User Guide

QuarkXPress Server Manager 7
Dynamic publishing technology for creative Web-based and data-driven solutions
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# Introduction

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QuarkXPress® Server Manager is a server application that efficiently routes rendering requests in an environment that uses one or more QuarkXPress Server applications. QuarkXPress Server Manager uses load-balancing methods to determine which server in the QuarkXPress Server pool can best process a document request, and uses caching to improve speed and efficiency. QuarkXPress Server does not require QuarkXPress Server Manager, but a QuarkXPress Server Manager server can coordinate multiple QuarkXPress Server applications so that they work together with maximum speed, reliability, and availability.

To configure a QuarkXPress Server Manager server application, you must use the QuarkXPress Server Manager client application. This document outlines how the QuarkXPress Server Manager client application works and provides examples for using it.

For information about installing the QuarkXPress Server Manager server and client applications, see the QuarkXPress Server Manager ReadMe file.
Chapter 1: Understanding QuarkXPress Server Manager

You can use the QuarkXPress Server Manager client application to control the following aspects of one or more QuarkXPress Server Manager servers:

• Choose one of three different types of load balancing. (Load balancing refers to the way in which requests are routed to different QuarkXPress Server computers.)
• Set a failover interval for QuarkXPress Server rendering requests.
• Check the availability of individual QuarkXPress Server instances.
• Configure logging options and export logs.
• Control cache settings and clear the QuarkXPress Server Manager cache.
• Control caching options and delete files from the cache.

This chapter describes each of these features in detail. See “Working with QuarkXPress Server Manager” for more information about using these features in QuarkXPress Server Manager.

LOAD BALANCING

Load balancing ensures that each rendering request is sent to a server that is likely to be able to handle it quickly. QuarkXPress Server Manager lets you choose from three load-balancing settings:

• **Random**: Each rendering request is sent to a random server.
• **Round robin**: Requests are sent to servers in a set order. For example, if you have three QuarkXPress Server instances and QuarkXPress Server Manager receives ten rendering requests, the requests are distributed as follows:

<table>
<thead>
<tr>
<th>REQUEST</th>
<th>QUARKXPRESS SERVER INSTANCE USED</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>4</td>
<td>1</td>
</tr>
<tr>
<td>5</td>
<td>2</td>
</tr>
<tr>
<td>6</td>
<td>3</td>
</tr>
<tr>
<td>7</td>
<td>1</td>
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</tbody>
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• **Dynamic:** The QuarkXPress Server Manager server considers file size and throughput requirements for each request. For example, assume the following series of requests is sent to QuarkXPress Server Manager in an environment that uses two QuarkXPress Server instances:

<table>
<thead>
<tr>
<th>REQUEST</th>
<th>SIZE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>8MB</td>
</tr>
<tr>
<td>2</td>
<td>1MB</td>
</tr>
<tr>
<td>3</td>
<td>2MB</td>
</tr>
</tbody>
</table>

The first request is assigned to server #1, and the second request is assigned to server #2. When the third request arrives, QuarkXPress Server Manager checks the loads that the two servers are already handling and assigns the task to the server with the smallest load — in this case, server #2.

If a request fails because a server stops responding or because of a “File Not Found” error, QuarkXPress Server Manager does not resubmit that request to that server.

The **Dynamic** setting is typically the most efficient setting for environments with more than one QuarkXPress Server instance.

For information about choosing a load-balancing setting, see “Controlling load balancing” on page 16. Developers can implement their own load-balancing systems; for more information, see the QuarkXPress Server Manager Web Integration Guide.

**REQUEST TIMEOUT INTERVAL**

QuarkXPress Server Manager attempts to send each request to a QuarkXPress Server instance that can promptly handle that request. However, in some situations a QuarkXPress Server instance might be unable to process a request in a reasonable amount of time (for example, if the server is working on a large rendering job, or if the server computer has stopped functioning). If you specify a certain period of time as the request timeout interval, QuarkXPress Server Manager will continue to send the new request to the busy server until that period of time elapses, and then send the request to a different QuarkXPress Server instance. This ensures that a request does not get “lost” if its assigned QuarkXPress Server instance does not become available promptly.
For information about setting a request timeout interval, see “Using other global settings” on page 19.

If a client request fails despite being sent to multiple QuarkXPress Server instances, QuarkXPress Server sends the end user a customizable error message or exception so that the end user can appropriately handle the failure. A QuarkXPress Server Manager server can also automatically send e-mail to an administrator in the event of a problem; for more information, see “Generating automatic e-mail messages” on page 18.

DETERMINING QUARKXPRESS SERVER INSTANCE AVAILABILITY

QuarkXPress Server Manager uses two methods to determine the availability of a QuarkXPress Server instance: **ping** and **ping document**.

PING

QuarkXPress Server Manager periodically sends a ping request to all of its QuarkXPress Server instances to determine whether they are available. Ping requests use the following format:

http://<Server>:<Port>/ping

PING DOCUMENT

QuarkXPress Server Manager periodically sends a render request to all of its QuarkXPress Server instances to determine whether they can render a document. Ping document requests use the following format:

http://<Server>:<Port>/PingDocumentName.qxp

You can specify the document to be used for this render request. To avoid long ping document rendering times, use a simple document.

You can specify the interval between pings and ping documents in the Other Settings pane in the Global Settings pane of the QuarkXPress Server Manager window (see “Using other global settings” on page 19).

LOGGING

QuarkXPress Server Manager logs all interactions with QuarkXPress Server instances. QuarkXPress Server Manager log files contain the following information:

- Render requests
- QuarkXPress Server responses
• Information about events (such as alerts) that occur during the render-request process
• Details about requests that were sent to a different QuarkXPress Server instance after the first assigned QuarkXPress Server instance was unable to process the request

Within the logs, each QuarkXPress Server instance is identified by its IP address and port number.

You can export log files in XML (Extensible Markup Language) or comma-separated values (CSV) format. For more information, see “Exporting log files” on page 15.

CACHING

To increase speed and efficiency, QuarkXPress Server Manager caches information in memory. If the response to a render request, URL request, or file request is included in the QuarkXPress Server Manager memory cache, QuarkXPress Server Manager returns the response from the disk cache instead of sending the request to a QuarkXPress Server instance. For more information, see “Managing the cache” on page 12.

Requests that contain a binary parameter and multipart responses are not cached, regardless of whether global caching or command-specific caching is enabled.

When the QuarkXPress Server Manager server application receives a response file from a QuarkXPress Server instance, QuarkXPress Server Manager writes that response file to the cache folder and then returns the file’s URL. Such files have names that begin with “TMP_”, and they are removed when they are a day old. This approach maximizes efficiency for SOAP-based clients, because SOAP transfers binary data very slowly. QuarkXPress Server Manager uses the cache file this way regardless of whether caching is turned on or off; however, you can override this behavior by setting the responseasurl parameter to false for every request.
Chapter 2: Working with QuarkXPress Server Manager

The general process for using QuarkXPress Server Manager is as follows:

1. Install QuarkXPress Server Manager server software. For information on how to do this, see the QuarkXPress Server Manager ReadMe file.

2. Install the QuarkXPress Server Manager client application. For information on how to do this, see the QuarkXPress Server Manager ReadMe file.

3. Launch one or more QuarkXPress Server instances on your network.

4. Launch the QuarkXPress Server Manager server application.

5. Launch the QuarkXPress Server Manager client application.

6. Using the QuarkXPress Server Manager client application, connect to a QuarkXPress Server Manager server (see “Starting QuarkXPress Server Manager”).

7. Use the Manage QuarkXPress Server pane of the QuarkXPress Server Manager window to add QuarkXPress Server instances and specify information about those servers.

8. Configure logging options, caching options, a load-balancing method, proxy server settings, automatic e-mail settings, and various other settings in the Global Settings pane of the QuarkXPress Server Manager window.

9. As necessary, export and delete logs using the Manage Logs pane of the QuarkXPress Server Manager window.

10. As necessary, delete cache items and clear the QuarkXPress Server Manager server cache using the Manage Cache pane of the QuarkXPress Server Manager window.

This chapter provides detailed information about the QuarkXPress Server Manager client application’s user interface and explains how to configure a QuarkXPress Server Manager server.
STARTING QUARKXPRESS SERVER MANAGER

You can use one copy of the QuarkXPress Server Manager client application to administer multiple copies of the QuarkXPress Server Manager server application (but only one at a time). Each QuarkXPress Server Manager server can handle multiple QuarkXPress Server instances.

STARTING THE QUARKXPRESS SERVER MANAGER SERVER APPLICATION

To launch the QuarkXPress Server Manager server application:

- Mac OS®: Open a console window and enter the following command:
  
  ```bash
  sh [QuarkXPress Server Manager server folder]/server/tomcat_start.sh
  ```

- Windows®: Choose Start → Programs → QuarkXPress Server Manager → Start QuarkXPress Server Manager.
STARTING THE QUARKXPRESS SERVER MANAGER

CLIENT APPLICATION
To launch the QuarkXPress Server Manager client application:

• Mac OS: Double-click the “Client Administrator” icon.
• Windows: Choose Start → Programs → QuarkXPress Server Manager → Client Administrator.

When you launch QuarkXPress Server Manager, the Log On dialog box displays.

Use the Log On dialog box to log on to a QuarkXPress Server Manager server.

To log on to a particular QuarkXPress Server Manager server:

1 Do one of the following things:
   • Choose the server name or IP address from the Server Name/IP Address drop-down menu.
   • Choose Add Server from the Server Name/IP Address drop-down menu, and then enter the server’s DNS name or IP address, followed by the server’s port number, in the fields below the drop-down menu.

2 Click OK. The QuarkXPress Server Manager window displays.

CONFIGURING QUARKXPRESS SERVER INSTANCES

The Manage QuarkXPress Server pane of the QuarkXPress Server Manager window lists the QuarkXPress Server instances the QuarkXPress Server Manager server is handling. You can use this pane to add QuarkXPress Server instances, edit the description of existing QuarkXPress Server instances, and delete QuarkXPress Server instances.
The Manage QuarkXPress Server pane lets you manage QuarkXPress Server instances.

**ADDING AND ENABLING A QUARKXPRESS SERVER INSTANCE**
When you add and enable a QuarkXPress Server instance in the Manage QuarkXPress Server pane of the QuarkXPress Server Manager window, the QuarkXPress Server Manager server begins routing rendering requests to that QuarkXPress Server instance.

If you add and enable a QuarkXPress Server instance in this pane, be sure that clients are no longer sending rendering requests directly to that QuarkXPress Server instance; otherwise, the server will be handling both direct requests and routed requests, and the server might become overly busy.

To add and enable a QuarkXPress Server instance:

1. Display the Manage QuarkXPress Server pane of the QuarkXPress Server Manager window.
2. Click Add. The Add QuarkXPress Server dialog box displays.
3. Enter the QuarkXPress Server instance’s DNS name or IP address in the Server Name/IP Address field.
4. Enter the QuarkXPress Server instance’s port number in the Port Number field.
5 If you choose to use a particular ping document for this server (see “Ping document” on page 3), make sure the project file is in the QuarkXPress Server instance’s document pool and then enter the project’s file name in the Ping Document field. The ping document is used only if Ping Type is set to Ping Document (see “Using other global settings” on page 19). Note that if you do not set a ping document here, and no ping document is set for the server (see “Using other global settings” on page 19), an error message might display to indicate that the server is registered but inactive.

6 Enter the QuarkXPress Server instance user name and password in the Admin User and Admin Password fields.

7 Enter the QuarkXPress Server instance’s number of CPUs, processor speed, and amount of RAM in the appropriate fields. (These values are informational only, and are not used for load balancing.)

8 To specify additional information about the server (such as its machine name or physical location), enter that information in the More Information field.

9 To specify that QuarkXPress Server Manager should begin sending rendering requests to this QuarkXPress Server instance when you click OK, check Enable.

10 Click OK.

Use the Add QuarkXPress Server dialog box to specify information about a QuarkXPress Server instance.

EDITING A QUARKXPRESS SERVER INSTANCE

To edit the description of a QuarkXPress Server instance, display the Manage QuarkXPress Server pane of the QuarkXPress Server Manager window, select the server in the list, and then click Edit. The options in the Edit QuarkXPress Server dialog box are the same as the options in the Add QuarkXPress Server dialog box (see “Adding and enabling a QuarkXPress Server instance” on page 9).
ENABLING AND DISABLING ROUTING TO QUARKXPRESS SERVER INSTANCES

The Status column in the Manage QuarkXPress Server pane of the QuarkXPress Server Manager window shows the status of each QuarkXPress Server instance. A green icon indicates that the server successfully replied to the last ping or ping document request, a red icon indicates that the server is not responding, and a gray icon indicates that the server is inactive.

To enable routing to a QuarkXPress Server instance, do one of the following things:

• Control+click/right-click the server name to display a context menu and then choose Enable.
• Select the server, click Edit to display the Edit QuarkXPress Server dialog box, check Enable, and then click OK.

To disable routing to a QuarkXPress Server instance, do one of the following things:

• Control+click/right-click the server name to display a context menu and then choose Disable.
• Select the server, click Edit to display the Edit QuarkXPress Server dialog box, uncheck Enable, and then click OK.

The Manage QuarkXPress Server pane lets you enable and disable routing to QuarkXPress Server servers.
DISPLAYING INFORMATION ABOUT A QUARKXPRESS SERVER INSTANCE

To display information about a QuarkXPress Server instance, double-click the server’s name in the Manage QuarkXPress Server pane of the QuarkXPress Server Manager window. The QuarkXPress Server Details dialog box displays.

![QuarkXPress Server Details dialog box](image)

The QuarkXPress Server Details dialog box displays information about a QuarkXPress Server instance dialog box.

DELETING A QUARKXPRESS SERVER INSTANCE

To delete a QuarkXPress Server instance from the list of available servers in the QuarkXPress Server Manager window, display the Manage QuarkXPress Server pane of the QuarkXPress Server Manager window, select the server name or IP address, and then click Delete.

Deleting a QuarkXPress Server instance from this dialog box does not shut down the QuarkXPress Server instance, but it does prevent the QuarkXPress Server Manager server from routing rendering requests to the QuarkXPress Server instance.

MANAGING THE CACHE

Each QuarkXPress Server Manager server has an in-memory cache (in which it stores the keys to recently accessed items) and a disk-based cache (in which the items themselves are stored). If a request for a recently used item arrives, and a QuarkXPress Server Manager server has that request in its memory cache, the server can simply return the response from its disk cache instead of having to send the request to a QuarkXPress Server instance.
VIEWING A QUARKXPRESS SERVER MANAGER SERVER CACHE
To view the list of files in the QuarkXPress Server Manager server's cache, display the Manage Cache pane of the QuarkXPress Server Manager window. This pane lists the URL of each file in the cache, the file's size, and the date and time of the file's generation. To view a cache file, double-click the file name in the list.

DELETING FILES FROM THE CACHE
There is usually no need to manually delete files from a QuarkXPress Server Manager server's cache. When the cache reaches 95% of its capacity, QuarkXPress Server Manager automatically begins deleting the least recently used files in the cache to make room for new files. However, you can also manually clear files from the cache.

To manually delete cache files:

1. If you want to delete specific files, select those files in the list.
2. Click Clear Cache. The Clear Cache alert displays.
3. If you want to delete specific files, uncheck Delete all cache files. If you want to clear all files from the cache, check Delete all cache files.
4. Click OK.
CONFIGURING CACHE OPTIONS

To configure cache options, display the Cache Settings pane in the Global Settings pane of the QuarkXPress Server Manager window.

- To set the maximum number of files allowed in the cache, enter a value in the Cache Count field. When the number of files in the cache reaches the number you set here, QuarkXPress Server Manager begins deleting the least recently used files to make room in the cache.

- To set the maximum disk cache size, enter a value in the Cache Disk Size field. When the disk cache reaches this size, QuarkXPress Server Manager begins deleting the least recently used files to make room in the cache.

- To specify an interval after which the cache should be periodically cleared, enter a value in the Cache Cleanup Interval field.

- To specify where cache files for the QuarkXPress Server Manager server should be stored, enter a path in the Cache Folder field.

- The Cache radio buttons let you control caching for the QuarkXPress Server Manager server. To turn caching on, click On. To turn caching off, click Off.

Use the Cache Settings pane to set cache preferences.
MANAGING LOGS

A QuarkXPress Server Manager server maintains logs of all of the requests it receives, the responses from the QuarkXPress Server instances, information about events (such as alerts) that occur during the render-request process, dates and times, and details about each request that was sent to a different QuarkXPress Server instance after its first assigned QuarkXPress Server instance was unable to process the request.

To control what information is stored in the logs, use the Log Settings pane in the Global Settings pane of the QuarkXPress Server Manager window. For more information, see “Configuring logging options” on page 15.

The Manage Logs pane lets you view, export, and delete log files.

EXPORTING LOG FILES

You can export log files to your local file system in XML and CSV format. To export a log file, display the Manage Logs pane of the QuarkXPress Server Manager window, Control+click/right-click the log file’s name and choose Export as XML or Export to CSV format.
VIEWING LOG FILE DETAILS
To view information about a log file, display the Manage Logs pane of the QuarkXPress Server Manager window, and then either double-click the log file name or Control-click/right-click the log file name and choose View Log Details. The log detail information displays in your system’s default Web browser.

DELETING LOG FILES
To delete log files:

1 Display the Manage Logs pane of the QuarkXPress Server Manager window.
2 Select the one or more log file names in the list.
3 Click Delete. The Clear Logs dialog box displays.
4 To delete only the selected files, uncheck Delete all log files and then click OK. To delete all log files, check Delete all log files and then click OK.

CONFIGURING LOGGING OPTIONS
To configure logging options, display the Log Settings pane in the Global Settings pane of the QuarkXPress Server Manager window.

To set the maximum log file size, enter a value in the Max Log File Size field. When a log file reaches this size, the current log file is closed and a new log file is created.

To specify the maximum number of log files to keep, enter a value in the Max Rolling Count field. When the number of log files reaches this limit, QuarkXPress Server Manager deletes the oldest log file each time a new log file is created.

To specify the root name of the log file for the QuarkXPress Server Manager server, enter that name in the Log File field. To place the log file in a particular directory, precede the file name with an absolute path. QuarkXPress Server Manager appends numbers to this name to create consecutively named log files.

To control how much information is stored in the log files, check a box in the Logging Level area:

- **Debug**: Stores information such as the commands executed and the servers where those commands are executed. Also stores all of the information that is stored when Information, Warning, and Error are checked.
- **Information**: Stores informational messages such as startup messages and command-retry messages. Also stores all of the information that is stored when Warning and Error are checked.
- **Warning**: Stores warning messages. Also stores all of the information that is stored when Error is checked.
- **Error**: Stores error messages and stack traces for exceptions.
The Debug and Information settings produce large logs that grow rapidly, so you might want to use these settings for troubleshooting only.

The Log Settings pane lets you control logging options.

CONTROLLING LOAD BALANCING

Load balancing ensures that each rendering request is sent to a QuarkXPress Server instance that is most likely to be able to handle it quickly. To define a load-balancing setting for the QuarkXPress Server Manager server, display the Load Balancer Method pane in the Global Settings pane of the QuarkXPress Server Manager window and then choose an option from the Choose Load Balancer drop-down menu.

QuarkXPress Server Manager lets you use choose from three load-balancing settings:

- **Dynamic**: Sends requests to servers based on file size
- **Random**: Sends each rendering request to a random server
- **Round robin**: Sends requests to servers in a set order

For more information about these load-balancing settings, see “Load balancing” on page 4.
The **Load Balancer Method** pane lets you choose how server load is managed.

### USING A PROXY SERVER

Some networks route network traffic through a proxy server for reasons of efficiency or security. To configure the QuarkXPress Server Manager server to use a proxy server for all requests and responses:

1. Display the **Proxy Server Settings** pane in the **Global Settings** pane of the **QuarkXPress Server Manager** window.
2. Check **Use a Proxy Server for my LAN**.
3. Enter the proxy server’s DNS name or IP address in the **Address** field.
4. Enter the proxy server’s port number in the **Port Number** field.
5. Enter the proxy server’s user name in the **User Name** field.
6. Enter the proxy server’s password in the **Password** field.
The Proxy Server Settings pane lets you configure the QuarkXPress Server Manager server to route all requests and responses through a proxy server.

GENERATING AUTOMATIC E-MAIL MESSAGES

You can configure a QuarkXPress Server Manager server to automatically generate and send e-mail messages if particular events occur. To configure the QuarkXPress Server Manager server to automatically send e-mail messages:

1 Display the SMTP Settings pane in the Global Settings pane of the QuarkXPress Server Manager window.

2 Enter a valid SMTP server name or IP address in the SMTP Server field and then enter the corresponding port number in the Port Number field.

3 Enter the e-mail address to which messages should be sent in the Admin Email ID field.

4 If this SMTP server requires validation, enter a valid user name in the UserName field and a valid password in the Password field.
The SMTP Settings pane lets you configure the QuarkXPress Server Manager server to send automatic e-mail messages.

Two events can cause QuarkXPress Server Manager to generate an e-mail message:

- If Inactive Host E-mail Notification is checked (see “Using other global settings” on page 19), a message is sent when a QuarkXPress Server instance goes from the active state to the inactive state.

- If you have set up custom error messages (as described in “Using custom error messages”), certain QuarkXPress Server errors result in e-mail messages.

**USING OTHER GLOBAL SETTINGS**

To configure other global settings, display the Other Settings pane in the Global Settings pane of the QuarkXPress Server Manager window and then use the following controls:

- **Max Retries**: To specify the maximum number of times the QuarkXPress Server Manager server should submit a request to the QuarkXPress Server instances, enter a value in this field. When the number of requests submitted by the QuarkXPress Server Manager server reaches this limit, the QuarkXPress Server Manager server returns an error message.
• **Request Timeout**: To specify the maximum number of minutes the QuarkXPress Server Manager server should wait for a response from a QuarkXPress Server instance, enter a value in this field. When this time has elapsed, the QuarkXPress Server Manager server retries the request (unless the Max Retries value has been reached).

• **Connection Timeout**: To specify the maximum number of seconds the QuarkXPress Server Manager server should spend attempting to establish a connection with a particular QuarkXPress Server instance, enter a value in this field.

• **Max Connections Per Host**: To specify the maximum number of connections the QuarkXPress Server Manager server should open for a particular QuarkXPress Server instance before it begins queuing requests, enter a value in this field. This value should be the same as the Connections value for the QuarkXPress Server instances being managed.

• **Max Total Connections**: To specify the maximum number of connections the QuarkXPress Server Manager server should open for all hosts before it begins queuing requests, enter a value in this field.

• **Ping Interval**: To set the amount of time the QuarkXPress Server Manager server should wait between ping attempts (see “Determining QuarkXPress Server instance availability” on page 5), enter a value in this field.

• **Ping Type**: To indicate whether QuarkXPress Server Manager should use a simple ping or a ping document to test a QuarkXPress Server instance, choose an option from this drop-down menu.

• **Ping Document**: To indicate which QuarkXPress project the QuarkXPress Server Manager server should use for ping document requests, enter the project file name in this field. Make sure a copy of the project file is in each QuarkXPress Server instance’s document pool.

• **Common Document Pool Usage**: Check this box if all managed QuarkXPress Server instances are using the same document pool. If this box is checked, then upload, delete, and saveas requests are sent to one of the available servers. If this box is unchecked, then upload, delete, and saveas requests are sent to all managed servers.

• **Platform-specific Rendering**: A QuarkXPress Server Manager server can send requests that involve Mac OS project files to a Mac OS-based QuarkXPress Server instance, and send requests that involve Windows project files to a Windows-based QuarkXPress Server instance. Setting up the server in this manner can be desirable if the project files involved use fonts that are available on only one platform or the other. To enable platform-specific rendering for the QuarkXPress Server Manager server, check this box.

• **Inactive Host E-mail Notification**: To automatically generate an e-mail message when a QuarkXPress Server instance becomes inactive, check this box. The e-mail message is sent to the address specified in the SMTP Settings pane.
The Other Settings pane lets you set up global settings for the QuarkXPress Server Manager server.

**SAVING A SERVER CONFIGURATION**

Changes that you make to a server configuration in the QuarkXPress Server Manager client are not made to the QuarkXPress Server Manager server until you click **Save** at the bottom of the **QuarkXPress Server Manager** window.

To discard any changes you have made since logging on to the QuarkXPress Server Manager server, click **Refresh**. The configuration of the QuarkXPress Server Manager server remains as it was.

To discard any changes and exit the application, click **Quit**.

Disabling or enabling a QuarkXPress Server instance from the QuarkXPress Server Manager client is not considered a configuration change.

**EXPORTING A SERVER CONFIGURATION**

To export a description of the current server configuration in XML format, click **Export Configuration** at the bottom of the **QuarkXPress Server Manager** window and then specify a location to save the XML file.
USING CUSTOM ERROR MESSAGES

You can control which errors cause the QuarkXPress Server Manager server application to send e-mail messages to the address specified in the SMTP Settings pane (see “Generating automatic e-mail messages” on page 18). You can also define which messages are sent when such errors occur. The first step is to create a custom error code that corresponds to a QuarkXPress Server error code. After you set up this custom error code, you can specify whether that code generates an e-mail message and create custom error text.

CREATING A CUSTOM ERROR CODE

To create a custom error code:

1 On the computer where the QuarkXPress Server Manager server application is running, open the following file in a text-editing application:

QuarkXPress Server Manager 7.0\server\apache-tomcat-5.5.16\webapps\axis\WEB-INF\classes\Server_Manager_ErrorCodeMapping.properties

2 Create a new line containing a QuarkXPress Server-specific error code for which you want to generate automatic e-mail messages (with or without a custom text message). Follow the error code with a tab, a unique custom error code, and a return.

3 Save and close the file.

This change will not take effect until you quit and restart the QuarkXPress Server Manager server application.

FLAGGING AN ERROR CODE TO GENERATE AN E-MAIL MESSAGE

To specify that a custom error code should cause an e-mail message to be generated:

1 Create a unique custom error code for the target QuarkXPress Server error (as described in “Creating a custom error code”).

2 On the computer where the QuarkXPress Server Manager server application is running, open the following file in a text-editing application:

QuarkXPress Server Manager 7.0\server\apache-tomcat-5.5.16\webapps\axis\WEB-INF\classes\ManagerErrorCodeMailOption.properties

3 Create a new line containing the unique custom error code you defined in step 2. Follow the custom error code with a tab, enter a 1 (to cause a message to be sent) or a 0 (to suppress the message), and then press Return.

4 Save and close the file.
CREATING CUSTOM ERROR TEXT
To define the text that should be sent in an e-mail message when an error occurs:

1. Create a unique custom error code for the target QuarkXPress Server error (as described in “Creating a custom error code”).

2. On the computer where the QuarkXPress Server Manager server application is running, open the following file in a text-editing application:

   `QuarkXPressServer Manager 7.0\server\apache-tomcat-5.5.16\webapps\axis\WEB-INF\classes\ManagerErrorCodeMessage.properties`

3. Create a new line containing the unique custom error code you defined in step 2. Follow the custom error code with a tab, and then enter the custom text to be returned for that error.

4. Save and close the file.

SENDING REQUESTS FROM A BROWSER
Like QuarkXPress Server, QuarkXPress Server Manager lets you send requests from a Web browser. This capability helps to ensure that you need to make only minimal changes when you update an application so that it sends requests to a QuarkXPress Server Manager server instead of a QuarkXPress Server instance.

Assume that a QuarkXPress Server instance expects requests in the following format:

```
http://<QXPServer>:<port>/<request>?<request_parameters>
```

If this is the case, a QuarkXPress Server Manager server will expect requests in the following format:

```
http://<QXPSManagerServer>:<port>/axis/servlet/qddsm/<request>?<request_parameters>
```

In other words, a QuarkXPress Server Manager server accepts requests in a format that is similar to the request format used with a QuarkXPress Server instance. That means you can get the benefits of QuarkXPress Server Manager without having to completely rewrite your applications.
ADDITIONAL PARAMETERS
In addition to request-specific parameters, QuarkXPress Server Manager accepts the following request parameters. These parameters can be submitted in the standard QuarkXPress Server GET format joined by an ampersand (&) with the other parameters in the body of the request.

• qddsm_maxtries: This parameter lets you specify a maximum number of retries for a specific request. If this parameter is absent or set to 0, the global maximum retries value is used. To disable maximum retries for a request, use the value -1.

• qddsm_timeout: This parameter lets you specify a timeout (in milliseconds) for a specific request. If this parameter is absent or set to 0, the global timeout value is used. To disable timeout for a request, use the value -1.

• qddsm_servername: By default, the target QuarkXPress Server instance for each request is determined by the QuarkXPress Server Manager server’s load-balancing system. To send a request to a specific QuarkXPress Server instance, set this parameter to the name or IP address of that QuarkXPress Server instance. Note that if you use this parameter with an IP address, you must also submit the port number using the qddsm_serverport parameter.

• qddsm_serverport: If you use the qddsm_servername parameter with an IP address, supply the corresponding port number as this parameter’s value.

• qddsm_usecache: If you set this value to false, the request will be rendered regardless of whether it is cached and regardless of whether caching is enabled at the global level.

• qddsm_username: The value of this parameter, if supplied, is used as the “Admin User” value when the request is forwarded to a QuarkXPress Server instance.

• qddsm_password: The value of this parameter, if supplied, is used as the “Admin Password” value when the request is forwarded to a QuarkXPress Server instance.

• qddsm_responseasurl: By default, QuarkXPress Server Manager writes responses as temp files in the cache folder and returns a URL to the client. This approach prevents the performance degradation that can result from sending binary data using SOAP. However, you might want QuarkXPress Server Manager to return the response directly if you are creating an application that processes that response (simple or multipart) with its own logic. To make QuarkXPress Server Manager send a response to the browser rather than the URL of the temp files in the cache, set this value to false. (Note that setting this value to false might result in decreased performance.)