



Using Tajima Librarian by Pulse

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CHAPTER 1

Getting Started

Welcome to the Tajima Librarian by Pulse suite of solutions, one of various components available in the Passport Embroidery Network. Tajima Librarian by Pulse provides an efficient and powerful way to manage designs. This latest generation of Digital Asset Management software, for embroidery and screen print, allows embroidery businesses to add efficiency to their business processes and enhance productivity.

The Using Tajima Librarian by Pulse guide provides you with the information you need to learn about and begin using Tajima Librarian by Pulse.

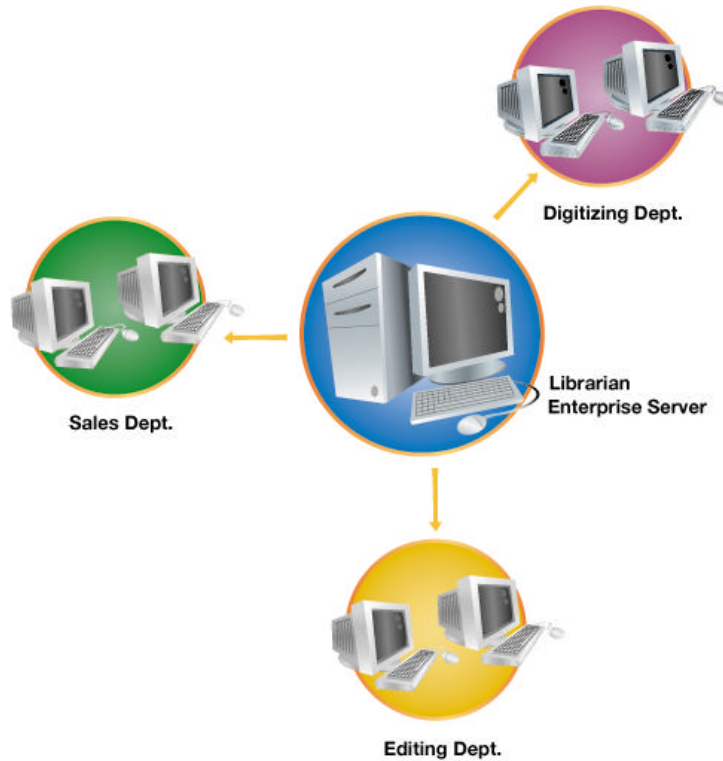
In this chapter:

- Learn about the complete Passport Embroidery Network and Tajima Librarian by Pulse.
- Learn how to install Tajima Librarian by Pulse software components.

The Passport Embroidery Network

The Passport Embroidery Network manages various aspects of an embroidery business. This network provides complete networking solutions for embroidery business of any size, creating a well-structured environment. The Passport Embroidery Network consists of numerous Tajima Librarian by Pulse, Tajima Passport by Pulse and Tajima DG/ML by Pulse components.

Understanding Tajima Librarian by Pulse



The Tajima Librarian by Pulse suite of solutions consists of Librarian Enterprise Server, Librarian Administrator, Librarian Clients and Librarian Viewer software components.

Librarian Enterprise Server stores and manages the design database(s). Librarian Clients allow users to add designs to the databases on the Librarian Enterprise Server. Users can organize designs in databases and search for designs using a graphical user interface. Depending on your application, users can view, download, merge or edit designs. Access to the various databases and components of the network is granted through user accounts created in Librarian Administrator.

Librarian Viewer allows users to view designs without modifying them: ideal for a sales department.

The Tajima Librarian by Pulse package

Each Tajima Librarian by Pulse package includes the following components:

- Using Tajima Librarian by Pulse guide (*.pdf).
- Tajima Librarian by Pulse CD (contains necessary software components).
- Using Librarian Administrator guide (*.pdf).
- Librarian Administrator Online Help.

System Requirements for Tajima Librarian by Pulse

The following lists the minimum recommended system requirements for Tajima Librarian by Pulse.



Specifications are subject to change without prior notice. For additional information on setup and system requirements, contact your distributor.

Do not connect embroidery machines to the back of a security device because you could damage your embroidery machine, your security device, and your computer.

System requirements:

- Pentium III 800 Mhz (and above) computer with a CD-ROM drive.
- 256 MB RAM.
- Microsoft Windows®2000/XP (or above).
- 500 MB free hard disk space.
- Network card for TCP/IP network connection.
- Network Cable.
- 1 USB port to attach your security device
- At least one serial port and one parallel port. You may need more ports, depending on the number and type of devices you want to connect.

Connecting Hardware

Connecting the Librarian Enterprise Server security device

All versions of Librarian Enterprise Server require a security device to function. The security device is a key that controls the number of machines and users that can be connected. Without the security device, Librarian Enterprise Server will not run.

There are two different models of security device that can be used with Librarian Enterprise Server. The model of security device that you receive may vary from one distributor to another. One model of the security device attaches to the USB port and the other model attaches to your printer (LPT) port. Both ports are located on the back of your computer. See your computer's user's guide for the location of these ports.

Do not connect these devices until the security device driver software has been installed. If you do not have a security device driver currently installed, see "Installing the security device driver" for more information.



Parallel and USB Security Device

We do not recommend that you attach other devices such as printers, backup devices and CD-ROMs to the back of parallel security devices. These devices should be connected to additional parallel ports that can be installed in your computer.

We recommend that you insure your security device to protect against theft or loss. If a device is accidentally damaged, you must return it to your distributor to obtain a replacement device.

Reinstalling the security device driver

It may be necessary to reinstall your security device driver if you are installing a newer version of Librarian Enterprise Server or if you have updated or made changes to your operating system. To reinstall your security device driver, you must first remove your existing driver.

To remove your existing security device driver:

- 1** Disconnect the security device from the back of your computer if the device is already connected.
- 2** Insert the Tajima Librarian by Pulse CD into the CD-ROM drive.

You will see an introductory screen appear.

- 3** Click Install Security Device Driver.
- 4** Click Next at the Welcome screen.

You will see the InstallShield Wizard appear, similar to the one shown below.



- 5 Select Remove and click Next.
- 6 On the next screen, click Remove to begin removing the security device driver.
You will see a screen showing the progress of the removal process. A message will appear when the removal is complete.
- 7 Click finish to complete the removal process.
- 8 Restart your computer after removing the security device driver.
Once the existing security device driver has been removed, you can install the updated security device driver. For more information on installing security device drivers, see the section on "Installing the security device driver".

Attaching the security device



See your computer's user's guide for the location of the USB or Parallel (LPT) ports.

Once the security device driver has been installed, you can connect the security device to your computer.

To attach a security device:

- 1 Depending on the model of the device supplied by your distributor, connect the device to your computer's USB or Parallel (LPT) port.
- 2 If a USB security device has been installed, Windows® should detect the presence of the new device.

You will see the Found New Hardware Wizard appear.



The security device must always be attached to your computer when the system is running or anytime you want to use Librarian Enterprise Server. Never remove the device or switch devices while the computer is running.



- 3 Click Next to continue. Windows® will search your computer for the security device driver previously installed.
After the driver has been found, you will see a message indicating that driver has been installed.
- 4 Click Finish to complete the installation.

Software Installation

Once you have connected all necessary components, you can install Tajima Librarian by Pulse applications. You can also begin learning more about these applications in the latest documentation available.

At least one install of Librarian Administrator software must be on the same computer as Librarian Enterprise Server. This must be done prior to installing additional Librarian Administrator software on other computers.

To install Tajima Librarian by Pulse applications:

- 1 Insert the Tajima Librarian by Pulse CD into the CD-ROM drive.

You will see the Tajima Librarian by Pulse introductory screen.



- 2 Click the software application you want installed.



To view the latest documentation available, click View Documentation and select the user guide you want to view from the dialog.

- 3 Follow the installation procedures for the software component you want to install.

For more information on how to install each software component, see the appropriate section of this guide.

Installing Librarian Enterprise Server

Creating a new user in Windows®2000/XP for Librarian Enterprise Server

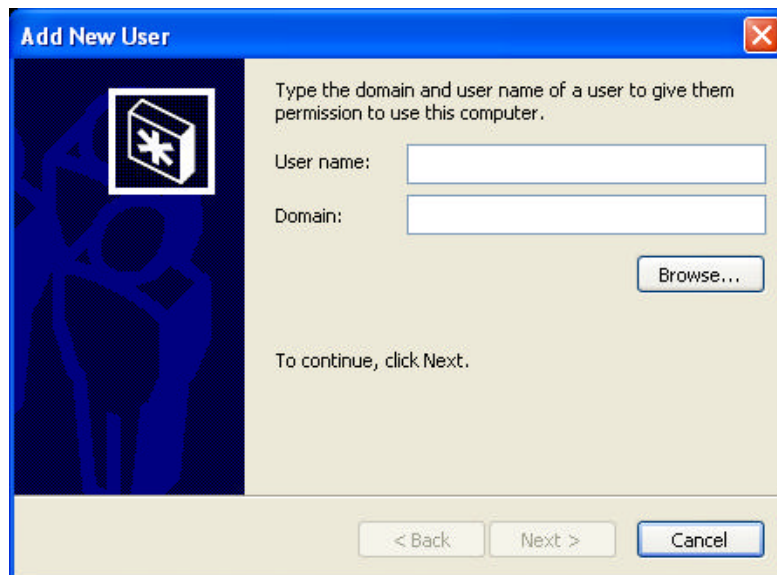
You need to create a new user in Windows®2000/XP for the administrator of Librarian Enterprise Server. This new user should be created as a member of the Administrators group so that he or she can gain access to directories and files. The administrator is responsible for creating, modifying, and deleting directories and files. Every time the server is restarted or the administrator logs on to a Windows®2000/XP server or workstation, the administrator needs to enter this Windows®2000/XP user name and password.

To create a new user in Windows®2000/XP:

- 1 Log on to Windows®2000/XP.
- 2 In Windows®2000, do the following:
 - ♦ Click Start—Settings—Control Panel—Users and Passwords.
You see the Users and Passwords window appear.
- 3 In Windows®XP, do the following:
 - ♦ Click Start—Settings—Control Panel—User Accounts.
You see the User Accounts window appear.
- 4 Click the Users property page.
- 5 Click Add.
You see the Add New User dialog appear.



If you do not normally manage the network, you may need to ask your network administrator for the user name, password, or domain to gain access.



- 6 Enter the user name and domain.
- 7 Click Next.
- 8 Select Restricted User and click Finish.
- 9 In the Users property page, select a user and click Properties.
- 10 Click the Group Membership property page.
- 11 Select Other and choose Administrators from the list.
- 12 Click Apply.
- 13 Click OK.
- 14 Click OK to close.

Installing the network protocol

A network protocol is a type of language that a computer uses to communicate with other computers on a network. You need to make sure that the TCP/IP Protocol is installed and bound to the appropriate network adapter. Librarian Enterprise Server uses TCP/IP to communicate with the other components of the Passport Embroidery Network.

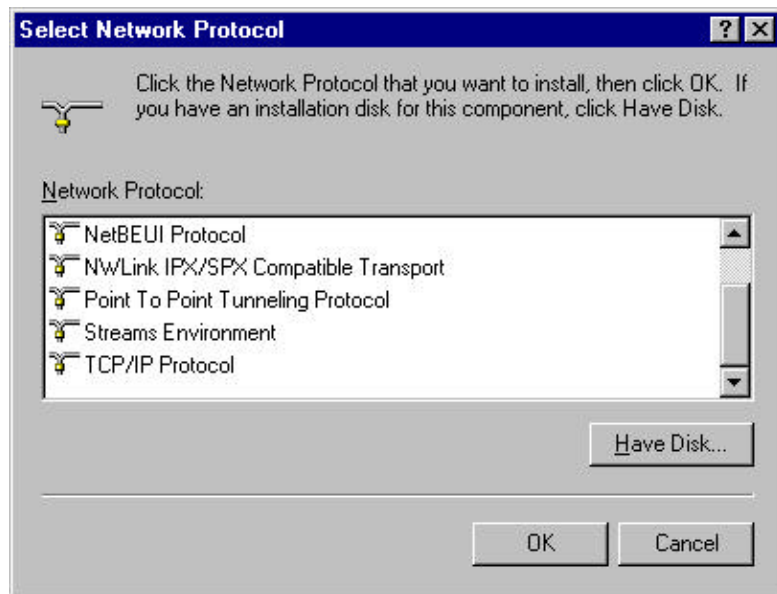
To install the network protocol:

- 1 Log on to the server.
- 2 Click Start—Settings—Control Panel.



If TCP/IP Protocol is listed under Network Protocols, then this network protocol is already installed. Click OK.

- 3 Double-click the Network icon.
- 4 Click the Protocols tab.
- 5 Click Add.
You see the Select Network Protocol dialog box.



- 6 Select TCP/IP Protocol, and then click OK.
- 7 Insert your Windows@2000/XP diskettes or CD-ROM.
- 8 Click OK.
- 9 Restart your computer.

Configuring the IP address properties for the server

A network administrator needs to decide how to configure the network. Each computer on the network requires a unique IP address so that it will be recognized as a computer on the network. In addition, all of the clients on the network need to be able to locate the server. Depending on the network configuration, a client may locate the Librarian Enterprise Server in different way.



The server name will be mapped to the server's IP address through the domain controller or DNS. All clients can have DHCP assign an IP address.

Name of Server	Example	DHCP compatible
IP address	LAN or Internet: 165.210.24.125	No
Computer name or Host name	LAN: librarianserver	Yes
Computer name or Host name	Internet: librarianserver.pulse.com	No



The IP address properties affect which server name (IP address or computer name) you can enter during the installation of all client software.

To configure the IP address properties for the server:

- 1 Log on to the computer that will host *Librarian Enterprise Server*.
- 2 Click Start—Settings—Control Panel.
- 3 Double-click the Network icon.
- 4 Click the Protocols tab.
- 5 In the Network Protocols list, select TCP/IP Protocol. Then click Properties.
- 6 Do one of the following:
 - ♦ Select Obtain an IP address from a DHCP server. You should enter the computer name or host name of the server when installing client software.
 - ♦ Select Specify IP address. In the IP address box, enter a unique IP address for the server. You should enter the IP address when installing client software.
- 7 Click OK.
- 8 Click OK.
- 9 If prompted, restart your computer.

Installing the Librarian Enterprise Server software

You can install the Librarian Enterprise Server software after you create a new user with administrator access on a computer running Windows®2000/XP. See “Creating a new user in

Windows®2000/XP for Librarian Enterprise Server” for instructions. The installation program uses a wizard to guide you through the following steps.

When you install Librarian Enterprise Server, you will be prompted to install the Security Device Driver, if not already installed on your system. For more information on installing the Security Device Driver, see "Installing the security device driver".

Before you begin the installation, you need to:

- Know the master username and password that the administrator wants to use for Librarian Administrator.
- Set the resolution of your monitor to at least 800 x 600.

To install the Librarian Enterprise Server software:

- 1 Before you start the installation, we recommend that you close all programs.

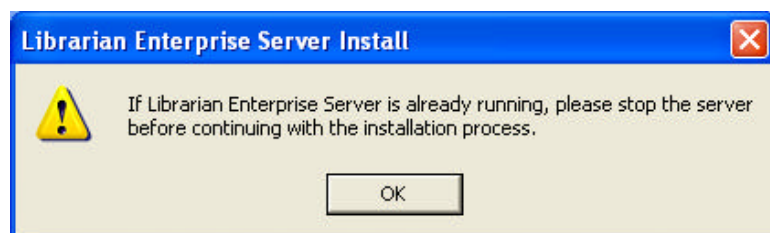
- 2 Insert the Tajima Librarian by Pulse CD into the CD-ROM drive.

You will see the Tajima Librarian by Pulse introductory screen.

- 3 Click Librarian Enterprise Server.

You see an InstallShield Wizard appear that is preparing your system for installation.

A Librarian Enterprise Server Install message will appear asking you to stop Librarian Enterprise Server if it is already running. Click OK.



You see another InstallShield Wizard appear.

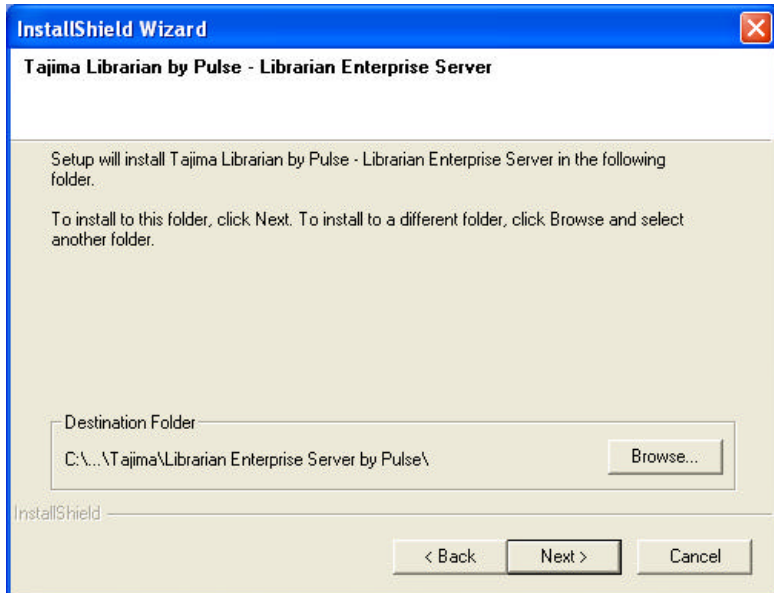
- 4 Click Next to start the installation.

You see a Software License Agreement window.

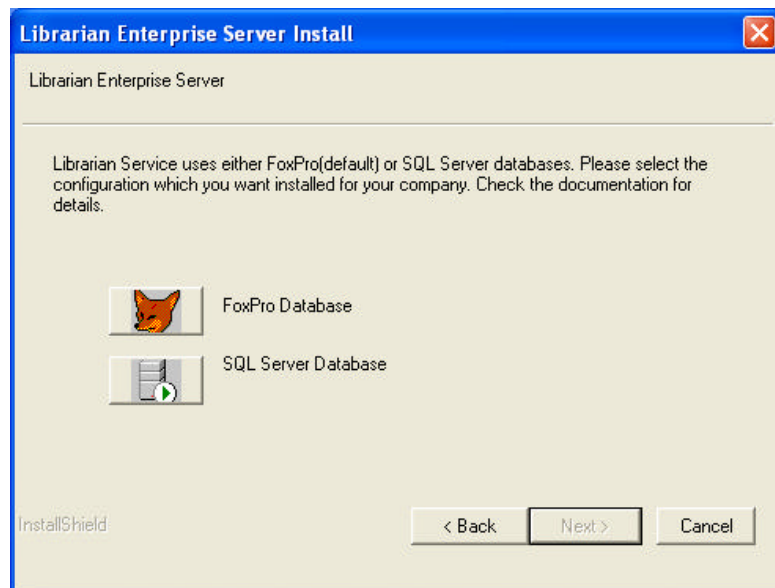
- 5 To accept the terms of the license agreement, click Yes.
You see another InstallShield Wizard window.



If you want to select a different directory, click Browse and create a directory.



- 6 Choose where you want to install the Librarian Enterprise Server system files.
The default directory is C:\Program Files\Tajima\Librarian Enterprise Server by Pulse\.
- 7 Click Next to install the system files in the selected directory.
You see another InstallShield Wizard window.



8 Select the type of database configuration you want installed for your company: FoxPro Database or SQL Server Database.

9 Click Next.

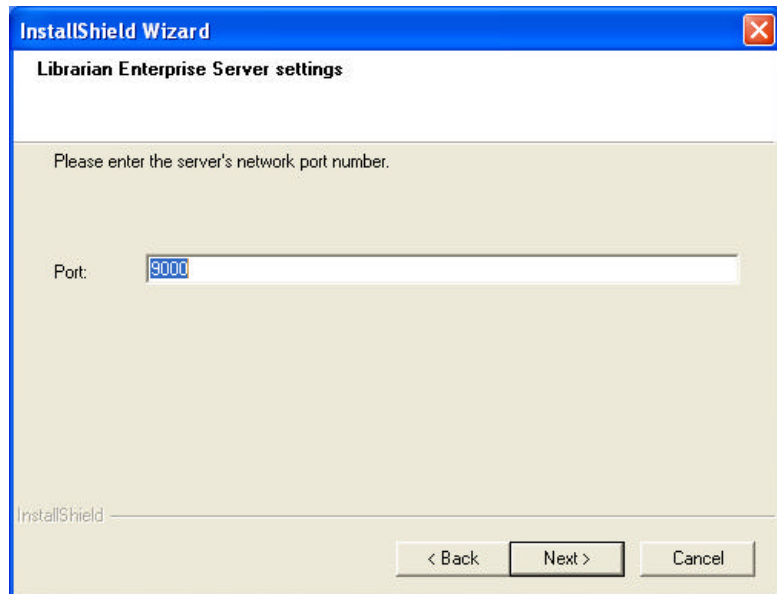
You see another InstallShield Wizard window.

10 You can type a new folder name or select an existing folder from the Existing folders list and click Next.

You see another InstallShield Wizard window.



If you want to use the SQL Server database, you should have SQL Server installed.

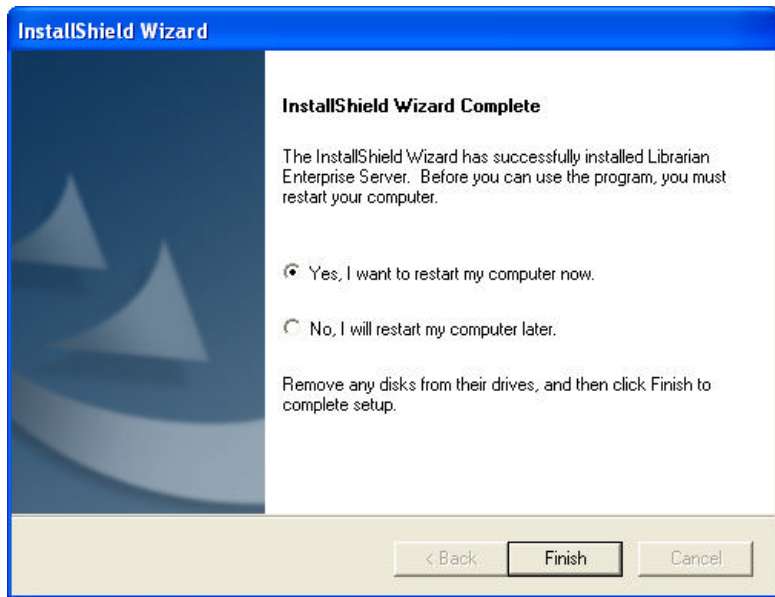


- 11** Enter the server's network port number and click Next.
You see another InstallShield Wizard window.
- 12** Click Next to save the server's network port number.
You see a Librarian Administrator Setup window.

The screenshot shows a Windows-style dialog box titled "InstallShield Wizard" with a close button (X) in the top right corner. The main title is "Default Administrator Setup". Below the title, there is a light beige background with the instruction: "Please enter default Administrator Name and Administrator Password." There are two text input fields: the first is labeled "Name:" and contains the text "John Doe"; the second is labeled "Password:" and contains the text "Password". At the bottom left, the text "InstallShield" is visible. At the bottom right, there are three buttons: "< Back", "Next >", and "Cancel".

- 13** Enter the administrator's master user name and password.
This name and password will be used to gain access to Librarian Administrator.
- 14** Click Next to save the administrator's master user name and password.
You see another InstallShield Wizard window.
- 15** Click Next to begin the installation.
You see a status window appear. Then, an InstallShield Wizard Complete window appear.

If you do not have a security device driver installed, you will see the Sentinel System Driver - InstallShield window appear. You can install your security device driver. For more information, see "Installing the security device driver".



16 Select one of the following two options:

- ♦ *Yes, I want to restart my computer now.*
- ♦ *No, I will restart my computer later.*

17 Click Finish to complete the installation.



Before you can use Librarian Enterprise Server, you must restart your computer.

Installing the security device driver

You need to install the security device driver since Librarian relies on a security device to ensure that only registered software users can use Librarian Enterprise Server. The computer will not recognize the presence of a security device unless you install the security device drivers. Likewise, the program will not run if the security device is not attached to the computer.

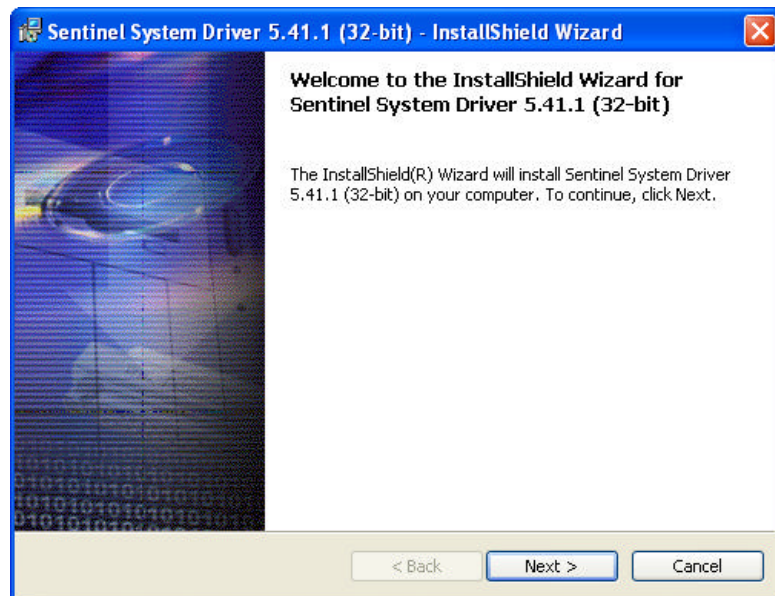
When you install Librarian Enterprise Server, you will be prompted to install the Security Device Driver, if not already installed on your system. It may be necessary to reinstall your security device driver if you are installing a newer version of Librarian Enterprise Server or if you have updated or made changes to your operating system. To reinstall your security device driver, you must first remove your existing driver and then install the security device driver once again. For more information on reinstalling the security device driver, see "Reinstalling the security device driver".

To install the security device driver:

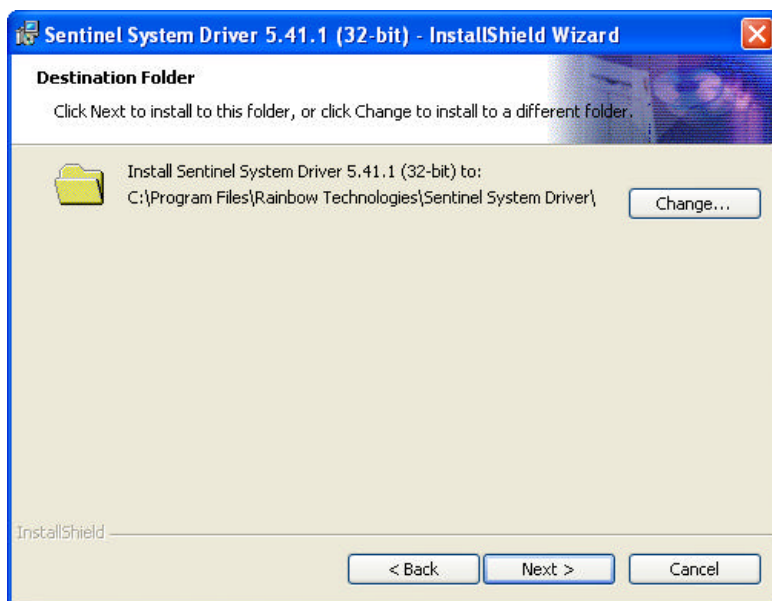
- 1 Disconnect the security device from the back of your computer, if the device is already connected.
- 2 Insert the Tajima Librarian by Pulse CD into the CD-ROM drive.
You will see the Tajima Librarian by Pulse introductory screen.
- 3 Click USB Drivers.
You will see the Sentinel System Driver - InstallShield window.



If you are installing Librarian Enterprise Server, you will be prompted to install the security device driver, if not already installed. You can skip to Step 4 below.



- 4 Click Next to start the installation.
You see a Software License Agreement window.
- 5 To accept the terms of the license agreement, select *I accept the terms of the license agreement*.
- 6 Click Next.
You see the Destination Folder window.

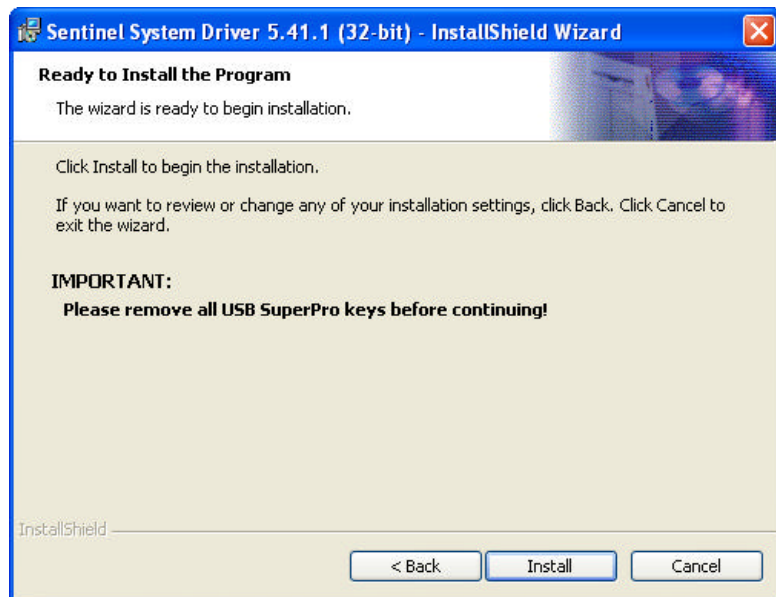


- 7 Choose where you want to install the Sentinel System Driver files.
The default directory is C:\Program Files\Rainbow Technologies\Sentinel System Driver\.
- 8 Click Next.
You see the Setup Type window.
- 9 Select the setup type you want to install and click Next.



If you choose the Custom setup type, you will see an additional window.

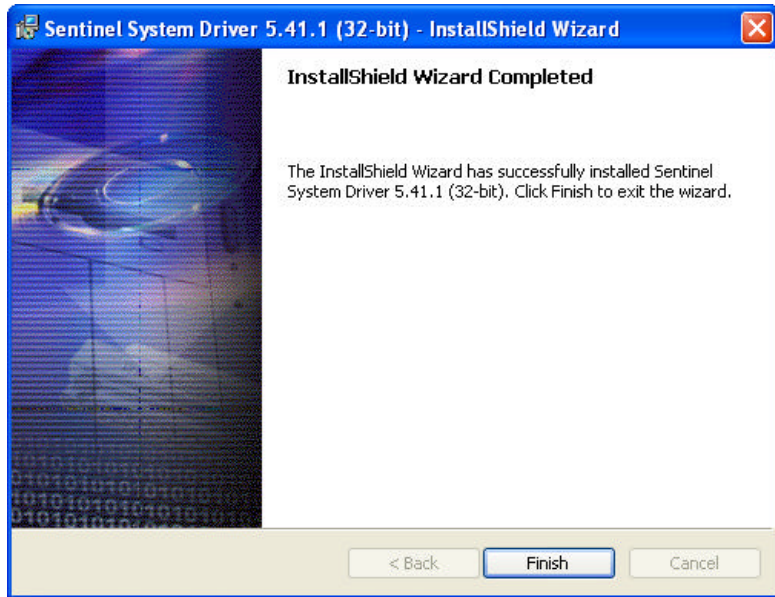
You see the Ready to Install the Program window appear.



10 Click Install to begin the installation.

You see the Installing Sentinel System Driver window showing you the progress of the install.

You see the InstallShield Wizard Completed window.



- 11 Click Finish to complete the installation.
- 12 Restart the computer.
- 13 Log on to the computer again using the new *Windows@2000/XP* username and password.

Installing Librarian Administrator



All of the clients on the network must be able to locate the server. The server name that you enter during the installation of all client software depends on your network configuration.

You can install the Librarian Administrator software by following the instructions on the wizard screens to guide you through the following steps.

If	Then
Your server uses a DHCP server to automatically assign IP addresses	You enter the computer name (host name) of the server during installation
Your server has a static IP address assigned by the network administrator	You enter the IP address or the computer name (host name) of the server during installation



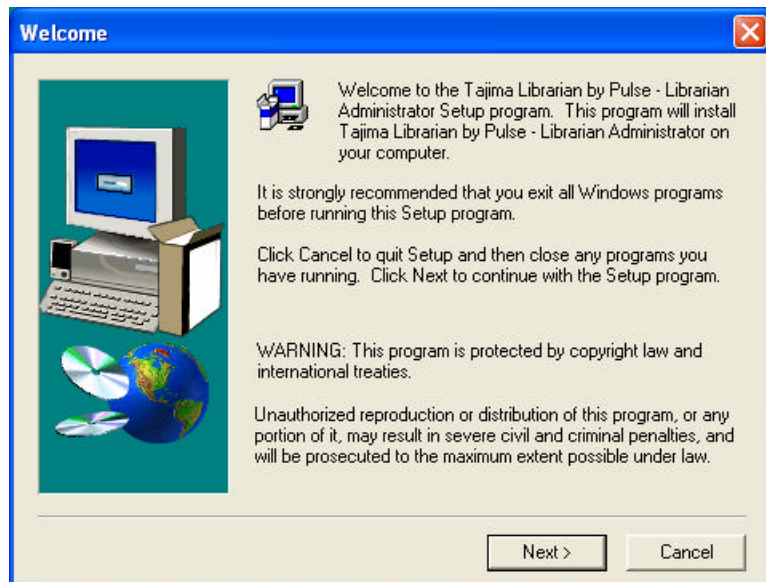
Before installing additional Librarian Administrator software on different computers running Windows®2000/XP, Librarian Administrator must be installed on the same computer as Librarian Enterprise Server.

Before you begin the installation, you need to:

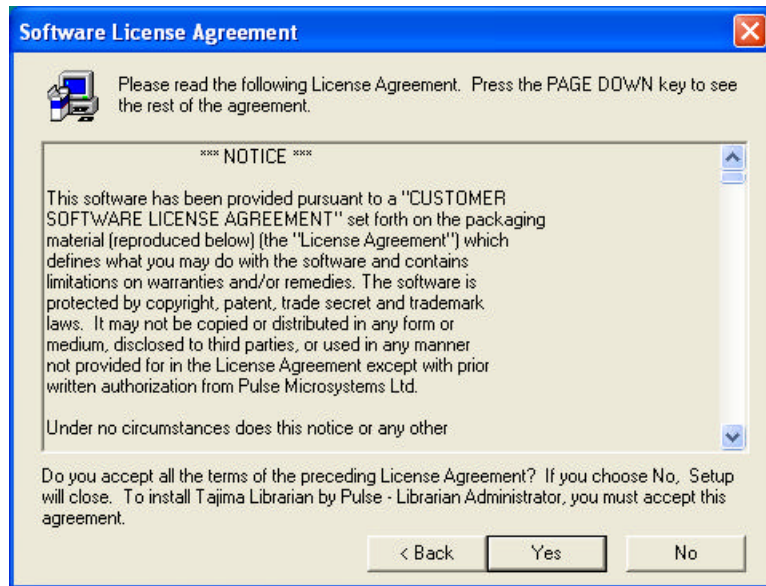
- Start Librarian Enterprise Server, if not automatically started.
- Know the IP address or computer name (host name) of the Librarian Enterprise Server.
- Set the resolution of your monitor to at least 600 x 800 pixels.

To install the Librarian Administrator software:

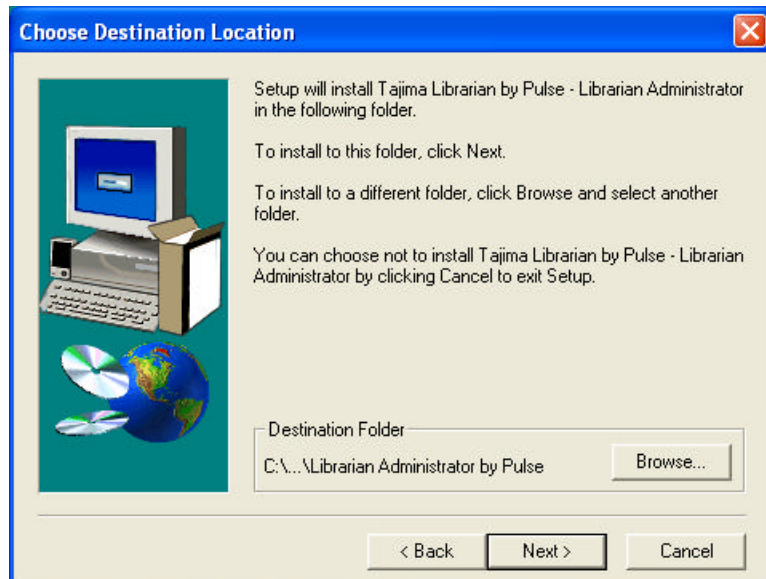
- 1 Before you start the installation, we recommend that you close all programs on the computer.
- 2 Insert the Tajima Librarian by Pulse CD into the CD-ROM drive.
You will see the Tajima Librarian by Pulse introductory screen.
- 3 Click Librarian Administrator.
You see a Welcome window.



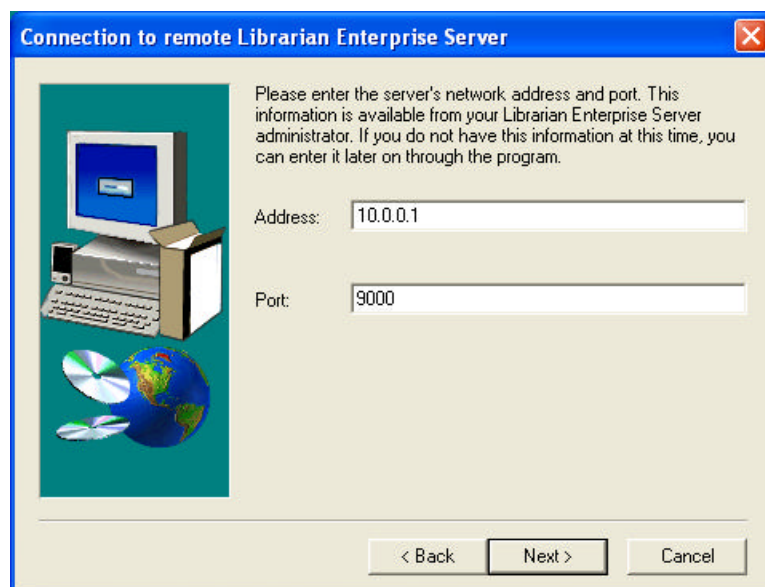
- 4 To start the installation, click Next.
You see a Software License Agreement window.



- 5 To accept the terms of the license agreement, click Yes.
You see a Choose Destination Location window.



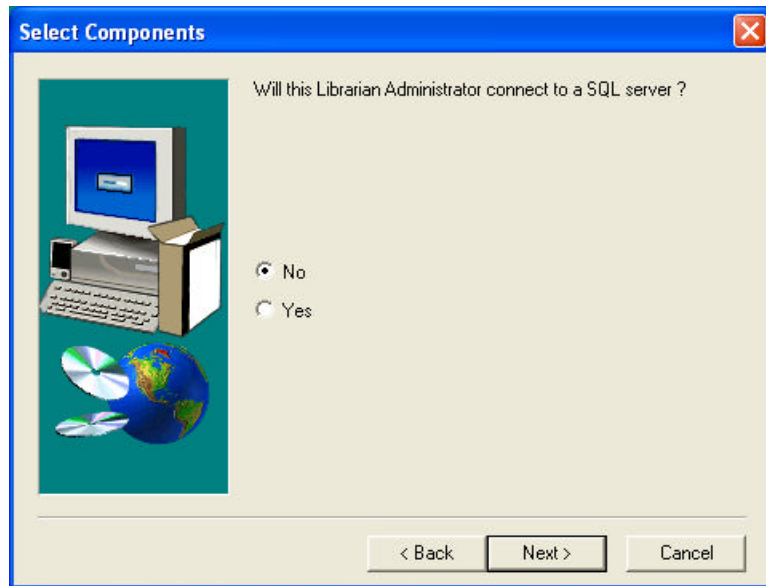
- 6 Choose where you want to install the Librarian Administrator system files. To change the existing directory, click Browse. *The default directory is C:\Program Files\Tajima\Librarian Administrator By Pulse.*
- 7 Click Next to install the system files in the selected directory. *You see a Connection to remote Librarian Enterprise Server window.*



- 8 Enter the server's network address and port.
- 9 Click Next to save the server's network address and port. *You see a Select Components window.*



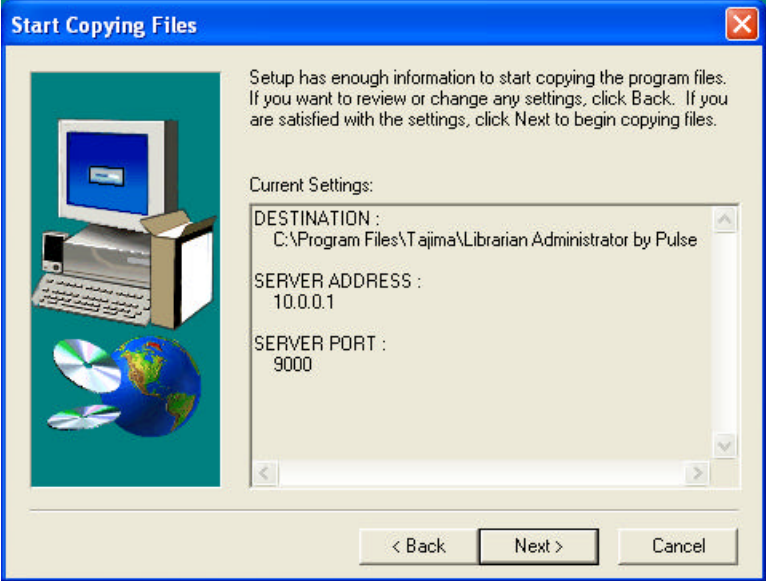
If you install Librarian Administrator on the same machine as the Librarian Enterprise Server, your server's IP address should be called localhost.



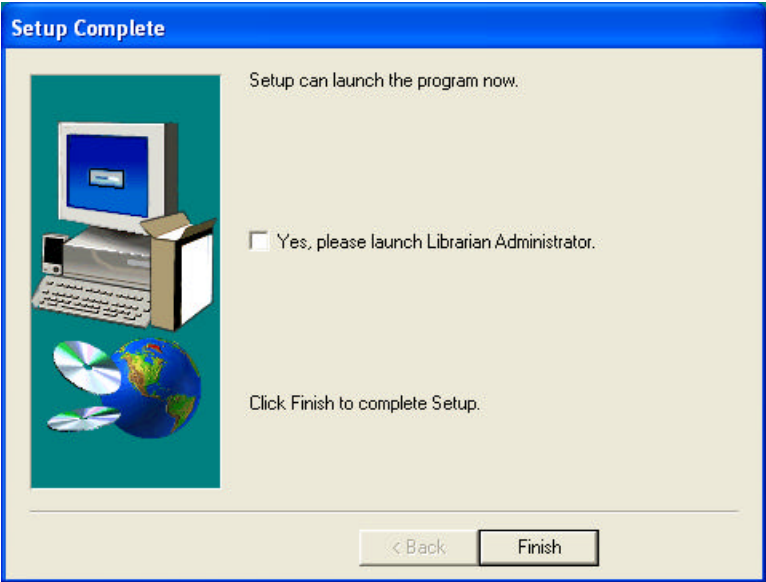
You may see several messages asking if you want to overwrite system files. Click Yes.

10 Click Yes if you are using a SQL server and click Next to continue.

You see a Start Copying Files window.



11 To begin copying system files, click Next.
When the files are copied, you see a Setup Complete window.



- 12 If you want to launch Librarian Administrator immediately, select *Yes, please launch Librarian Administrator*.
- 13 Click Finish to complete the installation.

Opening Librarian Administrator

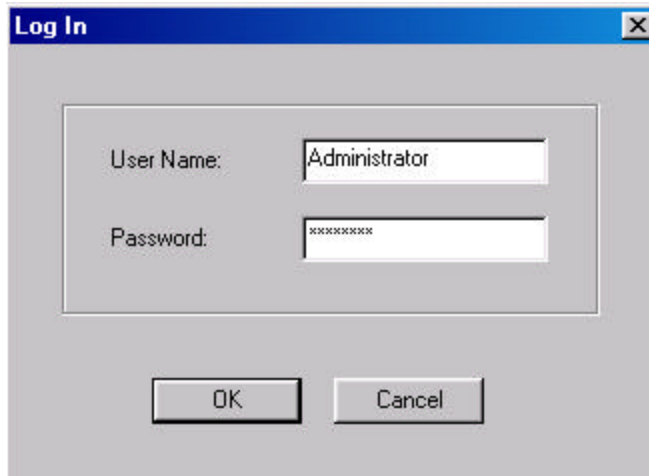
To log on to Librarian Administrator, you need to know the administrator's user name and password.



User names and passwords are case-sensitive. If you are logging onto Librarian Administrator for the first time, use the user name and password that the installer entered when installing Librarian Enterprise Server. For security reasons, an administrator may want to create a user account with administration access rights to Librarian Enterprise Server.

To open Librarian Administrator:

- 1 Click Start.
 - 2 Do one of the following:
 - ♦ Choose Programs—Tajima—Librarian by Pulse—Librarian Administrator.
 - ♦ Double-click the Librarian Administrator shortcut on your desktop.
- You see the Librarian Administrator program window and a Log In dialog appear.*

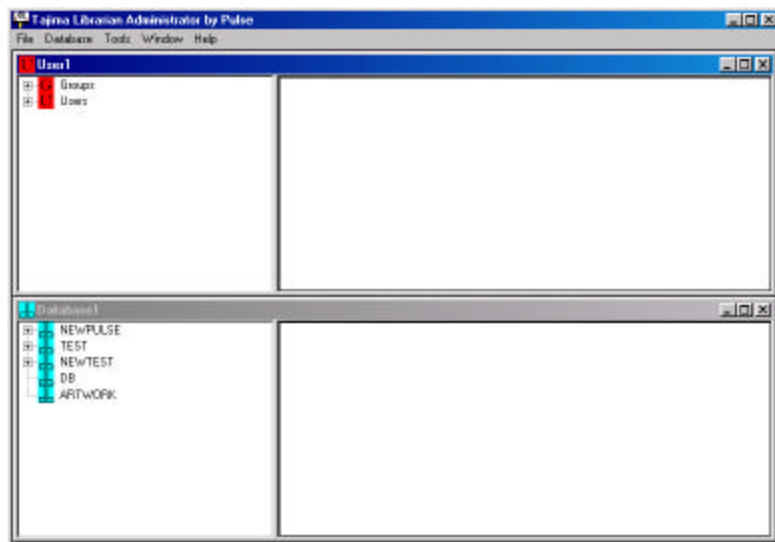


- 3 In the Log In dialog, complete the following:
 - ♦ In the User Name box, enter your user name.
 - ♦ In the Password box, enter your password.

4 Click OK.

You see two windows appear: User1 and Database1.

The User1 window shows user groups and user accounts. The Database1 window shows a list of databases that have been created and registered on the Librarian Enterprise Server.



- 5** To begin working in the User1 or Database1 windows, click inside the window you wish to use and begin making necessary changes.

Closing Librarian Administrator

Once you are finished working with user accounts and databases, you can close Librarian Administrator.

To close Librarian Administrator:

- 1 Choose File—Save to save your changes.
- 2 Choose File—Exit.

Installing Librarian Utilities

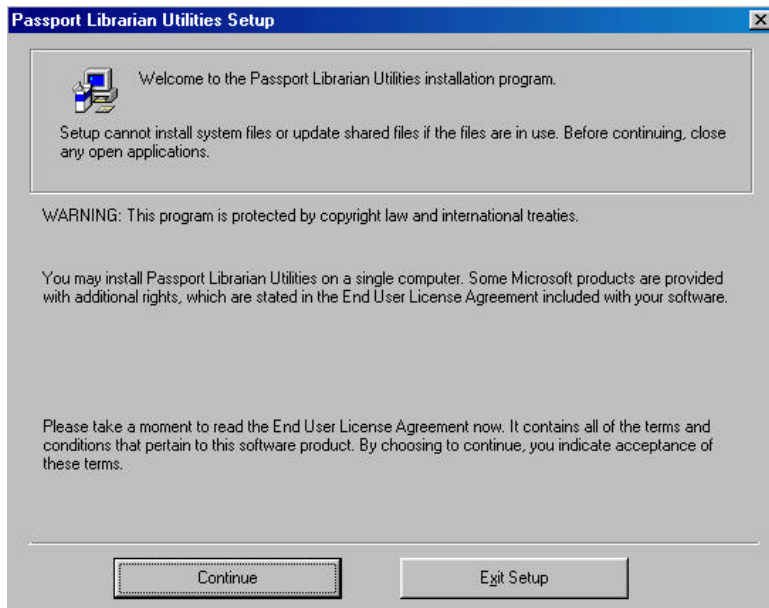
You should install Librarian Utilities on the computer that hosts Librarian Enterprise Server. The installation program for Librarian Utilities is located on the Tajima Librarian by Pulse CD.

To install the Librarian Utilities software:

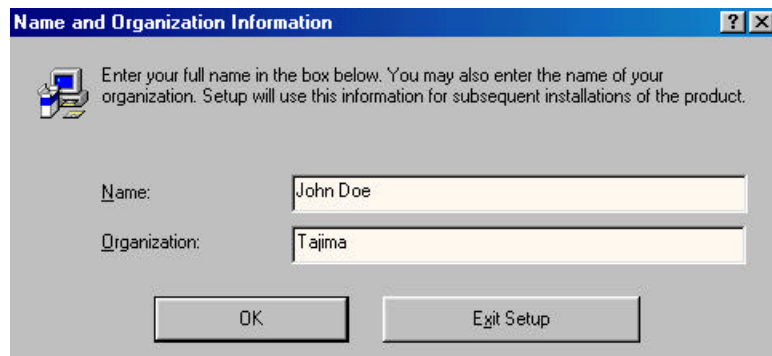
- 1 Insert the Tajima Librarian by Pulse CD into the CD-ROM drive.
You will see the Tajima Librarian by Pulse introductory screen.
- 2 Click Librarian Utilities.
You see a Welcome window.



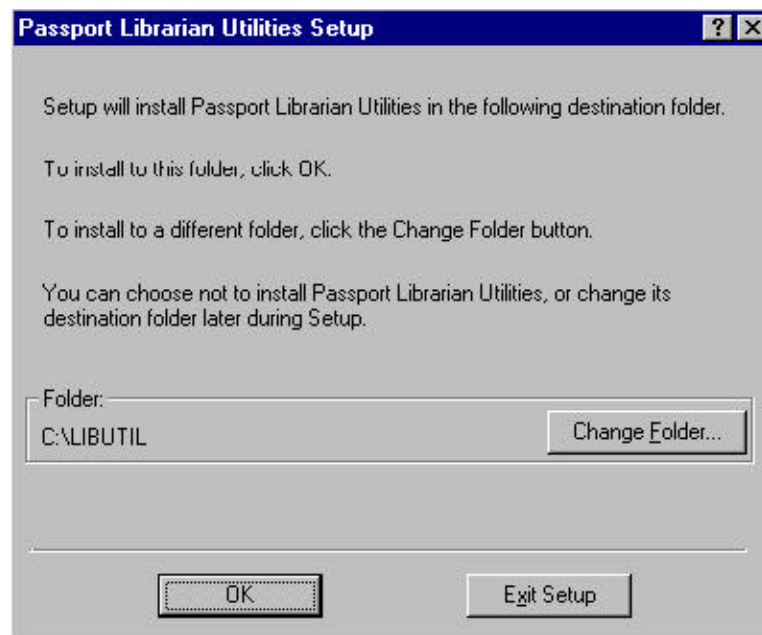
Before you start the installation, we recommend that you close all programs running on the Librarian Enterprise Server.



- 3 Click Continue to continue with the installation.
You see a Name and Organization Information window.



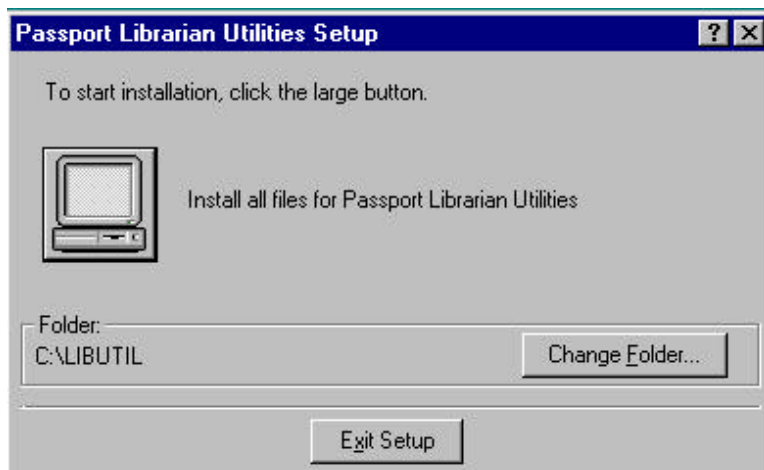
- 4 Enter your name and company information. Click OK.
You see a message box asking you to confirm this information.
- 5 Click OK. The setup program searches for installed components.
You see a Passport Librarian Utilities Setup window.



- 6 Choose where you want to install the *Librarian Utilities* system files.
The default directory is C:\LibUtil.
- 7 Click OK to install the system files in the selected directory.
You see the Passport Librarian Utilities Setup window.



If you want to select a different directory, click Change Folder and create a directory.



- 8 Click on the computer icon to continue the installation.
You can then select a Program Group for the software. This program group will appear in the Start menu. Click Continue to keep the default program group. This is the group at the end of the installation, you see a message informing you that the installation is complete.
- 9 Click OK to complete the installation and exit from the installation program.

Opening Librarian Utilities



Backing up your data is a very important part of good database management. You should always verify that you have a working backup of your database files before you attempt to make any changes to the database.

Before opening Librarian Utilities, you must stop Librarian Enterprise Server and make sure that no one is accessing the Librarian database files.

To open Librarian Utilities:

- 1 Click Start.
- 2 Choose Programs—Passport Librarian Utilities—Passport Librarian Utilities.

You see the Passport Librarian Utilities main menu.



Installing Librarian Database Backup

Librarian Database Backup is utility that instructs Librarian Enterprise Server to create a copy of a specified Librarian database. This utility can be run while Librarian Enterprise Server is running and the database is in use.

For more information on Librarian Database Backup, see the section on "Using Librarian Database Backup".

To install Librarian Database Backup software:

- 1 Insert the Tajima Librarian by Pulse CD into the CD-ROM drive.

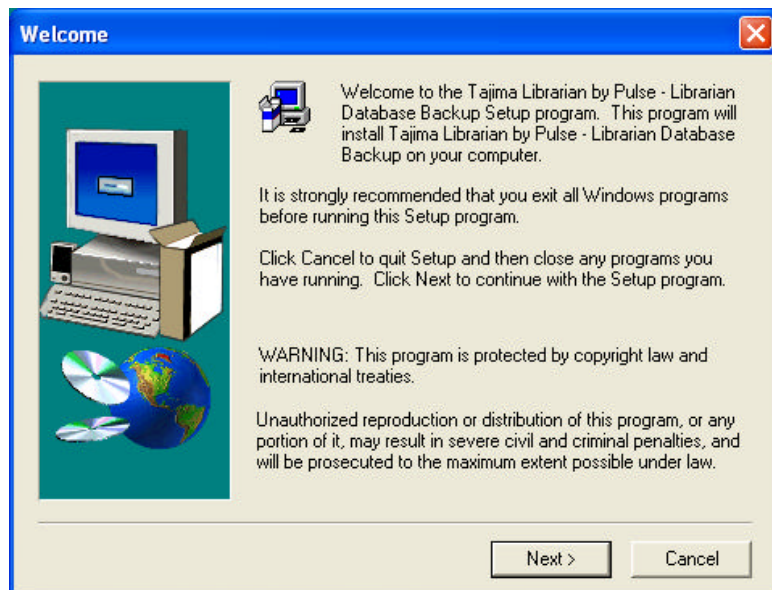
You will see the Tajima Librarian by Pulse introductory screen.

- 2 Click Librarian Backup Utility.

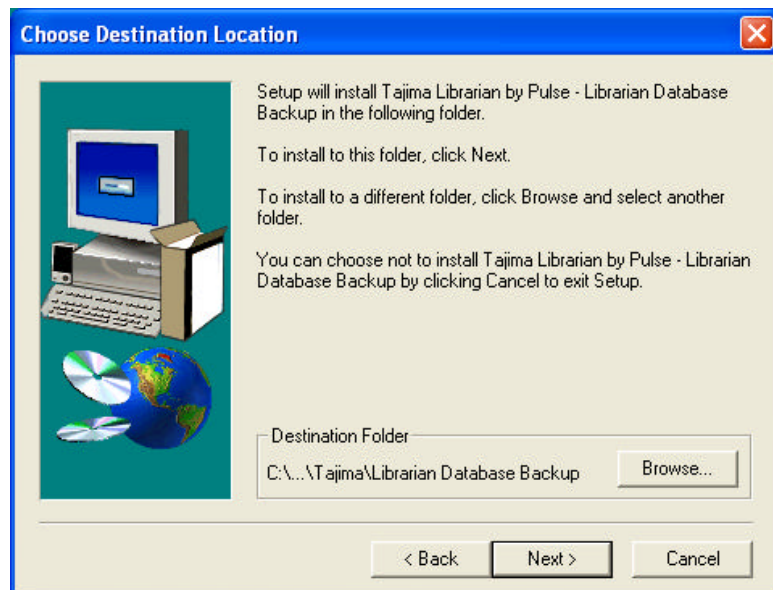
You see a Welcome window.



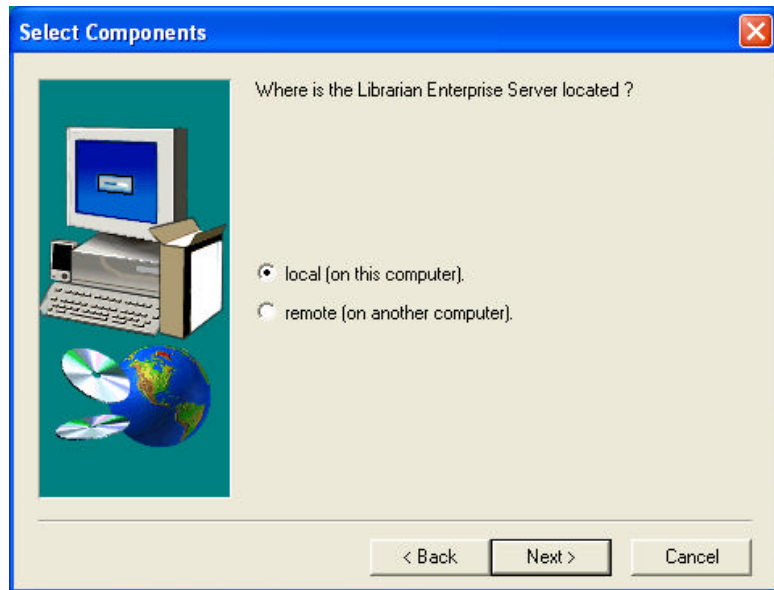
Before you start the installation, we recommend that you close all programs running on the Librarian Enterprise Server.



- 3 To start the installation, click Next.
You see a Software License Agreement window.
- 4 To accept the terms of the license agreement, click Yes.
You see a Choose Destination Location window.



- 5 Choose where you want to install the Librarian Database Backup system files. To change the existing directory, click Browse.
The default directory is C:\Program Files\Tajima\Librarian Database Backup\.
- 6 Click Next.
You see the Select Components window.



- 7 Select where the Librarian Enterprise Server is located and click Next.
- 8 If the Librarian Enterprise Server is located on the local computer, complete the following:

User Information

Please enter the Username and Password to connect to the Librarian Enterprise Server. You can enter it as a parameter to the shortcut on the desktop. Enter the name of the registered database on the Librarian Enterprise Server to be backed up.

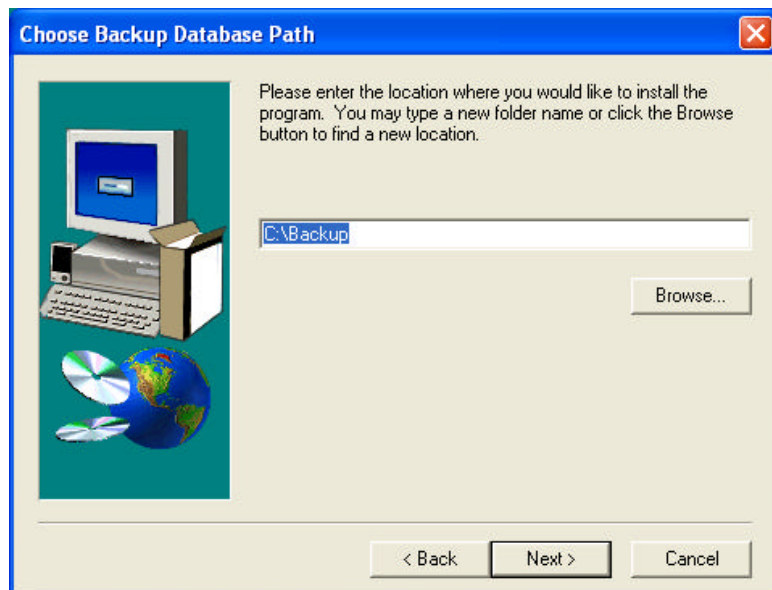
Username: John Doe

Password: Password

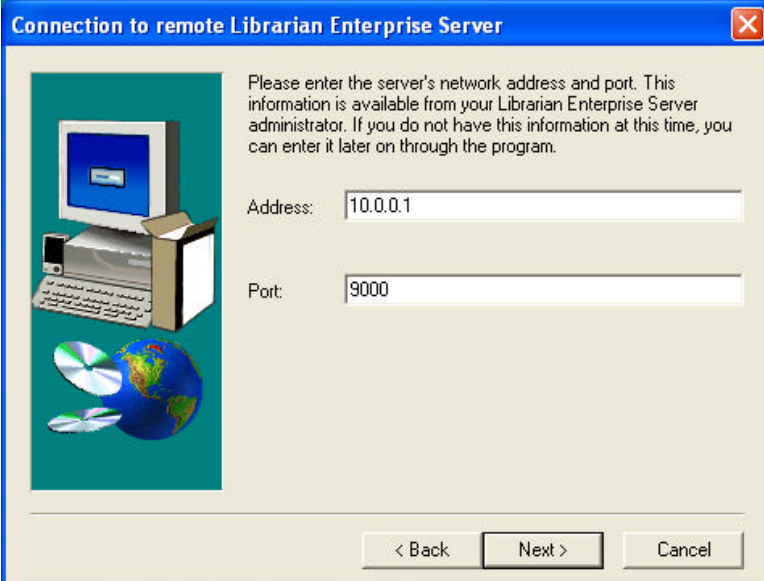
Database: database

< Back Next > Cancel

- ◆ In the User Information window, enter the user information needed to connect to Librarian Enterprise Server. Click Next.
You see the Choose Backup Database Path window.



- ◆ Browse to the location you want to install Librarian Database Backup and click Next.
You see the Start Copying Files window.
- 9 If the Librarian Enterprise Server is located on a remote computer, complete the following:



Connection to remote Librarian Enterprise Server

Please enter the server's network address and port. This information is available from your Librarian Enterprise Server administrator. If you do not have this information at this time, you can enter it later on through the program.

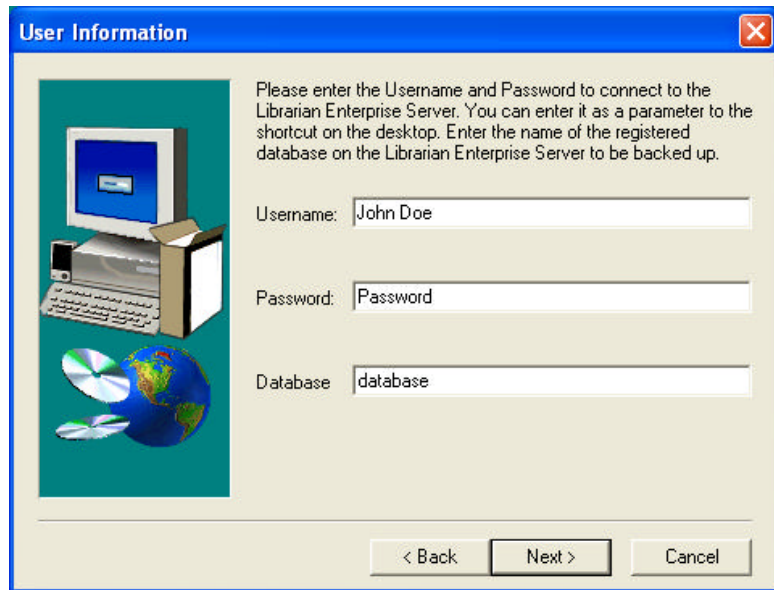
Address:

Port:

< Back Next > Cancel

- ◆ In the Connection to remote Librarian Enterprise Server window, enter your server network address and port. Click Next.

You see the User Information window.

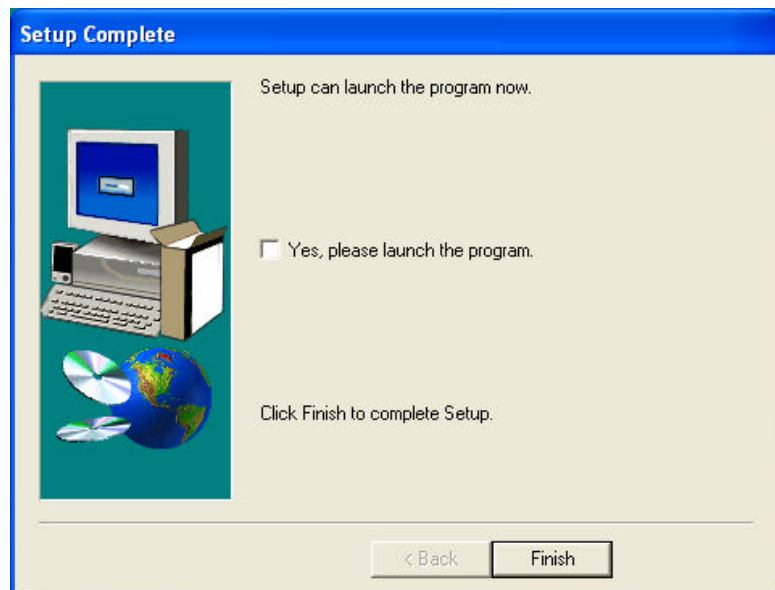


- ◆ In the User Information window, enter the user information needed to connect to Librarian Enterprise Server. Click Next.

You see the Start Copying Files window.

- 10 In the Start Copying Files window, click Next to begin copying files.

Once files are copied, you will see the Setup Complete window.



11 To complete the installation process, click Finish.



CHAPTER 2

Using Librarian Administrator

Librarian Administrator allows administrators to add and change the level of access users have to the design databases on the Librarian Enterprise Server.

This section provides you with the information you need to learn about and begin using Librarian Administrator.

In this chapter:

- Learn how to configure Librarian Administrator
- Learn how to view activity on the system
- Learn how to create, register and open or close a database.
- Find out how to add a user to a database or remove a user from a database.
- Learn how to add and delete user accounts.
- Learn how to add user groups and databases to user accounts.
- Find out detailed information about user groups and properties.

Learning the Librarian Administrator Basics

Librarian Administrator is one of the software components available with the Tajima Librarian by Pulse suite of solutions. Librarian Enterprise Server stores and manages the design database(s). Librarian Clients allow users to add designs to the databases on the Librarian Enterprise Server. Users can organize designs in databases and search for designs using a graphical user interface. Depending on your application, users can view, download, merge or edit designs. Access to the various databases and components of the network is granted through user accounts created in Librarian Administrator.

Configuring Librarian Administrator

A network administrator needs to decide how to configure the network and choose the maximum number of users that can be assigned to each user group on the specified server. Each computer on the network requires a unique IP address so that it will be recognized as a computer on the network. In addition, all of the clients on the network need to be able to locate the server. Depending on the network configuration, a client may locate the Librarian Enterprise Server in different way.



The server name will be mapped to the server's IP address through the domain controller or DNS. All clients can have DHCP assign an IP address.

Name of Server	Example	DHCP Compatible
IP address	LAN or Internet: 165.210.24.125	No
Computer name or Host name	LAN: librarianserver	Yes
Computer name or Host name	Internet: librarianserver.pulse.com	No



You can enter the server's IP address or the server's computer name during the installation of all client software.

If you install Librarian Administrator on the same machine as the Librarian Enterprise Server, your server's IP address should be called localhost.

To configure Librarian Administrator:

- 1 Choose Tools—Configure.
You see the Administration Configuration dialog appear.
- 2 To add server information, complete the following:
 - ◆ Select the Server Information tab.

The screenshot shows a dialog box titled "Administrator Configuration" with two tabs: "Server Information" (selected) and "User/Group Limits". The "Server Information" tab contains two text input fields: "Address:" with the value "165.210.24.125" and "Port:" with the value "9000". At the bottom of the dialog are four buttons: "OK", "Cancel", "Apply", and "Help".

- ◆ In the Address box, enter the server's IP address or server's computer name.
 - ◆ In the Port box, enter the port number of the server.
The default port is 9000.
- 3 To add user limits and group limits for the specified server, complete the following:
 - ◆ Select the User/Group Limits tab.

The screenshot shows a dialog box titled "Administrator Configuration:" with a close button (X) in the top right corner. It has two tabs: "Server Information" and "User/Group Limits", with the latter being the active tab. Inside the dialog, there is a section labeled "Allowed Number" containing six input fields arranged in two columns. The first column has fields for "Administrator:" (value 1), "Client:" (value 50), and "Viewer:" (value 50). The second column has fields for "Passport Controller:" (value 2) and "Passport Status:" (value 10). At the bottom of the dialog are four buttons: "OK", "Cancel", "Apply", and "Help".

- ◆ In the Administrator box, enter the maximum number of users that can be assigned to the Administrator group.
 - ◆ In the Client box, enter the maximum number of users that can be assigned to the Client group.
 - ◆ In the Viewer box, enter the maximum number of users that can be assigned to the Viewer group.
 - ◆ In the Passport Controller box, enter the maximum number of users that can be assigned to the Passport Controller group.
 - ◆ In the Passport Status box, enter the maximum number of users that can be assigned to the Passport Status group.
- 4 To save your changes, click Apply.
 - 5 Click OK.

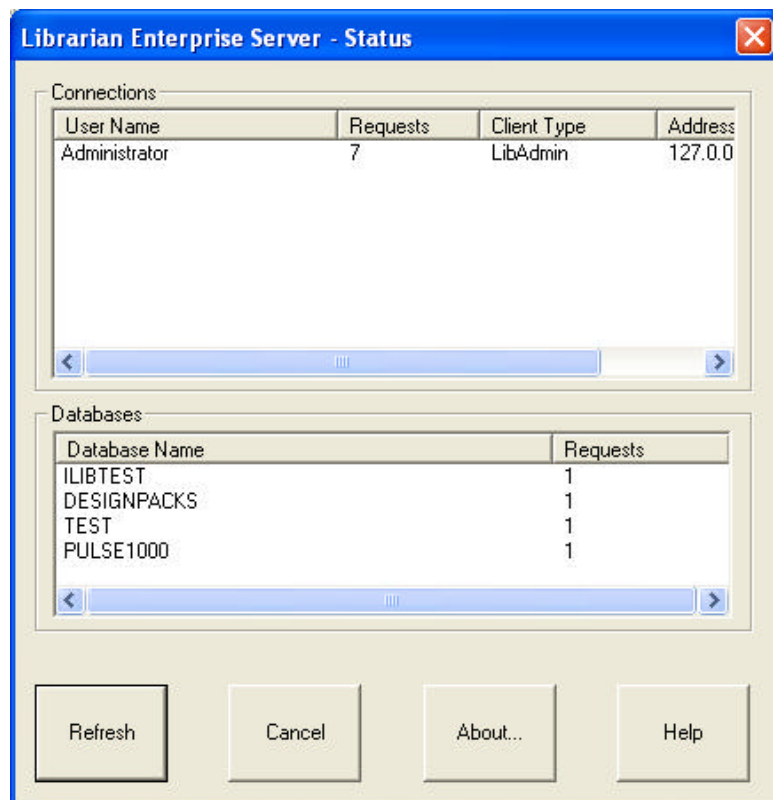
Viewing activity on the system

Librarian Enterprise Server records network activity. The system shows a list of the users logged in the databases. You can update this list. The information includes each user name, the number of requests each computer has made, what type of access a user has to the database, the network address of each user, each database name, and the number of request made to each database.

To view activity on the system:

- 1 Choose Tools—Server Status.

You see the Librarian Enterprise Server - Status dialog appear with an updated record of connected users and network activity.



- 2 To see the activity again after a period of time, click Refresh.
- 3 To view the version and copyright information for Librarian Administrator, click About.
- 4 To view the Librarian Administrator online help system, click Help.
- 5 To close the Librarian Enterprise Server - Status dialog, click Cancel.

Opening User or Database Windows

If you close the User or Database window that opens automatically when you start Librarian Administrator, you may need to open another window to make necessary changes to the user accounts.

To open User or Database windows:

- 1 Choose File—New View.
You see the New dialog.



- 2 Double-click Users or Databases.
You see a new window.

Saving User Account and Database Information

To save user account and database information:

- Do one of the following:
 - ♦ Choose File—Save.
 - ♦ Exit to close the application.
You see a dialog appear asking you to save information. Click Yes to save your user account and database information.

Setting Up Databases

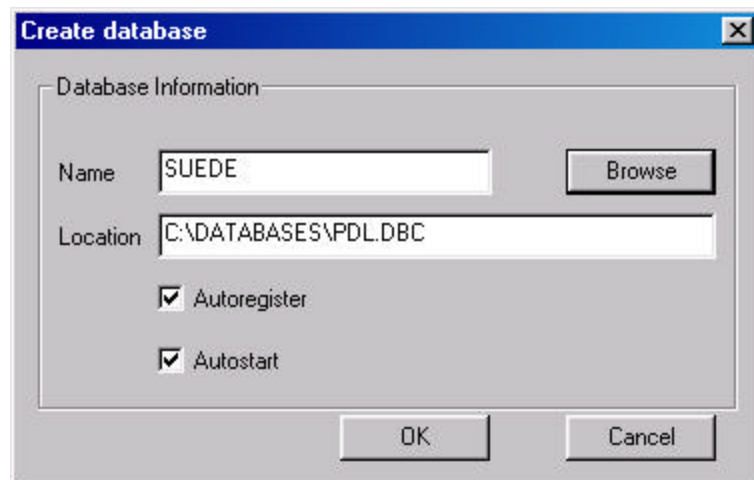
Librarian Enterprise Server stores all of the databases that are accessed through the Librarian client. As the Administrator, you need to create, register, and open the databases in Librarian Enterprise Server before designs can be added. Databases need to be open in Librarian Enterprise Server so that users can access them in the Librarian client. You add designs to the databases by using the Librarian client.

Creating a Database

You can add new empty databases to Librarian Enterprise Server to hold embroidery designs. Before you can add designs to the database, you need to register the database. See “Registering a database” for more information.


To add a database:

- 1 Choose Database—Create.
You see the Create Database dialog appear.



- 2 Click Browse.
You see the Select a folder and a name for the new database dialog appear.

3 Complete the following to select a folder and a name for the database you want to create:

- ♦ Select an existing directory for the new database or create a new folder for the new database by clicking Create New Folder  and entering a name for the folder.
- ♦ Double-click the new folder to open it.
- ♦ Click Save.

The database files have been added.

4 To automatically register the database when you start your computer, select Autoregister.

5 To automatically start the database when you start your computer, select Autostart.

6 Click OK.

Now you can register the database. If you selected Autoregister, your database is already registered and the database you created will be shown in the Database window.



You can also enter a name and location for the database you want to create directly in the Name and Location boxes provided.

Registering a Database

Before you can add designs to a database, you must register the database with Librarian Enterprise Server.

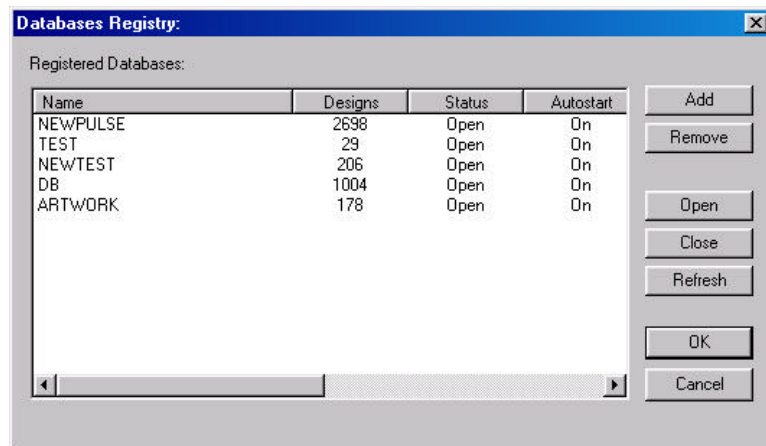
To register a database:

1 Choose Database—Registration.

You see the Databases Registry dialog appear.

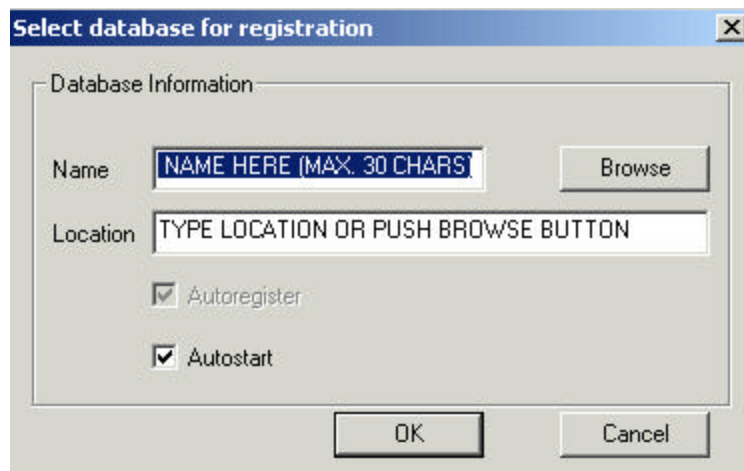


Users must be given access to Librarian Enterprise Server through an account in Librarian Administrator before they can access a design database.



- 2 Click Add.

You see the Select a database for registration dialog appear.



- 3 In the Name box, enter a name for the database you want to register.
- 4 Click Browse.
You see the Select a folder and a name for the new database dialog appear.
- 5 Complete the following to select a folder and a name for the database you want to register:



Make sure that you have selected the pdl.DBC file of the database that you want to register.

- ♦ Browse to the location of the database you created.
 - ♦ Click Open.
- 6 To automatically start the database after registration and when you start your computer, select Autostart.
 - 7 Click OK.
You see a message informing you that the database registration was successful. Click OK.



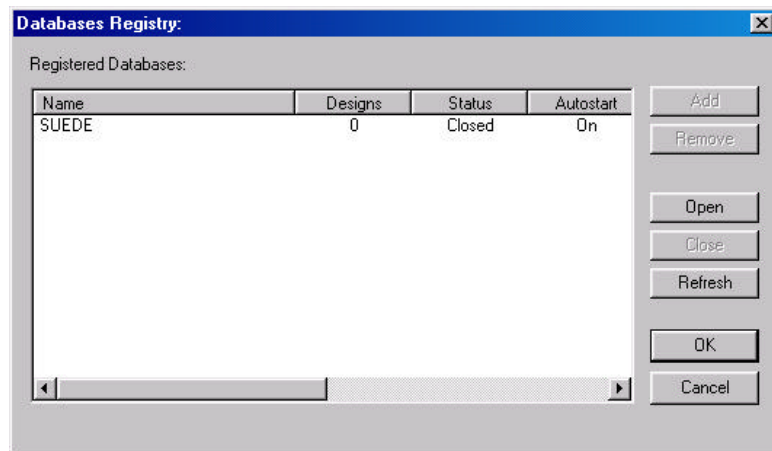
- The registered database will appear in the Registered Databases area. If you selected Autostart previously, the database will be opened on the Librarian Enterprise Server.*
- 8 To update the information shown in the Database Registry dialog, click Refresh.
 - 9 Click OK to close the Databases Registry dialog.

Opening a Database

Users can only access designs in a remote database if the database is open on the Librarian Enterprise Server. Once databases are open, users can access them one at a time through Librarian Clients using the Librarian menu.

To open a database:

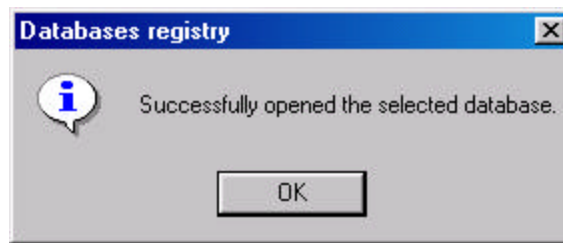
- 1 Choose Database—Open.
You see the Databases Registry dialog appear. Only closed databases are shown in the dialog.



2 Select the databases that you want to open.

3 Click Open.

You see a message informing you that the selected database opened successfully. Click OK.



The opened database will no longer appear in the Registered Databases area.

4 To update the information shown in the Database Registry dialog, click Refresh.

5 Click OK to close the Databases Registry dialog.

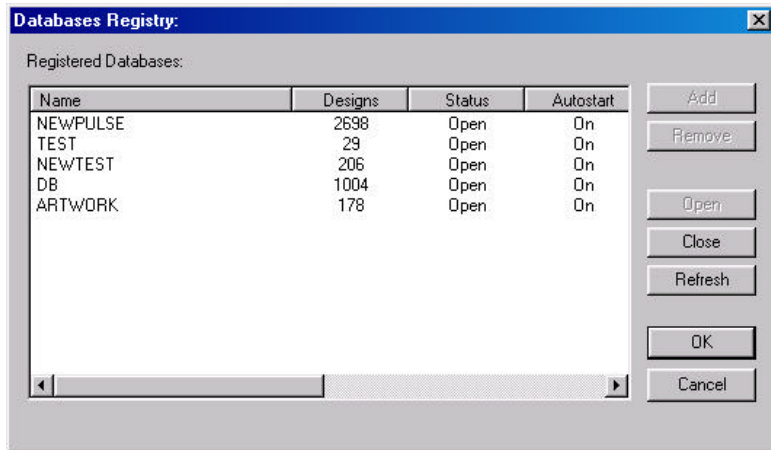
Closing a Database

You can close a database on the Librarian Enterprise Server at any time.

To close a database:

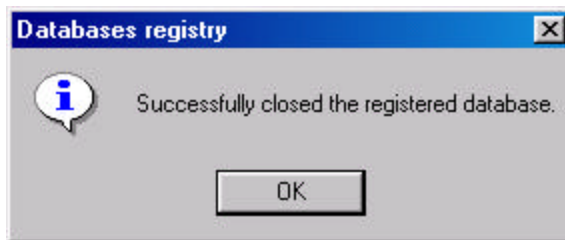
- 1 Choose Database—Close.

You see the Databases Registry dialog appear. Only opened databases are shown in the dialog.



- 2 Select the database you want to close.
- 3 Click Close.

You see a warning message appear. Click Yes or No accordingly. If the database closes successfully, another Databases Registry message appears. Click OK.



The closed database will no longer appear in the Registered Databases area.

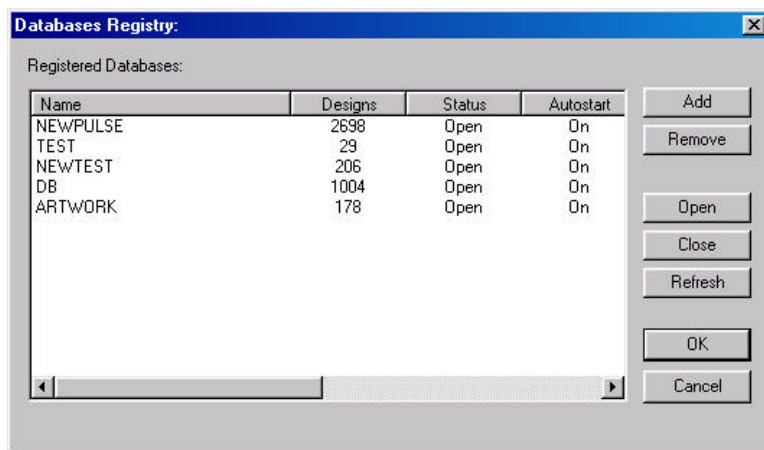
- 4 To update the information shown in the Database Registry dialog, click Refresh.
- 5 Click OK to close the Databases Registry dialog.

Removing a Database

You may decide to remove a database if it is unused.

To remove a database:

- 1 Choose Database—Registration.
You see the Databases Registry dialog appear.

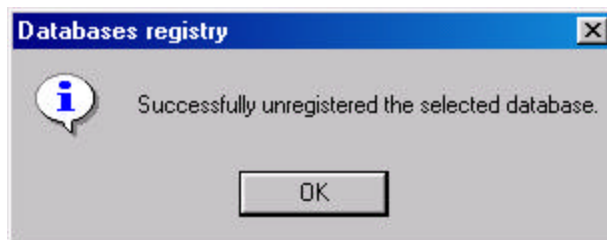


- 2 Select the database you want to delete.
- 3 Click Remove.

You see a message informing you that the database has been successfully unregistered. Click OK.



The database must be closed before it can be removed.



The database will no longer appear in the Registered Databases area.

- 4 To update the information shown in the Database Registry dialog, click Refresh.
- 5 Click OK to close the Databases Registry dialog.

Adding a User to a Database

You can add a user account to a database.

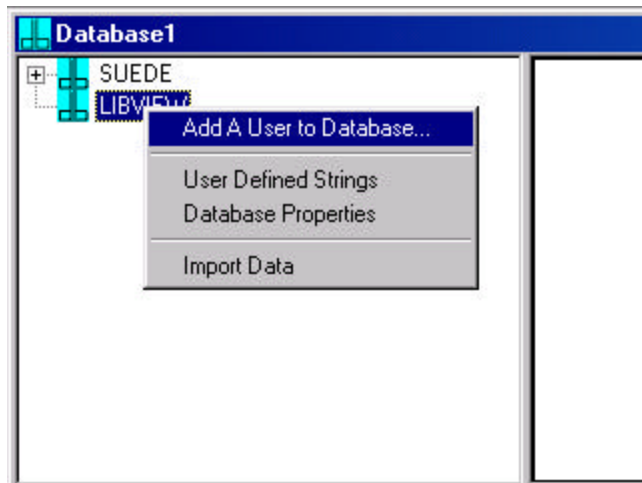


You can also add a user to a database using the User window. For more information, see "Adding a User Account".

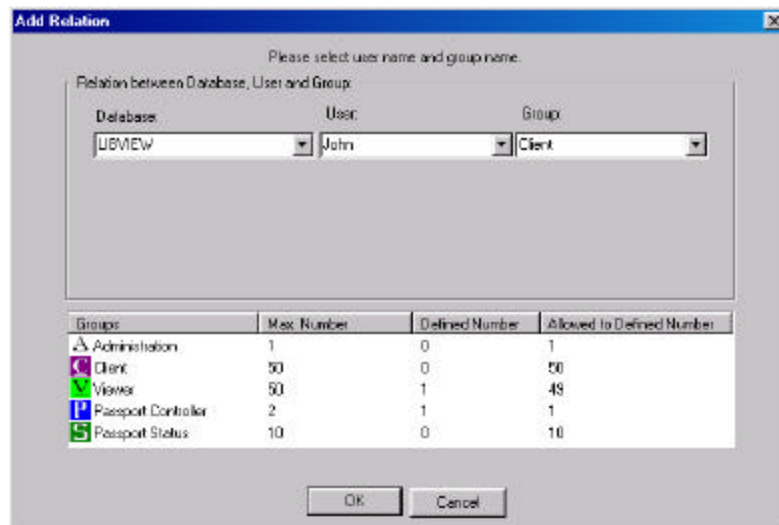
To add a user to a database:

- 1 In a Database window, select the database that you want to add a user account.
- 2 Right-click the selected database.

You see a shortcut menu.



- 3 Choose Add A User to Database from the menu.
You see the Add Relations dialog appear.



- 4 In the Relation between Database, User and Group area, do the following:
 - ◆ In the User list, select the user you want to add to the selected database.
 - ◆ In the Group list, select the user group you want assigned to the user.
- 5 Click OK.

The user account is added to the database and can be viewed in the Database window.



The same database and user can have only one group. If you want to change the group assigned to a user, you must remove the group previously assigned to the user.

Deleting a User from a Database

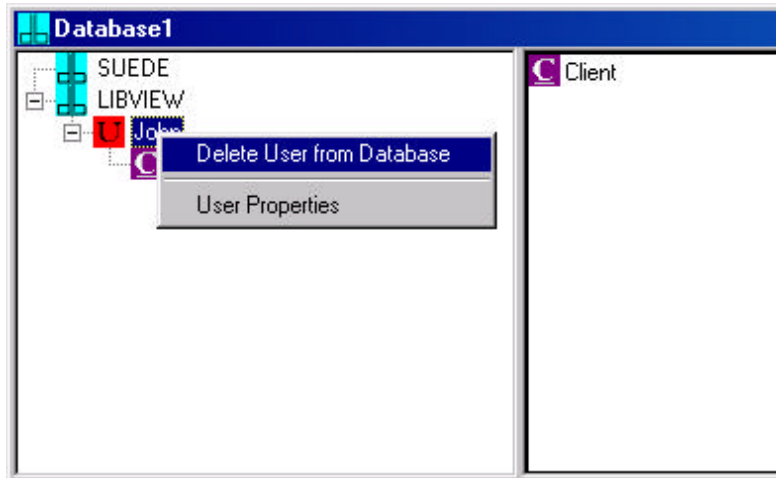
You can delete a user account from a database.



You can also delete a user from a database using the User window. For more information, see "Deleting a User Account".

To delete a user from a database:

- 1 In a Database window, double-click the database to which the user has access.
- 2 Right-click the user account that you want to delete.
You see a shortcut menu.



- 3 Choose Delete User from Database from the menu.
You see a warning message asking you to confirm that you want to remove the user account.



- 4 Click Yes to delete the user account from the selected database.
The user account no longer appears in the Database window.

Viewing Database Properties from the Database Window

You can view the properties of a database. The Database Properties dialog allows you to do the following: view the database name, view the database location, verify if autostart is activated for the database, verify the status of the database, and view the total number of database designs.



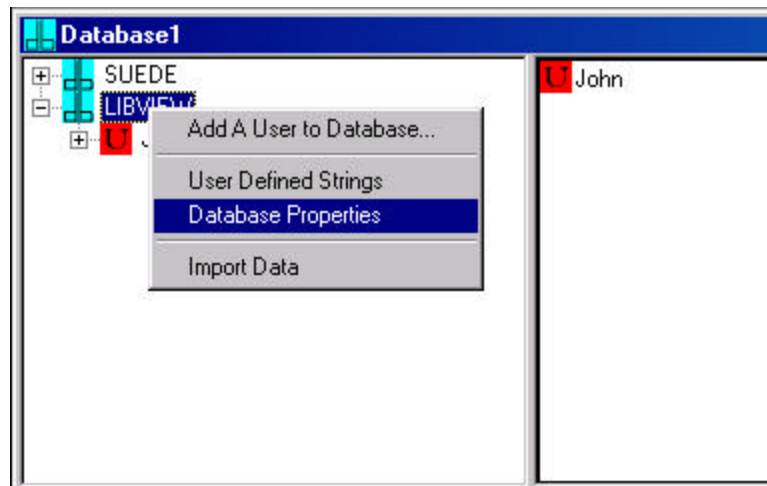
Librarian Administrator depends on the Librarian Enterprise Server to view the total number of designs in a database.

You can also view database properties using the User window. For more information, see "Viewing Database Properties from the User Window".

To view the properties of a database:

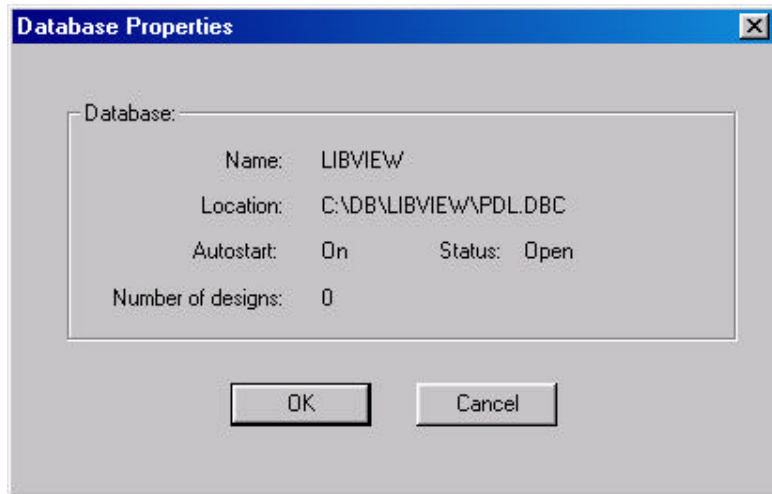
- 1 In a Database window, right-click the database you want to view properties for.

You see a shortcut menu.



- 2 Choose Database Properties from the menu.

You see the Database Properties dialog appear showing database property information.



- 3 Click OK to close the Database Properties dialog.

Creating User Defined Strings

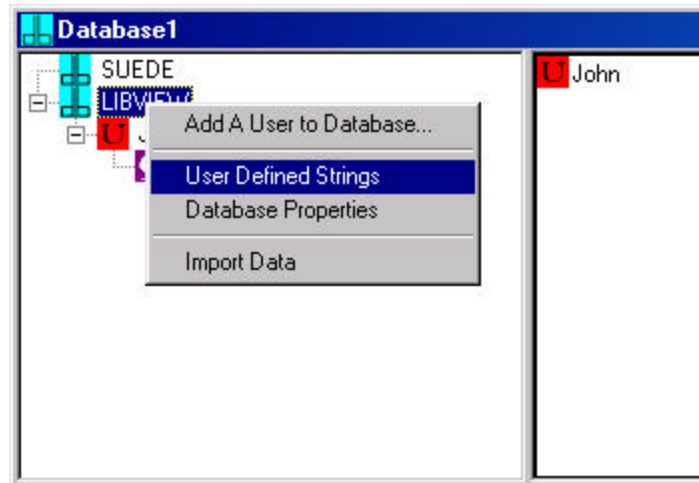
User defined strings are one level categories or filters for quick identification or retrieval of embroidery designs in the Librarian client. When you create the name of the user defined strings, users can use these strings to quickly search for and view the properties of embroidery designs stored in a database.



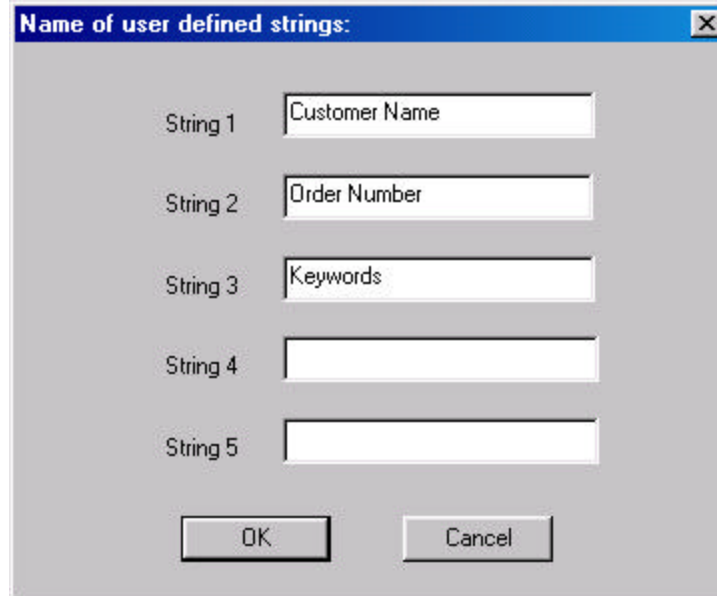
To view user defined strings in the Librarian client, you must be connected to Librarian Enterprise Server or have it installed on your computer.

To create user defined strings:

- 1 In a Database window, right-click the database.
You see a shortcut menu.



- 2 Choose User Defined Strings from the menu.
You see the Name of user defined strings dialog appear.



- 3 In the String 1 box, enter the name of the string you want to appear in the Librarian client's search dialog.

- 4 Repeat step 3 for each additional string you want to create.
- 5 Click OK.

Setting Up User Accounts

allows administrators to add and change user accounts. By using Librarian Administrator, an administrator can create accounts with different access rights to the databases on the Librarian Enterprise Server.

Adding a User Account

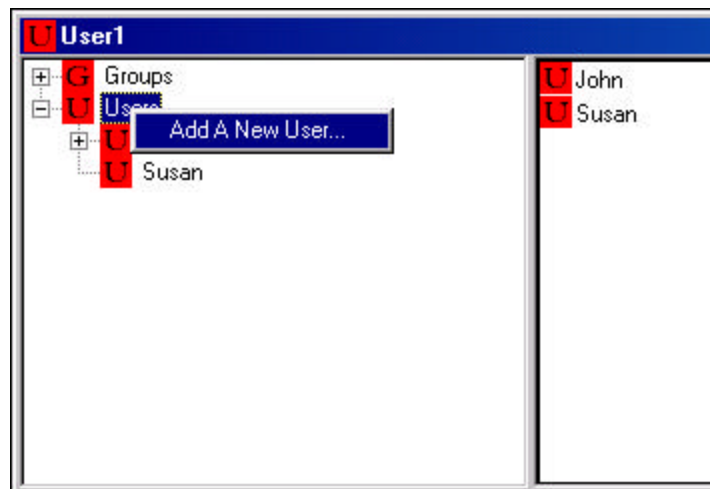
An administrator needs to create a user account for each user of the Passport Embroidery Network. Users can log on to multiple client computers with the same user account. After the account has been created, the administrator needs to assign the user account to at least one user group. The user groups grant access rights to various clients on the network. Without a user group, the user will not be able to access the databases on the Librarian Enterprise Server. For more information, see "Adding a group and database to a user account".



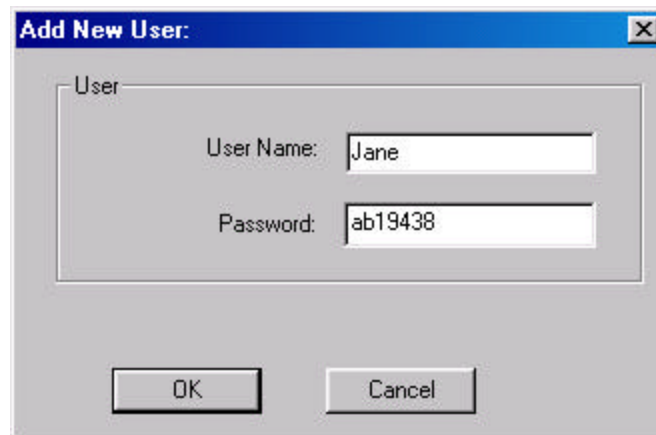
Username and passwords are case-sensitive.

To add a user account:

- 1 In a User window, right-click Users.
You see a shortcut menu.



- 2 Choose Add a New User from the menu.
You see the Add New User dialog appear.



- 3 In the User Name box, enter a name for the user.
- 4 In the Password box, enter a password for the user.
- 5 Click OK.
The new user account can be viewed in the User window.

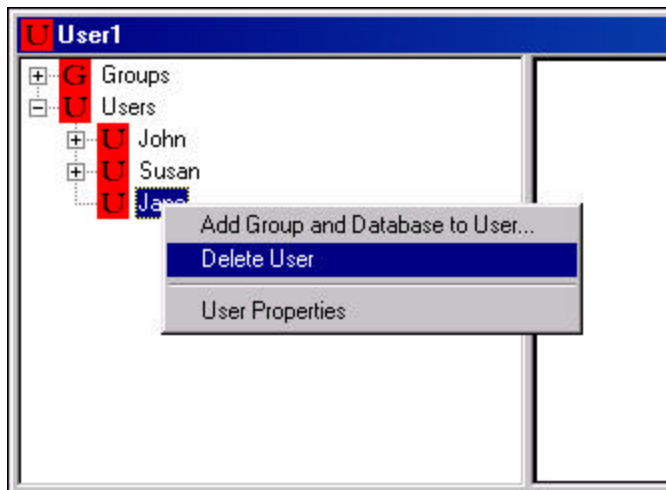
Deleting a user account

You may need to delete a user account from the server registry.

To delete a user account:

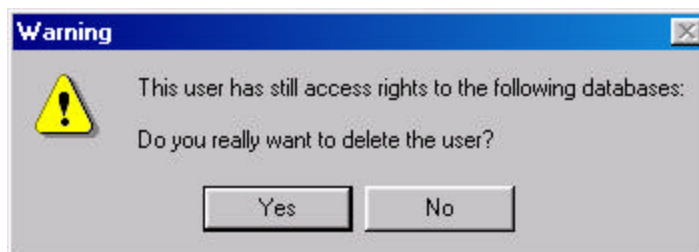
- 1 Double-click Users to display the list of user accounts.
- 2 Right-click the user account you want to delete.

You see a shortcut menu.



- 3 Choose Delete User from the menu.

The user account will be deleted from the server registry. If you have user groups assigned to the user, you will see a warning message asking you to confirm that you want to delete the user. Click Yes to delete the user account.

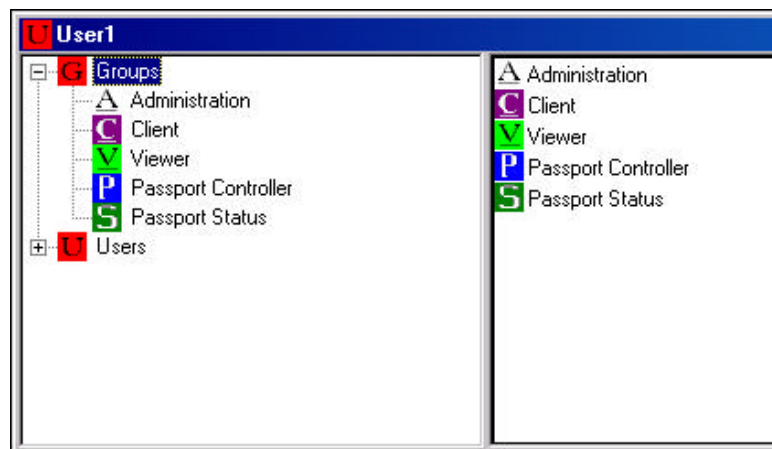


Adding a User Group and Database to a User Account

A user group and database need to be added to each user account. The user group determines the properties, or in other words the access rights that a user will have to a database.

Librarian Administrator has five user groups:

- Administration (for using *Librarian Administrator*).
- Client (for using *Librarian Clients*).
- Viewer (for using *Librarian Viewer*).
- Passport Controller (for using *Passport Controller*).
- Passport Status (for using *Passport Status*).



You can give a user access to a number of different databases, and the user groups can be different for each database. An administrator adds user accounts based on the needs of your company. For example, an administrator could add user accounts with a Client user group for embroidery designers. A production manager would use Passport Status and would therefore be given a user account that belongs to the Passport Status user group. Sale representatives could use an account with Viewer access. The Viewer user group allows users to search for designs and display them, but they cannot modify the design.

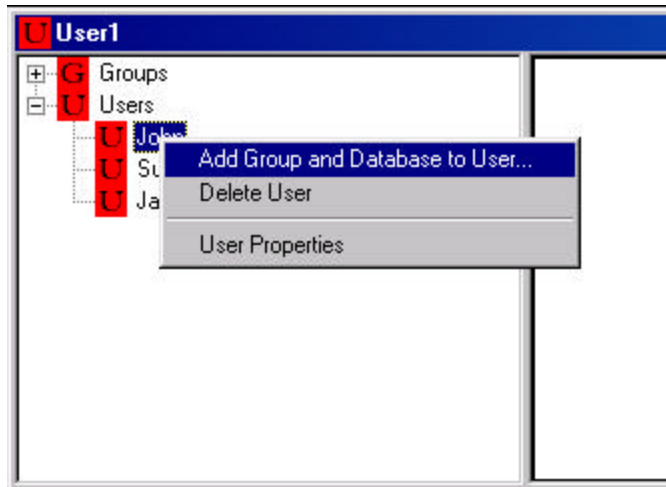


A database must be registered before you can assign access in Librarian Administrator.

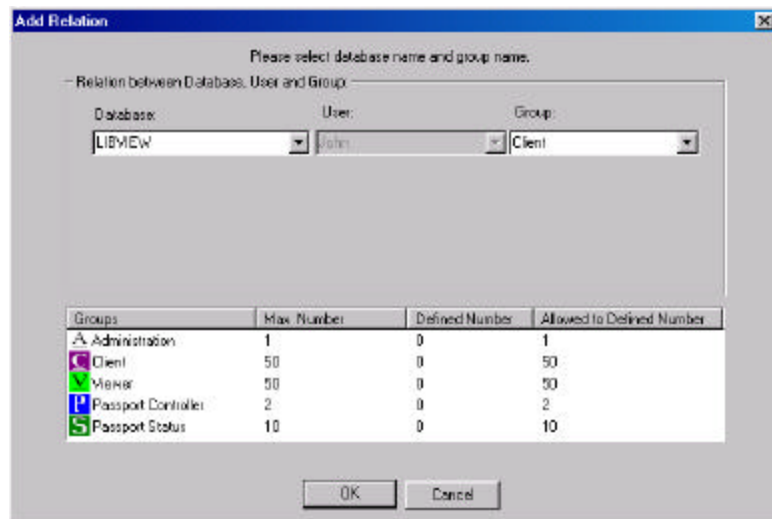
You can also add a user group and database to a User Account using the Database window. For more information, see "Adding a User to a Database".

To add a user group and database to a user account:

- 1 In a User window, double-click Users to display a list of user accounts, if not already displayed.
- 2 Right-click the user you want to add a group and database to. *You see a shortcut menu.*



- 3 Choose Add Group and Database to User from the menu. *You see the Add Relation dialog appear.*



- 4 In the Relation between Database, User and Group area, do the following:
 - ♦ In the Database list, select a database that this user account needs to access.
 - ♦ In the Group list, select the user group to designate the level or access the user account will have for the selected database.
- 5 Click OK.
- 6 If the user account needs access to multiple databases, repeat steps 3–6.

Deleting a Group from a User Account

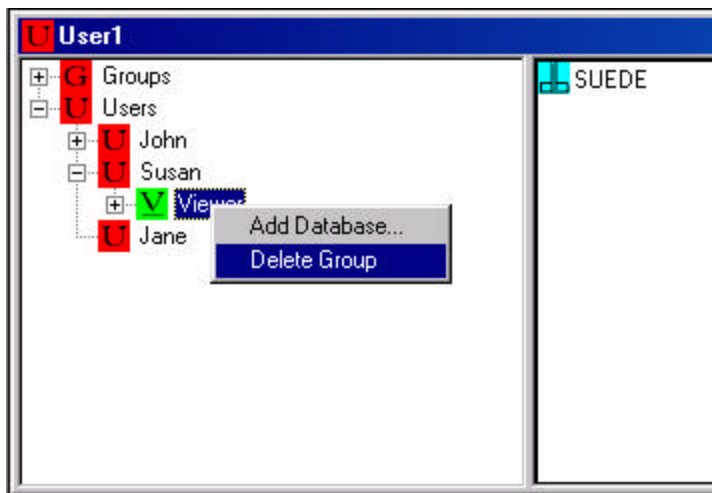
You can delete a user group from a user account. Users will lose access to all databases associated with the deleted group.



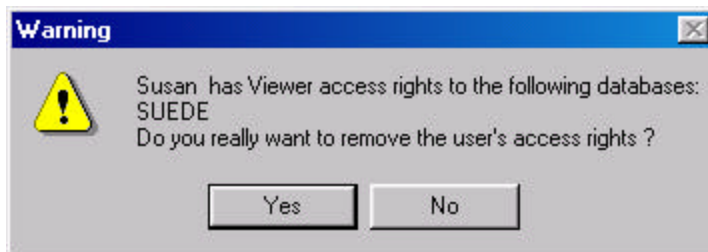
If you want to remove the access rights of a user to only one database, use the Database window. For more information, see "Deleting a User from a Database".

To delete a group from a user:

- 1 In a User window, double-click Users to display a list of user accounts, if not already displayed.
- 2 Double-click the user account that you want to change.
- 3 Right-click the user group that you want to delete.
You see a shortcut menu.



- 4 Choose Delete Group from the menu.
You see a warning message asking you to confirm that you want to remove the user's access rights to the databases associated with this user account. Click Yes to remove the user's access rights.

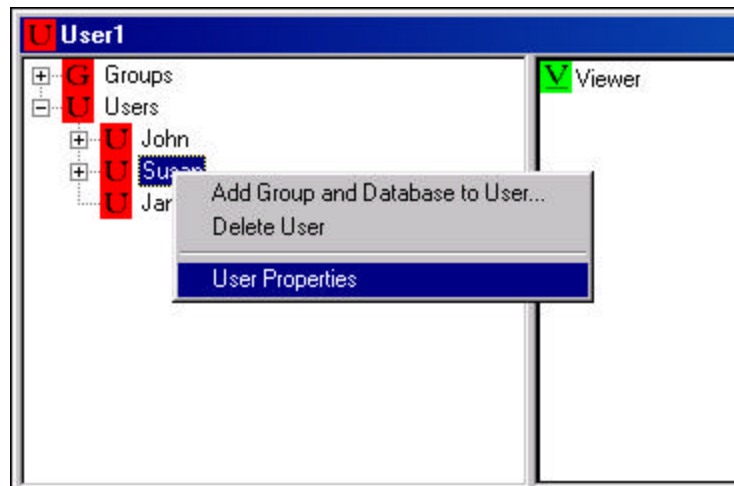


Changing user passwords

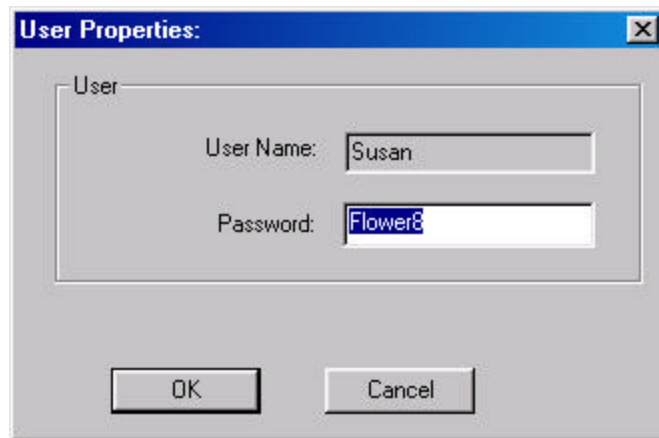
You may need to change the password of a user account.

To change user passwords:

- 1 In a User window, double-click Users to display a list of user accounts, if not already displayed.
- 2 Right-click the user account that you need to change.
You see a shortcut menu.



- 3 Choose User Properties from the menu.
You see the User Properties dialog appear.



- 4 Select the old password and delete it.
- 5 Enter the new password.
- 6 Click OK.

Viewing Database Properties from the User Window

You can view the properties of a database. The Database Properties dialog allows you to do the following: view the database name, view the database location, verify if autostart is activated for the database, verify the status of the database, and view the total number of database designs.



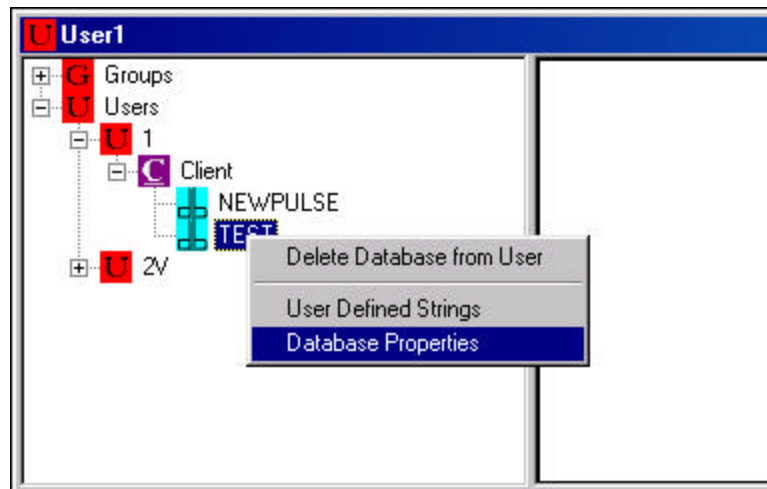
Librarian Administrator depends on the Librarian Enterprise Server to view the total number of designs in a database.

You can also view database properties using the Database window. For more information, see "Viewing Database Properties from the Database Window".

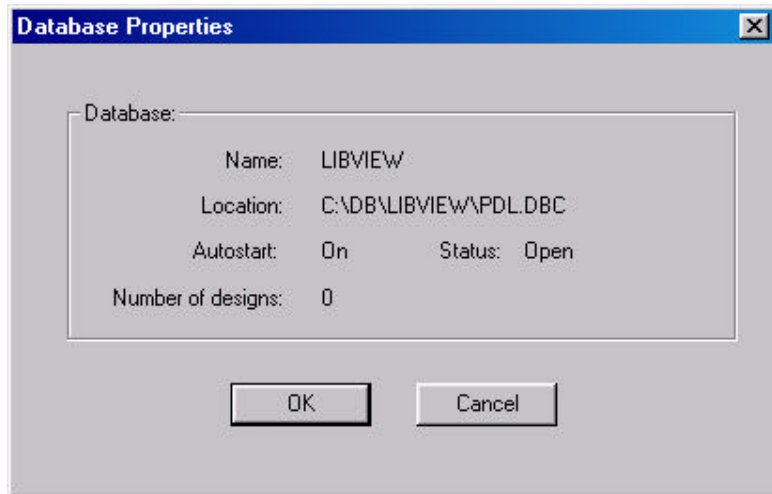
To view the properties of a database:

- 1 In a User window, right-click the database you want to view properties for.

You see a shortcut menu.



- 2 Choose Database Properties from the menu.
You see the Database Properties dialog appear showing database property information.



3 Click OK to close the Database Properties dialog.

Setting Up User Groups and Properties

Defining User Groups

User groups ensure that only authorized users work with various components of the Passport Embroidery Network.

The Passport Embroidery Network user groups:

- Administration allows users to work in Librarian Administrator, adding and changing user accounts.
- Client allows users to view, change, add, or delete designs or design properties, file attachments, and database groups.
- Viewer allows users to view designs and design properties such as attached files and database ABC Group structure.
- Passport Controller allows users to access the Librarian Enterprise Server using their user account name.
- Passport Status allows users to log on to Passport Status to view the downloading progress of designs.

A user account can have up to four user groups: Administration, Passport Controller, Passport Status, and either Client or Viewer. Users cannot have both Viewer and Client access to the same database.

The Administration group

The table below shows the default settings for a user assigned to the Administration group and explains what each setting means. These default settings are available on the Administration property page.



You can change these default settings at any time. To save your changes, click Apply.

Setting	What the user can do
Search	Search a database for a design
Open design	Open any design
Add design	Add designs to the database
Update design	Edit designs and resave them to the database
Delete design	Remove designs from the database
Get ABC groups	View the ABC groups
Get strings	View the user-defined strings
Create ABC Group	Create groups
Update ABC groups	Add groups
Delete ABC groups	Delete groups
Delete string	Delete the user-defined strings
Get registered databases	View the list of registered databases
Get Users	View the list of users
Get Groups	View the list of groups

Setting	What the user can do
Get Relations	View the access between users and databases
Update database information	Add users to databases
Add user	Add user accounts
Update user information	Change user passwords
Remove user	Delete a user from a database
Add group	Add user group to user account
Update group information	Change settings for group properties
Remove group	Delete user group from a user account
Add relation	Give a user account access to a database
Remove relation	Delete a user account from a database

The Client group

The table below shows the default settings for a user assigned to the Client group and explains what each setting means. These default settings are available on the Designs property page and the ABC Groups and Strings property page.



You can change these default settings at any time. To save your changes, click Apply.

Setting	What the user can do
Search	Search a database for a design
Open design	Open any design
Add design	Add designs to the database

Setting	What the user can do
Update design	Edit designs and resave them to the database
Delete design	Remove designs from the database
Get ABC groups	View the ABC groups
Get strings	View the user-defined strings
Create ABC Group	Create groups
Update ABC groups	Add groups
Delete ABC groups	Delete groups
Delete string	Delete the user-defined strings

The Viewer group

The table below shows the default settings for a user assigned to the Viewer group and explains what each setting means. These default settings are available on the Designs property page and the ABC Groups and Strings property page.



You can change these default settings at any time. To save your changes, click Apply.

Setting	What the user can do
Search	Search a database for a design
Open design	Open any design
Get ABC groups	View the ABC groups
Get strings	View the user-defined strings

The Passport Controller group

When you add a user to the Passport Controller group, you allow them to access the Librarian Enterprise Server using their user account name. Passport Controller allows users to download designs to the Passport boxes and embroidery machines.

The Passport Status group

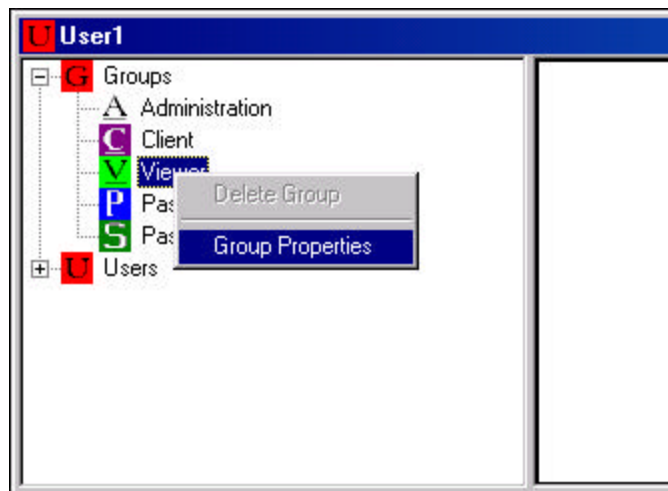
When you add a user to the Passport Status group, you give them access to the Passport Status program. Passport Status allows users to monitor embroidery production.

Changing the Properties of a User Group

Each user group has specific properties that grant access rights for each user account. If you want, you can change the properties for the Administration, Client, and Viewer user groups, allowing more or fewer access rights. You cannot change the properties for the Passport Controller or Passport Status user groups.

To change the properties of a user group:

- 1 In the User window, double-click Groups to display a list of user groups, if not already displayed.
You see a list of user groups.
- 2 Right-click the user group that you want to change its properties.
You see a shortcut menu appear.



- 3 Choose Group Properties from the menu.
You see the Group Properties pages for the selected user group.
- 4 On each property page, select or clear the properties that you want to apply to the user group.
- 5 Click Apply.
- 6 Click OK to close.



CHAPTER 3

Using Librarian Utilities

Librarian Utilities allows you to perform database management functions on the Librarian databases.

In this chapter:

- Opening a Librarian database
- Viewing the database tables
- Removing marked records and re-indexing tables
- Deleting unused General Keys
- Checking for valid data in the database tables
- Printing the results of a database check
- Saving the results of a database check
- Understanding error messages

Opening a Librarian database

You need to select the Librarian database that needs to be maintained.

To open a Librarian database:

- 1 Choose File—Open.
You see a dialog box.
- 2 Select the path for the Librarian database that you want to check.
- 3 Click OK.
The database structure is verified.
 - If you are opening a database for the first time, there may be a longer delay while Librarian Utilities gathers information about the structure of your database. If any errors are found in the database structure, Librarian Utilities will attempt to repair the database.
 - You may only open one Librarian database at a time. If you open another Librarian database, the previous Librarian database is closed automatically.

Viewing the database tables

The Librarian database has five tables that store different types of information about designs. These five tables are named: PDL, ABC Groups, ABC Tree, Strings, and Last Modified. You can use various View commands to look at information stored in each table.



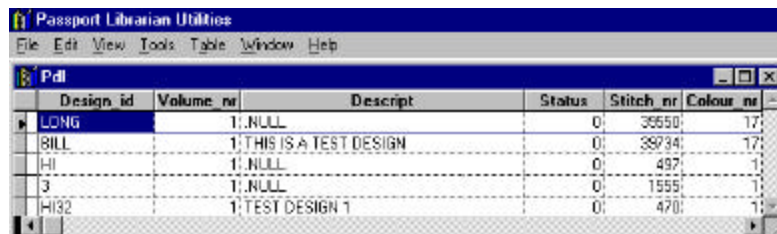
You cannot edit the data in any of the tables.

To view the database tables:

- 1 Choose View.



- Choose the table that you want to view.
You see a window that shows the fields of the selected table.



Design_id	Volume_nr	Descript	Status	Stitch_nr	Colour_nr
LONG	1:NULL		0	35550	17
BILL	1:THIS IS A TEST DESIGN		0	35734	17
HI	1:NULL		0	497	1
3	1:NULL		0	1555	1
HI32	1:TEST DESIGN 1		0	470	1

- Choose Edit—Find to locate specific data in a table.

Removing marked records and re-indexing tables

The Reindex command rebuilds the structure of the tables in the Librarian database. The Pack command removes any records marked for deletion (a black square appears in the first column) and re-indexes all tables in the Librarian database.

To remove marked records and re-index tables:

- Choose Tools—Reindex or choose Tools—Pack.

Deleting unused General Keys

Terms listed in the General Key field of the Librarian database are stored in the String table. The String table lists available General Key terms. Compact String Table removes all General Key terms that are no longer being used in the Librarian database.

To delete unused General Keys:

- Choose Tools—Compact String Table.

Checking for valid data in database tables



For explanations of reported errors, see “Understanding error messages” on page 87.

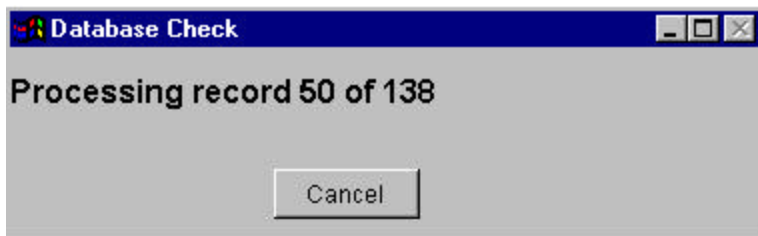
The Check command processes each record in the database and verifies that the data is valid. An error will be logged for the following conditions:

- The database is empty.
- A volume referenced in the database does not exist.
- A design is reported to have less than ten stitches.
- A design is reported to be a member of a non-existent ABC Group.

To start a database check:

- 1 Open a database by choosing File—Open.
- 2 Choose Tools—Check.

The database check starts and you see a progress message.



After the database check is complete, a window displays the results of the database check.



Error Code	Table	Design Name	Description
0			Check found no errors

Printing the results of a database check

You can print the results of a database check.

To print the results of a database check:

- With the Errors window selected, choose File—Print.

Saving the results of a database check

You can save the results of a database check as a text file for record keeping purposes. You can print the file or e-mail it later.

To save the results of a database check:

- 1 Choose File—Save As.
- 2 Enter a path and file name for the text file.

Understanding error messages

The following table lists error messages. If applicable, it offers some suggestions about correcting the problem.

Error Code	Description	Action
15	Not a table	Librarian Utilities will attempt to correct the database automatically.
1550	DBC internal consistency error	Librarian Utilities will attempt to correct the database automatically.
1551, 1561	Invalid database	Librarian Utilities will attempt to correct the database automatically.
9100	Table is empty	The database contains no design information: verify that the correct database is open. If necessary, restore the database from backup tapes.

Error Code	Description	Action
9200	Volume is missing	A volume that is reported in the database cannot be found on the disk. Locate the volume and copy it to the correct database directory.
9210	Volume out of range	A volume number reported in the database is invalid. Volume numbers can range from 001 to 999. If necessary, contact your distributor for help.
9300	Design has less than 10 stitches	Verify that the design is correct. Delete and resave the design to the database.
9400	ABC group is invalid	An ABC Group is reported for a design that does not exist. Delete and resave the design.
Not applicable	Errors.dbf not found	Re-install Librarian Utilities.
Not applicable	Unable to re-index the database	Restore the database from backup tapes. Contact your distributor for help.
Not applicable	Repair Failed	Restore the database from backup tapes. Contact your distributor for help.



CHAPTER 4

Using Librarian Database Backup

You can use Librarian Database Backup to create a copy of a specified Librarian database.

In this chapter:

- Learn how to use Librarian Database Backup.

Understanding Librarian Database Backup

Librarian Database Backup is utility that instructs Librarian Enterprise Server to create a copy of a specified Librarian database. Standard file copying or backup software will not copy all of the files if files are in use by Librarian Enterprise Server; however, Librarian Database Backup can be run while Librarian Enterprise Server is running and the database is in use. This utility instructs the Librarian Enterprise Server to create a duplicate of all database files. Once the database is duplicated, the duplicate copy can be successfully backed up using standard backup software.

You should make sure that the location where you would like to create a copy has enough free hard disk space to hold all of the Librarian files.



You can have your Network Administrator schedule regular backups of the database.

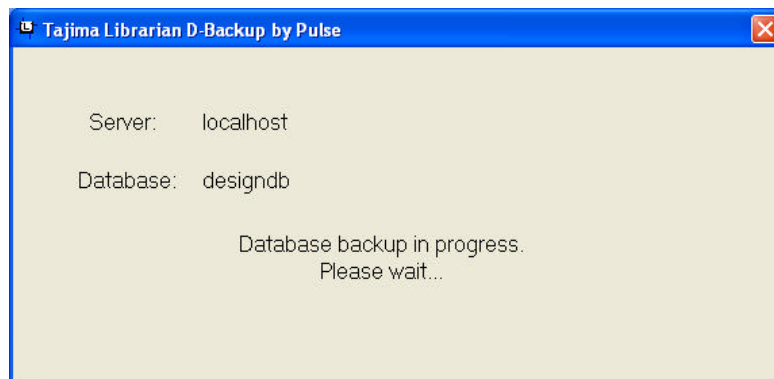
Using Librarian Database Backup

The Librarian Database Backup utility can be run on the same computer as Librarian Enterprise Server. If the database will be used heavily by other users when the database is being backed up, we do not recommend that you run this utility on the same computer.

To use Librarian Database Backup:

- Choose Start—Programs—Tajima—Librarian by Pulse—Librarian Database Backup.

You see the Librarian Database Backup dialog appear.



The Librarian Database Backup dialog will disappear after the backup is complete. A copy of the data and compound files should exist in the folder that you specified previously. This copy of the database can be backed up using any standard backup software.



APPENDIX A

Converting PDL Databases

If you have a database in your PDL program, you don't have to reload the designs individually into your new Librarian database program. You can link the old Passport database to Librarian where it can be accessed, converted and stored as a new database.

In this appendix:

- Before you start
- Checking the database for errors
- Fixing any errors in the PDL database
- Updating the SV2 file
- Linking a PDL database to Librarian
- Converting the PDL database to a Librarian database
- Viewing a record of the conversion process

Before you start

Before you start converting your PDL databases, there are a few things you should know.



*ELS or DDS users,
please enter ELS or DDS
wherever you see PDL in
the instructions below.*

Pulse Microsystems originally created design databases under three trade names:

- Passport Design Library (PDL)
- Embroidery Library System (ELS) for Brother embroidery systems
- Design Database System (DDS) for Gunold embroidery systems

You can convert any of these database types to Librarian as long as your database program is at least version 6.18. If you are using an earlier version, you must upgrade your program before converting your database to Librarian, or your database may be corrupted.

Before you convert PDL databases, you need to:

- Check the database for errors.
- Fix any errors in the PDL database.
- Update the SV2 file.
- Link your PDL database to your Librarian program.
- Add a new database to Librarian.
- Register a database.
- Open a database.

Checking the database for errors



Close the database you want to check for errors. Make sure that you are using the latest version of Command Prompt or MS-DOS and the latest version of PDL for DOS.

If the output is too large to fit the screen, edit the CHECK.BAT file. Add ">t" at the end of one line in this file. Run CHECK again and the results will be put in a file called "t". You can view the error check results by viewing the CHECK.BAT file.

Before you convert a PDL database, the PDL database must be checked for errors and it must contain a current SV2 file.

The PDL check program checks the integrity of the database and reports any errors.

To check the database for errors:

- 1 Click Start—Programs—Accessories—Command Prompt.
You see the Command Prompt window.
- 2 Enter `cd c:\pdl\database`, and then press ENTER.
You see C:\PDL\DATABASE>.
- 3 In the database directory enter "check" and press ENTER.
You see a summary of any errors.
- 4 At the end of the summary the following message appears: "X errors were encountered in Y records".
 - ♦ If X is equal to zero than everything is in order and you can continue to use the database.
 - ♦ If X is greater than zero then you must check to see where the errors occurred. There are two different types of possible errors: Key File errors and Data File errors. You now need to fix these errors.

Fixing errors in a PDL database

You may find two types of error files in your design database: Key File errors and Data File errors.

Key Files are files that have the extension *.kk" such as *.kk1 or *.kk2. If you receive any Key File errors, run the "keybuild" with the appropriate database name. For example, if you are running PDL version 6, enter "keybuild pdl6" in the database directory.

Data Files are files that have the extension *.dd such as *.dd1 or *.dd2. If you receive any Data File errors, please contact your distributor for help with these problems.

To fix Key File errors:

- 1 Enter the appropriate keybuild, and then press ENTER.



For example, if you are running PDL version 6, enter "keybuild pdl6" in the database directory.

- 2 Rerun CHECK to double check the integrity of the database. You should see "0 errors were encountered in Y records".
The value for Y depends on how many designs you have in the database.
- 3 If you are still finding errors in the database, please contact your distributor for help with these problems.

Updating an SV2 file

Before you convert your PDL database to Librarian, you should make a backup copy of it in case you have a problem while converting.

The PDL database must contain an SV2 file before converting a PDL database to a Librarian database. An SV2 file is a flat file containing links to all the information in the database. It points to the correct design file location (DDP) and icon location (DDI) for each file. The SV2 file is the conversion source and is needed to create an updated, easy to read source for Librarian.

You should only be building an SV2 file on a 6.08 or higher version of the software and if the SV2 files does not already exist.

To create an SV2 file:

- 1 Click Start—Programs—Accessories—Command Prompt.
You see the Command Prompt window.
- 2 Enter `c:\pdl> edit go.bat`, and then press ENTER.
You see the go.bat file.
- 3 In the first line of the file, enter `pdl6 6@` in front of the 0, and then press ENTER.
- 4 A flat file backup of the database has been created.
Now, PDL software will automatically update the SV2 file as records are added or deleted from the database.



You can also use the latest version MS-DOS to create an SV2 file.



You need to update the SV2 file before converting the file to Librarian.

To update the SV2 file:

- 1** Make a backup copy of the current database files.
- 2** Make sure that the paths for the databases are set correctly in the software.
- 3** Enter PDL6 6# in the program folder.

The database is now rebuilt based on the flat file.

Linking a PDL database to a Librarian database

If you have designs in a PDL database that you would like to load into a Librarian database, you can convert the entire PDL database into a Librarian database. You can view the designs and add any extra information you would like to attach to them.

Before you start:

- Before you start converting your PDL database, make sure you create and register a new database in the Librarian Enterprise Server.
- The Librarian Enterprise Server must be running and the database you created must be opened.
- If you only want to load certain designs from your PDL designs into your new Librarian program, you can open them into the Passport Express workspace, then load them individually into the database.
- To convert your PDL database to a Librarian database you need to link your PDL database to Librarian, and open a database. Then, you can convert your database.



If you have a PDL, ELS, or DDS program you can convert your database to Librarian automatically as long as you have at least version 6.08. The first thing you must do is link the old database to a Librarian database.

To link your PDL database to Librarian:

- 1 Click Start—Programs—Windows Explorer.
You see the Exploring dialog box.
- 2 Double-click the Winsig folder.
- 3 Double-click the pmlcfg.ini file.
It opens into Wordpad.
- 4 Scroll down to the end of the file until you see
[Database]Client=1.
- 5 To find the PDL databases:
 - ♦ Under Client=1, enter Dir=name of the drive\ name of the PDL database directory, and then press ENTER to notify the software to look to the look for the database.
 - ♦For example, if your PDL database is on your C: drive and it is called PDLDB, you would enter Dir=C:\PDLDB.
 - ♦ Under Client=1, enter DDP=name of the drive\name of the PDL database directory, and then press ENTER to notify the software to look for another database that would be stored in a different location.
 - ♦For example, if your PDL database is on your C: drive and it is called PDLDB, you would enter DDP=C:\PDLDB.
 - ♦ Under Client=1, enter DDP2=name of the drive\name of the PDL database directory then press ENTER to notify the software to look for a second database that would be stored in a different location.
- 6 Click File—Save.
- 7 Click File—Exit.



If you had a third database, repeat the previous instructions, replacing the number 2 in DDP2 with 3.

Now, you need to add and register a database in Librarian before you can continue. For more information about adding and registering a new database in Librarian, please refer to sections on “Adding a database,” “Registering a database,” and “Opening a database”. Only then can you go on to the following section on “Converting the PDL database to a Librarian database”.

Converting a PDL database to a Librarian database

With Passport Express, you can convert a PDL, DDS, or ELS database to Librarian in a few simple steps.



Before you start copying designs to Librarian, make sure no one is using any PDL designs.

To convert a PDL database to a Librarian database:

- 1 Logon to *Librarian*.
- 2 Open the database you just created.
- 3 Choose Librarian—Import PDL Database.
You see the Import from PDL dialog box displaying the PDL database path, name, and total amount of designs.
- 4 Select the range of designs you want to convert.
- 5 Click OK.
Librarian starts to copy the designs from your PDL database into the new database.
- 6 A conversion status message appears when Librarian is finished converting the designs. To view a record of the conversion process, see the “Viewing a record of the conversion process” section.
Any errors in the design information will appear in this message.

Viewing a record of the conversion process

When you convert a PDL, DDS or ELS database to Librarian, a new logging file is created automatically to record the conversion process. This log shows you problems that occurred, such as designs that weren't converted because they were corrupt.

To view a record of the conversion process:

- 1 Click Start—Programs—Windows Explorer.
You see the Exploring window.
- 2 Double-click the Winsig folder.
- 3 Double-click the convert.log file.
The file opens in Wordpad. You see a record of the conversion for each design. Any designs that were not converted have an error message beside them with an explanation of the problem.

102	• Appendix A Converting PDL Databases
	• Viewing a record of the conversion process



APPENDIX B

Troubleshooting

This section contains information and procedures that will help you to solve common configuration and networking problems when you set up and use Tajima Librarian by Pulse.

Usually, if you experience problems with Tajima Librarian by Pulse programs, a simple step in the set up and installation procedure has been missed. The following list may help you pinpoint the problem.

In this appendix:

- Troubleshooting checklist
- Finding the IP address of a computer
- Testing the network configuration from the server to a client
- Testing the network configuration from a client to the server
- Checking the server IP address in the Librarian client
- Checking for other networking problems
- Adjusting the virtual memory
- Checking for Visual FoxPro ODBC on the Librarian Enterprise Server
- Checking for Microsoft™ Cryptography
- Increasing the time out settings
- Using diagnostic log files
- Changing the Librarian design cache size
- Changing the master user name and password for Librarian Administrator

Troubleshooting checklist

Tajima Librarian by Pulse problems often have a very simple solution. Check the following:

- Is Librarian Enterprise Server running?
- Is there at least one database open on the Librarian Enterprise Server?
- Are the databases registered on the Librarian Enterprise Server?
- Are the databases open on the Librarian Enterprise Server?
- If the Librarian client software (Passport Express or Tajima DG/ML By Pulse) is installed on a computer separate from Librarian Enterprise Server, are the computers physically connected to the same network?
- Do the client computers that use the Librarian Enterprise Server communicate properly with other computers on the network? Check their Network Neighborhood to see if they are connected properly.
- Is the Librarian Enterprise Server security device authorized for the correct number of users?
- Is TCP/IP installed on all the Tajima Librarian by Pulse computers? Is each client computer able to locate the server? See "Installing the network protocol" in the section relating to the particular client software. To change the IP address that the client uses to locate the server, see your network administrator.

Finding the IP address of a computer

You may need to find the IP address of a computer to test the network configuration of various clients and the server.

To find the IP address of a computer:

- 1 Choose Start—Settings—Control Panel.
- 2 Double-click Network.
- 3 For Windows@2000/XP, click the Protocols tab.
- 4 In the list of installed components, double-click TCP/IP.
- 5 For Windows@2000/XP, in the IP Address box, you see the IP address of the computer.

Testing the network configuration from the server to a client



Turn on all the networked computers.

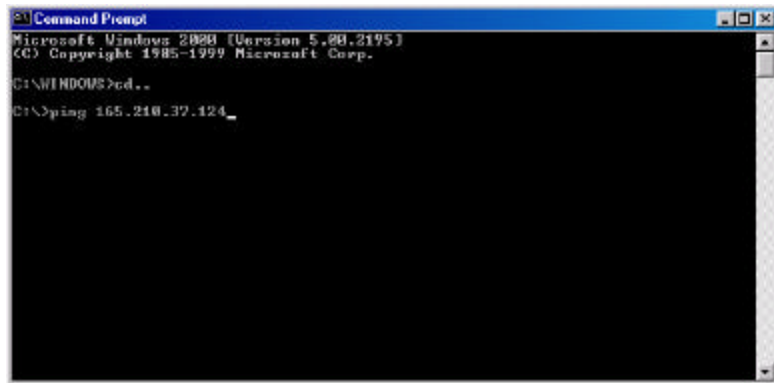
Your network configuration must be correct for Tajima Librarian by Pulse to function properly. Each client computer must recognize the IP address of the server. You can test whether a client computer has the correct IP address and can process data on the network.

To test the network configuration from the server to a client:

- 1 Record the IP address of each Librarian client.
- 2 On the computer that hosts Librarian Enterprise Server, Choose—Start—Programs—Accessories—Command Prompt. *You see the Command Prompt window.*
- 3 At the DOS prompt, enter `ping [IP Address of client computer]`. For example:

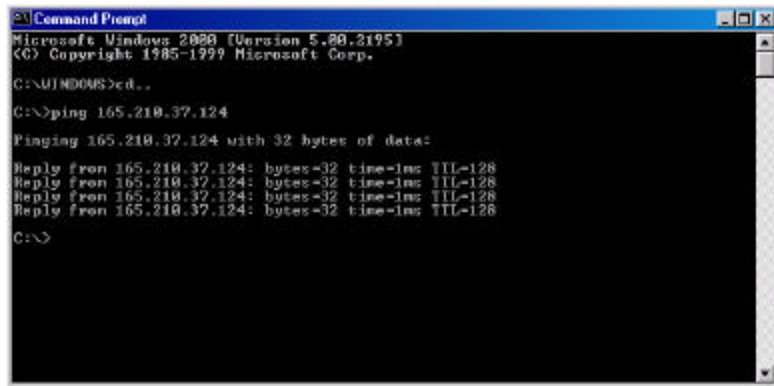


If the destination host is unreachable, then the server cannot communicate with the client. A network administrator needs to correct this problem.



```
Command Prompt
Microsoft Windows [Version 5.00.2195]
(C) Copyright 1985-1999 Microsoft Corp.
C:\WINDOWS>cd..
C:\>ping 165.218.37.124_
```

- 4 Press Enter.
 - If the TCP/IP connection from the Librarian Enterprise Server to the Librarian client is working, you see:



```

Microsoft Windows [Version 5.00.2195]
(C) Copyright 1985-1999 Microsoft Corp.

C:\WINDOWS>cd..

C:\>ping 165.210.37.124

Pinging 165.210.37.124 with 32 bytes of data:

Reply from 165.210.37.124: bytes=32 time=1ms TTL=128
Reply from 165.210.37.124: bytes=32 time=1ms TTL=128
Reply from 165.210.37.124: bytes=32 time=1ms TTL=128
Reply from 165.210.37.124: bytes=32 time=1ms TTL=128

C:\>

```

- If the TCP/IP connection from the Librarian Enterprise Server to the Librarian client is not working, you see `Destination host unreachable`.

Testing the network configuration from a client to the server



Turn on all the networked computers.

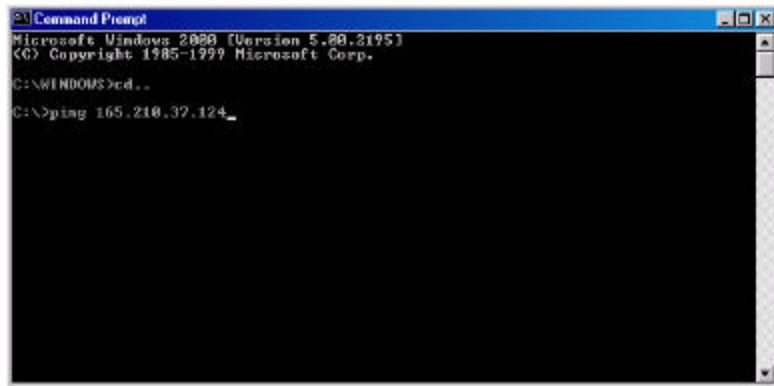
Your network configuration must be correct for Tajima Librarian by Pulse to function properly. Each client computer must recognize the IP address of the server. You can test whether a client computer has the correct IP address and can process data on the network.

To test the network configuration from a client to the server:

- 1 Record the IP address of the Librarian Enterprise Server.
- 2 On the computer that hosts the client program, choose—`Start—Programs—Accessories—Command Prompt`.
You see the Command Prompt window.
- 3 At the DOS prompt, enter `ping [IP Address of the server]`. For example:



If the destination host is unreachable, then the client cannot communicate with the server. A network administrator needs to correct this problem.

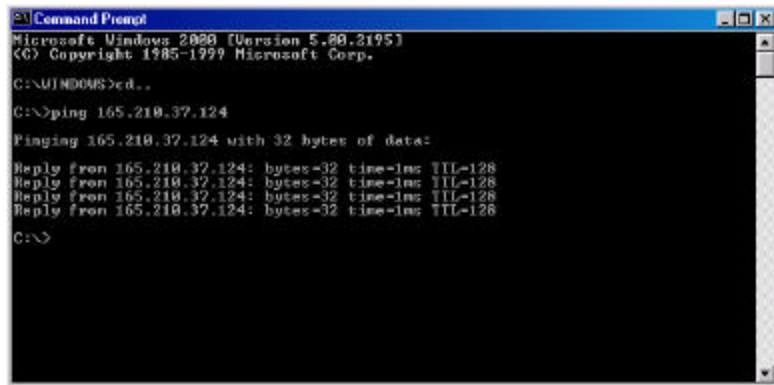


```
Microsoft Windows [Version 5.00.2195]
(C) Copyright 1985-1999 Microsoft Corp.

C:\WINDOWS>cd..
C:\>ping 165.210.37.124_
```

4 Press Enter.

- If the TCP/IP connection from the Librarian client to the Librarian Enterprise Server is working, you see:



```
Microsoft Windows [Version 5.00.2195]
(C) Copyright 1985-1999 Microsoft Corp.

C:\WINDOWS>cd..
C:\>ping 165.210.37.124

Pinging 165.210.37.124 with 32 bytes of data:
Reply from 165.210.37.124: bytes=32 time=1ms TTL=128
Reply from 165.210.37.124: bytes=32 time=1ms TTL=128
Reply from 165.210.37.124: bytes=32 time=1ms TTL=128
Reply from 165.210.37.124: bytes=32 time=1ms TTL=128

C:\>
```

- If the TCP/IP connection from the Librarian client to the Librarian Enterprise Server is not working, you see Destination host unreachable.

Checking the server IP address in the Librarian client

The server's IP address is recorded during the installation of the software. To make sure that the IP address is correct, you can check it by opening the Librarian client program.

To check the server IP address in the Librarian client:

- 1 Open the Librarian client program (Passport Express or Tajima DG/ML By Pulse).
- 2 Choose Librarian—Logon.
You see the Log on to Librarian Database dialog box.

The screenshot shows a dialog box titled "Log on to Librarian Database". It contains two main sections: "User Information" and "Server Information".

User Information:

- Name: Jane (dropdown menu)
- Password: xxxxxxx (text box)
- Remember name and password (checkbox)

Server Information:

- Server Address: 165.210.24.125 (text box)
- Server Port: 9000 (text box)

Buttons: OK, Cancel

- 3 If necessary, enter the IP address of the server.

Checking for other networking problems

If all the three configuration tests were successful, a network administrator should check your TCP/IP network for other problems. The network administrator should check that the communication for port number 9000 is working, particularly if your network uses any of the following:

- Firewalls
- Non-Ethernet networking
- Intelligent switches
- Intelligent routers
- Filtering
- TCP/IP tunneling or other advanced network tunneling components

Adjusting the virtual memory

If you find that Librarian Enterprise Server is running poorly or running out of memory, you can make an adjustment to the host computer's virtual memory which may improve the speed of the server or how the program runs. Before you make an adjustment, you should consider the following:

- The number and type of programs running on the host computer.
- The memory requirements of the programs running on the host computer.
- The amount of RAM in the computer.

Changing these settings may adversely affect the performance of the computer. Only administrators or advanced users should adjust the settings.

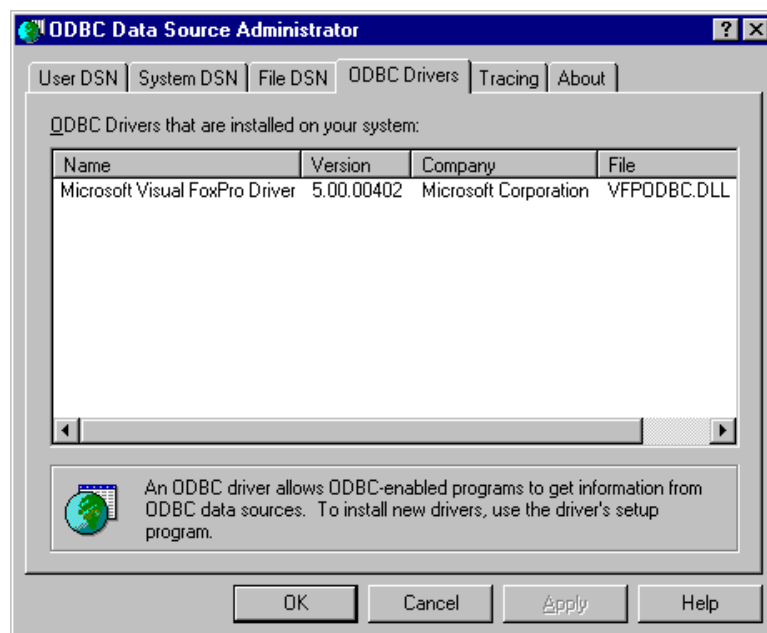
For more information, see the online Help for Windows®2000/XP.

Checking for Visual FoxPro ODBC on the Librarian Enterprise Server

Visual FoxPro ODBC drivers contain database software components that the databases on the Librarian Enterprise Server use.

To check for Visual FoxPro ODBC on the Librarian Enterprise Server:

- 1 On the Librarian Enterprise Server, choose Start—Settings—Control Panel.
- 2 Double-click the ODBC icon.
You see the ODBC Data Source Administrator window.
- 3 Click the ODBC Drivers tab.



- ◆ If you see the ODBC driver, then ODBC software was successfully installed.
- ◆ If you do not see an ODBC driver, reinstall Librarian Enterprise Server.

Checking for Microsoft™ Cryptography

Microsoft Cryptography is an operating system built-in component that both the Librarian client and the Librarian Enterprise Server use. You should check for this component on the Librarian client and the Librarian Enterprise Server.

To check for Microsoft Cryptography:

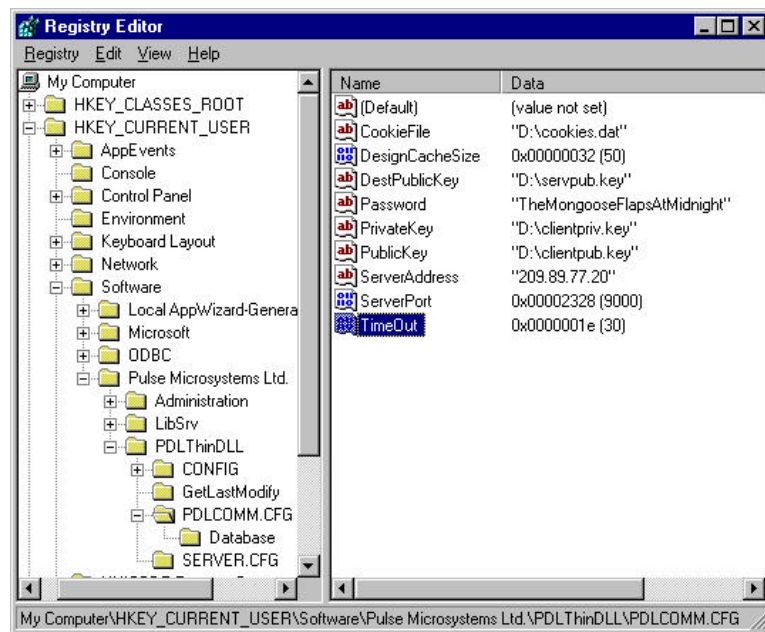
- 1 Choose Start—Run.
You see the Run dialog box.
- 2 Enter `regedit`, and then click OK.
You see the Registry Editor window.
- 3 Check to see if you have the following folders:
HKEY_LOCAL_MACHINE\Software\Microsoft\Cryptography
 - ♦ If you see this folder, then Microsoft™ Cryptography is installed.
 - ♦ If this folder is missing, the cryptography component is missing or corrupt. You can fix the problem by reinstalling or upgrading the operating system or by installing or reinstalling Internet Explorer. If you need help doing this, see Microsoft™ documentation or ask an administrator for assistance.

Increasing the time out settings

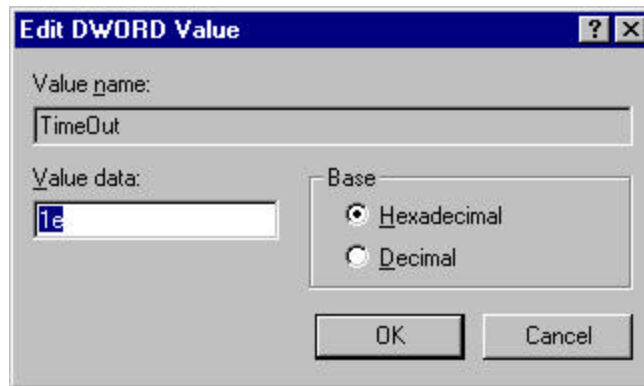
The speed at which a design can be downloaded from the database depends on the size of the design and the speed of the computer's processor. If the client processor is slower than a Pentium 90, you may experience what is called a "time out" problem. The time out setting determines the amount of time that a computer waits to transfer data before showing an error message.

To increase the time out setting:

- 1 Close the Librarian client program.
- 2 Choose Start—Run.
You see the Run dialog box.
- 3 Enter `regedit`, and then click OK.
You see the Registry Editor window.



- 4 Browse to the TimeOut file by opening the following folders in sequence:
 - ◆ HKEY_LOCAL_MACHINE
 - ◆ Software
 - ◆ Pulse Microsystems Ltd.
 - ◆ PDLthinDLL
 - ◆ PDLCOMM.CFG
- 5 In the right-hand window, double-click Timeout.
You see the Edit DWORD Value dialog box.



- 6 Under Base, select Decimal.
- 7 In the Value data box, enter a number between 30 and 120 that indicates the number of seconds the client computer should wait for transmitted information.
- 8 Click OK.
- 9 Close the Registry Editor window.

Using diagnostic log files

The Tajima Librarian by Pulse programs have a diagnostic log file feature that records activity or errors when the software is running. Once you adjust this feature to log the activities you want to record, go back and repeat the action that caused problems. The system records the activity, so that you can view the diagnostic log file. This information may help an administrator or support person solve the problem.

Once activated, the log file increases in size continuously. You should reset the default logging level and delete this file occasionally. The frequency that you should monitor and delete this file depends on the level of activity you decide to log. Monitor free space on the C drive weekly.



You can also record activity for the Librarian Enterprise Server.

To activate the diagnostic log file on a Librarian client:

- 1 Choose Start—Run.
You see the Run dialog box.
- 2 Enter `regedit`, and then click OK. You see the Registry Editor window.
- 3 Browse to the DebugFlags file by opening the following folders in sequence:
 - ◆ HKEY_LOCAL_MACHINE
 - ◆ Software
 - ◆ Pulse Microsystems Ltd.
 - ◆ PDLThinPDL
 - ◆ CONFIG
- 4 Double-click DebugFlags. In the rightmost window, you see the Edit DWORD Value dialog box.
- 5 Under Value data, enter one of the following code letters, depending on what kind of errors you want to record.

Code Letter	Error Activity
Z	All activity
E	All errors
C	Communication errors
I	Initialization errors
M	Messages
L	Mass Load activity

- 6 Click OK.
- 7 Close the Registry Editor window.

To check the diagnostic log file:

- 1 Choose Start—Programs—Windows Explorer.
- 2 Double-click the drive where you installed the program.
- 3 Double-click the program's folder.
- 4 In the rightmost window, look for `clientdbc.log` or `libsrvdbc.log`
- 5 Do one of the following:

- ♦ To view the Librarian client log, double-click clientdbg.log.
- ♦ To view the Librarian Enterprise Server log, double-click libsrvdbg.log.
- ♦ To view the Passport Controller log, double-click controller.log in the Controller directory.

Changing the Librarian design cache size



Usually, registry information related to client-server communication is recorded in the PDLCOMM.CFG registry key. Information concerning only the client is recorded in CONFIG.

If you find that the Librarian client program is running slowly, you may want to reduce the size of the Librarian design cache. The default cache size will hold design information for 50 designs.

To change the Librarian design cache size:

- 1 Close Passport Express.
- 2 Choose Start—Run.
You see the Run dialog box.
- 3 Enter `regedit`, then click OK. You see the Registry Editor window.
- 4 Browse to the DesignCacheSize file by opening the following folders in sequence:
 - ♦ HKEY_LOCAL_MACHINE
 - ♦ Software
 - ♦ Pulse Microsystems Ltd.
 - ♦ PDLthinDLL
 - ♦ PDLCOMM.CFG
- 5 In the right-hand window, double-click DesignCacheSize. You see the Edit DWORD Value dialog box.
- 6 Select Decimal.
- 7 Under Value data, enter a smaller value for the design cache size.
- 8 Click OK.
- 9 Close the Registry Editor window.

Changing the master user name or password for Librarian Administrator

During the Librarian Enterprise Server installation, you are asked to enter a user name and password for Librarian Administrator. When you log onto Librarian Administrator for the first time, you

use this master user name and password. If a network administrator needs to change the master user name or password, he or she can find or change it in the registry.

To change the master user name or password for

Librarian Administrator:

- 1 Log on to the Librarian Enterprise Server computer.
- 2 Choose Start—Run.
You see the Run dialog box.
- 3 Enter `regedit`, and then click OK. You see the Registry Editor window.
- 4 Browse to either the Administrator Name or Administrator Password file by opening the following folders in sequence:
 - ♦ HKEY_LOCAL_MACHINE
 - ♦ Software
 - ♦ Pulse Microsystems Ltd.
 - ♦ LibSrv
 - ♦ Server.cfg
- 5 In the right-hand window, double-click either Administrator Name or Administrator Password.
- 6 Choose Edit—Modify.
- 7 Enter the new password, and then click OK.
- 8 Click Registry, and then Exit.

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	• Changing the master user name or password for Librarian Administrator



APPENDIX C

Getting Help

This section provides the information you need to help you with Tajima Librarian by Pulse programs.

In this appendix:

- Find out about the documentation available with Tajima Librarian by Pulse.

Tajima Librarian by Pulse documentation

Tajima Librarian by Pulse documentation give you a variety of ways to find answers to your questions.

Using Tajima Librarian by Pulse guide

Use the "Getting Help" section in this guide to know all the ways you can receive help for components in Tajima Librarian by Pulse

Using Librarian Administrator guide

Use the "Getting Help" section so you know all the ways you can receive help for Librarian Administrator.

Online Help

The Online Help provides a quick way to access conceptual information and step-by-step instructions for the software being used. Librarian Administrator has an Online Help system available.

Readme

The Readme file provides last minute information that could not be included in the online or printed documentation. The Readme file can be read during or after you have installed necessary software. Readme files are available from the Start—Programs and within the appropriate software directory.

PulseList



At present, we have an English, French and Portuguese version of PulseList. Additional languages will be added when customers express a serious interest in them.

PulseList is an email-based bulletin forum. Pulse users worldwide as well as interested embroidery professionals can reach varied groups of experienced punchers, Pulse software support personnel, and embroidery experts. With Pulse List you can have an experienced audience who can offer advice on your personal questions.

Subscribing to PulseList

You can share ideas, special skills, techniques, and the latest developments in the embroidery industry through email. Pulse posts "hot tips" to help you gain a better understanding of Pulse software and make it work better for you.

To subscribe to PulseList:

- 1 Send an email message to pulselist@pulsemicro.com.
- 2 In the subject area of the email enter SUBSCRIBE.
- 3 Enter only your email address in the body of your email.
PulseList will send you an email notifying you when you are enrolled and then you can start posting messages.

Using the Librarian Administrator online Help

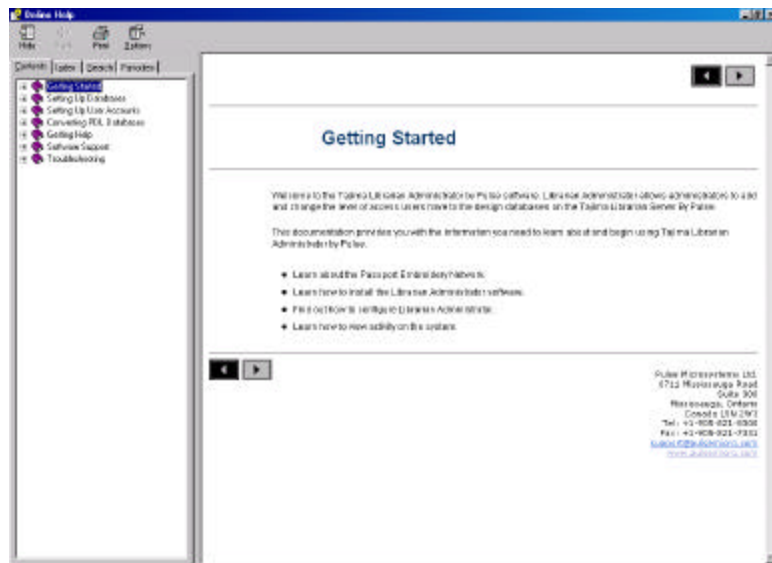
The Librarian Administrator online Help is a quick way to find answers to your questions and see step-by-step instructions. Because the online Help is updated for every major release, you will benefit from the most up-to-date information.

Opening the online Help

The online Help contains a wide variety of topics that contain helpful procedures, descriptions, and definitions. Because a large number of topics exists, the online Help allows you to search for topics three different ways. You can search using the table of contents, the index, or a database of terms.

To open the online help:

- 1 Double-click the Librarian Administrator icon on your desktop to open Librarian Administrator.
You see the Librarian Administrator program window and a Log In dialog appear.
- 2 Log into Librarian Administrator.
- 3 Choose Help—Help Topics.
You see the Librarian Administrator Online Help appear.



Using the Table of Contents

The online help has a table of contents. Each book contains a series of related topics.

To use the Contents:

- 1 Choose Help—Help Topics.
- 2 Double-click the book you want to open.
- 3 Click the topic you want to see.

You see the topic in the right window pane.

Using the Index

The online Help index is similar to the index in a book.

To use the Index:

- 1 Choose Help—Help Topics.
- 2 Click the Index tab.
- 3 In the box, enter the word or words you want to search.

In the list, you see the topics that most closely match your query.

- 4 Click the term you want to learn more about.
If there is more than one topic for the keyword, you see a menu.
- 5 Click the topic you want to see.
You see the topic in the right window pane.

Using Search

The Search tab lets you search using keywords or phrases in a database of all the words found in the Librarian Administrator Online Help.

To use Search:

- 1 Choose Help—Help Topics.
- 2 Click the Search tab.
You see the Find Setup Wizard.
- 3 Click Next, and then Finish.
The online Help builds a term list.
- 4 In the text box, enter the first few letters of the word you are searching.
In the list, you see the topics that most closely match.
- 5 Click the topic you want to view.
You see the topic in the right window pane.

Saving your favorite topics

The Favorites tab lets you save the topics that you visit most often and want to access quickly.

To save your favorite topics:

- 1 Choose Help—Help Topics.
- 2 Double-click the book you want to open.
- 3 Click the topic you want to save as your favorite.
You see the topic in the right window pane.
- 4 Click the Favorites tab.
You see the selected topic in the Current topic area.
- 5 To add the selected topic to your favorites list, click Add.
You see the selected topic appear in the Topics area.

- 6 To display your favorite topic, do one of the following:
 - ♦ In the Topics area, select the favorite topic you want to display and click Display.
 - ♦ In the Topics area, double-click the favorite topic you want to display.
You see the topic in the right window pane.
- 7 To remove one of your favorite topics, do the following:
 - ♦ In the Topics area, select the favorite topic you want to remove and click Remove.

Printing Online Help topics

You can print any of the topics in the Online Help.

To print topics:

- 1 Click the topic you want to print.
The topic will appear in the Help window.
- 2 Click Print.
You see the Print Topics dialog box.
- 3 Select one of the following print options:
 - ♦ Print the selected topic
 - ♦ Print the selected heading and all subtopics
- 4 Click OK.
You see the Print dialog box.
- 5 Change any of the print settings, if necessary, and click OK.
The topic is printed.



APPENDIX D

Software Support

Software support is available through the internet, email, and the telephone to help diagnose problems that you may not have been able to solve.

In this appendix:

- Learn the steps you can take before calling Software Support.
- Find the Software Support Request Form.
- Find out the contact information for Software Support.

Before you call software support

There are several steps you can take before calling Software Support for assistance. Performing these steps may solve many problems and eliminate the need for telephone assistance.

- **Restart your Computer.** Sometimes just restarting your computer may clear up any problems you are having.
- **Check for new software or setting conflicts.** Sometimes problems you are having with the system can be a result of a recent installation of new software or utilities that are running at the same time as Tajima Librarian by Pulse programs. If you have recently installed new software or changed other system configurations, for example your monitor setting, try restoring your original settings, or uninstalling the software. In some cases, if you uninstall software, you must also reinstall Tajima Librarian by Pulse programs. This ensures that any files that might have been damaged by your new software installation are restored. If the problem disappears, try reinstalling the problem software, or contact the manufacturer for a newer version.
- **Check device connections.** Make sure that the devices and peripherals you are using are securely and fully connected to your computer and that cables or cords are not damaged. The cause of a problem could be a bad connection.
- **Check your hard drive.** Use a disk utility such as ScanDisk (a Windows®2000/XP utility found in the Start—Programs—Accessories—System Tools) to check whether your hard drive contains bad sectors that may be causing the system to crash. If you find bad sectors, then you can use the Disk Defragmenter (also found in the Start—Programs—Accessories—System Tools) to optimize and defragment the hard drive. For more information see your Windows®2000/XP documentation.

To help software support diagnose your problem more easily, you can:

- 1 Fill in the Software Support Request Form below.
- 2 Send the information to your software support personnel via e-mail or the internet.

Remember to include a detailed description of the problem, attach sample designs and diagnostic information.

- 3 Use Microsoft Camcorder to tape and save screen captures of the steps leading to a problem.

Software Support Request Form

Before you call software support for assistance, complete this worksheet. The information will help our support staff resolve your problem faster. Software support is available through the internet, email, and the telephone to help diagnose problems that you may not have been able to solve. By filling in the following tables, you will be helping your support person to diagnose the problem you are having more easily.

Personal Information

Name:

Company Name:

Telephone:

Fax:

Email:

Distributor:

General Information

Librarian Enterprise Server
(Librarian Server) version:

Librarian Administrator version:

Librarian Utilities version:

Librarian Database Backup
version:

Passport Smart boxes: Yes
 No

General Information

Passport Classic Boxes: Yes
 No

Passport Controller version:

Passport Reporting version:

Passport Status version:

Tajima DG/ML By Pulse version:

Tajima DG/ML By Pulse level:

Tajima DG/ML By Pulse Security
Device number (s):

PDL, ELS, or DDE version
numbers:

Embroidery Machine Type:

Digitizing Tablet: Yes
 No

Other Software Running:

Specific Information Needed

Windows® username:

Windows® password:

Windows® local domain name:

Librarian Enterprise Server
username in Windows®:

Librarian Enterprise Server
password in Windows®:

Librarian Administrator Master
username:

Specific Information Needed

Librarian Administrator Master password:

Computer name or hostname of Server:

Librarian Enterprise Server IP address:

Librarian Client IP addresses:

- Librarian Viewer
- Passport Controller
- Passport Reporting
- Passport Status

Network Administrator name:
Telephone number:

Problem Description

- When does the problem occur?
- How does the problem occur?
- If possible, please provide any additional information that will help support reproduce the problem.

Problem Description

Additional Information

Have you recently upgraded your operating system (Windows® 2000, XP)? Yes
 No

Does this upgrade coincide with the start of your problem? Yes
 No

Did the problem start after you upgraded or added software or hardware to your computer? Yes
 No

Does the problem cause the software to freeze, crash or perform an incorrect operation? Yes
 No

Is the problem constant or intermittent ?

Additional Information

Does the problem happen on other computers? Yes
 No

Do you have a work around? Yes
 No

Is it related to a certain design? If yes, please send the source and result files (PED, POF, PST, or DST) to your software support person. Yes
 No

Is there an error message related to the problem? If yes, take a screen capture of the message and report the crash details. Yes
 No

Any additional comments

Contacting software support

Depending on your location, you will be contacting different software support personnel.

Support in the United States

Internet: www.pulsemicro.com
E-mail: support@pulsemicro.com
Telephone: +1-888-235-4727
Fax: +1-905-821-7331

International Support

Contact your local distributor for assistance.

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