

# Software AG International Users' Group Newsletter

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## Users' Group News

### 900 Participate In Users' Conference

The Ninth International Software AG Users' Conference was the largest, most active annual conference Software AG users have ever known. Nine hundred conference attendees, companions and Software AG staff and guests participated in four days of a very active, intense technical agenda. The Olympics of Education, as the Conference was themed, provided various

approaches to the learning experience. A major factor in the technical agenda was the specially-designed tutorials, mini-classes focusing on areas of greatest user interest and concern. These were presented by the Software AG Education and Consulting Staff. Dr. Dixon Doll, authority and noted lecturer in Data Base/Data Communications, Harold Uhrbach, consultant and specialist in organizational implications of data base management, and David Yoho, motivationalist, participated in the Olympics of Education as

guest speakers. User presentations, as well as Software AG presentations, added a special dimension to the educational theme. Group Special Interest workshops also provided an excellent vehicle for the exchange of information on product use and techniques. As is typical of the Users' Conference, one of the most valuable aspects is the informal dialogue and exchange that pervades the Conference environment. Valuable technical contacts are made, information is distributed and exchanged, and product knowledge

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enhanced by this informal interaction. Software AG intends to continue its emphasis on education at each Conference and asks its users to provide helpful suggestions on content of greatest interest to the user community.

The Conference Users' Group sessions were chaired by Ms. Jennifer Lee of Aerospace Corporation, who serves the user community as ADABAS Product Representative. She was substituting for Michael Berman, President of the Group, who could not attend. Ms. Lee guided the user community ably in her presiding over the week's events and was a significant factor in the new directions that the Users' Group will take in the 1981-82 year. Among the significant developments within the user community are a Product Review Committee for the accounting and tuning package currently in design stages, new special interest groups focusing on data base administration, problems of large shops and large data bases, and data base standards. In addition, three new Users' Group regions were established: Argentina, France, and New England. The Executive Committee and Ms. Lee sought to define some additional areas of user concern and are considering constitutional changes to make the group more responsive to the Users' needs. The method of electing Users' Group officers is one consideration.

### **New Leadership Announced**

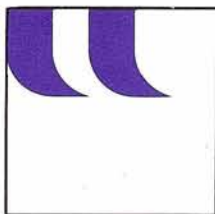
Final Users' Group business was the election of Users' Group officers. Newly-elected Regional Representatives gathered to elect the 1981-82 Executive Committee:

**President:** Alan Routhier  
**Vice President:** David Berg  
**Secretary:** Patrick Gilbert  
**ADABAS Product Representative:** Jennifer Lee  
**NATURAL Product Representative:** Steve Froneberger  
**COM-LETE Product Representative:** Bob Becker

**Change/Enhancement Coordinator:** Peter MacRoberts  
**Past President:** Michael Berman  
**Area Representatives:**  
 S. Dian Odell, Roger Martin,  
 Peter Feasey, Mary Ozawa, John  
 Palmer, Yasuo Shimizu

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# President's Message

## President's Message

*Alan Routhier  
County of Sacramento*

Many things were accomplished at the Ninth International Software AG Users' Conference at Innisbrook, Florida. The theme was 'The Olympics of Education' and it was carried out well. Over eight hundred people attended the conference, and each person was able to choose from among ninety-six presentations which were given over a four day period. Everyone learned something, and equally important, was able to meet and talk with many other users. This was the most successful annual conference we have ever held.

At Innisbrook I was selected from among the Regional Representatives to be President of the International Users' Group. I succeed Michael Berman, who oversaw the evolution of all Software AG product users into a single, cohesive Users' Group. I will work hard to continue Michael's excellent leadership. Having served on the Executive Committee as the COM-LETE newsletter editor and as the COM-LETE Product Representative, I have a reasonable knowledge of the workings of the Users' Group. The County of Sacramento is a user of ADABAS, COM-LETE, and NATURAL, which also gives me knowledge of some of your problems and concerns.

My primary goal for the coming year is to document the workings of the Users' Group. Many do not know the specific function of each member of the Executive Committee. They probably are more familiar with the



Alan Routhier, 1981-82 Users' Group President

role of the Regional Representative, with whom they most frequently come in contact. At this time, the Users' Group constitution is the only document which lists some of the officer's functions. However, at Innisbrook we found that several areas which came up regarding the functioning of the Users' Group were not addressed in the constitution. These will be resolved by a subcommittee consisting of three members of the Executive Committee: Dian Odell, David Berg, and Cathy Vivona. Any changes which are made to the constitution will be voted on by all Users' Group members later this year.

Updating the constitution is not enough, however. You need a more detailed description of the specific workings of our organization so that you may more readily participate in it. Using a less formal method than the constitution, will allow us to maintain flexibility as the Users'

Group matures. Therefore, I will talk with former and present Users' Group participants, and publish a series of articles in the upcoming newsletters which detail our cumulative knowledge. Please respond to these articles and give me your ideas also. The culmination of this effort will be a manual of Users' Group information which will be distributed to you, and specifically given to anyone who is elected to any office within the Users' Group. Thus, you can more confidently volunteer to fill these offices when the opportunity presents itself.

Dian Odell has offered many positive ideas regarding educating users about the Users' Group. Among other things she suggested that Users' Group officers and active participants become more visible during the Conference. They deserve recognition for their efforts, and you need to know who they are so that you may easily recognize and approach them in order to readily communicate with them. Thus, special ribbons will adorn their name tags at the Las Vegas Conference. In addition, the Executive Committee will be formally introduced to you at the beginning of the conference, and at other appropriate times.

I will be busy during the coming months handling many interesting items of Users' Group business. You will be kept informed about them in this column. Please call me or write to me anytime you wish. The Executive Committee can best represent your interests when we know what you are thinking.

## Maguire, Rardin Outline SAGNA Direction

Opening remarks at the Ninth International Users' Conference left very little doubt in attendees' minds what direction Software AG of North America will take in the coming years.

### Software AG Becomes a Public Company

John Norris Maguire, President of Software AG of North America, was first to address Conference attendees. Mr. Maguire informed users and their guests of Software AG's intent to become a publicly held company. In describing the process of "going public", Mr. Maguire detailed the growth of the software industry and of Software AG of North America, and indicated the strong position of leadership which Software AG enjoys within the data processing community. Mr. Maguire concluded his remarks by suggesting how the user community will benefit as clients of a public company.

Kenneth D. Rardin, Executive Vice President of Software AG of North America, continued the general discussion, pointing with firm conviction to the many positive advances that the Company has made during the past year, outlining both short and long range goals of Software AG. He reviewed the significant enhancements of existing Software AG products: the release of ADABAS Version 4.1, the ADABAS/VM interface, COM-LETE Version 4.1, NATURAL/VM Interface, and development of an interface with

COMSERV's AMAPS system. Mr. Rardin highlighted a Program Development Machine which provides the capability to off-load all program development from the host machine to an inexpensive IBM-compatible development machine. This allows development, editing, testing, and debugging to be separated from the production environment.

### Rardin Reviews Year; Highlights Future

Mr. Rardin continued by outlining a number of these significant enhancements to existing products as well as brief outlines of new products which are currently under development. Among the enhancements to the data base management products line are a remote computer-to-computer network facility through VTAM, a comprehensive, fully-integrated Data Dictionary, full ET/BT support for ADABAS-M, and an accounting and tuning system. Enhancements to NATURAL include a graphics capability for 3279 terminals (using an IBM product GDDM), a help facility and numerous other functions. In addition to NATURAL enhancements, new products for NATURAL include an Advanced Functions products option and a comprehensive online security package. COM-LETE enhancements include graphics support (once again using IBM's GDDM on 3279 terminals), support for color terminals, command stacking, DOS operating system support, and a comprehensive VSAM restart/recovery system including ET/BT logic. Work is also being done on an APL interface to COM-LETE. CICS-EASE, a product currently under development, will extend the full com-

plement of COM-LETE utilities to CICS users, thereby providing the user with facilities such as remote job entry from the application program, VSAM transparency, dynamic DASD file support, and online printout spooling with full restart/recovery capabilities.

### Support Areas Grow, Strengthen

Mr. Rardin did not limit his comments on Software AG growth to the area of product development; he highlighted the developments in all areas of product support, mentioning the dramatic growth in various support staffs. Mr. Rardin first focused on technical services. The 24-hour, Denver-based hotline service was a major addition to the Technical Support Services offered by Software AG. The Technical Support Center is staffed with personnel trained in all products and is available via a toll-free number. An online trouble log system has helped internal problem monitoring and problem resolution, and has contributed to the improved turnaround and problem response for Software AG users. A subset of this system is currently available to users. This will provide a meaningful troubleshooting mechanism. Additional support services include growth and diversification of the Education Centers within the Software AG network. A second Education Center was opened in Seattle in 1980, fully equipped for workshop environment. Five courses have been added to the education program in the past year; other courses are planned for the coming year. The staff of the Education and Consulting Divi-

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sion has doubled so that Software AG can better respond to the growing demands and needs of the user community.

Documentation and publication services also took significant steps forward as major efforts on new and updated documentation were successfully realized. Mr. Rardin clearly stated that continued excellence in all support areas is an ongoing corporate commitment.

### General Corporate Goals

While the accomplishments of the past years have been significant and the product plans for the future exciting, they're all part of Software AG's plan to become, as Mr. Rardin explained, the largest systems software company in the world. Mr. Rardin distinguished the emphases that Software AG will address. He believes that within the next decade, organizations will become more concerned with solving business problems with computers; they will be concerned in people productivity and ease of use. These factors will be Software AG's major concerns as product enhancements and future products are developed. ADABAS and NATURAL have established Software AG as leaders in this area. Software AG is determined to continue in this position of strength so that it can continue to respond to the major needs of the data processing and business community.

## Technical Support Committee Report

*Bob Taylor  
Evans Products*

After an abortive startup attempt to collect information on this vital issue (i.e., the technical support incident log), a much more successful method was tried. Most of you have received the support questionnaire and an amazing number of returns have been received. As of May 8, 231 questionnaires had been returned. These break down approximately as follows: 150 for ADABAS, 59 for NATURAL, and 30 for COM-LETE (some duplicates received). In a preliminary presentation to the SAGGROUP Executive Committee and members at the annual Conference, the following results were discussed. Rated as to overall satisfaction with the quality of technical support, the replies were as follows: 75% of ADABAS users are satisfied or better, 70% of NATURAL users are satisfied or better, and 40% of COM-LETE users are satisfied or better. This is only a quick analysis of the survey. The next step will be to take the results and proceed to analyze them in depth. Both Software AG and the Technical Support Committee will spend the next two months doing exactly that. It is hoped that by August 1, we will be finished with our analysis and have proceeded to discuss the results and recommendations. Progress will be reported in the Newsletter.

NOTE: The 40% level for COM-LETE was not a surprise to Software AG. They were already aware of this and have spent considerable time this year in improving the quality of the product which will be evident in the newest release. This satisfaction level reflects opinions on the older releases of COM-LETE.

## Datapro Survey Is Distributed

The annual Datapro survey of computer software products has been mailed to potential participants. Software AG requests that those organizations receiving the survey form respond promptly so that Software AG products are well-represented in the results. Furthermore, we ask that NATURAL users treat NATURAL as a separate product by submitting an individual survey response for this product. We thank you in advance for your participation in this survey.

## Conference Proceedings Available

Proceedings from the Ninth International Users' Conference are available for purchase through the Software AG Publications Department. The Proceedings contain papers presented at the recent Conference. Cost for this publication is \$35.00.

## SAGUTILS (Software AG User Technical Information Logs)

*Gordon Perrins  
Software AG*

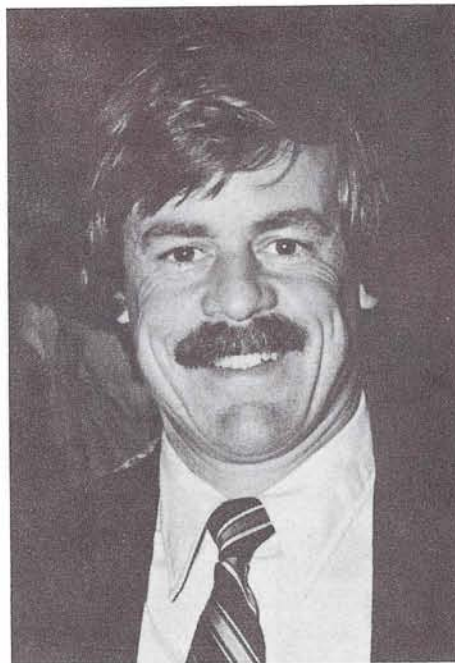
Software AG technical personnel use various tools to assist in the support of our user community. One of these tools is an online technical support system which is used to log and track software problems and questions. This system has provided us with a significant base of information—a resource that can be tapped by many different areas within Software AG. We recognize that much of this information is directly applicable to the user community and that distribution of these logs provides a level of "preventive" support; therefore, we have culled from this system an initial subset of these logs for distribution as part of ADABAS SM3.

In this first release of trouble logs, we selected those logs which were pertinent to our current software releases and of general interest to all our users for a particular product and related to questions and problems which tend to occur most frequently.

As described in the last Newsletter, the information will relate to all products and will include: documentation errors or clarifications, restatement of distributed Early Warnings, known or potential problems, helpful tips and techniques, and product/SM status information.

Although current technical log distribution will be combined with regular system modification distribution, the technical support log should be considered distinct from the System Modification system. Official product zaps and source fixes will still be distributed via a System Modification tape (released approximately every three months). Hard copy Early Warnings, in their present form, will still be used to provide any critical zaps/fixes which occur between system modifications. Technical support log data will supplement product knowledge by addressing areas not within the definition of System Modification or Early Warning information.

Our intent is to continue to extract relevant logs from our system and provide them to the user community on a regular basis.



Gordon Perrins  
Manager, Product Support

## USING THE SAGUTILS

The SAGUTIL system will allow you to:

- Print out the individual logs in hard copy form
- Load the data into your data base so that the logs may be queried online. If you have NATURAL installed, you will be able to use Software AG-provided NATURAL programs to facilitate the online querying.

The first distribution contains the following NATURAL source programs:

LISTLOGS: A Batch Program for listing the trouble logs file  
 INDEXA: A Batch Program to print a Master Summary Index listing  
 NATXREFA: A Batch Program to print a NATURAL logs summary listing in NATURAL syntax statement sequence  
 NATERRS: A Batch Program to print out NATURAL logs which relate to specific NATURAL error message codes  
 SEARCH: An Online generalized search program for querying the file online. The search program allows you to query the trouble logs on the basis of PRODUCT and/or MODULE, ERROR-CODE, STATEMENT, KEYWORD, Scan-string.

The above fields and sample values are described later in this article. The Scan-string capability allows you to search for any trouble logs which contain a certain character string in the SUBJECT field.

UPDATLOG: An Online program for updating logs

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The primary elements of information in the initial set of trouble logs are as follows:

- **TROUBLE-LOG:** This is a sequential number which uniquely identifies each trouble log.
- **PRODUCT:** This field identifies the product. Sample values for this field are:

VALUE	PRODUCT
'ACM'	ADACOM
'ADA'	ADABAS V411
'ADD'	DATA DICTIONARY
'NAT'	NATURAL

- **VERSION:** This field identifies the version of the product. Sample values for this field are:

PRODUCT	VERSION
ADABAS	4.1.1
ADAMINT	1.4
ADASCRIP +	1.1

- **MODULE:** This field (when applicable) identifies the Software AG module. For example, trouble logs that relate to ADABAS V4.1.1 may have appropriate module values present; e.g., ADALD1, ADARES, ADAVUS, etc. ADAMINT may have module values such as FINDSET, READSET, UPDATER, etc.
- **ERROR-CODE:** This field identifies logs where a specific response code, abend or other error is being reported. For example, if you were looking for any trouble logs which describe reasons why ADABAS response code 42 is being returned to an application program, then you would look for 'RSP042' in the ERROR-CODE field. If you were looking for any trouble logs relating to operation exceptions, then you would look for 'ABENDS0C1' in the ERROR-

CODE field.

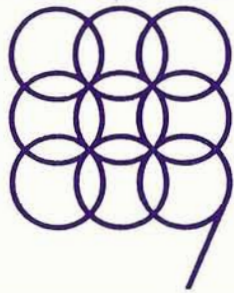
- **SUBJECT:** This field provides a short description of the reason for the trouble log.
- **PROBLEM:** This field is a periodic group and contains the detail problem lines.
- **SOLUTION:** This field is a periodic group and contains the detail solution lines.
- **STATEMENT:** This field is currently only used for NATURAL logs and is used wherever a log can be directly related to a NATURAL syntax statement. (For example, if a particular problem was related to usage of the CALL statement, then the value 'CALL' would appear in this field. Other examples: 'READ WORK', 'SET GLOBALS'; 'PERFORM BREAK', etc.)
- **KEYWORD:** This is a multiple value field which is used to identify further the related area of trouble logs contained in the file. For example, if you wanted to scan all the trouble logs which were related to PE groups, you would look for a Keyword value of 'PE'. If you wanted to look at all trouble logs which describe situations relating to the ADARUN parm LWP, then you would look for a KEYWORD value of 'LWP'.

A full description of these fields and their usage is included in the installation document provided with the distribution tape.

As a parallel activity, we are working toward providing the same information via a dial-up facility into our own computer at Reston. We will be announcing the availability of this shortly.

## USER COMMENTS REQUESTED

One of the primary objectives of the initial release is to receive your comments regarding the approach taken and any additional facilities, etc., that would be of benefit to the user community as a whole. If you have any suggestions or criticisms, please direct them to Gordon Perrins or Mike DiBacco at the Reston office. (703) 860-5050.



The Olympics of Education



Pat Dryden helps in the Registration area



Eric Siefert addresses ADABAS Users



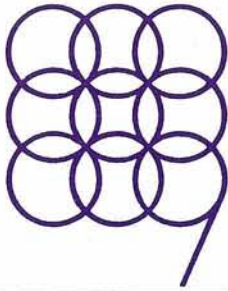
John Norris Maguire and Carol Lawrence pose after her performance



Software AG Consultant/Educator Chuck Starkey gives design advice to conferee



Informal terminal demos offer insight into product use



Helmut Thommet presents his findings to ADABAS users



Attendees relax after a full day of technical sessions



David Yoho, Motivationalist, gets full attention of conferees



Jennifer Lee, Acting President, presides over Users' Group meeting



Multi-talented user partakes in Olympics of Broadway



Best Speakers: Jim Reiner



Tom Bradbury



Bob Becker

"The Olympics of Education", the Ninth International Software AG Users' Conference, provided a full and extensive technical agenda. All Software AG technical staff personnel were on hand to participate in tutorials, presentations, workshops and informal discussions with users.

Attendees were able to tailor their own agenda by selecting from the variety of educational offerings.

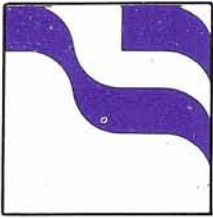
A Greek festival, Busch Gardens and the "Olympics of Broadway" provided attendees and their companions the much needed chance to relax.

Software AG and users are already looking ahead to next year's conference—fully confident that it will fulfill their Great Expectations.

Tenth International Software AG Users' Conference May 9-13, 1982 Las Vegas



Great Expectations



# Regional Reports

## Northwestern Region

*Doug Hart  
Weyerhaeuser Corporation*

The spring conference for the Northwest Region was held on March 6, 1981 at the new Software AG Education and Consulting facilities in Bellevue, Washington. Thirty-one individuals from 17 organizations were in attendance.

The first speaker of the day was Pete Pleger of Multnomah County, DPA, on their experiences in converting to ADABAS Version 4. Pete stated that one of the biggest problems was converting batch update programs from Version 3 to Version 4 processing logic. Factors which contributed to this were: (1) lack of a central DBA function; (2) different personnel were doing the conversion code changes from the original authors; (3) a lack of adequate knowledge on the proper use of ET logic. There were approximately 20 programs to convert. Initial system testing showed no significant response time differences with the exception of removal of the poor response time periods, which occurred at 11:00 a.m. and 3:00 p.m. Queue depths of up to 18 would be experienced during these time periods under Version 3.

Memory requirements for ADABAS jumped significantly from 340k under 3.2.1 to 800 for Version 4.1 with 48 attached buffers. Up to five threads have been in use. They also make use of COM-LETE as a TP monitor currently using three threads, with 78k being the largest.

Dian Odell, of Evans Products, spoke next about implementing security for ADABAS access. An analysis of security requirements for ADABAS at Evans Products eliminated the use of both SAG's normal security and also the use of the ADABAS user exit 1. Because they currently had ACF2 in-house, they decided to interface it through additional code changes to ADASVC.

Its implementation is at a point common to all access to ADABAS, just before ADASVC code receives control. Thus, one module will handle all requests, consistently across subsystems (batch COM-LETE, NATURAL, CID, CICS, etc.). The interface runs in the user address space, giving the ability to extract characteristics of the request (user, program, subsystem) and to issue messages about violations and resultant system action. Standard ACF2 dataset validation processing is used. A pseudo dataset name is generated from the user's ADABAS request. The specific ADABAS command will be inspected to determine if it is a 'READ' or 'update' type command, and the type of access requested will also be handed to ACF2. Commands BT, ET, CL, C1, C3, C5 and OP are allowed through with no security checking; commands LF, L1/L4, L2/L5, L3/L, L9, RC, RE, S1/S2/S4, S5, S8, and S9 are set as 'access' (READ) commands; all others are set as WRITE (update) commands.

Hans Stoker, The Administrator for the Courts, gave an update on continued enhancements to the ADABAS performance monitoring tools he has developed at the courts. Those areas include: (1) measurement of waits in the command queue

before the command was selected by the MPM for execution; (2) request prioritizing based on command code; (3) multiple ADABAS region support from 1 CICS region; (4) descriptor logging; (5) online ADALOG analyzer support, which analyzes the ADALOG buffers dynamically and issues a return code to indicate an exception to be printed. In this way, full logging is no longer required, which uses a lot of disk space. The results of the ADABAS monitoring and enhancements have been: (1) the isolation of problem areas such as algorithm 4 S1's on large files, S2's, impact of N1 type buffer flushes and dynamic environment changes; (2) determination of the effect of file size on various commands performance; (3) fairly accurate ADABAS capacity predictions; (4) determination of work load distribution to determine whether to split files, or balancing I/O between drives, or to measure the effect of batch and TP running together on one MPM; (5) monitoring descriptor usage to identify those that are used infrequently or not at all, and possibly eliminate them and provide an alternate means to access the required records.

NATURAL experiences at the State of Idaho was the next presentation by Henry Van Hooser. SAG products currently in use are ADABAS, ADAMINT, and NATURAL for application development. Initial teething problems have been to learn how to code NATURAL applications and avoid using excessive resources. Walt Kapica and Dan Nolan were credited with providing experience during this period. Henry has used the prototype approach to develop application

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examples for his programming staff and give demonstrations to the users. Current use in production is for query primarily.

Keith Tipton, of Software AG, gave an update on the reorganization of the marketing structure for the Western Region. Jon Schmidt gave an overview on ADABAS/VM and the upcoming features of NATURAL Version 1.2.

Final presentation of the day was by Keith Newsom of the Washington State Data Processing Service Center #1. Keith described an approach change out of ADABAS Version 4 usage. It was still in its planning stages at this time. It involved changes to the SVC and two user interfaces to establish a user record of ADABAS usage.

Future Northwestern Region Users' Group meetings will be held at the Bellevue Education Center. Tentative dates for the next three meetings are September 11 and December 4, 1981, and March 5, 1982.

## Far Eastern Region

*Yasuo Shimizu  
Fuji Photo Film Company, Ltd.*

ADABAS, COM-PLETE, and A-AUTO users participated in our newly-consolidated group as 87 people from 39 installations attended our recent meeting.

At the General Session, the new By-laws were approved unanimously by the attendees, and the Board Members were selected. I was honored to be selected President. The budget for the activities for the 1981 fiscal year was also approved,

as well as the schedule for the year.

Mr. Kano Takeuchi, of Kyodo Oil Company, reported briefly on the Innisbrook Conference and encouraged many more people to attend as it will widen their knowledge for better usage of the products through communication with users all over the world.

Guest speaker, Mr. Soichiro Tahara, a freelance journalist, gave a very interesting speech on current trends and topics in Japan.

In the afternoon, each group of product users had a meeting separately.

ADABAS: Three users who participated in the Innisbrook Conference reported their experiences and interesting topics. SAGFE explained new products, such as ADABAS/VM, NATURAL 1.2, and the Programming Machine. Also, activities for the year were discussed.

COM-PLETE: SAGFE explained Version 4.1, its new facilities, release date, and future plans, such as performance tuning. After a report from one user on his usage of COM-PLETE, the attendees agreed to share the COM-PLETE technique at the coming meetings during the year.

A-AUTO: SAGFE explained the release schedule of Version 3.4 as well as its new functions, and then reported the successful A-AUTO presentation at the Innisbrook Conference, using some of the slides.

The attendees discussed activities during the year, meeting 8 times (6 in Tokyo, 2 in Osaka), and once each year for Change/Enhancement requests. The data on the users' operation environ-

ment will be collected and put into a file for future access by new users.

We hope this newly-formed group will grow to become a positive factor in obtaining more reliable and easy-to-use products.

## Sierra Pacific Region

*Alan Routhier  
County of Sacramento*

The Sierra Pacific Region held a meeting on June 16, 1981, at the Concord Inn in Concord, California. The meeting was hosted by R.J. Reynolds Foods (Del Monte Corp.) and we wish to thank Mr. Ron Case for his effort in arranging for the meeting facilities. Twenty-four people attended the meeting and they represented nine of the fourteen licensed organizations in the region, plus Software AG.

The meeting was basically a business meeting with three main goals: to inform the members of the region about the Users' Group and its activities, to learn about some of the things which occurred at the annual conference at Innisbrook, and to plan what we wish to accomplish at upcoming meetings. At the beginning of the meeting, immediately after I introduced myself as the new Regional Representative, the group selected a recording secretary to serve for one year. Mr. Orville Mason, of R.J. Reynolds Foods, will transcribe the minutes of each meeting, and I will see that each person on our regional mailing list receives a copy.

*(Continued)*

Twelve of the people at this meeting had also attended the Innisbrook conference. However, because of the large number of sessions which were given, their experiences were all different. Therefore, we spent several hours discussing what we had seen and heard. During the conversation it was discovered that two organizations in the region, the County of Sacramento and R.J. Reynolds Foods, have been saving copies of newsletters and the annual conference proceedings for many years. Anyone wishing to reference these materials is welcome to visit these users.

After lunch we held a discussion on Software AG's new policy to not give release dates until a product is in beta test. This was contrasted with the old policy of establishing release dates up to a year in advance; these early projections for release dates were frequently missed. It was generally felt that some sort of 'middle ground' could be reached so that users can know the progress or status of a product as it is being worked on. I will draft a letter to Software AG expressing our ideas, which will be reviewed and commented upon by people in the region before it is finalized and mailed to Software AG.

The following idea was also suggested: Software AG could update the annual conference proceedings with the many handouts which were available at the conference and send one copy to all using organizations. Therefore, those organizations which attended the conference would have a complete copy of the proceedings, and those organizations which did not attend would

be able to learn what went on at the conference.

The next regional meeting will be hosted by Castle and Cook in San Jose on Tuesday, September 15, 1981. Colette Farabaugh, (408) 279-8750 ext. 4444, and I will be working on the arrangements for this meeting.

## Eastern Canada Region

*Gene Miklovich  
Systemhouse*

The Eastern Canada users met in Hull, Quebec on May 26, with the Secretary of State acting as host.

The meeting started with a review of the Innisbrook Conference. One of the topics discussed was the new products and releases coming out and their features. In addition, the new Executive Committee and Product Representatives were announced, and copies of the new education schedule were distributed. As a concensus indicated sufficient interest in an internals course, we are attempting to schedule one in Ottawa this summer (July 22-24).

The next subject of discussion was our objectives and how we might meet them. It was agreed that hosting and presentations should be rotated separately. It was also suggested that Cliff Wetzel keep track of problems solved between meetings and discuss them at the next meeting. This was followed by Lorraine Hodgeson of Consumers' Gas volunteering to keep a problem log and, with Cliff, help circulate a newsletter (approxim-

ately monthly). This would give a more timely notice of problems, solutions, news, etc. This information could then be passed on by all of us and still be detailed later if necessary.

Mathew Templer, of Royal Trust, gave an excellent presentation of a system they developed using NATURAL. He discussed how they proceeded in developing a successful user accepted system. An interesting feature of this system was its own security system which prevented anyone from entering from any point except the logon screen. Another interesting part of the presentation was the comparison of the NATURAL development time against the projected CICS/COBOL time, a factor less than 1 to 5.

Tom Friske, of the RCMP, discussed their experiences in converting to Version 4.1. He noted items to watch for, including a 2-1/2 times increase in the work dataset, a lot more attention to MPM parameters as they apply to your installation's requirements (Lorraine indicated that these are well explained in the internals course), and that Recovery/Restart logic must be examined (RCMP wrote an application conversion paper for their installation).

Before concluding, it was agreed that our next meeting would be held September 15 in Toronto. The details and agenda will follow.

## Eastern Region

*Rob Collins*

*Computer Sciences Corporation*

The June 1981 meeting was held in the Crystal City Holiday Inn located near D.C. National Airport. More than 35 companies were represented by over 70 users, including Software AG.

The meeting kicked off with Rob Collins reviewing the agenda and calling for volunteers for two unfilled positions (Vice President and COM-LETE Program Director). Wes Jenkins, of the Congressional Budget Office (CBO), presented his paper, "Program Documentation: A 'NATURAL' Solution." According to Wes, documentation's biggest problem is obtaining management commitment. Today's needs are different than before. With emphasis on productivity, development, and flexibility, Wes' presentation addressed a new approach, using the facilities of ADABAS and NATURAL. The CBO created a program entity file on ADABAS, populated it with information derived automatically from data stored in each NATURAL program, maintained it with a small menu-driven NATURAL system and produced documentation from this information source. Documentation, produced by the system, consists of a one page overview of each program containing typical identification data, programmer's name, relationship, and functional summary. Additional reports display cross-reference information and a network report which shows all call relationships. Copies of Wes' paper can be obtained from either Wes or

from the Innisbrook Proceedings.

The second speaker, Tom Bradbury, of Hay Huggins Data Services, Inc., presented a paper entitled "Using the Data Dictionary for USERVIEWS, Documentation, and ADAMINT Macros." Tom advocated full and effective use of the data dictionary. He believes that a "passive" dictionary becomes an outdated piece of documentation. DBA should activate the dictionary to control as many of their products as possible. Tom stated that reports generated by SAG (D020-D051) are generally discarded because the dictionary was not fully utilized. Tom's paper gave a step-by-step procedure on how to utilize more fully the dictionary. A copy of his paper is included in the Innisbrook Proceedings, or call Jean Cole (703-533-8877, Ext. 239) to obtain a copy.

The third speaker of the morning session was Steve Robinson, of S. L. Robinson Associates. Steve gave an interesting tutorial on how not to select a consultant. Steve began his talk with three fallacies: 1) You do not get ahead in a consulting firm by bringing in projects on time and under cost. The objective of a company is to maximize profit and increase revenue. 2) Consultants will go out of business if projects fail. Wrong! There are always more clients. 3) Small consultants can exist with a poor record because clients do not check references. Steve's suggested remedies: Check references, interview consultant employees, and do not over or under manage the project. Finally, contract with a clear set of objectives, and state your concerns (i.e., space, size, etc.).

Our afternoon session began with a presentation on ADABAS/VM by Bruce Barcome, Software AG. Presently, ADABAS/VM is currently at 15 sites, installation takes one hour, 100 cylinders (3330) and does not support batch NATURAL. Cathy Vivona, Software AG Users' Group Liaison, discussed Software AG support services. She briefly reviewed the technical trouble log, which is available on SM3. When documentation services were discussed, Cathy indicated that users might volunteer to "beta test" new documentation. Anyone interested in doing so should contact Rick Josephs at Software AG in Reston.

Mike Davies, from Planning Research Corporation, presented the problems of converting a service bureau's time sharing system from Version 3.2.1 to Version 4.1. Mike presently supports 20 clients, 90 files, 7 databases on an IBM 370/168 with CICS, TSO, and NATURAL. Mike's approach was first to define his users, then formulate a conversion approach for each (Non-DP oriented, semi-DP oriented, and heavy-DP oriented). He stressed the need for training, i.e., clients, production control, operation. Mike requests SAGGROUP support in the following areas:

1. Code for user exit for billing purposes
2. Response from SAG on security by value logic
3. DBA tools and software interfaces
4. Solid date for new releases
5. Manuals
6. Version 4 ADAFIX
7. Error 5

Mike can be contacted at (703) 893-4880.

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We concluded our meeting with a discussion of the Innisbrook Conference. Dan Nolan, Dave Miller, and Carl Tannenbaum hosted the round robin discussion. Carl stressed the need to attend sessions outside your own areas of expertise. Dave Miller gave a great discussion of why managers and not just technical people should attend the Conference. Dan addressed the quality of the meeting (i.e., the lost time at Busch Gardens). Ann Karpick of Commercial Union suggested that the technical papers be reviewed for technical merit prior to acceptance for presentation. Ann also suggested that each session be ranked as to who should attend—new users, 1-2 years of experience, more experience.

The meeting was adjourned at 4:00 p.m. The next meeting is set for September 22, 1981. The original date of September 15 has been changed as the meeting room was already booked by another group.

## United Kingdom Report

*Darrell West  
British United Provident  
Association*

The UK Users met in Knutsford, Cheshire on May 27, 1981 with Barclays Bank as hosts. Mick Wells of Midland Bank took the chair for the meeting attended by 37 users from 26 installations.

As Peter Spooner had left ICI to join the ranks of our UK vendor, ADABAS Software Limited, the position of Secretary for the UK Users' Group had become vacant. Darrell West of BUPA agreed to take the position temporarily until a permanent appointment could be made.

Gerry Gough, Chairman of the Languages/Interface Special Interest Group, gave a report on the SIG Meeting held the day before. Gerry will soon be leaving Allied Breweries; he too will be joining ASL. The Chairman wished both Peter and Gerry much success in their new posts.

Several new users of ADABAS and NATURAL were attending the Group for the first time. Mick Wells welcomed them all and each gave a brief summary of their installations and plans.

Rab Parry of ICI (CMS) gave a presentation on the International Users' Conference, ably assisted by Mick Wells. Rab spoke mainly of enhancements to existing products (e.g., NATURAL Version 1.2) and new announcements (e.g., ADABAS/VM and VTAM).

Mike Hollis of ASL, another Florida attendee, gave more details on those announcements, and other ASL staff also gave presentations. Clive Hutchinson described the Data Base Machine recently announced and Steve Fitches detailed his plans for his new training strategy for the forthcoming year. Len Jenkinson outlined ASL's plans for a software release mechanism.

The next meeting was arranged for September 8, 1981 in Exeter, Devon to be hosted by London and Manchester Assurance.

## Pacific Southwestern Region

*David Berg  
Hughes Aircraft*

Aerospace hosted the March 27, 1981 meeting of the Pacific Southwest Region. Nominations of officers were held.

Jennifer Lee, of Aerospace, discussed the user query handling techniques in Version 4.1, and distributed the documentation on the codes used in operator message responses from ADABAS. Jennifer explained how once the user query table has been filled with user query elements that were not deleted at timeout, the database administrator must purge the UQE by first issuing an operator command DUQA to display all user ID's and then issue a STOPU for each user ID that is to be purged.

Clola Ferris presented the concepts of the Modern Business Systems Plan to be implemented at Aerospace. Aerospace intends to develop a common entry edit system as a front end to all its business applications.

Aerospace will accomplish the move to ADABAS in three separate but parallel paths. One phase will address the financial applications and provide for an interim query data base while the financial systems are being redesigned for integration with ADABAS. The query data base will involve the extraction of data from existing feeder systems and the updating of that data in

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ADABAS. Maintaining both the conventional master files and the data base information will entail data duplication, but will provide the users with a way to utilize the data base while the applications are being rewritten. The second phase, in simultaneous process with the first phase, does not involve an interim data base step, but rather a straightforward redesign of business systems such as personnel that would not provide any user benefit except as entirely new applications. The third phase pertains to those systems that are not currently in existence at Aerospace and might best be accomplished through the acquisition of vendor software that interfaces with both ADABAS and a proposed teleprocessing monitor. A likely candidate at Aerospace for phase three would be a purchase payment system. Clola explained that these phases were developed for Aerospace by a consulting firm and that the projected completion schedule for the plan is five years.

Andrew Wroblewski addressed the use of a pilot project implemented at Aerospace along the guidelines of the Modern Business Systems Plan. The pilot project was small in scope and was a self-contained Material Control application. Andrew explained how the system was designed and the alternative approaches to updating the data base. The data base update had to take place in parallel with the continued update of the conventional ISAM master file, but the update data was not a pure extract of the feeder systems and the data base file had been formatted much differently than the ISAM master. Therefore, prob-

lems were encountered concerning the ease of update and balancing the two files. Andrew felt that, the file being relatively small in size, two alternatives were viable where the ISAM file was read in its entirety and each record on the data base updated or the entire data base file reloaded.

Andrew pointed out that user feedback reveals that users are responsive to the query data base, becoming accustomed to data base quite rapidly and providing input for enhanced query capabilities that will assist the system's redesign effort.

The April meeting was held at Software AG's Marine Del Rey office. Paul Peterson, Manager of Field Support, was a guest speaker from Software AG's Denver office. Mr. Peterson outlined the procedures for problem reporting in requesting field support. If desired, you may request that a specific person address the problem, but keep in mind this may slow the process because that person may not be immediately available. The caller should ask for the trouble log number, which can be referred to in any subsequent communication with Software AG. Denver generally operates in a call-back mode addressing problems arranged in a queue from oldest to newest. Denver acts as a clearing house for the Western Region, referring specific product support questions to Reston when necessary, and routing those COM-LETE problems, unanswerable by Denver to Seattle. Denver is interested in obtaining feedback from users on performance and can upon request provide users, on the other hand, with a listing of outstanding problems.

Results of the regional election were as follows:

Regional Representative  
David Berg, Hughes Aircraft  
President

Jennifer Lee, Aerospace  
Corporation

Vice President

Ken Ng, Ticor  
Secretary

Lydia Reed, Hughes Aircraft  
Larry Haig, with MSP,  
presented an overview of Data Manager, a Data Dictionary system that interfaces with ADABAS. Mr. Haig described Data Manager's features and capabilities with respect to ADABAS data base.

MSP is looking for SAGGROUP users who would be willing to explore the requirements for a Data Manager/NATURAL interface and an installation site to assist in developing the interface. Interested users should contact MSP and the Retrievals/Interfaces Special Interest Group.

## South American Region

Mary Ozawa  
Dow Quimica S/A

The South America Region meeting was held from April 10 to 14 at Hotel Nacional in Rio de Janeiro. Representatives from 13 Brazilian and Argentinian installations were there. On that occasion we attended ADABAS 4.1 internals and ADABAS direct call classes.

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Tron P. Moraes Filho told us about the development of ADABAS systems in CAEEB (Companhia Auxiliar de Empresas Electricas Brasileiras) and Paulo Otavio de Oliveira of CAEEB spoke about the use of COM-LETE in their installation.

Paulo Mandarinino of Eletrobras presented their experience with ADABAS 4.1 SM2 installation. He told us the difficulties and fixes used.

Information about ADABAS-M for PDP11 and VAX was presented by Joao Carlos Serrano of Consist.

A new Board of Directors was elected, having Mary F. Ozawa of Dow Quimica SA as President, Carlos Eduardo B. Meira of SERPRO-CII (Servico Federal de Processamento de Dados-Centro de Tratamento de Informacoes) as Vice President, and Toshiaki Ogawa of PRODESP (Processamento de Dados do Estado de Sao Paulo) as Coordinator and Secretary.

The Board decided that the regions Brasilia, Rio de Janeiro, Sao Paulo, and Buenos Aires should have monthly users' meetings.

The next South America Region Meeting will be in March, 1982 in Florianopolis, Brazil.

## Rocky Mountain Region

*Dave Johnson  
State of Utah*

Rocky Mountain SAGGROUP meeting was held on March 6, 1981 in Salt Lake City, Utah at the State Information Systems Center (SISC); 17 attendees represented 9 user sites. Of the 17 attendees, only 5 had attended the previous meeting. This indicates the potential for increased participation.

Steve Loveless, of Hewlett Packard, conducted the meeting at the request of the President, Ellen Thompson, who could not attend. After introductions of all the attendees, the election of new officers was conducted. 1981-82 officers for the Rocky Mountain Region include:

Chairperson

David L. Johnson, State of Utah

Program Coordinator

Leon Miller, State of Utah

Education Coordinator

Walt Brooks, University of Utah

Secretary/Treasurer

Ken Schuarts, Salt Lake County

Change/Enhancement Coordinator

Steve Loveless, Hewlett-Packard

For the benefit of newly elected officers, a brief summary of their duties was openly discussed.

Jerry Schade from the State of Colorado had only received 4 Change/Enhancement ballots prior to the meeting. Several

other ballots were submitted at the meeting. We agreed that in the future, ballots should be turned in far enough in advance to allow the Coordinator to accumulate the voting. A general discussion was opened for anyone who wanted to lobby for specific requests. After reviewing the most-voted-for requests, several users redistributed their votes because several of the requests are being included in new releases of the software.

The Change/Enhancements which are being included in new releases caused quite a discussion. It is desirable to know which requests are being included in new releases so that users can cast their votes in a more meaningful way. The Rocky Mountain SAGGROUP requests that Software AG either identify requests which are currently being worked on and scheduled for the next releases of software on the ballots that are distributed to the users, or ensure that a technical representative for each product is present to inform us of which requests are included in the next releases of the software.

Walt Brooks and Mike Quinlin, of the University of Utah, discussed their installation of ADABAS Version 4.1. The implementation had a few problems, but the University is very satisfied with the performance they are getting. Problem areas discussed include:

- ADAMINT generated non-unique command-ID
- ADAEND initiated a hard loop
- Data Dictionary UTIL02 problems
- Group rippling problems from the standard file

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- SORTON = ISN and READONE = YES doesn't work, must enter FINDSET and READSET
- User queue elements need to be deleted
- ADARUN parameter tuning problems

After installing SM3, the University found that it has fixes which relate to most of the general items discussed.

Paul Peterson, of Software AG in Denver, introduced Mike Ater, who is the Vice President of Sales for this region. Paul explained the role of the Technical Support Staff in Denver. He requested that the users provide the following information for all technical problems:

- Name of caller
- Company
- Severity code as documented in the Software AG International Users' Group Newsletter, February 1981, page 47
- Subject of problem (not to exceed 40 bytes)
- Product (ADABAS, NATURAL, COM-LETE, Dictionary, etc.)

Several requests have been received which involve multiple products or multiple problems with one product. Please document each problem separately. Paul requested that the trouble log number be written on all dumps sent to the Denver office.

After lunch, Dave Johnson and Leon Miller of the State of Utah, discussed the use of ADABAS and NATURAL as modeling tools to assist the system development process. Many tools and methodologies are available to assist in the programming of a designed system, but there is a lack of such tools in the analysis

and design areas of system development. It was theorized that ADABAS and NATURAL could assist in this area by allowing for the quick implementation of a model of the proposed system. The model would be used to answer many questions about the analysis and design as to its adequacy before the system is cast in concrete. The model can be redesigned or modified to satisfy its objectives; therefore, a system evolves with flexible tools instead of being cast in concrete before a line of code is written.

Two systems have been modeled at the State of Utah. The Position Control System was a very small system for controlling the positions within state government, but the Social Services Delivery System was massive in contrast. Both systems were successfully modeled and saved unknown dollars and time in analytical activity while solving some internal problems.

Jerry Schade of the State of Colorado presented his paper for the Florida Conference. He discussed the environment and scope of data base at the State of Colorado. Originally, ADABAS was intentionally (politically) restricted in use. As the role of the DBA evolved from installing and maintaining the software to an active role in the system development (the writing of ADAMINT modules and the control of the Data Dictionary), the use of ADABAS has expanded to eight user departments. The responsibilities of the DBA vs. the development staff was presented, together with the development process:

Phase I --- Study Logical Design  
Phase II --- Physical Design  
Phase III --- Development

Jerry discussed the physical environment and internal procedures to control the data base. He uses NATURAL to 1) generate forms for the users to provide data to the DBA; 2) generate data entry screens for data dictionary; 3) store all NATURAL source code in PANVALET; 4) satisfy internal needs. The conclusion is that NATURAL is an excellent tool to assist the DBA in controlling the data base environment.

## Corrections to April Regional Reports

### Eastern Region

Brian Faux, of Hay-Huggins Data Services, was erroneously reported as being from Merck, Sharp and Dohme in the minutes from March's Eastern Region meeting.

### Australian Region

A variety of typographical errors and proofreading oversights have affected clarity of Luciano Quadraccia's report on NATURAL use at ABS.

In his presentation to the Australian users in March, Mr. Quadraccia noted: detailed tests conducted at the Australian Bureau of Statistics show NATURAL generally incurs an overhead of 10-30% over ADAMINT or low-level calls on the data base component of the work. He continued by reporting that test results indicate NATURAL overhead over COBOL on computational component was dramatic.













































































