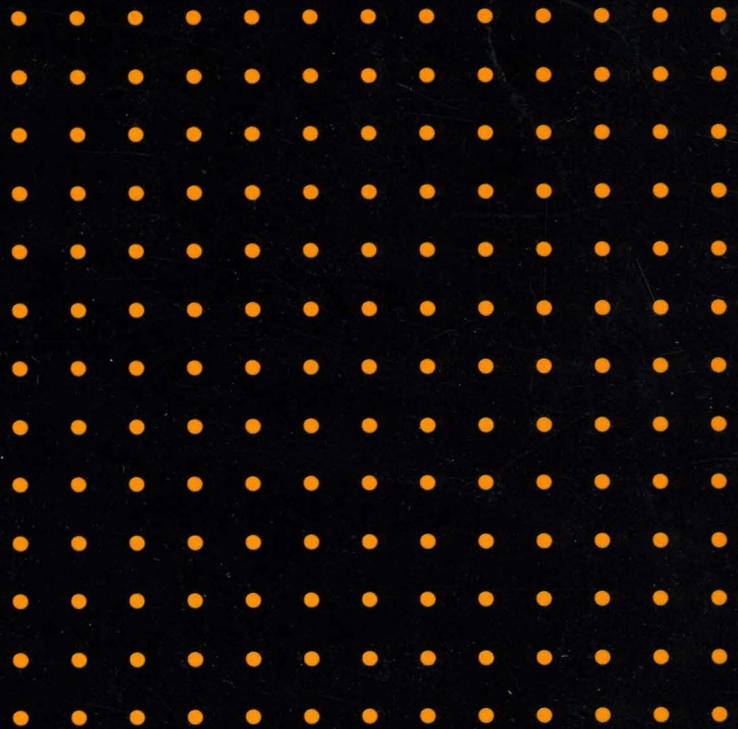


Xerox GLOBALVIEW

Online Tests Reference: 6500 Series



XEROX

Xerox GLOBALVIEW

Online Tests Reference: 6500 Series

Xerox Corporation
Product Education and Documentation (ESCN-215)
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Introduction

This guide is part of the *VP Series Reference Library*. The guide describes the online tests you can perform to check the status of the hardware at your Xerox 6500 series workstation, or isolate problems that may occur in the hardware.

Before you begin

This guide provides conceptual and reference information. Reference material is rarely read through from cover to cover. Instead, you use it to look up specific information from time to time, much as you would use an encyclopedia.

To help you locate information, the guide is organized as follows:



- A key concepts section describes the principal elements of the online tests. The key graphic marks the beginning of the section.



- Descriptions of property and option sheets provide detailed information about the properties and options related to each online test.
- Procedures sections provide step-by-step information on how to use each test. The 1-2-3 graphic marks the beginning of these sections.

References to the keyboard

The *General User Guide* in this library contains a complete discussion of the keyboard layout for the Xerox 6500 series workstation.

Documentation conventions

The *VP Series Reference Library* uses the following conventions:

- Square brackets. Names of commands and property and option choices that you select with the mouse appear enclosed within square brackets; for example, the [Close] command.
- Angle brackets. The names of workstation keys and alternate function keys are enclosed within angle brackets; for example, the <Open> key and the <Props> key. This convention applies to alphabetic and numeric keys. It does not apply to words used to describe keys marked with arrow symbols, such as the tab key.
- Italics. VP application names, user guide names, and the library name appear in *italics*.

- **Bold.** Names of properties, options, selections in the User Profile, notes, and information you must type appear in **bold**.

As often as possible, graphic images (such as pointer arrows) are printed in the text as they appear on the screen or on the keyboard.

Hardware and software requirements

To use the online tests, you must have the *Online Tests* software application loaded and running at your 6500 series workstation.

To run the echo test, you must have *XWS RemoteCom* or *XWS NetCom* loaded, running, and enabled at your workstation, and your network must be running *Xerox Network Services*.

Related documentation

If you need information on installing your 6500 series workstation hardware, refer to the owner's installation guide.

If you need information about VP software applications, refer to the *Product Atlas* in this library.

You use online tests to isolate hardware problems in your 6500 series workstation. The tests are not destructive; they do not act on data you have stored in your desktop. When a test identifies a problem area, contact your System Administrator.

Key concepts

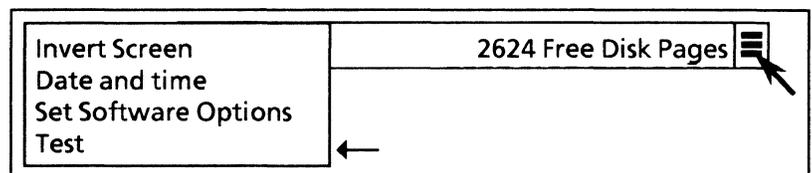


The online hardware tests are as follows:

- **Echo test**—uses echoed data packets to check the function and performance of the communication links between your workstation and servers running Xerox Network Services on your local network.
- **Display test**—produces a series of test patterns so you can check the alignment and focus of the display.
- **Keyboard test**—displays key and mouse representations. The screen image highlights when you press a key or button if it is functioning properly; the mouse image moves when you move your mouse if it is functioning properly. The test also sounds a tone to test your speaker.

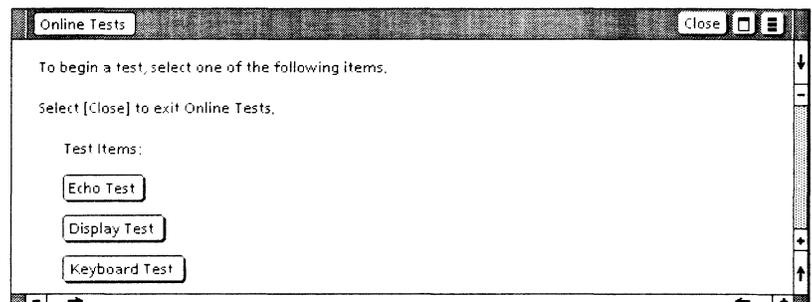
To access a test, you select [Test] in the desktop auxiliary menu (Figure 1). You do not need to log on to your desktop to use the tests.

Figure 1. Desktop auxiliary menu



When you select [Test], the Online Tests main menu displays (Figure 2), listing the tests you can run.

Figure 2. Online Tests main menu



The next sections describe the tests and provide procedures for running them.

Echo test



You use the echo test to check the function and performance of the communication links between your workstation and servers on your local network.

During the test, your workstation transmits data packets to the device you specify, and it echoes the packets back to your workstation.

The test results include the following information:

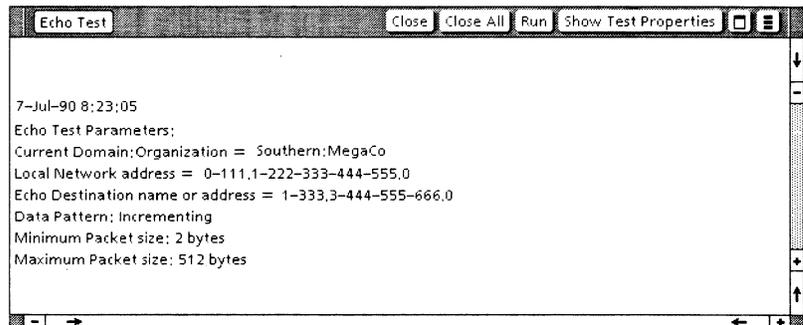
- Number of packets attempted to be sent
- Number of good packets received
- Number of timed-out packets
- Number of late packets
- Number of bad packets
- Percentage of correctly received packets.

Echo Test option sheet

When you select [Echo Test] in the Online Tests main menu, the Echo Test option sheet appears (Figure 3).

Note: Echo Test does not appear as a menu choice if *XWS Netcom* or *XWS RemoteCom* is not running at your workstation, or *Xerox Network Services* are not running on your network.

Figure 3. Echo Test option sheet



You cannot change the options in the option sheet. You set them by setting corresponding properties in the Echo Test property sheet, described in the next section of this guide.

The menu commands in the Echo Test option sheet are as follows:

[Close]

Closes the option sheet and returns the display to the Online Tests main menu.

[Close All]

Closes the option sheet and the Online Tests main menu, and returns the workstation to its previous state.

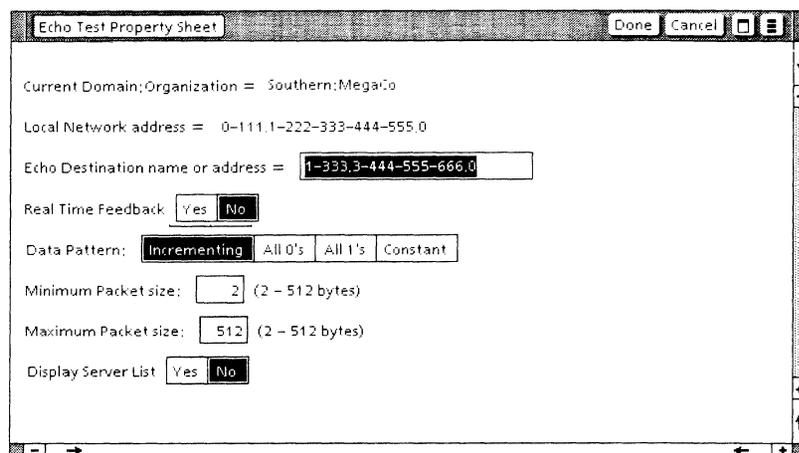
[Run]
Starts the test.

[Show Test Properties]
Displays the Ethernet Test property sheet.

Echo Test property sheet

The Echo Test property sheet (Figure 4) appears when you select [Show Test Properties] in the window header of the Echo Test option sheet, described above. The properties you set become corresponding options in the Echo Test option sheet.

Figure 4. Echo Test property sheet



The menu commands are as follows:

[Done]
Closes the property sheet and applies the currently set properties. If any information is incorrect (such as 1 for the value of the minimum packet size), the property sheet remains open and an error message appears in the message area.

[Cancel]
Closes the property sheet without applying any changes to the properties.

The properties are as follows:

Current Domain:Organization

Displays the current domain and organization names. You cannot change this information in the property sheet.

This information appears only if you are logged on to your desktop.

Local Network address

Displays the Ethernet and processor identification numbers of the workstation initiating the test (your workstation). You cannot change this information in the property sheet.

Echo Destination name or address

Specifies the name or address of the host that echoes back the transmission from your processor (the source). Valid network addresses can consist of a name or a decimal, octal, or hexadecimal number. (See the **Display Server List** description, and the Figure 5 example, later in this section.)

If you do not enter a name or address, the Clearinghouse Service is the default echo destination. If the source and destination addresses are the same or are invalid, a message appears when you attempt to close the property sheet.

Note: Domain and organization names do not appear when you are not logged on to your desktop.

Real Time Feedback

Specifies whether a character displays for each packet transmitted. If you select [Yes], a single character displays for each packet, indicating the status of the transmission and response. If you select [No], only intermediate results display. The default is [No].

Data Pattern

Specifies the byte data used in the echo pattern test. The choices are [Incrementing], [All 0's], [All 1's], and [Constant].

If you select [Constant], you must also enter a hexadecimal value from 00 to FF inclusive in the field that appears for the value.

The default is [Incrementing]. Do not change this value unless you are instructed to do so by a Xerox representative.

Minimum Packet size

Specifies the minimum size of the transmitted packet. If you want a fixed packet size, the minimum and maximum packet size must be the same.

If the value you enter is not within the valid range (2 to 512 bytes), a message appears when you try to close the property sheet.

The default is 2. Do not change this value unless you are instructed to do so by a Xerox representative.

Maximum Packet size

Specifies the maximum size of the transmitted packet. If you want a fixed packet size, the minimum and maximum packet size must be the same.

If the value is not within the valid range (2 to 512 bytes), a message appears when you try to close the property sheet.

The default is 512. Do not change this value unless you are instructed to do so by a Xerox representative.

Display Server List

Specifies whether to display a list of the servers you can designate as remote servers.

This property appears only if you are logged on to your desktop.

If you select [Yes], a list of the available servers appears in the following format:

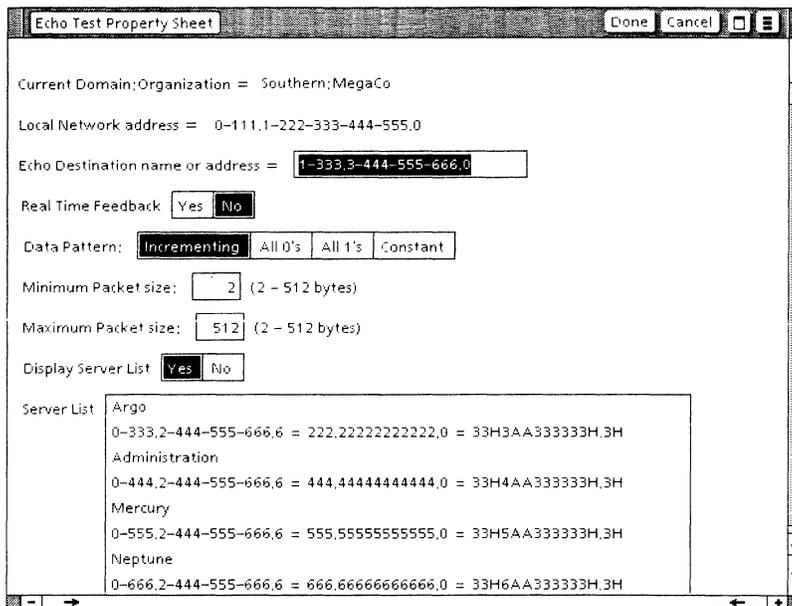
Net address (decimal) = Net address (octal) = Net address (hex)

If you have a large number of servers on your network, the listing process may take as long as ten minutes.

The default is [No].

Figure 5 shows an example of a server list.

Figure 5. Property sheet showing server list



Echo test results

The final results of the echo test display in the lower portion of the Echo Test option sheet. Figure 6 shows an example.

Figure 6. Echo test results



Performing the echo test

1 2 3...

To test the communication links between your workstation and another device on your network:

1. Select [Test] in the desktop auxiliary menu, and select [Echo Test] in the Online Tests main menu.

The Echo Test option sheet appears in read-only format.

2. If you want to change the options for the test:
 - Select [Show Test Properties] in the option sheet header
 - Edit the Echo Test property sheet.
 - Select [Done] in the property sheet header.

The properties become the values for the echo test options.

3. Select [Run] in the option sheet header.

Test results display immediately if you select [Yes] for the **Real Time Feedback** property. Otherwise, intermediate results appear in the test window approximately every 45 seconds, and the final results appear when you stop the test.

The first test results scroll out of the window when the later results display.

4. Press <Stop> when you want to stop the test and display the test results.
5. Note the percentage of successfully echoed packets. If it is 95 or more, the test is successful.
6. If the percentage of successfully echoed packets is less than 95, select [Run] in the option sheet window header to run the test again.

If the results are again below 95 percent, notify your System Administrator.

7. Select [Close] to return to the main menu, or select [Close All] to exit from the online tests.

Display test

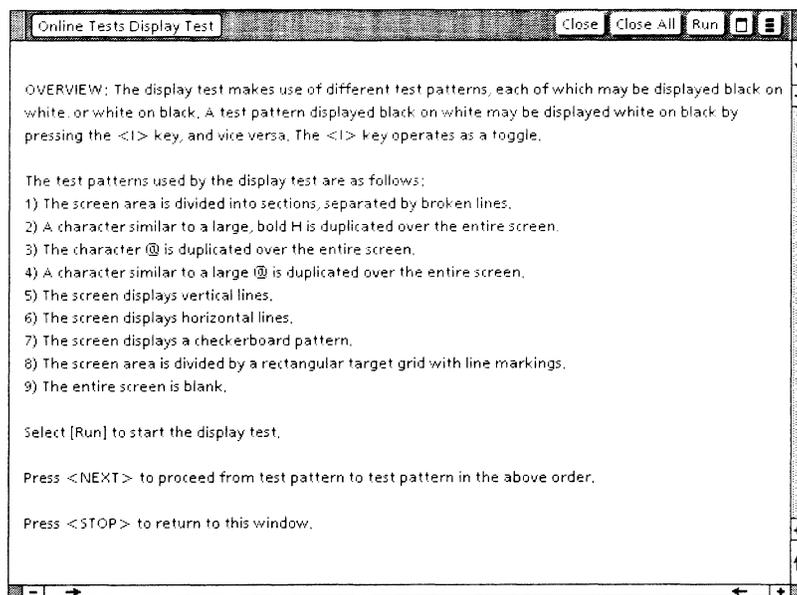


You use the display test to determine whether your display is focused and centered.

Display Test option sheet

When you select [Display Test] in the Online Tests main menu, the Display Test option sheet appears as shown in Figure 7. The option sheet has no options you can set. It contains instructions and information about the test patterns you can display.

Figure 7. Online Tests Display Test option sheet



The menu commands are as follows:

[Close]

Closes the option sheet and returns the display to the Online Tests main menu.

[Close All]

Closes the option sheet and the Online Tests main menu, and returns the workstation to its previous state.

[Run]

Starts the test.

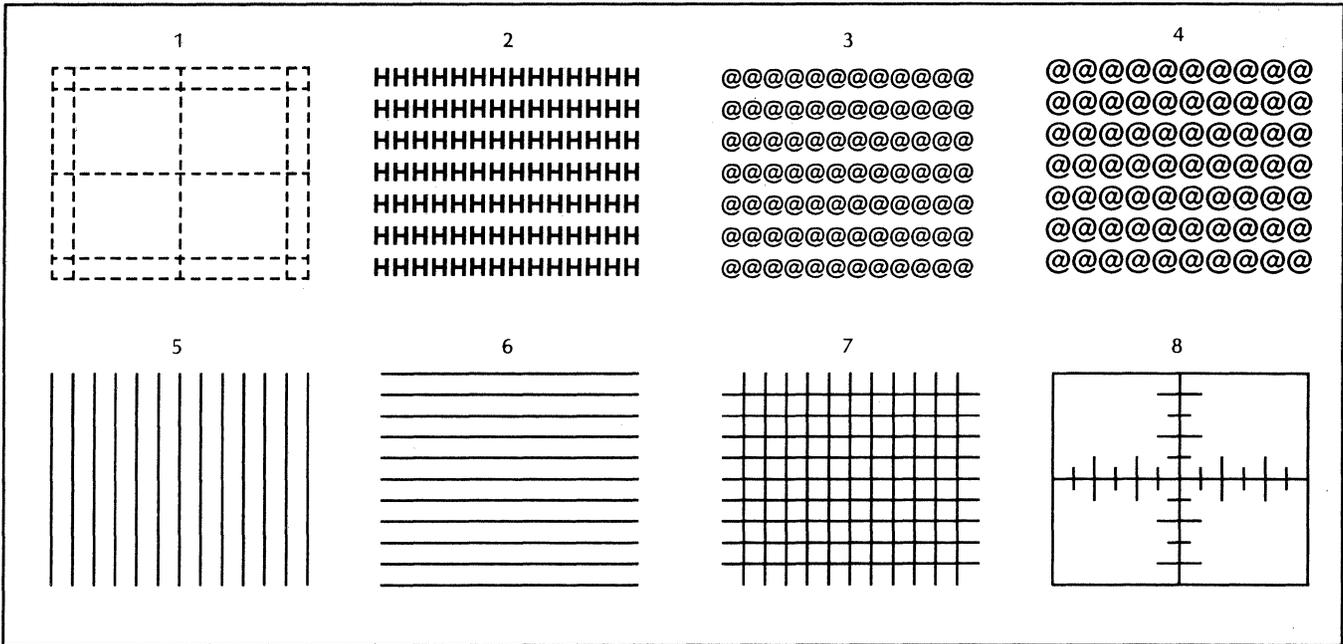
Test patterns

You can display the test patterns in black on a white background, or in white on a black background. When you run a test pattern, you can see, for example, whether horizontal and vertical lines are properly aligned on your screen.

You can run the test patterns on a color or gray-scale display, but the patterns show only black and white.

Figure 8 illustrates the non-blank test patterns for a screen with a narrow border. If your screen has a wide border, each test pattern has a dashed-line frame around it. Test pattern 9 is an entirely blank screen.

Figure 8. Test patterns



Testing your display

1 2 3...

To test your display:

1. Select [Test] in the desktop auxiliary menu, and select [Display Test] in the Online Test main menu.

The Online Tests Display Test option sheet appears.

2. Select [Run] in the option sheet window header.

The option sheet closes and the first test pattern (an area of the screen divided into sections bounded by dashed lines) appears on the screen.

3. Press <i> if you want to invert the display (change black-on-white to white-on-black, and vice versa).
4. Press <Next> when you are ready to start the next test pattern.
5. Repeat step 4 for each remaining pattern.

Press <Stop> if you want to stop a test and return to the Display option sheet.

If you press <Next> after you have displayed the last pattern, the first pattern displays again.

6. Select [Close] to return to the Online Tests main menu, or select [Close All] to exit from the tests.

If the test reveals a problem in your display, contact your System Administrator.

Keyboard test



You use the keyboard test to determine whether your keys, mouse, and speaker are functional.

When you run the keyboard test, representations of your keyboard and mouse appear on the screen. Each rectangle on the keyboard represents a key. A white square at the top of the screen represents the mouse; the square contains three rectangles that represent the mouse buttons.

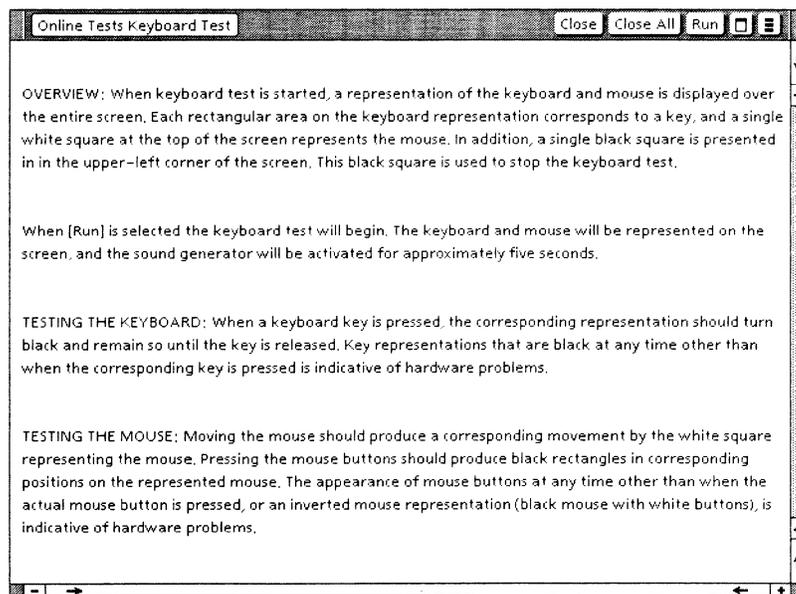
When you press a key or mouse button, the corresponding key or button highlights on the screen to indicate the key or button is functioning.

When you move the mouse, the white square moves over the corresponding area on the screen if your mouse is functioning.

Keyboard option sheet

When you select [Keyboard Test] in the Online Tests main menu, the Online Tests Keyboard Test option sheet appears (Figure 9). The option sheet has no options you can set. It contains information and instructions for testing your keyboard and mouse.

Figure 9. Online Tests Keyboard Test option sheet



The menu commands are as follows:

[Close]

Closes the option sheet and returns the display to the Online Tests main menu.

[Close All]

Closes the option sheet and the Online Tests main menu, and returns the workstation to its previous state.

[Run]

Starts the test.

Testing your keyboard, mouse, and speaker

1 2 3...

You use the keyboard test to determine whether your keys, mouse, and speaker are functional.

Testing your keyboard and speaker

To test your keyboard:

1. Select [Test] in the desktop auxiliary menu, and select [Keyboard Test] in the Online Tests main menu.

The Online Tests Keyboard Test option sheet appears.

2. Select [Run] in the option sheet window header.

The option sheet closes, and the keyboard and mouse representations appear on the screen.

A continuous tone sounds for five seconds if your speaker is functioning.

3. To test a key:

- Press the key and note whether the corresponding key image inverts (appears black) on your screen to indicate the key is functioning.
- Release the key.

If the image remains black after you release the corresponding key, you have a keyboard problem. In that case, contact your System Administrator.



CAUTION: Do not use your hands to press more than 15 keys at one time. This causes some images to remain black after you release the keys, giving erroneous results.

Press each key that has a black image (to return it to white) before you stop the test. Otherwise, the workstation freezes and you must reboot it.

4. To test the Stop key, hold it down. If it is functioning properly, the key image turns black momentarily when you release the Stop key, and a tone sounds.
5. To test the Caps Lock key, depress it. The Caps Lock image inverts and the Caps Lock light illuminates. The image remains black and the light remains on until you press the Caps Lock key again. You can test other keys with the Caps Lock depressed or released.
6. Repeat step 3 for each key you want to test.
7. If you want to test your mouse, proceed to the next section, "Testing your mouse."
8. To stop the test, move the mouse representation into the black box at the upper left corner of your screen and press a mouse button.
9. Select [Close] to return to the Online Tests main menu, or select [Close All] to exit from the tests.

Testing your mouse

To test your mouse:

1. If your screen does not currently show the keyboard and mouse representations, perform steps 1 and 2 in the previous section, "Testing your keyboard and speaker."
2. Move your mouse on the mouse pad, and note whether the white square moves the corresponding distance and direction on your screen.
3. Hold down the left mouse button, and note whether the corresponding button on your screen inverts (appears black) to indicate the button is functioning.

If the button image remains black after you have released the corresponding button, you have mouse problems. In that case, contact your System Administrator.

4. Release the left mouse button.
5. Repeat steps 3 and 4 for the middle mouse button.
6. Repeat steps 3 and 4 for the right mouse button.
7. When you want to stop the test, move the mouse representation into the black box at the upper left corner of your screen and press a mouse button.
8. Select [Close] to return to the Online Tests main menu, or select [Close All] to exit from the tests.

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