

M A N A G I N G Y O U R C E O TM S Y S T E M

093-000286-01

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| For the latest enhancements, cautions, documentation changes, and |
| other information about this product, please see the Release Notice |
| (085-series) supplied with the software. |
+-----+

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MANAGING YOUR CEOTM SYSTEM

093-000286

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| substantive technical change or deletion, respectively, from the |
| original release. |
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A D D E N D U M T O
M A N A G I N G Y O U R C E O TM S Y S T E M

086-000062-00

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| This addendum updates manual 093-000286-01. See Updating Instruc- |
| tions on reverse. |
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ADDENDUM TO MANAGING YOUR CEO SYSTEM (086-000062)

Updating Instructions

This addendum (086-000062-00) to Managing Your CEO System (093-000286-01) introduces material describing the use of CEO Word Processing with Data General's LDP/12 laser printer and with Model 4518 letter-quality printer. It also includes minor corrections.

To update your copy of 093-000286-01, please remove manual pages and insert addendum pages as follows:

Remove	Insert	Remove	Insert
Title/Notice	Title/Notice	8-1 through 8-5	8-1 through 8-5
iii/iv	iii/iv	10-13 through 10-23	10-13 through 10-26
vii through xiv	vii through xiv	11-47 through 11-52	11-47 through 11-52
3-1 through 3-4	3-1 through 3-4	D-1 through E-10	D-1 through D-12
3-7	3-7/3-8	Index-1 through	Index-1 through
4-7 through 4-9	4-7 through 4-10	Index-11	Index-12

Insert this sheet immediately behind the new Title/Notice page.

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| In the margins of replacement pages, a vertical bar indicates substantive |
| technical change from 093-000271-01. |
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| The addendum number appears on all pages in this addendum. |
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PREFACE

Data General's CEO™ (Comprehensive Electronic Office) system is an integrated product designed for office support. This manual describes how to set up and maintain your CEO system.

Who Should Read This Manual?

=====

This manual is for the person or persons who will supervise the CEO system. The tasks that must be performed fall into two general categories: managing the software, and managing the office. Taking care of the software (installing and maintaining it) requires the CEO manager to have a working knowledge of the operating system, directory structure, and related software. The office management tasks, however, require an understanding of day-to-day office operations (and little, if any, computer background).

Some sites may have a single manager; others may divide the tasks among a group of managers, each having a particular expertise. In any case, we address this person as the "CEO manager".

If this description fits you, be sure to read "A Preview of CEO™" and "Getting Started with CEO™ -- Comprehensive Electronic Office System". This manual assumes that you are familiar with what the CEO system does and that you know how to use it.

How This Manual Is Organized

=====

We have organized the manual as follows:

- | | |
|-----------|--|
| Chapter 1 | Gives an overview of the CEO system: its software components and directory structure. |
| Chapter 2 | Shows how to get the CEO system up and running. |
| Chapter 3 | Describes routine maintenance procedures that keep the CEO system operating smoothly. |
| Chapter 4 | Explains how to recover from program crashes, and how to guard against the loss of data by keeping a regular backup of the database. |
| Chapter 5 | Describes how to shut down the CEO system. |

When describing an entry that you make, we use the accent symbol (`) to represent the NEW LINE key. So, if we tell you to enter the command

```
CEO.SYSTEM  START`
```

you should type the words CEO.SYSTEM and START, then press the NEW LINE key.

In this manual we are limited to 72 characters per line. So, to show what appears on your terminal screen, we've had to make minor changes. Boxed figures representing screens, therefore, may not exactly duplicate the actual display.

All numbers are decimal unless we indicate otherwise.

Contacting Data General

=====

- * If you have comments on this manual -- Please use the prepaid Remarks Form that appears after the Index. We want to know what you like and dislike about this manual.
- * If you need additional manuals, please use the enclosed TIPS order form (USA only) or contact your Data General sales representative.
- * If you experience software problems, please notify Data General Systems Engineering.

End of Preface

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* the queue manager program (CEO_QMA.PR), which controls the print queue and document formatter.

Under normal operations, these programs are continually available to handle requests from CEO users.

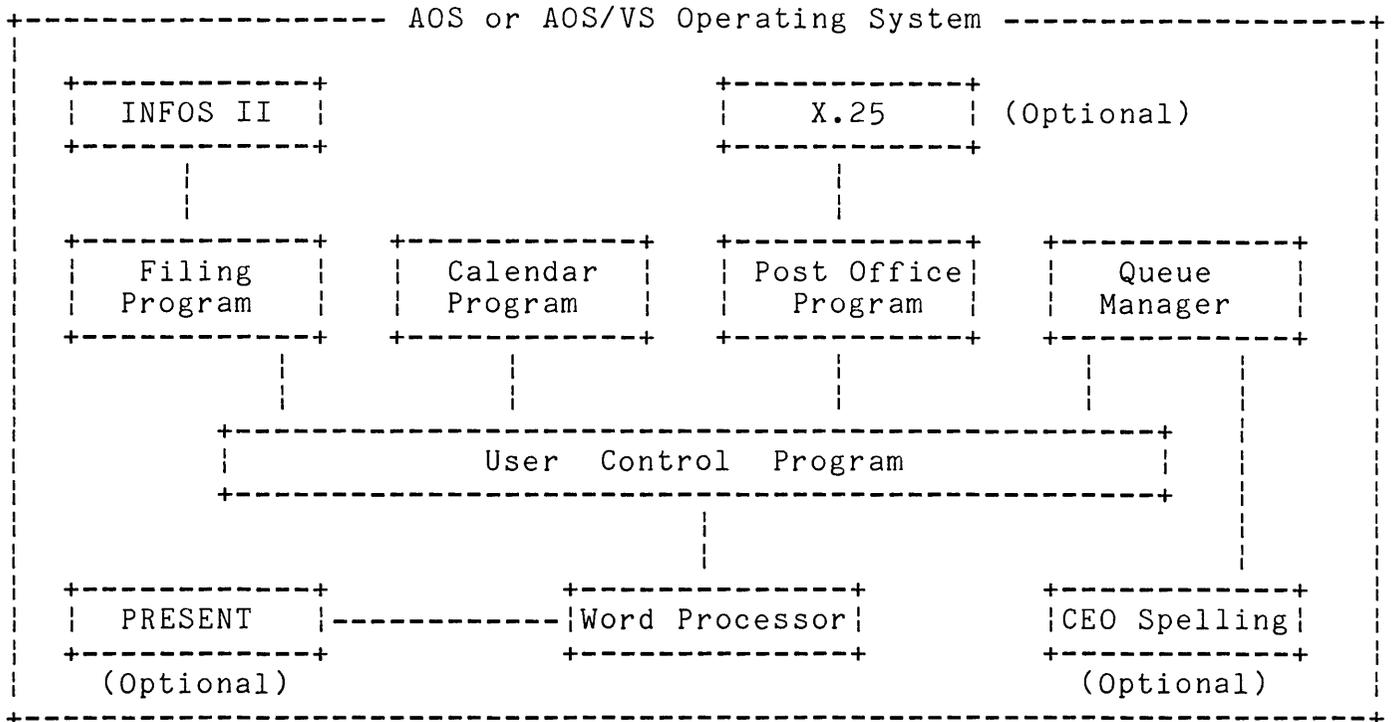


Figure 1-1. The CEO Server Programs and Related Software

The User Control Program

When a CEO user logs on, a user control program (CEO_CP.PR) starts up to handle requests from that user. The control program generates menus and interacts with other CEO programs, depending on the operations the user performs.

The CEO Word Processor

If a requested operation requires the CEO Word Processor (CEO_WP.PR), that user's control program starts up a word processor program to handle the user's requests. If, for example, a user wants to edit a document, the control program will call the word processor program. It also will interact with the filing program to locate the document. The word processor, once started, remains available throughout the CEO session.

PRESENT

The CEO system's Decision Support Package is provided by Data General's PRESENT Information Presentation Facility software. This is an optional CEO component that enables your users to graphically depict data on a G300, D400, or D450 terminal screen.

CEO Spelling

The CEO spelling program (CEO_SPELL.PR) is an optional feature. This program lets users verify spelling within a document by comparing words in the document with words in two dictionaries. One of these is an in-house dictionary, which you can edit (see Chapter 11). The other is a large standard dictionary. Words not found in either dictionary are flagged as possible errors, which the user can correct with the word processor.

CEO Utility Programs

The CEO software includes the following utility programs:

- * The import program (CEO_IMPORT.PR), which lets CEO users move external files into the CEO system
- * The cleanup file program (CEO_CLEANUP_FILE.PR), which builds a file of printing specifications for the letter-quality printer
- * The print formatter program (CEO_FORMATTER.PR), which prepares a document for printing
- * The clearlog program (CEO_CLEARLOG.PR), which prepares a disk file to receive command logging information
- * The janitor program (CEO_JANITOR.PR), which empties users' wastebaskets of deleted documents and clears the post office database of outdated information

Related Software

The CEO system relies on Data General's INFOS II software to manage its database. The INFOS II system must be continuously available to the CEO system.

Your CEO system can communicate with another computer system, provided that you have established a network link with Data General's X.25 Protocol software.

The operating system provides command logging and unlogging software. These programs let you record database transactions. If recovery of the database becomes necessary, you can "replay" the logged transactions to rebuild a damaged database.

The Directory Structure

The CEO software components retrieve and store information within a specially built structure of directories. Each directory tree arranges information that applies to a particular aspect of the CEO system. Figure 1-2 gives a general overview of the CEO directory structure. (Most directories contain utility files, which do not appear in this figure.)

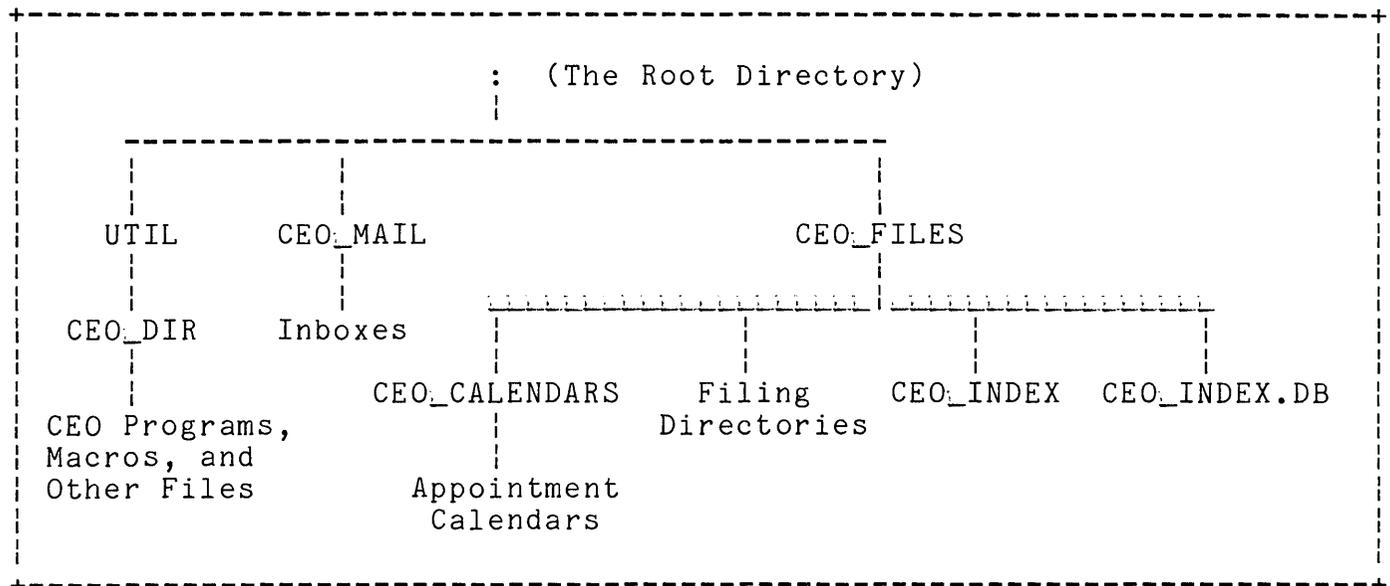


Figure 1-2. An Overview of the CEO Directory Structure

The next sections describe each CEO directory.

The Filing Directory

The filing directory, :CEO_FILES, contains filing cabinet directories in which CEO users store documents. A filing cabinet directory can consist of any number of filing drawers. Although the CEO system provides such a directory for each user, the user is not necessarily limited to one specific filing cabinet directory.

More than one user can own a particular drawer. The user who creates a drawer can name other users to be co-owners of it. Each owner has complete access to the contents of that drawer, including the right to change the ownership list, or even delete the drawer if it is empty.

The owner of a filing drawer can make it "public", and specify the type of access that the general CEO community will have to the drawer. "Read" access allows CEO users to view the contents of the drawer; "Append" access lets users view the contents of the drawer and add folders and documents to that drawer. If the drawer grants "unlimited" (or "edit") access, any CEO user can perform any operation on the contents of the drawer. This is the only case in which a non-owner can modify or delete a document within the drawer.

The CEO software provides a default drawer (called "first drawer") and folder (called "first folder") for each new user.

Figure 1-4 illustrates a typical CEO filing directory.

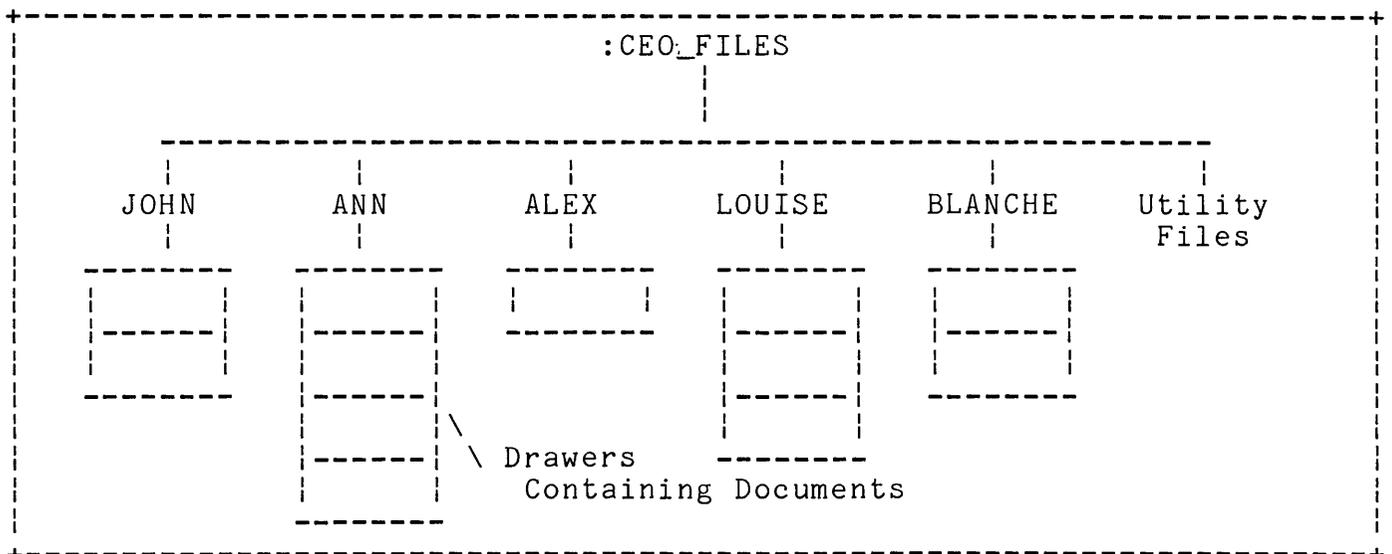


Figure 1-4. A Sample Filing Directory

Chapter 8, which describes the CEO filing program, gives more detailed information about user filing cabinets.

The Calendar Directory

The calendar directory, CEO_CALENDARS, contains an appointment calendar for each CEO user, and the scheduling calendars for company resources. Each user has a personal calendar on which to note appointments, trips, meetings, vacations, and so on. Resource calendars allow users to reserve time for a particular company resource, such as a classroom, a slide projector, or a van.

Figure 1-5 shows a typical calendar directory.

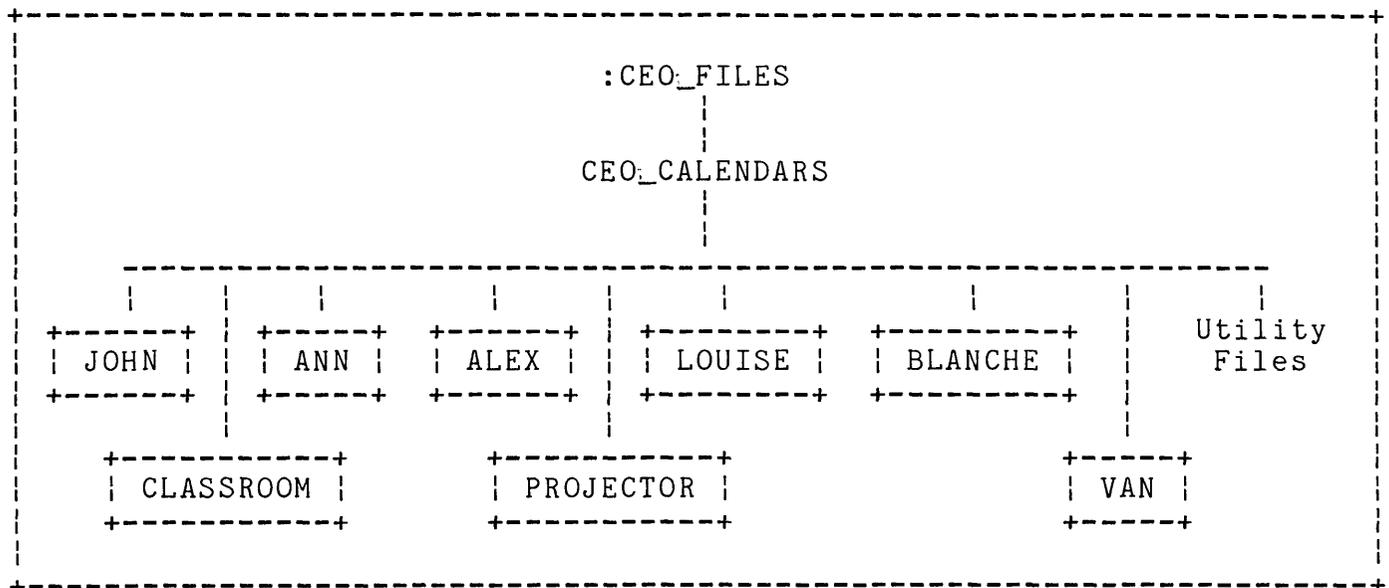


Figure 1-5. A Sample Calendar Directory

Once created, appointment calendars always span a period from about 12 months in the past to 20 months in the future. The calendar maintains itself; users do not have to worry about getting a refill at year's end, or disposing of old entries.

Chapter 6, which describes the CEO calendar program, gives additional information about the calendar directory. (For an explanation of how to create calendars for company resources, see Chapter 11.)

The INFOS Database Files

The CEO system uses an INFOS file to keep track of filing operations. This file consists of two directories within the :CEO_FILES directory. One directory records information about users, filing drawers, and documents; the other contains database index information. The documents are located in the user filing directories, not the database file.

Within each INFOS directory is a master file and a transaction (differential) file. The transaction file records changes in the CEO system. Periodically, the CEO system updates the master file with the transaction file. This operation is called a "checkpoint". The CEO system also provides a command logging facility, which records filing transactions and allows you to rebuild a damaged database.

Figure 1-6 illustrates the structure of the CEO database.

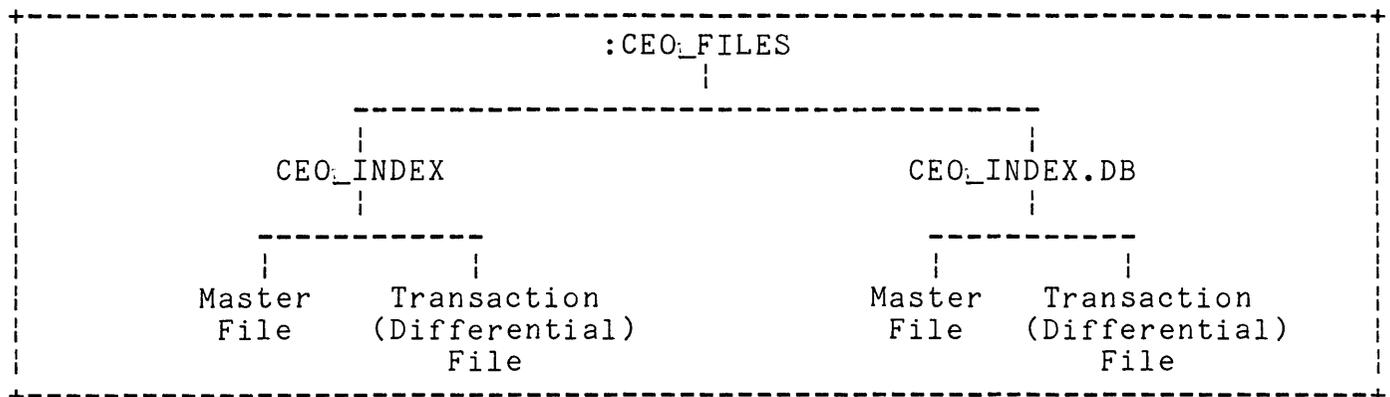


Figure 1-6. The CEO Database Files

Non-CEO Files

=====

The CEO system operates within the larger environment of the operating system. Textual information stored in non-CEO files can be imported into a CEO user's filing cabinet. Similarly, a CEO user can export a CEO document, creating an external file. These features allow you to import existing documents into the CEO system without having to recreate them through the word processor. Any CEO document can then be exported and made available to other system resources.

The CEO system also allows a user to create and file references to non-CEO documents.

Responsibilities of the CEO Manager

=====

Managing the CEO system includes two areas of responsibility:

- * Setting up and maintaining the software and hardware
- * Setting up and maintaining office operations

To manage the CEO software and related hardware and software, the CEO manager requires a working knowledge of all components. Most of the CEO "system" manager functions are performed via the system operator's terminal using the Command Line Interpreter (CLI).

The CEO "office" manager, however, performs most tasks directly within the CEO menu structure. The office management role does not require a thorough understanding of the computer, but a knowledge of how to optimize the day-to-day office operations.

End of Chapter

CHAPTER 2
STARTING THE CEO SYSTEM

To get the CEO system up and running, you perform four steps:

1. Load the CEO files into the computer
2. Initialize the CEO system
3. Start up the CEO system
4. Build PREDITOR and CEO profiles for at least one CEO manager

The rest of this chapter guides you through each step.

How to Load the CEO Files
=====

The first step is to load the CEO software into the computer. Before you do, make sure that the directory :UTIL:CEO_DIR exists. If it does not, create the directory with the following commands. Remember, `\n` represents the NEW LINE key.

```
) SUPERUSER ON`
*) DIRECTORY :UTIL`
*) CREATE/DIR CEO_DIR`
*) ACL CEO_DIR OP,OWARE +,RE`
*) DIRECTORY CEO_DIR`
```

The CEO software comes to you on a magnetic tape or a floppy disk. Follow the instructions on the Release Notice that you receive with the software. If you need additional help, contact Data General Systems Engineering.

The next step is to initialize the CEO system.


```
-----+-----
                                         UTILITY FUNCTIONS
1. Other printing activity (Inventory print, Print layouts)
2. Spell                   (Check spelling within a document)
3. Change profile          (Change your personal profile)
4. Import file             (Convert an AOS file to a document)
5. Export document        (Convert a document to an AOS file)
--> 6. Office manager functions

Enter choice: 6`

To return to the previous menu, press the CANCEL/EXIT key.

If you need assistance here (or on any other menu or question), press
the HELP key.
-----+-----
```

Figure 2-3. The Menu of Utility Functions

Select the "Office manager functions" option by typing the corresponding number, and pressing the NEW LINE key. The CEO system then displays the Office Manager Functions menu (shown in Figure 2-4).

```
-----+-----
                                         OFFICE MANAGER FUNCTIONS
--> 1. User profiles        (Add, change, delete user information)
    2. Remote aliases      (Assign aliases for people on other computers)
    3. User directory      (Create on-line directory of users)
    4. Holidays            (Define company holidays)
    5. Dictionary maint.   (Confirm, add, delete site dictionary words)
    6. Calendars           (Create or delete calendars for resources)

Enter choice: 1`

To return to the previous menu, press the CANCEL/EXIT key.

If you need assistance here (or on any other menu or question), press
the HELP key.
-----+-----
```

Figure 2-4. The Menu of Office Manager Functions

Now select the "User profiles" option. The CEO system displays the User Profiles menu, which appears in Figure 2-5.

```

+-----+
|                                     USER PROFILES                                     |
| User      User ID      Status      Primary Alias                               |
| 1         OP                                     |
|
| Pick one: (1. Create, 2. Change, 3. Delete)  1`
|
| User number(s):
+-----+

```

Figure 2-5. The User Profiles Menu

At this point you, OP, are the only CEO user. You must build a CEO profile for an office manager who then can build profiles for other CEO users.

To build a profile for a CEO office manager, select the "Create" option. The User's System Profile menu, shown in Figure 2-6, overlays the current display.

```

+-----+
|                                     USER'S SYSTEM PROFILE                                     |
|
|                                     In Directory?                                     |
|                                     (Y/N)  Directory description                               |
| User ID:      _____  |  _____  |  _____  |
| Primary alias: _____  |  _____  |  _____  |
| Secondary aliases: _____  |  _____  |  _____  |
|                                     _____  |  _____  |  _____  |
|                                     _____  |  _____  |  _____  |
|
| Allow use of CLI? (Y/N)  _
| Office manager privileges? (Y/N)  _
| Is PRESENT available? (Y/N)  _
| Execute? (Y/N)  _
+-----+

```

Figure 2-6. The User's System Profile Menu

You begin by responding to the prompt:

>>> User ID: <<<

Enter the user ID of the person who will be an office manager. This is the name that person uses to log on the computer. For example, if user SANDY is going to be a CEO office manager, you would respond:

User ID: SANDY`

Next, the cursor moves under the words

>>> In Directory? <<<

This question asks if you want the user ID you just typed to appear in the on-line directory of CEO users. Type N and press the NEW LINE key.

>>> Primary alias: <<<

Enter this user's full name then press the NEW LINE key. For example, Sandy Gray.

>>> In Directory? <<<

This question asks if you want this user's primary alias to appear in the on-line directory. Type N and press the NEW LINE key.

The menu prompts you to enter

>>> Secondary aliases: <<<

Type this user's full name, placing the last name first, and first name last. Separate the names with a comma and space. For example: Gray, Sandy.

>>> In Directory? <<<

This alias is intended for the User Directory (so that it appears alphabetically by last name). Type Y and press the NEW LINE key.

The cursor then moves to the right, prompting you for a

>>> Directory description <<<

Skip this field by pressing the NEW LINE key only. An office manager can make an appropriate entry later.

CHAPTER 3

ROUTINE MAINTENANCE OF THE CEO SYSTEM

To keep the CEO system running smoothly, you should periodically perform certain maintenance tasks such as:

- * Running the janitor program
- * Updating the database with a checkpoint
- * Running command logging
- * Monitoring disk space use

How to Run the CEO Janitor

=====

Even in an electronic office environment, there is a need to dispose of unwanted documents. When a CEO user deletes a document, the document is placed in that user's electronic wastebasket. The janitor program can empty the wastebaskets of all CEO users, and clear the post office database of outdated information.

If the CEO server programs are running when you execute the janitor macro, the macro shuts them down. For this reason, it is usually most convenient to run the janitor program either at the end of a workday after you shut down the CEO system, or in the morning before you start it up. You should run the janitor program whenever you dump the entire CEO system.

To run the janitor program, follow the steps outlined in Figure 3-1.

1. Make sure that all CEO users are logged off.
 2. Enter this command at the system operator's terminal:
CEO.JANITOR START`
 3. Answer the questions that appear on the terminal screen.

Figure 3-1. How to Run the Janitor Program

There are two optional switches that you can append to the CEO.JANITOR command. These switches let you specify the operations that you want the janitor program to perform. In this case, the program does not ask you for the information. Use the switch

/W to empty user wastebaskets

/C to clear outdated information from the post office database. In addition to this, you can increase the size of the database by specifying the new size in blocks. The number of blocks must be a prime number greater than 220.

For example, the command

```
) CEO.JANITOR/W/C=307 START`
```

shuts down the CEO server programs (if they are running), starts the janitor program, empties the electronic wastebaskets, clears the post office database of outdated information, and increases the size of this database to 307 blocks.

How to Update the INFOS II Database

=====

To protect the INFOS database from damage, you should

- * Periodically perform a checkpoint
- * Use command logging

The Checkpoint Operation

The INFOS database directories consist of a differential (transaction) file and a master file. The transaction file records operations that affect the database. The merging of the transaction file into the master file is called a "checkpoint".

A checkpoint occurs when you

- * Shut down the filing system (as described in Chapter 8)
- * Force a checkpoint
- * Start or stop command logging
- * Open or close the INFOS database

While a checkpoint is in progress, the filing system cannot respond to user requests. These requests, however, are processed after the checkpoint is complete. The length of time required for the checkpoint depends on the amount of information in the differential (transaction) file. The more often a checkpoint is performed, the less time each one takes.

Shutting down the filing system is normally inconvenient except at the end of the work day, when many sites close until the next morning.

Using the CHECKPOINT command, you can update the database without forcing users to log off.

To issue a checkpoint, use the command shown in Figure 3-2. Enter this command at the system operator's terminal.

```
+-----+
|
| ) CEO.FSA CHECKPOINT`
|
+-----+
```

Figure 3-2. The CHECKPOINT Command

Command Logging =====

A system crash destroys the INFOS differential file. This means that the INFOS master file would reflect the CEO system as it was at the last checkpoint. Command logging, which records database transactions, allows you to rebuild the database up to the point of the crash.

The operating system software includes the COMLOG program, which can perform command logging for Data General software systems such as INFOS. For the CEO system, this program copies database transaction information to a log file. If the differential file is lost following a crash, you can recover by using the COMUNLOG program. This program reads the log file and resubmits the recorded transactions to the database.

When you enable command logging for the CEO system, the filing program interacts with the COMLOG program to record transactions that affect the database. Each time a user creates, changes, or deletes a document, drawer, folder, or CEO profile, the operation is recorded in the log file before it is performed. Note that survey and search requests as well as text editing activity aren't logged, but that changes to the document summary are.

Chapter 4 explains how to recover using a log file.

How to Enable Command Logging

When you start up the filing program (either alone or with the rest of the CEO system), you can indicate whether or not you want to enable command logging. To enable logging, use the LOG argument. If you do not want to log database commands, use the NOLOG argument. (If you omit either argument, the system asks you whether or not you want to enable command logging.) Figure 3-3 shows the commands you can use to start either the CEO system or just the filing program with or without command logging.

```
+-----+
| To start up and enable command logging:
|   CEO.SYSTEM  START  LOG`      (When starting the entire CEO system)
|   CEO.FSA    START  LOG`      (When starting just the filing program)
|
| To start up without command logging:
|   CEO.SYSTEM  START  NOLOG`    (When starting the entire CEO system)
|   CEO.FSA    START  NOLOG`    (When starting just the filing program)
+-----+
```

Figure 3-3. Starting Up With or Without Logging

If you request command logging, and the COMLOG program is already running, the filing system logs database transactions to the current log file.

If, however, the COMLOG program is not running, the system instructs you to start it by typing the command:

```
) CEO.FSA  LOG`
```

When you start the COMLOG program, you must also specify a log file. You can do this directly by appending the name of the log file as a second argument to the CEO.FSA LOG command. Or, if you omit this argument, the system prompts you to select a log file.

Specifying the Log File

You can specify a log file by appending the log file name to the CEO.FSA LOG command. If you do not provide this argument, the system prompts you

YOUR LOG FILE CAN BE EITHER A TAPE OR A DISK FILE.
WOULD YOU LIKE A DEFAULT DISK LOG FILE CREATED?

Answer YES if you want to use the default disk log file; answer NO if you want to name the disk file or if you want to use magnetic tape.

If you want to log to magnetic tape, you'll need exclusive use of a tape drive. Identify the tape drive as @MTxn, where x is either A, B, or C, depending on your tape drive model; and n is 0, 1, etc., depending on its unit number.

To specify a disk file, give its pathname, such as :CEO.LOG:24:NOV_82.

You can use a default disk file, which the system creates in the :CEO_FILES directory. The system uses the following format for naming the default log file:

LOG.ddmmmyy.hhmmss

where:

ddmmmyy is the current date (day, month, year), such as 18APR82

hhmmss is the current time (hours, minutes, seconds), such as 102445

So, the log file LOG.18APR82.102445 was created on April 18th, 1982 at 45 seconds after 10:24 a.m.

If you log to a disk file, the system prompts you to specify the number of blocks to be allocated for the log file. Each logged request will require at least one block. To estimate the number of blocks for the log file, consider

- * The number of users
- * The number of creations, changes, and deletions each user makes per hour
- * The number of hours the log file will record

Once you have set the file size, you cannot change it or monitor the amount of space that has been used for logging.

When the system creates a log file on disk, it uses the CEO_CLEARLOG program to prepare the log file. This program initializes the file and allocates disk space. This procedure ensures that the allocated space will not be lost should the operating system crash.

Using Multiple Volumes

Log files, whether on disk or tape, can fill up. When this happens, a message reports an end-of-volume condition. (This message appears at the terminal where the COMLOG program was started.)

If you are logging to tape, mount a new volume on the tape drive. To continue logging to disk, you must establish a new disk file. When you are ready to continue logging, type the command

```
) CEO.COMLOG MOUNTED`
```

You can specify the name of the new volume as a second argument. If you omit the log file name, the system prompts you for it. If you want, the system will create a default log file on disk.

If you want to close a log file before it becomes full, enter these commands:

```
| ) CEO.FSA NOLOG`      (This command takes about a minute to complete.)
```

```
) CEO.COMLOG FEOV`
```

These commands force an end-of-volume condition for the current log file. You might want to do this if the current log file is nearly full, and it is more convenient to provide a new volume than to wait for the current one to fill up.

The system keeps a record of the log files that you use. A file called CEO_LOG_FILES, which is in the :CEO_FILES directory, lists all known log files in the order you used them. In addition, the last log file used, which is normally the one from which you must recover, is named in the CEO_LOG_LAST_LOG file (also in the :CEO_FILES directory).

Other COMLOG Operations

To send a command to the COMLOG program on behalf of the CEO system, use the CEO.COMLOG macro and one of these arguments:

ABORT	Aborts the current logging operations and terminates the COMLOG program.
FEOV	Forces an end-of-volume condition for the current log file.
HALTIO	Interrupts logging when an I/O error causes the COMLOG program to loop.
MOUNTED	Indicates that you are going to continue logging with a new volume for the log file.
PROC	Starts the COMLOG program running. (This is done through the CEO.COMLOG macro; you should never need to use this argument.)
START	Starts logging operations.
STOP	Ends the current logging operations and terminates the COMLOG program.

You must enter the CEO.COMLOG command at the terminal where the COMLOG program was started.

How to Monitor Disk Space Use

=====

The filing directory, :CEO_FILES, contains a filing directory for each CEO user. Effective with CEO Rev 1.20, each user's filing directory is created as a control point directory (CPD). This allows you to monitor disk space use for all users except those whose filing directories predate Rev 1.20. If disk space is becoming short, you can inform specific users that they are using too much space, and ask them to clean up their filing directories.

Each filing directory is created with a maximum size of 75,000 disk blocks, and each filing directory has the same name as its owner's user ID. Type the CLI SPACE command with the name of a user or with the + sign as a template for all users on your system to display the number of blocks of disk space allotted, used so far, and remaining for future use.

For example, if there is a user named Sandy on your system, Sandy's filing directory would be :CEO_FILES:SANDY. To monitor the amount of disk space Sandy has used, type the following CLI commands:

```
) DIR :CEO_FILES`  
) SUPERUSER ON`  
*) SPACE/V SANDY`
```

The system might display:

```
=SANDY           MAX 75000, CUR 20000, REM 55000
```

This shows that Sandy has used 20,000 of the 75,000 allotted disk blocks, leaving 55,000 blocks free for use.

To display the amount of space allotted, used so far, and remaining for all users on your system, type:

```
) DIR :CEO_FILES`  
) SUPERUSER ON`  
*) SPACE/V +`
```

End of Chapter

CHAPTER 4

BACKUP AND RECOVERY PROCEDURES

Backup and recovery procedures can protect your system from significant loss of data. Some type of recovery is usually necessary if any of the following occur:

- * The operating system hangs or aborts
- * The user control program or the word processor hangs or aborts
- * One or more of the CEO server programs (the filing program, the calendar program, the post office program, or the queue manager program) hangs or aborts
- * The INFOS software hangs or aborts
- * A disk pack containing CEO information is lost

Backup procedures enable you to replace or reconstruct files that have been damaged.

Recovery Procedures

=====

Recovery procedures enable you to restart software that has crashed, and to restore lost data, if possible. If a program hangs, you must first terminate the process from the system operator's terminal, then restart the program.

If the Operating System Crashes

When you restart the CEO system after an operating system crash, you may have to recover the database. If so, follow the procedures described later in this chapter.

When the CEO system terminates unexpectedly, some work may be lost. Table 4-1 summarizes the losses you can expect when a CEO software component crashes.

Table 4-1. Summary of Losses After a Program Crash

Program	What You Lose
User control program	Only the information you entered into the last menu displayed.
Word processor	All edits performed since the last time the document was updated.
Calendar	Only the calendar operations in progress at the time of the crash.
Post office	Only the mail in transit (i.e., sent but not yet delivered to the inbox).
Queue manager	None. Restarts current job (if any).
Filing	Any document created, moved, or copied since the last checkpoint operation. You will also lose any folder, drawer, or profile created since the last checkpoint, or changes to any of them. If you deleted a folder, drawer, or profile, it will reappear. (If command logging was enabled, recovery is possible.)

If the User Control Program Crashes

If the user control program terminates unexpectedly, the user will lose the information entered in the current menu. When the user enters the CEO system again, there may be no default drawer, folder, and document (the ones last used). In most cases, the loss is merely inconvenient, forcing the user to reconstruct the lost menu information.

If the Word Processor Crashes

If the word processor terminates while the user is viewing or editing a document, a message appears telling the user that the document cannot be viewed or edited.

If the word processor hangs during a viewing or editing session, the user can abort the word processor by entering a CTRL-C CTRL-B or CTRL-C CTRL-E sequence. (The latter generates a break file.) If an editing session is aborted, all edits made in the document since the last document update are lost. (The user's personal profile defines the frequency of update, which can range from 5 to 30 minutes.) Only the document being edited at the time of the crash will be affected.

If the Calendar Program Crashes

Little, if any, data is lost following a crash of the calendar program. If the calendar program hangs, all calendars become inaccessible. To recover, shut down the calendar program, then bring it up again.

Chapter 6 describes how to shut down and restart the calendar program. Users who are logged on when you restart the program must log off then log on again to re-establish a connection with the calendar program.

If the Post Office Program Crashes

If the post office program hangs, mail is not sent even though the sender is notified that the message has been posted. (If the system is very busy, mail may take up to a few minutes to be delivered. Allow ample time for delivery before deciding that the post office program is hanging.)

If the post office program crashes, all messages in transit (i.e., sent but not yet delivered) are lost. (When the post office crashes, a break file is created in the :CEO_MAIL directory.)

If the post office program hangs, shut it down, then bring it up again. Chapter 7 describes how to do this.

After you restart the post office program, CEO users must log off then log on again to re-establish a connection with the restarted program.

If the Queue Manager Program Crashes

This program manages the formatter and spelling programs and their queues. If the queue manager program hangs, shut it down, then restart it. (Chapter 10 describes how to do this.) If CEO_QMA repeatedly hangs or crashes as soon as it is brought up, the problem may be a bad queue file. Delete :PER:CEO_QMA_SPOOL and bring up CEO_QMA again.

Following a crash, CEO users may need to resubmit printing and spelling requests.

If the Filing System Crashes

If the filing program crashes or is brought down improperly, the database differential (transaction) file is lost. This means that the database master file reflects the state of the filing system as of the last checkpoint.

If command logging was not running and AOS, INFOS II, or the filing program crashed, you will probably lose documents that were created, moved, or duplicated since the last checkpoint. You can still recover these documents by following the procedure we describe in "How to Recover Lost Documents", later in this chapter.

If command logging was running at the time of the crash, the log file would contain a record of each transaction that occurred since the last checkpoint. The next section explains how you can update the master file to reflect the state of the system at the time of the crash.

How to Recover the INFOS II Database

- * If the filing system crashes, you will have to recover the INFOS II database. When you try to start the filing system after a crash, a message reports that the database needs recovery, and tells you to type

```
) CEO.RECOVER START`
```

The CEO.RECOVER command starts the CEO_RECOVER and COMUNLOG programs, which will read the commands stored in a log file and resubmit them to the database.

You can specify the log file that you want to use for recovery by appending its name as a second argument. If you omit this argument, the system displays the name of the last log file used. You will probably want to do this, especially if you are logging to default disk log files. If you do not want to use the last log file, the system will ask if you want to see a list of all known log files.

- * Since other processes besides CEO may use COMLOG, it is possible that the log file you specified will be in use. If this happens, you must close the log file so that the COMUNLOG program can read the file. You can close the log file by typing CEO.COMLOG STOP. You can also type CEO.COMLOG FEOV, which forces an end-of-file condition. (You may also want to provide the COMLOG program with a new log file by using the CEO.COMLOG MOUNTED command.)

When unlogging from a file of more than one volume, the COMUNLOG program displays a message when it detects an end-of-volume condition. To continue unlogging, type this command:

```
) CEO.COMUNLOG MOUNTED`
```

You can specify the name of the new volume as a second argument. If you omit the log file name, the system prompts you for it.

When the COMUNLOG program reaches the end of valid data, it may display one of the following messages:

```
UNEXPECTED END OF FILE ON BLOCK nn  
READ ERROR AFTER BLOCK nn  
SHORT BLOCK ENCOUNTERED AFTER BLOCK nn  
INVALID BLOCK LENGTH IN BLOCK AFTER BLOCK nn  
DUPLICATE BLOCK  
MISSING BLOCKS BETWEEN BLOCKS nn - nn  
INCOMPLETE SEGMENT IN BLOCK nn  
SEGMENT CHAIN TOO LONG IN BLOCK nn  
INVALID SEGMENT LENGTH IN BLOCK nn
```

The COMUNLOG program then prompts you for instructions. Type

```
CEO.COMUNLOG CONTINUE    if there are additional volumes in the log  
                           file.
```

```
CEO.COMUNLOG STOP        if this is the last volume of the log file.
```

If you receive the message "EOF ON LOG" with a date and time displayed, wait for a message saying that the COMUNLOG program has finished.

After recovery is complete, restart the filing system by entering the command

```
) CEO.FSA START LOG`
```

Other COMUNLOG Operations

To send a command to the COMUNLOG program on behalf of the CEO system, use the CEO.COMUNLOG macro and one of these arguments:

ABORT	Aborts the current unlogging operations and terminates the COMUNLOG program. Do not use this argument during unlogging.
CONTINUE	Indicates that the displayed log file is the one to be used to continue unlogging.
HALTIO	Interrupts unlogging when an I/O error causes the COMUNLOG program to hang or loop.
IGNORE	Instructs the COMUNLOG program to stop trying to send information to a process that is not responding.
MOUNTED	Indicates that you are going to continue unlogging with the next volume of the log file.
PROC	Starts the COMUNLOG program running. (The CEO.RECOVER macro does this for you.)
RETRY	Indicates that the displayed log file is the the correct one, and that the COMUNLOG program should continue to search for the appropriate file.
START	Starts unlogging operations.
STOP	Ends the current unlogging operations and terminates the COMUNLOG program.

How to Recover Lost Documents

If you do not have logging on your system, and the filing program, INFOS, or AOS crashes, INFOS can lose track of any document that has been created or moved, or the copy of any work that has been duplicated, since the last checkpoint. It is possible, however, to recover lost documents by following the procedures we describe in this section.

A user thinks of a document as having two parts, the document summary and the document itself. Actually, one part, containing the document summary and other information about the document, is maintained in the INFOS file CEO_INDEX. Each CEO document, in turn, comprises at least one, but usually more, files. (The first of these is a WRD file, the rest are AOS files.) All of these files are stored in an AOS directory (one exists for each user drawer). If INFOS loses track of these files, you can first find them and then import them back into the CEO system.

A user gives a document a name that is (usually) meaningful, but the CEO system gives it an entirely different name. A document text file is given a name that begins with the username of the user who created the document, followed by a period, a five-digit number, another period, and the suffix DOC. For example, user Sandy might have given a document the meaningful name of Budget for 1983, but to the CEO system it might have the name SANDY.00123.DOC. In addition, documents exist in a user filing drawer, which is an AOS filing directory in the directory :CEO_FILES. For example, the document SANDY.00123.DOC might be filed in :CEO_FILES:SANDY:DR0004, where SANDY is the name of the user who created the drawer designated by DR0004.

To find the names of documents "lost" since the last checkpoint (or closing of the INFOS database, which forces a checkpoint), type the following CLI commands:

```
) SUPERUSER ON`  
*) DIRECTORY :CEO_FILES`  
*) FILESTATUS/SORT/L=list/TLM=time_of_last_checkpoint #`
```

For example, the filing system crashes during the afternoon of February 25 and you know that the last checkpoint was at 2:30 p.m. Type

```
) SUPERUSER ON`  
*) DIRECTORY :CEO_FILES`  
*) FILESTATUS/SORT/L=LOST/AFTER/TLM=25-FEB-83:14:30:00 #`
```

In this example, the FILESTATUS command when used with the # template will send to the list file, LOST, the names of all documents created or modified since 2:30 p.m. on February 25. You can use the CLI QPRINT command to print a copy of LOST, or use the CLI TYPE command to display the contents of LOST on your screen. Figure 4-1 shows a portion of what such a report might look like.

```

+-----+
| DIRECTORY :CEO_FILES
|
|   BETSY           JONATHAN           PETER           SANDY
|   KW             LOST
|
| DIRECTORY :CEO_FILES:SANDY
|
| DR0004           DR0006           DR0074
|
| DIRECTORY :CEO_FILES:SANDY:DR0004
|
| SANDY.00123.DOC  SANDY.00123.DOC.CHG SANDY.00123.DOC.FMS
|
+-----+

```

Figure 4-1. Sample Lost Documents Report

To bring back Sandy's document, log on to CEO as Sandy, press 7 and the NEW LINE key to select the Utility Functions menu, and then press 4 and the NEW LINE key to choose to import a file. When prompted for a filename, type:

```
Filename: :CEO_FILES:SANDY:DR0004:SANDY.00123.DOC
```

Do not specify the document pieces, e.g., those ending in .FMS, .CHG, etc. You will next be prompted to name the document you are importing. When you do, the import program copies the document pieces, giving them new, unique names as we have described. INFOS now knows about a new document which is a copy of an old document it had lost. After you have imported all the lost files, you can (and should) delete the AOS files, if they exist, and the WRD file named in the list file.

How to Archive CEO Documents

=====

To make the best use of the available storage space, most CEO sites will need a procedure for archiving documents. If you need to keep a copy of a document, but do not need that copy on-line and immediately available, you should archive it.

To keep the archiving process orderly, you can create a special non-CEO directory to handle the flow of documents. Then, follow the general procedures outlined in Figure 4-3.

1. Export the document from the CEO system into the external archive directory. (Answer N when asked if the file is to be an AOS file.)
 2. Dump the files to be archived onto magnetic tape.
 3. Record the archive operation (files and date).

Figure 4-3. Archiving CEO Documents

If a CEO user needs an archived file, locate the appropriate magnetic tape, mount it, and reload the file into the archive directory. After the file is loaded, the CEO user can import it.

End of Chapter

CHAPTER 5

SHUTTING DOWN THE CEO SYSTEM

At times it may become necessary or desirable to shut down all or part of the CEO system. If, for example, you want to install a new revision of the CEO software, you must shut down the system before loading the new files. Some sites shut down the system at the end of a work day, then restart it the next morning.

How to Shut Down the Entire CEO System

=====

Before shutting down the CEO system, make sure that all users have logged off. Then, go to the system operator's terminal and enter the command shown in Figure 5-1.

```
+-----+
| ) CEO.SYSTEM  STOP`
+-----+
```

Figure 5-1. Shutting Down the CEO System

Shutting Down a Particular CEO Server Program

=====

You can terminate one or more individual CEO server programs without taking down the entire system. For information about

- * Shutting down the calendar program, see Chapter 6
- * Shutting down the post office program, see Chapter 7
- * Shutting down the filing program, see Chapter 8
- * Shutting down the formatter program, see Chapter 10

End of Chapter

CHAPTER 6

THE CEO CALENDAR SYSTEM

The CEO calendar program controls the appointment calendars of CEO users and company resources.

About Appointment Calendars

=====

An appointment calendar records appointments for a particular user or resource. The range of the calendar extends from about 12 months in the past to about 20 months in the future. The calendar maintains this range automatically; the user does not have to discard old dates and make room for new ones.

The user can view the calendar for one day at a time. Figure 6-1 shows a sample display.

```
+-----+
|                                     CALENDAR for Sandy Gray                                     |
|Date: Fri   Jul 16,82                                                         |
|Ev   Time           Type           Location           Description                                     |
| 1   9:30 AM-10:00 AM Appointment   Marketing        See Ellyn Rosen                                     |
| 2   11:00 AM-12:00 PM Meeting      Conf Room 3     Weekly report                                     |
| 3   12:30 PM- 1:30 PM Personal     Polese's        Lunch with B.T.                                   |
| 4   3:00 PM- 3:45 PM Appointment  Interview applicant                                     |
| 5   4:00 PM- 4:30 PM Tentative   Board Room     Presentation                                     |
+-----+
```

Figure 6-1. A Sample Calendar Display

What the Calendar Displays

Each calendar entry has an "event number" that is used to identify it. The start time and end time for each event is shown. Times can range from 12:00 AM through 11:59 PM (American format) or 0:00 through 23:59 (European format). A user's personal profile determines which format the calendar uses for time and date. (In the American format, noon is designated as 12:00 PM.)

In user appointment calendars, each event falls under one of these categories: Appointment, Meeting, Tentative (meeting), Trip, Vacation, Personal, or Other.

Each entry may also include a location and a description of the event. In resource calendars, the Type column does not appear. Instead, the column reports the user for whom the resource is being reserved.

When a user requests the "Calendar" option from the Main Menu or from the INTERRUPT menu, the CEO system displays that user's calendar for that day. The user can add, change, confirm, or delete an entry. Other options allow the user to display another date, or to print the schedule for one or more days in the calendar.

Users can also handle any resource calendar, and if authorized, the calendar of another user. A user's personal profile determines the type of access other users have to his or her calendar. The user can change this information at any time.

Scheduling a Meeting

Other functions allow the user to schedule a meeting with other users, schedule a resource, and confirm a tentative entry for a meeting called by another user.

A user's personal profile defines that user's normal work hours. The default times supplied are 8:00 AM (arrival time) to 5:00 PM (leaving time). The user can adjust these times, if necessary.

The calendar program checks these times when scheduling a meeting. If the meeting starts before a user's arrival time or will end after a user's normal departure time, the program signals a conflict. Users who have flexible work hours can "extend" their normal work hours if they are willing to come in early or stay late for a meeting. A user can enter an event in his/her calendar for any time of the day. The calendar program, however, honors each person's specified work hours when scheduling a meeting. If a meeting is scheduled to begin before an attendee's arrival time, or end after his/her leaving time, the person who is scheduling the meeting receives notification that a conflict exists. No tentative entry is made outside of a person's normal work hours.

The Calendar Directory
=====

The CEO initialization process creates the calendar directory, called CEO_CALENDARS, within the :CEO_FILES directory. The calendar directory contains all user appointment calendars, resource calendars, and a file that records information about company resources.

Figure 6-2 illustrates the directory structure used by the CEO calendar program.

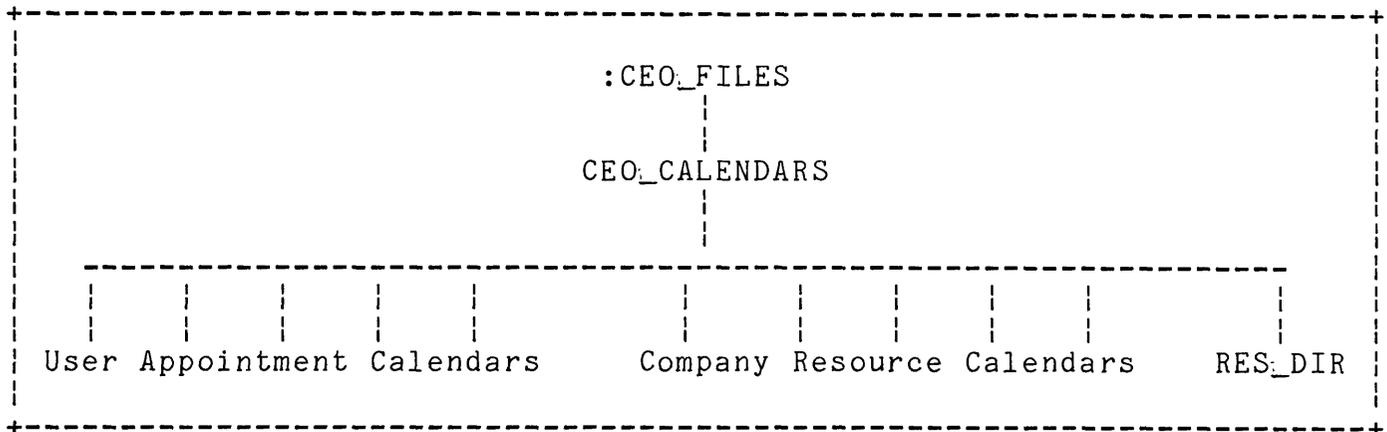


Figure 6-2. The Calendar Directory

When you build a CEO User Profile for a user, the CEO system creates an appointment calendar for that user. (The calendar for OP is supplied during the CEO initialization process.) But, you must specifically create calendars for company resources. Chapter 11 describes the office manager functions, which include creating User Profiles and resource calendars.

Each user appointment calendar is a file with the same name as its owner's user ID. For example, the calendar for user SANDY is the file :CEO_FILES:CEO_CALENDARS:SANDY. You assign names to company resource calendars when you create them.

Also within the CEO_CALENDARS directory is the file RES_DIR. This file records the information you supply about company resources when you build calendars for them. This file is created when you initialize the CEO system; the file EMPTY_RES_DIR provides its initial contents.

Table 6-1 lists the access control lists assigned to the files of the CALENDARS directory.

Table 6-1. Access Control Lists of Calendar Directory Files

File	File Type	Access Control List
CEO_CALENDARS	DIR	OP,OWARE +,E
OP appointment calendar	UDF	OP,OWARE +,RE
user appointment calendar	UDF	OP,OWARE
company resource calendar	UDF	OP,OWARE
RES_DIR	DIR	OP,OWARE +,WRE

How to Start Up the Calendar Program

=====

Normally, the calendar program starts up when the CEO system is brought up. If the calendar program terminates unexpectedly, you can restart it by using the command shown in Figure 6-3. Enter this command at the system operator's terminal.

```

) CEO.CSA START`

```

Figure 6-3. Starting Up the Calendar Program

How to Shut Down the Calendar Program

=====

To shut down the calendar program without affecting other CEO programs, use the command shown in Figure 6-4. Enter this command at the system operator's terminal.

```

) CEO.CSA STOP`

```

Figure 6-4. Shutting Down the Calendar Program

Reminders and Suggestions

=====

Resource calendars Be sure to create appointment calendars for each company resource that CEO users can schedule. To do this, select the "Calendars" option from the Office Manager Functions menu. Chapter 11 describes how to create, change, and delete resource calendars.

If a resource becomes temporarily unavailable, notify your users by providing a suitable message in the resource calendar description. The description appears beside the name of the resource when the user displays a list of available resources.

Holidays Be sure to create a list of company holidays, so that the calendar program will not schedule a meeting on a holiday. To do this, select the "Holidays" option from the Office Manager Functions menu. Chapter 11 describes how to create and update the list of company holidays.

Calendar access A CEO user can grant the general CEO community generic access to his/her calendar, or prevent the general community from seeing any entry. The user can also specify up to six other CEO users who have complete access to his/her calendar, except for entries marked "personal". A CEO executive, for example, would probably give this type of access to a secretary.

Work hours Users should also specify their normal working hours if the default hours of 8:00 am to 5:00 pm do not apply.

End of Chapter

CHAPTER 7

THE CEO POST OFFICE SYSTEM

The post office program keeps track of mail address names (aliases and mailing lists), and controls the exchange of messages between CEO users. If your system communicates with another remote CEO site, the post office program acts as your liason with the networking software.

About Electronic Mail

=====

CEO users can send messages, documents, and non-CEO files to anyone else in the CEO system. Each user has a user ID and, optionally, one or more alias names. Any of these names is a valid address, which can be used to specify the recipient of a message. Groups of names can be collected on a mailing list. Then, a user can address a message using the mailing list name, and the CEO system will send the message to each name on the list. Mailing lists can contain the names of other mailing lists.

Mail can be exchanged between two systems that are directly connected by a network link. There are two ways to address a remote user:

- * Specify the remote user's ID (or alias) and append the name of the remote computer. (Precede the computer name with the remote host indicator symbol, which is : by default.)
- * Use a locally defined remote alias name

Each user has an inbox where incoming messages are placed and rejected messages are returned. A user can display a list of the inbox contents through the "Inbox" option on the Main Menu, or through the INTERRUPT menu. Figure 7-1 illustrates a sample inbox listing.

INBOX for Sandy Gray						
Ms	Postmark		Cert	Sender	New	Subject
1	Thu	May 13,82 12:50 PM		Jeanetta McCallum	Y	Reports due
2	Thu	May 13,82 11:14 AM	Y	David York		Annual review
3	Thu	May 13,82 9:10 AM		Terry Williams		URGENT: Strike
4	Wed	May 12,82 4:13 PM		Jeanetta McCallum		April Sales
		:		:		:

Figure 7-1. A Sample User Inbox

The Mail Directory

=====

The CEO initialization process creates the mail directory, :CEO_MAIL. This directory contains the inboxes of all CEO users, the post office database, a networking buffer, and other files used in the formatting and exchange of mail.

Figure 7-2 illustrates a typical :CEO_MAIL directory structure.

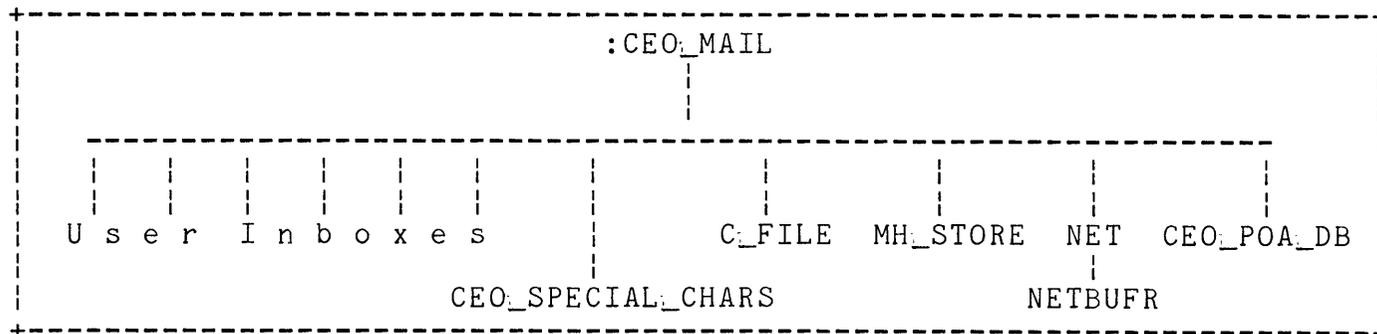


Figure 7-2. The Mail Directory

When you build a CEO User Profile for a user, the CEO system creates an inbox for that user. (The inbox for OP is supplied during the CEO initialization process.)

Each inbox is a control point directory with the same name as its owner's user ID. For example, :CEO_MAIL:SANDY is the inbox for the CEO user whose ID is SANDY. There are no separate inboxes for alias names. If "Sandy Gray" is SANDY's primary alias, the post office program places mail addressed to "Sandy Gray" in the same inbox.

Figure 7-3 illustrates a typical user inbox directory.

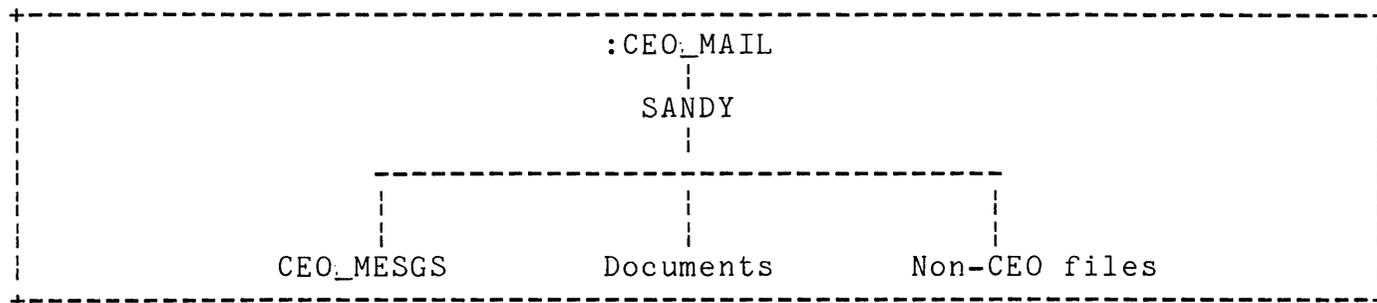


Figure 7-3. The Structure of an Inbox

Each inbox directory contains the file CEO_MESGS, which stores the messages received by the inbox owner. The directory may also contain documents that other users have mailed to this user, as well as non-CEO files. In the latter case, users cannot use the word processor to view the non-CEO files, but they can use AOS pathnames to file them.

The mail directory also contains the file CEO_SPECIAL_CHARS, which defines the character used to separate the mail address and the computer name in a remote alias definition. The default symbol is : (colon). (For more information about remote alias definitions, see Chapter 11.)

The post office uses the directory C_FILE and the file MH_STORE to store and format messages. The contents of these files are temporary.

The NET directory contains the file NETBUFR, which acts as the inbox and outbox for the local system in the exchange of mail across the network. This directory may also contain additional, temporary files that the post office program uses when transmitting data over the network.

The file CEO_POA_DB is the post office database. This database contains information about all mail address names (user IDs, local and remote aliases, and mailing lists). During the initialization process, the file EMPTY_POADB provides the initial contents for the post office database. Similarly, the file EMPTY_INBOX_FILE is used to build the files CEO_MESGS, MH_STORE, and NETBUFR.

Table 7-1 lists the access control lists assigned to the files in the :CEO_MAIL directory.

Table 7-1. Access Control Lists of Mail Directory Files

File	File Type	Access Control List
:CEO_MAIL	CPD	OP,OWARE +,E
C_FILE	DIR	OP,OWARE
CEO_POA_DB	TXT	OP,OWARE
CEO_SPECIAL_CHARS	UDF	OP,OWARE
MH_STORE	UDF	OP,OWARE
NET	DIR	OP,OWARE
NET:NETBUFR	UDF	OP,OWARE
user inbox	CPD	OP,OWARE userid,WE [others,WE]*
OP inbox	CPD	OP,OWARE [others,WE]*

*[others,WE] means that one or more additional user IDs may be included in the access control list. These user IDs identify the CEO users who were given access to the inbox by its owner.

Reminders and Suggestions

=====

- User Directory Use the Office Manager Functions menu to create an on-line directory of mail addresses. This User Directory can list any user ID, local alias, or remote alias. When you build a User System Profile, you indicate which names should appear in the directory. Keep the directory up-to-date by rebuilding it each time you add, change, or delete a User System Profile. Chapter 11 explains how to build User Profiles and create the User Directory.
- Networking CEO systems that are directly connected by a network link can exchange mail. See Appendix C for more information.
- Remote aliases If your computer communicates with another CEO system over a network link, you can create remote aliases to help your users to send mail to users at the remote site. Chapter 11 describes how to set up remote aliases.
- Mailing lists Remind your users about the convenience of using mailing lists.
- Create a mailing list called ALL so that users can broadcast a message throughout the local site.
- Suggestion box Set up a suggestion box so that CEO users can submit their ideas and report problems. You could have users send their complaints to a CEO manager, or have them place a document in a public filing cabinet. You can then gather the contents of the box and forward it to a Data General representative.
- Clearing your inbox Remind your users to keep their inbox from getting cluttered. This not only makes it easier for them to survey their mail, but makes better use of the available storage space. Users can file or print mail to keep a copy of it. They should delete any unnecessary mail after reading it.

End of Chapter

CHAPTER 8

THE CEO FILING SYSTEM

The CEO filing system consists of the filing program, the filing directory, and the INFOS database. These components allow CEO users to store, organize, and retrieve documents.

About Electronic Filing =====

In the CEO system, documents are filed in folders, which are stored in filing drawers, which are contained in electronic filing cabinets. To file a document, the user names the drawer and folder where the document is to be placed.

Each user has a personal filing cabinet, and can also gain access to filing drawers that are listed in the public filing cabinet. CEO users can grant other users access to their personal filing drawers.

The Filing Directory =====

The CEO initialization process creates the filing directory :CEO_FILES. This directory contains a filing directory for each user, the INFOS database, the calendar directory (explained in Chapter 6), and files used by the word processor and the User Directory. Figure 8-1 shows the directory structure used by the CEO filing system.

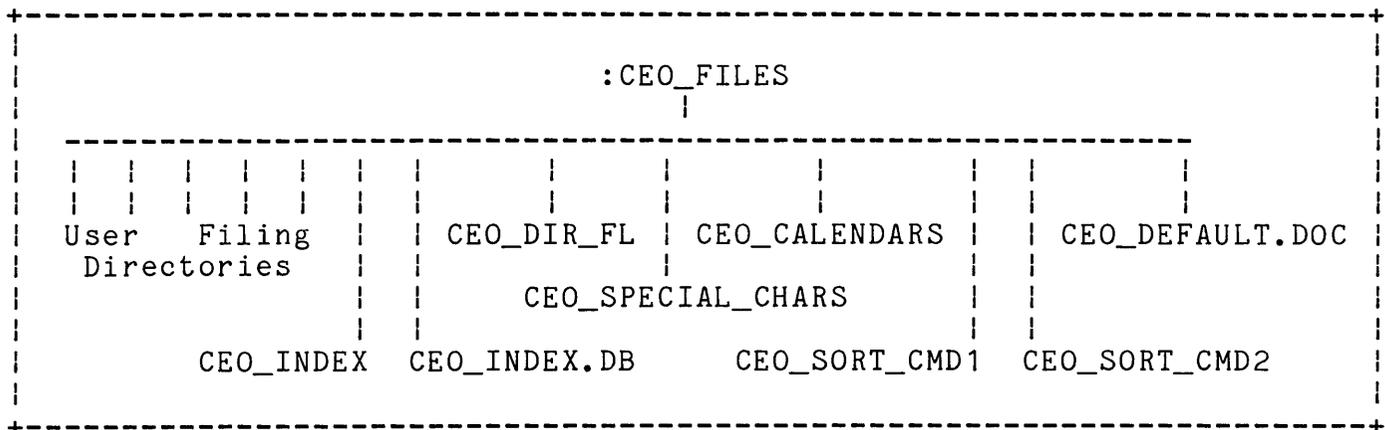


Figure 8-1. The Filing System Directory

When you build a CEO User Profile for a user, the CEO system creates a filing directory for that user. (The filing directory for user OP is installed when you initialize the CEO system.) Each user's filing directory is created as a Control Point Directory (CPD). This allows you to monitor the amount of disk space each user is using, and to take appropriate action if users use more space than they should. We describe how to monitor disk space in Chapter 3.

A user's filing directory does not exactly correspond to that user's personal filing cabinet: the directory can contain personal filing drawers, but it can also contain public filing drawers as well as filing drawers owned by other users. In any event, the filing directory contains all the drawers created by its owner. The creator of a drawer specifies whether the drawer is public or personal, shared or private.

A user's filing directory has the same name as its owner's user ID. The directory :CEO_FILES:SANDY, then, is the filing directory for the user with the user ID SANDY. Each user has only one filing directory regardless of the number of aliases he/she goes by.

The user assigns a name to each drawer, folder, and document. The assigned name, however, does not appear in the filing directory structure. Filing drawers within a filing directory are named DR0000, DR0001, and so on. In addition, the filing directories have no structure corresponding to a folder. Nevertheless, the INFOS database does keep track of the user-assigned names and what each refers to.

The files CEO_SORT_CMD1 and CEO_SORT_CMD2 are command files for sorting the User Directory, CEO_DIR_FL.

The word processor uses the CEO_SPECIAL_CHARS file, which defines the symbols that represent specific editing operations during an editing session.

The CEO_DEFAULT.DOC file is a document containing only a format ruler. The word processor uses this file's ruler as the system default ruler.

See Chapter 9 for more information about the word processor and the default format ruler.

The :CEO_FILES directory also contains the INFOS database, which consists of two control point directories, CEO_INDEX and CEO_INDEX.DB. Each directory contains a master file (VOLn) and a differential file (DVLn). When a user performs a filing operation, the INFOS system records it in the differential file before performing the operation. During a checkpoint, the differential file is merged into the master file.

Table 8-1 lists the access control lists assigned to the files in the :CEO_FILES directory.

Table 8-1. Access Control Lists of Filing Directory Files

File	File Type	Access Control List
:CEO_FILES	CPD	+,AE
CEO_CALENDARS	DIR	OP,OWARE +,E
CEO_DEFAULT.DOC	WRD	+,R
CEO_DIR_FL	UDF	+,OWR
CEO_INDEX	CPD	OP,OWARE +,RE
VOL01	UDF	OP,OWARE +,RE
DVL01	UDF	OP,OWARE
CEO_INDEX.DB	CPD	OP,OWARE +,RE
VOL01	UDF	OP,OWARE +,RE
DVL01	UDF	OP,OWARE
CEO_SORT_CMD1	TXT	+,R
CEO_SORT_CMD2	TXT	+,R
CEO_SPECIAL_CHARS	UDF	OP,OWARE +,R
OP filing directory	DIR	OP,OWARE +,WAE
user filing directory	CPD	OP,OWARE userid,AE +,E

The filing program will hang if the INFOS II software terminates. In this case, you must terminate the CEO_FSA process; you cannot use the command shown in Figure 8-3.

Opening and Closing the Database =====

You can open or close the INFOS database without shutting down the filing system. While the database is closed, the filing program ignores user requests that would modify the database contents.

To open the database, enter this command from the system operator's terminal:

```
) CEO.FSA OPEN`
```

If you want to close the database, enter this command from the system operator's terminal:

```
) CEO.FSA CLOSE`
```

Reminders and Suggestions =====

Command logging	Logging database transactions to disk or tape can protect your database from damage. See Chapter 3 for an explanation about command logging. You should enable logging when you start up the CEO system.
Backup and recovery	If you need to rebuild the database after a system crash, see Chapter 4.
Monitoring disk space	Periodically checking to see how much disk space each user is using gives you control over disk storage. See chapter 3.

End of Chapter

CHAPTER 9
THE CEO WORD PROCESSOR

When a CEO user performs an operation that requires the CEO word processor, the user's control program starts up the CEO_WP.PR program. This program remains active for the rest of the CEO session, ready to process any request to view or edit a document.

Document Files
=====

When a user creates a document with the word processor, the CEO system places the document in the specified drawer and folder. The author assigns a name to the document by which it will be known within the CEO system. Within the system directory structure, however, the document carries a completely different name. The CEO system uses the following format to name document files:

userid.nnnnn.DOC

where:

userid is the user ID of the document's creator.

nnnnn is a five-digit document number.

.DOC is the extension that identifies a document file.

For example, the file SANDY.00017.DOC identifies a document created by user SANDY.

Documents created with the word processor are type WRD.

For certain operations, the CEO system builds additional files that pertain to a particular document. These files have the same root name as the document, but have another extension appended to the .DOC ending. The extension indicates the purpose of the file. For example, the file SANDY.00017.DOC.LP is a printer-ready version of the document just named.

Table 9-1 lists the document name extensions and what each means.

Table 9-1. Extensions to Document File Names

Extension	File Type	Identifies
.CED	UDF	Temporary file used for importing a document.
.CHG	UDF	File of editing operations.
.CTM	UDF	Temporary file used for importing a document.
.ER	UDF	File of formatter error message.
.FME	UDF	File describing the document (during editing).
.FMP	UDF	Temporary file used when printing a document.
.FMS	UDF	File describing the document (after editing).
.FMT	UDF	Temporary file used when recovering.
.FMV	UDF	File describing the document (during viewing).
.LP	UDF	Printer-ready document (draft printer).
.NEW	WRD	Temporary file for formatting or printing.
.QP	UDF	Printer-ready copy (letter-quality printer).

When the formatter cannot complete a request, it builds an error message file that reports the error condition. The file is then appended to the output file (if open). This file has the same name as the input document with the .ER extension. Figure 9-1 presents an example of an error message file called SANDY.00004.DOC.ER. (The message also appears at the terminal where the queue manager program was started.)

```

-- CEO Formatting Utility --
Input Document was -> :CEO_FILES:SANDY:DR0006:SANDY.00004.DOC
Output File was -> :CEO_FILES:SANDY:DR0006:SANDY.00004.DOC
INPUT AND OUTPUT FILES MAY NOT HAVE THE SAME NAME
Last file accessed was -> :CEO_FILES:SANDY:DR0006:SANDY.00004.DOC

```

Figure 9-1. A Sample Formatter Error File

How to Change the System's Default Format Ruler

To change the system's default format ruler, simply edit the ruler in the file CEO_DEFAULT.DOC, which is used to create a new document. To do this, import this file, modify ONLY the ruler, then export the document. The file must be type WRD; do not make it an AOS file.

Users can also create their own default format ruler, which overrides the system default ruler. To do this, the user changes the "word processing characteristics" as defined in his/her personal profile.

Personal Profile Word Processing Characteristics

=====

In each user's personal profile, a number of characteristics are set for governing the user's interactions with the word processor. Some of the characteristics merely satisfy the user's preferences, such as whether or not the edited text appears in bright or dim characters. Certain characteristics, however, can affect more than just the user. The next few sections describe these.

Updating Documents

Each user can specify how often the word processor will update the document. The interval can range from 5 to 30 minutes. The default interval is 15 minutes, which is adequate for most situations.

Updating more frequently provides greater protection from loss, but also uses more of the computer's processing time. If many users are updating frequently, there may be a noticeable lag in the system's response to user requests.

Using Nonstandard Printer Forms

Certain documents, when printed, require special paper forms. Users who often need to use special forms should specify this in their personal profile. Then, for each printing operation, the CEO system prompts the user to specify the type of form needed.

Changing the Personal Default Layout

When printing a document, a CEO user chooses either the default layout for that document or specifies a particular layout. The default layout is always the one last used to print that document. If the document has never been printed, the formatter uses the default layout that the user has named in his/her personal profile. If the user has not designated a default layout, the word processor uses the layout in the file CEO_DEFAULT.DOC.

Changing the Personal Default Format Ruler

The word processor uses a default format ruler when creating a new document. The system's default format ruler is defined in the file CEO_DEFAULT.DOC, which is provided with the CEO software.

To establish a personal default format ruler, a user must specify a document whose initial format ruler is the one that is to serve as the default ruler. If such a document does not exist, the user can create one, then construct the desired format ruler. The user enters the name of this document in his/her personal profile. Then, the word processor will use this document's first format ruler as the default whenever the user creates a new document.

Reminders

=====

1. Two users cannot edit the same document at the same time.
2. No user can move a document that another user is either editing, viewing, or formatting; the move operation has exclusive use of the document because it deletes the document after it copies it.
3. No user can view or edit a document while it is being printed; the printing operation has exclusive use of the document.

End of Chapter

CHAPTER 10

CEO PRINTING AND SPELLING

Even within an electronic office, there will always be a need for hard-copy documents. The CEO queue manager program helps users transfer electronic documents onto paper, and to verify spelling within documents.

The Queue Manager Program

=====

When a user instructs CEO to print a document, the system queues a request for the document to be formatted and printed. This queue is called the formatter queue.

When a user requests spelling verification for a document, the system queues the request to the spelling queue. This queue handles spelling verification reports.

The queue manager program (CEO_QMA.PR) controls the formatter and spelling queues, the formatter program (CEO_FORMATTER.PR) and the spelling program (CEO_SPELL.PR). The queue manager program is one of the four server programs that start running whenever you bring up the CEO system.

The Queue Manager Commands

=====

The CEO.QMA macro lets you control the queue manager program and the queues. To perform a specific function, you append one of the command arguments listed in Table 10-1. Use this general format:

```
CEO.QMA  command_argument `
```

For specific information about the different command arguments, see the descriptions in the pages that follow. The command arguments appear in alphabetical order for your convenience.

The queue manager program displays responses to these commands at the terminal where you started the program (normally the system operator's terminal).

Table 10-1. The Queue Manager Command Arguments

Argument	Result
CANCEL	Cancels a queued request.
CLOSE	Closes the queues to new requests.
CONTINUE	Restarts paused queues.
DISPLAY	Displays the queued requests.
FINISH	Terminates the queue manager program as soon as the queues are empty.
OPEN	Opens the closed queues.
PAUSE	Suspends the queues after processing the active requests, but leaves the queues open.
START	*Starts up the queue manager program and queues.
STATUS	Displays the status of the queues.
STOP	*Terminates the queue manager program and the queues.

*You can enter these commands only from the system operator's terminal.

CANCEL
Cancels a queued request.

Format

CEO.QMA CANCEL seq-no ...

where:

seq-no is the sequence number of the job you want to cancel.
If you enter more than one sequence number, separate
each one with a space. If you give no argument, a
message asks you for the sequence number(s).

Description

This command cancels one or more queued requests. You identify each
request by its sequence number. If you supply no argument, the message

CANCEL WHICH SEQUENCE NUMBERS (NEW LINE TO EXIT)?

appears. Enter the queue sequence number(s) of the jobs you want to
cancel.

To display the formatter and spelling requests currently in the queue
and their sequence numbers, use the CEO.QMA DISPLAY command.

Examples

) CEO.QMA CANCEL`

CANCEL WHICH SEQUENCE NUMBERS (NEW LINE TO EXIT) ? 452`

FROM PID nn : (CEO_QMA) REQUEST # 452 CANCELLED

) CEO.QMA CANCEL 466`

FROM PID nn : (CEO_QMA) REQUEST # 466 CANCELLED

)

CLOSE

Closes the queues to new requests.

Format

CEO.QMA CLOSE

Description

This command closes the formatter and spelling queues to new requests. Jobs that are currently in these queues are not affected.

If a user submits a formatter or spelling verification request while the queue is closed, the request is acknowledged, but not queued.

To reopen the queue, use the CEO.QMA OPEN command.

Example

) CEO.QMA CLOSE`

FROM PID nn : (CEO_QMA) QUEUES ARE CLOSED

)

CONTINUE
Restarts paused queues.

Format

CEO.QMA CONTINUE

Description

This command restarts the formatter and spelling programs that were previously stopped with the CEO.QMA PAUSE command. Processing will begin for requests that are in the queues.

Example

) CEO.QMA PAUSE`
FROM PID nn : (CEO_QMA) QUEUES HAVE BEEN PAUSED
.
.
.
) CEO.QMA CONTINUE`
FROM PID nn : (CEO_QMA) QUEUES ARE READY
)

DISPLAY

Displays the queued requests.

Format

CEO.QMA DISPLAY

Description

This command displays the current status of the queues, and lists the current requests, if any.

Each displayed entry lists the job sequence number, the user ID of the person who submitted the job, and the name of the file to be processed. An asterisk identifies the active jobs.

(The filename that appears is not the name given the document by the user; it is the name used by the CEO software.)

Examples

) CEO.QMA DISPLAY`

FROM PID nn : (CEO_QMA) QUEUES ARE OPEN

FROM PID nn : (CEO_QMA) QUEUES ARE READY AND IDLE

FROM PID nn : (CEO_QMA) NO REQUESTS WAITING

) CEO.QMA DISPLAY`

FROM PID nn :(CEO_QMA) QUEUES ARE OPEN

FROM PID nn :(CEO_QMA) QUEUES ARE READY

FROM PID nn :(CEO_QMA) FORMATTER QUEUE

FROM PID nn :(CEO_QMA) 273 * TED :CEO_FILES:TED:DR0005:TED.00019.DOC.LP

FROM PID nn :(CEO_QMA) 274 LIZ :CEO_FILES:LIZ:DR0002:LIZ.00128.DOC.LP

FROM PID nn :(CEO_QMA) SPELLING QUEUE

FROM PID nn :(CEO_QMA) 271 * DALE :CEO_FILES:DALE:DR0012:DALE.00043.DOC

)

FINISH

Terminates the formatter and spelling programs.

Format

CEO.QMA FINISH

Description

This command shuts down the formatter and spelling programs as soon as the queues are empty. (To prevent users from submitting additional requests to the queues, use the CEO.QMA CLOSE command also.)

Example

) CEO.QMA FINISH`

FROM PID nn : (CEO_QMA) QUEUES ARE TERMINATING

)

OPEN
Opens the closed queues.

Format

CEO.QMA OPEN

Description

This command opens the formatter and spelling queues that were closed with the CEO.QMA CLOSE command.

Example

) CEO.QMA OPEN`
FROM PID nn : (CEO_QMA) QUEUES ARE OPEN
)

PAUSE

Suspends the queues after processing the active requests.

Format

CEO.QMA PAUSE

Description

This command pauses the formatter and spelling programs and queues after the currently active jobs (if any) complete. Users can, however, still submit requests to the queues.

To restart the paused programs and begin processing the queued requests, use the CEO.QMA CONTINUE command.

Example

) CEO.QMA PAUSE`

FROM PID nn : (CEO_QMA) QUEUES HAVE BEEN PAUSED

)

START

Operator only

Starts up the queue manager program.

Format

CEO.QMA START

Description

This command starts the queue manager program and opens the formatter and spelling queues. You must enter this command from the system operator's terminal. All responses to queue manager commands are then returned to that terminal.

This is the only queue manager command that you can use when the queue manager program is not running.

Example

) CEO.QMA START`

FROM PID nn : (CEO_QMA) CEO_QMA IS NOW RUNNING

)

STATUS

Displays the status of the queues.

Format

CEO.QMA STATUS

Description

This command displays the current status of the queues. The queues may be either READY or PAUSED, and OPEN or CLOSED.

Example

```
) CEO.QMA STATUS`  
FROM PID nn : (CEO_QMA) QUEUES ARE OPEN  
FROM PID nn : (CEO_QMA) QUEUES ARE READY AND IDLE  
)
```

STOP Operator only
Terminates the queue manager program and queues.

Format

CEO.QMA STOP

Description

This command terminates the queue manager program immediately after the active requests finish. All other queued jobs are suspended until the queue manager program starts up again.

To restart the queue manager program, use the CEO.QMA START command.

Example

) CEO.QMA STOP`

FROM PID nn : (CEO_QMA) QUEUES ARE TERMINATING

)

The Printing Devices =====

The CEO Word Processing system can use three types of printing devices:

- * The draft printer
- * The letter-quality printer
- * The laser printer

When a CEO Word Processor user prints a document, a printing request is sent to a particular print queue. Unless these queues exist already, you must create them. The next sections describe how to create a queue for a draft printer, for a letter-quality printer, and for a laser printer, and how to start a letter-quality and a laser printer. Make sure that the EXEC process is running, since it is the EXEC process that creates queues. Refer to the appropriate system operator's guide for more information about the EXEC process and print queues.

Creating a Queue for a Draft Printer -----

To create a print queue for the first draft printer, go to the system operator's terminal, and type the commands shown in Figure 10-1.

```
+-----+
|
|      CONTROL  @EXEC  CREATE  PRINT  LPTx`
|
|      CONTROL  @EXEC  OPEN    LPTx`
|
|      CONTROL  @EXEC  START   LPTx  @LPBn`
|
|      CONTROL  @EXEC  CONTINUE @LPBn`
|
|where:
|      @LPBn is device name @LPB, @LPB1, @LPB2, etc., as appropriate
|      LPTx  is queue LPT, LPT1, LPT2 . . . LPT7
|
+-----+
```

Figure 10-1. Creating a Queue for a Draft Printer

A data channel line connects each draft printer to the computer. The printer connected to the first line is @LPB, the next printer is @LPB1, and so on through @LPB7.

For a second printer, substitute LPT1 for LPT, and so on for additional printers. See Table 10-2 for valid queue names and printer codes.

Starting a Letter-Quality Printer (and Creating a Queue for It)

The CEO.LQP macro lets you start a letter-quality printer, which you must do when you bring up the system, or restart the printer after it has been stopped. The macro also creates a print queue, if one does not already exist, and then opens it. Depending on the commands you use with this macro, you can also: check the status of the printer; stop the printer (e.g., to prevent its use or to change printing thimbles or ribbons); or recover in the event that the system has crashed while the macro was executing. Figure 10-2 shows the CEO.LQP macro, which you must type at the system operator's terminal.

```
-----
|
|      CEO.LQP  command  console  cleanupfile  queue_no`
|
|  where:
|
|  command      is START, STATUS, STOP, or RECOVER.
|
|                START allows the printer to begin printing requests
|                in the printing program queue. Start also creates
|                the queue if it does not already exist.
|
|                STATUS (requires only the console number) returns
|                such information as the name of the queue connected
|                to this printer.
|
|                STOP (requires only the console number) pauses the
|                printer after the current job finishes.
|
|                RECOVER (requires no arguments). Only used when the
|                system crashed while CEO.LQP START was executing.
|
|  console      is the console number of the letter-quality printer.
|                Add two to the line number connecting the letter-
|                quality printer to the computer to get the console
|                number. For example, a letter-quality printer that
|                is attached to line 23 has the device name @CON25.
|
|  cleanupfile  is the name of the cleanup file (the default cleanup
|                file is CLEANUP.LQP).
|
|  queue_no     is the number appended to the name LQP. For example,
|                you would specify 3 for LQP3. (This is an optional
|                argument. If you omit it, the default is LQP.)
|
|-----
```

Figure 10-2. The CEO.LQP Macro for Starting a Letter-Quality Printer and Creating Its Queue

For example, the command

```
) CEO.LQP START 25 PITCH10 3`
```

first creates the queue LQP3, and then starts the letter-quality printer named @CON25 at that queue, using a cleanup file named PITCH10. A letter-quality printer needs a cleanup file, which sets certain printing parameters. We could have used the default cleanup file CLEANUP.LQP, but we created our own. The next section explains what a cleanup file is and how to create your own.

When CEO.LQP starts a letter-quality printer, it uses a special version of XLPT.PR (the printing program), LQP_XLPT.PR, modified for use with the CEO system.

You may wish to include the CEO.LQP macro in your system's UP.CLI macro. If you wanted to include the last example in your UP.CLI macro, you would use SED or SPEED to add the following lines to the UP macro:

```
:UTIL:CEO_DIR:CEO.LQP RECOVER  
:UTIL:CEO_DIR:CEO.LQP START 25 PITCH10 3
```

Place the lines after the CLI PROCESS command that creates the EXEC process.

If recovery is not necessary, the first line has no effect.

You will need to use CEO.LQP START whenever you restart the system or the printer.

How to Define a Cleanup File for a Letter-Quality Printer

A letter-quality printer requires a file of printing specifications -- a "cleanup file." The CEO system uses some of these specifications, but the file's chief purpose (from which it gets its name) is to reset the printer specifications at the end of a printing job so that other users can use the printer as well. A cleanup file establishes:

- * the left margin for the printer. For a CEO document, the left margin is the sum of this value and the value set by the format ruler.
- * the right margin for the printer. This number has no real effect on a CEO document, although the printer will beep at any line that exceeds this value.
- * the character pitch (characters per inch). This number (6 or 8) has no effect on a CEO document since the print layout chosen sets the character pitch.
- * the number of lines per vertical inch.
- * whether the printing device is equipped with either a dual-sheet or an envelope feeder. Users will see these choices if they choose printer 2, 2A, 2B, etc.

Each letter-quality printer requires at least one cleanup file, and you must create additional files if you vary the size of the paper or the printing thimble. The name of the default cleanup file is CLEANUP.LQP.

To create or modify a cleanup file, use the CEO_CLEANUP_FILE.PR program. Execute this program in :UTIL:FORMS, or specify a pathname starting with :UTIL:FORMS when you name the file, or move the file to :UTIL:FORMS since CEO.LQP START expects the file to be in that directory. If you are modifying a cleanup file that the printer is using, however, stop the printer before running the program; LQP_XLPT.PR exclusively opens the cleanup file, and you won't be able to modify it.

To create or modify a cleanup file for a letter-quality printer, log on as OP and issue the following commands:

```
) PUSH`  
  
) DIRECTORY :UTIL:FORMS`  
  
) SUPERUSER ON`  
  
) SEARCHLIST [!SEARCHLIST] :UTIL:CEO_DIR`  
  
) XEQ CEO_CLEANUP_FILE`
```

After you execute the CEO_CLEANUP_FILE program, the Cleanup File Generation menu will appear. Figure 10-3 shows a sample menu.

```
-----+-----
|                               CEO WP LQP Cleanup File Generation
| Cleanup File Name (maximum of 28 characters) _____
| Left Margin (characters offset from absolute left margin) _____
| Right Margin (characters offset from absolute left margin) _____
| Characters per line (1 to 132) _____
| Pitch (10 or 12) _____
| Lines per Inch (6 or 8) _____
| Will you be using special paper feeding options?
|           (Dual-sheet feeding or envelope feeding) (Y/N)-----
|-----+-----
```

Figure 10-3. The CEO_CLEANUP Program Menu

The menu prompts you to enter the name of a cleanup file.

```
>>> Cleanup File Name <<<
```

Enter the name for the new cleanup file (or the name of an existing file that you want to change). The name cannot exceed 28 characters.

If the file does not exist, the menu prompts you

```
>>> Create New File (EXECUTE or CANCEL) ? <<<
```

To create the file, press the EXECUTE function key; if you do not want to create the file, press the CANCEL/EXIT function key. If you create the file, its name appears on the screen.

Next, the menu prompts you

```
>>> Left Margin <<<
```

If the left margin will not begin at character position 1, specify how many positions to the right you want to set it. For a new file, the default value is 0, the absolute left margin. Press the NEW LINE key if you want to use the displayed value. If you want to change the value, enter it and press the NEW LINE key.

>>> Right Margin <<<

For a new file, the default value is 124, the maximum. If the displayed value is acceptable, press the NEW LINE key; if it is not, enter the appropriate value.

>>> Pitch <<<

For a new file, the default value is 10 (characters per inch). If the displayed value is acceptable, press the NEW LINE key; otherwise, enter either 10 or 12 and press the NEW LINE key.

>>> Lines per Inch <<<

For a new file, the default value is six lines per vertical inch. If the displayed value is acceptable, press the NEW LINE key; otherwise, enter 6 or 8 and press the NEW LINE key.

>>> Will you be using special paper feeding options?
(Dual-sheet feeding or envelope feeding) (Y/N) <<<

For a new file, the default value is N. If you have a Model 4518 letter-quality printer, which permits dual-sheet or envelope feeding, type Y and press the NEW LINE key.

After you respond to the final question on the menu, the program builds or modifies the cleanup file according to your specifications. Finally, type the following command to return to the previous CLI environment:

*) POP`

Starting a Laser Printer (and Creating a Queue for It)

The CEO.LDP macro lets you start a laser printer, which you must do when you bring up the system, or restart the printer after it has been stopped. The macro also creates a print queue, if one does not already exist, and then opens it. Depending on the commands you use with this macro, you can also: check the status of the printer; stop the printer (e.g., to prevent its use or to add toner or paper); load new fonts into the printer without stopping and restarting the device; or recover in the event that the system has crashed while the macro was executing. Figure 10-4 shows the CEO.LDP macro, which you must type at the system operator's terminal.

```
CEO.LDP  command  queue_no  default_font  bold_font`
```

where:

command is START, STATUS, STOP, FONTS, or RECOVER.

START allows the printer to begin printing requests in the printing program queue. START also creates the queue if it does not already exist.

STATUS (requires only the queue_no argument) returns such information as the name of the queue connected to this printer.

STOP (requires only the queue_no argument) pauses the printer after the current job finishes.

FONTS loads two fonts at a time from the :UTIL:FONTS directory into the printer, without stopping and restarting the printer.

RECOVER (requires no arguments). Only used when the system crashed while CEO.LDP START was executing.

queue_no is the number appended to the name LDP, the system name for a queue to a laser printer. This is an optional argument. If omitted, the default is LDP. You can have up to eight queues, LDP through LDP7.

default_font is the name of a default font.

bold_font is the name of a bold font.

Figure 10-4. The CEO.LDP Macro for Starting a Laser Printer and Creating Its Queue

For example, the command

```
) CEO.LDP START 3 KOSMOS10_P KOSMOS10B_P`
```

first creates the queue LDP3, if it does not already exist; then loads from :UTIL:FONTS the default font, KOSMOS10_P, and the bold font, KOSMOS10B_P, into the laser printer connected to LDP3; and finally starts the device.

You may wish to include this macro in your system's UP.CLI macro. If you wanted to include the last example in your UP.CLI macro, you would use SED or SPEED to add the following lines to the UP macro:

```
:UTIL:CEO_DIR:CEO.LDP RECOVER  
:UTIL:CEO_DIR:CEO.LDP START 3 KOSMOS10_P KOSMOS10B_P
```

Place the lines after the CLI PROCESS command that creates the EXEC process.

If recovery is not necessary, the first line has no effect.

You will need to use CEO.LDP START whenever you restart the system or the printer.

How to Define a Cleanup File for a Laser Printer

The LDP/12 laser printer requires a file of printing specifications -- a "cleanup file" (so-called because it resets the specifications at the end of each printing job). The name of the cleanup file supplied with the LDP/12 software is CLEANUP.LDP. Do not use CEO_CLEANUP_FILE.PR, previously described, to modify this file or to create a new file. Instead, use the CLI COPY command to make copies of CLEANUP.LDP. For a queue named LDP1, name the cleanup file CLEANUP.LDP1; for a queue named LDP2, name the cleanup file CLEANUP.LDP2, etc.

How Users Identify a Printer

When a user wants to print a document, the CEO system asks

>>> Which printer? <<<

Draft printers are numbered 1, 1A, 1B, etc. Letter-quality printers are numbered 2, 2A, 2B, etc. Laser printers are numbered 3, 3A, 3B, etc. Be sure to let your users know to which printing device each of these numbers refers.

If the user enters 1, the document is sent to queue LPT; if the user enters 1A, the draft printer attached to queue LPT1 is used, etc.

If the user enters 2, the document is sent to queue LQP; if the user enters 2A, the letter-quality printer attached to queue LQP1 is used, etc.

If the user enters 3, the document is sent to queue LDP; if the user enters 3A, the laser printer attached to queue LDP1 is used, etc.

Table 10-2 lists the valid queue names and the associated printer codes.

Table 10-2. Queue Names and Printer Codes

Draft Printers		Letter-Quality Printers		Laser Printers	
Queue Name	Code	Queue Name	Code	Queue Name	Code
LPT	1	LQP	2	LDP	3
LPT1	1A	LQP1	2A	LDP1	3A
LPT2	1B	LQP2	2B	LDP2	3B
LPT3	1C	LQP3	2C	LDP3	3C
LPT4	1D	LQP4	2D	LDP4	3D
LPT5	1E	LQP5	2E	LDP5	3E
LPT6	1F	LQP6	2F	LDP6	3F
LPT7	1G	LQP7	2G	LDP7	3G

(Draft printers are associated with a particular printer device code such as @LPB, @LPB1, @LPB2, etc. Each letter-quality printer is associated with a particular console number, such as @CON25. Laser printers, like draft printers, are associated with a particular device code such as @LPD, @LPD1, @LPD2, etc.)

How to Set Up a Default Layout for Users

=====

When printing a document, a user chooses either the default layout for that document or specifies a particular layout. The default layout is always the one last used to print that document. If the document has never been printed, the formatter uses the default layout that the user has named in his/her personal profile.

The word processor uses the file CEO_DEFAULT.DOC when a user creates a document. The file determines the default layout when the user prints the document for the first time, and no default layout is specified in the personal profile.

If you want to modify the layout of the default document file, import the file CEO_DEFAULT.DOC, print it with the layout that is to become the default, then export the document. Do not make it an AOS file.

How to Set Up Default Print Forms for Users

The CEO Word Processing system software provides three default print forms, one for the draft printer (LPT.DEF.FORM), one for the letter-quality printer (QP.DEF.FORM), and a third for the laser printer (LDP.DEF.FORM). The default print forms are in :UTIL:FORMS. These files must have an access control list of +,RE. Figure 10-5 lists the specifications that the default forms provide.

```
+-----+
| Pathnames:  LPT.DEF.FORM  (for a draft printer)
|              QP.DEF.FORM  (for a letter-quality printer)
|              LDP.DEF.FORM  (for a laser printer)
|
| Characters per line:  80
|
| Tab stop positions:  8, 16, 24, 32, 40, 48, 56, 64, 72
|
| Form length in lines per page:  66
|
| Top of form (channel 1) line number:  4
|
| Bottom of form (channel 12) line number:  66
+-----+
```

Figure 10-5. Default Print Form Specifications

If the default values are not appropriate for your office, you can change them. To do this, use the Forms Control Utility (FCU), which is fully explained in the "Command Line Interpreter (CLI) User's Manual (AOS and AOS/VS)." Because the laser printer uses proportional spacing, read the next section first before attempting to create a default print form for a laser printer.

Each time you start up the laser printer (normally by executing the system UP.CLI macro), you must load these default files. To do this, use the command:

```
) CONTROL @EXEC DEFAULTFORMS @devicename formname`
```

where:

devicename is the name of a spooled device; it must begin with @.

formname is the name of a file containing formatting commands for printed output. The file is in the :UTIL:FORMS directory.

Setting the Default Print Forms for a Laser Printer

The laser printer allows the use of proportionally spaced fonts. In a proportionally spaced font, the letter "m" prints in a wider space than the letter "l". A mono-spaced font, such as the one in this manual, prints all letters in the same amount of space, even though the letters vary in width.

When printing using a proportionally spaced font, format rulers and tab stops are interpreted slightly differently than they would be in mono-spaced fonts. Each character or column position of the format ruler is considered to be equal to 1/10 of an inch. If the left margin is set at 10 with tab stops at 15, 20, 25, and so on, the actual margin will be at one inch, with tab stops every half inch. The actual number of letters that fit between tab stops varies.

The laser printer also allows mixing fonts of different heights. This means that the number of lines per vertical inch will vary, depending partly on how tall the letters are and partly on the mix of fonts. The LDP/12 printer requires, in fact, that the difference in height between the default and the bold fonts be no more than 50%, and that the height of letters in the bold font must be at least as tall as the letters in the default font.

The Forms Control Utility was designed for mono-spaced fonts. To use the FCU to create a default print form for a laser printer, convert the characters per line to inches, using 1/10 of an inch per character. For example, a standard 8 1/2 inch wide page is equal to 85 characters. To designate the number of lines per page, convert the number of lines to inches using 6 lines per inch. A standard 11 inch page equals 66 lines. If you wish to print on only 10 inches of the page, answer 60 lines (60 lines = 10 inches).

Reminders and Suggestions

=====

- | | |
|----------------------|---|
| Printer codes | Clearly identify each printing device with its CEO printer number (1, 1A, ... 2, 2A, ..., and 3, 3A, 3B ... etc.). |
| Printer locations | Let your users know where each printer is located. It may be inconvenient for someone to use a particular printer. |
| Printer restrictions | Let your users know if there are restrictions for using a particular printer. For example, a printer may be intended for use by a certain group of users. Or, some jobs may have to be printed at a particular device for security reasons. |
| List of printers | Figure 10-6 illustrates a form that you could use to identify the available printers, their type and location, and any special information that users need to know. You could prepare a similar list for your site, giving a copy to each user, and posting a copy near each printer. |

CEO WORD PROCESSING SYSTEM DRAFT PRINTERS:		
Code	Location	Comments
1	Computer room	For general use.
1A	Computer room	For general use.
1B	Room 32	For Company Confidential material.
1C		
1D		
CEO WORD PROCESSING SYSTEM LETTER-QUALITY PRINTERS:		
Code	Location	Comments
2	Vivi's desk	For general use -- 10 pages maximum.
2A	Miriam's desk	Has paper/envelope feeder attached.
2B	Justine's desk	Has dual-sheet feeder attached.
2C		
2D		
CEO WORD PROCESSING SYSTEM LASER PRINTERS:		
Code	Location	Comments
3	Jessica's office	For Advertising Department only.
3A	Room 34	For Company Confidential material.
3C		
3D		

Figure 10-6. Sample List of Company Printers

End of Chapter

CHAPTER 11

OFFICE MANAGER FUNCTIONS

Most of the CEO manager functions described so far deal with the CEO system and how it relates to other software and hardware. This chapter describes management functions that you perform from the CEO system's menus. Only office managers can perform these functions.

Who Is the Office Manager?

=====

The CEO office manager is anyone whose CEO User Profile grants office manager privileges. Chapter 2 explains how to build a User Profile for an office manager. This manager then creates CEO profiles for other users. These profiles can include office manager privileges.

An office manager does not have to be a computer expert, but must be someone who understands the day-to-day operations of the office. The office manager's task is to adapt the CEO system so that it suits the needs of the office.

A CEO office manager

- * Creates, changes, and deletes CEO user profiles
- * Defines, changes, and deletes aliases for CEO users who are located on other computers
- * Builds and updates the computerized directory of CEO users
- * Creates and updates the list of company holidays
- * Creates and updates an in-house dictionary of nonstandard words that are commonly used in your office (only for systems that include CEO Spelling)
- * Creates, changes, and deletes scheduling calendars for company resources such as conference rooms

Sharing Office Manager Privileges

For security reasons, office manager privileges should be granted only when necessary, and only to responsible individuals. A single user can easily carry out all the office manager's duties. You may, however, want to have more than one office manager so that someone is always available to perform office manager tasks. By restricting the number of office managers, you can protect the CEO system from a certain amount of accidental or malicious damage.

Select the "Office manager functions" option. The CEO system then displays the Office Manager Functions menu.

The Office Manager Functions Menu

The Office Manager Functions menu, shown in Figure 11-2, allows you to perform all the special office management tasks within the CEO system. The rest of this chapter describes each task in detail. For specific information about any particular office manager function, turn to the appropriate section.

```
+-----+
|
|                                     OFFICE MANAGER FUNCTIONS
|
|--> 1. User profiles      (Add, change, delete user information)
|    2. Remote aliases    (Assign aliases for people on other computers)
|    3. User directory    (Create on-line directory of users)
|    4. Holidays          (Define company holidays)
|    5. Dictionary maint. (Confirm, add, delete site dictionary words)
|    6. Calendars         (Create or delete calendars for resources)
|
| Enter choice: 1
|
|
| To return to the previous menu, press the CANCEL/EXIT key.
| If you need assistance here (or on any other menu or question), press
| the HELP key.
|
+-----+
```

Figure 11-2. The Menu of Office Manager Functions

USER PROFILES

=====

OFFICE MANAGER FUNCTIONS

- > 1. User profiles (Add, change, delete user information)
- 2. Remote aliases (Assign aliases for people on other computers)
- 3. User directory (Create on-line directory of users)
- 4. Holidays (Define company holidays)
- 5. Dictionary maint. (Confirm, add, delete site dictionary words)
- 6. Calendars (Create or delete calendars for resources)

Enter choice: 1`

To return to the previous menu, press the CANCEL/EXIT key.

If you need assistance here (or on any other menu or question), press the HELP key.

About User Profiles =====

The CEO system must recognize a user before that person can log on. The "User Profile" gives the CEO system general information about the user. You must build a User Profile for each user in your system.

What The User Profile Describes -----

The User Profile provides a general description of the CEO user and the privileges the user has. It defines

- * The user's operating system user ID (the name used to log on)
- * Optional alias names for addressing mail to the user
- * Which of this user's names (user ID or aliases) will appear in the computerized directory of users. You can provide a short description to appear with a directory entry.
- * Whether or not the user can use the "CLI" command to enter the Command Line Interpreter environment during a CEO session
- * Whether or not the user has office manager privileges
- * Whether or not the user can use Data General's PRESENT software (if it is part of your system)

User IDs -----

Each computer user has a unique name, called a user ID, that allows him/her to log on. This prevents an unauthorized person from using the computer. The system manager assigns the user ID when building a PREDITOR profile for a new user. (For more information about the PREDITOR utility, see the system manager's guide for your operating system.)

CEO users require certain privileges that must be included in their PREDITOR profile. Appendix A outlines these requirements.

Each CEO User Profile includes the user ID. Before creating a CEO profile, be sure that the user has a PREDITOR profile and that you know the assigned user ID.

Aliases

A user ID may not adequately identify an individual user. An alias is an alternate name that the CEO system associates with the appropriate user ID. For example, Barbara Andersen's user ID might be her initials: BTA. Other CEO users might not know Barbara's ID, but they would know her name. When you build Ms. Andersen's User Profile, you identify her user ID as BTA, and then assign her an alias of "Barbara Andersen". This lets CEO users refer to her as "Barbara Andersen", while the computer knows her as "BTA".

A CEO user can have up to four aliases: one primary alias and three secondary aliases. When assigning a primary alias to a user, keep the following in mind:

- * The CEO system uses the primary alias as that person's signature on messages.
- * To be helpful, an alias must be easily recognized by most other users.

If a user has a primary alias, you can also assign up to three secondary aliases. A secondary alias can be a variation on the primary alias ("B. Andersen" for "Barbara Andersen") or that person's job title ("Finance Director"), or even a common misspelling ("Barbara Anderson").

An alias can be up to 18 characters long. Unlike a user ID, an alias can have spaces between characters. Each name in the CEO system must be unique. Two users cannot have the same alias, nor can the alias of one person be the user ID of another.

Aliases are optional, but you can see how they help make the CEO system easy to use.

Figure 11-3 illustrates the various names a CEO user can have.

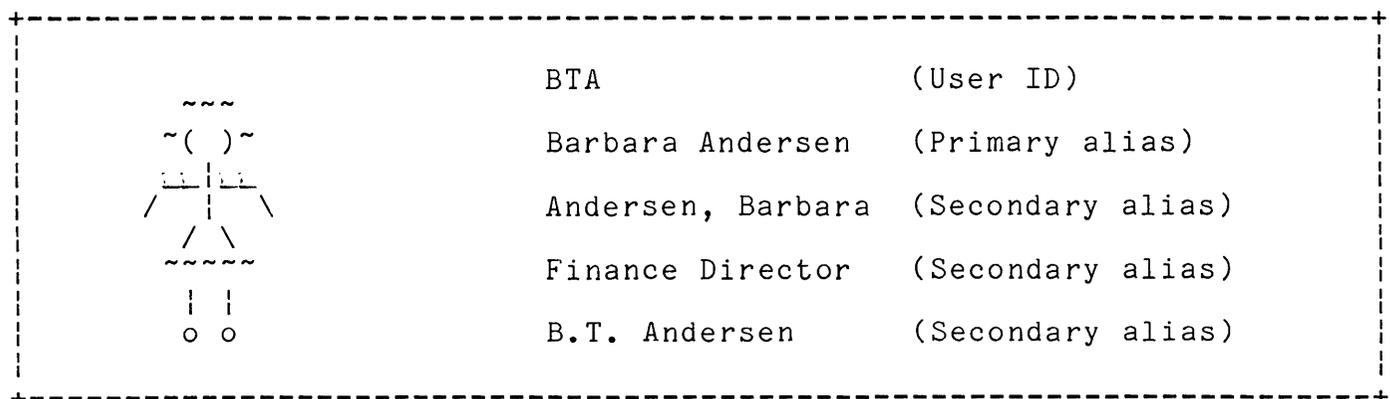


Figure 11-3. Address Names for a CEO User

Entries in the User Directory

A person's user ID or alias can appear in the computerized User Directory. CEO users can scan the directory to find the appropriate names for addressing messages. When you build or change a User Profile, you indicate whether or not each name will be included in the directory when it is next updated.

Each entry in the directory can include a short message called a "directory description". You can give a description for any name that you indicate should appear in the User Directory. The description could report the person's telephone extension, office location, or any other information. A description that accompanies a job title, for example, might identify the title-holder by name.

Special Privileges

The User Profile determines whether or not the user is allowed to use certain special features of the CEO system. You assign these privileges when creating the profile, and you can change them at any time.

The CLI privilege allows CEO users to enter the Command Line Interpreter environment during a CEO session. In which case, the "CLI" command is available to that user. To enter the CLI, the user presses the COMMAND function key, then types CLI when prompted for a command. The user then enters the CLI environment, and the CLI prompt appears. To return to CEO, the user types BYE. This privilege should be given only to those users who are familiar with the CLI, and have a need to use it.

Office manager privileges allow a user to perform the same operations as you. To protect your CEO system, you should grant these privileges only when necessary and only to a knowledgeable and responsible user.

If the PRESENT Information Presentation Facility software is part of your system, you can give any CEO user the right to use it.

The User Profiles menu prompts you to choose the operation you want to perform.

>>> Pick one: (1. Create, 2. Change, 3. Delete) <<<

Type 1 to create a new profile, 2 to change a profile, or 3 to delete one. The default response is "Create", so you can simply press the NEW LINE key to choose this option.

A description of each operation appears in the pages that follow.

Reminders and Suggestions

- User Directory Before building User Profiles for a new CEO system, you should consider establishing conventions for CEO user names and the type of information that you want to appear in the User Directory.
- Primary aliases The primary alias of a CEO user becomes that person's signature. You may want to ask each user how he/she prefers the signature to appear.
- Directory entries Entries in the User Directory are sorted character by character from left to right. To list users alphabetically by last name, give each user an alias that follows this format:
- Lastname, Firstname
- You should mark this alias to be included in the User Directory. Other aliases (such as user ID and a "Firstname Lastname" alias) can then be omitted from the User Directory. A job title, such as "Department Manager", can usually be entered into the User Directory as is.
- Directory size Try to keep the directory to a manageable size. A directory that includes numerous entries for each user can be difficult to scan. You could, for example, limit the entries to two per user: an alias in the "Lastname, Firstname" format, and if applicable, a job title.
- Update the directory After you create, change, or delete a User Profile, the computerized User Directory often becomes outdated. Update the directory after you perform one or more User Profile operations. An explanation of how to do this appears later in this chapter.

How to Create a User Profile

=====

You chose the "Create" option from the User Profiles menu. The User's System Profile menu, shown in Figure 11-5, then appears on your screen.

```
----- USER'S SYSTEM PROFILE -----
|
|                                     In Directory?
|                                     (Y/N)  Directory description
|
| User ID:          .....  _  .....
| Primary alias:    .....  _  .....
| Secondary aliases: .....  _  .....
|                  .....  _  .....
|                  .....  _  .....
|
| Allow use of CLI? (Y/N)  _
| Office manager privileges? (Y/N)  _
| Is PRESENT available? (Y/N)  _
| Execute? (Y/N)  _
|
-----
```

Figure 11-5. The User's System Profile Menu

>>> User ID: <<<

Enter the person's user ID, which is the name this person types to log on. (If the user does not have a PREDITOR profile, or if you do not know the correct user ID, see your system manager.)

>>> In Directory? <<<

To include the user ID in the computerized directory of users, press the NEW LINE key (the default response is Y). This name will appear in the User Directory after you update it.

If you do not want the user ID to appear in the directory, type N and press the NEW LINE key. In this case, the cursor skips the directory description field.

>>> Directory description <<<

The menu prompts you for a directory description only if you answered Yes to the previous question. If you want the directory entry to have a short message with it, enter the text (up to 30 characters) and finish by pressing the NEW LINE key.

Press just the NEW LINE key if you do not want to enter a description.

>>> Primary alias: <<<

This is an optional entry. To provide this user with a primary alias, enter the name and finish by pressing the NEW LINE key. Since the primary alias serves as the user's signature, ask the user how he/she would like the name to appear.

The alias can be no longer than 18 characters. Spaces and special characters are allowed.

If you do not want to assign a primary alias, press the NEW LINE key only. The cursor moves to the lower section of the menu and prompts you to respond to the "Allow use of CLI" question.

>>> In Directory? <<<

If you do not want this alias to appear in the directory, type N and press the NEW LINE key. In this case, the menu prompts you to enter a secondary alias.

If you want to include this user's primary alias in the next update of the User Directory, press the NEW LINE key (the default response is Y). (Remember, directory entries are sorted from left to right. Primary aliases of the "Firstname Lastname" format are therefore sorted on the first name.)

>>> Directory description: <<<

To include a brief message with the primary alias in the directory, enter the text (up to 30 characters) and finish by pressing the NEW LINE key.

To omit a description, simply press the NEW LINE key.

>>> Secondary aliases: <<<
>>> In Directory? <<<
>>> Directory description: <<<

If you assigned a primary alias for this user, the menu allows you to enter up to three secondary aliases. These are optional.

Respond to these prompts as you did before. The secondary alias can be up to 18 characters long. If you want it to appear in the directory, type Y and press NEW LINE when asked.

A directory description may be up to 30 characters long.

You can enter up to three secondary aliases for a user. After you enter information for the first secondary alias, the menu prompts you to enter the next.

To enter fewer than three secondary aliases, press the NEW LINE key when the menu prompts you for the next alias.

>>> Allow use of CLI? <<<

To allow this user to enter the CLI environment during a CEO session, type Y and press the NEW LINE key. The "CLI" command will be available to this user.

To deny this user the "CLI" command, simply press the NEW LINE key (the default response is N).

>>> Office manager privileges? <<<

To allow this user to act as a CEO office manager, type Y and press the NEW LINE key. In this case, the "Office manager functions" option appears on this user's Utility Functions menu. Assign these privileges only when necessary.

To deny office manager privileges to this user, simply press the NEW LINE key (the default response is N).

>>> Is PRESENT available? <<<

If Data General's PRESENT Information Presentation Facility is part of your system, and you want this user to be able to use the software, type Y and press the NEW LINE key. The "Present" option then appears on this user's Main Menu.

If your system does not include the PRESENT software, or to prevent this person from using it, simply press the NEW LINE key (the default answer is N).

>>> Execute? <<<

If you are satisfied with the information you provided in this menu, either press the EXECUTE function key, or type Y and press the NEW LINE key.

To change a response, use the BACK FIELD function key and the NEW LINE key to position the cursor at the field. Or, to return immediately to the first field, respond N to the "Execute" question.

To change an entry, simply type over it (and erase any extra characters with the space bar or the ERASE EOL key).

If at any time you want to start over completely, press the CANCEL/EXIT function key. All your entries disappear and the cursor returns to the first field.

What Next?

After you complete the new User Profile, the menu clears and allows you to define another new user. To return to the previous menu, press the CANCEL/EXIT function key.

How to Delete a User Profile
=====

You chose the "Delete" option from the User Profiles menu in order to remove a profile for a user who is no longer using the CEO system. You must clean out that user's wastebasket and filing cabinet before you can do this, or the CEO system sends you an error message when you try to delete the user's profile. To clean out a user's wastebasket, run the janitor program, described in Chapter 3. To clean out a user's filing cabinet, log on as the user and dispose of any documents by deleting or moving them, or by sending copies to other users. If a drawer is owned by more than one user, remove the user's name from the ownership list.

When you select the "Delete" option, the menu asks you to enter

>>> User number(s): <<<

A number appears to the left of each user ID. Enter the number or numbers that correspond to the profiles you want to delete. For example:

User number(s): 9`

After you respond, the Delete User ID menu appears, displaying the user ID of the first profile you specified. Figure 11-7 shows a sample menu.

```
+----- DELETE USER ID -----+
|User ID to be deleted: LOU
|Optional memorial text:
|
|    Louise now in Austin.  Send mail to BRADY:AUSTIN`
|    -----
|
| Execute? (Y/N)
+-----+
```

Figure 11-7. The Delete User ID Menu

>>> Optional memorial text: <<<

Mail addressed to a deleted user is rejected by the post office and returned to the sender. You can provide "memorial text", which the post office includes with the rejection notice. This message can let the sender know the new address to which mail can be sent, or the message can indicate another CEO user to whom mail should be sent.

If you want to completely remove a user from the CEO system, do not provide any memorial text. Press the NEW LINE key and follow the instructions in "What Next?" on the next page.

>>> Execute? <<<

If you are satisfied with the information you provided in this menu, either press the EXECUTE function key, or type Y and press the NEW LINE key.

To change a response, use the BACK FIELD function key and the NEW LINE key to position the cursor at the field. Or, to return immediately to the first field, respond N to the "Execute" question.

To change an entry, simply type over it (and erase any extra characters with the space bar or the ERASE EOL key).

If at any time you want to start over completely, press the CANCEL/EXIT function key. All your entries disappear and the cursor returns to the first field.

If your changes are inconsistent, an error message appears. You cannot, for example, remove a primary alias, leaving one or more secondary aliases. In the same way, the profile cannot contain a directory description for a name that is not to appear in the User Directory.

What Next?

If you indicated that you want to change more than one User Profile, as soon as you finish with one profile, the next appears. After you complete changes to the last profile, the User Profiles menu reappears. You can choose to create, change, or delete other User Profiles.

REMOTE ALIASES

=====

OFFICE MANAGER FUNCTIONS

- 1. User profiles (Add, change, delete user information)
- > 2. Remote aliases (Assign aliases for people on other computers)
- 3. User directory (Create on-line directory of users)
- 4. Holidays (Define company holidays)
- 5. Dictionary maint. (Confirm, add, delete site dictionary words)
- 6. Calendars (Create or delete calendars for resources)

Enter choice: 2`

To return to the previous menu, press the CANCEL/EXIT key.

If you need assistance here (or on any other menu or question), press the HELP key.

About Remote Aliases
=====

CEO systems on different computers can communicate, provided that a network link directly connects the computers. Users on your (the "local") computer can address users on other ("remote") computers.

A user can address a remote user with a "remote alias". A remote alias is a name defined on the local computer that is used to address a user located on a remote computer.

On the local computer, each primary and secondary alias is associated with a particular user ID. In a similar way, a remote alias is associated with a specific user ID, alias, or mailing list that is defined on a remote computer.

The Definition Format

The CEO system uses the following format for the definition of a remote alias.

remote alias = addressee:computer

where:

- remote alias is the name you assign. Local users can address mail to this name.
- addressee is the user ID, alias, or mailing list as it is defined on the remote computer.
- :
- computer is the name of the remote computer as assigned by the network.

The remote alias name can be up to 18 characters long. Its definition (address name, : (colon), and remote computer name) can total no more than 18 characters. Adding a computer name to an existing address name may exceed the 18 character limit. In this case you can use a shorter alias (perhaps the user ID) to build the remote alias definition.

For example, let's assume that there is a user named Joseph Bennett on a remote computer in London. Mr. Bennett's user ID on that computer is JB. The network name of the computer is LDN. To allow local users to address Mr. Bennett, you could create the remote alias name "Joseph Bennett".

The definition for Mr. Bennett in London could look like this:

```
Joseph Bennett = JB:LDN
```

meaning that local users can send mail to "Joseph Bennett" whose user ID is "JB" at the remote computer called "LDN".

You can include the location in the remote alias name. For example, you could also assign Mr. Bennett a remote alias of "Bennett:LDN", again associating this alias with the user ID "JB" and the computer "LDN".

Directory Entries

The User Directory lists valid addresses to which local users can send mail. When you build a User Profile, you indicate which of the user's names (user ID and aliases) should appear in the directory. When you define a remote alias, you also specify whether or not the name should be placed in the directory when you next update it. Each directory entry can be accompanied by a short description (up to 30 characters), which might identify the user's telephone extension or office location.

What You Can Do

There are three operations you can perform through this menu:

- * Create a remote alias
- * Change a remote alias
- * Delete a remote alias

When you select the "Remote aliases" option, the Remote Aliases menu appears on your screen. Figure 11-9 illustrates this menu.

```
+-----+
|                                     REMOTE ALIASES                                     |
| Alias      Remote Name      In Directory      Translates to      |
| 1          ET                N                SPIELBERG:HOLLYWOOD |
| 2          Prolman           Y                MP:DOC4             |
| 3          Rama Ghita        Y                GHITA:NEWYORK       |
|-----+
| Pick one:  (1. Create, 2. Change, 3. Delete) 1 |
| Alias number(s): _____ |
+-----+
```

Figure 11-9. The Remote Aliases Menu

The Remote Aliases menu displays the aliases of people on remote computers and prompts you to choose the operation you want to perform.

>>> Pick one: (1. Create, 2. Change, 3. Delete) <<<

Type 1 to create a new remote alias, 2 to change a remote alias, or 3 to delete one. The default response is "Create", so you can simply press the NEW LINE key to choose this option.

A description of each operation appears in the pages that follow.

How to Create a Remote Alias
=====

You chose the "Create" option from the Remote Aliases menu. The Remote Aliases mini menu appears at the bottom of your screen. Figure 11-10 shows a sample menu.

```
+----- REMOTE ALIASES -----+
|
|                               User ID or alias      Hostname
|Alias name: Joseph Bennett`    = JB`                At LDN`
|                               -----
|List in directory? (Y/N) Y`    Description: Ext. 334 (London office)`
|                               -----
|Execute? (Y/N)
|
+-----+
```

Figure 11-10. Creating a Remote Alias

>>> Alias name: <<<

Enter the name that users on your system will use to address this remote CEO user. The remote alias cannot exceed 18 characters. If the remote alias is built with the "name:hostname" format, the menu fills in the next two fields with the appropriate values for user ID (or alias) and hostname.

>>> User ID or alias <<<

Enter the user ID or alias that the remote computer recognizes. (If you used the "name:computer" format, the menu fills this field with everything up to the colon.)

>>> Hostname <<<

Enter the name of the host computer on which this user resides. (If you used the "name:computer" format, the menu fills this field with everything after the colon.) The host name cannot exceed 15 characters.

>>> List in directory? <<<

If you want this remote alias to appear in the local User Directory, press the NEW LINE key (the default is Y). When you update the User Directory, this name will be entered. If you do not want this alias to appear in the User Directory, type N and press the NEW LINE key.

>>> Description: <<<

If you answered Yes to the previous question, the menu prompts you to provide a directory description for this remote alias. If you do not want to provide a description, press the NEW LINE key only.

If you want to provide a description, enter up to 30 characters and press the NEW LINE key to end the description.

>>> Execute? <<<

If you are satisfied with the information you provided in this menu, either press the EXECUTE function key, or type Y and press the NEW LINE key.

To change a response, use the BACK FIELD function key and the NEW LINE key to position the cursor at the field. Or, to return immediately to the first field, respond N to the "Execute" question.

To change an entry, simply type over it (and erase any extra characters with the space bar or the ERASE EOL key).

If at any time you want to start over completely, press the CANCEL/EXIT function key. All your entries disappear and the cursor returns to the first field.

What Next?

After you create a remote alias, the menu allows you to create, change, or delete another alias name.

To clear the Remote Aliases menu and return to the Office Manager Functions menu, press the CANCEL/EXIT function key.

How to Change a Remote Alias
=====

You chose the "Change" option from the Remote Aliases menu and typed the number(s) of the aliases you want to change. Figure 11-1 shows a sample menu. The cursor prompts you to change the remote alias.

```
*
+----- REMOTE ALIASES -----+
|
|      User ID or alias      Hostname
|Alias name: Prolman          = MP          At DOC4
|-----|-----|-----|
|List in directory? (Y/N)    Description:
|-----|-----|-----|
|Execute? (Y/N)              -
|-----|-----|-----|
+-----+
```

Figure 11-11. Changing a Remote Alias

>>> User ID or alias <<<

The cursor appears at the user ID or alias and prompts you to change it. After you do, the cursor moves to each of the following fields, allowing you to change them as well.

To change an entry, simply position the cursor at the field and type over the old entry. If you do not want to change the field where the cursor is, just press the NEW LINE key.

>>> Execute? <<<

If you are satisfied with the information you provided in this menu, either press the EXECUTE function key, or type Y and press the NEW LINE key.

To change a response, use the BACK FIELD function key and the NEW LINE key to position the cursor at the field. Or, to return immediately to the first field, respond N to the "Execute" question.

To change an entry, simply type over it (and erase any extra characters with the space bar or the ERASE EOL key).

If at any time you want to start over completely, press the CANCEL/EXIT function key. All your entries disappear and the cursor returns to the first field.

What Next?

After you change a remote alias, the menu allows you to create, change, or delete another alias name.

To clear the Remote Aliases menu and return to the Office Manager Functions menu, press the CANCEL/EXIT function key.

USER DIRECTORY
=====

OFFICE MANAGER FUNCTIONS

- 1. User profiles (Add, change, delete user information)
- 2. Remote aliases (Assign aliases for people on other computers)
- > 3. User directory (Create on-line directory of users)
- 4. Holidays (Define company holidays)
- 5. Dictionary maint. (Confirm, add, delete site dictionary words)
- 6. Calendars (Create or delete calendars for resources)

Enter choice: 3`

To return to the previous menu, press the CANCEL/EXIT key.

If you need assistance here (or on any other menu or question), press the HELP key.

About the User Directory
=====

The CEO system lets you build a directory of mail address names of CEO users. A directory entry can have three parts:

- * The user name (either the user's ID or an alias)
- * A short description (such as a telephone extension, mail station, or job title)
- * The name of the host computer where the user is located (omitted for local users)

A user can view the current User Directory simply by pressing the INTERRUPT function key and selecting the "User directory" option. Figure 11-13 shows a section from a typical User Directory.

```
----- USER DIRECTORY -----
| Mail address           | Description           | Computer name |
| Firth, Richard        | Ext. 2554            |               |
| Fuller, Terry         | Ext. 5503            |               |
| Ghita, Rama           | Ext. 280-2646       | :NEWYORK     |
| Hillary, Dana         | Ext. 3091            |               |
| Hudson, Susan         | Ext. 2760            | :ROME        |
| Jacobsen, Ira         | Ext. 3102            |               |
| Jeffries, Ethel      | Ext. 2659            |               |
| King, David           | Ext. 253-2445       | :AMSTRDM     |
| Marketing Dir.        | Chris Evans, Ext. 2247 |               |
| McMahan, Don         | Ext. 105-2488       | :WASHDC      |
| Morgen, Hans         | Ext. 2763            |               |
|
|           Press NEW LINE to continue.
|-----
```

Figure 11-13. A Sample User Directory

Not all CEO users or aliases need appear in the directory. When you build a User System Profile, you specify which of the user's names (ID, primary alias, secondary aliases) will appear in the directory. This does not actually place the name in the directory, however. To enter a new name, you must either build or update the User Directory.

Mail may be sent to any valid address name whether or not that name appears in the User Directory.

CEO users can view the User Directory that was in effect when they logged on. If you update the User Directory, the users currently logged on will not see the new directory until they log on again.

To create the User Directory, select the "User directory" option from the Office Manager Functions menu.

Sorting the Directory

When you select the "User directory" option, the CEO system will ask you how you want to sort the directory: by address name or by computer. Sorting is performed from left to right, character by character. CEO names can include special characters (such as % and &), digits 0 through 9, and spaces. Table 11-1 shows the sorting order for these characters.

Table 11-1. Sorting Order for CEO Name Elements

Order	Character	Order	Character	Order	Character
1	(space)	21	8	41	Q or q
2	!	22	9	42	R or r
3	\$	23	?	43	S or s
4	%	24	@	44	T or t
5	&	25	A or a	45	U or u
6	'	26	B or b	46	V or v
7	(27	C or c	47	W or w
8)	28	D or d	48	X or x
9	,	29	E or e	49	Y or y
10	-	30	F or f	50	Z or z
11	.	31	G or g	51	[
12	/	32	H or h	52	\
13	0	33	I or i	53]
14	1	34	J or j	54	^
15	2	35	K or k	55	_
16	3	36	L or l	56	`
17	4	37	M or m	57	{
18	5	38	N or n	58	
19	6	39	O or o	59	}
20	7	40	P or p	60	~

Reminders and Suggestions

Address names Remind your users that they must use a valid address name. Upper- and lowercase characters are equivalent:

 "John MacLeod" is the same as "John Macleod"

 The post office will reject mail addressed to "J. Macleod", "John McLeod", or "John Mac Leod" (unless these names are also assigned aliases.)

Viewing the directory To view the User Directory, press the INTERRUPT function key, then select the "User directory" option.

USER DIRECTORY		
Mail address	Description	Computer name
Heath, Alice	Ext. 3154	
Hill, Lisa	Ext. 2317	
Jennings, Lee	Ext. 190-2646	:SCT
Johnson, Edward	Ext. 3091	
Jones, Terry	Ext. 2760	
Kerney, Thomas	Ext. 3102	
King, Kelly	Ext. 2659	
Lin, Chang	Ext. 253-2445	:LONDON
Lucca, Pat	Ext. 105-2488	:NEWYORK
MacNeill, Jean	Ext. 2763	

Figure 11-15. A Sample User Directory Sorted by Mail Name

USER DIRECTORY		
Mail address	Description	Computer name
Cummings, Anne	Ext. 4503	:MLN
Davison, John	Ext. 4671	:MLN
Flannagan, Ed	Ext. 4409	:MLN
Fuller, Terry	Ext. 6070	:OTW
George, Irene	Ext. 6252	:OTW
Hendricks, Isaac	Ext. 6009	:OTW
Johnson, Brenda	Ext. 6265	:OTW
Kerrigan, Carl	Ext. 6024	:OTW
Losanto, Irin	Ext. 6381	:OTW
McGough, Henry	Ext. 8816	:PHL

Figure 11-16. A Sample User Directory Sorted by Computer Location

What Next?

After you rebuild the User Directory, the Office Manager Functions menu reappears.

Remember that although you have updated the User Directory, any user who is currently logged on (including yourself) will not see the changes. The new directory is available only to those who log on after it is updated.

HOLIDAYS

=====

OFFICE MANAGER FUNCTIONS

1. User profiles (Add, change, delete user information)
2. Remote aliases (Assign aliases for people on other computers)
3. User directory (Create on-line directory of users)
- > 4. Holidays (Define company holidays)
5. Dictionary maint. (Confirm, add, delete site dictionary words)
6. Calendars (Create or delete calendars for resources)

Enter choice: 4`

To return to the previous menu, press the CANCEL/EXIT key.

If you need assistance here (or on any other menu or question), press the HELP key.

About Holidays

=====

The CEO system can maintain a list of up to 24 company holidays to be recognized for scheduling purposes. If a user schedules a meeting or resource on one of these days, the CEO system will advise the user that the chosen day is a company holiday.

As office manager, you are responsible for defining the initial list of holidays. Then, to keep the list current, you must periodically update it, removing past holidays and entering future ones.

When you select the "Holidays" option from the Office Manager Functions menu, the Holidays menu appears on your screen. The list accommodates up to 24 dates. Each entry shows the day of the week (abbreviated to the first three letters), and the calendar date (in "mmm dd,yy" format).

Figure 11-17 shows a sample Holidays menu.

HOLIDAYS			
Hol No.	Holiday date	Hol No.	Holiday date
1	Mon Sep 06,82	13	Mon Jul 04,83
2	Mon Sep 27,82	14	Mon Sep 05,83
3	Mon Oct 11,82	15	Thu Sep 08,83
4	Thu Nov 11,82	16	Mon Oct 10,83
5	Thu Nov 25,82	17	Fri Nov 11,83
6	Fri Nov 26,82	18	Thu Nov 24,83
7	Fri Dec 24,82	19	Fri Nov 25,83
8	Fri Dec 31,82	20	Fri Dec 23,83
9	Mon Feb 21,83	21	Fri Dec 30,83
10	Thu Mar 17,83	22	Mon Feb 20,84
11	Mon Apr 18,83	23	Mon Apr 19,84
12	Mon May 30,83	24	Mon May 28,84

Pick one: (1. Create, 2. Change, 3. Delete) _

*

Figure 11-17. A Sample Menu of Company Holidays

What You Can Do

There are three operations you can perform through this menu:

- * Add a holiday to the list
- * Change a holiday entry
- * Delete a holiday from the list

The menu prompts you:

>>> Pick one: (1. Create, 2. Change, 3. Delete) <<<

Type 1 to add a holiday to the list, 2 to change a holiday entry, or 3 to delete a holiday. The default response is "Create", so you can simply press the NEW LINE key to select this option.

A description of each operation appears in the pages that follow.

Reminders and Suggestions

- | | |
|---------------------|--|
| Updating the list | To keep the holiday list up-to-date, revise it after a holiday occurs. Remove the holiday just passed, and enter the holiday that follows the last one listed. |
| Inserting a holiday | You can insert a holiday only if the list is not completely filled. In this case, remove the holiday furthest away, then enter the new date. |

How to Create a Holiday Entry

=====

You chose the "Create" option from the Holidays menu. The Holiday Definition menu appears, allowing you to enter one or more dates into the list of company holidays. Figure 11-18 illustrates this menu.

```

+-----HOLIDAY DEFINITION-----+
| Specify the date of the holiday: mm/dd/yy           Execute? (Y/N) _ |
+-----+

```

Figure 11-18. The Holiday Definition Menu

To define a company holiday, you specify the calendar date. You do not specify the day of the week. The Holiday program figures this out for you.

>>> Specify the date of the Holiday: <<<

Enter the calendar date on which this holiday occurs. You can use any of the these formats:

- mm/dd/yy (4/26/83) where mm is the month (1 through 12)
dd is the day (1 through 31)
yy is the last two digits of the year
- mmm dd,yy (Apr 26,83) where mmm is the month (Jan, Feb, Mar, etc.)
dd is the day (1 through 31)
yy is the last two digits of the year
- dd mmm,yy (26 Apr,83) where dd is the day (1 through 31)
mmm is the month (Jan, Feb, Mar, etc.)
yy is the last two digits of the year

You can omit the year when naming holidays in the current year. If no year is specified, the CEO system assumes that the holiday occurs in the current year.

If you enter an illegal date (such as 2/30/82 or Sep 31,83), an error message appears.

You can use upper- and lowercase letters in any combination. SEP, Sep, and sep are acceptable for September. If you misspell the abbreviation for the month, the error message "The correct date format is MM/DD/YY" appears on the screen.

To enter Monday, Sep 27, 1982 into the holiday list, you could respond as follows:

Specify the date of the Holiday: Sep 27,82`

>>> Execute? <<<

If you are satisfied with the information you provided in this menu, either press the EXECUTE function key, or type Y and press the NEW LINE key.

To change a response, use the BACK FIELD function key and the NEW LINE key to position the cursor at the field. Or, to return immediately to the first field, respond N to the "Execute" question.

To change an entry, simply type over it (and erase any extra characters with the space bar or the ERASE EOL key).

If at any time you want to start over completely, press the CANCEL/EXIT function key. All your entries disappear and the cursor returns to the first field.

If you specify a holiday date that falls between two existing entries, the menu inserts the holiday in the list. If the holiday list already contains 24 holidays, you must delete one before you can add another.

What Next?

After you enter a holiday, the menu prompts you for another (unless the list is full). When you have finished, press the CANCEL/EXIT function key to return to the Holidays menu. You can choose to create, change, or delete a holiday entry.

To return to the Office Manager Functions menu, press the CANCEL/EXIT function key.

How to Change a Holiday Entry

=====

You chose the "Change" option from the Holidays menu. The menu then prompts you to enter

>>> Holiday number(s): <<<

A number appears to the left of each holiday entry. Use these numbers to identify the holiday(s) you want to change. After you respond, the Holiday Definition menu appears, displaying the current information for the first holiday you specified. Figure 11-19 shows a sample menu.

```

+-----HOLIDAY DEFINITION-----+
| Specify the date of the Holiday: May 30,82          Execute? (Y/N) Y |
+-----+

```

*

Figure 11-19. A Sample Holiday Definition Menu

The cursor moves to the first field, the month. If the displayed value is correct, press the NEW LINE key only. To change an entry, simply type over the old entry, erasing any extra characters.

>>> Execute? <<<

If you are satisfied with the displayed information, either press the EXECUTE function key or type Y and press the NEW LINE key.

To change an entry, use the BACK FIELD function key and the NEW LINE key to position the cursor at the field. Or, to move immediately to the first field, respond N to the "Execute" question.

What Next?

If you indicated that you wanted to change more than one holiday entry, the current information for the next holiday will be displayed, allowing you to make changes. After you change the last holiday, the Holidays menu reappears. You can then choose to create, change, or delete another entry.

To return to the Office Manager Functions menu from the Holidays menu, press the CANCEL/EXIT function key.

How to Delete a Holiday Entry

=====

You chose the "Delete" option from the Holidays menu. The menu then asks you to enter

>>> Holiday number(s): <<<

A number appears to the left of each holiday entry. Use these numbers to identify the holiday(s) you want to delete. The list is instantly updated after you press the NEW LINE key.

What Next?

After you've deleted the holiday(s), the Holiday menu lets you create, change, or delete additional entries. To return to the Office Manager Functions menu, press the CANCEL/EXIT function key.

DICTIONARY MAINTENANCE
=====

OFFICE MANAGER FUNCTIONS

1. User profiles (Add, change, delete user information)
2. Remote aliases (Assign aliases for people on other computers)
3. User directory (Create on-line directory of users)
4. Holidays (Define company holidays)
- > 5. Dictionary maint. (Confirm, add, delete site dictionary words)
6. Calendars (Create or delete calendars for resources)

Enter choice: 5`

To return to the previous menu, press the CANCEL/EXIT key.

If you need assistance here (or on any other menu or question), press the HELP key.

About the In-House Dictionary

=====

The optional CEO Spelling software provides a quick and convenient way of checking for spelling errors within a document. To do this, the CEO system uses two dictionaries: a standard dictionary of the English language and an "in-house" or "site" dictionary.

The in-house dictionary contains the 8500 most frequently used English words. You can add to this dictionary to include any nonstandard words that are commonly used in your office. Such words can be proper names, acronyms, or jargon. If these words are in the dictionary, CEO Spelling will not flag them as possible misspellings.

The in-house dictionary can hold about 10,000 words. This means that you can add up to 1500 words to it. If you need to add more, you can delete any of the 8500 commonly used words; these words still appear in the standard dictionary.

As CEO office manager, you are responsible for maintaining the in-house dictionary. (The standard dictionary is updated through new revisions to the CEO Spelling software.)

Gathering Words for the Dictionary

When building the dictionary for the first time, you need to gather in-house words from your users. You can request them to send you any word that they think should appear in the local dictionary. You can also use CEO Spelling with a set of typical documents to see which acronyms and company-specific words the system picks up as misspellings.

What You Can Do

When you select the "Dictionary maintenance" option from the Office Manager Functions menu, the Dictionary Maintenance menu appears. Figure 11-20 illustrates this menu.

When you type Y, the menu prompts you:

>>> Onto which printer do you wish to print the Dictionary Maintenance
status report? <<<

Identify the printing device where you want the status report printed.
Draft printers are numbered 1, 1A, 1B, etc.; letter-quality printers are
numbered 2, 2A, 2B, etc.; laser printers are numbered 3, 3A, 3B, etc.

What Next?

After you choose a printer for the status report, you return to the
Office Manager Functions menu.

If you press the CANCEL/EXIT key to end the current session (discarding
all maintenance operations that you made), the Office Manager Functions
menu appears.

086-000062-00 updates

093-000286-01 Licensed Material-Property of Data General Corp.

11-47

When you type Y, the menu prompts you:

>>> Onto which printer do you wish to print the Dictionary Maintenance
status report? <<<

Identify the printing device where you want the status report printed.
Draft printers are numbered 1, 1A, 1B, etc.; letter-quality printers are
numbered 2, 2A, 2B, etc.; laser printers are numbered 3, 3A, 3B, etc.

What Next?

After you choose a printer for the status report, you return to the
Office Manager Functions menu.

If you press the CANCEL/EXIT key to end the current session (discarding
all maintenance operations that you made), the Office Manager Functions
menu appears.

How to Print the Contents of the In-House Dictionary
=====

You chose the "Print" option from the Dictionary Maintenance menu. The menu prompts you

>>> Which printer: <<<

Identify the printing device where you want the contents of the in-house dictionary printed. Draft printers are numbered 1, 1A, 1B, etc.; letter-quality printers are numbered 2, 2A, 2B, etc.; laser printers are numbered 3, 3A, 3B, etc.

>>> How many copies: <<<

Enter the number of copies of the dictionary that you want printed.

Figure 11-24 shows an example of the menu when you choose the "Print" option.

```
+-----+
|                                     |
|                                     |
|                                     |
|          DICTIONARY MAINTENANCE   |
|                                     |
|          1. Add word                |
|          2. Delete word            |
|      --> 3. Print the contents of  |
|          the Site Dictionary       |
|                                     |
|      Enter choice: 3`              |
|                                     |
|                                     |
|                                     |
|                                     |
|                                     |
|                                     |
|      Which printer:  _             |
|      How many copies:  _          |
|                                     |
|                                     |
+-----+
```

Figure 11-24. Printing the In-House Dictionary

>>> Done? <<<

If you want to perform another operation, type N and press the NEW LINE key. Then you can choose again from the add, delete, or print options.

To finish this session, type Y and press the NEW LINE key. The CEO system then performs all the additions and deletions you specified. A status report, which lists all these operations, will be printed.

When you type Y, the menu prompts you:

>>> Onto which printer do you wish to print the Dictionary Maintenance
status report? <<<

Identify the printing device where you want the status report printed.
Draft printers are numbered 1, 1A, 1B, etc.; letter-quality printers are
numbered 2, 2A, 2B, etc.; laser printers are numbered 3, 3A, 3B, etc.

What Next?

After you choose a printer for the status report, you return to the
Office Manager Functions menu.

If you press the CANCEL/EXIT key to end the current session (discarding
all maintenance operations that you made), the Office Manager Functions
menu appears.

CALENDARS

=====

OFFICE MANAGER FUNCTIONS

1. User profiles (Add, change, delete user information)
2. Remote aliases (Assign aliases for people on other computers)
3. User directory (Create on-line directory of users)
4. Holidays (Define company holidays)
5. Dictionary maint. (Confirm, add, delete site dictionary words)
- > 6. Calendars (Create or delete calendars for resources)

Enter choice: 6`

To return to the previous menu, press the CANCEL/EXIT key.

If you need assistance here (or on any other menu or question), press the HELP key.

When a CEO user wants to schedule a resource, the system displays a menu listing all available resources. Each resource may be accompanied by a short description, which can provide additional information about the resource. Figure 11-26 illustrates a sample resource listing.

SCHEDULE A RESOURCE		
Resource	Resource Name	Description
1	Training Room	Reserved for training classes.
2	Classroom	
3	Conference Room 1	Seats up to eight persons.
4	Conference Room 2	Seats up to 26 persons.
5	Slide projector	Pick up and return to Room 37.
6	Executive Room	Check with Elizabeth first.
7	Helicopter	Shuttle to headquarters.
.	.	.

Figure 11-26. A Sample Listing of Available Resources

When you define a resource, you indicate whether or not it is a conference room. When a user wants to schedule a conference room, the CEO system displays a list of all conference rooms. Figure 11-27 shows a sample display.

SCHEDULE CONFERENCE ROOM		
Entry	Resource Name	Description
1	Training Room	Reserved for training classes.
2	Classroom	
3	Conference Room 1	Seats up to eight persons.
4	Conference Room 2	Seats up to 26 persons.
5	Executive Room	Check with Elizabeth first.
.	.	.
.	.	.

Figure 11-27. A Sample Listing of Available Conference Rooms

What You Can Do

There are three operations you can perform through this menu:

- * Create a new resource calendar
- * Change a resource calendar
- * Delete a resource calendar

You should create a calendar for each company resource that CEO users will be able to schedule using the CEO system. Conference room calendars make it easier for users to schedule meetings.

If a resource will be temporarily unavailable, do not delete its calendar. Instead, you can change the resource description to advise your users that the resource will not be available. In the same way, you can use the description to inform users that a particular resource will become permanently unavailable. Figure 11-28 shows an example.

Resource	Resource Name	Description
8	Slide projector	In repair shop from 4/15 thru 4/26
15	Classroom 12	Closed after 6/18
.	.	.

Figure 11-28. Sample Resource Descriptions

Before deleting a resource calendar, check to see if there are any upcoming reservations. If so, you should inform the affected users.

How to Create a Resource Calendar

=====

You chose the "Create" option on the Resource Calendar Definition menu. The CEO system displays the Resource Calendar Definition menu for you to build a new calendar for a company resource. Figure 11-30 illustrates a sample menu.

```
+----- RESOURCE CALENDAR DEFINITION -----+
| Pick one: (1. Create, 2. Change, 3. Delete) 1`
| Resource name: Slide projector`   Is this a conference room? (Y/N) N`
|           -----
| Description: Pick up and return to Room 37.`
|           -----
| Execute? (Y/N)
+-----+
```

Figure 11-30. Creating a Resource Calendar

>>> Resource name: <<<

Assign a name for this resource calendar. This name will appear on the list of company resources that CEO users can schedule. The name can be up to 18 characters long. *

>>> Is this a conference room? <<<

Answer Y or N, depending on whether or not this resource is a conference room. If you answer Y, this resource will appear on the list of conference rooms that the system presents to a user who is scheduling a meeting.

>>> Description: <<<

This is an optional entry. You can provide a short description to appear with the resource name on the list of resources. The text cannot exceed 45 characters. Press the NEW LINE key to end the description. To skip this entry, press the NEW LINE key only.

>>> Execute? <<<

If you are satisfied with the information you provided in this menu, either press the EXECUTE function key, or type Y and press the NEW LINE key.

To change a response, use the BACK FIELD function key and the NEW LINE key to position the cursor at the field. Or, to return immediately to the first field, respond N to the "Execute" question.

To change an entry, simply type over it (and erase any extra characters with the space bar or the ERASE EOL key).

If at any time you want to start over completely, press the CANCEL/EXIT function key. All your entries disappear and the cursor returns to the first field.

What Next?

After you create a resource calendar, your entries clear and the menu allows you to create, change, or delete another resource calendar.

To clear the Resource Calendar Definition menu and return to the Office Manager Functions menu, press the CANCEL/EXIT function key.

How to Change a Resource Calendar
=====

You chose the "Change" option from the Resource Calendar Definition menu. This function lets you modify the definition of any existing company resource. Figure 11-31 illustrates the menu as it appears for this operation.

```
+----- RESOURCE CALENDAR DEFINITION -----+
| Pick one: (1. Create, 2. Change, 3. Delete) 2`
| Resource name: Slide projector`   Is this a conference room? (Y/N) N`
|           -----
| New name: Slide_projector`
|           -----
| Description: In repair shop from 4/15 thru 4/26`
|           -----
| Execute? (Y/N)
```

Figure 11-31. Changing a Resource Calendar

>>> Resource name: <<<

Enter the name of the resource. The menu then fills the applicable fields with the current information.

>>> New name: <<<

If you want to change the name of this resource, enter the new name. The name can be no longer than 18 characters. To keep the current name, (which appears as the default), press the NEW LINE key only.

>>> Execute? <<<

If you are satisfied with the information you provided in this menu, either press the EXECUTE function key, or type Y and press the NEW LINE key.

To change a response, use the BACK FIELD function key and the NEW LINE key to position the cursor at the field. Or, to return immediately to the first field, respond N to the "Execute" question.

To change an entry, simply type over it (and erase any extra characters with the space bar or the ERASE EOL key).

If at any time you want to start over completely, press the CANCEL/EXIT function key. All your entries disappear and the cursor returns to the first field.

What Next?

After you change a resource calendar, your entries clear and the menu allows you to create, change, or delete another resource calendar.

To clear the Resource Calendar Definition menu and return to the Office Manager Functions menu, press the CANCEL/EXIT function key.

How to Delete a Resource Calendar

=====

You chose the "Delete" option from the Resource Calendar Definition menu. This function lets you discard a resource calendar. Figure 11-32 illustrates the menu as it appears for this operation.

```

+----- RESOURCE CALENDAR DEFINITION -----+
| Pick one: (1. Create, 2. Change, 3. Delete) 3` |
| Resource name: Slide projector`              |
|           -----                          |
| Execute? (Y/N)                               |
+-----+

```

Figure 11-32. Deleting a Resource Calendar

>>> Resource name: <<<

Enter the name of the resource whose calendar you want to delete.

>>> Execute? <<<

If you are sure that you want to delete this resource calendar, either press the EXECUTE function key, or type Y and press the NEW LINE key.

If you have changed your mind, type N and press the NEW LINE key.

What Next?

After you delete the resource calendar, the menu allows you to create, change or delete another.

To clear the Resource Calendar Definition menu and return to the Office Manager Functions menu, press the CANCEL/EXIT function key.

End of Chapter

APPENDIX A

THE CEO USER'S PREDITOR PROFILE

The PREDITOR profile for a CEO user must grant certain privileges to let the user log on to the CEO system. Users who have access to other system resources may require additional privileges.

This appendix outlines only what is necessary to use the CEO system.

For complete information about running the PREDITOR program, see the system manager's guide for your operating system.

Prompt -----	Description -----
USERNAME	This is the name you enter in the user's CEO system profile as the user's ID.
PROGRAM [:CLI.PR] CHANGE?	If you want this user to enter the CLI environment upon logging on, press the NEW LINE key only. If you want this user to enter the CEO system directly, type Y and press the NEW LINE key.
NEW (2-63 CHARS):	If you responded Y to the last question, enter the pathname of the CEO user control program, which should be :UTIL:CEO_DIR:CEO_CP.PR. (This question does not appear if you took the default response for the previous question.) Also, be sure to include the directory :UTIL:CEO_DIR on the search list for EXEC.PR. Set the search list in the system UP.CLI macro before starting the EXEC process.
CREATE WITHOUT BLOCK [NO]?	Type Y and press the NEW LINE key.
USE IPC [NO]?	Type Y and press the NEW LINE key.
UNLIMITED SONS?	Type Y and press the NEW LINE key.

DISK QUOTA [500] CHANGE?

If this user will not have access to the CLI, press the NEW LINE key only. Users who are not limited to the CEO system may require a larger quota.

End of Appendix

APPENDIX B

SECURITY IN THE CEO SYSTEM

The CEO system provides a high level of security, which prevents unauthorized users from gaining access to the system, and which safeguards the privacy of each CEO user.

System Security

=====

The CEO environment is a subsystem within the operating system. Use of the CEO system is restricted to only those users who have a CEO User System Profile. A CEO office manager must build a profile for a new CEO user.

The user's PREDITOR profile determines the process that the user enters when logging on. The PREDITOR profile can specify that a user logs on directly to the CEO system. Certain users may need access to other software. In this case, the PREDITOR profile may start the user in the CLI environment.

The user's CEO profile can grant access to the CLI from within a CEO session. Again, a CEO office manager determines whether or not the user has the CLI privilege. Users who have this privilege can enter the CLI environment by using the "CLI" user command.

Users who have no need to use the CLI and who lack the necessary background can therefore be confined to the CEO system.

Only an office manager can assign office manager privileges to another CEO user. After initialization, the CEO system has only one user, OP, who automatically is granted office manager privileges. The "Office manager functions" option does not appear on an unauthorized user's menu.

IMPORTANT: To further protect the CEO system (and the overall system) from harm, restrict the superuser and superprocess privileges to responsible users. These privileges, and the ability to change user name, allow a person to circumvent many of the built-in safeguards of your system.

Post Office Security

=====

Each user's inbox is private, unless the user decides otherwise. A user can give one or more specific users access to the inbox, however. In this case, the other users can perform any operation on the contents of the inbox, except on a letter marked confidential. Confidential mail can only be handled by the owner of the inbox.

Mail delivery is performed electronically, so there is no way to intercept mail in transit. Only the named addressee can receive the mail; mail cannot be placed in the wrong inbox by mistake.

The CEO system automatically signs a letter with the sender's primary alias, or if none, the user ID. This prevents a user from impersonating another or sending anonymous mail. A user can send mail on behalf of another user, but the sender is identified as well.

Only a CEO office manager can assign a user alias. No user, therefore, can create a false alias to collect mail intended for another user.

The creator of a mailing list decides whether the use of the list is public or private, and whether it is visible or blind.

Calendar Security

=====

By default, a user's appointment calendar is available to that user alone. But, the user can grant the general CEO community "generic" access to his/her calendar. This means that any other user can see the times scheduled and the type of entry. Locations and descriptions are not visible, however.

A user can also grant special access to up to six other users. In this case, the named users have complete access to the calendar (being able to add, change, or delete entries), except for entries labeled as personal. Only the owner of the calendar can view, enter, change, or delete a personal entry. An executive can grant this type of access to a secretary. This allows the secretary to enter, change, and delete appointments while keeping personal entries private.

Filing Cabinet Security

=====

By default, the creator of a filing drawer is the sole owner of that drawer. The creator can, however, designate other CEO users who will share ownership of the drawer. The owner of a drawer has complete access to the contents of the drawer. Any owner can, in fact, delete the contents of the drawer, and even the drawer itself.

The owner of a drawer can decide whether or not the drawer will be a personal or public drawer. A personal drawer is available only to its owner(s). A public drawer is available to all CEO users. The owner of a public drawer specifies the type of access that the general community has: read access, append access, or unlimited access. The access privileges specified for a filing drawer apply to all folders and documents stored within it.

If a public drawer has read access, any CEO user can view the documents it contains, but cannot perform any other operation unless that user is also an owner of the drawer.

A public drawer with append access allows any user to view the contents of a drawer and to add to the drawer. Only an owner of the drawer, however, can modify or delete the folders and documents it contains. (A non-owner, therefore, can place a document in the drawer, but cannot change the document once it is in the drawer.)

Unlimited (or "edit") access allows any CEO user, owner or not, to perform any operation on any folder or document within the drawer. This type of access could be granted to a drawer that serves as a company bulletin board, or other commonly shared body of information.

Document Security =====

Filed documents cannot be accidentally deleted when a user tries to delete the folder or drawer the documents are stored in. The CEO system allows a user to delete a folder or drawer only if it contains no documents.

Only one user can edit a document at a time. If a user is editing a document, other users can only view the document. (They will see the document as it existed prior to the editing session).

The contents of a wastebasket are available only to the owner. Each user's electronic wastebasket is secure. CEO users cannot rummage through other user wastebaskets.

A user who discards a document (by deleting it) can retrieve it later, unless the CEO Janitor has emptied the wastebasket in the meantime.

End of Appendix

APPENDIX C

NETWORKING REQUIREMENTS FOR A CEO SYSTEM

Working with Other CEO Sites

=====

TM

The XODIAC Network Management System and the X.25 communications protocol software allow your CEO system to communicate with another CEO site.

To exchange information, CEO sites must be linked directly; there is currently no facility for message switching.

Setting Up a Link to a Remote CEO Site

=====

Remember that CEO address names cannot exceed 18 characters. To provide the most flexibility in naming, make the name of a remote site short, but recognizable.

If a user sends a message to a remote user, but the link is down, the post office rejects the message, and returns it to the sender's inbox.

The CEO system requires a special network process name so that it can exchange mail over the network. During the NETGEN session, include the following.

Prompt	Response
Network process name:	POA`
NPN-type entry name:	POA`
Access Control List:	OP,OWARE +,RE`

TM

For more information about NETGEN, see the "XODIAC Network Management System Guide for Operators and Network Managers" (093-000260).

End of Appendix

Buffer, 'STR' exceeded.

You should submit the document and any break files in an STR. Retry the operation that caused the problem. If the document is a wide document, try making the format ruler equal to or less than 132 columns.

Calendar database full. You cannot create any more users or resources.

There is no more room in the CEO_CALEDARS directory. Make sure that you have deleted all users who no longer use the CEO system.

Calendar [for _____] is unavailable.

The requested calendar file either does not exist or is otherwise inaccessible. The file :CEO_FILES:CEO_CALEDARS:calendar_name is the file that is unavailable.

Calendar server could not access resource directory.

The calendar program cannot gain access to the file RES_DIR, which is located in the :CEO_FILES:CEO_CALEDARS directory.

Cannot access content file -- AOS error nnnn.

The content file for this document is unavailable. Check the AOS or AOS/VIS documentation for an interpretation of the error code.

Cannot create default drawer and folder for you.

This user's filing cabinet does not exist. It should be the file :CEO_FILES:userid.

Cannot find any files.

Check the CEO directory structure to ensure that all CEO directories and files exist.

Cannot find calendar requested.

The specified calendar does not exist or is otherwise unavailable. The file should be located in directory :CEO_FILES:CEO_CALEDARS.

Cannot find default forms on :UTIL:FORMS.

Either the directory :UTIL:FORMS does not exist, or the default forms files (LDP.DEF.FORM, LPT.DEF.FORM, and QP.DEF.FORM) do not exist or have ACLs that are too restrictive.

Cannot find your inbox.

This user's inbox file does not exist or is otherwise unavailable.
A user's inbox file is :CEO_MAIL:userid:CEO_MESGS.

Cannot locate your inbox.

This user's inbox file does not exist or is otherwise unavailable.
A user's inbox file is :CEO_MAIL:userid:CEO_MESGS.

Cannot open file to be imported.

The specified file is currently in use. Try again later.

Cannot open inbox.

This user's inbox file does not exist or is otherwise unavailable.
A user's inbox file is :CEO_MAIL:userid:CEO_MESGS.

Cannot open your inbox.

This user's inbox file does not exist or is otherwise unavailable.
A user's inbox file is :CEO_MAIL:userid:CEO_MESGS.

Cannot print -- AOS error nnnn.

An error occurred when the CEO system tried to process this print request. Check the AOS or AOS/VS documentation for an explanation of the code.

Cannot read your inbox.

This user's inbox file does not grant read access. The inbox file is CEO_MESGS in the directory :CEO_MAIL:userid. The access control list for the inbox file should be "OP,OWARE +,RE".

Cannot start CLI [-- AOS error nnnn.]

The user could not create a CLI process. Make sure that the user's PREDITOR profile allows unlimited sons. If an error code appears, check the AOS or AOS/VS documentation for an explanation.

CEO program error -- data not current.

One or more files are not current according to the INFOS database. You may have restored outdated copies of these files.

CEO program error -- improperly constructed variable field.

One or more user-supplied values are inappropriate.

CEO program error -- invalid relation for search guidelines.

The search condition and its criteria are inconsistent.

CEO program error -- name field is blank.

The CEO system expected a name, but none was supplied.

CEO program error -- output buffer is full.

A buffer overflow condition has occurred.

CEO program error -- zero field length.

The CEO system expected a value, but none was supplied.

CEO program error -- zero resolution mask.

No files correspond to the information that you supplied.

CEO program error. Call your DG representative.

An internal programming error occurred. Dump the contents of memory and forward a copy with a completed Software Trouble Report (STR) to your Data General representative.

Contains documents; cannot be deleted.

The user tried to delete a drawer or folder that is not empty.

Could not apply the latest changes to the document before mailing.

The system could not start the formatter program (CEO_FORMATTER.PR). The previous version of the document is being mailed.

Document name expected but none found.

A document name is required to complete this request. The user did not supply one, or the specified document no longer exists.

Drawer name expected but none found.

A drawer name is required to complete this request. The user did not supply one, or the specified drawer no longer exists.

Drawer name not unique for an owner.

One of the users on the owner list has a drawer of the same name. You should either rename this drawer, or remove that owner from the list.

Drawer not modified. Owners marked by arrows have invalid usernames.

The arrow identifies a name that does not exist. Correct these names or remove them.

Drawer was not created. Owners marked by arrows have invalid usernames.

The arrow identifies a name that does not exist. Correct these names or remove them.

Duplicate alias name.

The alias name is already assigned.

Duplicate name.

All names must be unique. This one is already assigned.

Electronic manual is unavailable - AOS error nnnn.

The on-line help information (:UTIL:CEO_DIR:CEO_MANUAL) cannot be found. Check the AOS or AOS/VS documentation for an explanation of the code.

Empty mailing list is not allowed.

At least one currently valid address name must appear on the mailing list.

End of file.

The formatter cannot process the document. Run CEO_VERIFY.PR on the document (CEO_VERIFY.PR is described in the release notice), or add two blank lines to the end of the document.

Error nnnn []

The specified system error occurred. Check the AOS or AOS/VS documentation for an explanation of the code.

Export facility not available.

The export program cannot be found or started; no exporting is currently possible.

File to be imported is unreadable.

The specified file does not have the expected format. Make sure that it is a file whose type is WRD or TXT.

File unavailable -- AOS error nnnn.

The specified file does not exist or cannot be found. Check the AOS or AOS/VS documentation for an explanation of the error code.

Filing system is not working.

The filing program (CEO_FSA.PR) is not running. Chapter 8 explains how you can restart it.

Filing system request ignored due to logging failure.

The command logging facility is not running. No additional filing operations can occur until you restart logging.

Folder name expected but none found.

A folder name is required to complete this request. The user did not supply one, or the specified folder no longer exists.

HELP text is unavailable -- error code nnnn.

The CEO help information file (CEO_CP_HLP_FL) does not exist or is not in the :UTIL:CEO_FILES directory. Check the AOS or AOS/VS documentation for an explanation of the error code.

Immediate help is not available.

The CEO help information file (CEO_WP_HLP_FL) does not exist or is not in the :UTIL:CEO_FILES directory. Check AOS or AOS/VS documentation for an explanation of the error code.

Imported file is unavailable -- AOS error nnnn.

The specified file does not exist or is already in use. Check the AOS or AOS/VS documentation for an explanation of the error code.

Inbox is unavailable. Press the CANCEL/EXIT function key to continue.

The specified user inbox does not exist. A user's inbox file is called :CEO_MAIL:userid:CEO_MESGS.

Inconsistency in mailing list record.

The mailing list probably contains outdated information.

Indexing error.

The document's index is damaged. Run CEO_VERIFY.PR, described in the release notice, to fix the index entries.

Invalid forms UDA in forms file.

Forms files have an "invisible" UDA (user data area), which is necessary for proper printing. Copying a forms file will not copy the UDA. Recreate the forms file in question with FCU, which is documented in the "Command Line Interpreter (CLI) User's Manual (AOS and AOS/VS)."

Invalid search guidelines.

The user specified inconsistent search criteria.

Link and document name differ.

A user has apparently created a link name to a document. The word processor does not allow this.

Local host name not allowed in remote alias.

The computer name in a remote alias definition must name a remote computer, not the local one.

Missing alias name.

An alias name is required to complete this request. The alias name field is blank, or the name is no longer assigned.

Missing host name.

A host name is required to complete this request. The host name field is blank, or the name is no longer assigned.

Name [] is an AOS user ID.

The specified name is an assigned user ID. Aliases and resource names must be unique.

No room for alias; database full.

The post office database cannot accommodate additional information. Run the Janitor program to remove outdated information from the database.

Not a customer.

The specified process name does not exist.

Not a remote alias.

The specified mail address is not a remote alias. To address a user on a remote computer, append the computer name to the user's ID or alias as it is defined at the remote site.

Owner list cannot be empty.

At least one currently valid name must be on the owner list.

Owner list member does not exist.

At least one name on the owner's list is incorrect.

Owner name expected but none found.

An owner name is required to complete this request. The owner name field is blank, or the name is no longer valid.

Page error. Please see your CEO manager. Reformat document to fix errors.

An error occurred in trying to GO TO a page. Printing the document should correct the problem.

Post Office failure.

The post office program (CEO_POA.PR) terminated unexpectedly. Chapter 7 explains how to restart it.

Post Office is closed.

The post office program (CEO_POA.PR) is not running. Chapter 7 explains how to restart it.

PRESENT is unavailable -- error code nnnn.

The PRESENT program (PRESENT.PR) cannot be found or started. Check the AOS or AOS/VS documentation for an explanation of the code.

Resource directory access error.

The CEO system encountered an error when it tried to use the directory of resources, RES_DIR.

Scheduler is busy. Please try later.

The meeting cannot be scheduled at the present time.

System error nnnn.

The specified system error occurred. Check the AOS or AOS/VS documentation for an explanation of the error code.

System error in passing data.

A system error occurred while exchanging data. Inconsistencies in the filing system may result.

The filing system is not available.

The filing program (CEO_FSA.PR) is not running. Chapter 8 explains how to restart it.

The filing system is not working.

The filing program (CEO_FSA.PR) is not running. Chapter 8 explains how to restart it.

The name [] conflicts with an existing resource name.

The specified name is already the name of a company resource calendar.

The Post Office is closed.

The post office program (CEO_POA.PR) is not running. Chapter 7 explains how to restart it.

The Post Office is full.

The post office database cannot accommodate any additional information. Run the Janitor program to clear the database of outdated information. Chapter 3 explains how to run this program.

The sum of user ID and hostname lengths must not exceed [] characters.

The total length of the remote alias definition must be less than or equal to the value displayed.

This alias is a duplicate.

All alias names must be unique. This one has already been assigned.

This public drawer name already exists.

There is already a drawer by this name. A public drawer cannot have the same name as any other drawer in the CEO system.

Unknown mailing list name.

There is either no mailing list by that name, or a name on the list is not valid.

Unknown username.

There is currently no user by that name.

Unknown usernames in mailing list.

One or more names on the mailing list are invalid. You must remove these names from the list.

Unrecognizable name.

The name you supplied is not a currently assigned mail address.

User Directory created but not sorted.

The system could not find the sort command file. Make sure that the files CEO_SORT_CMD1 and CEO_SORT_CMD2 are in :UTIL:CEO_FILES.

User already has an inbox.

There is already an inbox with the specified user ID. Delete the old inbox before trying to create a new one.

User mail profile already exists. Trying to restore other components.

There is already an inbox for this user. The system will try to construct a filing cabinet, calendar, and database entries.

Username or alias is a remote alias name.

The specified name already refers to a user on another system.

Valid printer names are 1,1A,1B,1C, etc, 2,2A,2B,2C, etc,and 3,3A,3B,3C.

Draft printers are numbered 1, 1A . . . 1I; letter-quality printers are numbered 2, 2A . . . 2I; laser printers are numbered 3, 3A, etc.

Warning: export operation will destroy the old contents of the file.

If you export this file, it will overwrite an existing file of the same name. To prevent this, give a different name to the file you want to export.

Warning: request completed but not logged.

The CEO system carried out your request, but the logging facility has no record of it.

You can define no more than 24 holidays.

There are already 24 holidays on the list. If you need to insert a holiday, you must delete another.

You can have no more than 7 levels of mailing lists within mailing lists

A mailing list can include the name of another mailing list, but if the CEO system has to go through seven levels to arrive at the name of an individual, the mailing list is too complex. Try to simplify it.

You cannot get immediate help during this editing session.

Check that the immediate help file, CEO_WP_HLP_FL, is available in :UTIL:CEO_DIR, has correct ACLs, and that the search list properly points to it.

You cannot use another menu until you complete some work.

You have called too many menus without performing an operation. Choose one of the displayed options, or press the CANCEL/EXIT function key.

You do not have the privileges necessary to do this.

Your profile does not allow you to perform that operation.

You have too many layers of user commands within user commands.

You have user commands which include other user commands. This command has become too complex. Try to simplify it.

You must first empty []'s cabinet and wastebasket.

You cannot delete a user's profile unless that user's filing cabinet and wastebasket are empty. Run the Janitor program to clear the the wastebasket.

You must recover the WRD file before importing it.

The document cannot be imported in its current state.

You need the filing system, post office, and calendar server to do this.

One or more of the CEO server programs is not running. Users cannot perform that operation unless all are operating.

Your inbox is unavailable.

This user's inbox cannot be found. The inbox directory called :CEO_MAIL:userid must exist and contain the inbox file CEO_MESGS.

End of Appendix

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Data General Users group

Installation Membership Form

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Company, Organization or School _____

Address _____ City _____ State _____ Zip _____

Telephone: Area Code _____ No. _____ Ext. _____

1. Account Category

- OEM
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 System House
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 Educational

5. Mode of Operation

- Batch (Central)
 Batch (Via RJE)
 On-Line Interactive

2. Hardware

Qty. Installed | Qty. On Order

	Qty. Installed	Qty. On Order
M/600	_____	_____
COMMERCIAL ECLIPSE	_____	_____
SCIENTIFIC ECLIPSE	_____	_____
AP/130	_____	_____
CS Series	_____	_____
Mapped NOVA	_____	_____
Unmapped NOVA	_____	_____
microNOVA	_____	_____
Other _____	_____	_____
(Specify) _____	_____	_____
_____	_____	_____

6. Communications

- HASP CAM
 RJE80 XODIAC
 RCX 70 Other

Specify _____

7. Application Description

3. Software

- AOS RDOS
 DOS Other
 MP/OS

Specify _____

8. Purchase

From whom was your machine(s) purchased?

- Data General Corp.
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 Specify _____

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