

Response to NDM re Format Programs for User Documentation

Dean --

Thank you for recording the fact that you have done work on formatting offline files which we have not yet seen the results of. Beau tells me he is using your programs in the runs he is presently trying to make, under space and speed limitations.

You are upholding my contention that at present we are not running the programs we have, and that we often do not even have the programs, to produce online files satisfactory for viewing and for tty or 8 1/2 inch printout, and that we insist on putting online the output which puts people off from our documentation. What we are both waiting for is the go ahead to use your talents to produce these programs.

While we wait, you might look at my tentative files in <nic-work> with names beginning dirind and dirorg which are intended to format for both on and offline production. When I finish, I hope to find a format which will serve for repro in two columns by pasteup and also for online viewing by removing directives. No COM at present; next iteration.

Thanks for your response. We'll see what happens.

--Jeanne (Reddy) [I've changed my name to Reddy Dively.  
Messages can go to MED]

19575 Distribution

N. Dean Meyer, Michael D. Kudlick, Beauregard A. Hardeman, Richard W. Watson, James C. Norton, Meredith(Reddy) E. Dively,

Response to NDM re Format Programs for User Documentation

(J19575) 9-OCT-73 10:19; Title: Author(s): Jeanne B. North/JBN;  
Distribution: /NDM MDK BAH RWW JCN MED; Sub-Collections: NIC ; Clerk:  
JBN;  
Origin: <NORTH>DEANREPLY.NLS;1, 9-OCT-73 09:29 JBN ;

Rare DNLS failure on a statemtent NAME

Charles: I'll leave the copy of faulty file in my directory. I'm curious about what happened. Would you have somebody check and tell me?

Rare DNLS failure on a statement NAME

First time I ever experienced this, but it may reveal some obscure flaw in DNLS, or perhaps trigger thoughts about error-detection (or even -correction) coding for various independent elements of an NLS file (e.g., its own error-correction code for each ring element).

1

I keep a branch named NP in my Work file. Its last-change date was 15-SEP-72; the file was created on 13 Sep 72. Haven't jumped to it for a long time, but today I tried to execute Jump Link and got "No Such Name" message. Same response to a Jump Name when I was in the file. Statement still had parenthesized name. Figured maybe it had lost the hash code (or lost a bit in it?); so I replaced one character in the one-word text body of the statement, which always causes (I understand) re-creation of the statement-name hash code. Jump Name and Jump Link then worked ok.

2

No great alarm, if it only occurs so infrequently as in my experience (first occurrence I ever remember). If a lost bit was the cause, makes me wonder what sort of error detection/correction we might someday want to consider on different parts of the file.

3

Is it worth checking with DDI what happened to the hash-code word in that statement's ring element? Bad code in (engelbart,TEMPWORK122.nls;1, 7:gemK), a TENEX Copy of the errant file; o.k. hash code in (engelbart,work.nls;123,NP:gemK)

4

19576 Distribution

Bgs Bugs, Diane S. Kaye, Harvey G. Lehtman, Charles H. Irby, Richard  
W. Watson, James C. Norton,

DCE 9-OCT-73 11:14 19576

Rare DNLS failure on a statemtent NAME

(J19576) 9-OCT-73 11:14; Title: Author(s): Douglas C. Engelbart/DCE  
; Distribution: /bugs rww (Dick, fyi) jcn (Jim, fyi) ; Sub-Collections:  
SRI-ARC BUGS; Clerk: DCE ;

DNLS or Tasker bug for Character Size 0

Using Character Size 0, on Tasker display; found that the lines all terminated after about 75 characters (too hard to count exactly). Each next line started with a new word, but leaving out a bunch of intervening text. The formatter thinks it is putting up longer lines than the display is providing. Lines truncate about 80% of way across the screen. The truncation is independent of how many lines are being displayed on the screen.

1



19577 Distribution

Bgs Bugs, Diane S. Kaye, Harvey G. Lehtman, Charles H. Irby, Richard  
W. Watson, James C. Norton,

DCE 9-OCT-73 11:22 19577

DNLS or Tasker bug for Character Size 0

(J19577) 9-OCT-73 11:22; Title: Author(s): Douglas C. Engelbart/DCE  
; Distribution: /bugs rww (Dick: fyi) jcn (Jim: fyi) ; Sub-Collections:  
SRI-ARC BUGS; Clerk: DCE ;

## USERS and USING - a new approach

I am thoroughly confused as to the whole concept of USERS and USING and feel this needs some clarification. My understanding was that ONLY those persons at the original meeting in Boston were in USING and all others were in USERS. Since this is now quite garbled I would like to suggest the following: One group should be maintained called USING. The original group in Boston would act as the steering committee for USING for a finite period of time - say two years. After that time a new chairperson and new steering committee would be selected by existing members and they would coordinate activities for the next two years, and so forth. This would allow for representation of several user viewpoints over the years and would spread the burden of responsibility for keeping the ball rolling. Hope I will get some feedback on this suggestion and that others will have input too. Meanwhile, perhaps Dave and Nancy will let me know what to do with the group USERS of which I am the confused Co-ordinator.

19578 Distribution

Barbara Noble, Robert P. Blanc, Susan S. Poh, Kirk E. Kelley, Laura E. Gould, Harvey G. Lehtman, Allan R. Alberts, Alan R. Hill, Jon E. Berger, Mil E. Jernigan, Paul Rech, Joe B. Wyatt, Charles H. Irby, Robert H. Thomas, Edward P. Schelonka, Robert D. (Bob) Bressler, Steve D. Crocker, Jonathan B. Postel, Leroy (Lee) C. Richardson, Frank G. Brignoli, Elizabeth J. (Jake) Feinler, Michael D. Kudlick, James E. (Jim) White, Michael A. Padlipsky, Kenneth L. Bowles, A. Wayne Hathaway, Jean Iseli, David H. Crocker, Nancy J. Neigus, Stephen M. Wolfe, Ronald M. Stoughton, Jim O. Calvin,

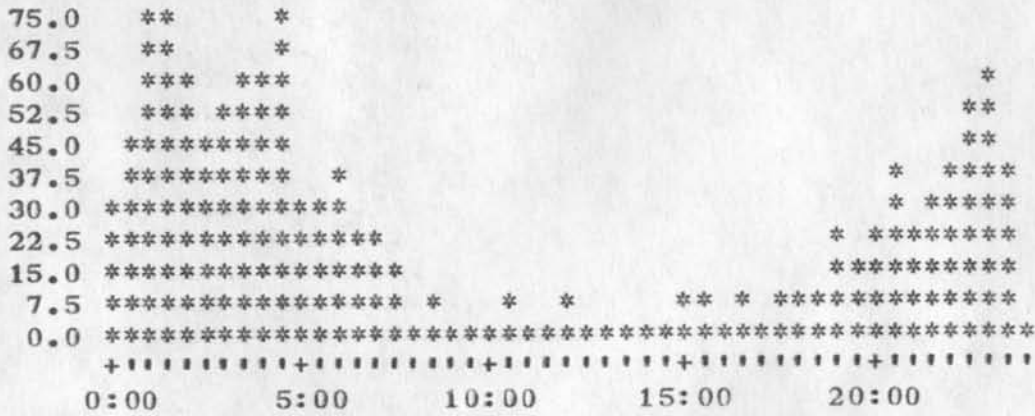
USERS and USING - a new approach

(J19578) 9-OCT-73 11:42; Title: Author(s): Elizabeth J. (Jake)  
Feinler/JAKE; Distribution: /USERS USING; Sub-Collections: SRI-ARC USERS  
USING; Clerk: JAKE;

Superwatch Average Graphs for Week of 10/1/73

TIME PLOT OF AVERAGE IDLE TIME FOR WEEK OF 10/1/73  
x axis labeled in units of hr:min, xunit = 30 minutes

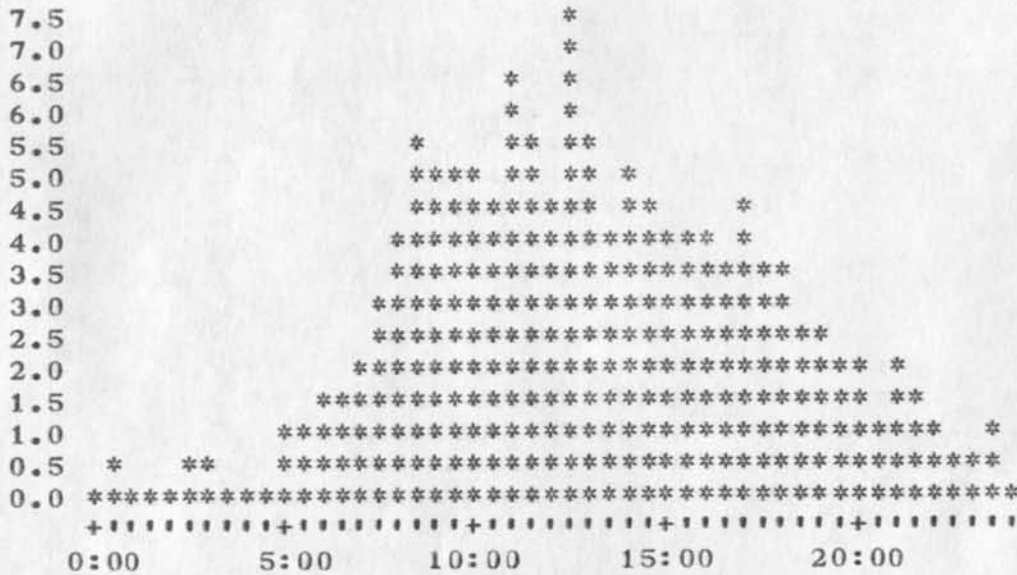
1



1a

TIME PLOT OF AVERAGE NUMBER OF GO JOBS FOR WEEK OF 10/1/73  
x axis labeled in units of hr:min, xunit = 30 minutes

2

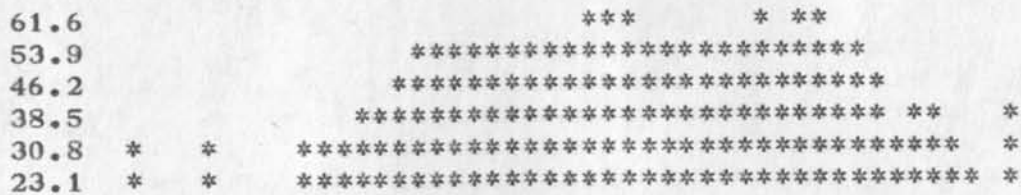


2a

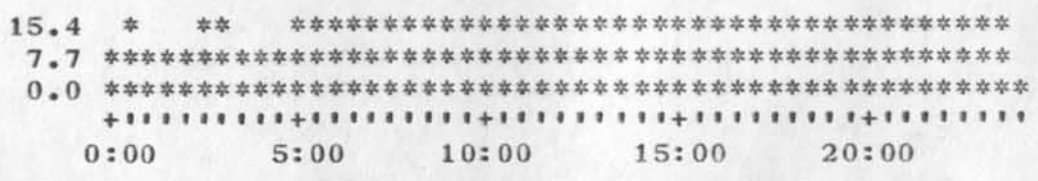
TIME PLOT OF AVERAGE PER CENT OF CPU TIME CHARGED TO USER ACCOUNTS  
FOR WEEK OF 10/1/73

x axis labeled in units of hr:min, xunit = 30 minutes

3



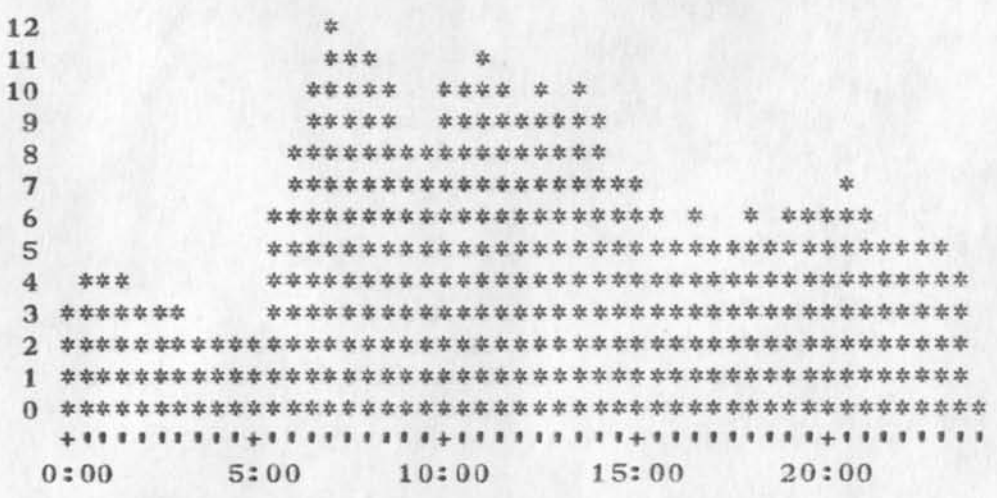
Superwatch Average Graphs for Week of 10/1/73



3a

TIME PLOT OF AVERAGE NUMBER OF NETWORK USERS FOR WEEK OF 10/1/73  
x axis labeled in units of hr:min, xunit = 30 minutes

4

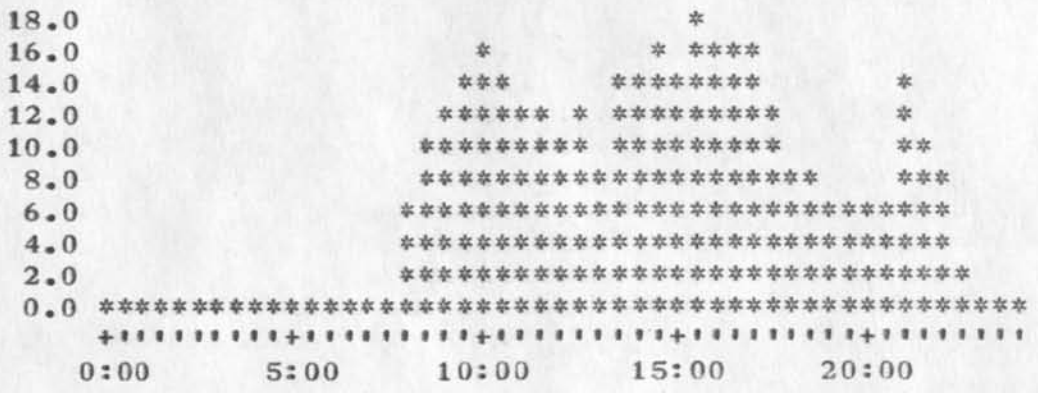


4a

TIME PLOT OF AVERAGE PER CENT OF SYSTEM USED IN DNLS FOR WEEK OF  
10/1/73

x axis labeled in units of hr:min, xunit = 30 minutes

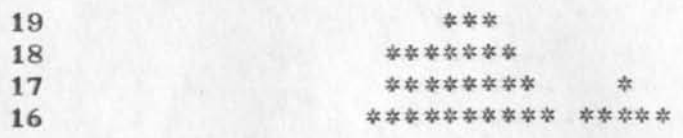
5



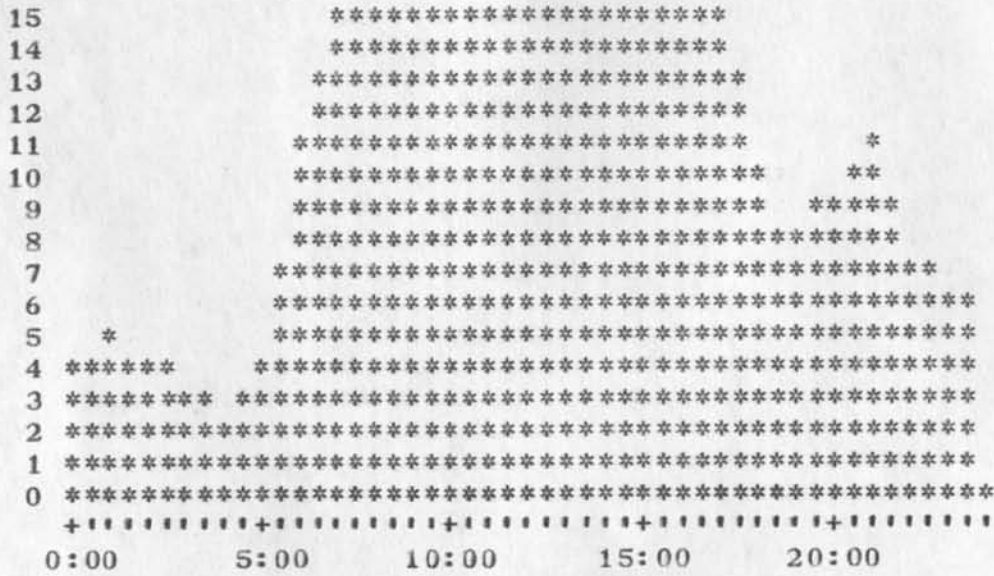
5a

TIME PLOT OF AVERAGE NUMBER OF USERS FOR WEEK OF 10/1/73  
x axis labeled in units of hr:min, xunit = 30 minutes

6



Superwatch Average Graphs for Week of 10/1/73



6a



19579 Distribution

James C. Norton, Richard W. Watson, Douglas C. Engelbart, Paul Rech,  
Donald C. (Smokey) Wallace, Jeffrey C. Peters, Dirk H. Van Nouhuys,  
Elizabeth J. (Jake) Feinler, Charles F. Dornbush, Kirk E. Kelley,  
Duane L. Stone, Beauregard A. Hardeman,

Superwatch Average Graphs for Week of 10/1/73

(J19579) 9-OCT-73 12:05; Title: Author(s): Susan R. Lee/SRL;  
Distribution: /JCN RWW DCE PR DCW JCP DVN JAKE CFD KIRK DLS BAH;  
Sub-Collections: SRI-ARC; Clerk: SRL;  
Origin: <LEE>WEEK10/1GRAPHS.NLS;1, 9-OCT-73 09:47 SRL ;

## Re-implementing DNLS Line entity

Charles: Please try to put the Line entity into our NLS entity set one of these days. I had two occasions this morning for using the Jump to Line -- trying to compare two SUPERWATCH charts, in different windows, where I was interested in the lower part of each, and in trying to read Mil's memo (19563,) which had over-long statements. We'd find Delete, Move, Copy, Transpose, Insert, XSET, etc. all useful, I feel -- especially as we move toward more use of special "forms" where EOL's are plentiful.

1

I realize that finding the right term to use for the new entity may be the biggest problem -- e.g., can't use "Line" unless find a new term for "Link," but the latter is too thoroughly embedded in our habits and documentation to be casual about considering its change.

2

I would guess that we'll want to have both "Rows" and "Columns" as entities, as we do more work with forms and arrays. The term "Row" might be a contender, except it's mnemonic conflicts with "Return" in the Jump to Return Command.

2a

As we add commands, and find more conflict with terms and mnemonics, we may want to consider judicious use of a compound terms, whose first letter is unique and where the first word alone might not be explicit enough. For example: "Horizontal-Row" with mnemonic of H.

2b

But have trouble here with the "Vertical-Column" term, since "V" conflicts with "Visible" (and "C" conflicts with "Character").

2b1

Note that we had the Line entity in NLS on the CDC 3100. It was removed (without mentioning the decision to me) during the conversion to the SDS 940. There was a rationale behind the removal -- since we were changing the storage-format convention from storing the line-formatting EOLs to not doing so -- but I would have preferred to adopt the following convention than to do without this entity. Been waiting ever since to have it put back.

3

There are troublesome things that could happen to a user who executes a Line operation where there aren't EOL characters explicitly designating the line-format portrayal of the statement. On the 3100, for instance, if there wasn't an EOL the Create Display process would break the statement according to the same algorithm it now uses. Usually there were EOL's causing the line breaks. Do a Delete Line by bugging a displayed line that you might want out -- once in a while you'd lose all the text in the statement because the entity delimiting was done by going each direction until finding SF, SE, or an EOL, and that statement may not have had any EOLs. Distinct user hazard there, and the

## Re-implementing DNLS Line entity

940-NLS implementers assumed that the line entity would no longer be useable.

3a

With regard to the entity-delimiting problem, when there aren't EOL characters embedded in the text that do explicit line formatting: I would like a re-implementation that would delimit the designated Line entity according to the current formatting parameters being used, so that the user considers what he sees as a line to be operable upon as a Line.

4

If there are cases where this would produce ambiguities that might cause grief, can we consider havin NLS reject the Line command, in a manner similar to what it does now when one tries to do a Delete Statement where the designated statement has substructure?

4a

19580 Distribution

Nps Np, Richard W. Watson, Charles H. Irby, Richard W. Watson, James  
C. Norton,

Re-implementing DNLS Line entity

(J19580) 9-OCT-73 12:17; Title: Author(s): Douglas C. Engelbart/DCE  
; Distribution: /np rww (Dick: as we discussed; how about a jog from  
you on it, too?) jcn (Jim: what's your vote?); Sub-Collections: SRI-ARC  
NP; Clerk: DCE ;

address change of jbp

hello: by just changing the things i knew about, messages appear to be reaching me as jbp in mitre tip, so do not do anything about my address. thanks. --jon.

1

19581 Distribution

Jonathan B. Postel, Mark C. Krilanovich,



address change of jbp

(J19581) 9-OCT-73 13:17; Title: Author(s): Jonathan B. Postel/JBP;  
Distribution: /JBP MCK; Sub-Collections: NIC; Clerk: JBP;

Reply to Alex McKenzie's comments on RFC 561

Alex: (with copies to Abhay, Ray, and Jim)

Thanks for your comments. On the matter of date syntax, the components of <vdate> and <tdate> are ordered differently precisely because of differing common English usage. Our feeling was that a mail-reading program smart enough to process headers at all should have the smarts to recognize both forms of date, and handle each appropriately. Usually, people, rather than programs will be reading the headers; therefore, headers should contain information in a form which, while machine-readable (by something more sophisticated than a TIP), is also consonant with what people (yes, people ) are used to seeing. (After all, mail is for people, isn't it?)

As for the time zone question -- you're probably right. I don't know what the proper resolution of the matter is, at the moment, although I personally am inclined to feel that having everybody to convert to GMT for the purpose of mail-sending is a little too much to ask for. I think the fact that GMT is included in the time zone list is a good compromise; it allows mail-reading programs to understand the time-zone information without knowing every time zone abbreviation in the world, yet allows the great majority of systems on the network to use their "favorite" time zone.

Cheers,

Ken

19582 Distribution

Alex A. McKenzie, Abhay K. Bhushan, Kenneth T. Pogran, Ray S.  
Tomlinson, James E. (Jim) White,

Reply to Alex McKenzie's comments on RFC 561

(J19582) 9-OCT-73 13:54; Title: Author(s): Kenneth T. Pogran/KTP ;  
Distribution: /AAM AKB KTP RSI JEW ; Sub-Collections: NIC; Clerk:  
KTP;

Visit notice: Mr. Lewis Finkelstein, New York City Transit Authority

Dick: I'll expect you to be host, unless you haven't returned by then

Visit notice: Mr. Lewis Finkelstein, New York City Transit Authority

Visitor: Mr. Lewis M. Finkelstein, New York City Transit Authority

Thursday, 11 Oct 73, 1430

Call from Dave Herron, SRI, this morning. His group has a large contract from the New York Transit Authority; Mr. Finkelstein is coming to see him as a client representative, and asked Herron to see if he could arrange a visit to ARC. Both Herron and Finkelstein will come -- will look first for Dick Watson, then for me.

Apparently Dick has corresponded with Finkelstein -- sent him a bit of literature with an 3 Oct 73 (typewritten, non-Journal) letter.

19583 Distribution

Richard W. Watson, James C. Norton, Bonnar Cox, David R. Brown,

DCE 9-OCT-73 14:30 19583

Visit notice: Mr. Lewis Finkelstein, New York City Transit Authority

(J19583) 9-OCT-73 14:30; Title: Author(s): Douglas C. Engelbart/DCE  
; Distribution: /rww jcn bc drb ; Sub-Collections: SRI-ARC; Clerk:  
DCE ;



Please delete PAW2. NLS didn't wait after asking if the ident was ok and its not. Logic says I typed a carriage return, but I'm not convinced. I'll start over some other time. Buz

1

19584 Distribution  
Marcia Lynn Keeney,

(J19584) 9-OCT-73 15:10; Title: Author(s): A. D. (Buz) Owen/ADO;  
Distribution: /MLK; Sub-Collections: NIC; Clerk: ADO;

Links

I had Anne Cafarelli type up these little gems. Would you (or Donna) put tthe useful ones in the recurring part of the Tickler so that when a guy reads that an R&T Selection is due he can jump to the link and get directions. Thank you kindly.

Links

ARCG 9-OCT-73 07:25 19573  
AUTHORIZATIONA  
Location: (KJOURNAL, 19573, 1:w)

1

ARCG 5-OCT-73 12:19 19533  
Data for EMB NEWS BRIEF and Personnel Reports  
Location: (KJOURNAL, 19533, 1:w)

2

ARCG 5-OCT-73 11:19 19531  
Location: (KJOURNAL, 19531, 1:w)

3

19585 Distribution  
Joe P. Cavano,

Links

(J19585) 9-OCT-73 15:13; Title: Author(s): Edmund J. Kennedy/EJK;  
Distribution: /JPC; Sub-Collections: RADC; Clerk: EJK;

## Automating Group Note Number acquisition

Dick, Dirk, and Jeanne --

1

As the number of Groups increases, the requirement that the user go through Marcia Keeney to acquire a Group note number becomes increasingly intolerable.

2

On the assumption that the Assign RFC # code calls the Assign NIC # code, I wonder how difficult it would be to implement the following:

3

§Goto Catalog Numbers

3a

§Group Note (for Group:) USING

3b

...

3c

Is this also an RFC: yes/no

3d

§§...

3e

(same questions/information as for RFC)

3f

...

3g

§§Go

3h

USING Group Note number ...

3i

[RFC Number ...]

3j

NIC Number ...

3k

The modification would be to add Group Note Number searching code at the beginning and Group Note information code, to add to the catalog at the same time that entries are made to the NIC and RFC catalogs.

4

Now the question is: What am I missing that makes all this really harder than I currently perceive?

5

-- Dave.

5a



19586 Distribution

Richard W. Watson, Dirk H. Van Nouhuys, Jeanne B. North,

Automating Group Note Number acquisition

(J19586) 9-OCT-73 15:25; Title: Author(s): David H. Crocker/DHC;  
Distribution: /RWW DVN JBN; Sub-Collections: NIC; Clerk: DHC;

## Miscellaneous Notes on HELP System Design Meetins 10/4 and 10/9

On Thursday October fourth the HELP system design committee (DvN, MDK,HGL, KIRK,JMB, with NDM absent and JBN) visiting, met to respond to the design requirements (KJOURNAL, 19433, 1:w).

For the most partt we delegated work to subcommittees.

KIRK and HGL had been delegated to write a definitin of the software and link conventions. At this meeting HGL declared that the document written in response (KJOURNAL, 19493, 1:w) was not completely accurate and we asked him to write one that was.

We agreed that the committee working on the data base structure (MDK,KIRK,JMB) should continue.

We did decide on how to carry out some requirements whose design is not clearly implied in and which I list here with reference to the requirements.

With respect to (KJOURNAL, 19493,3b3) a user will learn th new namesfo old commands from a list which will have the form: (oldcommandname)transitional prose( (linktonewcommandname) / show also ).  
e.g"(xset) Xset is no longer a command name. "Set Case" has taken over is function Show "set case"

This list will be part of the lexicon function.

With respect to (KJOURNAL, 19493,3c4), a HELP user will be able to learn all the verbs or all the nouns because the data base will contain lists of the verbs and nouns.

With respect to (KJOURNAL, 19493,3c4), we will put off integrating Locater into HELP.

With respect to (KJOURNAL, 19493,3f2), To relieve the TNLS user of the burden of reading abot a DNLS, a special comment, " DNLS Only " or the likein the final link will prevent a statement from appearing to a TNLS reader..

On Tuesday, October 9, the desgin teeam met again briefly and sporadically.

The data base subcommittee reported that they felt good about what they had done but were not finished.

HGL had not finhsed the revision of (kjournals,19493,) promised in (,2a).

We agreed to meet tomorrow at 10:00.

Miscellaneous Notes on HELP System Design Meetins 10/4 and 10/9

HGL said that in trying out the HELP program, he had found that statements that contained many lines of text slowed down printing out menus. Searching text causes the sloth. Limiting links to last place in statements in the HELP data base would avoid that sloth. Placing data base key words in separate header statements, viz:

4d

(NLS) Online System

4d1

Text text text.....

4d1a

would also solve the problem of slow text searching. But it would make it impossible for the data base user to choose whether she would show a menu below an item that she called in a link. When this problem was pointed out, HGL withdrew his suggestion.

4e

19587 Distribution

Richard W. Watson, Elizabeth J. (Jake) Feinler, Harvey G. Lehtman,  
Kirk E. Kelley, Laura E. Gould, N. Dean Meyer, Jeanne M. Beck,  
Charles F. Dornbush, Dirk H. Van Nouhuys, Michael D. Kudlick, Diane  
S. Kaye, James C. Norton,

DVN 9-OCT-73 15:38 19587

Miscellaneous Notes on HELP System Design Meetins 10/4 and 10/9

(J19587) 9-OCT-73 15:38; Title: Author(s): Dirk H. Van Nouhuys/DVN;  
Distribution: /DIRT; Sub-Collections: SRI-ARC DIRT; Clerk: DVN;  
Origin: <VANNOUHUYS>HELPMIS.NLS;1, 8-OCT-73 20:51 DVN ;

Seminar

Dr. George A. Borden, Penn State University, will be here on 15 Oct 73 to conduct a seminar and review his final report.

1

ABSTRACT

2

Implementing and evaluating the AHI system:

3

A Review and Suggestions

4

George A. Borden

5

The evaluating of Phase of the implementation of the AHI system at RADC is completed. The general results, both positive and negative, will be reviewed and suggestions made as to how Phase II may be implemented with fewer problems and better results. An approach to evaluation in general and Phase II in particular will be discussed.

6

19588 Distribution

Edmund J. Kennedy, Frank J. Tomaini, Rocco F. Iuorno, Roger B.  
Panara, Duane L. Stone,



Seminar

(J19588) 10-OCT-73 05:47; Title: Author(s): Guest O. ARCG/ARCG;  
Distribution: /EJK FJT RFI RBP DLS; Sub-Collections: SRI-ARC; Clerk:  
ARCG;  
Origin: <GUEST>SEMINAR.NLS;1, 10-OCT-73 05:38 ARCG ;

For Lines and Arrays

I second Doug's motion (kjournal,19580,). See also my argument for  
Matrices (journal,16254,)

19590 Distribution

Nps Np, Richard W. Watson, Charles H. Irby, Richard W. Watson,  
Douglas C. Engelbart, L. Peter Deutsch, Laura E. Gould,

For Lines and Arrays

(J19590) 10-OCT-73 09:00; Title: Author(s): Dirk H. Van  
Nouhuys/DVN; Distribution: /NP RWW DCE LPD LEG; Sub-Collections: SRI-ARC  
NP; Clerk: DVN;

PAW2

If you want, I can change Paul Willis's ident rather than delete his whole entry. Let me know what you want it changed to. By the way, what's wrong with PAW2 anyway?? Marcia.

1

19591 Distribution  
A. D. (Buz) Owen,

PAW2

(J19591) 10-OCT-73 10:53; Title: Author(s): Marcia Lynn Keeney/MLK;  
Distribution: /ADO; Sub-Collections: SRI-ARC; Clerk: MLK;

Using addition

John -- Yesterday, I put you in USING. Welcome. /Dave

1



19592 Distribution  
John D. Day,

Using addition

(J19592) 10-OCT-73 11:31; Title: Author(s): David H. Crocker/DHC;  
Distribution: /DAY; Sub-Collections: NIC; Clerk: DHC;

## Request for Support to the Base Communications Technology Development Program

DCLP (R. Kenyon/2355)

24 Sep 73

1

## Request for Support to the Base Communications Technology Development Program

2

RADC (DCL)

3

(DC)

4

(IS)

5

1. The Communications and Navigation Division is conducting a study to determine a logical approach to the solution of Air Force base communications problems. This is a follow-on activity to the recently completed Mission Analysis on Air Force Base Communications - 1985 (BCM). A plan is being formulated to examine all facets of base communications in accordance with BCM findings. The DC activity will be subdivided into the following major task groupings; Model Base Configuration, Communications Network Transmission and Control, Intra Base Radio and Automated Inter and Intra Office Communications.

6

2. One of the important findings of the BCM was that the introduction of interactive desk-up terminals into the office environment could be a cost effective approach to communications between and among office personnel. We should, therefore, like to institute some effort within the Automated Inter and Intra Office Communications task to more fully evaluate this concept from the viewpoint of the communications user. The experience gained by the Information Sciences Division personnel under the Augmented Knowledge Workshop Program would be invaluable in the formulation and accomplishment of this evaluation.

7

3. It is requested that IS provide support to DC in establishing a pilot capability for interactive terminal evaluation. We expect the support to be primarily of a consultative nature. We are not able to completely scope the extent of support required at this time. We will, however, require information and assistance in determining man-machine interface relationships (what efficiencies have been incurred as a result of the introduction of the terminals into the work environment and/or what inefficiencies or additional costs are incurred, what are the advantages of the various types of terminals).

8

4. The DC contact point for the AF Base Communications Program is Mr. Robert J. Kenyon, DCLP, Ext. 2355.

9

Harold J. Crowley

10

Chief, Special Projects Office

11

Request for Support to the Base Communications Technology Development Program

Telecommunications Branch

12

Request for Support to the Base Communications Technology Development  
Program

(J19593) 10-OCT-73 12:25; Title: Author(s): Guest O. ARCG/ARCG;  
Sub-Collections: SRI-ARC; Clerk: ARCG;  
Origin: <GUEST>REQUEST.NLS;1, 10-OCT-73 12:23 ARCG ;

## Request for Support to the Base Communications Technology Development Program

DCLP (R. Kenyon/2355)

24 Sep 73

1

Request for Support to the Base Communications Technology Development Program

2

RADC (DCL)

3

(DC)

4

(IS)

5

The Communications and Navigation Division is conducting a study to determine a logical approach to the solution of Air Force base communications problems. This is a follow-on activity to the recently completed Mission Analysis on Air Force Base Communications - 1985 (BCM). A plan is being formulated to examine all facets of base communications in accordance with BCM findings. The DC activity will be subdivided into the following major task groupings; Model Base Configuration, Communications Network Transmission and Control, Intra Base Radio and Automated Inter and Intra Office Communications.

6

2. One of the important findings of the BCM was that the introduction of interactive desk-up terminals into the office environment could be a cost effective approach to communications between and among office personnel. We should, therefore, like to institute some effort within the Automated Inter and Intra Office Communications task to more fully evaluate this concept from the viewpoint of the communications user. The experience gained by the Information Sciences Division personnel under the Augmented Knowledge Workshop Program would be invaluable in the formulation and accomplishment of this evaluation.

7

3. It is requested that IS provide support to DC in establishing a pilot capability for interactive terminal evaluation. We expect the support to be primarily of a consultative nature. We are not able to completely scope the extent of support required at this time. We will, however, require information and assistance in determining man-machine interface relationships (what efficiencies have been incurred as a result of the introduction of the terminals into the work environment and/or what inefficiencies or additional costs are incurred, what are the advantages of the various types of terminals).

8

4. The DC contact point for the AF Base Communications Program is Mr. Robert J. Kenyon, DCLP, Ext. 2355.

9

Harold J. Crowley

10

Chief, Special Projects Office

11

Request for Support to the Base Communications Technology Development  
Program

Telecommunications Branch

12

19594 Distribution

Edmund J. Kennedy, Rocco F. Luorno, Roger B. Panara, Duane L. Stone,



Request for Support to the Base Communications Technology Development  
Program

(J19594) 10-OCT-73 13:32; Title: Author(s): Guest O. ARC/ARCG;  
Distribution: /EJK RFI RBP DLS; Sub-Collections: SRI-ARC; Clerk: ARCG;

reply to IIG membership query

Ken: I wish too remain a member of IIG. Buz

1

19595 Distribution  
Kenneth E. (Ken) Victor,

reply to IIG membership query

(J19595) 10-OCT-73 13:51; Title: Author(s): A. D. (Buz) Owen/ADO;  
Distribution: /KEV; Sub-Collections: NIC; Clerk: ADO;

Response to Ken (copies to Abhay, Ray and Jim)

Dear Ken,

I agree that mail-handling programs will undoubtedly be clever enough to handle more than one date format, and I agree that people are indeed the intended recipients of mail. I am really with those people, who have to do the parsing, since my experience is that day/month/year (all numbers) is almost as common a format as month/day/year. In general I hate to get letters or otherwise have dates referenced in an all numeric format, since I then have to figure out which ordering was intended, and its not always possible. Hence my suggestion that the ordering be the same for both all numeric and alphanumeric dates, since then if one receives a mixture of the two one might have a better chance of guessing correctly. Does the above make sense?

Regards,

Alex

19596 Distribution

Abhay K. Bhushan, Kenneth T. Pogran, Ray S. Tomlinson, James E. (Jim)  
White,

Response to Ken (copies to Abhay, Ray and Jim)

(J19596) 10-OCT-73 13:57; Title: Author(s): Alex A. McKenzie/AAM;  
Distribution: /AKB KP RSI JEW; Sub-Collections: NIC KP; Clerk: AAM;

## Technical Writers, Desks in Offices, Clerical Identity

I have an old friend, Anne Lake, who orked for many years as a technical writer and eidtor for SDC incuding computer stuff. She is smart, apt , hardworking etc. She has aquired in the last few years a husband, Jon, whom I don't know so well, but who works in similar jobs for and seems like a smart guy. Anne has alos done program monitoring of the type Urban Systems were/are for Headstart. She quite SDC to do that for a smal firm she now believes is going bust. They are thinking of taking the oppotunity to move to the Bay Area. She called me the other day about jobs. I gave her information about the Peninsula scene and SRI and sent her SRI application. I don't know what you are thinking of with respect to filling the vacancy created by Marilym's leaving but Ann has pretty much the same shape. They would be comming up in January or so.

1

Monday I got a written phone message from Bob Wing:"Do you want the desks in the hall to be moved into the empty offices?" I didn't know enough abou what is happening with offices to make a sensible answer, but I decided it might mean that we were getting some of the x-Goldbering offices, and any token which would serve to validate our claim would be a good thing, so I said "yes."

2

Mimi writes from Katmandu:"Tell your friend Jim Norton his problem is he doesn't think of himself as a clerical person."

3



19597 Distribution  
James C. Norton,

Technical Writers, Desks in Offices, Clerical Identity

(J19597) 10-OCT-73 15:53; Title: Author(s): Dirk H. Van Nouhuys/DVN;  
Distribution: /JCN; Sub-Collections: SRI-ARC; Clerk: DVN;

## FTP with the New NLS Command Parser

Dave-- I've tried CFD's new parser with the FTP stuff in TNLS and it works fine. I've also fixed the 25-char-filename bug in

<WHITE>FTPSUBSYSTEM.NLS

and from that source compiled

<WHITE>FTPSUBSYSTEM.REL

<WHITE>FTPLANGUAGE.REL.

I'm going to maintain FTPSUBSYSTEM as the up-do-date source and delete <WHITE>FTPMGR.NLS, since it's redundant.

If you wish to use the new-parser front-end, load <WHITE>FTPSUBSYTEM.NLS and follow the directions at the head of the file.

If you wish, it's trivial for us to add a command for your multiple-retrieve procedure. --Jim

19598 Distribution  
J. D. Hopper,

FTP with the New NLS Command Parser

(J19598) 10-OCT-73 18:18; Title: Author(s): James E. (Jim)  
White/JEW; Distribution: /JDH; Sub-Collections: SRI-ARC; Clerk: JEW;  
Origin: <WHITE>JDHMSG.NLS;2, 10-OCT-73 18:17 JEW ;

USING and USERS

Dave/Nancy/Users/USING

I don't see the logic of having two groups called USING and USERS if everything that goes to one also automatically goes to the other.

If, as was the case at first, USING contains only the Boston Steering Committee and USERS contains all others, then I can see a reason for having two groups. Anyone wishing to contact the steering committee ONLY, can send journal items to USING. Anyone wishing to contact the whole group can send messages to USING and USERS, and thus reach everyone. I can think of few instances where one would want to contact USERS but not inform the USING members, but this too is possible if the two original groups are maintained.

I move that we either follow the original ground-rules (spelled out above) or maintain only one group called USERS to which everyone belongs equally.

I also feel on principal that the make-up of the original steering committee should not be altered arbitrarily without the consent, or at least input, from the original group. That is why I suggested a rotating steering committee in my last memo.

Would appreciate feedback from Nancy, Dave, and others on: 1) the issue of how many groups should exist and the membership of each, and 2) the issue of a democratic approach to steering committee selection.

Jake Feinler@NIC

1

19599 Distribution

Barbara Noble, Robert P. Blanc, Susan S. Poh, Kirk E. Kelley, Laura E. Gould, Harvey G. Lehtman, Allan R. Alberts, Alan R. Hill, Jon E. Berger, Mil E. Jernigan, Paul Rech, Joe B. Wyatt, Charles H. Irby, Robert H. Thomas, Edward P. Schelonka, Robert D. (Bob) Bressler, Steve D. Crocker, Jonathan B. Postel, Leroy (Lee) C. Richardson, Frank G. Brignoli, Elizabeth J. (Jake) Feinler, Michael D. Kudlick, James E. (Jim) White, Michael A. Padlipsky, Kenneth L. Bowles, A. Wayne Hathaway, Jean Iseli, David H. Crocker, Nancy J. Neigus, Stephen M. Wolfe, Ronald M. Stoughton, Jim O. Calvin,

USING and USERS

(J19599) 10-OCT-73 18:20; Title: Author(s): Elizabeth J. (Jake)  
Feinler/JAKE; Distribution: /USERS USING; Sub-Collections: NIC USERS  
USING; Clerk: JAKE;



I think I mis-addressed the copy for you

AAM 10-OCT-73 13:57 19596

Response to Ken (copies to Abhay, Ray and Jim)

Message: Dear Ken,

I agree that mail-handling programs will undoubtedly be clever enough to handle more than one date format, and I agree that people are indeed the intended recipients of mail. I am really with those people, who have to do the parsing, since my experience is that day/month/year (all numbers) is almost as common a format as month/day/year. In general I hate to get letters or otherwise have dates referenced in an all numeric format, since I then have to figure out which ordering was intended, and its not always possible. Hence my suggestion that the ordering be the same for both all numeric and alphanumeric dates, since then if one receives a mixture of the two one might have a better chance of guessing correctly.

Does the above make sense?

Regards,

Alex

\*\*\*\*\*Note: Author Copy\*\*\*\*\*

I think I mis-addressed the copy for you

(J19600) 11-OCT-73 05:39; Title: Author(s): Alex A. McKenzie/AAM;  
Distribution: /KFP; Sub-Collections: NIC; Clerk: AAM;

IIG

Ken,

I wish to remain a member of the IIG and there is a mistake in the IIGMEMLIST under my name. The area code on my phone number is (703) not (415). Thanks.

Alan R. Hill

1

19601 Distribution  
Kenneth E. (Ken) Victor,

IIG

(J19601) 11-OCT-73 07:22; Title: Author(s): Alan R. Hill/ARH;  
Distribution: /KEV; Sub-Collections: NIC; Clerk: ARH;

ASM 517, Psychological Factors in Management, course notes

I used the system to record class lecture notes for the first 3-4 sessions, then ran out of time. Got 94 on the midterm, will be interesting to see if I do as well on the final without the system.

## ASM 517, Psychological Factors in Management, course notes

(admin) the administrative aspects of the course.	1
<b>Prof:</b>	1a
Dr. W C Middleton, phone: 339-2668	1a1
Received degree from UCLA in Experimental Psychology	1a2
Worked in various Aerospace industries on the West coast.	1a3
Has been with the USC program only a short time..less than a year.	1a4
<b>Material:</b>	1b
Taken primarily from Leavitt and "readings". The other two books will only be used occasionally. Covers the following 9 areas:	1b1
ASSESSMENT	1b1a
MOTIVATION	1b1b
PERCEPTION & CONFLICT	1b1c
LEARNING & PROBLEM SOLVING	1b1d
COMMUNICATION & INFLUENCE IN SMALL GROUPS	1b1e
-----midterm-----	1b1f
LEADERSHIP, AUTHORITY, & INFLUENCE	1b1g
GROUP EFFECTIVENESS	1b1h
PROBLEMS OF LARGE ORGANIZATIONS	1b1i
FUTURE DEVELOPMENTS	1b1j
<b>Format:</b>	1c
Lecture 1/2 of the period, discuss reading assignment the other 1/2 of the session.	1c1
<b>Marking:</b>	1d
25%--class precipitation	1d1
25%--midterm test	1d2

## ASM 517, Psychological Factors in Management, course notes

Covers the first 5 areas listed above--closed book, essay type. He says, "we should be prepared to integrate the reading discussions and the lectures to date and bring them to bear on a problem".

1d2a

25%--final exam

1d3

Covers the last 4 areas listed above plus one question from each person's term paper.

1d3a

25%--term paper

1d4

10 pages, double spaced is acceptable..more is good. We should start thinking about a topic NOW

1d4a

15 minute summary pitch of the paper will be given in class. Papers should be work related if at all possible. Term papers will start on the 26th of Sep. and continue till the end of the session. Pick a date ASAP..paper should accompany pitch (except for the first one).

1d4b



## ASM 517, Psychological Factors in Management, course notes

(assign) Assignments and due dates

2

## 22 SEP--ASSESSMENT

2a

Leavitt: Chapt 9

2a1

Readings: Henry 112,  
 McClelland 122  
 Westy 147,  
 Haire 157

2a2

## 27 SEP--MOTIVATION

2b

Leavitt: Chapt 1&amp;2

2b1

Readings: Maslow 6,  
 Lewin 25

2b2

## 29 SEP--PERCEPTION &amp; CONFLICT

2c

Leavitt: Chapt 3, 4, 5

2c1

Readings: Zalkind 32,  
 Time 48

2c2

ASM 517, Psychological Factors in Management, course notes

(Lecture) The lecture notes

3

20 SEP--History, Background and Overview of Management Psychology

3a

The field of scientific management got its start in the 1920's with work by Taylor and Gilbert. They studied ways of improving blue collar worker's efficiency. Their underlying assumptions were that the worker was not competent to discover ways of doing his job more efficiently and that he was a cog in a larger machine. Their's was a short term view, ex. that a worker was motivated primarily by money, and had some undesirable consequences. In some cases workers' output quadrupled under incentive plans. Management backed down on their promises and workers were pissed off. Many gains were achieved, however.

3a1

In the 1930's the famous Hawthorne studies were made, which in total tended to show that attention from management resulted in productivity increases, regardless of the changes (plus or minus) in their working environment. These studies, plus the depression, plus the labor unions, plus a general awakening and questioning of mans' purpose and role in life led to the so called "Human Relations Movement" in industry. The basic premis of this movement was that a satisfied employee is a productive employee. Some companies went over board with fringe benefits, etc.

3a2

The second World War saw the rise of the industrial psychologist, who concentrated on devloping and validating job analysis, specification, selection criteria, selection tests, etc.

3a3

By the late 1940's and early 50's, a number of studies were made which showed that productivity was correlated little at all with job satisfaction; tending to discredit the Human Relation Movement. By this time workers had taken fringe benefits and good salaries for granted and they were no longer a motivating force. By the end of the 50's the behavioral scientists had come into the picture.

3a4

During the 60's the field of Organizational Psychology emerged; which is concerned with groups and inter-intra group conflicts. The trend is now toward job enrichment, ie varying the routine by rotating shifts and jobs, giving a team responsibility for production of a unit vs the assembly line approach..in general trying to stimulate the interest of the person in his job and thereby improve the quantity and quality of the product.

3a5

22 SEP--Job Analysis and Evaluation

3b

## ASM 517, Psychological Factors in Management, course notes

Its important to analyze the requirements of jobs under your jurisdiction for a number of reasons. Generally speaking its a good idea to put things down on paper to avoid memory failure and to inform your replacement in case you leave the position.

3b1

The tools to accomplish job analysis include; observation, motion picture/stop-action films, questionnaires, work diary and performing the job itself.

3b2

A job analysis leads to a documented Job description, which is used for many purposes--employee selection, development of training programs, development of measures of job proficiency, determining pay scale, developing more effective work procedures, safety, special tools and employee evaluation.

3b3

The prof referenced a rather detailed study of secretarial duties...I should ask him for the reference.

3b3a

There are a number of approaches/systems to employ when analyzing the requirements of a particular job. The National Electrical Manufacturers' Association has a particularly elaborate system. They rate the job on a 5 point scale against 11 factors, including; education, experience, complexity, supervision required, contact with other people, environmental conditions. Studies of job evaluation systems have shown that 4 factors are sufficient in most cases, with a .93 correlation of the ratings produced with those produced with 11 factors. To many factors tend to produce a "halo" effect, ie; the ratings cannot be made independently from each other. The most significant categories are experience, responsibility, initiative and working conditions for shop workers--the first three plus complexity and supervision required for the salaried workers.

3b4

Surprisingly, only 1/2 of the companies in the US have formal employee performance appraisal systems. Unions have traditionally opposed performance appraisal systems (through general distrust of supervisors) but now seem to be advocating them.

3b5

There are generally two approaches to PA, rating on a numerical scale and comparison with other like employees. Self-rating techniques along with interviews with the supervisor are used occasionally. Comparative ratings are generally more reliable than numerical ratings, ie; more consistent from rater to rater.

3b6

Ratings from more than one source can be combined, but one must be careful. You must add the standard scores, Z, not the raw

scores.  $Z = (X - M) / SD$  where X is the raw score mean, M is the raw score, and SD is the standard deviation of the raw score...see diagram and example in notebook for more detail.

3b7

## 27 SEP--Employee Selection

3c

The most common selection devices used in picking employees are; preliminary interviews, application blanks, references, tests and supervisory interview.

3c1

Tests are commonly used for blue-collar workers, where it is possible to devise a test whos results correlate highly with the actual performance of the worker on the job. (validity) The validity of a test is determined in the following manner;

3c2

1. Give the prospective test to every applicant

3c2a

2. Store the results

3c2b

3. Hire all applicants

3c2c

4. After sufficient time has passed, measure the job performance of each employee

3c2d

5. Compare job performance with the test score.

3c2e

Most companies can't afford to do this, but sometimes companies in the same business (insurance, telephone) will pool their resources and run a test validation experiment. During WWII, the armed services did this as did many companies, since they were hiring every applicant anyway. Giving the test after the individual has been employed for some time is possible, but the validity of the test will suffer, since some have quit, some have transferred, etc since the hiring.

3c2e1

The means of statistically determining the validity of a test are in the notes. In addition to validity, there is reliability (consistency) from time to time and from rater to rater, of the test and the job performance measure. If test reliability is .8 for example and the reliability of the job performance rating technique is .6; then the maximum validity that can be expected for the test is somewhere around .7 (dependent to some degree upon the similarity of the standard deviations for the test and performance scores).

3c3

Various selection devices have histories of differing degrees of success.

3c4

## ASM 517, Psychological Factors in Management, course notes

Preliminary interview--saves company time and money by screening out those of obvious mismatch with the job.		3c4a
No real data on success		3c4a1
Application blank--the weighted form is now in common use		3c4b
validity .5-.6 for weighted form		3c4b1
References--General character references are useless...work references are good if followed up by phone or personal contact with previous supervisor.		3c4c
validity .8 (ATI, by phone with structured question session)		3c4c1
Interview--unstructured interview by people who have the "art of sizing up people", 0.00 reliability in one study using 4 interviewers and 57 subjects. However, if interviewers are given training and use a structured interview, then		3c4d
validity .7-.9		3c4d1
Selection tests--Widely used, with following distribution of use:		3c4e
5000 + employees	53%	3c4f
1-5000 employees	42%	3c4g
250-1000 employees	28%	3c4h
1-250 employees	15%	3c4i
Examples of validities for various types of test:		3c4j
for blue-collar workers--motor ability and manual dexterity--15% > .6, 50% .4-.6, 10% < .4		3c4j1
for clerical workers--50% .4-.6, 50% < .4		3c4j2
for sales people--interest and personality tests--20% .4-.6, 80% < .4		3c4j3
training--.6		3c4j4

ASM 517, Psychological Factors in Management, course notes

(read) Notes taken from the reading assignments

4

22 SEP..I was underwhelmed by the articles in chapter 3 of Readings. As a whole they were old (10 to 25 years) and lacked scientific documentation of the conclusions reached. The peer rating approach was the most interesting to me, since it might have some application to our situation at RADC. The data given in the report however, did not seem to me to justify the rozy conclusions the author (Joseph Weitz) had about the merits of his rating scheme. Class discussion brought out no really new points (except brownie points). It was interesting to note that several of the military types had participated in peer group ratings in summer ROTC camp situation.

4a

Leavitt's chapter ) Assessment of People, is best summarized by his own summary. "Three general approaches to formal assessment have been described: pencil-and-paper tests, projectives and sociometric methods. Each has its own advantages and costs. Pencil-and-paper devices are relatively cheap and relatively standardized, but their use is largely limited to mass-selection situations. Projectives go deep and are rich in the material they dredge up, but subjective, individualistic, expensive and poorly validated. Sociometrics are easy and relatively valid but carry serious implications for the power relationships in an organization."

4b

One is left with the feeling that formal assessment programs are only marginally useful. One might do almost as well by flipping a coin. An attitude of "if you like him, hire him" might also do as well--it seems that I was hired under this approach.

4c

## ASM 517, Psychological Factors in Management, course notes

(paper) Term paper

5

could maybe use Jims studies of the communication changes brought about by the introduction of a computer in to the office environment.

5a

Prof mentioned questionnaires given with one's working environment.

5b

Outline

5c

Introduction..include one of self, background and biases

5c1

Drucker..knowledge-workers..central importance of communication..core activity

5c1a

Information Technology

5c2

The rate of progress of computer support to management, particularly in the decision making and planning roles, has not been as rapid as predicted. Why:

5c2a

disjointed development of isolated subsystems, of times consistant and supporting the barriers in the organization between personnel, training, R&D, procurement, etc

5c2a1

naive assumption that with enough dilligence, anything is programmable, problems of size and complexity prohibit reliability/stability

5c2a2

use of the so called systems approach, on a system which could not be bounded ie, study requirements, identify needs, translate to system goals, design system, build and test, and turn over to customer..really a failure to use flexibility/adapatability as a design criteria.

5c2a3

PROBABLY MOST IMPORTANT...lack of an overall philosophy to guide system design, developmen, and testing.

5c2a4

Drucker

5c3

Knowledge worker..definition, encompasses.., different from...

5c3a

Englebart

5c4

core of common activity, bootstrapping/evoloutionary,

## ASM 517, Psychological Factors in Management, course notes

interface to special purpose tools from general purpose system.	5c4a
<b>Relevant technology</b>	5c5
on-line processing..computer networking..resource sharring, basis for :	5c5a
<b>Augmented Knowledge worker</b>	5c6
Expected benefits of (increased communication, management by objective, improved efficiency, reduced administrative burden, remote collaboration/conferencing, reduced error in communication)	5c6a
Possible impact on management/managers..look at jims work to see if there are additional ideas	5c7
<b>PEOPLE</b>	5c7a
spectrum of attitudes toward impending introduction of this technology..sheer terror..to..open acceptance/challenge..high correlation between acceptance and use of the system and personality of the individual.	5c7a1
<b>ORGANIZATION</b>	5c7b
biceno	5c7b1
<b>COMMUNICATION</b>	5c7c
traditionally give up speed for accuracy...not necessary anymore...change in communication patterns..opening up (broader and more intense)..by-passing "chain of command"..problems??	5c7c1
precision/clarity	5c7c2
improved	5c7c2a
<b>STYLE</b>	5c7d
participative management no longer a choice..a must for survival in open environment created by the technology	5c7d1
increases in complexity..forces manager to be objective oriented..to spend more time considering these problems, rather than:	5c7d2



## ASM 517, Psychological Factors in Management, course notes

fire-fighting	5c7d3
less of this	5c7d3a
MOTIVATION	5c7e
peer group pressure..use of system is self motivating, after a level of proficiency has been reached.	5c7e1
group endeavors	5c7f
possible though remotely located individuals..more goal centered.	5c7f1
TRAINING	5c7g
initial intensive, aimed at individual mastery of minimal subste of system commands/language, then proficiency, then group use , then organization use.....at intervals (depending upon job and rate of learning)reschooling+++OJT through the use to communicate document etc.	5c7g1
	5c7h

ASM 517, Psychological Factors in Management, course notes

(J19602) 11-OCT-73 07:28; Title: Author(s): Duane L. Stone/DLS;  
Sub-Collections: RADC; Clerk: DLS;  
Origin: <STONE>COURSE.NLS;7, 11-OCT-73 07:21 DLS ;

Response to (19599, ) from JAKE

In response to JAKE's query:

1

1. I think there should be two groups. It is easy enough to send messages to both groups when necessary, and we can separate some messages so as not to bother too many people. I think that all official USING Notes (i.e. those with numbers) should have an official distribution of both USERS and USING. Marcia Keeney can be informed of this so people need not remember every time they create another note.

1a

2. I don't think the steering committee should give itself all that much significance. As far as I am concerned anyone who wants to work for the benefit of the USER community is welcome to be in USING, without having to be voted in. The question is how a person shows that they want to work for the group; but I believe the question is academic at this moment, since not many of the people at the Boston meeting have done any work either.

1b

Instead of worrying about these details, let's get going on some of those glorious goals we set ourselves.

2

19603 Distribution

Robert P. Blanc, Barbara Noble, Leroy (Lee) C. Richardson, Frank G. Brignoli, Elizabeth J. (Jake) Feinler, Michael D. Kudlick, James E. (Jim) White, Michael A. Padlipsky, Kenneth L. Bowles, A. Wayne Hathaway, Jean Iseli, David H. Crocker, Nancy J. Neigus, Stephen M. Wolfe, Ronald M. Stoughton, Jim O. Calvin,

Response to (19599, ) from JAKE

(J19603) 11-OCT-73 07:34; Title: Author(s): Nancy J. Neigus/NJN;  
Distribution: /USING; Sub-Collections: NIC USING; Clerk: NJN;

## AHI PRINTER-A MESSAGE TO USERS

## A MESSAGE TO AHI PRINTER USERS: 1

As of late we were having a lot of confusion in regards to the printer port number. This confusion arises because people arbitrarily change the port when they run into problems without trying to solve the problem. No one will be allowed to change the port from now on. If you have trouble with port 4 or if you think you have trouble use the following procedures. 2

**PROBLEM:** The user has successfully executed a SENDPRINT but no output appears at the printer. 2a

**PROCEDURE:** Reset port 4 by giving the following TIP commands: 2b

```
@ 4 r lf
@ 4 i e lf
@ 4 d r 503 lf
@ 4 g b lf lf-is a line feed and spacing is important 2b1
```

Try again, if not successful call Tom Lawrence X7746 or Jim Moran. 2b2

**PROBLEM:** The user receives a NO after he puts in the port number under SENDPRINT. 2c

**PROCEDURE:** Under no valid condition should the user receive a NO. Try again about 4 times and if you consistently get a NO make a COLLECT call (617)-661-0100 to the Network Control Center (NCC), tell them you are a Net user from Rome, that port 4 is captured and that you would like it cleared immediately. 2d

The NCC is a service group at BBN which is in operation 24 hours a day. 2e

**PROBLEM:** The user receives a CAN'T T after he puts in the port number under SENDPRINT. 2f

**PROCEDURE:** Normally receipt of a CAN'T T means that someone is using the printer and the next user will just have to wait. However, if the user consistently receives a CAN'T T over a long period of time and is not aware of any one using the printer call Tom Lawrence X7746. 2g

## AHI PRINTER-A MESSAGE TO USERS

PROBLEM: The user is in the SENDPRINT mode and his process gets hung up, that is, the user can not communicate with his job nor can he log it out. The job will not be detached. If the user logs in again he will appear twice in the SYS STAT list.

2h

PROCEDURE: Type in the following TIP commands:

2i

@ 4 c lf

@ 4 g b lf

and then call Tom Lawrence X7746.

2i1

IMPORTANT: The user should type in the TIP command @ 4 g b lf as soon as he can after he specifies the port number under SENDPRINT.

3

19604 Distribution

Roberta J. Carrier, Donna R. Robilotta, David L. Daughtry, Richard H. Thayer, Frank J. Tomaini, Mike A. Wingfield, Edmund J. Kennedy, Ray A. Liuczi, Richard Calicchia, John W. Johnson, Donald Van Alstine, Dean F. Bergstrom, William P. Bethke, Frank S. LaMonica, William E. Rzepka, Rocco F. Iuorno, Frank P. Sliwa, Thomas J. Bucciero, Robert E. Doane, David A. Luther, Roger B. Panara, John L. McNamara, Joe P. Cavano, Duane L. Stone, Marcelle D. Petell, Josephine R. Stellato, Robert K. Walker, Thomas F. Lawrence, James H. Bair,



AHI PRINTER-A MESSAGE TO USERS

(J19604) 11-OCT-73 08:07; Title: Author(s): Thomas F. Lawrence/TFL;  
Distribution: /RADC; Sub-Collections: RADC; Clerk: TFL;  
Origin: <LAWRENCE>PRTMES.S.NLS;6, 11-OCT-73 07:48 TFL ;

Using/Users controversy

Jake -- I am inclined to feel that USING should be for anyone committed to WORKING on user interests and that USERS should be open to anyone who wants in.

I.E., It forms a mailing list of interested people, but with no implication as to the actions any of them would take (though it is probable that new members of USING will come from USES)

Perhaps Nancy has other feelings, though I thought we had agreed on the above.

-Dave

1

19605 Distribution

Elizabeth J. (Jake) Feinler, Nancy J. Neigus,

Using/Users controversy

(J19605) 11-OCT-73 08:34; Title: Author(s): David H. Crocker/DHC;  
Distribution: /JAKE NJN; Sub-Collections: NIC; Clerk: DHC;

L-10 visit

Dean -- OK if I come down A week from Friday (10/19) for  
discussion(s) about L-10 use (as per our notes of a month ago) ?

Do you see it needed all day, less or more? /Dave

1

19606 Distribution  
N. Dean Meyer,

L-10 visit

(J19606) 11-OCT-73 08:38; Title: Author(s): David H. Crocker/DHC;  
Distribution: /NDM; Sub-Collections: NIC; Clerk: DHC;

State of COM: Shipment of Output Processor User Guides Not Accepted.

Over a month ago we finally decided that the proofs showed that DDSI was ready to print a correct version of the Output Processor User's Guide. We ordered 400. In a conversation with Paul Johnson. Dean asked for the title page printed on buff covers.

1

The 400 arrived last week. The white covers were blank, the pages of the final two appendices were out of order, and the large-type headings of the pages that demonstrate type faces were a funny mealy surface instead of black.

2

The mistake on the covers apparently arose from a faileur in communication between Paul Johnson and his successors.  
(jjournal,19292,3b)

2a

The pages out of order may have happened at DDSI or its printer. The pages in question are unnumbered, but were, of course, in order on the file..

2b

Only the last problem is of any technical interest. Floyd Dosier (jjournal,19292,3b) believes the CRT image is at fault. The copy-flow proofs of these pages showed black letters, but the flaw in what the CRT had done appeared when the same film was printed on offset.

2c

I have asked Spencer (jjournal,19292,3) to do the job over, and I believe he will do so. He seemed pretty exasperated and emphasized that DDSI does not want to do any more printing..

3

At the moment DDSI has not decided whether it wants us to send the copies back or reprint completely.

4



19607 Distribution

Elizabeth K. Michael, Jeanne B. North, N. Dean Meyer, Douglas C. Engelbart, Richard W. Watson, Dirk H. Van Nouhuys, James C. Norton, Douglas C. Engelbart, N. Dean Meyer, Elizabeth K. Michael, James C. Norton, Richard W. Watson, Elizabeth J. (Jake) Feinler, Michael D. Kudlick, James C. Norton,

DVN 11-OCT-73 08:52 19607

State of COM: Shipment of Output Processor User Guides Not Accepted.

(J19607) 11-OCT-73 08:52; Title: Author(s): Dirk H. Van Nouhuys/DVN;  
Distribution: /COM DCE NDM EKM JCN RWW JAKE MDK JCN; Sub-Collections:  
SRI-ARC COM; Clerk: DVN;

AHI USAGE

if you and Dean stay on the system all the time..how can we  
peons get anything done

19608 Distribution  
Edmund J. Kennedy,

AHI USAGE

(J19608) 11-OCT-73 09:47; Title: Author(s): William P. Bethke/WPB;  
Distribution: /EJK; Sub-Collections: RADC; Clerk: WPB;

Study to see about replacing KA 10 with KI 10

Jim, I was delighted with Fergs note that the Utility monitor was running. Now that he will be under less pressure, I talked to he and Smokey about forming a team to look at the issues involved in replacing our KA 10 with a KI 10 as a joint Operations Development effort. Replacement to happen as fast as possible if all looks cool. They will write a paper discussing the issues and make a recommendation as soon as possible. Smokey will be at ISI next week and can talk to Melvin again.

1

19609 Distribution

Donald C. (Smokey) Wallace, James C. Norton, Douglas C. Engelbart,  
Ferg R. Ferguson, Charles H. Irby, Don I. Andrews, Paul Rech,

Study to see about replacing KA 10 with KI 10

(J19609) 11-OCT-73 12:00; Title: Author(s): Richard W. Watson/RWW;  
Distribution: /DCW JCN DCE WRF CHI DIA PR; Sub-Collections: SRI-ARC;  
Clerk: RWW;