you use the range 10000+.

 "ttyname" is the TTY name for the port. We recommend that you use the name range X0-X255.

 Example

tpadm -a 10003 -p X0





# tpadm -a -p -t

Function	
	Adds a terminal to the specified port number and enables transparent printing for that terminal
Syntax	
	<b>tpadm -a</b> "portnumber" <b>-p</b> "ttyname" <b>-t</b> "termtype"
	Where "portnumber" is the TCP/IP port number configured for the port on the remote access server. We recommend that you use the range 10000+.
	"ttyname" is the TTY name for the port. We recommend that you use the name range X0- X255.
<b>F</b> ue <b>e</b> e e e	"termtype" is a terminal type listed in the file "printcap.tp". If -aux is defined, -term is required.
⊏xampie	

tpadm -a 10003 -p X0 -t vt100





tpadm -d	
Function	
Syntax	Removes the terminal at the specified port number.
	<b>tpadm -d</b> "portnumber" Where "portnumber" is the TCP/IP port number configured for the port on the remote access server. We recommend that you use the range 10000+.
Example	
	tpadm -d 10003
	Note The port number you use must exist in the <b>config.tp</b> configuration file. When you remove a terminal using this command, it does not stop the software running, it just deletes the entry for this terminal in the <b>config.tp</b> configuration file.
tpadm -s	
Function	
Syntax	Starts the specified TruePort daemon entry.
	tpadm -s "portnumber"
	Where "portnumber" is the TCP/IP port number configured for the port on the remote access server. We recommend that you use the range 10000+.
Example	

tpadm -s 10002





# Appendix A Contacting Perle

You need to read You need to read this appendix if you want to contact Perle for technical support or any other this appendix if you queries about this product. want to...

This appendix includes the following sections;

- · Making a technical support query on page 116
- Repair procedure on page 119
- Feedback about this manual on page 120
- Contacting Perle technical support on page 121

Internet access

Click here to access the our website at the following URL:

http://www.perle.com

Email

Click here to email Perle at the following address; Email: ptac@perle.com





# Making a technical support query

This section contains the following information about making a query;

- Who to contact on page 116
- Information needed when making a query on page 117
- Making a support query via the Perle web page on page 118

## Who to contact

If you bought your product from a registered Perle supplier, you must contact their Technical Support department; they are qualified to deal with your problem.

If you are a registered Perle supplier, and bought your product from Perle, contact Perle Technical Support using the details given in **Contacting Perle technical support** on page 121.





# Information needed when making a query

When you make a technical support enquiry please have the following information ready;

Hint

Print out this page and fill in the table provided with the basic information you need.

ltem	Write details here
Product name and version	
Problem description	
Operating system version	
Driver version	
Details of any other cards installed in your system	
Your name	
Company Name	
Country	
Phone number	
Fax number	
Email address (if available)	





# Making a support query via the Perle web page

If you have an internet connection, please send details of your problem to Technical Support using the email links provided on the Perle web site in the 'Support' area.

See also **Contacting Perle technical support** on page **121** for email links and other contact details for the Perle technical support centres.

Click here to access our website at the following URL: http://www.perle.com





# Repair procedure

Before sending a unit for repair, you must contact your Perle supplier. If, however, you bought your product directly from Perle you can contact directly. See **Contacting Perle technical support** on page **121** for contact information.

Customers who are in Europe, Africa or Middle East can submit repair details via a website form shown in the next picture. This form is on the Perle website, **www.perle.com**, in the **Support** area.

Click here to access our web site at the following URL: http://www.perle.com/support/rma\_form.html

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Website RMA (Return Material Authorisation) Form

http://www.perle.com	n/support/rma_form.html - Microsoft Internet Explorer		
Back Forward	Stop Refresh Home Search Favorites History Mail Print Edit		
Address 🙋 http://www.p	perle.com/support/rma_form.html		
PLEASE COMPLETE ALL THE FIELDS.			
	RMA FORM		
	Return Address Information         (all fields must be completed)         Region:       Americas         Attention:         Telephone:		
	Fax:		





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### Email: ptac@perle.com

Please include the **title**, **part number** and **date** of the manual (you can find these on the title page at the front of this manual).





# **Contacting Perle technical support**

### Note

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If you are unable to find the information you require, please feel free to contact our technical support teams by email using the addresses shown in the next table.

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