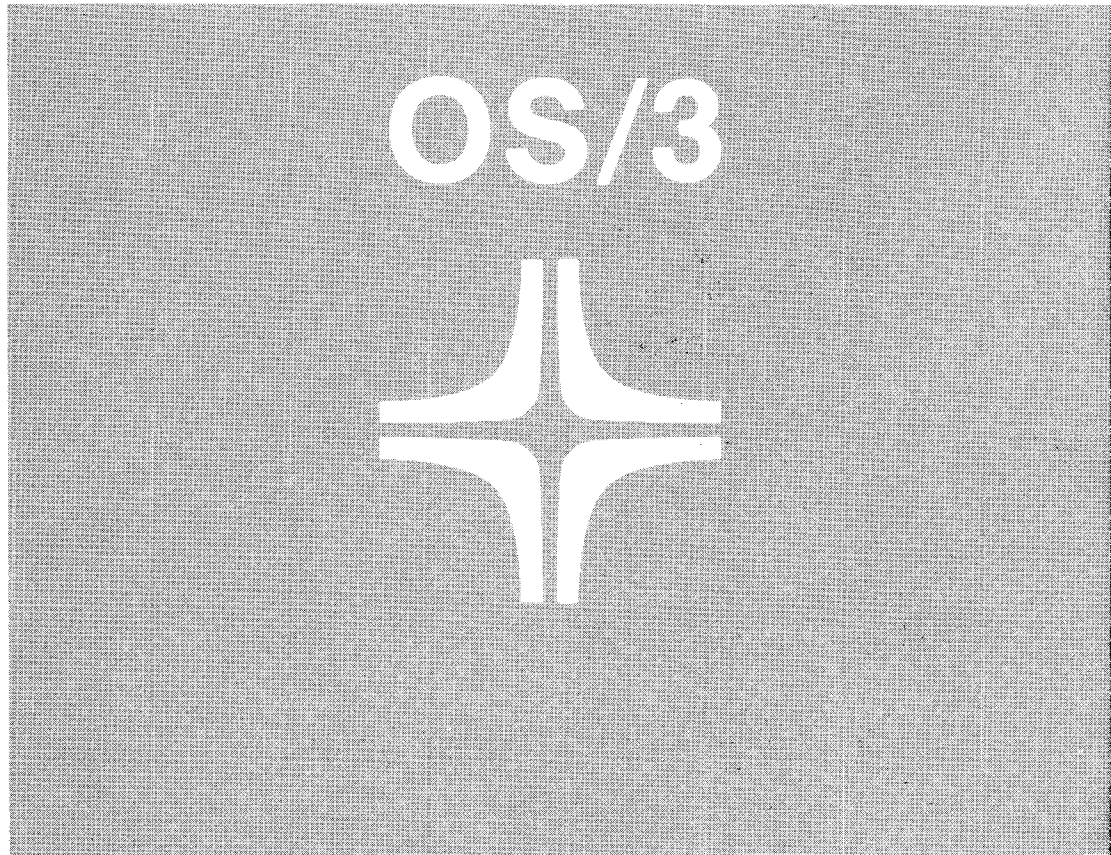


Marketing Central Software Support

Procedure Manual

(800) 252-2501 580
(612) 534-5234 P. 2, 74, 75, 77



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ISSUE: UP-9537 Rev.1

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Preface

This document describes the SPERRY Operating System (OS/3) Marketing Central Software Support (MCSS) centers and the recommended procedures to be followed by you, the Sperry customer, to report suspected problems.

The MCSS centers provide OS/3 customers within the continental United States the capability to directly communicate OS/3 software problems to Sperry by calling a toll-free 800 WATS number and to receive available problem resolutions.

A similar service is available to Sperry customers outside the continental United States. This manual is not applicable to these customers.

Procedures for reporting hardware problems are contained in 3.9 and 4.3.1.



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1. Introduction

The SPERRY OS/3 Marketing Central Software Support (MCSS) Center provides customers with the capability to directly communicate software problems to Sperry and to receive problem resolutions on a *real-time* basis.

MCSS is staffed with trained software analysts, 8 hours a day, Monday through Friday. SPERRY OS/3 customers may contact MCSS by calling a toll-free 800 WATS number to obtain support for suspected software problems.

The MCSS analyst will assist the customer in identifying the software problem, determine the actions to be taken, and then monitor the problem through its resolution.

MCSS complements Checkpoint, the facility which provides assistance to SPERRY System 80 customers reporting hardware problems.

Additional capabilities and services are available to Sperry customers depending on the equipment installed and the contractual arrangements.

The remainder of this manual describes how you, the Sperry customer, should interface with MCSS to report and process software problems.



2. Marketing Central Software Support

2.1. GENERAL

The analysts in MCSS possess an in-depth knowledge of OS/3 software. These analysts also have available a powerful and flexible customer support data base containing information on all reported software problems and their current status.

Sperry has found that many software problems encountered by its customers have previously been reported and in most cases have already been resolved. By providing you with a toll-free 800 number to report your problems, MCSS can often provide you with a resolution.

2.2. MCSS ORGANIZATION

MCSS uses a tiered approach for problem solving. The first stage is set with the receipt of your call and the logging of basic information about that call into the customer support data base. The dialogue conducted at this time attempts to define the external symptoms of your problem. The MCSS analyst translates these symptoms into problem-oriented search keys (keywords) for use in examining the customer support data base.

If this initial data base search is unsuccessful, possibly indicating this may be a new problem, the MCSS analyst may relate the problem to one already known and provide the resolution, or may devise a work-around or temporary fix to overcome the immediate effects of the problem. Alternatively, the MCSS analyst may assist you in the preparation and submission of a Software User Report (SUR).

2.3. CUSTOMER SUPPORT DATA BASE

MCSS maintains a comprehensive data base of support-related information, such as SURs, problem list entries (PLEs), product changes, contact reports, and site profiles. The data base provides for data entry, retrieval, update, and cross-reference of all related SURs, PLEs, and corrections. In addition, it provides a full range of report generation capabilities. Of special importance in diagnosing a software problem is the capability to reference information based on symptom-oriented keywords.

2.4. WHEN TO CALL MCSS

You should call MCSS when you feel that you have a problem or have a question concerning the proper implementation of usage of software supplied by Sperry. MCSS will assist you in the resolution of the problem, or provide you with required technical information. Prior to calling MCSS, you should attempt to ensure that the problem involves SPERRY software, and is not in a user-developed application.

At the time you call MCSS, you should be prepared to supply sufficient information about the problem to allow the MCSS analyst to determine the full nature of the problem. This will aid in providing corrective action.

MCSS complements the local Sperry branch office. Requests for documentation, new software, request for changes (RFC), or support services such as training should continue to be made to your local Sperry representative.

3. Problem Flow

3.1. GENERAL

This section describes the general problem flow for sites covered by MCSS. Figure 3-1 depicts the general flow of problems.

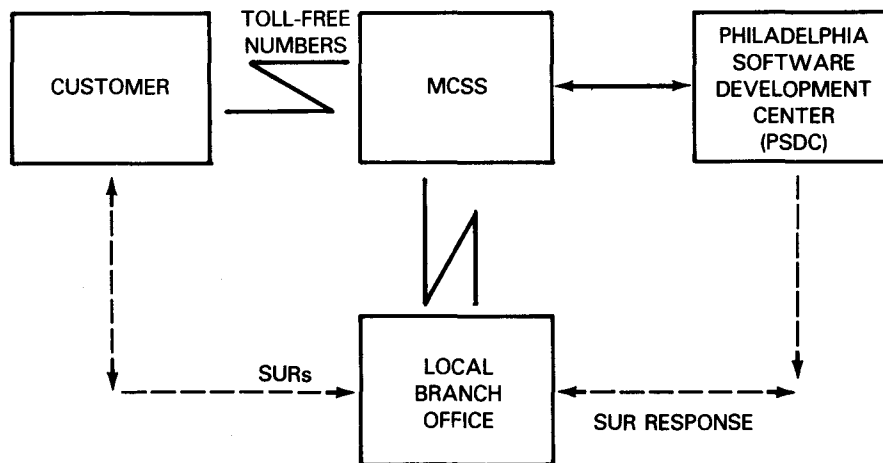


Figure 3-1. Problem Flow

3.2. INITIAL CUSTOMER PROBLEM REPORT

Often a customer operator or analyst/programmer may be the first person to become aware of a possible OS/3 software problem. It is the responsibility of this person to obtain the required information to describe the software problem prior to calling the MCSS Center. (The information required is defined in 4.3.1.)

When the customer has the required information, he should call MCSS to describe the problem to the MCSS analyst. MCSS expects, in most cases, that calls pertaining to software problems are from a customer software-oriented individual.

For the System 80, the toll-free 800 number to call can be found on the Support Center sticker (Figure 3-2) located on the acoustic coupler of your System 80. This telephone number and the Sperry branch and customer numbers provided should be recorded for future reference.


	
Customer Number _____	Branch _____
CHECKPOINT: 800- _____	
Performance Reporting: 800- _____	
Software Support: 800- _____	
UD1-5303 (REV. 11/80)	

Figure 3-2. Sample Remote Support Center Sticker

3.3. CALL RECEIVING AND ROUTING

Calls to MCSS are answered by the MCSS analyst who will request specific information regarding your site.

3.4. INITIAL ASSISTANCE

A contact record is generated in the customer support data base at this time by the MCSS analyst. This contact record is continually updated as more information on the problem is defined.

If the problem being reported is a software problem, the MCSS analyst will generate a list of keywords based on the information that you supply. These keywords consist of external symptoms observed by you, as well as any more detailed internal symptoms. The MCSS analyst uses the generated keywords to search the customer support data base to ascertain if this is a known problem.

If a find is made in the customer support data base and a resolution is indicated, the MCSS analyst will provide that solution to you. If the resolution is too lengthy to read over the phone, it will be transmitted to you via mail.

If a find is made in the customer support data base but no problem solution is available, the MCSS analyst attaches the current contact record to the existing problem entry in the customer support data base. This ensures that you will automatically receive the problem solution when it is resolved.

3.5. PRODUCT SPECIALIST ASSISTANCE

If the problem could not be resolved through the initial contact, the MCSS analyst may consult other Sperry software product specialists who will further analyze the information supplied by the contact record.

3.6. SUR SUBMISSION/RESPONSES

If your problem cannot be resolved or cannot be identified as a known problem, the MCSS analyst may request that a SUR (Software User Report) be submitted. The MCSS analyst will then assist you in preparing the SUR for submission to your local Sperry branch office. You are responsible for preparing and submitting the SUR.

To allow Sperry to provide the most efficient service in correcting a problem, the MCSS center must be contacted before submitting a SUR. In most cases, the problem will be known, and MCSS center can provide a problem resolution, thus eliminating the need for a SUR.

SUR responses will be sent to your local Sperry branch office. Your local Sperry representative will then provide you with the response.

3.7. BRANCH REFERRAL

If the problem was not resolved by the MCSS analyst or the problem is not clearly defined, the MCSS center may refer the contact to your local branch. MCSS will contact your local branch MCSS coordinator who will be apprised of the problem and then assume responsibility for any follow-up action. The contact record in the customer support data base will be updated to reflect the transfer of the problem.

3.7.1. Branch Feedback

When a contact/problem is referred to the branch, the branch MCSS coordinator will ensure that the contact record is updated to reflect any actions taken to resolve the problem.

3.8. DAILY CONTACT REVIEW

MCSS takes care to see that all calls are handled expeditiously through a daily review of all open contact records. This ensures that any required follow-up action is taken to satisfy open contacts.

3.9. REPORTING HARDWARE PROBLEMS

3.9.1. System 80

If the System 80 problem reported to MCSS is determined to be hardware-related, MCSS will contact Checkpoint and supply that activity with the required information. Checkpoint will then call you to provide assistance.

3.9.2. Series 90

If the Series 90 problem reported to MCSS is determined to be hardware-related, MCSS will ask you to contact your local Sperry customer engineer.

4. Customer Procedures

4.1. MCSS AVAILABILITY

4.1.1. Initial Availability

The MCSS service is available to all customer personnel after the system is installed and turned over by Sperry for customer usage (also known as *Software Ready for USE*). At that time, the customer's MCSS interface should execute the initial site call procedure. This procedure will ensure that you, the customer, understands how to interface to MCSS in reporting problems and that MCSS has current profile information for your site.

4.1.2. Software Support Hours of Operation

MCSS is currently available to receive calls 8 hours a day, Monday through Friday. MCSS centers are closed on weekends and holidays observed by Sperry.

4.2. CUSTOMER REQUIREMENTS

This section describes what is required of you, the customer, in order for MCSS to support your site.

4.2.1. Initial Site Call Procedure

The following checklist should be followed when executing the initial site call procedure.

- Order the following documents from your local Sperry branch office (in addition to this manual):
 - Keyword dictionary
 - Software User Report (SUR) forms UD1-745
 - Operator Maintenance Guide Models 3–6, UP-8915
 - Operator Maintenance Guide Model 8, UP-xxxx

- Have available the latest administrative and profile data for your site (MCSS will utilize this to verify your profile in the data base).
- Place your initial call to MCSS. The MCSS analyst will review the MCSS procedures with you and answer any questions that you may have.
- MCSS will update the customer data base to indicate that your site is active.

4.2.2. Software Product List

Software problems may be telephoned to MCSS for any software product in the list of software components (Table 4-1). MCSS maintains data reflecting the most current operating system release and level.

Table 4-1. Software Components (Part 1 of 2)

A000	SUPERVISOR PIOCS	A140	SORT/MERGE
A010	GENERAL SPOOLING	A150	FORTTRAN
A011	SCREEN FORMAT COORDINATOR	A160	COBOL
A012	SCREEN FORMAT GENERATOR	A170	PLUS
A015	WSAT/CONSOLE OUTPUT	A180	DIALOG PROCESSOR
A019	JOBLOG	A181	EDT
A020	GENERAL SUPERVISOR/JOB ACCOUNTING	A182	DIALOG SLT
A021	LOADER	A200	DATA MANAGEMENT
A022	MEMORY MANAGEMENT	A300	ICAM
A023	OPERATOR INPUT PROCESSING	A380	GENERAL INTERACTIVE SERVICES
A024	SHARED CODE	A381	DYNAMIC FILE MANAGEMENT
A025	JOB/SYMBIONT INITIALIZATION	A382	DYNAMIC TERMINAL MANAGEMENT
A026	CHECKPOINT/RESTART	A383	MISC INTERACTIVE SUB-FUNCTIONS
A027	JOB SYMBIONT TERMINATION	A400	DATA UTILITY
A030	PTLIST	A405	GNGPCH
A040	MONITOR	A420	SCAN
A050	SYSTEM UTILITY	A431	JCON1
A110	ASSEMBLER	A432	COPY94
A120	RPG	A433	DCON4
A130	LIBRARIAN	A435	SCONS3
A131	MLIB	A436	COPYS3

Table 4-1. Software Components (Part 2 of 2)

A450	LINKER	A735	MENU GENERATOR
A500	GENERAL JOB CONTROL	A750	DISK PREP
A510	RUN PROCESSOR	A800	IMS
A520	OCL PROCESSOR	A850	DMS
A530	SCHEDULER	B500	BEM-MONITOR
A540	JOB STEP PROCESSOR	B501	BEM-EDT
A550	CATALOG UTILITY	B503	BEM-RSP
A560	SAVE/SCHEDULE	8401	SYSTEM ACTIVITY MONITOR SAM
A570	CONNECT/FREE	1099	DOCUMENTATION
A700	SYSGEN	I100	IVP SERVICE TOOLS
A710	SYSDUMP	A190	ESCORT
A720	DUMP/RESTORE	A212	BASIC
A730	SU COPY PROGRAMS		

4.2.3. Software Maintenance Package

The software maintenance package (SMP) is the vehicle for the periodic dissemination of correction information for a software level (Release 7 and above).

4.3. PROBLEM DEFINITION

4.3.1. What To Do Before Calling MCSS

Prior to calling MCSS, you should obtain all the required information for problem reporting. The following steps provide a general guideline for gathering this information.

1. Determine if possible whether the problem is hardware or software. If it is determined that the problem is hardware, call Checkpoint, a service provided to System 80 customers only. Series 90 customers should report hardware problems to the local Sperry customer engineering branch.

If an error message, system error code, or other indication points to a software error, then the OS/3 MCSS Center should be contacted. When in doubt call the MCSS Center.

2. Save the error message, the console listing, and any other supportive documentation pertaining to the problem.
3. Consult with other staff members within your organization (operations, programming, etc) for information pertaining to your problem.
4. Before contacting the MCSS Center, be sure the following is readily available:
 - Sperry manuals
 - Problem documentation (Step 2)
 - Application documentation
 - System configuration at time problem occurred
 - Customer number, branch number

4.3.2. Information Required

When calling MCSS be prepared to supply the following information:

1. Customer name and number
2. Caller's name and phone number
3. Software release level, SMP level, and microcode level
4. Suspected problem software product
5. Description of the problem
6. Any other unusual symptoms observed during this time
7. The console listing
8. Any other listings or information pertinent to the problem (local code, systems generation information, etc)
9. Software maintenance changes (SMCs) applied to the system.

4.4. PROBLEM REPORTING

When you have the required information, call MCSS via the toll-free 800 number.

NOTE:

You should call using a telephone located near the system (if possible), since the MCSS analyst may ask you to check other indicators as the problem diagnosis continues.

If all MCSS analysts are busy, a message will be taken and the first available analyst will return your call.

The MCSS analyst will ask you to describe the problem. Since the analyst will be entering a contact record at this time, speak slowly and clearly so you do not have to repeat your description. The analyst will discuss your problem with you and, using the information provided, determine if the problem can be solved. If it is determined that the problem is hardware, MCSS will inform Checkpoint for System 80 users; Series 90 users contact your Sperry customer engineer.

In all cases, MCSS will make available the status of all calls to your local branch.

4.5. SUR SUBMISSION

A SUR is the means by which detailed information required to resolve a software problem is transmitted to the Sperry organization responsible for correcting the problem.

If MCSS is unable to find a known problem that matches the problem being reported, a Software User Report (SUR) may need to be submitted. SUR forms (UD1-745) are supplied by your local Sperry marketing representative.

4.5.1. SUR Preparation

For effective SUR problem resolution, it is important that all fields of the SUR be filled out accurately. To this end, MCSS will assist you in the preparation and submission of SURs. The SUR is part of the diagnostic information that a user must supply to aid in problem resolution. Documentation such as console listings, job control language (JCL) listings, and dumps must be included when submitting a SUR in order for Sperry to resolve the problem. Figure 4-1 is a sample SUR form.

4.5.1.1. SUR Administrative Information

The top portion of the SUR form consists of fields for administrative information. The proper contents of all fields are described on the back of the SUR form. The descriptions that follow reflect specific field requirements for OS/3.

COMPUTER	The computer field contains the computer system model you are reporting the problem against. The following are proper computer model abbreviations to use in this field: 90/25 90/30 90/40 S/80
DATE PREPARED	This field contains the date you prepare the SUR form (in the format YYMMDD).
HOST OPERATING SYSTEM	The operating system field should be OS/3.
LEVEL	This Level field should contain the system level of the OS/3 software in use at your site (e.g., 7.1, 8.0, 8.1, 8.2, etc).
COMPONENT	The component field should contain the component for which the SUR is being submitted. Table 4-1 lists the current component names. MCSS will assist you in determining the proper software component name.
LEVEL	This Level field contains the released level of the software component containing the error. If the component is OS/3, this field should be the same as the System Level field.
CUSTOMER NAME	The customer name field contains your customer name as used by Sperry. MCSS can advise you of the appropriate abbreviations allowed.
CITY, STATE/ COUNTRY	This field names the city, state, and country where you are located.
BRANCH NO.	Contains the local Sperry branch number that services your site. This branch number will be supplied by your local Sperry representative and should be recorded in Figure 3-2 for further reference.
CUST. REF. NO.	This field should be used by you to maintain records of SURs submitted and reconciling SUR responses.
PRI	The Priority field must be filled out with the accurate priority as described on the back of the SUR form.
INITIATOR'S NAME	This field contains the name of the person completing the SUR form.

The following are for Sperry only:

SPERRY AUTHORIZATION	Name (printed) of responsible Sperry systems analyst.
SIGNATURE	Signature of authorizing Sperry systems analyst.
PHONE NO.	This field should contain the area code and telephone number where the Sperry systems analyst can be reached if questions arise concerning this SUR.

4.5.1.2. SUR Problem Description

The second major section of the SUR is for problem description. To be of greatest value, it should be divided into three parts – problem headline, external symptoms, and additional information. For the most part, the information to be provided in these subsections is the same as discussed with the MCSS analyst. The problem headline should be a short (1-line) description of the problem. The external symptoms portion should be a detailed description of what the problem “looks like” on the surface. Additional documentation describing the problem should contain any internal symptoms or analysis known, and any suggested fixes for the problem.

4.5.1.3. Keywords

The third section of the SUR is for keywords. A keyword is a word or combination of words used to describe the symptoms or conditions or the overall problem. The maximum size per keyword is 18 characters. Keywords should be separated by a slash (/). The keywords assist Sperry in researching the problem.

4.5.1.4. SUR Materials Attached

The fourth section of the SUR form describes the materials attached to the SUR. The applicable block(s) should be checked. The CUSTOMER REFERENCE NUMBER from the SUR form should be marked in large print on all attachments.

4.5.1.5. SUR Cause/Action

The final section of the SUR form is used internally by Sperry to process the SUR and should be left blank by the customer.

4.5.2. SUR Transmittal

After the SUR form has been completed, the first four copies of the SUR with attachments should be submitted to the local Sperry branch. You retain the last copy for your records.

4.5.3. Resolution Transmission

When the problem is resolved by Sperry, you will be notified by the local Sperry branch representative. The resolution will usually be in the form of a software maintenance change (SMC).

4.6. PROBLEM FEEDBACK

If a problem resolution provided by the MCSS Center does not resolve the problem, or you receive a SUR answer that does not fully resolve the problem, notify MCSS immediately. Reference the original problem or SUR and explain why the resolution was not satisfactory.





USER COMMENT SHEET

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