SYSTEM MAINTENANCE

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1.0 INTRODUCTION

The system maintenance functions are required by all of the FCS Travel portfolio. These functions are used in setting up the system prior to use and amending the system configuration.

Typically most of the functions in this section will only be used once during the setting up of the system. These functions will also be used when changes to the systems environment are made, for example extra hardware being added, new staff working on the product.

These functions perform very powerful tasks and WILL affect the running of the system. Great care must be taken with all amendments that are made.

There follows a more detailed look at the System Maintenance functions.

2.0 USER ENVIRONMENT MAINTENANCE

These four functions are to do with setting up a users individual environment (the functions he is allowed to see or execute). They also provide a way of communicating with other users on the system.

2.1 Password FM

Prerequisites

A menu will have to be created (see 2.3) for the user to use as a default. A language code will need setting up for help selection. This can be done via System Codes FM. If the Nominal Ledger is running and in multi-branch mode, a branch for this user must be set up via Nominal Ledger Account Descriptions.

Procedure

The system will allow input of the following fields:

Password	Mandatory

The above field is the key to the file and must be unique.

Initials	Mandatory

The initials entered here are used throughout the Bookings and Administration system as a key to the users activity. Whenever a booking, payment etc is made the users initials are stamped on the transaction. For client documentation purposes the consultants name should be set up in System Codes FM, using the same initials as specified here.

Access Codes	Up to 10 Alphanumeric Codes

The 10 access codes entered here specify which menus and programs this user has access to. The user will need to have all the access codes required by the program or menu. (See 2.2 for a description of the access codes a program requires).

Default Menu	Mandatory

The six character field specifies the MENU that the user first sees when entering the system. (For menu names see 2.2 for menu configuration see 2.3)

Language Code	Valid Language Code

This code is used for accessing the full and partial help.

Nominal Ledger Branch Code	Valid Branch Code

If the system is set up for multi-branch operation this code is essential as all bookings and accounts need a code to determine where the accounts postings will reside.

The system will allow the user to Add, Amend, Delete or Display from file. In Display mode if the user types in an incorrect or partial key, a sequential list will be displayed. At the bottom of the screen, and when there are more records to be displayed, a "More Y/N" prompt will be shown. If the user types "N" for No, the display will end.

2.2 Menus and Programs FM

Prerequisites

None

Procedure

The system will allow input of the following fields:

Program or Menu Name	Mandatory
M/P	(M)enu or (P)rogram

The above two fields are the key of the file. This combination must be unique. It is not advisable though to have menus and programs with the same name.

Description

This description will be used by the system when menus are being displayed to the screen to show the user what an option does, therefore this should be as meaningful as possible. If the provided description is not the term the users are

used to then alter it (this will not affect the running of the option).

Access Codes 10 codes

These access codes are the codes that a user must hold before he can run this menu or program. For example if a program is given the access code 'X' a user with access codes 'SUM' will not be able to run the program. An FCS default access structure is

'U' - Base level User
'S' - Supervisor
'M' - Manager
'X' - Superuser (ie. for System maintenance functions)

The system will allow the user to Add, Amend, Delete or Display from file. In Display mode if the user types in an incorrect or partial key, a sequential list will be displayed. At the bottom of the screen, and when there are more records to be displayed, a "More Y/N" prompt will be shown. If the user types "N" for No, the display will end.

2.3 Menu Configuration FM

Prerequisites

All the menus and programs required in the menu should be defined in the system via Menu and Programs FM (see 2.2)

Procedure

The system will allow input of the following fields:

Menu Name Mandatory

The above field is the key to the file. It must be a valid MENU as specified in menu and programs FM (see 2.2) and unique.

The system then asks the user for 30 menus and programs to link with the main (key) menu name. All of these entries must either be blank or a valid menu or program name. The user may enter two dummy program names to amend the list.

INSERT - This creates a space in the list of menus and programs to allow insertion of a new program. All the programs listed below will be shuffled down (the current last position will be removed from the menu altogether).

DELETE - This removes a space in the list of menus and programs.

The user may F1 at any point if no more amendments or additions are needed.

The system will allow the user to Add, Amend, Delete or Display from file. In Display mode if the user types in an incorrect or partial key, the next menu following will be displayed. Pressing <CR> will move onto the menu menu.

2.4 Message and Reminder Utility

Prerequisites

None

Procedure

The system will allow input of the following fields:

(M)essage or (R)eminder	Mandatory (M or R)

For message type (M) the following will be allowed :

User	Mandatory

This user code has to be a valid users initials (see 2.1 passwords). The user has also to be logged on to the system. To gain a list of all logged on users use option 5. Spaces entered for the user will default to all users.

Message

This is a free format text of 80 characters that will appear on the users terminal once the message is sent.

For reminder type (R) the following will be allowed :

Date of Reminder	Valid date - Prefilled with today
Time of Reminder	Valid Time
Message	

This is a free format text of 80 characters that will be shown when the given time/date has arrived or been surpassed.

The system will allow the user to Add, Amend, Delete, Display the file. In display mode the user can enter an incorrect or partial key and the system will display a sequential list of all messages or reminders on file from that point on.

3.0 HARDWARE SYSTEM MAINTENANCE

These functions are used initially when configuring the system or when one of the devices on the system has altered in some way or been replaced.

3.1 Terminal Configuration FM

This function allows the user to tell the system the required key depressions for certain key input functions. Most of these functions are required by the word processor. Some of the functions are required for normal data entry. Care must be taken in configuration of these fields.

Prerequisites

This function should be run from the terminal type that is being configured.

Procedure

The system will allow input of the following fields:

Terminal Type — Mandatory

This field is the key to the file and must be unique. Ideally this should be the same as the terminal name given by the manufacturer.

Help Chapter

This field is used by the word processor to gain help for a particular terminal. As key depressions for each terminal type may be different, the user needs to create different help pages for each terminal type supported. A number of well used terminal types and help come with the system.

Page Length — Mandatory - Default to 66

This is the default length of a word processor document, this may be overridden for each individual document.

Control Sequence Length (1 to 4) defaults to 3 Mandatory

Most terminal types for special keys like function keys map the output to more than one character. If this is the case then the system must know the number of characters to expect. These details will be held in the Terminal Technical information.

Initial Control Character — Mandatory

This field allows the system to tell if the key pressed is a special key. The first character returned in a special sequence (see above) must be entered here. this is a hexadecimal number of the character required.

After input of the header information the system then prompts for all of the word processor functions. The user may then press the key required to activate this function.

★★★ WARNING ★★★

Any key now pressed will be used to activate this function take care not to press any normal alphanumeric characters.

Whilst in this mode, the normal function keys to move forward, backward process etc no longer work. The numeric keys 1 to 5 are now used for these functions.

1 - Process the inputs so far
2 - Move back a field
3 - Move forward a field
4 - Abort the inputs. This will ask if the user is sure and only abort if this is confirmed with a reply of "Y"
5 - Clear the fields current values.

3.2 System Configuration FM

Prerequisites

Terminal types must be set up (see 3.1). The terminal Id must be known, these are displayed on the menu in the top left hand side

Procedure

The system will allow input of the following field:

Terminal Id Mandatory

This must be a terminal descriptor (ie T1, T2 etc) as shown on the users menu. This is the key to the file and must be unique.

Terminal Type Mandatory

This field must a valid type as defined in the terminal configuration fm (see 3.1)

The system will allow the user to Add, Amend, Delete or Display from file. In Display mode if the user types in an incorrect or partial key, a sequential list will be displayed. At the bottom of the screen, and when there are more records to be displayed, a "More Y/N" prompt will be shown. If the user types "N" for No, the display will end.

3.3 Printer Commands FM

Prerequisites

None

Procedure

The system will allow input of the following field:

Printer Name	Mandatory

The printer name is defined by the system. Typical printer names are LP, P1, P7 etc. The printer must be defined to the system and the name must be the two characters the system understands as a printer.

Mnemonic	Mandatory

This single character code is used in the Word Processor to define a printer change. It is advisable to make the character like the function it is performing for example :

'B' - Turn Bold On
'b' - Turn Bold Off

The printer name and mnemonic are the key to the file. This sequence must be unique.

Description	Description of the function.
Command Sequence	10 times 2 digit numbers

The command sequence is hexadecimal numbers that represent the characters that must be sent to the printer. These codes will be in the printer manual. For example:

Turn Bold On on a HP Laserjet printer is 1B 28 73 33 42

The system will allow the user to Add, Amend, Delete or Display from file. In Display mode if the user types in an incorrect or partial key, a sequential list will be displayed. At the bottom of the screen, and when there are more records to be displayed, a "More Y/N" prompt will be shown. If the user types "N" for No, the display will end.

3.4 Standard Label Format FM

Throughout the Travel System there are various opportunities to print out labels of addresses. This function tells the system how the labels are physically laid out on the page. The user may also hold multiple definitions if there is different stationery for different mailing customers.

Prerequisites

None

Procedure

The system will allow input of the following field:

Label Type Mandatory

The label type is the key to the file and must be unique. It will be used before all labels are printed.

The system will then ask you the dimensions of the label on the page. These are all calculated in characters on the page.

Number of Labels across the page
Number of Labels down the page

Note: A page is determined as the gap between the perforations vertically.

Margin Position

Number of characters from the left hand side of the page before the label starts.

Label Width
Label Depth

Chars between each label
Lines between each label

Lines at top of page

This is the number of lines after the perforation that the first label starts.

4.0 SYSTEM DOCUMENTATION MAINTENANCE

All the FCS Travel Products come with comprehensive documentation, this documentation as well as being presented in a manual form is available while the system is active from every terminal.
The documentation takes two forms a manual and line 24 prompts. The line 24 prompts give help on each field in the system. The manual (full screen help) gives a more generalised view of the system.

4.1 Quick Help FM

The system comes with a full set of help in English. If the messages are confusing (or terms are unlike those used in the users environment) the help can be added to or amended.

Prerequisites

The language code of the user must be set up via system codes FM. The program must be set up via programs and Menus FM (these will be typically already provided)

Procedure

The system will allow input of the following fields:

Language Code		Mandatory
Program Name	Mandatory	
Field Number		Mandatory

All the fields in a particular function or program are numbered in the order in which the are processed by the system. This number is a number between 1 and 999.

Help Text	80 characters of text to be displayed on line 24 if quick help is enabled.
Chapter	
Section	
Sub-Section	
Line Number	

The manual is laid out in function order. It is therefore possible to define places in the manual where a field in a program relates to. If this information is filled in when the user presses the full screen help key it will start displaying help from the point in the manual indicated here. These will be also be provided as standard but may be amended.

Note: Pressing the update help key in the administration will prompt the user to amend the current help text on the bottom of the screen. It is easier to amend this way as the user does not need to workout the program name and field number

4.2 Full Screen Help FM

Prerequisites

The language code of the user must be set up via system codes FM.

Procedure

The system will allow input of the following fields:

Edit / Print / Delete or List	E, P, D or L

This specifies the function to perform on the help text page. Editing a page that does not exist will create the page.

Language Code	Mandatory
Chapter Number	Mandatory
Section	Mandatory
Sub Section	Mandatory

The above forms the key of the file therefore it must be unique. The entry of these details then allows a page of text to be added or amended to the system manual. Updates of the system manual will be given periodically and should be updated via Automatic Help Upload (see 4.3). This function is only used to amend text in the help that is not relevant to the users business or the terms are different from that commonly used.

4.3 Update System Documentation

Prerequisites

The user must have received an update disk from FCS. The disk must be placed into the disk drive and the door shut before the function can be run.

Procedure

The system will allow input of the following fields:

Chapter Number

The chapter number can be any number from 1 to 99. By convention the chapter number is usually the number of the menu as defined in the master menu TAMAIN.

★★★ WARNING ★★★

If the user uses a chapter that is ready populated the old information will be lost.

Document File

This filename is the name provided on the documentation that came with the disk.

On entry of OK to process the system will then load in the new help. The user will see the contents of the manual as it is loaded into the system.

5.0 DAILY SYSTEM FUNCTIONS

5.1 Tape Backup Utility

Computer systems are only as good as the data contained in them. It is therefore imperative that this data is backed up at least everyday after business has finished.

You have been warned .....

Prerequisites

This function must be run from the console and all the users must be logged off. You must retrieve the backup media (disk or tape) from its storage place and put it into the machine prior to starting.

Procedure

If the function is run from any terminal other than the console a message will be displayed and the user will be returned to the menu.

If there are any users logged on to the system the function will list them all and the terminals which they are using. The system will then prompt

OK to Retry :

It will then recheck to see which users are now logged off. Once all the users are off the system will prompt

OK to Continue BACKUP:

Once OK is entered the system will automatically back itself up. The screen will fill showing all the files that are being backed up. Once the backup has finished a message will be displayed and the system will require a key press to return to the menu.

5.2 Activate PNR Capture

For users who need to download PNR details from Airline Central reservation systems the function needs to be run at the beginning and end of business each day.

Prerequisites

None

Procedure

This function will display :

Terminal is: ???
Ghost is: ???

If the PNR process is running a warning message will appear warning that any further operation will halt the process.
If the process is not running, typing OK to Process will start it running. If the process is running, typing OK will halt the running. It should be halted prior to the backup and after all the users have finished with it.

5.3 Change Date and Time

This facility allows the user to change the date and time on his terminal only. This should be reviewed when the user logs on. To change the system time for everybody and for when the machine is turned off CMOS must be altered. This must be done by a computer literate person.

Prerequisites

None

Procedure

This function does not have its own screen. The details are asked for on the bottom of the menu screen. It will prompt for:

Change Date
and Time

The date must be entered DDMMYY (date, month, year) and the time entered HHMM (hours, minutes). This option will default to the current date and time. <CR> will accept the defaults.

6.0 SOFTWARE SYSTEM MAINTENANCE

6.1 General Error Log

This function displays all the current outstanding errors found on the system. This function should be periodically viewed to see if the system has had any problems. If any entries are found the FCS Helpline should be contacted.

Prerequisites

None

Procedure

The system will allow input of the following :

Display, Print or Cleardown	D, P or C

The Cleardown option should only be run with the express permission of a member of the FCS Help staff.
The system will then prompt for various arguments to select which errors to show, print or clear.

From Date
To Date
From Time
To Time
Terminal Error Reported On
User who had the error
Program which had the error

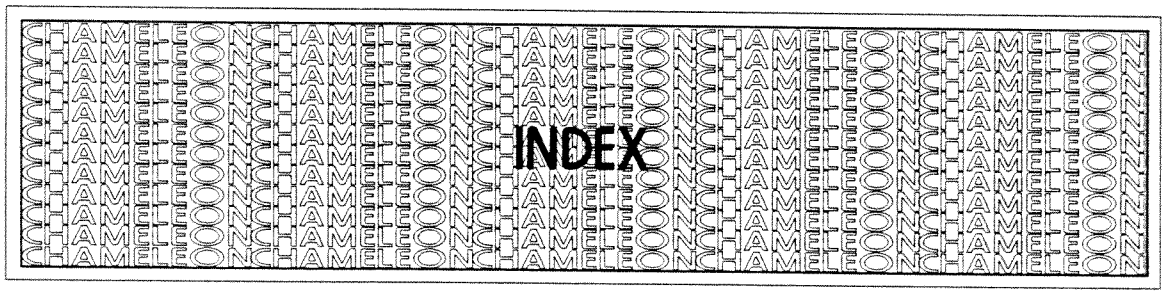
The entry of spaces will default to first, last or all as appropriate.
The system will then display a detailed listing of the errors found meeting the given criteria. At the bottom of the screen, and when there are more records to be displayed, a "More Y/N" prompt will be shown. If the user types "N" for No, the display will end.

6.2 System Utilities

These are system level functions and are provided only for system maintenance by FCS. They should not under any circumstances be run without the express permission of the FCS Helpline.

6.3 System File Status Display

This facility gives an indication of the files on the system and the current size and percentage full. The function will list all the files sequentially. The user will be prompted at the end of each page for more and may quit if he wishes.
This function is used by the FCS Helpline staff to keep an eye on the sizing of the users application.



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