

Style Guide

Open Enterprise Server 2 SP3

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Novell.

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Contents

About This Guide	5
1 Style Stuff	7
1.1 Product/Service Naming	7
1.1.1 Official Product Name	7
1.1.2 Adding Support Pack Version Numbers	8
1.1.3 Platform Comparisons	8
1.1.4 Server References in the Documentation	8
1.1.5 Migration Defined.	8
1.1.6 NetWare References	9
1.2 Readme Content Guidelines	9
1.2.1 What's New in This Beta Release:	9
1.2.2 Known Issues:	9
1.2.3 Additional Guidelines	9
1.3 Emphasizing YaST.	10
1.4 Command Line Guidelines	10
2 Book Contents	11
2.1 Using The Following Guidelines	12
2.2 About the Template Files	12
2.3 Front File	12
2.4 Preface	13
2.5 "Overview of XYZ" Chapter	13
2.6 "What's New in XYZ" Chapter	14
2.7 "Installing and Setting Up XYZ" Chapter	15
2.8 "Migrating XYZ from OES 1 NetWare to OES 2 SP1 Linux" Chapter	16
2.9 "Running XYZ in a Virtualized Environment" Chapter	17
2.10 "Configuring XYZ for Novell Cluster Services" Chapter	18
2.11 Other Common Chapters	18
2.12 "Security Considerations for XYZ" Chapter	19
2.13 "XYZ Commands and Utilities" Appendix	20
2.14 "Disabling XYZ" Appendix	20
2.15 "Documentation Updates" Appendix	21
3 Impacts on Existing Manuals	23
A Documentation Updates	25

About This Guide

This style guide outlines the specific style and legal guidelines that are particular to the OES 2 SP3 doc project. The guidelines note style and legal decisions that address issues not dealt with in the regular style guide, legal guide, or cross-platform guidelines. In some cases, these guidelines might take precedence over those found in the general guides, but just for this OES 2 SP3 product release.

This guide contains the following sections:

- ♦ “Style Stuff” on page 7
 - ♦ “Product/Service Naming” on page 7
 - ♦ “Readme Content Guidelines” on page 9
 - ♦ “Emphasizing YaST” on page 10
 - ♦ “Command Line Guidelines” on page 10
- ♦ “Book Contents” on page 11
 - ♦ “Front File” on page 12
 - ♦ “Preface” on page 13
 - ♦ ““Overview of XYZ” Chapter” on page 13
 - ♦ ““What’s New in XYZ” Chapter” on page 14
 - ♦ ““Installing and Setting Up XYZ” Chapter” on page 15
 - ♦ ““Migrating XYZ from OES 1 NetWare to OES 2 SP1 Linux” Chapter” on page 16
 - ♦ ““Running XYZ in a Virtualized Environment” Chapter” on page 17
 - ♦ ““Configuring XYZ for Novell Cluster Services” Chapter” on page 18
 - ♦ “Other Common Chapters” on page 18
 - ♦ ““Security Considerations for XYZ” Chapter” on page 19
 - ♦ ““XYZ Commands and Utilities” Appendix” on page 20
 - ♦ ““Disabling XYZ” Appendix” on page 20
 - ♦ ““Documentation Updates” Appendix” on page 21
- ♦ “Impacts on Existing Manuals” on page 23
- ♦ “Documentation Updates” on page 25

For any style or legal issues not specifically covered here, refer to and follow the guidelines in the following:

- ♦ Style Guide (https://innerweb.novell.com/organizations/engineering/documentation/stand_guide/frame_71_guides/docguides/styleguide/data/bktitle.html)
- ♦ Legal Guide (https://innerweb.novell.com/organizations/engineering/documentation/stand_guide/frame_71_guides/docguides/legalguide/data/front.html)
- ♦ Cross-Platform Guidelines (https://innerweb.novell.com/organizations/engineering/documentation/stand_guide/frame_71_guides/docguides/contentguide/data/bktitle.html)

Contact Carol Oertli about any issue or question that doesn't seem to be addressed.

Audience

This guide is intended for OES 2 SP3 doc team members.

References to NetWare

The NetWare platform was moved for OES 2 SP2. Consequently, all guides that cover only NetWare were removed from the documentation set.

However, due to resource constraints, NetWare references in cross-platform guides were retained. For SP3, the cross-platform guides have been “scrubbed.” All references that imply that NetWare is part of Open Enterprise Server or that pertain to managing NetWare have been removed. Information and instructions that refer to or support the migration (or upgrade as Marketing refers to it) from NetWare to OES have been retained.

Feedback

To make comments or offer suggestions regarding this guide, talk with Larry Tomkinson, or Carol Oertli.

1 Style Stuff

This chapter contains the following sections.

- ♦ [Section 1.1, “Product/Service Naming,” on page 7](#)
- ♦ [Section 1.2, “Readme Content Guidelines,” on page 9](#)
- ♦ [Section 1.3, “Emphasizing YaST,” on page 10](#)
- ♦ [Section 1.4, “Command Line Guidelines,” on page 10](#)

1.1 Product/Service Naming

To ensure consistency, please follow these guidelines.

- ♦ [Section 1.1.1, “Official Product Name,” on page 7](#)
- ♦ [Section 1.1.2, “Adding Support Pack Version Numbers,” on page 8](#)
- ♦ [Section 1.1.3, “Platform Comparisons,” on page 8](#)
- ♦ [Section 1.1.4, “Server References in the Documentation,” on page 8](#)
- ♦ [Section 1.1.5, “Migration Defined,” on page 8](#)
- ♦ [Section 1.1.6, “NetWare References,” on page 9](#)

1.1.1 Official Product Name

The official product name for the project is Novell Open Enterprise Server 2 SP3. Public and internal communications, sales tools, marketing materials, etc. should use the full "Novell Open Enterprise Server 2" name. The Novell Corporate style-guidelines for usage still apply except as noted below.

Corporate Guidelines

The corporate style guide reads: “Please use the full name, Novell Open Enterprise Server 2 in all titles, subtitles, call-outs and when the name is used at the beginning of a paragraph. Open Enterprise Server is acceptable in subsequent references, but do not abbreviate it as OES. The only exception may be documentation where the product name is redundant. When designating something specific to a particular operating system within Open Enterprise Server, use an em dash: Novell Open Enterprise Server—Linux.”

Documentation Exceptions

In documentation, the first occurrence of the product name should be Novell Open Enterprise Server 2. Subsequent references can be abbreviated to OES 2.

For earlier OES releases in which NetWare was included as an OES platform, the documentation used a space to refer to platform-specific information: OES 2 Linux, OES 2 NetWare.

Starting with OES 2 SP2, Novell Marketing asked that references to OES NetWare be eliminated from the documentation and replaced with references to NetWare 6.5 SP8. Due to this change, references to “OES Linux” are outdated and can be changed to OES. In other words, use Open Enterprise Server and OES refer to the Novell product that offers traditional NetWare services running on SUSE Linux.

1.1.2 Adding Support Pack Version Numbers

Generally, it is a good practice to not refer to the support pack number unless the information is support pack specific. In those cases, if the first occurrence of the product name requires mentioning the support pack, it should be Novell Open Enterprise Server 2 SPX where X is the pertinent support pack number, for example SP3. Subsequent references that require mentioning the support pack should be abbreviated as OES 2 SPX.

Two examples:

- ♦ Beginning with OES 2 SP3, the functionality of XYZ has changed as follows:
- ♦ Before upgrading to OES 2 SP3, be sure to shut down the XYZ service.

1.1.3 Platform Comparisons

Although no version was indicated for the first release of OES, you should use OES 1 to refer to the initial product, for example: You can upgrade an OES 1 server to OES 2 by doing the following.

1.1.4 Server References in the Documentation

Use

- ♦ OES 2 server
- ♦ OES 2 SP3 server

1.1.5 Migration Defined

Starting with OES 2 SP2, Novell Marketing asked that we refer to the process of moving from NetWare to OES as an upgrade rather than as a migration. This is reflected in the title of what was previously called the *Migration Best Practices Guide* but is now the ... the primary focus of all migration efforts is to move data and services from NetWare to Linux. Other types of migrations are supported (i.e., Windows to Linux), but we should try as much as possible to restrict our use of the term “migration” to mean moving data and services from NetWare to Linux.

1.1.6 NetWare References

Some statements require that you differentiate between NetWare running in a virtual machine and NetWare running on its own hardware. Product management has approved the following names

- ♦ **virtualized NetWare:** NetWare running in a virtual machine.
- ♦ **physical NetWare:** NetWare running on its own hardware.

1.2 Readme Content Guidelines

To help make the Readme chapters consistent, use the following headings in the order presented here:

- ♦ [Section 1.2.1, “What’s New in This Beta Release;,” on page 9](#)
- ♦ [Section 1.2.2, “Known Issues;,” on page 9](#)
- ♦ [Section 1.2.3, “Additional Guidelines,” on page 9](#)

1.2.1 What’s New in This Beta Release:

Use a bullet list to identify new features. If no documentation exists and you need to give more detail about the features, consider using Sect elements instead of ListBullet. Use this heading for Beta releases only. Remove this section for RC 1, RC 2, and FCS because this information should be included in the documentation for those releases.

1.2.2 Known Issues:

Document the known issues in sections that identify the service or component affected.

- ♦ eDirectory Issues
- ♦ iPrint Issues
- ♦ iManager Issues
- ♦ NetStorage Issues

Major components with numerous issues in multiple categories might require their own chapter

- ♦ Domain Services for Windows

1.2.3 Additional Guidelines

Comments: Each issue in the Readme must have a comment (Remark element) indicating the date when something was added, a bug number (if available), and any additional information (such as who requested it or why it’s not in the doc).

Conceptual/Procedural Information: Do not include such things as extensive marketing or conceptual information, and don’t include procedures for anything other than workarounds to problems/issues.

The exception to the latter point is the installation instructions for initial Beta releases.

Empty Sections: If there is no information available for a particular heading for one of the releases (for example, you have no iPrint issues to report for the beta), then do not include that heading in your Readme chapter.

Duplicating Information: If there are issues shared between the two components, consider linking from the less-applicable section to the main section.

Maintaining Heading Order: Keep the headings/subheadings in order; that is, when you need subheads under a Topic/Head1, follow the heading levels in strict descending order: Sect1, Sect2, etc. Don't skip levels, and don't use Bridgeheads.

Permanent Issues: Issues that will not be fixed in the FCS version of the release should be considered as a permanent part of the software, and consequently documented in the appropriate guide instead of the Readme. Exceptions to this guideline must be kept to a minimum, but might include critical installation issues (the user might read the Readme but not the install guide) and issues that might result in data loss

Must Have an Open Bug: The Readme is for issues that have an associated open bug number and are planned to be addressed in the next Support Pack or point release.

If the Bug Is Closed: If the bug associated with an item is closed, then the item should be incorporated in a logical section within the appropriate guide. If there isn't a logical section for an issue, put it in a "Known Limitations" section within the appropriate guide.

Fixed Issues: Issues that are fixed are can be listed in the Software Fixes list for the support pack. However, for the last few years this list has not been compiled due to resource constraints.

1.3 Emphasizing YaST

When a component can be configured both manually and in YaST, favor the YaST process. If administrators use the command line to manage their servers, they need only guidelines, not specific command instructions, and can usually extrapolate from GUI instructions. Therefore, command line processes should get only secondary coverage at the most.

1.4 Command Line Guidelines

To help ensure the usability of Linux command instructions in OES documentation, we should all use the same basic terminology. The terms "command line," "command prompt," and "terminal" seem to be universally understood. Therefore, please follow these guidelines:

In most procedures you should simply refer to the "command line." For example, "On the server command line, enter the following...."

When referring to the prompt itself, use "command prompt." For example, "The command prompt ends with the pound sign (#), indicating that you are now acting as the root user."

When referring to the interface that displays a command line and prompt, always include the word "terminal" in the instructions.

Examples:

- Access a command line by opening a terminal. At the command prompt, type . . .
- Right-click the desktop and select *Open Terminal*.
- Switch to another terminal by using Ctrl+Alt+Fn, where n is the number of an available terminal.

2 Book Contents

NOTE: For all guides except those that are new in OES 2 SP2, the following guidelines should have already been implemented.

There are two notable exceptions:

- ♦ **Migration:** The OES 2 SP1 migration tool has been improved in SP2. Therefore, each migration chapter needs a thorough review and update to make sure it still matches the tool in SP2.
- ♦ **Virtualization:** These sections should also be reviewed because the XEN technology is so new that things might have changed since the initial release of OES 2. Links to the original XEN documentation must be replaced in every case.

If you are newly assigned to a guide, it would be good to familiarize yourself with all the content guidelines for OES 2 as a way of understanding why your guide is organized the way it is, and to ensure that you don't make changes that conflict with OES 2 content guidelines.

For new guides the guidelines should be followed in all cases.

Each guide in the OES 2 SP2 project directory should contain similar chapters and appendixes in a standard order to provide customers with consistency across the documentation set. You should complete the actions listed in the following sections to ensure consistency in your guides.

This chapter presents general instructions on following the guidelines and specific guidelines for each chapter and appendix type, as follows:

- ♦ [Section 2.1, "Using The Following Guidelines," on page 12](#)
- ♦ [Section 2.2, "About the Template Files," on page 12](#)
- ♦ [Section 2.3, "Front File," on page 12](#)
- ♦ [Section 2.4, "Preface," on page 13](#)
- ♦ [Section 2.5, "'Overview of XYZ' Chapter," on page 13](#)
- ♦ [Section 2.6, "'What's New in XYZ' Chapter," on page 14](#)
- ♦ [Section 2.7, "'Installing and Setting Up XYZ' Chapter," on page 15](#)
- ♦ [Section 2.8, "'Migrating XYZ from OES 1 NetWare to OES 2 SP1 Linux' Chapter," on page 16](#)
- ♦ [Section 2.9, "'Running XYZ in a Virtualized Environment' Chapter," on page 17](#)
- ♦ [Section 2.10, "'Configuring XYZ for Novell Cluster Services' Chapter," on page 18](#)
- ♦ [Section 2.11, "Other Common Chapters," on page 18](#)
- ♦ [Section 2.12, "'Security Considerations for XYZ' Chapter," on page 19](#)
- ♦ [Section 2.13, "'XYZ Commands and Utilities' Appendix," on page 20](#)
- ♦ [Section 2.14, "'Disabling XYZ' Appendix," on page 20](#)
- ♦ [Section 2.15, "'Documentation Updates' Appendix," on page 21](#)

2.1 Using The Following Guidelines

This list of chapters and appendixes that follows, represents the types of information that should be covered in all OES 2 guides. The assumption is that each major component will be covered in a single guide. In some cases, however, multiple components might be covered. If so, the information should be organized so that it flows properly within the guide.

For example, if three major components are covered in a single guide, it probably won't work well to present the overview information for all components in one chapter, followed by the planning information for all components in next chapter, followed by the installing information for all components in the next chapter, and so on, unless the components are all intertwined.

Each book must be organized so that information it contains flows in a logical manner. This might mean using parts to contain all the information for a single major component. Or it could mean creating a chapter for each component, and including Sect1 sections for overview, planning, setting up, etc. information.

The purpose of these guidelines is to facilitate a consistent flow of information in consistently-named sections within all OES 2 guides. It is not their purpose to dictate a strict set of "chapters."

2.2 About the Template Files

For those who are creating a new guide or inserting required chapters or sections into an existing guide, there are template files on

\\NOVELLFILE\HAIN_SRV1.SERVICES\doc\Open_Enterprise_Server\OES2_SP1\frame\oes_2_templates.

Some of the files contain helpful tips and placeholder sections that are specifically created to support the OES 2 style guide. Others are basically placeholders.

In all cases, if you decide to use these files, be sure to copy them to your book directory rather than dragging them to another folder on server Hain. The file system should warn you that the file is read-only, but if you ignore the warning and move the file, it will be removed from the template book directory and won't be available to other team members.

2.3 Front File

Placement: First file in the book.

Organization: As dictated by documentation standards and guides.

Actions to Take:

- 1 Change the Title element (normally hidden in the footer) to contain: OES 2 SP2: *Book Title*.
Click *View > Non-Printing Elements* to make this visible.
- 2 Fill in the other elements before LegalNotice as follows:
 - ♦ **ProductName:** Open Enterprise Server
 - ♦ **ProductNumber:** 2 SP2
 - ♦ **Date:** November 2009
The precise release date is in flux.
 - ♦ **TitleAbbrev:** Bookname (for example, Linux Installation Guide)

- 3 (Optional) Because OES 2 SP2 is available for Linux only, Linux can be removed from book titles if desired.

For example:

- ♦ *OES 2 SP2: Novell Remote Manager Administration Guide*
- ♦ *OES 2 SP2: Installation Guide*

- 4 Verify that the following items are each correct.

- ♦ Export notice: verify correct is used.
- ♦ Copyright dates
- ♦ Intellectual property statement (in the Patent tag)
- ♦ Novell address information
- ♦ Online documentation cross-reference

2.4 Preface

Placement: Second file in the book.

Organization: As dictated by documentation standards and guides.

Actions to Take:

- 1 If the section contains a list of chapters, update the chapter list for sequence and completeness, especially if you have added, removed, or reorganized chapters.

2.5 “Overview of XYZ” Chapter

Placement: After the Preface.

Organization: Should include an “Introduction” section at the beginning. Must include a “What’s Next” section as the last section.

Actions to Take:

- 1 Include an “Overview” chapter to accommodate new administrators.
- 2 Include an “Introduction” section as the first section.
- 3 Introduce the technology and explain its features at a high level, particularly from the standpoint of how it can benefit administrators and network users. Common topics in an overview chapter are:

Solutions	Benefits	Features
Key Concepts	Scenarios	How It Works

These sections are optional and no order is prescribed.

- 4 Include a “What’s Next” section with high-level task statements and links using either a table or the sentence structure shown in the following example. To assist those who are already familiar with the service, link to the “What’s New” chapter if applicable.

What's Next

- ♦ To find out what's new, see <What's New link>.
- ♦ To plan for XYZ services on your network, see <Planning link>.
- ♦ To set up XYZ services on a physical server, see <Setting Up link>.
- ♦ To set up XYZ services on a virtual server, see <Virtualizing link>.
- ♦ To set up XYZ services on a cluster, see <Clustering link>.
- ♦ To migrate XYZ services from NetWare to OES Linux, see <Migrating link>.

Although it's not specifically called out in the following guidelines, you should consider adding "What's Next" sections in other chapters to help identify which sections are a logical next step. This is especially helpful when reading online.

2.6 "What's New in XYZ" Chapter

Placement: After the "Overview" chapter.

Organization: Can range from an introductory sentence followed by a bullet list to separate sections. Service complexity is usually mirrored in information organization complexity.

NOTE: Descriptions of bug fixes and known issues that haven't yet been resolved do not belong in the "What's New" chapter. For more information, see [Section 1.2, "Readme Content Guidelines," on page 9](#).

Actions to Take:

- 1 Create a "What's New" chapter if the book is new and one doesn't already exist.
- 2 In new administration guides, include a feature list and a brief explanation of what value the feature adds for administrators and/or users, such as the following:
OES 2 SP2 introduces the XYZ service, which lets you do the following:
 - ♦ **<Feature one>:** <What it does for administrators/network users>
 - ♦ **<Feature two>:** <What it does for administrators/network users>
- 3 Include cross-references to more information as appropriate.
- 4 For books that existed in OES 2 SP1, a "What's New in OES 2 SP1" section should already exist. If not, then create one and include the statement "There were no feature changes in the OES 2 SP1 release of XYZ." in the new section
- 5 Insert a new section before the section discussed in [Step 4](#) and name it "What's New in OES 2 SP2".

IMPORTANT: Headings should present features in reverse chronological order with the newest set of features always listed first. In other words, the initial release list is last, the SP1 list is next to last, SP2 is second to last, etc.

If there are no new features, then include the following paragraph:

"There are no feature changes in the OES 2 SP2 release of XYZ."

2.7 “Installing and Setting Up XYZ” Chapter

Placement: After the “What’s New” chapter.

Organization: Normally, you should use three major divisions: “Planning XYZ Services,” “Installing XYZ Services,” and “Upgrading XYZ Services.”

Actions to Take:

- 1 If your guide doesn't already contain planning, installing, and upgrading chapters or sections, create an “Installing and Setting Up” chapter.
- 2 If the component you are documenting (NRM for example) doesn't require planning, installing, or upgrading instructions, simply state that fact and skip the rest of the steps.
For example, you could state, “XYZ is installed and set up by default. No action is required.”
- 3 Create a “Planning for XYZ” section with information and links to relevant planning information, such as the “Clustering” and “Virtualization” chapters for those who are planning to cluster or virtualize the service. Of course, if there are no special considerations for either or both of these, simply state that fact rather than creating a link to the section.
- 4 Create a section named “Installing XYZ.”

There are two ways that most OES services can be installed:

- ♦ As part of the initial OES installation – usually covered sufficiently in the OES Linux installation guide's instructions.
- ♦ After the initial installation as part of a “reconfiguration” (aka by the installation team as “post-installation”) of OES services. Usually covered sufficiently in OES Linux installation guide's reconfiguration instructions.

Most services require the setting of service-specific fields whether they are installed initially or as part of a “reconfiguration” of OES services. And again in most cases you should work with the OES Linux install writer (Larry) to ensure that the instructions and the YaST installation help cover your basic service configuration requirements. This eliminates the need for administrators to jump to your documentation to get a service running.

A few services, such as clustering, require additional installation procedures that don't fit well into the work flow in the OES Linux install guide.

- 4a** If there are installation instructions that are specific to your services in the OES Linux installation guide, include the following statements:
“If you are installing XYZ as part of a new OES 2 server installation, follow the instructions in “[Installing OES 2 SP3 as a New Installation](#)” in the *OES 2 SP3: Installation Guide*.”
“If you are installing XYZ on an existing OES 2 server, follow the instructions in “[Installing or Configuring OES 2 SP3 on an Existing Server](#)” in the *OES 2 SP3: Installation Guide*.”
 - 4b** If the service and/or some of its components require service-specific installation or configuration instructions, include the additional information/instructions in this section, using the applicable section (installation or reconfiguration) in the OES Linux installation guide as a template for the basic procedure. Be sure to link to the OES Linux installation guide and any other relevant sections as required to provide a complete installation story.
- 5 Create a section named “Upgrading XYZ from OES 1 Linux to OES 2 SP1Linux.”

The basic plan for upgrading from OES 1 to OES 2 SP1 is as follows:

1. Admins shut down OES 1 servers and then boot with SLES 10 SP2 media.

2. While running the install, they select the option to install OES 2 SP1.
3. The YaST install lays down new files for already installed services and then prompts for the required configuration settings.

This sounds straightforward. However, it is quite likely that preparatory and/or manual configuration steps are also required for a successful service upgrade.

- 5a** Review the process of upgrading your services from OES 1 to OES 2 SP1 with your developers and testers.
- 5b** If there are additional steps, caveats, or anything not covered by the “generic” instructions in the OES Linux installation guide, then you should:
 - ♦ Include them in this section.
 - ♦ Send an e-mail to the OES Linux install writer (Larry) so that a link to your chapter is included in the installation guide.
- 5c** If there are no additional upgrade instructions required, include the following paragraph:

“To upgrade XYZ from OES 1 Linux to OES 2 SP1 Linux, follow the instructions in “[Upgrading to OES 2 SP3](#)” in the *OES 2 SP3: Installation Guide*.”

2.8 “Migrating XYZ from OES 1 NetWare to OES 2 SP1 Linux” Chapter

The migration tool has been refined for OES 2 SP2. The migration tool runs on the OES 2 SP2 Linux server with a primary focus on migrating from NetWare to OES 2 Linux (see [Section 1.1.5, “Migration Defined,” on page 8](#)).

The chief migration prerequisites are that the administrator must have already done the following:

1. Installed a server as the migration target.
2. Created storage volumes for any data being migrated before running the tools.

Each development team will use the guidelines provided by the Bangalore migration team for creating a service-specific migration package (script, command module, or YaST module).

Placement: After the “Setting Up” chapter.

Organization: No requirements.

Actions to Take:

- 1 Work with your assigned developers and testers to provide information on planning a migration strategy for your assigned services/components.
- 2 Ask about and document the “coexistence issues” for all your assigned services/components.

Although “Coexistence” was dropped from the chapter title for the initial OES 2 release, coexistence information is still required to explain the impact of having various versions of the service on the network during the migration process. Ask about the impact of each component on

 - ♦ Other components and versions of the same service

- ♦ The user experience
 - ♦ Other services
- 3 Thoroughly investigate and document the complete process of migrating the service from NetWare to OES Linux. Working with your team's testers is highly recommended.

2.9 “Running XYZ in a Virtualized Environment” Chapter

Although Novell hopes that all services will run on virtualized NetWare and/or Linux just as they would on a physical installation, we must pay special attention to all aspects of virtualization in OES 2.

Placement: After the “Migrating” chapter.

Organization: No requirements.

Actions to Take:

TIP: Use the `oes_2_templates` book, `run_virt_enviro.fm` template file as a framework for creating new virtualization sections.

- 1 If your service has changed or is new, meet with your service developers and testers who have run the service on virtualized NetWare and/or Linux.
- 2 Ask about the following and note all the service-specific information that is mentioned. (General platform information is covered in the installation guides.)
 - ♦ Planning (memory, disk space, driver compatibility, capacity planning)
 - ♦ Installing (anything different while installing the service on the virtualized platform)
 - ♦ Special configuration requirements to get the service running optimally
 - ♦ Virtualization differences (Now that it's running, what differences might I see?)
- 3 If there is planning and/or installing information specific to your service, send it to Larry as applicable.

- 4 If there is nothing to document, simply include the following paragraphs, adjusting the wording to reflect your service platforms, then ignore the remaining steps.

“XYZ runs in a virtualized environment just as it does on a physical NetWare server, or on a physical server running OES 2 Linux, and requires no special configuration or other changes.

To get started with virtualization, see “Introduction to Xen Virtualization” (http://www.novell.com/documentation/sles10/book_virtualization_xen/data/sec_xen_basics.html) in the *Virtualization with Xen* (http://www.novell.com/documentation/sles10/book_virtualization_xen/data/book_virtualization_xen.html) guide.

For information on setting up virtualized NetWare, see “Installing and Managing NetWare on a Xen-based VM” in the *OES 2 SP3: Installation Guide* guide.

For information on setting up virtualized OES 2 Linux, see “Installing, Upgrading, or Updating OES on a Xen-based VM” in the *OES 2 SP3: Installation Guide* guide.

- 5 Include the following paragraph, followed by a SubTOC element.

Use the information in the following sections to help you deploy and run XYZ in a virtual environment:

- 6 If applicable, create a section named “XYZ Differences in a Virtualized Environment” and explain the differences people might see when running the service in a virtualized environment.

- 7 If applicable, create a section named “Planning to Run XYZ in a Virtual Environment” and include links to any planning information you sent to Larry.
- 8 If applicable, create a section named “Installing XYZ in a Virtual Environment” and include links to any special installation information that you sent to Larry.
- 9 If applicable, create a section named “Optimizing XYZ in a Virtual Environment.” include instructions for optimizing the service.
- 10 Create a section named “What’s Next” with the following content:

To get started with virtualization, see “Introduction to Xen Virtualization” (http://www.novell.com/documentation/sles10/book_virtualization_xen/data/sec_xen_basics.html) in the *Virtualization with Xen* (http://www.novell.com/documentation/sles10/book_virtualization_xen/data/book_virtualization_xen.html) guide.

For information on setting up virtualized NetWare, see “Installing and Managing NetWare on a Xen-based VM” in the *OES 2 SP3: Installation Guide* guide.

For information on setting up virtualized OES 2 Linux, see “Installing, Upgrading, or Updating OES on a Xen-based VM” in the *OES 2 SP3: Installation Guide* guide.

2.10 “Configuring XYZ for Novell Cluster Services” Chapter

For the initial release of OES 2, the *OES Novell Cluster Services Resource Configuration Guide* for Linux was removed from the OES collection and the information it contained was incorporated into each service-specific guide.

Placement: After the “Running Virtualized” chapter.

Organization: No requirements.

Actions to Take:

- 1 If your service has changed or is new, meet with your service developers and testers who have run the service in a cluster.
- 2 Ask about the following, note any requirements mentioned, and include the information in the chapter.
 - ♦ Planning (resource manager, other requirements)
 - ♦ Installing (anything different while installing the service to be clustered)
 - ♦ Special configuration requirements (such as storage)
 - ♦ Clustering differences (Now it's running, what differences might I see?)
- 3 If there are no issues with the service, add the following paragraph:

“XYZ runs in a cluster with no special configuration changes.”

2.11 Other Common Chapters

Your books probably have other chapters and/or sections in or around those listed above. These should be retained. And as you document OES 2 SP2 Linux, you might discover that additional chapters are needed.

The following are common chapter types.

- ♦ Planning XYZ

- ♦ Managing XYZ
- ♦ Configuring XYZ (configuration tasks that are not part of getting the basic service running)
- ♦ Using XYZ
- ♦ Monitoring XYZ
- ♦ Coexistence and Interoperability (different from migration-specific coexistence information)
- ♦ Troubleshooting XYZ
- ♦ Frequently Asked Questions
- ♦ Known Limitations (a common title for items pulled from the product Readme because they will not be fixed)

Where possible, try to use the chapter titles listed. Or at least try to begin each title with the gerund shown where applicable.

2.12 “Security Considerations for XYZ” Chapter

Placement: The last chapter in the book.

Organization: No requirements.

Actions to Take:

- 1 Make sure that each of your administration guides contains a Security Considerations chapter that follows these guidelines:

Minimum content:

- ♦ Technology-specific documentation regarding support for Kerberos, Casa, backup, and antivirus solutions (if applicable).
- ♦ A link to the “[Access Control and Authentication](#)” and “[Security](#)” chapters in the *OES 2 SP2: Planning and Implementation Guide*.
- ♦ A table outlining security issues and features that links to detailed security information throughout your book. This eliminates the need to reorganize a book’s security information that already exists throughout.

Include four columns in the table, with the following headings and content:

- ♦ **Item:** List each issue/feature (if an issue doesn’t have a “name,” give it a short descriptive phrase)
 - ♦ **Description:** Give a brief description of each issue/feature, including any issue consequences or feature advantages.
 - ♦ **Recommendation:** Cite the recommended configuration (if applicable) for best security practices.
 - ♦ **For More Information:** Give links to detailed information about the issue/feature located elsewhere in your book
 - ♦ A discussion of each mandatory issue cited by the Novell Security Review Board to your engineering team. If you don’t include this information elsewhere in the book, discuss it in detail in this chapter. If it is located elsewhere in the book, be sure to reference it in the Issues/Features table.
- 2 Send Larry the link information to your security chapter for the *OES 2 SP2: Planning and Implementation Guide*.

2.13 “XYZ Commands and Utilities” Appendix

Most OES Linux services have command modules and man pages associated with them. For OES 1, some of these were included in the *Utilities Reference*, while others were in the service-specific guides.

Placement: The first appendix in the book.

Organization: Use the same format and organization for this information as used in the *Utilities Reference*.

Use <Sect1> for the section, and <Bridgehead> for Purpose, Syntax, Example, and Additional Information headings.

If you are going to also use the section to generate MAN pages, then use the <RefEntry> tag structure as explained in the [MAN Page Output \(http://www.novell.com/documentation/beta/docguides/authprodguide/data/b8jihmo.html\)](http://www.novell.com/documentation/beta/docguides/authprodguide/data/b8jihmo.html) in the Novell Authoring Guide.

Actions to Take - Linux only:

- 1 Move any service command modules for your services from the *Utilities Reference* to this appendix.
- 2 Identify all additional commands and utilities associated with your service and include them in this appendix.

2.14 “Disabling XYZ” Appendix

Either an installation or an administration guide for each service should contain an appendix with complete instructions for disabling the service.

IMPORTANT: In no case should we recommend removing components from the system because Linux does not include cross-dependency checking.

Placement: Immediately before the “Documentation Updates” appendix (or the last appendix if in the initial release).

Organization: This appendix should contain at least two sections:

- ♦ Consequences of Disabling XYZ
- ♦ Disabling XYZ

Actions to Take - Linux only:

- 1 Meet with your developers and testers and ask them to identify the following:
 - ♦ Caveats and consequences of disabling a service (even those they believe should seem obvious)
 - ♦ The specific steps required to disable the service.
- 2 Send Larry the link information for your chapter.

Larry's Disabling chapter will include the general steps that are common to all disabling procedures, such as starting the run-level editor. You can link to the “[Disabling OES 2 Services](#)” section in the *OES 2 SP3: Installation Guide*. You can use these as a base to:

- ♦ Assist you in creating the section
- ♦ Make your procedures consistent with the other guides.

2.15 “Documentation Updates” Appendix

Placement: The last appendix in the book. Each guide that existed in SP1 should already have this appendix.

Organization: Follow the guidelines in the *Deliverable Content Guidelines* manual.

Actions to Take:

- 1 Add a <Sect1> entitled: November 2009 (OES 2 SP2)

This should be the first section in the appendix. Use the introductory sentence “Updates were made to the following sections. The changes are explained below.”

- 2 For guides where you made no substantive content changes, add a simple sentence like this:

“This guide was updated for the OES 2 SP2 release to conform with Novell Documentation standards. There were no substantive content changes.”

Minor (non-substantive) adjustments (such as for formatting and spelling) do not need to be called out in the updates.

- 3 If you made substantive changes in only a few sections, capture the updates in table format like that used for this guide. See [Appendix A, “Documentation Updates,”](#) on page 25
- 4 If you made substantive changes in numerous sections, then capture the updates in separate <Sect2> sections, one for each chapter as implemented in [“Documentation Updates”](#) in the *OES 2 SP3: Novell Cluster Services 1.8.8 Administration Guide for Linux*.

After all changes are captured, order the Sect2 sections alphabetically.

3 Impacts on Existing Manuals

Starting with the release of OES 2 SP2, the NetWare 6.5 documentation set will be republished as a separate product. As directed by Marketing, references in the NetWare guides to “OES NetWare” in all its variations will be changed to “NetWare 6.5 SPX”.

The OES 2 and OES 2 SP1 documentation sets will be available as PDF downloads only.

The OES 1 documentation set will remain static except for major, critical, or blocker defect fixes.

A Documentation Updates

This section summarizes the changes made to the documentation plan since its initial publication.

January 18, 2012

Chapter or Section Changed	Summary of Changes
Throughout	Updated format to comply with new corporate standard.

November 3, 2009

Chapter or Section Changed	Summary of Changes
Section 2.9, “Running XYZ in a Virtualized Environment” Chapter, on page 17	Updated ULink target to point to the SLES 10 SP3 version of the Xen documentation.

October 8, 2009

Chapter or Section Changed	Summary of Changes
Changed throughout.	Updated the guide for SP2.

November 18, 2008

Chapter or Section Changed	Summary of Changes
Section 2.3, “Front File,” on page 12	Changed date on front file from October 2008 to December 2008.

November 12, 2008

Chapter or Section Changed	Summary of Changes
Section 2.7, “Installing and Setting Up XYZ” Chapter, on page 15	Incorporated Carol Oertli’s suggestion that “installing” be included in the title because it’s such a key word.

March 15, 2008

Chapter or Section Changed	Summary of Changes
Section 2.2, "About the Template Files," on page 12	Added this section to explain the purpose for and use of the template files that support this guide.
Chapter 3, "Impacts on Existing Manuals," on page 23	Updated section previously overlooked.

March 13, 2008

Chapter or Section Changed	Summary of Changes
Changed throughout.	Updated the guide for SP1.