

FOLLOW THE YELLOW BRICK INFORMATION SUPERHIGHWAY

Welcome to the Hot Topics Issue 4 Supplement—your guide to the world of IBM® Information Development! We have a lot going on here (even some stuff you may not be aware of), so feel free to peruse the issue for helpful nuggets of knowledge.

As you know, IBM recently made the transition from OS/390® to z/OS. All you die-hard OS/390 fans don't have to worry, though—we're still supporting you! One article that you may find particularly interesting is "What's happening with OS/390 collections...now that z/OS is here?"; which will help you manage OS/390 in an otherwise z/OS world. If you're ready to dive into z/OS (or just want to learn more about it), however, you may want to check out "Where did all the books go?," "Getting your info fix," and "z/OS documentation on the Internet". They'll give you a head start in understanding what to expect with your brand-spanking-new system!

The tools that help you deal with IBM information tasks such as file management and text searching/viewing each get their time in the spotlight in this Hot Topics Supplement. Feast your minds on articles about the Softcopy Librarian ("There's a new librarian in town!"), Collection packaging and the Autorun interface ("You asked for it and you got it...quick access to softcopy!"), BookManager® ("The bookworm's workhorse" and "Easy on your eyes"), and LookAt ("Retrieving is believing!"). Other articles, like "Softcopy on CD-ROMs: your trusty companion," "Hardcopy to go!," "We're animated!," "The wonderful wizards of z/OS", and "Ordering books and CD-ROMs" all give valuable insight to common means of accessing many forms of the information.

We're trying something new with this Supplement, and we hope you like it! Our local guru of trivial knowledge and frequent contributor to this publication, Jim Steipp, has graciously supplied a timeline of facts that you will see running throughout the Supplement. Each blurb represents a significant event in the history of information and communication, and the whole collection will hopefully entertain as well as inform. Let us know if you have any thoughts!

Last but not least, in order to understand the running joke that we have throughout the Supplement, you need to pronounce "z/OS" as "zOZ", as with the article "The wonderful wizards of z/OS". Now perhaps the title of this introduction doesn't seem so obscure. Silly, aren't we?

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***Out of the past
and into the future
A brief history of the
information revolution***



The murky past.

The need to remember and pass on information created an oral tradition - spoken tales, carefully memorized and repeated over and over by story tellers and folk singers. Each person carried in their head some part of their cultural values and history, and every culture had its own oral tradition that explained the origin of the world (or their tribe or group) as they knew it. We do know that some of this oral history was fixed - memorized and

BACK THEN... AND NOW

How our information strategy is evolving

JOHN SEFCIK

Information is the lifeblood of a successful enterprise. And when your enterprise depends on OS/390 (and now z/OS), you want fast, usable, and seamless access to the information that helps you manage and use it. Much has changed in the years since OS/390 Version 2 became available:

- Back then, you used and depended on the Internet very little, if at all. Now you expect our latest z/OS documentation to be at your fingertips, just a click away. We've given you that opportunity. Many of you have told us how great it is to have easy access to our documentation from your home offices and, when on the road, from those boring hotel rooms.
- Back then, you worked more often in a "standard" office environment, where, when you needed information, you reached for the latest hardcopy manual (if you had room to store them). Now, many of you are working more from home (spending less time in the office), and you expect your information to be online or very portable.
- Now you also have more to do and less time in which to do it, with fewer skilled people to help you. Ease-of-use and retrievability of information are becoming more critical to you all the time.

To help meet these changing and evolving needs, we (the team that brings you the information you need to run and manage OS/390 and z/OS) continue to focus each release on providing better integrated and more usable product and information interfaces. The approach we

take varies with the type of information. The three general types of information are:

- **Conceptual information**

This is information that helps you to learn about a new function or to see the big picture. You might want to understand more about some of these new things you are hoping to implement. Much more than ever before, we

are using multimedia and animations to explain some of these key new concepts, as well as explain those concepts that are not new but still critical or widely-used.

- **Procedural information**

This is information you use to do a task. You want to know what to do, how to do it,

and in what order. For some of the infrequent and complex tasks (such as initial customization), we are developing Web-based wizards to help you. "msys for Setup", which is a new element in z/OS V1R1, will go beyond what the web-based wizards do by actually implementing the changes for you on z/OS.

- **Reference information**

This is the information you use when you want to just look up something (quickly and easily). Some common examples include message explanations and command syntax. LookAt is a new tool for displaying message explanations, and BookServer on our z/OS Internet site and the softcopy indexes on the CD-ROM collections provide quick ways to search for everything else.

Our ongoing goal is to decrease the amount of information you need and provide dialogs and interfaces that are as simple and self-explanatory as possible. Although we have delivered a number of improvements over the past several years, we still have additional work to do. As you probably suspect, we are going to have a library of books around for some time. We intend to keep delivering these books in both BookManager and PDF softcopy formats.



To help you search, view, manage, print, order, and effectively use all of the z/OS information, we have a whole bunch of articles in this Hot Topics supplement. Just keep skimming and reading, and hang on to this newsletter. If you are at home (and your copy is at the office) or you're on the road (dialed in from who knows where), you can always access these Hot Topics Newsletters (plus a ton of other information) on our z/OS Internet

site. Of course, there are always the trusty CD-ROM collections as well.

Many of you have provided us with input over the past several years (through conferences, our Web site, surveys, phone calls, meetings, and a variety of other ways). We appreciate it. Please keep the input coming (both the things you like and the things you want us to work on) by emailing us at mhvrdfs@us.ibm.com.

WHERE DID ALL THE BOOKS GO?

FLORENCE KRUPA & SHIRLEY SWENSON

When you received your z/OS order, you undoubtedly noticed it's a lot smaller than your OS/390 orders. That's because we are continuing to streamline our book shipments and substitute softcopy documentation for hardcopy books. You will be able to access documentation in softcopy format (for free!) on the Internet, as well as from CD-ROMs that you receive with your order. New with z/OS, licensed documentation is also available (for free!) on the Internet.

In addition, we are continuing to produce wizards that you can use to do important tasks, instead of searching through multiple books for information. LookAt, an integrated online help now available on the Internet and as a command interface, also reduces the need for hardcopy books. Wizards, LookAt, and Internet access to the documentation make an enormous amount of information available at your fingertips when you travel, work from home, or work from your office. Be sure to

read the articles "The wonderful wizards of z/OS" and "Retrieving is believing!" (LookAt) in this supplement for the latest information on these two topics.

With your z/OS order you automatically receive the newsletter that you are now reading along with the following two hardcopy books and one CD-ROM collection:

- *z/OS Planning for Workload License Charges, SA22-7506*

This is a new book for

z/OS. It presents information on setting up your system for workload license charges (WLC) for IBM products that run on z/OS.

- *z/OS Planning for Installation, GA22-7504*
If you have used

OS/390, you are already familiar with this book. It helps you prepare to install z/OS by giving you information about writing an installation plan.

- *z/OS V1R1 Collection, SK3T-4269*
This collection is substantially different from previous OS/390 collections. It includes books for only one release of the z/OS element and feature libraries, and it does not include books for the software products that run on z/OS. The z/OS software product books are

repeated intact from generation to generation. The rest was freeform and changed over time with each new telling. In the very few instances where these oral tales were recorded, they have come down to us through time with amazing fidelity - unchanged by their oft retelling. Many believe that Homer's Iliad and Odyssey, for example, culminated this oral tradition in the West because they were originally oral tales that Homer only collected and recorded.



30,000 BCE
***I don't know much
about art, but I know
what I like.***



The first attempt to record information was to paint on cave walls with natural pigments by the flickering light of a campfire. Many of these paintings were just simple hand prints that left a lasting imprint of some nameless human ancestor who was fascinated by this

available on a separate collection that you can purchase. The z/OS V1R1 Collection contains z/OS books in both BookManager and PDF format on separate CDs. This collection will be updated once for each release three months after general availability.

With your z/OS order, you can optionally purchase subscriptions to several softcopy collections. Purchasing a subscription is different from purchasing an individual copy of a softcopy collection. A subscription entitles you to receive updates to the collection as long as z/OS Version 1 is orderable. If you purchase an individual copy of a collection, you do not get updates to it. Individual copies are priced lower because you receive only one edition of the collection and need to purchase updates separately. The following z/OS collections are available as subscriptions through z/OS priced features:

- *z/OS Software Products Collection, SK3T-4270, feature 8002, priced at \$275*
This collection includes libraries for the many software products that run on z/OS. If more than one release of a product is in service, books for multiple releases of that product are included. The books are provided in BookManager format, and we are adding PDF format for newer books too!
- *z/OS SecureWay® Security Server RACF® Collection, SK3T-4272, feature 8001, priced at \$150*
In one convenient package, this collection includes z/OS SecureWay Security Server and other software product books that contain significant information about z/OS SecureWay Security Server RACF, as well as education course listings, related installation materials (RIMs), and sample code for security administrators and auditors. The z/OS SecureWay Security Server books are provided in PDF and BookManager formats; the other books are provided in BookManager format only.
- *IBM Redbooks S/390® Collection,*

SK2T-2177, feature 8000, priced at \$150

This is the redbooks collection that you were previously able to order with OS/390. Most of the newer books (those dated 1999-2001) are available in PDF only, while the older books are provided in BookManager format. New books are added and older books deleted when the collection is refreshed two times a year with z/OS releases.

Other softcopy deliverables are available for purchase:

- *z/OS Licensed Product Library, LK3T-4307 (separately orderable)*

The books are provided in both BookManager and PDF format. Because this collection contains the licensed books associated with z/OS, you must have a license for z/OS to order it. The licensed books are not available in hardcopy format from IBM. However, they are available for free in PDF format on the IBM Resource Link Web site at <http://www.ibm.com/servers/resourcelink/>. See the article "z/OS documentation on the Internet" for details.

- *z/OS V1R1 and Software Products DVD Collection, SK3T-4271, priced at \$100*

This is our first collection on DVD! It includes libraries for a single release of z/OS plus libraries for multiple releases of related software products that run on z/OS, in both BookManager and PDF formats when available. As its name implies, this DVD collection is actually a combination of the z/OS V1R1 Collection and the z/OS Software Products Collection.

We realize that some of you still want hardcopy. If you want a printed copy of a particular book, you can print a high-quality hardcopy from the PDF files that we provide free on CD-ROMs and on the Internet. You can print entire books or sections of books. See the article "Hardcopy to go!" in this supplement.

You can also purchase most z/OS books

in hardcopy from IBM. The remaining z/OS books are available in softcopy format only. Using a credit card, you can purchase hardcopy books and CD-ROMs on the Internet at <http://www.ibm.com/shop/publications/order/>. See "Ordering Books and CD-ROMs" for additional ordering methods. From surveys, we know that many of you

are already very comfortable with softcopy. We hope that our softcopy enhancements, wizards, and tools such as LookAt enable you to rely more on softcopy and decrease your need for hardcopy books. Let us know if there is anything we can do to make this transition easier for you, and please send your feedback to mhvrfs@us.ibm.com.

WHAT'S HAPPENING WITH OS/390 COLLECTIONS... NOW THAT z/OS IS HERE?

SHIRLEY SWENSON

Don't worry, we're not deserting you OS/390 customers. We recognize that many of you will be running OS/390 for a

long time. Even though our major CD collection development will be focused on z/OS and its information deliverables, we plan to continue updating your OS/390 CD collections regularly.

In 2001, we plan to update the comprehensive OS/390 (BookManager) Collection (SK2T-6700) quarterly. Note that the OS/390 Collection and its content is entirely separate from the z/OS collections (much like the MVS Collection was separate from the OS/390 Collection). In subsequent years we plan to decrease the frequency of OS/390 Collection

new idea. These primitive prints were followed by other creations that visualized animals and pictured stories of the hunt for food. Four hundred or so of these cave paintings or etchings, with beginnings in the Paleolithic era (30,000 to 32,000 years ago), remain today in various parts of the world. The most celebrated are probably the red ochre cave paintings in Chauvet-Pont-d'Arc, France, which were created around 15,000-18,000 BC. We really don't know how to interpret these images. It's like someone 30,000 years from now trying to figure out some of the art we will leave behind.

OS/390 Release	OS/390 (BookManager) Collection	OS/390 Library Collection	OS/390 Release
OS/390 V2R10	SK2T-6700-20 or later	SK2T-6718-10 or later	LK2T-2499-07 or later
OS/390 V2R9	SK2T-6700-20 or later	SK2T-6718-08	LK2T-2499-07 or later
OS/390 V2R8	SK2T-6700-17	SK2T-6718-05	LK2T-2499-07 or later
OS/390 V2R7	SK2T-6700-17	SK2T-6718-03	LK2T-2499-07 or later
OS/390 V2R6	SK2T-6700-17	SK2T-6718-01	LK2T-2499-07 or later
OS/390 V2R5	SK2T-6700-15	-	LK2T-2499-07 or later
OS/390 V2R4	SK2T-6700-13	-	LK2T-2499-07 or later
OS/390 V2R3	SK2T-6700-11	-	LK2T-6702-04
OS/390 V2R2	SK2T-6700-07	-	LK2T-6702-04
OS/390 V2R1	SK2T-6700-07	-	LK2T-6702-04

You can use any of IBM's publication ordering systems to order these collections, as described in "Ordering books and CD-ROMs."

5,000 BCE
I owe you three
hieroglyphs.



The key to passing on meaningful information came with the ability to combine spoken language with pictograms into a recordable, reproducible encoding of meaning. This transformation occurred when scribes in China, Persia, Egypt, and a few other places put pen to papyrus, stylus to clay, or hammer to stone and chiseled out a permanent record of their religion and history. Of course, as with any discovery, this new writing was soon put to a more practical use. Many of the oldest written records uncovered were business accounts. It was probably at this time that the universal symbol for a financial obligation developed - "IOU."

updates to twice a year and eventually to once a year.

That takes care of the large OS/390 Collection, but what about the *OS/390 PDF Library Collection (SK2T-6718)* and the *OS/390 Version 2 Licensed Product Library (LK2T-2499)*? Because these two CD collections contain only books for the OS/390 elements and features, we will update them when there is a significant amount of change in the OS/390 books. Unlike the OS/390 Collection, we do not plan to update these collections quarterly because we expect minimal changes to the OS/390 books. Even if books are not updated on the collections, they should always be available on the OS/390 Internet library at <http://www.ibm.com/s390/os390/bkserv/>.

Now you're probably wondering who will get the updated collections and how. OS/390 V2R9 and V2R10 customers will continue to receive automatic shipments of any updates made to the OS/390 collections. OS/390 V2R8 and earlier customers no longer receive updates automatically, so they might want to

purchase the updates. You can also add the order numbers for the OS/390 collections (*SK2T-6700*, *SK2T-6718*, and *LK2T-2499*) to your Publications Notification System (PNS) profile so you receive electronic notifications about updates and can then choose to purchase the updates that you want. (Note that PNS replaced IBM's System Library Subscription Service (SLSS) in early 1999.) Visit PNS on the Web at <http://www.ibm.com/shop/publications/pns/>.

If you need additional copies of prior editions of the OS/390 collections, the OS/390 CD availability table on the previous page shows which editions of each collection should be ordered for various OS/390 releases, effective March 30, 2001. The current version of this table can be found on the IBM softcopy Web site at <http://www.s390.ibm.com/products/softcopy/softable.html>.

You can use any of IBM's publication ordering systems to order these collections, as described in "Ordering books and CD-ROMs."

SOFTCOPY ON CD-ROMS: YOUR TRUSTY COMPANION

SUE VAN PARYS

You have told us loud and clear—when it comes to softcopy, you prefer BookManager files for online viewing and searching, and PDF files for printing. And despite the increasing number of you who access and download softcopy from the Internet, responses to our annual survey of softcopy users consistently show that they still want softcopy

on CD-ROMs—we'll explain why. Also in this article, we'd like to remind you of the retrievability aids provided for finding information on CD-ROMs, and we want to share some tips on using CD-ROMs to provide other types of access to softcopy information.

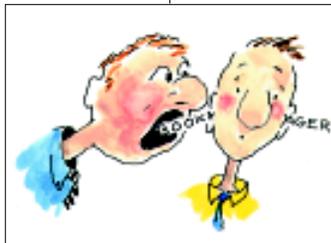
Why do people still want softcopy on CD-ROMs?

CD-ROMs are:

- **Accessible**

As soon as you pop the disc into your CD-ROM drive, you can view the softcopy files. No waiting for them to be downloaded from a

Web site. No problems with "server not responding." Also, you have all the books you need in one place. You don't need to scour your office looking



for manuals or order (and wait for) hardcopy.

- **Spacious**

One CD-ROM can hold 660 megabytes of data, the equivalent of about 275,000 pages of text.

- **Small**

They take up very little space: one CD-ROM can replace 30 feet of bookshelves.

- **Portable**

You can carry them with you or mail them anywhere you want. Compare that to carrying around even *one* of those mega-volumes of hardcopy!

- **Self-contained**

Everything you need is in one handy package. CD-ROMs not only contain books, they also contain reader programs (IBM Softcopy Reader and Adobe Acrobat Reader) and other helpful tools (such as IBM Softcopy Librarian).

- **Economical**

The cost of large numbers of books on CD-ROMs is considerably less than the cost of the same number of books in hardcopy.

- **Organized**

Do you need all the information for a particular product, operating system, subject, or task? There is probably a separate collection organized to meet your specific information needs.

DVDs provide the same benefits as CD-ROMs, but in an even smaller package. Because DVDs can hold 4.7 gigabytes of data, one DVD can deliver as much softcopy as about seven CD-ROMs. For the increasing number of softcopy users who have DVD readers, we are providing our first DVD library collection, the *z/OS V1R1 and Software Products DVD Collection (SK3T-4271)*, in addition to the *z/OS* collections on CD-ROMs. For details, see the article "Where did all the books go?"

Finding information on CD-ROMs

To help you find information, we provide a number of retrievability aids for softcopy on CD-ROMs. Some help you search

across softcopy libraries, others make it easier for you to get around within a given library or book.

Searching across softcopy libraries

- Each disc containing BookManager files has an all-disc bookshelf for searching the content of all books on that disc. This is in addition to the individual bookshelves for searching each individual product library.
- Each disc has various formats of the softcopy collection index to help you easily find any book or library on the collection. The program for installing softcopy tools can put shortcuts to the softcopy collection index on your desktop. For more information, see the article "You asked for it and you got it...quick access to softcopy!"
- The BookManager format of the softcopy collection index is also provided on a "Booklet" bookshelf for the collection. You can find this bookshelf easily through either the shortcut to the softcopy collection index or in the list of bookshelves displayed by the Bookshelf Organizer of IBM Softcopy Reader. This BookManager file contains the index of all the softcopy libraries in the collection, as well as other information to help you use the collection (for example, a chapter on using the new message lookup facility LookAt).
- Books containing explanations of messages or codes are enabled for use with LookAt. This tool, provided on the Internet and on the *z/OS V1R1 Collection (SK3T-4269)*, helps you look up explanations for messages and codes issued by *z/OS*. For more information, see the article "Retrieving is believing!"

Navigating within softcopy libraries and individual books

- The BookManager and PDF files for books in the *z/OS* library are enabled for cross-book linking. For the links in BookManager files to work, the files must be on the same disc and viewed from the same bookshelf, such as the

1000
I don't care, my hand hurts!



One of the great inhibitors to the spread and development of new information was the inability to reproduce it quickly, and in a permanent, portable form. Manuscripts were painstakingly written by hand. To deal with the need for multiple copies, especially of bibles and religious texts, religious orders formed scriptoriums in monasteries. One monk would read and the rest would copy out the text word-for-word. Talk about writer's cramp! Many of the earliest medical, scientific, and philosophic documents were created this way. Handwritten manuscripts continued as the primary mode of recording and passing on information well into the 16th century.

1500

How the “printer’s devil” helped Martin Luther with the Reformation.



The real ability to disseminate information came with Gutenberg’s invention of the printing press. Using moveable type, it helped place hundreds of printed documents in the hands of people who would have otherwise never had access to any of it. Type was set up once, and then the desired number of copies were simply pressed out. As a

bookshelf for the product library (if the linked books are all in that library) or the all-disc bookshelf for the disc. For links in PDF files to work, the files must be on the same disc.

- To improve navigation, PDF files for books in the z/OS library include intrabook links (such as links to chapters or graphics in the same book) and bookmarks (a table of contents that links to all the sections listed). This is similar to intrabook links and the table of contents provided in BookManager books.

Other uses for CD-ROMs

No, we’re not talking about craft projects. Just because softcopy is delivered on CD-ROMs doesn’t mean it has to stay there. You can set up softcopy on your workstation for yourself or you can share it with your coworkers. You can distribute softcopy throughout your organization to individual workstations or to a few conveniently located, walk-up-and-use “information kiosks.” You can centralize it on your z/OS host or on a LAN server and share it within your entire enterprise. Softcopy on CD-ROMs has been designed so that you can distribute it as widely as you need inside your enterprise.

Direct access at the workstation

If you have a CD-ROM drive directly attached to your Windows workstation, you can install the IBM Softcopy Reader program for viewing the books and either:

- Use the CD-ROM as the storage device, and insert it whenever you need to view the books.
- Download libraries or individual books from the CD-ROM to your workstation hard drive. This can improve your access time.
- Do both: move the most frequently used libraries or individual books to your hard drive, and use the remainder on the CD-ROM.

Network access to a LAN server

If you have a network of workstations attached to a LAN server, you can:

- Use the CD-ROM as the storage

device to hold all of the libraries and let your coworkers select the online books to open and view when they want them. CD towers (multiple-CD CD-ROM drives) are available so you can make a number of CD-ROMs available to your coworkers over the network.

- Use SoftCopy Librarian to upload libraries or individual books from the CD-ROM to your server hard drive. This may improve your access time. SoftCopy Librarian is ideal for creating and maintaining a LAN-based repository of softcopy files.
- Download libraries or individual books and reader programs from the CD-ROM to user workstations on the network.
- Do a combination: move the most frequently used libraries or individual books to your server hard drive or user workstations, and use the remainder on the CD-ROM.

Host-system access for sharing and centralizing softcopy

You can use a workstation to copy softcopy from CD-ROMs to your host system to share and centralize softcopy for a group of users. For example, you can:

- Use SoftCopy Librarian to upload libraries or individual books from the CD-ROM to a z/OS host for viewing from an attached terminal or workstation with the IBM BookManager READ component of z/OS. SoftCopy Librarian is ideal for creating and maintaining a host-based repository of softcopy files. For the latest news, see the article “There’s a new librarian in town!”
- Upload individual books and the Softcopy Reader installation package to a z/OS host, then download and install them on a workstation that doesn’t have a CD-ROM drive.

Internet or intranet access to softcopy files

If you have a z/OS, Linux, Windows, or AIX® server, you can upload softcopy files to the server and then serve them to

Web browsers for viewing over the Internet or an intranet.

- **BookManager files**

Upload the books and bookshelves to the server and use BookManager BookServer to serve the BookManager files. (In fact, we use CD-ROMs to populate our own z/OS Internet library, which uses BookServer. We then use the Internet library to provide you with new and changed softcopy books, between updates of the CD-ROMs.) BookManager BookServer converts the BookManager files to HTML dynamically, as you read them.

- **PDF files**

Use FTP to upload the PDFs to the server as binary, VB 4096 data sets.

Users need Adobe Acrobat Reader to view or print the PDFs from the Web browser.

To sum up

Keep your trusty CD-ROMs handy and try some of the retrievability aids we described for finding information on CD-ROMs more quickly and easily. Also, why not share softcopy information with others by setting up network or host-system access and softcopy repositories for coworkers? And don't forget the power of viewing softcopy over the Internet or on an intranet.

HARDCOPY TO GO!

SUE VAN PARYS

Maybe you need a summary of command syntax to keep on hand, or maybe you're just a hardcopy kind of person.

Either way, you can print your own hardcopy when you need it from the softcopy files provided for the z/OS documentation, whether you are accessing those files from a CD-ROM, the z/OS Internet library, or a local repository or Web site.

- If you are viewing a softcopy file and you want hardcopy of a topic or two, you can print from the BOOK or PDF file you are viewing.
- For a complete hardcopy book that looks like a traditional manual you would order from IBM, print the PDF file for the book.



Printing from a BOOK file

How to print topics from a BOOK file depends on how you are viewing that file:

- With IBM Softcopy Reader from

your workstation (for example, to read a BOOK file from a CD-ROM)

- With the z/OS Internet library, which uses IBM BookManager BookServer to display BookManager files
- With BookManager READ from a z/OS host

Because the printout is from the BOOK file itself, the output looks like the BOOK file (but with numbered sections and subsections instead of page numbers).

Remember, though—you should only use the BOOK file to print a topic or two, and not the whole book.

Using IBM Softcopy Reader

To print the topic you are currently viewing:

1. Click on the Print icon or go to **File** □ **Print**.

This opens a Print window.

2. Click on the **Current** button. This opens your

workstation Print window.

3. Complete the print options in your workstation Print window, then click **OK** to print the current topic.

To print selected topics:

result, printed documents rapidly replaced handwritten manuscripts. Pity the poor person in the print shop, though, known as the "printer's devil." This person did all the messy jobs like setting the type and putting it back in its case, as well as cleaning the press. The word "devil" used to mean a person in a pitiable position or condition, and this certainly fit the bill. They were, of course, vital to the smooth running of the print shop. Many scholars believe that the Reformation would not have happened were it not for the printing press, and, without the Reformation, the 30-years war wouldn't have occurred. It's hard to predict the effect technology will have.

1839

But why can't I see the picture now?



The next revolution occurred some 300 years later when a man named Daguerre figured out how to permanently capture real-life images using sunlight on pieces of chemically-coated copper. In 1839, he started with the 100-year-old technology of the "camera obscura." Actually, the "camera" was a big, dark room with a lens at the top of the room that looked outside and captured the image of nearby scenery. The image was then projected down onto a round, white, flat table for viewers who stood around the table to observe. Needless to

1. Select the desired topics in the "table of contents" frame. Hold down the **Shift** key to select a list of topics, or hold down the **Ctrl** key to select specific topics.
2. Click on the **Print** icon or go to **File** □ **Print**. This opens a Print window.
3. Click on the **Selected** button. This opens your workstation Print window.
4. Complete the print options in your workstation Print window, then click **OK** to print the selected topics.

Using the z/OS Internet library

Printing from the z/OS Internet library gives you a very high-quality output.

To print the topic you are currently viewing:

1. Click your browser **Print** icon.
2. Follow the usual steps for printing from your browser.

To print selected topics:

1. Click the BookManager BookServer **Print** icon (not your browser **Print** icon). This opens a Print Preview window.
2. Highlight the desired topics from the selection box. Hold down the **Shift** key to select a list of topics or hold down the **Ctrl** key to select specific topics.
3. Click the **Selected topics** button. You then see a formatted preview of the topics.
4. Use your browser's print facility to produce a hardcopy document of the information shown.

Using BookManager READ

If your company has established a softcopy repository on z/OS, you can use the Print option of BookManager READ to get hardcopy of a topic or two. However, BookManager READ by itself (without other programs such as DCF and BookMaster™, which are not part of z/OS) provides a lower quality print than printing from BookManager BookServer—it is essentially a screen print. Sometimes, though, BookManager READ may be the only available option.

In that case, here's how to proceed.

1. Open the book you are interested in.
2. To set your print options, select the Options pull-down menu, then select option 5 (Set print options) and specify the desired options.
3. Use the **PRINT** command to print one or more topics in the book. (BookManager READ/MVS invokes the ISPF panels you normally use to print at your site.)

Enter the command in one of the following ways:

PRINT

PRINT topic1

PRINT topic1 **TO** topic2

PRINT topic1 **FOR** number-of-topics

- To print the current topic, enter the **PRINT** command without operands.
- To print all of a topic (such as 1.0), including its subtopics: enter the next topic number (such as 2.0), then **PREV**. Make note of the last topic number (for example, 1.6.4), then enter the **PRINT** command with the complete range (**PRINT 1.0 TO 1.6.4**).

Printing a PDF file

In the workstation environment, you use an Adobe Acrobat Reader to view and print PDF files. But sometimes you need alternatives. For those large or graphically complex books that need to be printed on an AFP™ printer, you might want to have the host handle the transforms instead of doing it on the workstation before sending the file (see below). And what about printing PDFs from a host repository? Don't despair—z/OS and the optional Infoprint® Server feature expand your options for printing PDF files.

Using an Adobe Acrobat Reader

1. Install an Adobe Acrobat Reader on your computer. The *z/OS V1R1 Collection* (SK3T-4269) contains a recent level of an Adobe Acrobat Reader (at no extra charge), which you can install using the tools disc. You can also go to the Adobe Web site at <http://www.adobe.com> for other readers or more information.

2. Open the PDF you want to print. The PDF can be on a CD-ROM, on the z/OS Internet library—anywhere you can view it with an Adobe Acrobat Reader.
3. Select the Reader's Print option.
4. Select the desired printer and specify other print options as appropriate.
5. Click OK to print the file.

Reminder: Be aware that if you decide to print a subset of a book from a PDF file, the "pages" (as understood by Adobe Acrobat Reader) are totally sequential. The Reader views the front cover as page 1 and takes off from there—no Roman numeral page numbers for the front matter, no section numbering. So, when you specify the pages to print, be sure to enter the page numbers from the Reader's point of view (check the page box at the bottom of the screen) and not as they appear on the individual pages of the book.

Using a LAN- or host-attached AFP printer

It's not feasible to print some PDF files on the typical desktop or LAN-attached printer—they are too large or graphically complex. z/OS provides a solution. Infoprint Server (an optional, priced feature of z/OS), with the Infoprint Server Transforms (free to Infoprint Server customers), lets you print high-quality hardcopy of PDF files on high-speed LAN-attached or host-attached AFP printers managed by PSF for OS/390.

- Workstation users on a LAN connected to z/OS can print PDFs from a CD-ROM, the Web, or the LAN.
- Host users can print PDFs from an MVS or HFS data set, such as a host

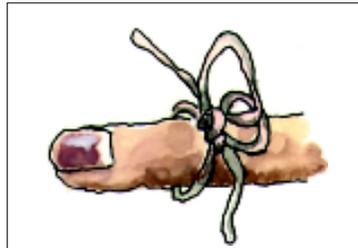
repository of softcopy files, or PDFs uploaded from a CD-ROM.

At a high level, these are the requirements:

- InfoPrint Server and the InfoPrint Server Transforms must be installed on z/OS.
- The system administrator must define one or more AFP printers to Infoprint Server and configure the printer

definitions to use the PDF to AFP transform. (PostScript to AFP and PCL to AFP transforms are also available at no extra cost.)

- For host users, the system administrator can customize the



AOPPRINT JCL procedure to create a job for printing PDF documents on AFP printers. Host users can also use the OS/390 UNIX "lp" command to print PDF documents on AFP printers, and the OS/390 UNIX "pdf2afp" command to create AFP documents.

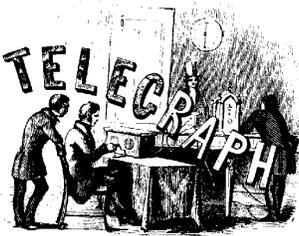
- Workstation users can download an Infoprint Server Windows client (the OS/390 Printer Port Monitor) to route workstation print requests to Infoprint Server on z/OS and to AFP printers. Workstation users can also submit print requests using the Internet Printing Protocol available on Windows 2000, the SMB protocol available on all Windows systems, and the TCP/IP "LPR" command available on most workstation platforms. For an overview of this support, visit <http://www.ibm.com/printers/>.

For details on this support, see the z/OS Infoprint Server documentation on the *z/OS V1R1 Collection* or on the z/OS Internet library at <http://www.ibm.com.servers/eserver/zseries/zos/bkserv/>.

say, this caused quite a stir - the first Kodak moment. Daguerre replaced the room with a box and the table with his metal plate, and the photograph was born. As a newspaper of the day described it, photography "reproduces the freshness of morning - the brilliancy of noon - the dim twilight and the dullness of a rainy day." It also paved the way for the millions of pictures of the Cathedral of Notre Dame and the Grand Canyon with Uncle Charlie standing in front of it - the real camera obscura.

1844

(- .- .- .- .-)



A scant five years after Daguerre's optical acrobatics, Samuel F.B. Morse tapped out a historic message on the 24th of May. The message, sent from the Supreme Court chamber in the Capital in Washington, D.C. and received in Baltimore, encoded on a strip of paper, read, "What hath God wrought?" The telegraph had arrived, bringing with it the ability to send information by wire over great distances at the speed of light. This worked so well that Morse managed to put the Pony Express out of business after only a year or two of operation. Oddly enough, Morse (who was also a highly regarded portrait painter) met Daguerre in Paris. On his return to the States, he set up his own photographic studio in Poughkeepsie, NY - just a couple hundred yards up the road from the site that today houses IBM's main development laboratories. Morse was one of the first Americans to take photographic portraits using Daguerre's new process. Unfortunately, he didn't also invent the "pixel" and, therefore, couldn't figure out a way to send his portraits over the wire.

THERE'S A NEW LIBRARIAN IN TOWN!

And it's making a lot of noise down at the library

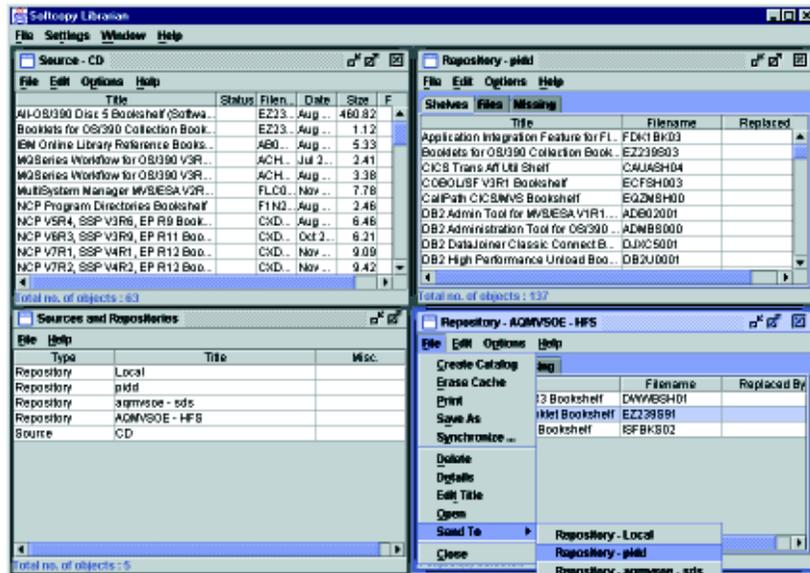
JIM STEIPP

The IBM SoftCopy Librarian has been available to you for almost 2 years. In that time, it has become the most important tool for managing large, BookManager libraries on traditional OS/390 mainframes, on servers, and on workstations. It has saved time and resources and has improved productivity for your librarians, system administrators, and information users.

Well, now there's a new librarian coming to town, and it's going to help you "ride herd" on those pesky repositories of softcopy books and bookshelves. It takes a giant step forward in capability and ease-of-use. Library management is now as easy as "point and shoot."

The SoftCopy Librarian (V4.0) is undergoing a complete rewrite to Java (using the Java Development Kit 1.3). We are taking advantage of this conversion to add a new user interface and many other enhancements over the current version. These enhancements will let you:

- Open more than one source window at a time.
For example, you can now have open one source window showing what's on a CD and at the same time have a second source window open showing what's available on the IBM Internet library site. Previously, you could open only one source at a time to make your selections.
- Open more than one repository window at a time.
For example, you can now have all your host and server repositories open and at the same time also have a local repository open. In the current version (3.5D), you can only look at a single repository at a time and only perform maintenance on that one repository.
- Open both source and repository windows at the same time, compare their contents side-by-side, and transfer bookshelves between them.
For example, you can instantly compare the contents of one source with another, one repository with another, or a source with a repository. The real value of this is the ability to "drag-and-drop" bookshelves from a source window into a repository window. The bookshelves and the books in them will actually transfer from the source to the repository. Now, that's something the current librarian just will not let you do.



Because you can now have more than one source and repository window open at the same time, you will have some other capabilities that were also not possible before. You will be able to:

- Make repository-to-repository transfers. You can “drag-and-drop” bookshelves from one repository window into another repository window and actually transfer the bookshelves and the books in them from one repository to another.
- “Synchronize” repositories. That is, you can make one repository a virtual “carbon” copy of another.

Both of these capabilities help you save time and promote productivity. They let you set up and manage multiple repositories tailored to specific systems or specialized user groups in your organization. They also give you the ability to update a single repository from several sources and then copy its bookshelves to your other repositories. Alternately, you can simply update one repository and then “synchronize” the others with it.

With all of these windows open on your screen at the same time, it might be difficult to remember which ones you had open at any particular time. Well, the new librarian will “remember” for you! It will

keep track of which source and repository windows were open when you last closed the librarian, and it will automatically reopen them again the next time you start the librarian.

You can install the SoftCopy Librarian on a LAN server and permit more than one librarian or administrator to manage your softcopy repositories. Several administrators can now define their own sources of bookshelves and be responsible for updating the repositories only from them. However, they all share access to the same repositories. This gives you some flexibility in maintaining your repositories. You can designate one or more backups who have your level of responsibility, or you can assign responsibility for maintaining only certain repositories. Of course, all the administrators must have their own user IDs and passwords for the host.

A beta version of the new SoftCopy Librarian is available on the current CD-ROM collections and is downloadable from the IBM SoftCopy Tools Web site at <ftp://ftp.software.ibm.com/ps/products/ibmreader/tools/beta/>.

Take a look at it, and see what all the excitement is about!

1874

If I only spoke better German, I wouldn't have invented the telephone.



Alexander Graham Bell didn't want to invent the telephone - it happened because he couldn't read German very well. Bell really wanted to help improve the telegraph, which could send a message in only one direction at a time. He started working with someone else's device that created vowel sounds electrically, but, because this device was described in German, Bell misunderstood how it worked and that gave him the idea for sending any sound. Bell also wasn't very handy building electrical circuits, so, instead of building experiments, he started to work things out theoretically. He combined his new sound machine with a device that simulated the human ear and another device that drew pictures of sound waves, finally ending up with a telephone.

YOU ASKED FOR IT AND YOU GOT IT... QUICK ACCESS TO SOFTCOPY!

SHIRLEY SWENSON

In softcopy surveys and reader's comments you told us that finding the library or book you want in our large CD-ROM collections can be overwhelming or

frustrating. We received comments such as:

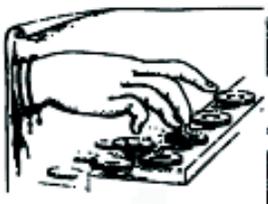
“[It's] hard to find specific stuff, JCL or TCP/IP as an example.”

The most important action IBM needs to take to improve my satisfaction with OS/390 product information is “an index which points me to the manual TITLE [using] hyperlink,” or “have a high-level index on CD that can be copied to [a] PC so [I] can quickly determine which disc to mount.”

“My biggest frustration is searching!

1868

How guns helped write letters and why the Victorians didn't like it.



The typewriter, as we know it, is almost one hundred and fifty years old. It was once as important as today's personal computer, but is now virtually obsolete. In the beginning, however, it was slow to gain acceptance. There were many attempts to produce a writing machine before Christopher Latham Sholes created the typewriter, and even then it took some twenty years for his invention to find a backer and a place in the business world. Following the Civil War, E. Remington and Sons (the famous gun manufacturer) saw the wartime demand for its usual product fall off sharply - it needed to make and sell other products that matched its manufacturing

Finding keywords in a title would seem to be the simplest thing, and it's near impossible."

"I want to be able to search TITLES."

Here's how we responded.

With the streamlined CD packaging and tools disc that we introduced with IBM softcopy collections beginning in September 2000, you no longer received the *hardcopy* collection booklet packaged with the CDs. This booklet contained the entire catalog or index for the collection. You might well ask: That's what we asked for?!? That's an improvement? Yes, we took away the hardcopy, but we gave you something *much better*—improved access to several formats of the softcopy collection index to help you find libraries and books quickly and easily.

Beginning with OS/390 V2R10 in September 2000 and continuing for z/OS, we ship a softcopy tools installation program, which is provided on single-disc collections or on a separate tools disc in multi-disc collections. This program helps you install or update the softcopy tools on your Windows workstation and installs shortcuts to the softcopy collection index of any September 2000 or later collection that includes the tools installation program.

Shortcuts to softcopy

After installing the shortcut, insert a books disc from a September 2000 or later collection in your CD drive and click on the shortcut titled "IBM Softcopy Index" (available either on your desktop or from the list of programs on the Start button). The shortcut provides quick access to the collection index in HTML format using any Web browser. You can then use the Find function at the top right of the softcopy index to find keywords in bookshelf (library) titles and book titles, and to find order numbers or filenames. Or, you can scroll through the alphabetical table of contents list of product libraries and click on a library in the table of contents to link to the bookshelf and list of books (or PDFs) in that library. From

this HTML index that includes active hyperlinks, you can link directly to BookManager bookshelves, books, and PDFs, and open the softcopy files if you have the disc containing the file inserted in your CD-ROM drive. Much easier than using the hardcopy booklet, isn't it?

You only need to install the shortcuts once, using the tools installation program, and you can use the same shortcut to access the softcopy index for *any* September 2000 or later collection. Just insert a collection disc containing books and click the shortcut—the softcopy index for that collection is magically displayed.

If you prefer to view, search, or print a format of the softcopy index other than the HTML, alternate formats such as BookManager or PDF can be selected from the tool bar at the top left. Using the BookManager format, you can use the full-function, weighted search provided by the IBM readers. Using the PDF format, you can view or print a high-quality hardcopy of the softcopy index with one of the Adobe Acrobat readers.

For those of you who used our softcopy collection index before we introduced the new tools installation program and shortcuts to the index, you can still find it:

- All formats are in the root directory on each CD. The files are named SCINDEX.HTM, SCINDEX.BOO, SCINDEX.PDF, and SCINDEX.TXT.
- The BookManager format is also available in its own bookshelf, Booklet for xxxxxxxx Collection (filename EZ2xxSyy), on each CD.

Getting to other helpful information

You can also display the book *Installing, Managing, and Using the Online Library (GC31-8311)* in HTML, BookManager, or PDF format by clicking on the "Installation Book" tab at the top of the HTML page and selecting the preferred format if other than HTML. This book, which was previously included with the CD packages in hardcopy, provides detailed information and help for install-

ing, managing, and using softcopy books on any library or collection. Various formats of this book are also available in the root directory of the CDs: INSTALL.HTM, INSTALL.PDF, INSTALL.BOO, and INSTALL.TXT. BookManager formats are also available in bookshelves on the CDs, and the book is also accessible from a "Read about..." option of the softcopy installation program on the tools disc. How's that for covering all the bases?

You can also select the "Web links" tab

at the top of the HTML page to see addresses for Web sites helpful in using the CD-ROM library or collection. Select the "Feedback" tab to find out how to send us feedback on the softcopy tools installation program, IBM softcopy tools, the specific collection you're using, or softcopy in general.

We hope that you'll try the new tools installation program and that the IBM Softcopy Index shortcuts help you find the libraries and books you want quickly and easily!

abilities. Typewriters seemed a good fit, but they missed the obvious business market for two reasons: the machines themselves didn't work very well, and the etiquette of the day required that proper correspondence be handwritten. It wasn't until the "time-motion" studies and "efficiency experts" arrived that the attitudes toward the typewriter changed, and by then they had pretty much worked out the bugs. You know the story about QWERTY. Well, one of the other unintended results of the typewriter was the modern 8½" by 11" paper standard. The carriage on the first typewriters was, by coincidence, 8½" wide. Also, the typewriter was the real word processor for almost one hundred years. It wasn't until modern computerized word processors arrived on the scene that the limitations of the typewriter were overcome. At last, you could insert words in the middle of a sentence, replace words, and even fix mistakes without having to retype the entire letter or leave traces of that messy correction fluid all over.

THE BOOKWORM'S WORKHORSE

IBM BookManager: the complete online documentation solution

HERB VOGT

With the IBM BookManager family of products, you have a complete online documentation solution.

You can:

- **Build** softcopy (online) books from many sources.
- **Organize** and catalog the books into online libraries.
- Choose from several options to **deliver** softcopy books and their content.
- **View** softcopy books on numerous platforms.



an electronic "softcopy" book. The softcopy book consists of a single file that includes all of the indexed text, graphics, links and references in a highly compressed format.

Organizing the books

The softcopy books can be organized into an entire library, with bookshelves and bookcases. You can organize your books the way you want them and change the structure as you add more books to your library.

System/390® and Windows 95/NT users can use a product called Softcopy Librarian to define a repository for the books and bookshelves they want to manage. Softcopy Librarian allows you to use the Internet to keep your softcopy repository up to date. This program

provides tracking of new and changed files so you only update the files that are needed.

Deliver softcopy books

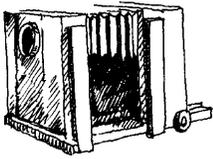
Softcopy books can be delivered on a CD-ROM and made available for viewing and downloading across networks.

Build softcopy books

With the IBM BookManager Build programs, you can take a formatted document created on a word processing program (such as Adobe FrameMaker and MS Word on a PC workstation, or IBM BookMaster on a host system) and build

1894

So tell me again how a Chronophotographe will help me sell records?



Thomas Edison, with a little help from George Eastman, took Daguerre's photography out of the dark room and onto the stage. Early devices that bore such unpronounceable names as "Phenakistoscope," "Zoetrope," and "Praxinoscope" used pictures, painted on disks or drawn on paper, that were spun or flipped past a narrow opening. Motion pictures depend on a neurological phenomenon called "persistence of vision." If you take 16 pictures of any movement in one second and play them back in one second, it looks like they're moving. It all happens in your brain. Photographs, done in a "stop-motion" fashion similar to today's animation or Claymation techniques, gradually replaced the drawings. With the development of the first true motion picture camera, the

Delivery on CD-ROM

Softcopy books can be organized into libraries and bookshelves and placed on a CD-ROM for delivery to users. In addition, softcopy viewers (IBM BookManager Library Reader™ and IBM BookManager Softcopy Reader) can be physically delivered on the CD-ROM. A single CD-ROM can hold 300,000 pages of text, or a whole 100-volume encyclopedia.

Delivery on a network

Softcopy books can be put on a common server and viewed (and downloaded) on internal and external networks. They can also be served up as HTML over the Internet via BookManager's BookServers.

Set up a central repository of books

You can set up a central library repository with all the softcopy books that are needed across your business. You can allow everyone access to the online books in the repository, or limit access by individual needs. Using the Softcopy Librarian, you can easily maintain the library to ensure you have all the needed books, and update the library as new releases of the books become available.

Internal networks

Softcopy books, bookshelves, bookcases, and libraries can be stored, organized, maintained and served throughout a business enterprise via file servers. From there they can be processed by softcopy viewers.

Internet or Intranet

Softcopy books can be made available from the Internet with the BookManager BookServer products, which take the softcopy books and serve them to the Web one topic at a time. BookServer automatically converts the softcopy book content to HTML and the graphics to GIF files as the user opens Web pages. This is possible on many PC-based networks. BookManager BookServers are available for Windows, OS/2®, AIX, and Linux. For

host systems, you can set up a softcopy book repository on host-based networks by using the BookManager BookServer for MVS.

You can take your existing documents that were created on a word processor, build them into softcopy, and put them on the Web without any Web authoring expertise.

View (read) softcopy books

You can access the softcopy books, bookshelves, book cases, and libraries on a PC workstation or a host-based terminal. BookManager viewer programs are available for PC workstations and host-based system terminals. Many of these programs can be downloaded from the Internet for free. Please see the end of this article for the web address.

PC workstation

You can access softcopy books from a CD-ROM, from a network server, and from the Internet. You can open and view the books with any of the free BookManager viewers, including the new Java-based Softcopy Reader. You can read your softcopy books using viewers on Windows, OS/2, DOS, AIX, and Linux platforms.

Host terminal (VM, MVS)

With BookManager host-system viewer programs, you can view softcopy books through both MVS/TSO and VM on your System/390 platform. In addition, there are companion softcopy readers for OS/400®, MVS/CICS®, and VSE/CICS.

Web browser

As described in the section "Internet or Intranet" above, you can view softcopy on your Web browser. BookServers make softcopy libraries available on the Internet.

Hypertext navigation

Softcopy books allow you to do hypertext linking between various locations within a book, as well as to other softcopy books in the library.

Search softcopy books

All of the BookManager softcopy viewers have a patented, linguistically-based search engine that is the best in the field. When you do a search, you get a list of search results, ranked by importance, that are hot-linked to the material in the book. You can search a single softcopy book, multiple books, all of the books on

a bookshelf, or a whole library of books (multiple bookshelves) at once.

More information

For more information about BookManager products and to download free Softcopy Readers, go to the BookManager Web site at <http://booksrv2.raleigh.ibm.com/>.

EASY ON YOUR EYES

IBM Softcopy Reader: the new Java-based viewer for softcopy

HERB VOGT

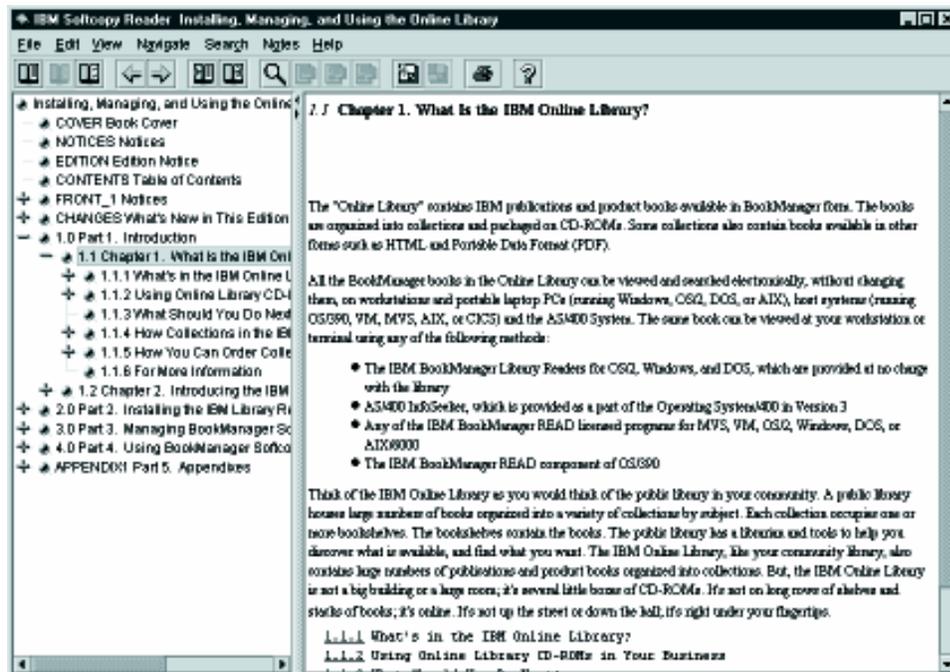
IBM Softcopy Reader is a set of Java-based programs that allow you to work with softcopy books that were produced with the IBM BookManager Build tools. You can do many of the same tasks that you did with the IBM Library Readers and other IBM BookManager viewers, such as:

- Organize your softcopy books and libraries.
- Create and manage softcopy bookshelves.
- View, search, and navigate through softcopy books.

The IBM Softcopy Reader can be used on PC workstations running Microsoft Windows 32-bit systems, such as Windows 95, 98, 2000 and NT. Java Runtime Environment 1.3.0 or later must be installed on the workstation. A new IBM Softcopy Reader is also available for Linux.

The IBM Softcopy Reader is made up of two programs: Book Reader and Bookshelf Organizer.

Chronophotographe, which moved a strip of photographic paper past an aperture at a constant speed, it was a short step to Hannibal Goodwin and George Eastman who replaced the paper with 50-foot lengths of high-speed, transparent, celluloid film. This paved the way for real motion pictures, D.W. Griffith, C.B. DeMille, "the envelope please," and the Oscars. Ironically, Edison saw motion pictures only as a way to boost the sale of his phonographs, which he also invented and which probably did more than anything to keep opera alive. He should have talked to Bell about unintended consequences.



1894

“Without an iceberg, radio might have been sunk.”



In the same year that Edison was developing his motion pictures, Marconi was experimenting with “Hertzian waves” (as radio waves were originally known) that operate on rapidly-oscillating circuits similar to real radio waves. Marconi developed a way to send and receive radio messages over long distances, freeing communication from the limited area where wires could reach. The sinking of the Titanic played a pivotal role in the development of radio because the

Book Reader

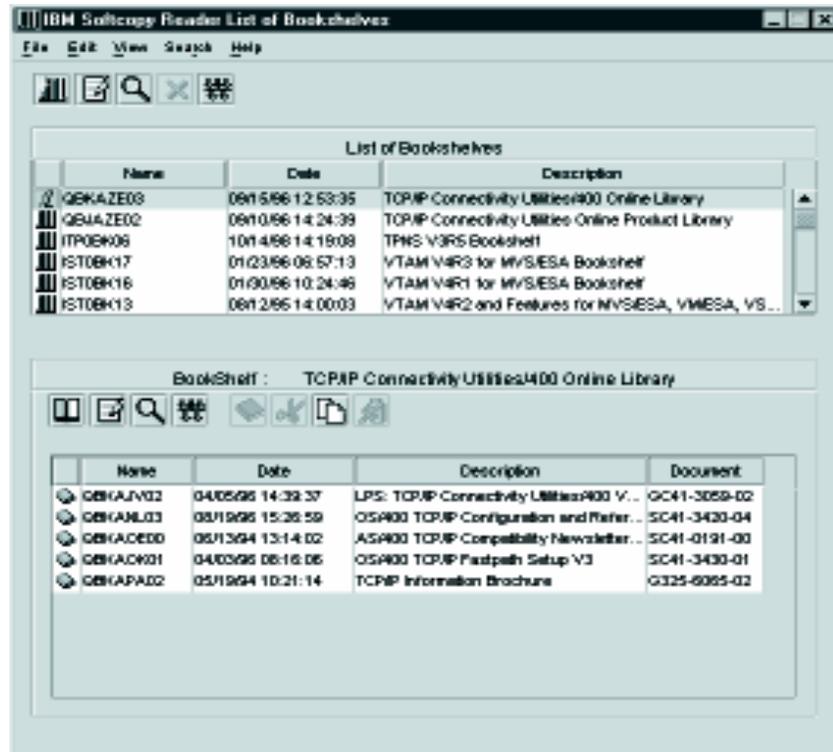
Book Reader allows you to open softcopy bookshelves and access the softcopy books. You can:

- **View and navigate** through the softcopy books online
- From the contents and index, quickly jump to information via **hypertext**

displayed as native HTML tables and scale in-line pictures and graphics.

Bookshelf Organizer

Bookshelf Organizer allows you to organize and manage your softcopy books and bookshelves. You can specify the locations (paths) of all the books and bookshelves you want to use on:



links

- **Do searches** within the book
- **Create notes** and **bookmarks**
- **View pictures**
- **Copy** text
- **Print** text selections, a section, or the entire book

- Internal hard drives (C:, D:, E:, etc.)
- CD-ROM drives on your workstation or on a network
- Network drives on a network server
- Other storage devices that can be attached to your system

New features unique to Book Reader

If you are familiar with other BookManager viewers, you will be impressed with the new features included in the IBM Softcopy Reader. You have navigation features similar to a Web browser, including the ability to link to Web sites. You can even export softcopy book topics as HTML.

Create your own bookshelves

You can create your own bookshelves. You can easily manage the books on bookshelves by using cut, copy, and paste commands to move and copy books from one shelf to another. You can import books into a bookshelf. You can also list and delete bookshelves.

Organize your library

You can organize your books and bookshelves by name, date, description, or document number. You can also filter

With Book Reader, you can see tables

lists of books and bookshelves.

Search

In Bookshelf Organizer, you can search selected books, all books on a bookshelf, or multiple bookshelves.

Where can I get an IBM Softcopy Reader?

IBM Collection Kits

IBM Collection Kit CD-ROMs produced

after June 2000 contain a copy of the IBM Softcopy Reader installation program for Windows. On multiple-CD kits, it will be on the first CD-ROM of the set.

Internet

You can download the IBM Softcopy Reader from the BookManager Web site at <http://bookserv2.raleigh.ibm.com/homepage/javaserv.html>.

RETRIEVING IS BELIEVING!

LOOKAT

: an online information retrieval tool

ADRIENNE BECKER

Does this scenario sound familiar to you? Something weird happens to your system and you're trying to decipher an OS/390 or z/OS message. You need a message explanation and you need it fast!! But where do you look for it? Which book?

Which level of the book? Your frustration builds, time is NOT on your side, and your system continues to hang. But wait...what's this? Is it a bird? Is it a plane? No...

It's LookAt!!

You told us how difficult it is for you to find the information you need, and LookAt is one way to solve this problem. LookAt improves retrievability of OS/390 and z/OS reference information by giving you immediate online help and assistance. **LookAt Messages**, the first in the series of LookAt tools, is now available to give you full message explanations, as well as some codes, when you need them—online, in a jiffy. You can use LookAt from OS/390 and z/OS (by

logging onto TSO) or from the Internet.

Why LookAt?

When a message appears, you need to react quickly. Traditional softcopy searches often require four or more steps to locate message information. LookAt improves retrievability by reducing this process to one step. LookAt offers the following advantages:

- LookAt is current. Always supports the current release
- LookAt is efficient. Provides direct access to message explanations Provides precise results Requires one step

- LookAt is easy to access and use. Uses tools you already have.
- LookAt is FREE!!! Provided at no additional cost to you

Using LookAt on OS/390 or z/OS

With LookAt installed on your host system,

you can enter the LookAt command to find message information in a variety of places:

- In TSO, at the "READY" prompt
- From the ISPF Command panel (Option 6)
- At any ISPF command line, prefixed by the letters "TSO" and a blank space
- From UNIX System Services shells (OMVS), prefixed with the letters "TSO" and a blank space



instantaneous "wireless" communication of news reports to world newspapers allowed millions of people over the globe to follow the news of the disaster as it developed. It also pointed out the need for reliable ship-to-ship and ship-to-shore communication in the event of emergencies. Radio quickly became an integral part of daily life. It also helped to create another unintended phenomenon that we still enjoy today - the media feeding frenzy.

1927

“You can’t make an omelet without breaking a couple of eggs.”



As Philo T. Farnsworth found out, you can’t build a TV without breaking a bunch of old radio tubes. Twenty years after the invention of motion pictures, we watched and listened as those moving images spoke and sang. And, in ten more years, we saw our talking, moving pictures in living color. Almost simultaneously, we could project these sounds and images around the globe and into space. The electronic age dawned and Philo T. Farnsworth set out to invent television. Farnsworth really developed the first television camera tube (he called it the “Image Dissector”) which could “cut” up an image into a series

Type **lookat** followed by the message identifier to retrieve the explanation and associated information for any OS/390 or z/OS base or feature message that you receive. BookManager uses the softcopy information you get with your system to locate the message explanation. After LookAt displays the result, you can use all of BookManager’s power to navigate cross-references and cross-book links to find any additional product information you might need.

LookAt on the Internet

To find message information on the Internet, you can use the LookAt Web site at <http://www.ibm.com/servers/eserver/zseries/zos/bkserv/lookat/lookat.html>.

Type the message identifier in the **Message ID** box, select a specific release level or select all releases, and click on **GO** to retrieve OS/390 and z/OS message information. BookManager BookServer allows you to navigate cross-references and cross-book links to find supporting product information after LookAt displays the message information you request.

Getting started

Everything you need to install and set up LookAt on your host system resides on one of the discs in the OS/390 and z/OS *Online Library Collections*. You can also download all the items from the Internet by clicking on **News and Help** at the LookAt Web site. The components that make up LookAt are:

- LOOKAT.EXE - the code that handles the LookAt command and finds the correct message explanation.
- LOOKAT.DIR - a list of the messages

and codes books that LOOKAT.EXE uses.

- LOOKAT.IND - a table that LOOKAT.EXE uses, together with LOOKAT.DIR, to locate the requested message explanation.
- EOXVSTRT.EXE - a BookManager invocation EXEC.
- LOOKAT.ME - an online, ASCII version of the instructions for using LookAt.

Let us know how you like it

Your feedback is important to us. Here’s your chance to influence future design by helping us determine what to enhance and improve to keep LookAt an effective tool for you. Please give LookAt a try and give us your feedback. We provide a survey form on the LookAt Web site which can be accessed by clicking on **Survey**. This survey applies to both the Web and host versions of LookAt.

After you use LookAt (either or both versions) for at least a week or two, please complete the applicable parts of the survey and send it to us by clicking on **Send Mail**. Report any problems you encounter, either with LookAt or with the message explanation you receive, by clicking on **Feedback**.

The future of LookAt

Here are a few of the items we are considering for future releases of LookAt:

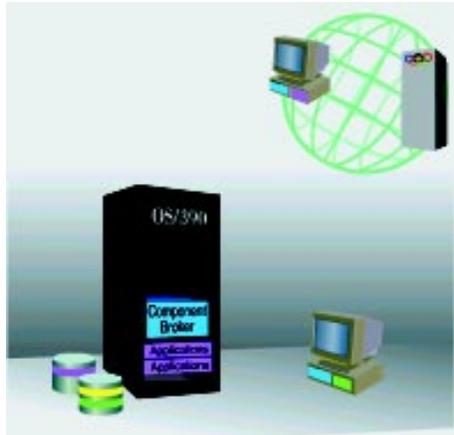
- Non-IBM OEM and ISV messages
- Other forms of reference information, such as commands
- Information retrieval tailored to the user’s environment

And, of course, LookAt will continue to be available to you **free of charge!**

WE'RE ANIMATED!

SUSAN LEVANGIA

When we in the User-Centered Technologies area of IBM Poughkeepsie call ourselves “technical communicators,” we definitely mean “technical.” If we were in the automotive industry instead of the computer industry, we’d be working in the



The Component Broker animation; making the product more accessible to a general viewer.

Mack Truck division. Our systems, z/OS and the RS/6000® SP™ operating system, are big and tough.

So why would we be interested in using video, audio, graphics, and animation—media that seem better suited to consumer products—to talk about products like these? How can movies and cartoons help people understand technical information?

Motivation and media

We expect to see audio, video, and animation used for entertainment—to tell

a story or sing a song. That’s partly because these have always been expensive media that must appeal to a wide audience to be used efficiently. These media have strengths that can make technical information more effective, too. Video and animation can hold a viewer’s attention better than print, partly because human beings are wired to pay attention to things that move. Audio, video, and animation can do a better job of motivating people to take some action because they are able to appeal to many levels of understanding at once. In the 1980s, we created a video introduction to a complex software migration because we found that different groups within a typical customer shop needed help planning an efficient working environment. The video showed different groups—system programmers, application programmers, and hardware administrators—all planning and working together in a coordinated way, and that hopefully inspired our customers to envision such a coordinated approach in their own organizations.

When you consider that, thanks to the wider use of alternate media over the Internet, the means of producing media have become far more affordable and the skills needed to take advantage of them far more accessible, it’s no wonder more and more



The Orthogonal Defect Classification educational animation s: illustrating concepts and letting students test their knowledge.

media are being used to convey messages to smaller audiences.

Dealing with abstractions

Much of the world’s technical information deals with making something good happen by manipulating objects in the

of lines and convert them into a pulsating electrical current. As we learned from our experiments with telegraph and radio, once in that form, they can be sent by wire, wave or particle anywhere. Of course, before he could invent the camera, he had to learn how to blow glass and figure out where to get cesium. Learning to blow glass was easier than getting the cesium, a photoelectric chemical that made the tube work. This chemical was used in small amounts in radio tubes, but it was not available in the quantities Farnsworth needed for his television tube. So, he bought up a lot of radio tubes, broke them open, and took out the cesium. Fortunately for the picture receiver, called the “Image Oscillite,” Farnsworth could use a Erlenmeyer lab flask right off the shelf. At first it only glowed, but after some rework it finally produced a recognizable picture.

1980

*I'm stuck - I can't find
"How great thou art."*



If Art Fry had been able to locate his place in his hymnal, the original Post-It note might never have been invented. It is remarkable how the little squares of paper with a sticky back have affected the course of information. Fry, who worked for 3M, also sang in his church choir, and, like most singers, he would put bookmarks into his hymnal to mark his place. Like most bookmarks, they would fall out at the most inopportune moments. Well, this caused him to think about sticky bookmarks that would not only stay put, but would also not tear the pages of your book when you wanted to remove them. Working with sticky things was a

real world. You combine foods in a certain way, you sand a floor, you assemble some pieces of wood and metal—and presto! you have a pie, finished flooring, or a bookcase. Describing the need, the objects to be manipulated, and what the result should look like is relatively easy, and so is illustrating that description.

Unfortunately, software not only has invisible activity, its objects and purposes are remote from physical things. Explaining what a cross-platform, object-oriented application programming subsystem does and is good for is very difficult in words. A written description is often very boring to read and, at the end of it, readers may feel they still know little or nothing about why they would want to buy such a product and how they would use it.

Animation can clarify or dramatize a sequence of actions and their results, even when the “objects” being manipulated don’t have any physical existence. Animation helps add interest to an abstract discussion, too. It tends to be most helpful when explaining basic concepts or showing simple interactions. Ideally, we can create a metaphor in the real world that helps illustrate a software concept—using automotive traffic to demonstrate how work moves through the computer, for example.

Downsides — development time and the bandwidth bugaboo

Users can get frustrated viewing presentations that are enriched with animations

or streaming media over the Internet. Even a 56K modem can’t provide an uninterrupted transmission of most multimedia presentations. Fortunately, the trends in both bandwidth and compression methods are in the right direction.

Multimedia examples to check out

- *Component Broker animation example*
<http://www.ibm.com/software/webservers/appserv/cb/cb390anims.html>
This animation makes IBM’s Component Broker product more accessible to the general user.
- *ODC animation example*
<http://www.ibm.com/s390/products/odc>
This animation teaches the principles of Orthogonal Defect Classification and lets students test their knowledge of ODC.
- *e-business instructional video*
<http://www.ibm.com/s390/ebusiness/ecommerce/vid>
This video presents a class in e-business on the S/390.

We hope you enjoy our multimedia presentations on CD or over the Internet—please let us know what you think! We believe audio, video, and animation can make our technical information easier to understand and remember. We expect to improve our own skills as the tools and transmission methods improve so we can use multimedia whenever and wherever it adds to the value of information and education.

THE WONDERFUL WIZARDS OF z/OS

JOHN SEFCIK

If you’d like help with some of those complex tasks that you do infrequently, then check out our Web-based wizards.

The wizards provide a simplified approach to completing a set of z/OS tasks, such as planning or configuration. They provide customized information based on your individual requirements and answers—they ask you for information, then take you to the next step. The wizards simplify your planning and configuration needs by exploiting recommended values and by providing

customized checklists that reduce the number of steps and the number of information sources that you need to refer to.

There is help available in the wizards if you need some background information. And, if you want to read more in-depth background material, there are often links to books that provide additional related information.

Our wizards are Web-based, and do not directly perform any tasks on your OS/390 system itself.

Instead, they generate outputs like tailored instructions, jobs, policies, or parmlib members that you can upload to OS/390 and use. (This is a whole lot better than reading a bunch of books and typing in everything manually!)

Before you do the upload to your OS/390 system, your data resides only on your own client. So feel free to play and experiment and enter real data.

As for all of the **OS/390** wizards (once known as "Assistants"), you can go to <http://www.ibm.com/s390/os390/wizards/> and check them out. For z/OS, we will

have new editions of these wizards as well as additional members of the wizard family. The list of **z/OS** wizards includes:

- **Planning** wizards for z/OS installation and for e-business
- A **migration** wizard for DFSMS
- **Configuration** wizards for UNIX System Services, TCP/IP, SDSF, Parallel Sysplex™, and Base Sysplex

To try out the z/OS wizards, go to <http://www.ibm.com/servers/eservers/zseries/zos/bkserv/wizards/> and click away.



As we develop new wizards or enhance these existing ones, you can always find the latest information and the most recent edition of each wizard by checking out this wizards Web page. We plan to continue to expand our efforts into areas that will help you deal more easily

with a wide range of the more complex system tasks or infrequently performed, but time consuming, system tasks.

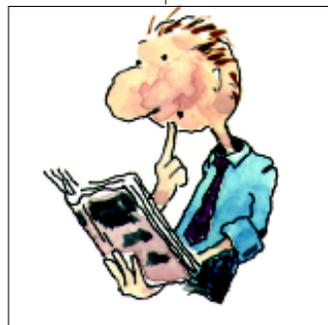
If you would like to provide suggestions or send us comments on our wizards, you can contact us at wizards@us.ibm.com.

natural for someone employed by the company that makes Scotch Tape. Of course, Fry had no idea how his simple little invention would revolutionize the ability to communicate information. Bookmarks are now, probably, the most mundane uses for these sticky notes. You can find them stuck to doors, walls, computer screens, car windows - just about anywhere you can find a flat surface that can serve as a mini bulletin board. They have been put to the most imaginative uses. There are even computer programs that allow you to create electronic sticky notes. Talk about coming full circle!

GETTING YOUR INFO FIX

FLORENCE KRUPA

Have you ever wondered if the books you are using contain the latest available updates? Softcopy documentation on the Internet is actually the most up-to-date documentation that you can obtain, and knowing where to find the latest information on

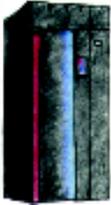


the Internet will help you keep your code and documentation in sync.

The z/OS Collection that contains the libraries for the z/OS elements and features is updated quarterly, and this documentation is then put on the z/OS Internet library Web site at <http://www.ibm.com/servers/eserver/zseries/zos/bkserv/>.

The z/OS Software Products Collection that contains the libraries for

**Today and tomorrow
"Nobody invented the computer!"**



Actually, a lot of people over the last fifty years contributed to the development of the computer. From Eniac to Univac to the 1401 to System/360 and beyond, from the Xerox Star to the Mac to the IBM PC to Windows, from mainframes to desktops to laptops, from computers that filled your room to computers that now leave room in your pocket, it's hard to credit (or blame) any one individual or even one group of people. However, in its short lifetime, the computer has managed to capture and integrate thousands of years of information technology. Computers can read and write, encode information, speak and listen, and record and play back sounds of music and

many products that run on z/OS is also updated quarterly and put on the z/OS Internet library Web site. So by using the latest softcopy collections or the z/OS Internet library, you are assured of getting the book updates that were made during the quarter.

Sometimes product libraries or individual books need to be updated in-between these regularly scheduled quarterly updates. When that happens we will provide "Latest publications" for z/OS as we did for OS/390. Keep an eye out for a link to latest publications and technical information on the z/OS Internet library page. Meanwhile, check out the latest OS/390 books at <http://www.s390.ibm.com/os390/bkserv/latest/>.

We also provide a book on the Internet that contains information from DOC APARs and ++HOLD for documentation changes from PTF cover letters. Selected INFO APARs are also included. This APAR book, which is updated as often as weekly, allows you to see documentation

changes even before the affected books are updated. The APARs are listed according to their closing date with the most recent APARs appearing first. The APAR entries contain the:

- APAR number
- Closing date
- Closing code
- Failing component
- Associated PTF number
- Problem summary
- Problem conclusion

You can use the IBM BookManager BookServer search facility to find specific information in this book, and then you can print sections that interest you.

If you have not already done so, check out the OS/390 APAR book at <http://www.s390.ibm.com/bookmgr-cgi/bookmgr.cmd/BOOKS/IDDOCMST/CCONTENTS>, and watch for the z/OS APAR book. When it is available, you will find a link to it under the latest publications topic on the z/OS Internet library Web site.

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FLORENCE KRUPA

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- Select Search for publications.
- Access PUBORDER on the IBMLink™ application, either directly or at the IBMLink Web site at <http://www.ibm.com/ibmlink/>.
- Contact your IBM representative or

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Except for the IBM Publications Center, you can charge the books to your IBM customer account. A credit card is accepted for all of these ordering methods. If you are ordering the licensed z/OS collection, be prepared to give your IBM customer number.

If you want to be notified about changes to publications, you can use the Publication Notification System at <http://www.ibm.com/shop/publications/pns/>.

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A subscription entitles you to updates of the collection as long as z/OS Version 1 is orderable. Be sure to mention code LE001 and the z/OS product feature number for the softcopy collection subscription that you want to purchase.

These are the feature numbers:

- 8002 - *z/OS Software Products Collection, SK3T-4270*
- 8001 - *z/OS SecureWay Security Server RACF Collection, SK3T-4272*
- 8000 - *IBM Redbooks S/390 Collection, SK2T-2177*

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PO Box 29570
Raleigh, NC 27626-0570

z/OS DOCUMENTATION ON THE INTERNET

JOAN PORTER

New for z/OS, you will be able to obtain all documentation on the Internet. All unlicensed z/OS books in BookManager and PDF format are available at <http://www.ibm.com.servers/eserver/zseries/zos/bkserv/>. This site is open to all users.

z/OS licensed documentation is now available on the Internet at the IBM Resource Link Web site at <http://www.ibm.com/servers/resourcelink/> in PDF format. Licensed books are available only to customers with a z/OS license. Access to these books requires an IBM Resource Link Web user ID and password, and a key code. With your z/OS order you will receive a memo that includes this key code. To obtain your IBM Resource Link Web user ID and password log on to <http://www.ibm.com/servers/resourcelink/>.

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shadows from the silver screen. They can take photographs and store data. They can send and receive information by wire, wave or particle. They can even help you make phone calls, book travel reservations, shop, bank and invest, and send Aunt Bertha a birthday card. And remember - they owe a debt of gratitude to the Gutenbergs, Daguerres, Morses, Bells, Edisons, Marconis, Farnsworths, and their collaborators, as well as those nameless story tellers and cave painters and monks, who all have helped bring us today's information revolution. Hmmm, or is that really an information evolution? Maybe, it's an "info-lution."



HOT TOPICS

An OS/390 and z/OS Newsletter Supplement

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