

Documentation-Related Frequently Asked Questions

This document contains a number of frequently asked questions (FAQs) referring to the Natural documentation.

- How can I get **printed manuals**?
 - How can I get a **hardcopy of the Natural error messages**?
 - Is there a **localized** (e.g., German) **version** of the Natural Product Family documentation **available**?
 - Why does the **text search tool** on the CD-ROM sometimes produce **insufficient results**?
 - Which are the Natural Product Family **documentation CDROM update cycles**?
 - Where can I **find** the latest Natural Product Family **documentation updates**?
 - In which direction will the Natural Product Family documentation evolve?
 - Whom can I **contact** in case of documentation-related questions?
 - Where can I **send** my **suggestions**?
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How can I get printed manuals?

There are two ways to get manual-style documentation:

1. You can print out the PDF version of a document for yourself (this may keep your printer busy over a prolonged period of time).
2. You can order a complete set of documents from our logistics center (the documents can be printed on demand).

How to Order Manuals

You can order manuals by contacting your local logistic service center if you are ordering within Germany. Otherwise, please contact your local software affiliate.

Please remember to include the order number(s) of the manual(s) that you wish to receive in your correspondence.

There are two ways to find out which order number corresponds to which manual:

1. see the section List of Order Numbers for a complete list of all order numbers;
2. see the inside of the cover page of your PDF book for the order number corresponding that particular book.

Note:

Since we decided to change over to online documentation, our German logistics center has continuously monitored the demand for paper-based information. They stated that the Natural Product Family Documentation CDROM is highly accepted by our customers, e.g. among 400 orders for the Natural for Mainframes Version 3.1.3, there were only 17 which explicitly asked for a printed set of documents. Nevertheless, we will keep on providing printable manuals in PDF format derived from our HTML sources.

However, as our focus is on HTML-based documentation, the PDF manuals are a compromise. They come with a table of contents, but unlike the earlier manuals they are neither provided with an index nor is there a Master Index.

How can I get a hardcopy of the Natural system messages?

The existing **Natural Messages and Codes documentation** for mainframes contains the error messages,abend codes and error codes issued by various Natural teleprocessing and database interfaces, as well as error messages and codes from the Natural swap pool manager, compression table and global buffer pool. These messages and codes are

only available in the documentation, **not in the Natural online help.**

All other Natural system messages are documented in the Natural online help.

As we have received several requests for a complete Natural Messages and Codes manual, we would like to point out that currently we do not see any need for such a document, since an up-to-date printout of the Natural system messages can be readily obtained by using the Print function of the Natural SYSERR utility.

For a description of how to print all messages, refer to the following section in the SYSERR utility documentation:

In a CUI environment: SYSERR Functions, **Printing Messages** => To print all Natural system messages.

In a GUI environment: SYSERR Window Elements, **File Menu** => To print all Natural system messages.

Is there a localized, e.g. German, version of the Natural Product Family documentation available?

As a standard, Software AG supplies the products of the Natural product family with an international set of documents in English language. Localized versions did and do exist, however, the production of localized versions lies within the responsibility of our affiliates or local sales organizations. Please, contact our local sales representative.

Why does the text search tool on the CD-ROM sometimes produce insufficient results?

This is a known issue that results from the search technique used by **older** version of the HTML text search tool (HiSpy) and the partly still manual-oriented structure of the Natural online documentation.

With the **current** documentation set a **new** version of HiSpy is included. The new version highlights your search term(s) in the displayed results. See Searching for further information on the features of HiSpy.

We are in the process of restructuring the documentation into smaller chunks of information, and converting the tables into paragraphs with headings will allow us to introduce a greater number of topical headlines. This will also enable the HTML text search tool to be more successful.

Which are the Natural Product Family documentation CDROM update cycles?

A new CDROM will be produced each time one of the products documented on it is updated, that is,

- for each new version (e.g. NAT5);
- for each new release (e.g. NAT5.1);
- for each new system maintenance level (e.g. NAT5.1.1).

Whenever necessary, patch level information and corrections and amendments to previous documents will be added without notice between the release dates.

Where can I find the latest Natural Product Family documentation updates?

The latest documentation updates are published in ServLine24: <http://servline24.softwareag.com>. Click to Secured Services and choose Knowledge Center from the navigation bar on the left. Click on the entry Product Documentation and select the product from the product overview page.

In which direction will the Natural Product Family documentation evolve?

Proceeding on the assumption that the Natural Product Family online documentation will remain the basic source of information for all those who are using the products of the Natural product family, our documentation policy will be one of continual improvement. The following is planned or in progress:

- Keep the documentation as "fresh" as possible.
- Provide a complete set of online documentation for all products of the Natural product family.
- Reorganize the current documentation contents for better access.
- Split the current still manual-like documentation into smaller chunks of information.
- Remove redundant information, i.e. provide more "cross-platform documents".
- Complement the current function-oriented approach with a task-oriented access scheme.

Whom can I contact in case of documentation-related questions?

If you have documentation-related questions, please send an e-mail.

- CDROM use: jennifer.dunker@softwareag.com
- ServLine24 use: sabine.winterbauer@softwareag.com
- Content-related questions: helmut.trippahn@softwareag.com

Where can I send my suggestions?

We have attempted to provide you with the best software documentation possible. We realize that there is always room for improvement, and would be grateful for your suggestions.

Please send your comments to:

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Documentation
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D-64297 Darmstadt
Federal Republic of Germany

Or simply send an e-mail to the Natural Documentation Coordinator:
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