

## Insightful Tips

The following is a list of recommendations, suggestions, tips, and “how-to” items should prove useful in your daily interactions with Insight. (*Updated / New topics marked in blue*)

1. **Read the Implementation Guide.** This guide contains extremely helpful how to items, suggestions, and recommendations. The latest, most up-to-date copy of this document is located on the GTAC Support page, under **Documentation -> Solid Edge ->**:

**<http://support.ugs.com/docs/solid-edge.html>**

**Insight & Windows 2000 Advanced Server.** It is recommended that all new Insight installations buy Advanced Server.

The principal reason for this recommendation is that Microsoft does not offer upgrade pricing from Server to Advanced Server. So the customer is better off paying the relatively small incremental cost for Advanced Server and future-proofing themselves.

The only exception to this rule is if the customer has already purchased Server, rather than Advanced Server. In this case, Server may be an adequate solution, subject to the two important notes, below.

### Important Notes:

- a) If the server will have more than 1 GB physical memory, you MUST observe the following key practices:

**Advanced Server** – Set a /3GB switch in the boot.ini file.

Note: This will allow store.exe and other executables to use up to 3 GB of memory, including swap.

**Server** – Set /MAXMEM=1024 in boot.ini to limit the memory to 1 GB

Note: This will RESTRICT memory usage to 1 GB, which sounds counterintuitive, but is necessary to work around a Microsoft problem that occurs when more than 1 GB of RAM exists and you are using Server.

**Failure** to do this will result in very poor performance, dropped files, and other non-obvious errors that result from memory fragmentation. See the following article for some background on this: <http://support.microsoft.com/default.aspx?scid=kb;en-us:Q266096>. Contact support if you need help setting these switches.

- b) Some very important fixes jointly arrived at by EDS and Microsoft are included in V12 Update 3 (Both Insight Server & Solid Edge). An installation of significant size should be running V12 SP3 to ensure success.
2. **Number of Versions.** The default out of the box setting for the number of file versions saved is “unlimited”. For better resource management, this value must be set to 3 or less.
  3. **Reboot the Server.** With V12 Update 3 and higher, it is no longer necessary to reboot the server nightly. As with any server based application, server usage and memory fragmentation should be monitored. A good general housekeeping recommendation / practice, it is still recommended that the server be rebooted once each week.

4. **Full nightly backup.** Strong Recommendation. Use the standard SharePoint backup utility (MSDMBack.vbs) before compressing the database. This will provide additional protection against power failures, errors, system lockups etc. As there may not be a way to fully recover the database without a valid backup file.
5. **Compress Server Files.** Strong Recommendation. Compressing the wss.mdb and wss.stm files with the ESEUTIL utility nightly will recover space allocated by files previously deleted from the database.

The ESEUTIL utility provided by SharePoint can be used to compress the database files. This process can be automated to run on a nightly basis. Note: Running the ESEUTIL utility will shutdown down the Exchange Server. So you will not be able to access the workspace while compression is in progress.

6. **Full Index Update of Workspace.** Strong Recommendation that this be automated to run on nightly or x-times per week, after compressing the database files. In addition, reboot the server after compressing and re-indexing.

On the Server, go to Start\Programs\Administration Tools\SharePoint Portal Administration, select the workspace name (from right portion of dialog) and with right mouse button, Tasks\Start Full Update. This will re-index the workspace.

7. **Data Upload Plan.** There are a few things you must do before attempting to add documents to a managed workspace: a. Find and repair all broken links, b. Find duplicate document names, c. Remove non-managed documents, d. Scan for invalid document names.
8. **Moving a Large Number of Files.** After moving a large number of files around within a Solid Edge Workspace, it is necessary to manually re-index the workspace prior to opening files. Not doing so can result in missing files when opening assemblies or files containing links to other Solid Edge documents.

- a. Invoke SharePoint administrator:  
Start->Programs->Administrative Tools->SharePoint Portal Server Administrator
- b. Select the workspace by expanding items in the left pane:  
Console Root -> SharePoint Portal Server -> (machine name) -> SolidEdge (workspace)
- c. Now Right click on the workspace -> All Tasks -> Invoke Start Full Update.

This will trigger the indexing & this item (Start Full Update) will be grayed out on the menu. Once it is enabled again the index is complete.

9. **UNIX File Storage.** UNIX storage devices for data upload and or subsequent storage are not supported, period.
10. **SharePoint Portal Administration Console On-line Help.** The SharePoint Portal Administration Console has a wealth of information in the on-line help. The information will be very beneficial for workspace administrators.
11. **Temporary Internet Files.** You must have at least 300 MB of disk space allocated for temporary internet files.
12. **Internet Explorer Cache.** You must delete or purge Internet Explorer cache files nightly to ensure you do not exceed the disk space allocated for the files.