

# Stabilizing SIGNET: An Update

**Where We Were:** Since June 1995, the Information Systems Bureau (STD) has been aggressively pursuing the problems which have contributed to the instability of SIGNET (see *SIGNET News* of October 30 and August 14, 1995). In October, we reported that, with one exception, we knew what the problems were and what had to be done to fix them.

**Where We Are:** Attention is still being focussed on three basic areas of concern: 1. ICONDESK 2. The Workstation Environment and 3. SIGNET servers.

## 1. ICONDESK

Improvements in ICONDESK have required a significant investment of time and effort. We have received a fix which is presently being tested by some 35 users on two servers at Headquarters. Initial feedback looks very positive, however, please don't expect miracles! This fix to ICONDESK will not resolve every irritation. It is intended to resolve some of the

severe problems that cause the workstation to crash. We are concurrently working on a second patch that will address some of the less critical, but nonetheless annoying, problems with ICONDESK.

## 2. New workstation environment

Pilot testing of Windows for Workgroups, the new workstation environment, is underway and progressing nicely. This software will improve workstation performance and provide a more reliable desktop environment.

## 3. SIGNET servers

STD has now implemented fixes on the SIGNET servers to resolve many of the problems that caused them to crash unpredictably. The reliability of the servers has improved, and we expect the situation to improve even more when we upgrade the UNIX operating system later this fiscal year (see below).

The schedule of what STD will be doing over the balance of this

fiscal year to provide long-term stability to SIGNET is as follows:

1. January 29 - March 31: Install the ICONDESK fix on all Headquarters workstations and release the fix to missions. [Note: this is dependent upon STD giving the fix a clean bill of health.]
2. March 25: Start rolling out Windows for Workgroups for testing to selected users at Headquarters.
3. March 29: Start rolling out the UNIX server upgrade to Headquarters and missions.

**What We Are Committed To:** The Information Systems Bureau has a commitment to ensure that SIGNET functions reliably. As can be appreciated, it takes time to determine that fixes perform correctly. In some cases, the extensive testing has delayed the release of a fix. While we regret any delay, it is incumbent upon us to be sure that all fixes **enhance** the stability of SIGNET.

---

## ICONDESK 4.4 Basics

### *Printing Messages from Browse*

You can print messages from both the Mail Manager and Browse windows. From Mail Manager, you will print the message in its complete format. From the Browse window, there are two options. You can select to print the entire message or simply the note itself, as follows:

#### To print from the entire message from the Browse window

- 1 Browse the message to be printed.
- 2 Select **Message** on the **Menu Bar**. Click on **Print** OR Click on the **Prt/Msg** button.
- 3 Confirm the information in the Print dialog box and click OK.

#### To print only the message with no header information

- 1 Browse the message to be printed.
- 2 Select **File** from the **Menu Bar**. Click on **Print**.
- 3 Confirm the information in the Print dialog box and click on OK.