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

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AIX Service and Support

Contents

Chapter 1. Notes 1-1

Chapter 2. Fax Quarterly Reviews (biweekly) 2-1

Chapter 3. Fax News (at least biweekly) 3-1

Chapter 4. 4fax.gen Fax (after Fax News) 4-1

Chapter 5. Fax Usage Reports 5-1

Chapter 6. Updating Printed Faxes in 2B-048 (monthly) 6-1

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

- I will not include the full path for these every time I mention them in the following instructions:

  ```
  cia:/u/hsim/other/fax.data/db
  cia:/u/hsim/other/fax.data/scripts/get.qrev.list
  cia:/u/hsim/other/fax.data/scripts/send.qrevs
  cia:/u/hsim/other/fax.data/scripts/tmp/review.list

  cia:/u/hsim/fax.admin/fax.status
  ```

Chapter 2. Fax Quarterly Reviews (biweekly)

Distribution

I distribute quarterly reviews approximately every two weeks.

Note: If a quarterly review results in changes to the fax, take the fax through the fax update process.

1. Run cia:/u/hsim/other/fax.data/scripts/get.qrev.list.
2. Then look at the result in cia:/u/hsim/other/fax.data/scripts/tmp/review.list and delete all the listings that are up to date.
3. Based on the number of faxes that each group owns, I would expect about the following numbers of faxes to need review for each group. This assumes reviews are distributed every two weeks. (To find numbers with which to update this listing, run cia:/u/hsim/other/fax.data/scripts/count.faxes and divide numbers in output by six.)

   Use your own judgement to shift reviews a little earlier or later to balance timely review with even spread of work load.

Analysis	6
Commands	6
General	2
Graphics	0
Kernel	8
Languages	1 (since the testcase* faxes are all similar, I usually get them reviewed at the same time.)
SNA	1
TCP (Communications)	3
Printer/Async (ZAP)	4

4. Also, any comments listed in db are also listed in review.list, to the right of the other columns. These comments may or may not have anything to do with quarterly reviews. Look for comments that specify who should review a document. If a document has a comment like this, remove it from the list and handle it manually. Examples of documents with specific instructions are the hacmp* and 7135* documents.
5. Add an entry to fax.updates for each fax that you will distribute for quarterly review.
6. Put "q" in "Out" field of db for each fax that you will distribute for quarterly review.
7. Run cia:/u/hsim/other/fax.data/scripts/send.qrevs.
8. Move entries in fax.status to "IN REVIEW" section, and state who you gave them to and the date.
9. You may wish to send a reminder for past reviews still out.
10. Wait for faxes or email responses to be returned. May wish to check on them after two weeks.

Inputting Returned Reviews

These steps assume that the quarterly review responses are in your email inbox and that you are using message handler ("inc", "show", etc.) to handle the mail.

1. Pick the appropriate of the four situations below and follow those steps:

   - **Fax does not need change:**

     a. Update cia:/u/hsim/other/*.fax.dc.

     b. Update cia:/u/hsim/other/fax.data/db (especially NextRev and Out fields).

     c. Remove entry from cia:/u/hsim/fax.admin/fax.status (this is usually displayed in window).

     d. Use the **stqrev** script to append the review notice to cia:/u/hsim/fax.admin/qrevs/*.qrevs and remove the notice from mail:

        ```
        stqrev <3-letter group abbrev> <mail msg#>
        ```

        For example,

        ```
        stqrev cmd 35
        ```

   - **Changes needed, but fax approved to stay available until changes ready:**

     a. Update cia:/u/hsim/other/*.fax.dc.

     b. Update cia:/u/hsim/other/fax.data/db (especially NextRev and Out field).

     c. Copy notice containing change request to cia:/u/hsim/fax.admin/fax.requests/<unique.file.name>.

     d. Use the **stqrev** script to append the review notice to cia:/u/hsim/fax.admin/qrevs/*.qrevs and remove the notice from mail:

        ```
        stqrev <3-letter group abbrev> <mail msg#>
        ```

        For example,

        ```
        stqrev cmd 35
        ```

     e. Remove entry fax.status.

     f. Add change entry to fax.status.

   - **If there are changes and the review did not state approval and did not state whether fax should stay available:**

     a. Copy change notice to cia:/u/hsim/fax.admin/fax.requests/<unique.file.name>.

     b. Remove mail message.

     c. Update entry in cia:/u/hsim/fax.admin/fax.status to say that change is needed. Make sure entry is now in "NEEDS ACTION BY ME" section of this file.

     d. Put "c" in "Out" field of db.

   - **If changes are needed and fax cannot stay available until changes are made:**

     a. Copy change notice to cia:/u/hsim/fax.admin/fax.requests/<unique.file.name>.

     b. Remove mail message.

     c. Update entry in cia:/u/hsim/fax.admin/fax.status to say that fax is being deleted and change is needed. Make sure entry is now in "NEEDS ACTION BY ME" section of this file.

d. Follow steps to delete fax (unless change can be immediately, i.e. almost as quickly as the file could be deleted).

e. Update "Out" field of db as appropriate.

Chapter 3. Fax News (at least biweekly)

1. On cia:

   ```
   cd /u/hsim/fax.admin/faxnews
   ```

2. If the file "faxnews.new" does not already exist, copy "faxnews.template" to "faxnews.new":

   ```
   cp faxnews.template faxnews.new
   ```

   Note: The reason that faxnews.new may already exist is that I sometimes create it early in order to add notes that I know should be included the next time it is sent out.

3. Start an editing session on faxnews.new.

4. Based on the logs of Adding Faxes, Updating Faxes, Deleting Faxes, Bad Fax, and Reinstating Faxes, fill in the items in the section "FAX CHANGES, ADDITIONS, DELETIONS".

   If faxes have been added or deleted from 4FAX or if a 4FAX document number has changed, record this in an item under "NOTES AND ANSWERS TO COMMON QUESTIONS". Changes to 4FAX documents do not need to be mentioned in the fax news because changes made to cia documents are propagated to all locations.

5. If you do not have any information in the section "NOTES AND ANSWERS TO COMMON QUESTIONS", delete that heading.

6. Alphabetize the entries in each item of fax news if you did not already.

7. Replace the "mmddyy"s on the title line with the date of the last fax news and today's date.

8. Save your changes and exit the editor. Then rename the file:

   ```
   mv faxnews.new faxnews.yymmdd
   ```

   where "yymmdd" is replaced with today's date in yymmdd format.

9. When fax news is complete, send with the following command, replacing mm/dd/yy and mmddyy with the current date. This command assumes you are logged onto cia as hsim. (**Make sure you use "<" not ">".**)

   ```
   mail -s "$FAXNEWS mm/dd/yy" faxnews <faxnews.yymmdd
   ```

10. Then move the file to /u/hsim/other/fax.data/faxnews.

    ```
    mv faxnews.yymmdd ../../other/fax.data/faxnews
    ```

Note: Usually update 4fax.gen (see next process) after completing fax news.

Chapter 4. 4fax.gen Fax (after Fax News)

This package should not be updated more than biweekly. Generally do this after Fax News (because all the right information is in place), but wait for the next Fax News if it has been less than two weeks.

1. If there have been no changes on 4FAX (addition, deletion, or document number change), there is no need to follow this procedure.
2. If no faxes have been added or deleted and no 4FAX numbers have changed since the last time this was one, there is no need to continue with these steps.
3. Run the following on cia:

   ```
   get4faxlist.title
   ```

   The last thing it does is bring up a vi session for you to review the file to make sure it looks correct. Check to see if any entries are missing titles. Such entries would be at the top of the list. (You can page down with Ctrl-F and exit with ":q!".)

   If a title is missing, exit the edit session, add the 4FAX index listing that is missing in db, and rerun the above command.
4. From VM, get the file w/ ftp.

   ```
   ftp cia
   hsim
   <passwd>
   cd other/fax.data/scripts/tmp
   get 4faxlist.title 4faxgsub.script (repl
   quit
   ```
5. On VM, update the :h1. line of 4FAXG SCRIPT with today's date.
6. In 4FAXGSUB SCRIPT, add change bars (with :rev. tags), based on the Log of Adding Faxes since the last time 4fax.gen was updated. If you've just completed faxnews, you can refer to it for a list of faxes that have been added for 4FAX.
7. Follow steps in "Updating Faxes", starting with the step in the section for approval to completion for formatting the file ("fmttocia" command). The name of the mail BookMaster file for this fax is 4FAXG SCRIPT.

Chapter 5. Fax Usage Reports

Note: Since July 1994 usage reports have not been available from the center fax tool. Contact Jane Chilton about the status of this. As of March 1995, I was able to get 4FAX usage statistics for January and February 1995 from Manuel Higuera (MEHIGUE at ALTVMIC1). Contact Manuel for further usage statistics.

Receiving Usage Reports

The usage report for 4FAX is in the package FAXREPT on MKTTOOLS. The file itself is called IBMDOC <month>. I have subscribed to this package on ROUSHC at AUSVMR so it is automatically sent to my reader. (It does not usually arrive right at the first of the month.) When I receive it, I rename it to IBMDOC mmmyy (where the file type is the month and year of the report).

Since the center fax tool has been changed and does not currently provide usage statistics, I do not have information on receiving these statistics.

Putting 4FAX Usage in Database

(This is a candidate for automation.)

1. In one window, bring up an editing session on cia:/u/hsim/other/fax.data/db.
2. In a VM window, edit IBMDOC mmmyy.
3. For each fax in db which has a 4FAX number but is not a link:
   a. Search IBMDOC mmmyy for the 4FAX number.
   b. Input the usage number (for the month, not the year) in the appropriate column in db. (The first line in db will identify the column as "mm/yy-4".) The number should be right-justified in the column with one space to the right of the number.
   c. If the 4FAX number is not found in IBMDOC, input "n/a" if the fax was not available and "0" if the fax was available but not ordered. (See "Adding Faxes" log in blue notebook to find out if fax was available.)
4. Update the cia:/u/hsim/other/fax.data/scripts/getusage script to include the new column of data.
5. Run "getusage".
6. Check cia:/u/hsim/other/fax.data/usage.report.

Putting FaxTool Usage in Database

Note: This section is based on the former center fax tool.

1. In one window, edit cia:/u/hsim/other/fax.data/db.
2. In another window, edit labsu5:/u/roush/fax.usage/<mmmyy>.
3. For each fax in mmmyy, find it in db and input the usage. The column is identified on the first line in db with "mm/yy-c".
4. Update the cia:/u/hsim/other/fax.data/scripts/getusage script to include the new column of data.

5. Run "getusage".
6. Check cia:/u/hsim/other/fax.data/usage.report.

Chapter 6. Updating Printed Faxes in 2B-048 (monthly)

Printed faxes which are already included in the 2B-048 collection (building 042) are updated as part of the "Updating Faxes" process.

Note: The process in the next paragraph won't be useful unless we get more usage stats from the center faxtool.

However, monthly you should redo the list of faxes to be included in this collection. The list is cia:/u/hsim/fax.admin/fax.hardcopy.list. Base this decision on the latest center usage stats, the space in the wall file, and the amount of time you have.

Tape a copy of the new list on the wall file and remove/add any fax copies as appropriate.