# Work Instructions for Basic Administration Processes for AIX Service Hints and Tips (also known as the cia faxes)

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AIX Service and Support

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# Verifying That This is the Latest Version

The version of this printed document is on the front page of this document. Check the ":date." line in the master copy (PRC* SCRIPT on AIXFAX at AUSVMR) to verify that you have the latest copy. I will make sure the latest copy is in this binder any time I plan to be absent.

# Chapter 1. Notes on Fax Administration

- If a front-end team lead notifies you of a fax that is believed to be causing negative impact to customers, follow the "Bad Fax" Process (Chapter 6, “Bad Fax Process” on page 6-1) immediately. (Verify first with the team lead that this is what is needed. If a fax simply needs to be deleted because it is no longer useful, the "Bad Fax" process does not need to be followed and it is probably not an emergency.)
- If someone else reports a "bad fax", refer them to the appropriate team lead.
- Sometimes problem reports are accidentally faxed by customers to the number for the Reader Comment form instead of to the RCs' fax. If you see any of these, give them to the RCs immediately.
- A few faxes are only in ASCII form (with no BookMaster version on my VM disk and no PostScript version on 4FAX). These faxes are marked with "notVM" in the VMname column of cia:/u/hsim/other/fax.data/db. For those faxes, you will have to modify/skip the steps that are specific to faxes on my VM disk and specific to faxes going to 4FAX. You may not have to deal with any of these exceptions, because they are generally infrequently used. (That's why they have never become high enough priority to format in BookMaster.)

  One fax, fax.trace.tool.sna, is actually a directory which contains a fax-creating tool and associated files.
- I log the status of fax requests in /u/hsim/fax.admin/fax.status on cia.
- I keep fax change requests that need to be processed in one of the following places:
  - /u/hsim/fax.admin/fax.requests on cia
  - faxes.todo mail folder (/u/roush/Mail/faxes.todo)
  - mail inbox on my machine (/u/roush/Mail/inbox)
  - VM inbox
  - right top drawer of my desk

  **Notes:**

  1. It is possible that some completed requests may also still be in the above locations.
  2. All requests, no matter where they are kept, should be logged in the fax.status file.

  I keep completed change requests in one of the following places:

  - /u/hsim/fax.admin/fax.requests/done on cia
  - /u/roush/fax.updates/done
  - faxes.done mail folder
  - VM note log FAXUPDT
  - Bottom right of desk in "Hardcopy Fax-Change Requests".
- I will not mention the full paths for these every time I mention the file in the following processes:

  ```
  cia:/u/hsim/other/fax.data/db
  cia:/u/hsim/fax.admin/fax.status
  ```

Please keep a list of files that are changed while I am gone.

Thanks!

# Terms

**db** cia:/u/hsim/other/fax.data/db — This file contains information about the "fax" documents and is used by many scripts. Its fields are defined in /u/hsim/other/fax.data/scripts/setvars.

**fax.status** cia:/u/hsim/fax.admin/fax.status — I keep a record of the status of fax changes and reviews in this file. It automatically comes up in its own window and vi session when I log into my machine.

**AFS** In the context of this documentation, this term is generally referring to a specific AFS directory: /afs/austin/depts/aixserv/faxes.

**VM** In this documentation, "VM" refers to the VM ID AIXFAX at AUSVMR and the A disk it owns. It may also refer to VM in general.

**VM name** (or VM file name) the abbreviation (five letters or less) which is used in the VM file names for a particular document. See "Adding New Faxes".

**.profile** This is my personal project status file. Someone covering for me would not need to update this file.

**cia** The main public location of the documents. All other locations are updated from cia. (Even though most documents originate on my VM disk, it is not public. cia is the first public location.)

**aasc-042** Mirror of cia, used in building 042.

**4FAX** Short for 1-800-IBM-4FAX, the phone number of IBM's fax information service. Many of our documents are available here. Order document 1829 from this number for a list of our available documents. Note: The term 4FAX is also sometimes loosely used to describe our documents whether or not they are available from 4FAX. This is because the 4FAX service was one of the first places we made our documents publicly available.

# Chapter 2. Adding New Faxes

**Notes:**

1. Request new 4FAX document numbers from VM address IFAXADMN at BLDVMA. May wish to request three at a time. We currently (4/5) have the following reserved and ready to use:

   ```
   3198
   3199
   3200
   ```

   Updates to this list should be written here.

## Steps From Start to Technical Approval

1. Add entry to **fax.status.**
2. On AUSVMR, **log in** to AIXFAX.
3. **Choose** a unique five-letter (or less) abbreviation to be used for the VM file name for the fax. For example:

   **VM Abbrev. cia File Name**

   **RMDSK** remove.disk.krn

   **BBDSK** bosboot.diskettes.krn

   **324IN** 324.install.tips.anz

   **ACT32** acct.setup.cmd

   We'll refer to the abbreviation you chose as XXXXX.

   In the next steps, you will create the following VM files:

   ```
   XXXXX     SCRIPT      main file that pulls other in; pubs
                            should be run on this file.
   XXXXXttl  SCRIPT      contains title and modification date
   XXXXXsub  SCRIPT      contains body of fax
   ```

4. **Create the main file** with the following command:

   ```
   COPY TEMPLATE SCRIPT A XXXXX = =
   ```

5. In the main file, **replace** XXXXX with the five-letter abbreviation you chose, and replace ????????????? with the file name that will be used on cia. The cia file name should end with the three-letter extension for the appropriate component group. The entire file name should not be more than 23 characters.
6. **Create a XXXXXttl SCRIPT** file. This is the title file. The format is

   ```
   :h1 subject='<date>'.
   <title>
   ```

   where <date> is the current date in the format mm/dd/yy.

   The title should be descriptive but not something the reader will trip over. If it fits, include the AIX versions. (Whether or not the versions fit in the title, they should also be included in introductory paragraphs in the fax.) The title should be 55 characters or less. Look at other *ttl SCRIPT files for examples.

7. **Create the XXXXXsub file.** This will be the body of the fax (everything between, but not including, the disclaimer and the comment form).

   You may have a file that someone has sent to you to use as a basis for this file. If you FTP this document from AIX to VM, be sure to first remove the tabs — they will cause strange behavior in your editing session on VM. To remove tabs in vi:

   ```
   :1,$ s/<tab>/<8 spaces>/g
   ```

   replacing "<tab>" with a tab and "<8 spaces>" with eight spaces.

   You may also wish to replace symbols while still in AIX, because if you can't type them in VM you can't globally replace them. The symbols likely to be found are:

| Character | Description | BookMaster Code |
|---|---|---|
| [ | left bracket | &lbrk. |
| ] | right bracket | &rbrk. |
| ` | grave (back tic) | &grave. |
| ^ | caret | &caret. |
| ~ | tilde | &tilde. |

   Once you have the file in VM, **edit the file and tag it** with BookMaster tags. For comments on editing, see the "Editing and Formatting" documentation (PRCEDIT SCRIPT). See the BookMaster manual for help with BookMaster tags (especially the sections on headings, paragraphs, and lists).

   **Note:** If there is only one ":h2." level heading in the XXXXXsub file (and if there is, it is probably the first line in the file), move the heading to the XXXXX file right before the ".im XXXXXsub" line. The output should be the same, but, when this fax is combined with others in a large document, this step will make the combined document cleaner.

8. To check for errors, **format the file to the terminal.** Do this with the "pubs" command and choose the "T" option. Make sure you are running pubs on the main file, not on the XXXXXttl or XXXXXsub file.

   If you get errors during the formatting of the file, refer to the chapter on BookMaster errors in the "Editing and Formatting" documentation (PRCEDIT SCRIPT).

   If the file formats without errors, check the formatted file which is displayed on the screen to see that it formatted as you intended.

9. **Spell check** the XXXXXsub file by running pubs on it and choosing "W", "P", and then "S".

   It is OK that acronyms, commands, and others may not be in the dictionary. The spell check will just highlight words that are possibly misspelled. Use your own judgement on whether the word is actually misspelled.

10. After fixing any problems, **print** the file by running the following on VM:

    ```
    pubsfps XXXXX
    ftpps XXXXX
    ```

    and then the following on cia:

    ```
    printpending -v XXXXX
    ```

    where "XXXXX" is replaced with the VM name of the document.

11. Print an approval form by entering the following on the cia machine:

    ```
    printpending -v approval
    ```

12. The approval form can be printed the same way as the fax, except that "XXXXX" should be "approval" instead of the fax abbreviation.

13. On the **approval form,** fill in the file name, a brief change description (for instance, which steps were changed), and the change author. If you don't know who authored this change, find out from the person who requested the change.

14. Attach the form to the front of the fax, and **give** them to the fax coordinator for that front-end team (component group). If you don't know who the team's coordinator is, ask the team lead. The coordinator will get the two technical reviews and return it to you.

    **Note:** If the fax originated with the PSTs, first give the front-end a chance to approve, disapprove, or abstain. If they choose to abstain on one or both technical reviews, ask the PSTs for the remaining necessary reviews.

15. Update fax.status.

## Steps From Technical Approval to Completion

Follow these steps after the above steps have been completed and the necessary approvals have been obtained.

1. If the fax has addititional changes and those changes have not yet been approved, make the necessary changes and resubmit the document for review.

   If the fax has additional changes and has been **approved** with those changes:

   a. Make the necessary changes and attach the changed version to the signed approval sheet.

   b. File the pages on which the approved additional changes were written under the appropriate "Approved Faxes" folder in the file cabinet.

2. Since this is a new fax, you need to get **management review** after technical reviews are complete. Take the fax to Carlos Ayala for management review. (If Carlos is out of the office for too long to wait, ask Mike Stumpff for management review.)

   Be sure to ask management if fax is classified as **public or registered.**

3. Update the BookMaster version (XXXXXttl) **and** the first page of the printed copy with today's **date.**

4. If the returned and approved fax has any **additional changes,** make those changes in the BookMaster version.

5. On VM, run the following command which will format the file in ASCII and PostScript and ftp them to cia:

   ```
   fmttocia <VM name of fax>
   ```

   For example:

   ```
   fmttocia ms324
   ```

   **Note:** "File not found" messages at the very beginning of the output are acceptable, because the program is trying to erase files that may not necessarily exist.

6. On cia, add an entry to **db.** Do this by copying the template line (currently line two) to the appropriate place and updating it. Also add entries for any links the fax may have. An explanation of fields in the database can be found in cia:/u/hsim/other/fax.data/scripts/setvars.

   All the fields for one fax should be on one line. (The line may be wrapped on more than one line in an editing session, but there should be no carriage returns in it.) Also, the distance between the exclamation marks is important!

7. Run **faxprep2** on cia. With the "-v" flag, it will

   Clean up the ASCII file that BookMaster created.
   Check the ASCII file for long lines.
   Mail it to Bonnie for the PSP bucket and AIXSERV.
   Check the PostScript version.

   You will usually use the following syntax:

   ```
   faxprep2 -v <VM name of fax>
   ```

   For example,

   ```
   faxprep2 -v ms324
   ```

However, if this file is one of those that is only in ASCII, not in BookMaster, use this syntax:

```
faxprep2 -c <cia name of fax>
```

8. Add an entry to the appropriate document control file (*.fax.dc).

   **Change History** To the end of Change History, add (1) brief change summary (or "new" for new fax), (2) author of fax or fax update, and (3) reviewers and review dates.

9. Fill in the date at the bottom of the approval form.
10. If the fax is public ("free"), its distribution is not limited, **and** a PostScript version is available, put an entry in roush:/u/roush/todo.etc/**calendar** to put the fax on 4FAX in two weeks.
11. Complete an entry for this change in the "**Log** of Adding Faxes" (in the Checklists binder).
12. Remove **entry** from fax.status unless some further action required (aside from putting the fax on 4FAX in two weeks).
13. **Staple** the form and fax together and file under "Approved Faxes" in the filing cabinet. (Put the fax in the back of the appropriate folder.)
14. Optional: Record in .project file.

# Chapter 3. Updating Faxes

## Steps From Start to Technical Approval

1. Log fax request in **fax.status.**
2. In **db,** put a "c" in the "Out" column for this fax.
3. On AUSVMR, log in to AIXFAX.
4. Find the files associated with the fax you want to update.

   (In the following steps, XXXXX, XXXXXttl, and XXXXXsub will be used to refer to the three associated files. You can find XXXXX for a particular file in the VMname column of cia:/u/hsim/other/fax.data/db.)
5. If there is not already a **XXXXXSUB SAVEDOC** file, copy XXXXXSUB SCRIPT to XXXXXSUB SAVEDOC.

   If there is already one, find out if there are changes in progress. When XXXXXSUB SCRIPT has changes that have not yet been approved, XXXXXSUB SAVEDOC exists to save the latest approved version.
6. In the **XXXXXttl SCRIPT** file, change the date to the current date.
7. In the **XXXXXsub SCRIPT** file:

   a. Remove previous **change bars** by removing any occurrences of either of these lines:

   ```
   :rev refid=new.
   :erev refid=new.
   ```

   b. Make the needed **changes** to the fax and add **change bars** for the changes using the tags mentioned in the last step.

   c. Check fax for current concerns, such as making sure updating 4FAX phone number is used. See the list at the bottom of fax.status. (The list changes to often to keep a copy here.)
8. To **check for errors,** format the file to the terminal.

   (Run "pubs" with "T" option on XXXXX SCRIPT file. "Results to" should be set to "terminal".)

   If you get errors during the formatting of the file, refer to the chapter on BookMaster errors in the "Editing and Formatting" documentation (PRCEDIT SCRIPT).

   If the file formats without errors, check the formatted file which is displayed on the screen to see that it formatted as you intended.
9. **Spell check** the XXXXXsub file by running pubs on it and choosing "W", "P", and then "S".

   (It is OK that acronyms, commands, and others may not be in the dictionary. The spell check will just highlight words that are possibly misspelled. Use your own judgement on whether the word is actually misspelled.)
10. After fixing any problems, **print** the file by running the following on VM:

    ```
    pubsfps XXXXX
    ftpps XXXXX
    ```

and then the following on cia:

```
printpending -v XXXXX
```

where "XXXXX" is replaced with the VM name of the document.

11. The approval form can be printed the same way as the fax, except that "XXXXX" should be "approval" instead of the fax abbreviation.
12. On the **approval form,** fill in the file name, a brief change description (for instance, which steps were changed), and the change author. If you don't know who authored this change, find out from the person who requested the change.
13. Attach the form to the front of the fax, and **give** them to the fax coordinator for that front-end team (component group). If you don't know who the team's coordinator is, ask the team lead. The coordinator will get the two technical reviews and return it to you.

    **Note:** If the fax originated with the PSTs, first give the front-end a chance to approve, disapprove, or abstain. If they choose to abstain on one or both technical reviews, ask the PSTs for the remaining necessary reviews.
14. Update fax.status and move change request as necessary.

## Steps From Technical Approval to Completion

Follow these steps after the above steps have been completed and the necessary technical approvals have been obtained.

1. Since this is an update and not a new fax, you do not need to get management review, unless you feel there is some item in the fax that needs management approval.
2. Update fax.status.
3. On cia, **save the original** fax with this command:

   ```
   copyold -v <VM name of fax>
   ```

   (For faxes that don't have a VM name, use the alternate syntax of "copyold -c <cia file name>".) (You can find VM names in the fax.data/db database.)

**On VM:**

4. **Erase** XXXXXSUB SAVEDOC if it exists.
5. Update the BookMaster version (XXXXXttl) **and** the first page of the printed copy with today's **date.**
6. If the returned and approved fax has any **additional changes,** make those changes in the BookMaster version.

   **Note:** Also update "Description of change" on approval form if appropriate.
7. On VM, run the following command which will format the file in ASCII and PostScript and ftp them to cia:

   ```
   fmttocia <VM name of fax>
   ```

   For example:

   ```
   fmttocia ms324
   ```

   **Note:** "File not found" messages at the very beginning of the output are acceptable, because the program is trying to erase files that may not necessarily exist.

**On cia:**

8. Run **faxprep2** on cia. With the "-v" flag, it will

   Clean up the ASCII file that BookMaster created.
   Check the ASCII file for long lines.
   Mail it to Bonnie for the PSP bucket and AIXSERV.
   Check the PostScript version.

   You will usually use the following syntax:

   ```
   faxprep2 -v <VM name of fax>
   ```

   For example,

   ```
   faxprep2 -v ms324
   ```

   However, if this file is one of those that is only in ASCII, not in BookMaster, use this syntax:

   ```
   faxprep2 -c <cia name of fax>
   ```
9. Update the change history in the **document control** file. The control file is xxx.fax.dc where xxx is the file name extension used for the component group.

10. Update the fax information database, cia:/u/hsim/other/fax.data/db. A description of fields is in cia:/u/hsim/other/fax.data/scripts/setvars. Be sure to at least update **pgs, RevDate, NextRev, and Out.** (The "Out" field should probably be set to "n".) Also, if the file has links, update the entries for the **links.**

    Also look in the Comments field for any special locations that might need to be updated.

    **Note:** All the fields for one fax should be on one line. (The line may be wrapped on more than one line in an editing session, but there should be no carriage returns in it.) Make sure fields stay the same length (distance between "!"s) — scripts which pull this information depend on column location.

11. Fill in the date at the bottom of the approval form.
12. If the fax is listed in cia:/u/hsim/fax.admin/fax.hardcopy.list, print and replace copy in the wall file in room 2B-048, building 042. (One way to print is "printfax -v <VMname>" on cia.)
13. If fax is on 4FAX (i.e., there is a 4FAX number listed for it in db), do the following to update on 4FAX:
    a. Determine the 4FAX number for this document. You can find it in the 4FAX index (ordered from 1-800-IBM-4FAX) or in cia:/u/hsim/other/fax.data/db.
    b. Enter "ifax" at the VM command line.
    c. Choose "4" to update a document.
    d. Fill in the 4FAX document number and press Enter.

       **Note:** If this ever returns with garbage in the fields, press F12 to return and try again. If it continues to return garbage, try again later. If no success, send note to VM address IFAXADMN at BLDVMA.

    e. Change the "Date of Publication" to correspond with the date on the document.
    f. Change the Removal Date to be all blanks.
    g. Make any other changes to existing fields. (Title should be less than or equal to 55 characters, even though IFAX allows 80. This is to make sure title fits in various places that it is listed, such as 4fax.gen fax and 4FAXINFO package.)
    h. Fill in the file name and file type (PS).
    i. Press PF4 to send.
14. Complete an entry for this change in the "Log of Updating Faxes" (in the Fax Process Logs binder).
15. Remove entry from fax.status.
16. Staple the form and fax together and file under "Approved Faxes" in the filing cabinet. (Put the fax in the back of the appropriate folder.)
17. Optional: If update can't wait until tonight t be distributed, run the following on cia:

```
getall                          # build menus
faxes.to.afs
fax.data.to.afs
rdist -f /u/hsim/rdist.file     # update aasc-042 mirror
```

    The above covers aasc-042, AFS, and mosaic/hyperwin links to AFS or cia. There are other distribution locations that will still not be immediate.

18. Optional: Record in .project.

**Note:** When 4FAX confirmation received (probably within 10 minutes), fill in that entry in the log. (Be sure to find "successfully" in note. File note in IFAX log.)

# Chapter 4. Deleting Faxes

## Steps From Start to Technical Approval

1. When delete request is known, update cia:/u/hsim/fax.admin/fax.status.
2. Print an approval form by entering the following on the cia machine:

   ```
   printpending -v approval
   ```

3. Fill in the approval sheet. For change description, put "Remove" and reason for removal. For author, put requester of removal.
4. I usually do not attach a copy of the fax, because they can see it on cia and because it draws the reviewers attention to the fact that this is a removal (for those that don't read the change description).
5. Take form to fax coordinator for appropriate group.

## Steps from Technical Approval to Completion

1. Notify Bonnie Romagus. For example,

   ```
   cd /u/hsim/other
   mail -s "DELETE how.to.dump.krn" romagus@nomad1 < how.to.dump.krn
   ```

2. Run the following on cia:

   ```
   deletefax -v <VM name>
   ```

   The VM name can be found in the db file. If the VM name column just says "not VM", run the following instead:

   ```
   deletefax -c <cia file name>
   ```

   The above will move the file (on cia) to the "old" directory, appending a date extension. It will also delete the PostScript version and delete both ASCII and PostScript from AFS.
3. If there are any links to this file, delete them on both cia and AFS.
4. Notify Sharon Gordon at tooladm@toolserver. All she needs is the file name to be deleted (and the name of any links).
5. Add information to documents entry in *.fax.dc about its being deleted.
6. Move its document control information from the appropriate *.fax.dc file to /u/hsim/other/old/old.fax.dc, WITHOUT deleting the already existing contents of old.fax.dc.
7. If the fax is on 4FAX (i.e., it has a 4FAX # listed in db), delete from 4FAX by sending delete request to IFAXADMN at BLDVMA. In request, include 4FAX number, title, and reason to delete.
8. Delete from fax backup on labsu5 (/u/roush/fax.backup/all). (Delete links also.) **Or** send note to roush@austin.ibm.com about deleting file and links.
9. Fill in an entry in log of deleting faxes.
10. If there is a printed copy in room 2B-048, building 042, in the wall file by the fax machine (can check /u/hsim/fax.admin/hardcopy.list), remove it from the file and from the contents list posted on the file.

11. Comment out entry in db and comment out or remove entries for links.
12. On cia, run the following (these are usually run by cron at night):

    ```
    getall
    fax.data.to.afs
    ```

    You will receive about seven errors stating that certain items are directories. This is OK.
13. Delete entry from fax.status.
14. File approval form in appropriate folder in file cabinet.
15. Move most recent of that folder (including current form) to the "deleted faxes" folder, which is at the front of the file cabinet drawer. Remove the folder for that fax.
16. Optional: Put in .project file.

# Chapter 5. Changing File Name of Fax

Since many processes copy the faxes, it is important to follow this process to make sure the old name is deleted from all places.

If a name needs to be changed, it is good to do it right before fax news is sent out, so that everyone is notified without an extra note. Any other time, use your discretion about whether to notify the center of the change.

1. Technical approval is not required for a name change, but it is often wise to get it (in the same manner as a fax update). The analysts rely heavily on the fax file names.

   I usually get approvals and use an approval sheet. I either describe the name change on that sheet or attach another sheet.

2. Rename the file in

   cia:/u/hsim/other
   cia:/u/hsim/other/ps
   AFS:/afs/austin/depts/aixserv/faxes
   AFS:/afs/austin/depts/aixserv/faxes/ps
   labsu5:/u/roush/fax.backup/all (or send note to roush@austin.ibm.com)

3. Change the cia file name on the "END OF DOCUMENT" line in the VM main BookMaster file for the fax.
4. Change the cia file name in the fax on cia on the END OF DOCUMENT line.
5. Send notification to tooladm@toolserver of the change (this is for AusText).
6. Update cia:/u/hsim/other/fax.data/db. (Be sure to change both fn and cmp if necessary.)
7. If this fax is used a lot, you may wish to run the scripts that are usually run by cron job instead of waiting for them to run at night. (Currently, the scripts are getall and create.hw.fax.links.)
8. Update the appropriate *.fax.dc file. (If changing component group, move to appropriate *.fax.dc file.)
9. Fill in an entry in the log for updating files.
10. Remove entry from fax.status if appropriate.

# Chapter 6. Bad Fax Process

**Important:** Of all the fax processes, this is the one that it is most important to do right away. This process is followed when a fax is believed to have a negative impact on customers.

**Note:** If you have questions about the following process, contact Jane Chilton.

When anyone in the center becomes aware of a bad fax, that person will notify the IRT team lead who will notify the fax administrator. The team lead will also open a CMVC defect and assign it to the most appropriate person to fix the fax.

If a fax simply needs to be deleted because it is no longer needed, it is **not** necessary to follow the Bad Fax process.

**Note:** If someone besides an IRT team lead notifies the fax administrator of a bad fax, the fax administrator will direct that person to the appropriate IRT team lead.

When notified by the IRT team lead, the fax administrator will:

1. Ask the **team lead** for a technical contact for the fax and for a CMVC defect number. If unable to access CMVC, the fax administrator will ask the team lead for a CMVC abstract for the problem.
2. Move the fax to the cia:/u/hsim/other/**.BAD subdirectory**. For example:

   ```
   cd /u/hsim/other
   mv remove.disk.krn .BAD
   ```

   If there are any links in /u/hsim/other, delete them.
3. Delete the **PostScript** version from /u/hsim/other/ps.
4. Create a **readme** (cia:/u/hsim/other/.BAD/<filename>.readme) which contains at least the following:
   - date
   - technical point of contact
   - CMVC number and abstract
5. Update **control file** (*.fax.dc).
6. Comment out (put "#" in left-most position on line) entry in db.
7. **Notify** AIX support personnel. It is preferable to use the badfax distribution list on hsim@cia (.mailrc) because it includes others who are interested in the faxes, such as certain IDD contacts. If this list is not available, use fq@ctgate. For the subject line, use "Important - <file name> fax". Indicate in the note that the fax is pulled pending investigation into the problem.
8. Pull the fax from **4FAX,** using the IFAX command on AIXFAX at AUSVMR. If you have problems, contact Mark Wallin at WALLIN at BLDVMA or T/L 465-4799.
9. Delete the fax from **AFS** (/afs/austin/depts/aixserv/faxes). (Also delete links.)
10. **Notify** Sharon Gordon at tooladm@toolserver so that she can pull it from AUSTEXT. (Also tell her name of links.)
11. **Notify** Bonnie Romagus so that she can pull it from PSP and AIXSERV.
12. Enter in "Bad Fax" **Log** (in blue notebook).

13. If fax listed in cia:/u/hsim/fax.admin/fax.hardcopy.list, remove from **wall file** in 2B-048, building 042.
14. Optional: Record in .project file.

# Chapter 7. Reinstating Faxes

These steps are for reinstating faxes that have been pulled per the "Bad Fax" process.

## Steps From Start to Technical Approval

1. Make sure team lead agrees with fax being reinstated.
2. Move entry in /u/roush/todo.etc/fax.status.
3. On AUSVMR, log in to AIXFAX.
4. Find the files associated with the fax you want to update. For the VM abbreivation used for this fax, see VMname in cia:/u/hsim/other/fax.data/db. In the following steps, XXXXX, XXXXXttl, and XXXXXsub will be used to refer to the three associated files.
5. If you are not familiar with making fax changes, save a copy of the original file. For example:

   ```
   copy dumpsub script a = apr13 =
   ```

   This would copy DUMPSUB SCRIPT (the body of the how.to.dump.krn fax) to DUMPSUB APR13.
6. In the XXXXXttl SCRIPT file, change the date to the current date.
7. In the XXXXXsub SCRIPT file:
   a. Remove previous change bars by removing any occurrences of either of these lines:

      ```
      :rev refid=new.
      :erev refid=new.
      ```

   b. Make the needed changes to the fax. Add a ":rev refid=new." line before each change and a ":erev refid=new." line after each change.
8. To check for errors, format the file to the terminal. Do this with the "pubs" command and choose the "T" option. Make sure you are running pubs on the main file, not on the XXXXXttl or XXXXXsub file.

   If you get errors during the formatting of the file, refer to chapter on BookMaster errors in "Editing and Formatting" documentation (PRCEDIT SCRIPT).

   If the file formats without errors, check the formatted file which is displayed on the screen to see that it formatted as you intended.
9. Spell check the XXXXXsub file by running pubs on it and choosing "W", "P", and then "S".

   It is OK that acronyms, commands, and others may not be in the dictionary. The spell check will just highlight words that are possibly misspelled. Use your own judgement on whether the word is actually misspelled.
10. After fixing any problems, print the file by running pubs on the main file and choosing the "F" option. You should not need to change any defaults if you are on AIXFAX at AUSVMR. The printout will be send to the printer in the managers' area.
11. Find a fax approval form. They are in my file cabinet (2B-026, building 042) and you can also print them from the file APPROVAL SCRIPT.

12. On the approval form, fill in the file name, a brief change description (for instance, which steps were changed), and the change author. If you don't know who authored this change, find out from the person who requested the change.
13. Attach the form to the front of the fax, and give them to the fax coordinator for that IRT team (component group). If you don't know who the team's coordinator is, ask the team lead. The coordinator will get the two technical reviews and return it to you.
14. Move the entry in fax.status to the "IN REVIEW" section.
15. Since this is an update and not a new fax, you do not need to get management review, unless you feel there is some item in the fax that needs management approval.

## Steps From Technical Approval to Completion

Follow these steps after the above steps have been completed and the necessary approvals have been obtained.

1. In fax.status, update entry and move to NEEDS ACTION BY ME.
2. On cia, save the original fax. For example:

   ```
   cd /u/hsim/other
   cp .BAD/how.to.dump.krn  old/how.to.dump.apr13.94
   ```

3. If the returned and approved fax has any additional changes, make those changes in the BookMaster version.
4. On VM, run the following command which will format the file in ASCII and PostScript and ftp them to cia:

   ```
   fmttocia <VM name of fax>
   ```

   For example:

   ```
   fmttocia ms324
   ```

   **Note:** "File not found" messages at the very beginning of the output are acceptable, because the program is trying to erase files that may not necessarily exist.
5. Uncomment and update entry in db.
6. Run **faxprep2** on cia. With the "-v" flag, it will

   Clean up the ASCII file that BookMaster created.
   Check the ASCII file for long lines.
   Mail it to Bonnie for the PSP bucket and AIXSERV.
   Check the PostScript version.

   You will usually use the following syntax:

   ```
   faxprep2 -v <VM name of fax>
   ```

   For example,

   ```
   faxprep2 -v ms324
   ```

   However, if this file is one of those that is only in ASCII, not in BookMaster, use this syntax:

   ```
   faxprep2 -c <cia name of fax>
   ```

7. Update the change history in the **document control** file. The control file is xxx.fax.dc where xxx is the file name extension used for the component group.
8. Fill in the date at the bottom of the approval form.

   All the fields for one fax should be on one line. (The line may be wrapped on more than one line in an editing session, but there should be no carriage returns in it.) The distance between exclamation marks is important!
9. Remove the readme:

   ```
   cd /u/hsim/other
   rm .BAD/<filename.readme
   ```

10. Notify the badfax distribution list (includes fq@ctgate list and IDD contacts; can be found in cia:/u/hsim/.mailrc) that the fax has been reinstated. For the subject line, use "<filename> Fax Reinstated". It is helpful to briefly describe the changes made to the fax.

11. Include in Communication Meeting minutes that fax has been reinstated.
12. Notify Sharon Gordon at tooladm@toolserver that fax has been reinstated.
13. Also update the file on 4FAX. See Chapter 8, “Sending Faxes to 4FAX (IBM Fax Information Service)” on page 8-1. I think you can use the document number that it had before it was pulled.
14. Complete an entry for this change in the "Log of Reinstating Faxes" (in the Checklists binder).
15. Staple the form and fax together and file under "Approved Faxes" in the filing cabinet. (Put the fax in the back of the appropriate folder.)
16. Remove entry from fax.status.
17. Optional: Record in .project file.

# Chapter 8. Sending Faxes to 4FAX (IBM Fax Information Service)

Updates to existing faxes can go on 4FAX as soon as they have been approved for cia. New faxes must wait two weeks from the time they go on cia until they are sent to 4FAX. Exceptions to this rule can be approved by a manager. If faxes on cia should not go to 4FAX, the document control file (*.fax.dc) has a "4FAX:" field with a note.

**Notes:**

1. "Fee" faxes should not go on 4FAX.
2. "Limited" faxes should not go on 4FAX
3. If fax assumes user is working with AIX support, it must say so.
4. It is important to use the **correct** document number wherever it is required.

## Steps for UPDATED Faxes

See step 13 on page 3-4 in section Chapter 3, “Updating Faxes.”

## Sending NEW Faxes

1. You will need to know the file name of the main script file for the fax. You can find it in the VMname column of cia:/u/hsim/other/fax.data/db.
2. Available 4FAX numbers should be listed at the beginning of the "Adding New Faxes" procedure. Choose one, remove it from the list, and add it to the "END OF DOCUMENT" line in the main VM file.
3. On VM, run

   ```
   pubsfps XXXXX
   ```

   where XXXXX is the VM name of the fax. This program will format the fax in PostScript and rename the PSBIN file type to PS. A "file not found" message at the very beginning is OK.
4. Run the IFAX exec from the VM session.
5. Enter "1" to create a new 4FAX document.
6. Fill in the fields as follows (use PF10 to go to the next screen):

| | |
|---|---|
| **Publication #** | <blank> |
| **Revised Date** | <date on fax in mmyy format> |
| **Number of Pages** | <# of pages> |
| **Placement Code** | 2040 |
| **Document Available** | <leave at default> |
| **Remove Date** | <blank> |
| **Title** | <this may be a little different the title on the document; although IFAX allows 80 characters, use 65 or less so that it fits in various listings. |
| **Description** | <if further description needed> |
| **File Name** | <main script file name (without the PS file type) > |
| **File Type** | PS |

7. Press PF4 to send.
8. Update "Log of Adding Faxes". (Entry is probably already there from when fax added to cia. In that case, update the field in the already existing entry.)
9. If appropriate, remove entry from calendar (labsu5:/u/roush/todo.etc/calendar).
10. When verification is received from 4FAX (probably within 10 minutes), update the entry in the "Adding Faxes" log.
11. The 4FAX document number for the fax will be included in the verification sent from 4FAX. Put this number in cia:/u/hsim/other/fax.data/db.

# Chapter 9. Responding to Customer Feedback

Customers may send fax feedback to the fax in the printer room in the managers' area. The fax will probably be sent to the attention of "AIXServ Information" or "AIX Service Information". The following should be done in response to the feedback.

**Important:** If a customer accidentally faxes a problem report to the number for feedback, give it to the RCs immediately.

## When Feedback Received

1. Review the fax in order to better understand the feedback.
2. Record the feedback in the log of customer feedback in the blue notebook. Please include:

   Fax file name
   Revision date on fax (it can probably be found at the top right corner of the comment form that was faxed).
   Customer name
   Date feedback received
   Very brief description of feedback. If you directly quote the feedback, use quotation marks around it. Remember that this information may be used later in a quarterly summary.

   If at any point you receive information on this feedback from the IRT fax coordinator, you may wish to also include it under "Action" in the log.
3. Also add entry to cia:/u/hsim/other/fax.data/fax.feedback. This will be seen in HyperWin.
4. Send email with feedback to fax coordinator for appropriate group. Record action in log.
5. Send response to customer (something like "Thank you for feedback on <date> about <document>. It has been forwarded . . ."). Use the customer feedback response form that is on the AIXFAX at AUSVMR A-disk as CUSTFDBK SCRIPT.
6. Put entry on calendar for following up with analysts to see if they have a response to the feedback. May want this one or two weeks after feedback sent to analysts.
7. Paper clip together copies of all printed correspondence and file under "Customer Feedback in Progress" in lower right desk drawer.

## When/If Response Received from Analyst

1. Record analyst response in log.
2. If appropriate, record analyst response in fax.feedback.
3. If appropriate, send another response to customer.
4. Remove old entries in calendar relating to this feedback.
5. If more action is needed, put on calendar or other appropriate place (so I'll remember to act on it).
6. Staple together all printed correspondence related to this feedback and file in "Customer Feedback Archive" in lower right desk drawer.