

Q-Tips

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eQate: By Your Command

eQate Command Mode – Another feature that commands attention.

eQate, the “application cloaking device”, has another face, its Command Mode. Normally, you can have eQate screen scrape an existing host application and present that application as a fully-functional Windows application, without once changing a single host program. But, if you want to streamline the application and improve performance, take a look at eQate Command Mode.

Command Mode allows you to pass commands from the host program to eQate to load specific forms, populate data fields and lists, manipulate form controls, lock and unlock forms, etc. Where screen mode has the overhead of transmitting an entire screen, complete with field control characters, command mode sends much smaller records, thus speeding up the communications process.

True, some modification is required to the host application; however, the host application no longer has to perform any kind of screen handling or calls to screen management software. The host application simply communicates with eQate directly, and the eQate Session Manager fulfills the command mode commands sent from the host application.

Initially, a control on a form or an application setting specifies which host program should be run. Once that program is running, it sends a series of eQate Command Mode (ECM) commands to load a new form and set some control properties. In the example below, the COBOL program CUSTA is asking that the ECMCUST1 form be loaded. The commands are formatted with the COBOL STRING command:

```
STRING ECM-HEAD 'NEWFRM' CR 'ECMCUST1'  
  TAB 'UNLOCKFRM'  
  TAB 'CTL' CR 'WRITE_FILE_BUTTON,ENABLED,0'  
  TAB 'CTL' CR 'LIST_ORDERS_BUTTON,ENABLED,0'  
  TAB 'CTL' CR 'DELETE_BUTTON,ENABLED,0'  
  TAB 'POSCURS' CR 'ACCOUNT'  
ECM-TRAIL  
DELIMITED SIZE INTO ECM-BUFF  
WITH POINTER ECM-MSG-LEN
```

The fields, TAB and CR, are command and parameter delimiters, respectively. The TAB character is an ASCII 9 and the CR (carriage return) is an ASCII 13. They are defined in the program as follows:

```
01 ECM-VALUES.  
  05 FILLER          PIC 99 COMP VALUE 9.  
  05 FILLER          PIC 99 COMP VALUE 13.  
  05 FILLER          PIC 9(5) COMP.  
  05 FILLER          PIC XXX VALUE 'EQ$'.  
  05 FILLER          PIC 99 COMP VALUE 9.  
  05 FILLER          PIC 99 COMP VALUE 9.  
  05 FILLER          PIC XXX VALUE '\\'.  
01 ECM-VALUES-R REDEFINES ECM-VALUES.  
  05 TAB             PIC X.  
  05 CR              PIC X.  
  05 FILLER          PIC XX.  
  05 ECM-HEAD        PIC X(4).  
  05 ECM-TRAIL        PIC X(4).
```

The form is then unlocked, three controls disabled and the cursor positioned at the ACCOUNT data field for end-user convenience. This is the way ECMCUST1 will appear initially to the user:

eQate - continued on page 2

eQuate - from page 6

On a successful Query, the host program returns a DTAREC command that contains all the data fields. The fields are staged as a single "data record" ("CUSTA Q" plus the contents of CM-DATA) and returned to the eQuate Session Manager.

```
01 CM-DATA.
05 CD-ACCOUNT      PIC X(9) .
05 CD-CUSTNAME     PIC X(30) .
05 CD-ADDR1       PIC X(40) .
05 CD-ADDR2       PIC X(40) .
05 CD-ADDR3       PIC X(40) .
05 CD-CITY        PIC X(18) .
05 CD-STATE       PIC XX .
05 CD-ZIP         PIC X(9) .
05 CD-TELEPHONE   PIC X(10) .
.   MOVE SPACES TO ECM-BUFF.
.
MOVE 1 TO ECM-MSG-LEN.
MOVE SPACES TO CD-ORDER-IDENT.
STRING ECM-HEAD 'NEWFRM' CR 'ECMCUST1'
  TAB 'DTAREC' CR 'CUSTA Q'
  CM-DATA
  TAB 'UNLOCKFRM'
  TAB 'POSCURS' CR 'ACCOUNT'
  TAB 'CTL' CR 'WRITE_FILE_BUTTON,ENABLED,1'
  TAB 'CTL' CR 'LIST_ORDERS_BUTTON,ENABLED,1'
  TAB 'CTL' CR 'DELETE_BUTTON,ENABLED,1'
  DELIMITED BY SIZE INTO ECM-BUFF
  WITH POINTER ECM-MSG-LEN.
```

The order of the fields in the record is dependent upon the order specified in the eQuate database when the form was designed. The order is set on the eQuate Form Data Fields window of the eQuate Applications Manager. The order must always match that of the host program.

eQuate - continued on page 6

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Granny Lew on Communications

Email Etiquette and Civility 101.

A former colleague, and I like to think friend, recently reproached me for sending out an email to all my customers/contacts informing them that KMSystems had moved and had a new address and new telephone numbers. By him, I had breached email etiquette by including all their email addresses in the "To" box of my mailer, thus allowing all recipients to see the addresses of everyone to whom I had sent the email. Apparently, I should have blind copied (Bcc) each one of them. Well, was I embarrassed! I guess that I am just too trusting that most people, and my customers especially, are not out there to take advantage of me or the customers we serve. Nevertheless, it was a lesson learned.

This experience has, however, made me think about email etiquette. What is the proper way to address and close an email? Will others read between the lines and misinterpret what I intended to say? Moreover, and most importantly, how do I choose my words when I respond?

To start a correspondence, "Dear Sir or Madam," is just too formal ... cold even. In my mind, it even shows a lack of sincerity, interest or care.

"Dear John?" Well, having been there, that just doesn't sit well, does it people?

Do you address the recipient by their first name or last name? "Dear Ms. Jones" is polite and even the most respectful, but it reflects a certain standoffish-

ness and says, "I am somewhat afraid to approach you." Nevertheless, this form of address is best if the surname is the only name given to you, or if this is a first contact.

I think that the simplest form of address is best: "Jim," "Hello Jim" or "Good Morning Jim." That says that you are one-on-one with them and are getting down to business. Moreover, that is what most people want when you are trying to communicate in this techno/eCommerce/my-time-is-limited-and-valuable age. People want to know that you are earnest, not formal.

The traditional endings such as, "Sincerely yours" or "Respectfully yours," have lost their place in time. We have seen them so many times that we are no longer sure what the writer is actually thinking. Are they thinking those words, typing by rote or is it coming from some automated script? I remember the first time I received an email from "down under" the writer ended with, "Best Regards." To me it sort of says, "My best to you and yours," in a professional, yet personal way. Now I use it frequently. On a lighter note, I liked another one that I received that used an old cliché, "Keep the Home Fires Burning." Now if that doesn't show warmth, I don't know what does. It does carry a double meaning though, that can make it inappropriate in the business environment.

No matter how we are addressing someone, we must be ever diligent how

that person will interpret our correspondence, and perceive us. Don't try to be cute, because they might see right through your words and read your words in a manner you didn't intend. An "I see your problem and I will help you overcome it" might be read as "He/she thinks I am the problem." Words like "problem" and "overcome" have a negative connotation. A better way of responding would have been to say, "I see your situation and will help you resolve it."

Let's talk about civility. No matter what the feminists say, I still like to open a door for a lady. To me, that is simply being a gentleman (this feminist software wants me to change "lady" or "gentleman" to "person" ... absolutely ridiculous). What a concept, being a "lady" or a "gentleman." Is that so hard to comprehend? That is what I mean by civility. No political correctness here, just plain courtesy. My parents taught me to always respect the person with whom I am dealing. When corresponding with someone, the way to respect them is to respect their time and keep your correspondence brief. Be



Etiquette - continued on page 4

Etiquette - from page 3

concise, yet helpful. To quote an old business teacher, "If you want your boss to listen to you and read your correspondence, keep it short and to the point." This has always served me well (ignore this rule when reading this article).

Words are one of my favorite pastimes. I love finding a big word and using it on one of my colleagues or friends. They get so flustered, and I get reprimanded for dishing them out. So what? It's fun (and they have fun griping). Nevertheless, in an email, other conveyance, or newsletter like this one, it is inappropriate. We communicate with customers around the world. In our attempt to reach our broad customer base, we often lose site of the fact that our readers are not familiar with our colonial style of the Queen's English or the many colloquial, if not

slang, phases of America (better called, the United States).

Contractions are a particular problem for those outside of the United States of America. I can only imagine how "ain't" is interpreted. "Am not" or "Are not" is obviously the better way to go.

Stay away from \$50 words. "Brobdingnagian" will not be in the vocabulary of most overseas or even U.S. readers. It will have them rushing for their dictionaries, if they even bother to take the time. By the way, it is from Jonathan Swift's *Gulliver's Travels* meaning "extraordinarily large." The Brobdingnagians were a race of 60 foot giants and the opposite of the Lilliputians.

The point is, that every word should be chosen carefully. Remember what we are trying to accomplish. We are trying to communicate,

with as few words as possible. We want to get our meaning across in a clear and concise manner. Not only may our sale or proposal depend upon it, but our reputation as a communicator.

If choosing our words carefully will help us obtain our goals, then work at it kids. Read and re-read those emails before you hit the Send button. Think about who the reader on the other end is. Moreover, always ask yourself that all-important question, "Will I be understood?"

The Old Schoolmarm

PS - I reserve the right to violate all the tenets (and did most) that I have stated in this article, but I will try my darndest not to do so in the future.



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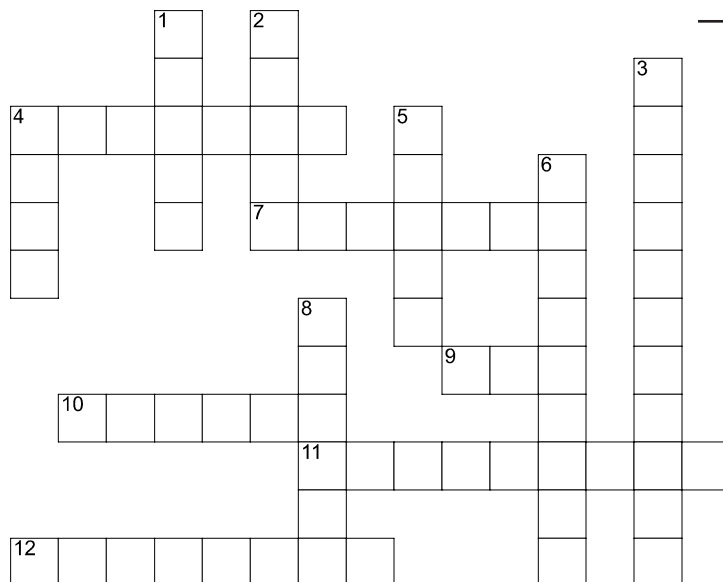


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few minutes to spare.



Genius Question

All its vowels have been removed from the following rather cynical statement, and the remaining letters have been broken into groups of three letters each. Reconstruct the sentence.

PDS TRN SCM NTW
QCK NDT HDD

Crossword

ACROSS

- 4 State capital due south of Grand Canyon
7 KMS is known for its excellent technical _____
9 Flightless bird
10 The currency standard of Australia
11 The Express product line provides this
12 eQuate is the "Application _____ Device"

DOWN

- 1 _____ Screen
2 Free KMS newsletter
3 KMS is on _____ Road
4 This product will cut down reorg time: I-QU ____-I
5 New mother's aid. Baby _____.
6 What the Schoolmarm is advocating
8 _____ Scraper; also keeps the flies out.

Keeping Current

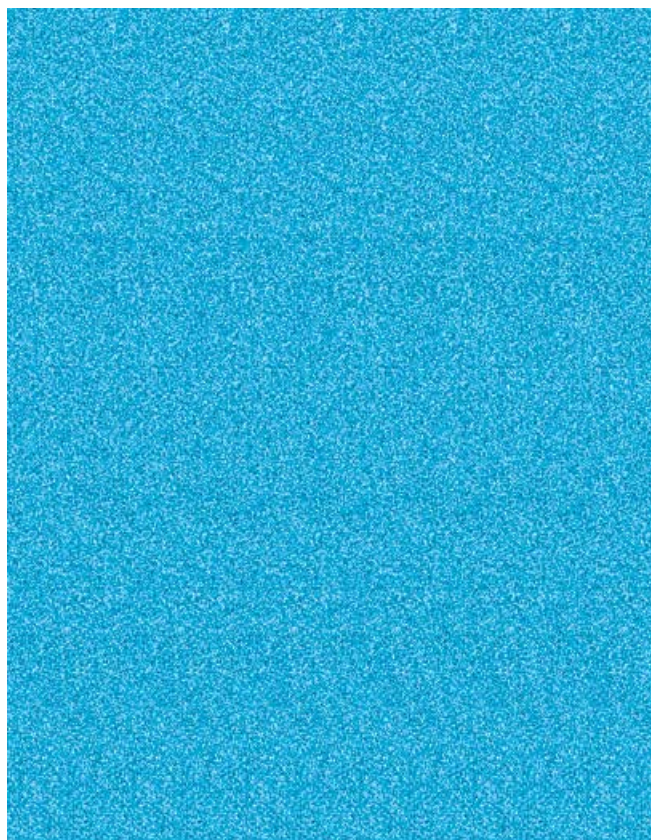
Current KMSystems product levels and
platforms on which they run.

Product	Current Version
eQuate	1.0
InfoQuest ** †	5R6
I-QU PLUS-1	11R6
I-QU ReorgComposer †	3R1
MasQ ** †	3.2
Q-LINK	6R6
QPlex Client	2.x
QPlex Server	1.0
QPlexView	1.0
T27 Express Plus32	1.0
T27 Express Plus32 Pro	1.0
T27 ExpressNet32	1.0
UTS Express ** †	2.0
UTS Express Plus ** †	1.0
UTS Express Plus32	1.0
UTS Express Plus32 Pro	1.0
UTS ExpressNet ** †	1.1
UTS ExpressNet32	1.0

† Win 3.1, 95, 98 and NT4 only. ‡ 2200 and any Windows 32-bit platform.

** No longer being enhanced. All other products work on any Windows 32-bit platform.

3D Magic Eye Stereogram



eQuate - from page 2

After a successful Query, the ECMCUST1 form will appear as follows (notice the various buttons that were disabled are now enabled):

Customer Address Maintenance

Account: 165220003 Find Accounts by Location

Name: JERRY & ASSOCIATES IMPROVEMENT

Address: 5019 GRIMES DRIVE

City: GUNTERSVILLE State: SC Zip: 35976

Phone: 2055820196

Status: <OK>

Current Orders

Order Ident	Amount	Date
01376650006	2,913.95	06/16/87
01376650106	1,123.75	06/16/87
01364150006	9,375.05	06/09/87
01364150106	269.70	06/09/87
01387350006	256.50	06/23/87

Buttons: Query, Print Letter, Write File, List Orders, Add, Change, Delete, Exit

In this application, a customer may have multiple orders, and an order may consist of multiple line items. The program accumulates the order entries into a standard COBOL array/table, then uses the STRING command to stage the ECM LSTDTA command. In this example, the LST_ORD multi-column list box is being filled. The user will then be able to select from this list, and by clicking the List Orders button, gain a list of items contained in that order.

```
*** If first line put start of ECM msg in buffer.
  IF ECM-LST-CNT = 0
    IF SW-FIRST = 1
      *** If 1st item, indicate start, & insert header.
      *** Add to query response created above.
      STRING TAB 'LSTDTA' CR 'LST_ORD START,'
        '(Order Ident,Amount,Date)'
        DELIMITED BY SIZE INTO ECM-BUFF
        WITH POINTER ECM-MSG-LEN
    ELSE
      *** If not 1st, start new msg but APPEND to list.
      MOVE SPACES TO ECM-BUFF
      MOVE 1 TO ECM-MSG-LEN
      STRING ECM-HEAD 'LSTDTA' CR 'LST_ORD APPEND,'
        DELIMITED BY SIZE INTO ECM-BUFF
        WITH POINTER ECM-MSG-LEN.
      MOVE 0 TO SW-FIRST.
      *** String this item into ECM message buffer.
      STRING '(' OR-ORDER-IDENT ',' ED-NUM ','
        OR-ENTRY-MO '/' OR-ENTRY-DA '/'
        OR-ENTRY-YR ')'
        DELIMITED SIZE INTO ECM-BUFF
        WITH POINTER ECM-MSG-LEN.
      ADD 1 TO ECM-LST-CNT.
```

The eQuate action associated with clicking the List Orders button sends an "L" function to the host program:

```
Sub LIST_ORDERS_BUTTON()
  ' List orders
  SetSessionVar "Order_Total", "0"
  SetString "TRANS_CODE", "CUSTA "
  SetString "F_CODE", "L"
  XmitFrom "ACCOUNT"
End Sub
```

The host program calls for a new form, MEPCUST2. The host program code for the "L" function is similar to that used to fill the list box; however, the program must limit the number of order entries sent to eQuate to 12 or less as the ECMCUST2 form was designed to hold only 12 entries. As with the list box code, the program places the orders in a COBOL array, but limits the size of the array to 12 entries. In addition, instead of issuing an ECM LSTDTA command, a DTAREC is once again used to pass data to the program. The difference here is that the host program is calling for a new form in which to load the data.

```
IF SUB1 > 12
  MOVE OR-ORDER-IDENT TO OD-NEXT-ORDER
  GO TO 4020-LO-END
ELSE
  MOVE OR-TOT-CHARGES TO OD-ORDER-AMT (SUB1)
  MOVE OR-ORDER-IDENT TO OD-ORDER-IDENT (SUB1).
  GO TO 4005-READ-NEXT.
4010-AT-END.
  MOVE 'AT END' TO OD-NEXT-ORDER.
4020-LO-END.
  MOVE SPACES TO ECM-BUFF.
  MOVE 1 TO ECM-MSG-LEN.
  STRING ECM-HEAD 'NEWFRM' CR 'ECMCUST2'
    TAB 'DTAREC' CR 'CUSTA L' OR-DATA
    ECM-TRAIL
    DELIMITED BY SIZE INTO ECM-BUFF
    WITH POINTER ECM-MSG-LEN.
  PERFORM 8000-SEND.
```

Notice the code that is used to determine when the twelfth order has been exceeded (SUB1 > 12). When there are more than 12 orders, the program stores the next order (in this case the 13th) in the OD-NEXT-ORDER field. This field is defined as part of the form, but is not shown on the form; i.e., it is hidden from the user's view. The field is sent by the host program to the eQuate Session Manager along with the visible

List of Orders

Current Customer Order Amounts

Account: 165220003

Orders	Amounts	Orders	Amounts
01376660006	271.60	01364150006	9375.05
01376660106	256.50	01364150106	269.70
01364160006	286.70	01387350006	256.50
01344920006	2070.00	01341830006	530.50
01376650006	2913.95	01387340006	8379.05
01376650106	1123.75	01341820006	1734.70

Accumulated Amount Total: 27468.00

Buttons: Return, More, First

eQuate - continued on page 7

New Wonders and Old Goats

by Lew Holley

This rheumatoid old curmudgeon has been remiss in announcing three new additions to our corporate family.

On January 16, 2000, Halen Andruw Huskins was born to April and Shawn Huskins. Halen is the scamp of the western world. He naturally protects his mama, as every boy should. In between his fashion model gigs, he's a ham that likes to terrorize the little girls.

Next to pop into this world was Zachary Paul Buttica, born December 8, 2000. This future Miami Dolphins Linebacker is the son of Eric and Brandi Buttica. He is Eric's pride and Brandi's joy. Congratulations, you two.

Finally, there is Maria Alexandria Moffa, born April 4, 2001. Maria is the daughter of Nicole Moffa. Do you see a pattern here? All three new additions are from our sales force. Oh, by the way, Chris Moffa (not to sell him short) is the more than proud daddy of this sweet baby girl. Chris is also our director of technical services.

And now for us old goats. We are under appreciated and often ridiculed by the young whippersnappers around here, but we share in their happiness. All of us old codgers wish for those new parents all the "joys" that we (well some) have experienced over the years. We wish you the experience of "the first date," the panic of "the first driving lesson" and the intensity of "puberty" ... and all that those entail.

Good luck kids. You're on your own!



eQuate - from page 6

data fields. Its value will be sent back to the host program if the user selects the More button.

The eQuate Action associated with the More button passes this value by transmitting from the NEXT_ORDER field (not visible on the form).

```
Sub MORE_BUTTON()
    SetString "F_CODE", "M"
    XmitFrom "Next_ORDER"
End Sub
```

The host program contains code that will bypass the orders that have already been displayed.

Shown in this article is just a small portion of this application and just a hint at what can be accomplished with eQuate. eQuate Command mode lets you control the forms and their controls from the host program. The eQuate Session Manager relinquishes form identification to the host application and only loads the named forms and sets data fields and control properties when requested to do so through eQuate Command Mode commands.

For more information on eQuate, contact KMSystems or visit our Web site at www.kmsys.com.



Solutions to A Little Bit o' Fun

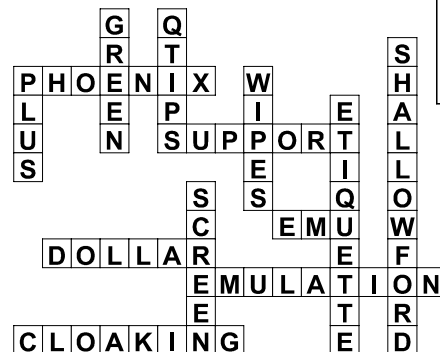
Genius Answer

Pedestrians come in two sorts:
The quick and the dead.

3D Magic Eye Stereogram



Crossword Solution



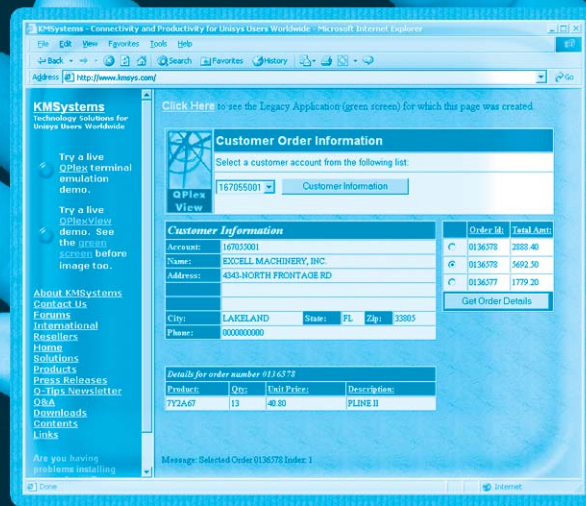
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