



#### In This Issue:

KMSYS Worldwide Has Moved

Q-Clicks  
Docs in a Web Box

Q&A  
[Faster Searches - From 12 hrs and 5 mins to 1 hr and 17 mins](#)

Q&A  
[Replacing Carriage Returns with another Character](#)

Must Reads  
[Don't Throw Out That Proprietary Mainframe](#)

Technological Bliss  
[Funny stories from tech support](#)

#### Current Release Levels

<a href="#">eQuate</a>	3.5
<a href="#">eQuate Web</a>	3.5
<a href="#">Host Gateway Server</a>	2.0
<a href="#">InfoQuest</a>	5R6
<a href="#">InfoQuest Client</a>	5.0
<a href="#">I-QU PLUS-1</a>	11R6
<a href="#">I-QU ReorgComposer</a>	3R1
<a href="#">I-QU ReorgComposer Client</a>	3.0
<a href="#">Q-LINK</a>	6R6
<a href="#">QPlex Client</a>	4.0
<a href="#">QPlexView</a>	4.0
<a href="#">T27 eXpress Family</a>	4.0
(IT, Plus, Net and Pro)	
<a href="#">UTS eXpress Family</a>	4.0
(IT, Plus, Net and Pro)	

[Contact KMSYS Worldwide, Inc.](#)  
if you need an upgrade.

## KMSYS Worldwide Has Moved

Our new location provides a better work-place for our employees with shorter commutes and allows us to offer an expanded degree of support for our customers, prospects and associates. Our new street address is:

KMSYS Worldwide, Inc.  
1905 Woodstock Road  
Suite 2100  
Roswell, GA 30075  
USA

All other contact information (phone, facsimile, web address and email) remains the same.



### Q-Clicks Docs in a Web Box

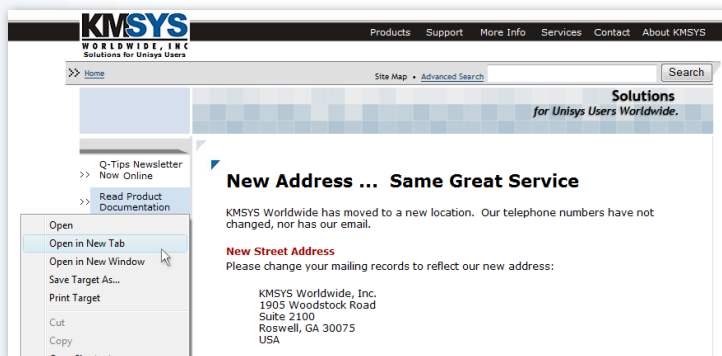
Good documentation, or the lack thereof, often determines the success or failure of a project. When a new product is launched, potential buyers should have all the assistance they need to evaluate the functionality and usefulness of that product. Does the product meet all requirements of the enterprise? Can users quickly become proficient on the product? Are adequate resources available to use the product efficiently? Likewise, existing customers should have those same resources nearby. Good documentation is an essential component of a successful product or project. It should be lumped right up there with a helpful and knowledgeable support staff.

We at KMSYS Worldwide strongly believe that our documentation must be readily available to all of our existing and potential customers. Because of our commitment to provide the best [technical support](#), we maintain all documentation online. Unlike some companies, we do NOT require you to install, register or use a passport to access it. Simply, go to our web site and there it is, for all to view and/or print.

Once you are on our [home page](#), the

left-hand panel has a "[Read Product Documentation](#)" link. This link will take you to a page listing all the products for which there is documentation. Click a product name to see links to all of the documents for that product.

Right click on any document to reveal a drop-down menu of available Open options.



If you are using IE 7 or greater, you will have the ability to open the PDF in a New Tab (useful when viewing multiple documents). The default is to open in a New Window using a separate browser session.

Whether you prefer to view our documentation online or to print a hard copy, everything is at your fingertips. The only restrictions that apply are our copyrights.

Happy browsing.



## ***Faster Searches - From 12 hrs and 5 mins to 1 hr and 17 mins***

Occasionally we get a request asking how to better utilize one of our products in order to improve performance. The following dialog is from a longtime customer using I-QU PLUS-1 to examine data and eliminate embedded carriage returns. Please note that same tip also applies to customers who prefer to use Q-LINK.

**Q:** First, some background. I have an IQU program that processes 27 million records with 16 comp fields that are unpacked and the length of the run is 4.5 hours. I have another program that processes 15 million records with 14 comp fields processed and that run was 2.5 hours.

The program that I am having a problem with has 17 comp processes and 2 subscribing procedures and is processing only 4 million records. This run is taking just over 12 hours to run. The other 2 programs do not have subscribing routines.

The Database team took this program and commented out the comp fields and they said that the run took only 2 hours to run.

I do not think that COMP routine is the problem because I am performing the COMP process the same way in all the other IQU programs (30).

I think I may not be doing the subscribing correctly. The program is attached.

The following is an excerpt from that program:

```
CR-PROC  PROC  .
  SET  INSUB =  INSUB + 1
  SET  OTSUB =  OTSUB + 1
  IF  RDA ADDR-I:INSUB > CR
    RDA ADDR-O:OTSUB = RDA ADDR-I:INSUB
  ENDIF
  IF  RDA ADDR-I:INSUB = CR
    SET  SW1 = 1
  ENDIF
  SET  INSUB  =  INSUB + 1
  IF  RDA ADDR-IN:INSUB = CR
    AND  SW1 = 1
    SET  SW1 = 2
  ELSE
    IF  INSUB =  NUMS-35-2
      SET  SW1 = 2
    ELSE
      SET  INSUB  =  INSUB - 1
    ENDIF
  ENDIF
  SET  INSUB  =  INSUB + 1
  IF  INSUB >  NUMS-35-2
    SET  SW1 = 2
  ELSE
    SET  INSUB  =  INSUB - 1
  ENDIF
ENDPROC
```

**A:** I partially agree with you. You are looking at one character at a time hunting for the CR (very slow). A more efficient way is to use the SCAN command. Please see [Section 9.22 in the PRM](#), and [Sections 6.1.5 and 7.3.2 in the User Guide](#) for examples.

In addition, when you unpack each COMP field, you are first moving it to a variable and then to another RDA location:

```
SET  NUMS-67-3 = RDA (14,3) COMP
SET  RDA      (418,7) = NUMS-67-3
```

You do not need to do that. Simply, move from one RDA location to another:

```
SET  RDA      (418,7) = RDA (14,3) COMP
```

**Follow-up Response:**

From 12 hrs and 5 mins to 1 hr and 17 mins was rather significant. Thank you very much for recommending the SCAN it worked like a charm. The references to the manual were different than what I had. They gave me a pre-historic copy of the manual but I did find every thing. By the way, the recommendation for the comp fields was also significant. It cut out 2 hrs from another run.

The complex character-by-character examination was replaced with the following simplified SCAN:

```
SET X = 0
SCAN RDA (12,160) CR X
IF X < 1
    SET NHCR-CNT = NHCR-CNT + 1
    GO 30-CONT
ENDIF
SET L$ = X
SET RDA (448,0) = RDA (12,0)
.
30-CONT
```

Please note that the most current [documentation on all of our products](#) is only a click away to our web site. ■

## Replacing Carriage Returns with another Character

The following is from the same customer asking for additional assistance:

**Q:** The decision was made not to scan and break the field up into 4 parts but to use the subscript and pass only that data. The field is made of 4 parts (not equal part) separated by 015 and at the end 2 015's. Do you know of any magical way of scan and removing or replacing these 015's?

**A:** You can use the SCAN command in a DO loop to replace the 015's with some other character. The following example also replaces the double 015 at the end:

```
DEF A CR 1
DEF A DCR 2
RDA (1001,1) UB9 = 13
CR = RDA (1001,1)
RDA (1002,1) UB9 = 13
DCR = RDA (1001,2)
X = 0
SCAN RDA (40,160) DCR X
IF X > -1
    S$ = 40 + X
    RDA (0,2) = '##' . Or what ever term symbols u want
ENDIF
S$ = 40
L$ = 160
x = 0
DO UNTIL L$ < 1
    SCAN RDA (0,0) CR X
    IF X < 0
        BREAK
    ENDIF
    S$ = S$ + X
    RDA (0,1) = '/' . Or any character u want 2 replace 015
    S$ = S$ + 1
    L$ = L$ - X
    L$ = L$ - 1
    X = 0
ENDDO
```



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## Must Reads

### *Don't Throw Out That Proprietary Mainframe, Not Just Yet!*

*It may be more secure and valuable than you think!*

Recently, our techno watchdog pointed us to an incredible posting on the internet regarding cyber security (or the lack thereof) and the way we take technology for granted. The article is written by Bruce Schneier, an internationally renowned security technologist and author. We thought we would pass the link along to you on this most interesting and thought provoking post: [Security in Ten Years](#)

There are several important threads to consider in this exchange:

1. What is done to one computer system can adversely affect an (almost) unrelated network.
2. Control is not security. See the comment on post 9/11 anti-terrorist hysteria.
3. Outsourcing is BAD.
4. See the two comments on iPhones and Apple's draconian rules. The first comment is just another extreme example of how we give up basic control for glittery (the iPhone) objects.

## Technological Bliss

### *More Real Technical Support Calls from Around the World*

**Customer:** Hi, good afternoon, this is Martha, I can't print. Every time I try, it says 'Can't find printer'. I've even lifted the printer and placed it in front of the monitor, but the computer still says he can't find it...

\*\*\*\*\*

**Customer:** I have problems printing in red.

**Tech Support:** Do you have a color printer?

**Customer:** Aaaah.....thank you.

\*\*\*\*\*

**Customer:** I can't get on the Internet.

**Tech Support:** Are you sure you used the right password?

**Customer:** Yes, I'm sure. I saw my colleague do it.

**Tech Support:** Can you tell me what the password was?

**Customer:** Five stars.

\*\*\*\*\*

**Tech Support:** How may I help you?

**Customer:** I'm writing my first e-mail.

**Tech Support:** OK, and what seems to be the problem?

**Customer:** Well, I have the letter 'a' in the address, but how do I get the circle around it?

\*\*\*\*\*

Do not read this just before going to bed. You will not be able to sleep. (If you do sleep after reading this, then you missed the point and need to try again.)

In addition, for you movie buffs, Live Free or Die Hard is a prime example of many of the issues about which they are talking. The movie had the good guys employing Social Engineering to get some things done and had the bad guys in control of everything because there was too much central control with little or no security. Computers that controlled the fire alarms, security, etc. were connected to public networks (how stupid, yet commonplace). The list goes on. You should watch this movie even if you do not like violence in movies. It is the least bloody of the Die Hard movies and pretty good from a plot perspective.

### *And another one...*

One of our favorite writers, a frequent contributor to the eXpert Access forum, is Lou Washington of Cincom Systems. Here is a link to some of [his thoughts on legacy systems](#). ■



**Customer:** My keyboard is not working anymore.

**Tech Support:** Are you sure it's plugged into the computer?

**Customer:** No. I can't get behind the computer.

**Tech Support:** Pick up your keyboard and walk 10 paces back.

**Customer:** Okay.

**Tech Support:** Did the keyboard come with you?

**Customer:** Yes.

**Tech Support:** That means the keyboard is not plugged in. Is there another keyboard?

**Customer:** Yes, there's another one here. Ah... that one does work.

\*\*\*\*\*

**Tech Support:** What anti-virus program do you use?

**Customer:** Netscape.

**Tech Support:** That's not an anti-virus program.

**Customer:** Oh, sorry...Internet Explorer.

\*\*\*\*\*

**Tech Support:** What kind of computer do you have?

**Customer:** A white one... ■