

# Q-Tips

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Security Customers Require

Case Study:  
NX/View Replacement

Tidbits@KMSYS

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## Current Release Levels

eQuate	3.0
eQuate Web	3.0
Host Gateway Server	1.0
InfoQuest	5R6
I-QU PLUS-1	11R6
I-QU ReorgComposer	3R1
Q-LINK	6R6
QPlex Client	4.0
QPlex Server	1.0
QPlexView	4.0
T27 eXpress Family	4.0
<i>(IT, Plus, Net and Pro)</i>	
UTS eXpress Family	4.0
<i>(IT, Plus, Net and Pro)</i>	

Contact KMSYS Worldwide, Inc. if  
you need an upgrade.

## Fortify the Ramparts with Host Gateway Server

In this day and time, "Security" has become the watchword in the IT industry. Every corporate head is aware of the sensitive nature of company-controlled data. Government chairs and elected officials are increasingly confronted with privacy issues that if ignored threaten the very fabric of our society. And even Everyman is concerned with the safety of his personal accounts and private information.

KMSYS Worldwide has been vigorously developing a new security service that will protect your data from prying eyes and unauthorized access. Built to embrace the Windows .NET Framework, Host Gateway Server offers Secure Socket Layer (SSL) connections between client and server. Authentication and encryption protects data

integrity and stability for all communication streams. Additionally, all certification is supplied through Windows Internet Information Services.

Host Gateway Server has been engineered to function with all of the communications products offered by KMSYS Worldwide, Inc. eQuate application developers can be assured that customer information is secure with each transmission. Data confidence is high when UTS eXpress users access host systems from home office cubicles, remote field locations or even mom's kitchen table.

Whether you are looking for safe, encrypted connections with systems outside the enterprise network or clear text connections when encryption is not required, Host Gate Server offers a



flexible security service to meet all needs.

Please contact us if you think Host Gateway Server might be able to fortify your domain. We are at all the usual places:

*Phone:* 770.635.6350

*e-Mail:* sales@kmsys.com

*Web:* www.kmsys.com

## Siskin Steel Replaces NX/View with KMSYS Worldwide Solution T27 eXpress

Siskin Steel & Supply Co. (www.siskin.com) is a wholly owned subsidiary of Reliance Steel & Aluminum. Siskin's office is located in Chattanooga, Tennessee, where the company's largest steel service center is located. Siskin also has branch service centers in Birmingham, Alabama, Nashville, Tennessee and Spartanburg, South Carolina. In addition, Siskin operates a service center in Morristown, Tennessee, under the name of East Tennessee Steel Supply and in Atlanta, Georgia, under the name of Georgia Steel Supply.

With such a large company operating

from so many remote locations, communication is important. And when your terminal emulation product suddenly becomes obsolete and unsupported, you need to find a new solution.

### The Problem

The problem was that NX/View, Siskin's terminal emulation product, was no longer being supported, therefore becoming obsolete. Siskin needed to find a replacement that was cost effective, easy to configure for

their 250+ users and quick to learn.

We spoke with Mr. Danny Wooten — a man who wears many hats in Siskin: network engineering and operations, system software management on the Unisys mainframe, web site development and maintenance, emptying garbage cans, vacuuming floors, etc.... (His words, not ours -ed.).

Siskin uses a new Unisys Libra 590 mainframe to process well over 95% of their business-critical processes. This includes quotes and order processing and all of their warehousing operations, accounting, payroll and shop floor. Since an NX/View-like application was not included with the new mainframe, they needed to find a new terminal emulation solution.

## The Solution

After hearing about KMSYS Worldwide at a UNITE conference, Siskin Steel decided to try the T27 eXpress terminal emulation product. Following a free evaluation of the products, and a personal visit from the staff of KMSYS Worldwide, Siskin felt that the T27 eXpress line met their demands and were adequately priced.

When asked why Siskin chose KMSYS Worldwide's eXpress products over competitors' offerings, Mr. Wooten said, "Quite simply: pricing and deployability. We were looking for an inexpensive replacement for our terminal emulator that could be deployed across the enterprise with relative ease." Working closely with Siskin developers, the KMSYS Worldwide

technical support staff was able to put together a deployment package that included over one hundred of Siskin's commonly used macros that allowed users to simply pick and choose the macros to assign to programmable keys. "This ability greatly reduced the amount of time we would have had to spend installing the application on all of our workstations," Mr. Wooten added.

## The Result

Installation and configuration for the entire project was much easier than expected. As Mr. Wooten explains, "Being able to assemble a standard distribution package, complete with all of our custom key programming, saved us a lot of time over the option of having to install the product one workstation at a time, and then spending a lot of time customizing each station. Generally, we were able to install the new product, change the station name, and program all of the user's keys to match the old NX/View settings in 5-10 minutes per workstation."

As with most new products, the transition from one with which you already are familiar, to something new, does come with its share of growing pains. But T27 eXpress is able to soften the blow. "At first, most users were resistant to change and we had to overcome the problem of users wanting the new application to be EXACTLY like the old one," Mr. Wooten explains. "After using the product for a few days, we found many of our users were already putting some of the new features to use in creative ways."

Siskin's "Road Warrior" users particularly like the product because of the better connection method via Telnet[TCP/IP]. The "named pipes" method in NX/View had often given their mobile users a very difficult time connecting. As Mr. Wooten explains, "This was a real source of headaches for dial-in and VPN users, in that we had to maintain an LMHOST file on each user's PC to get the named pipe connections to (halfway) work properly. Now, we can simply point the terminal emulator to our DNS-style server name and it connects the first time."

So, were the final results something that Siskin Steel and Supply were happy with?

As Mr. Wooten states, "The transition to the T27 eXpress IT was smooth enough that most users adapted very quickly to the new product. We have even had a few users take advantage of the macro features to streamline repetitive data entry tasks."

*For more information, please visit the T27 terminal emulation pages on our web site at [www.kmsys.com](http://www.kmsys.com).*

### Need a Replacement for Your Old Terminal Emulator?



Try a free evaluation at [www.kmsys.com](http://www.kmsys.com) and see why KMSYS Worldwide, Inc. has the best T27 and UTS terminal emulation solutions.

## Tidbits@KMSYS

Did you know that if you are under a maintenance contract, KMSYS Worldwide will provide you with free technical support and product upgrades? If you would like to renew, or would like more information about maintenance, please call 770.635.6350 or go to [www.kmsys.com/Support/KeepingCurrent](http://www.kmsys.com/Support/KeepingCurrent).

A special thank you goes out to all those able to visit with us at the UNITE Conference.

We would like to remind our prospective customers to ask about Proof of Concept demos. We know you will be pleased with our products and we are willing to prove it.

## Q&A

### We Answer Questions From Users Just Like You

#### I-QU PLUS-1 Libraries

**Q.** – Is there some way to generate a library of procedures so that the procedure code is available to IQU scripts without actually duplicating the procedure in the script? I thought I saw something about that in one of the manuals, but cannot find it now.

**A.** – Yes, there are two default libraries for I-QU PLUS-1 source (I\$QU\*I\$QULIB.) and runtime omnibus objects (I\$QU\*I\$QUOBJ.). Please see Chapter 8, "Control Directive," in the I-QU PLUS-1 Programmer Reference Manual. You are looking for the ADD directive to include source previously created by you with your favorite text editor. The COMPILE, LOAD, RUN and SAVE directives deal with object code. Optionally, library names may be changed by you.

#### T27 eXpress Printing

**Q.** – I have been having some difficulty getting output from the [MCP] host application to print using T27 eXpress. I have configured my print station name in T27 eXpress with a terminal type of PRINTER, but when I look at the station name in COMS, I see that the station name is prefixed by the host address (e.g., hostname/stationname). When I try using the station name on a DISTRIBUTION attribute, I get an attribute error. How should I have the print station configured?

**A.** – We have discovered that it is necessary to configure Telnet to allow the use of "short names" because apparently the printing system requires it. Set short name usage as follows:

```
NA TELNET CONFIGURE STATION_
NAME SHORTNAMES=TRUE
```

Now, you simply use the "short" station name in both T27 eXpress and COMS.

#### Special Key Macro

**Q.** – With my old emulator, the Shift+End key combination would select all of the text in a field. There does not appear to be a comparable function in eXpress Plus. Why?

**A.** – The Shift+End key combination is a block selection keystroke reserved by Windows and, as such, may not be overridden; however, a script may be used to select text. Also, an alternate action key or key combination may be assigned to activate the script.

The following script selects the text in an unprotected field located at the current cursor position. Only the significant text is selected; i.e., trailing spaces are ignored. The script may be utilized with both T27 eXpress Plus and UTS eXpress Plus products. It is available for download from [www.kmsys.com/QA/SpecialKeyMacro.htm](http://www.kmsys.com/QA/SpecialKeyMacro.htm).

#### T27 eXpress Session Restart

**Q.** – After our Sarbanes-Oxley audit, our internal auditors have required us to set all station timeouts in COMS to 30 minutes. When the timeout occurs from COMS, however, what the user sees on their T27 eXpress screen is "Session Re-Open in process", but nothing else happens. We are presuming that the expected action here would be to present the user with a new system login screen. That is what we would like to see and what most users who have only recently switched from real T27's expect to see happen.

As it is now, the user has to close the screen and re-start with the toolbar [Control Panel] to get the session back up. While this does not seem like a big deal, many of our sales users keep up to 10 pages of recent stuff on their screens and when they have to restart the terminal session, they lose it all and have to go back and rebuild it.

It appears to be something to do with the Telnet settings because, when the re-connect attempt happens, we see an entry in the SPO messages from Telnet that says we have a duplicate station name. Do you have recommended Telnet settings for the server that might possibly make the re-connect scenario above work?

**A.** – There is an option in the configuration to save pages. This option will save the text on all the open pages at the time that the screen closes. You can find it in the main configuration page, under the "Video Options" tab. Check the box called "Auto-save pages." This screen option should be set for each screen where pages need to be retained. Once set, the screen text will be loaded on each page as it was displayed before the close.

As to the issue of Telnet settings, the Protocol Specific Handler (PSH) should be set on to assure a good session restart and the expected system logon screen (LOGON - Menu-Assisted Resource Control):

```
NA TELNET CONFIGURE PSH = TRUE
```

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## Q-Tips

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