



*Irma for the Mainframe
Getting Started Guide*

032959

Irma
SOFTWARE

Turning ordinary information into a wealth of working knowledge.

Irma for the Mainframe Software for Windows

Getting Started Guide

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Welcome to Irma

Thank you for buying Irma™ for the Mainframe (referred to as Irma). We at DCA® hope this product meets your needs and is easy to use. If you have any ideas or suggestions, please call us at 1-800-348-3221.

We want to hear from you so that we can continue to offer the finest products available.

This chapter gives you an overview of how this guide is designed.

How this guide is designed

The “Task List,” shown above, appears on the second page of every chapter, showing you the tasks necessary to install, configure, and use Irma. As you move through the book, the current task is highlighted, allowing you to track your progress and see what lies ahead.

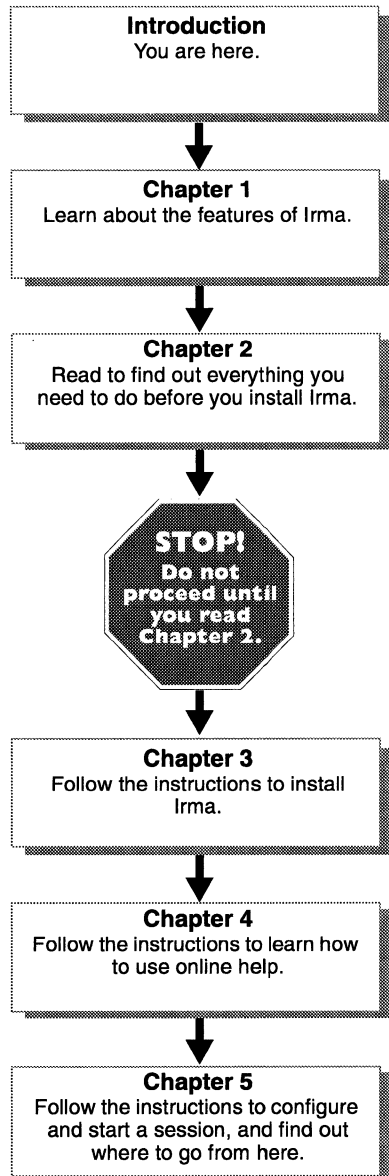
Why read this guide?

You need to read this guide to understand the Irma features and the connectivity types it offers. This guide also describes the tasks needed to install Irma.

Most of the information that you’ll need to configure, customize, and use Irma is contained in the online help. This guide teaches you how to use online help, and gives you specific topics to reference in the online help.

You’ll find it easier to understand this guide and use Irma if you are familiar with Windows and with the type of connectivity you will be using.

On the next page, the road map shows you how to use this manual.



Irma road map

Documentation conventions

The following documentation conventions are used in this guide:

bold In command lines, bold represents information that you should enter exactly as shown.

italics Italics represent variable information. In command lines, do not enter the words themselves in the command; enter the information they represent.

Enter A key name, for example, **Enter**, refers to a specific key on the keyboard.

If you have remapped the function originally mapped to the key, substitute the new key or key combination for the original.

Note This signifies important additional information.

Caution This signifies that a failure to follow the recommended procedure could result in a loss of data or could result in the product not performing properly.

Summary

After reading this chapter, you should know the following:

- What the *Getting Started Guide* contains
- The documentation conventions used in the guide
- How to get additional information

In the next chapter, you'll learn more about Irma and the connectivity types it offers.

This Is Irma

- What is Irma? 1-2
- Features 1-7
- What's new with Irma? 1-11
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Chapter 1





Task List

- 1 **Learn about Irma**
- 2 Complete your planning checklist
- 3 Install Irma
- 4 Learn about online help
- 5 Configure the connection and start a communications session
- 6 Customize your session

The Task List at left shows the current step in the process of installing and using Irma.

In this chapter, you will learn about the Irma features and the connectivity options you can install. You'll also learn about the differences between Irma and previous DCA products. You will be introduced to the new Irma icons, and you'll learn about the file types that Irma uses.

You'll need about 15 minutes to read this chapter.

What is Irma?

Irma for the Mainframe Software for Windows (referred to as Irma) is communications software that allows a PC running Microsoft® Windows™ or Windows for Workgroups to communicate directly with other computers using a variety of connectivities.

Irma can connect to a single host, to multiple hosts, or to peer computers across an SNA network.

You have two choices when you install the mainframe connectivity:

- You can install any number of standalone and gateway connection types.
- or
- You can install one server connection type.



Examples of the mainframe connection types are shown in Figure 1-1.

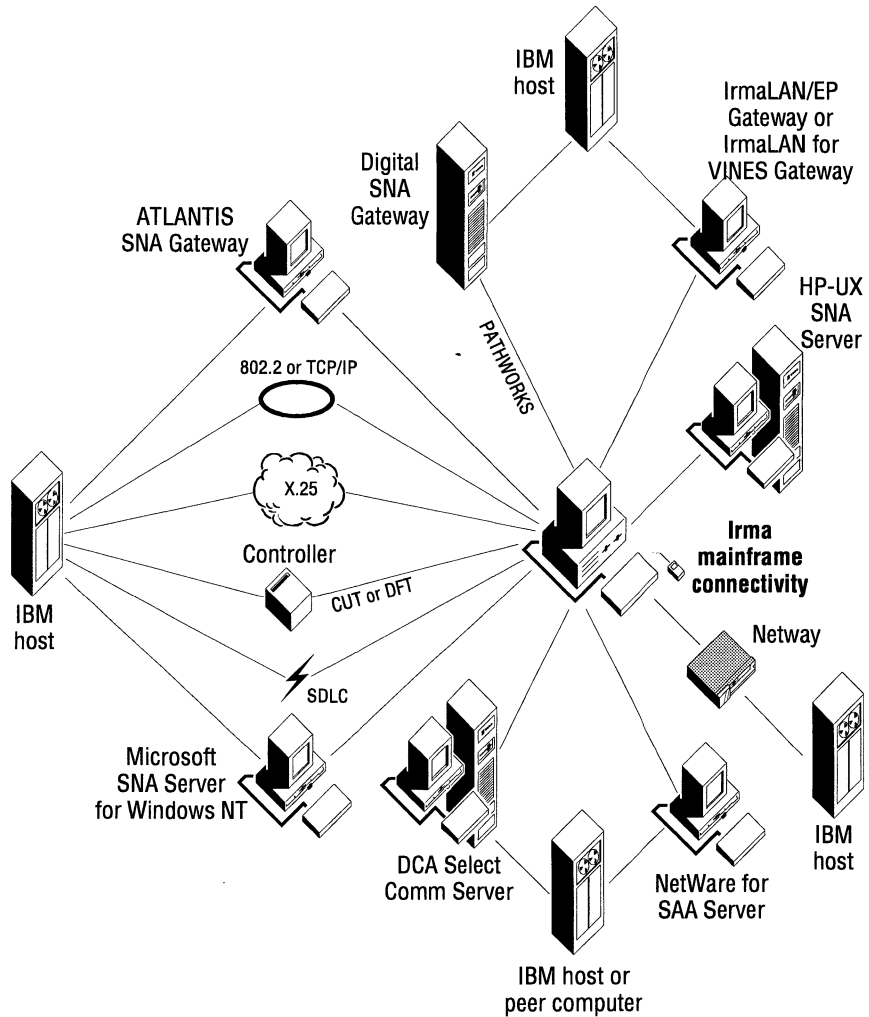


Figure 1-1. Examples of mainframe connection types

The mainframe connection types are described in Table 1-1.

Table 1-1. Description of mainframe connection types

Installation choices	Connection type	Description
Standalone connections	Single-session (CUT)	Irma supports single-session CUT connectivity for a direct connection to an IBM® 3174/3274 control unit.
	Multisession Coax (DFT)	Irma supports multisession DFT connectivity for a direct connection to an IBM 3174/3274 control unit. Each DFT adapter can only support up to five emulation sessions.
	LAN Attached (802.2)	<p>Irma supports standalone, multisession 802.2 connectivity with host and peer computers across a token-ring or Ethernet LAN through the IEEE standard 802.2 data link control protocol. For stand-alone connectivity, you can use the following token-ring or Ethernet connections:</p> <ul style="list-style-type: none"> • Connection to a 37xx front-end processor connected to a host • Connection to a 3174 control unit connected to a 37xx front-end processor and through the front-end processor to a host • Connection to a 9370 ICU connected internally to the 9370 host • Connection to a 3174-xL control unit or 3174 local controller directly connected through a channel to a host
Remote (SDLC)	Irma supports direct, multisession SDLC connectivity to a 37xx front-end processor, through an SDLC adapter and half-duplex synchronous modems, over switched or leased lines.	
X.25 Standalone	Irma supports direct, multisession X.25 connectivity to a 37xx front-end processor, through an X.25 adapter and half-duplex synchronous modems, over switched or leased lines.	
		<p>Note In order to install X.25 connectivity, you must order the optional Irma X.25 Connection diskette from DCA. For ordering information, see "Ordering optional software" on page 2-3.</p>



Table 1-1. Description of mainframe connection types (cont.)

Installation choices	Connection type	Description
Standalone connections (cont.)	TN3270 over TCP/IP	<p>If you are a client on a TCP/IP network, you can access a TN3270 controller or gateway by using a supported TCP/IP protocol stack and a LAN adapter. No additional adapter is required for your PC. Irma is supported with the following TCP/IP stacks:</p> <ul style="list-style-type: none"> • Winsock 1.1, including Chameleon™ from NetManage™, TCP/IP for Windows version 3.1, IBM TCP/IP for DOS 2.1, SNAP-IX • Novell® LAN Workplace® • FTP Software PC/TCP™ • Wollongong Pathway • Sun® PC-NFS™ • Microsoft LAN Manager or 3Com® • Walker Richer & Quinn (WRQ) • Frontier Super TCP/NFS • DEC® PATHWORKS™
Gateway connections	ATLANTIS SNA Gateway	If you are a client on a LAN, you can access an ATLANTIS SNA Gateway by using a LAN adapter configured to use the same protocol as the gateway. No additional adapter is required for your client.
	Digital SNA Gateway	If you are a client on a PATHWORKS LAN, you can access a Digital SNA Gateway by using a LAN adapter configured to use any protocol supported by PATHWORKS. No additional adapter is required for your client.
	Eicon SNA Gateway	If you are a client on a LAN, you can access an Eicon SNA Gateway by using a LAN adapter configured to use the same protocol as the gateway. No additional adapter is required for your client.
	DCA IrmaLAN™ Gateway	If you are a client on a LAN, you can access an IrmaLAN Gateway (for VINES®, NetBIOS, or NetWare®) by using a LAN adapter and the appropriate (VINES, NetBIOS, or IPX/SPX) protocol. No additional adapter is required for your client.



Table 1-1. Description of mainframe connection types (cont.)

Installation choices	Connection type	Description
Gateway connections (cont.)	DCA Netway® 2000 Gateway	If you are a client on a LAN, you can access a Netway 2000 gateway by using a LAN adapter configured to use the same protocol as the gateway. No additional adapter is required for your client.
	Novell NetWare for SAA™ Gateway	If you are a client on a LAN and have access to a NetWare for SAA gateway, you can access the server by using the SPX/IPX or TCP/IP protocol and a LAN adapter. No additional adapter is required for the client. You can have simultaneous sessions using both IPX/SPX and TCP/IP protocols.
Server connections	Microsoft SNA Server	If you are a client on a LAN and have access to an SNA Server, you can access the server by using the NetBEUI, SPX/IPX or TCP/IP protocols and a LAN adapter. No additional adapter is required for the client.
	DCA Select™ Comm Server	If you are a client on a LAN and have access to a Select Comm Server, you can access the server by using the NetBEUI, SPX/IPX or TCP/IP protocols and a LAN adapter. No additional adapter is required for the client.
	Hewlett-Packard® HP-UX SNAplus Server	If you are a client on a LAN and have access to an HP-UX SNAplus Server, you can access the server by using the NetBEUI, SPX/IPX or TCP/IP protocols and a LAN adapter. No additional adapter is required for the client.
	Winsock TCP/IP	If you are a client on a LAN and have access to a SNAP-IX server, you can access the server by using the Winsock 1.1 TCP/IP protocol. No additional adapter is required for the client.



Chapter 1

Features

Table 1-2 describes the Irma features.



Chapter 1

Table 1-2. Irma features

Feature	Description
Application Programming Interface (API)	The mainframe connectivity supports Advanced Program-to-Program Communication (APPC), Common Service Verbs (CSV), and Common Programming Interface Communications (CPI-C). Windows Open Systems Architecture (WOSA) APPC and CPI-C are also supported. Note Supported only with DFT, SDLC, 802.2, Select Comm Server, and SNA Server.
Autosizing of fonts and session window	You can choose to have the fonts automatically resize within the display window, or to have the window automatically resize to accommodate the font size.
Character support	You can choose to use Country Extended Code Page (CECP), Extended Attribute Byte (EAB), and A Programming Language (APL). TrueType™ fonts (fixed pitch only) are also supported.
Diagnostics	The mainframe connectivity offers diagnostics for CUT, DFT, 802.2, SDLC, and X.25 connection types.
Dynamic Data Exchange (DDE) support	You can link Windows applications using a protocol called Dynamic Data Exchange (DDE). Using DDE, you can transfer data on a one-time basis, or establish an ongoing dialog with other applications.
File transfer	You can perform multiple, concurrent file transfers to and from CICS, CMS, and TSO host environments using the following: <ul style="list-style-type: none"> • DCA FT/Express™ • DCA IrmaLink® • IBM 3270 IND\$FILE • PS/CICS Note IrmaLink is not supported with Select Comm Server.
Graphics	You can install the Irma Graphics software that is included with Irma. The mainframe connectivity supports All Points Addressable (APA) and Programmed Symbols (PS) graphics. Note Not available for CUT.
HLLAPI	You can use WinHLLAPI, EHLLAPI, and DOS HLLAPI with the mainframe connectivity.

Table 1-2. Irma features (cont.)

Feature	Description
Input devices	You can use the mouse to emulate a light pen. In addition to standard PC keyboards, the mainframe connectivity also supports the following keyboards: <ul style="list-style-type: none"> • DCA IrmaKey/3270® • Memorex-Telex • Key Tronic® • Siemens/Nixdof 122-key • IBM 122-key keyboards
Keyboard mapping	You can change the location of the characters and functions on your keyboard using the Keyboard Editor. You can also assign scripts and keystrokes to specific keys.
LUA	The mainframe connectivity supports both LUA and WOSA LUA.
Macros	You can save keystrokes and assign them to a QuickPad™ or a keyboard key.
Microsoft Office Compatible Program support	The mainframe connectivity supports the Microsoft Office Compatible Program.
Multiple document interface (MDI)	You can view multiple windows concurrently, in either a cascaded or tiled format. You can reduce a window to an icon and close all windows simultaneously.
NetView®	You can communicate with IBM NetView through 3270 user alerts Note Supported only with DFT, SDLC, 802.2, Select Comm Server, and SNA Server.
NetWizard™	If you purchased a multipack version of Irma, the NetWizard software is included. You can install the NetWizard feature, which allows you to manage distributed software applications across your LAN.
Printer emulation	You can configure a 3287 printer emulation session, that supports LU1 and LU3 type printing. Note TN3287 printing (LU1 and LU3) is supported with OpenConnect® System (OCS) TCP/IP-SNA Gateways and McData 6100/6200 controllers only.
Printer server capabilities	You can use the printer emulator as a print server, including font mapping.



Table 1-2. Irma features (cont.)

Feature	Description
Profiles	A profile contains the name and description of the host system. The profile also contains connection information, terminal emulation settings, and keyboard definitions. The software includes a default session profile and several profiles that have already been configured and are ready to use to connect to the host.
QuickBar	The QuickBar displays icons that initiate tasks, such as file transfers and screen captures. You can start these tasks quickly by clicking on the icons. For mainframe connectivity, you can also customize your QuickBar by moving and deleting icons. You can even create your own QuickBars.
QuickDDE	You can use this tool to simplify the process of developing a DDE link between Irma and another application.
QuickExec™	You can define a set of applications to execute when a single icon is selected.
QuickHit™	QuickHit lets you use the mouse to choose characters, words, or function keys displayed by the mainframe application, and send them to the host.
QuickPad	During a communications session, you can execute commands using a QuickPad instead of your keyboard. A QuickPad is a small window you create that contains objects you click on to initiate host commands. You can also assign functions to different objects on a QuickPad, such as running scripts or sending keystrokes to the host.
QuickSAA	You can select a host menu item by using the mouse. The menu item is then entered automatically in the data field.
QuickScript™	You can create, edit, compile, and run scripts using the QuickScript editor and the SISL scripting language.
QuickSend	You can use the Windows File Manager and the drag-and-drop feature to initiate file transfers from your PC to a CICS, CMS, or TSO host environment using IND\$FILE or IrmaLink. Note IrmaLink is not supported with Select Comm Server.
Response Time Monitor (RTM)	You can display RTM in graphical format. Note Supported only with DFT, SDLC, 802.2, Select Comm Server, and SNA Server.



Table 1-2. Irma features (cont.)

Feature	Description
Screen capture	During a communications session, you can copy the contents of the terminal screen and save it in a file, or you can send it to a printer.
Screen customization	You can customize your screen display, such as the character fonts, colors and audible signals, by modifying the terminal emulation settings.
Scripts	You can record and save a series of keystrokes to perform a task. You can also create, compile, and run scripts using the Script Editor and the SISL™ language.
Shared access	You can choose to install Irma with shared access. This means that one copy of the Irma program files is installed to a server, and multiple users can run Irma at the same time. This type of installation also requires you to run a Setup program at each workstation that installs the Irma program group, and installs some files into a private directory for that workstation.
Terminal emulation	You can use up to five concurrent mainframe sessions, using models 2 through 5. You can choose to use “any” model type so that your display window accommodates any model that the host application is using. You can even conduct display emulation through the serial port on your PC.
Text files	You can cut, copy, and paste text and tables between the host and the PC.
Uploading ASCII text files	During a communications session, you can send an ASCII text file to the host computer.



What's new with Irma?

If you have previously used IRMA WorkStation for Windows, you may notice several changes in the Irma product, as follows:



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- You no longer configure your communications adapters and connections by running the Setup program. After you have installed Irma and you start the appropriate application, you are prompted automatically to configure your adapters and connections. Later, if you need to make changes to the configuration, you can do so from the display application.
- If you install Irma with Shared Access, and you run the Setup at the workstation that wants to use the shared access software, you must supply a private path for that workstation. You no longer specify a private path if you install Irma as a Personal Copy.

The biggest change is that many of the icons that you used to see in the IRMA WorkStation for Windows program group are gone. The applications that you are familiar with are still in the product, but you now access those applications from one of the new Irma icons. For descriptions of the new icons contained in the Irma program group, see “About the Irma applications” on page 1-13.








The following sections describe how to access the applications that you used in a previous DCA product.

Icons you saw in IRMA WorkStation for Windows

When you first access the Irma program group, you may notice that there are fewer icons than you saw in the IRMA WorkStation program group. Applications that once had separate icons in the program group are now integrated and available through Mainframe Sessions.

Table 1-3 presents the icons that appeared in the last version of the IRMA WorkStation product, and tells you how to access the associated application in Irma.

Table 1-3. Accessing applications in Irma versus IRMA WorkStation for Windows

IWW 2.x icons	To access this application in Irma, start Mainframe Sessions and...
QuickScript 	Choose Run, Edit, or Learn Script from the QuickTools menu.
3270 Printer 	Choose New Printer from the File menu.
Configurator 	Choose Session Configuration from the Settings menu.
Diagnostics 	Choose Diagnostics from the Help menu.
QuickExec 	Choose Edit QuickExec from the QuickTools menu.
Keyboard Editor 	Choose Select Keyboard or Edit Keyboard from the Settings menu.
APPC 	APPC connectivity is available through a new API program group icon.



About the Irma applications

Based on the connectivity type you select during the Irma installation, the associated applications are installed. Table 1-4 describes the Irma applications.



Table 1-4. Irma applications







Application	Description
 Mainframe Sessions	<p>Use this application to start, configure, use, and customize mainframe display and printer sessions. You can capture emulation screens to the disk or the printer, edit screen contents, and run HLLAPI programs.</p> <p>Several options are found under Mainframe Sessions menus that were formerly separate program group icons, such as:</p> <ul style="list-style-type: none"> • To configure a mainframe session, choose Session Configuration from the Settings menu. • To start, use, and customize mainframe display sessions, choose New Display from the File menu. • To start, use, and customize mainframe printer sessions, choose New Printer from the File menu. • To select or edit a keyboard, choose Select Keyboard or Edit Keyboard from the Settings menu. • To work with QuickScript, choose Run, Edit, or Learn Script from the Quicktools menu. • To edit a QuickExec file, choose Edit QuickExec from the Quicktools menu. • To access diagnostic information, choose Diagnostics from the Help menu.
 API Support	<p>Use this application to start an SNA (LU 6.2) session that can be used by APPC transaction programs or CPI-C applications. The session is automatically started for you. For information about APPC, see the <i>DCA APPC Programmer's Guide</i> provided in the optional DCA Distributed Applications Developer's Tool Kit. For information on ordering this tool kit, see "Developing your own applications" on page 5-6.</p> <p>Note APPC support is not available for CUT, TN3270, IrmaLAN NetBIOS, IrmaLAN IPX/SPX, IrmaLAN VINES, Eicon SNA Gateway, Digital SNA Gateway, ATLANTIS SNA Gateway, and Netway 2000 Gateway.</p>

Table 1-4. Irma applications (cont.)

Application	Description
 Redirector	Use this application to start the DOS HLLAPI redirector feature.
 QuickExec: START	Use this application in conjunction with the QuickExec feature. After you have set up your QuickExec profile that executes a set of applications, you assign that profile name to this icon. Clicking on this icon then starts all the associated applications.
 Setup	After you install Irma, use this application to add connection types, install an option disk, change the program group, change the keyboard driver, or change the host language. This application is installed automatically.
 Read-This	Read this file first to learn important, additional information about the product. This icon is added automatically to the program group.



Chapter 1

About the file types used by Irma

Irma uses several file types to store your configuration and customization information.

The Mainframe Sessions application uses several file types to store your configuration and customization information. Table 1-5 presents the file types, their extensions, and a description of each file type.



Chapter 1

Table 1-5. File types used by Mainframe Sessions

File type	File extension	Description
Style file	.CCF	<p>Contains session configuration information. Only one style file can be in use at one time. Settings contained in this file apply to all active mainframe sessions.</p> <p>You can invoke a customized style file by adding the style filename to the mainframe session command as follows:</p> <p>EMU /style_file.CCF</p>
Display profile	.EMU	<p>Contains configuration information about the display window size, fonts, and colors. It also allows the session to be activated automatically. There is one profile per mainframe display session.</p> <p>To invoke a customized profile, add the profile name to the mainframe display command as follows:</p> <p>EMU.EXE profile.EMU</p>
File transfer profile	.FT	<p>Contains configuration information about file transfers including type of file, direction of the transfer, and the host filename type mode. You can create multiple file-transfer profiles, but you can invoke only one profile at a time.</p>
SISL source file	.ISL	<p>Contains stored keystrokes, along with SISL commands. This file can be edited by the QuickScript Editor or any text editor.</p>
SISL compiled file	.ISX	<p>Contains the compiled output of a SISL source file. This is an executable file.</p>
Keyboard profile	.KBD	<p>Contains information about the keyboard mapping. You can use only one keyboard profile at a time.</p>

Table 1-5. File types used by Mainframe Sessions (cont.)

File type	File extension	Description
Log files	.LOG	Contains audit information when you use the diagnostics feature.
Printer profile	.PRT	Contains configuration information about mainframe printer emulation. There is one profile per mainframe printer session.
QuickPad profile	.QBD	Contains the definition for a QuickPad, including the size and key layout. You can use only one QuickPad at a time.
QuickExec profile	.QEP	Contains configuration information that allows you to start multiple applications by clicking on a single icon.
Screen capture	.SCR	If you perform a screen capture and save that screen capture to a disk file, the extension used is .SCR.
Trace files	.TRC	Contains tracing information. You initiate traces by using the diagnostics feature.

Summary

In this chapter, you learned about the following:

- What Irma is, the connectivity types supported, and the features provided
- The differences between Irma and previous DCA products
- The applications that are included
- The file types that Irma uses

Now turn to the next chapter to prepare for installing Irma. In Chapter 2, "Before You Install Irma," you will complete planning checklists that make installing Irma easier.

Before You Install Irma

- Checking your package contents 2-2
- Ordering optional software 2-3
- Hardware requirements 2-3
- Software requirements 2-6
- Upgrading from a previous version of a DCA product 2-9
- Installation checklists 2-10
- Summary 2-15

Chapter 2





Chapter 2

Task List

- 1 ✓ Learn about Irma
- 2 Complete your planning checklist**
- 3 Install Irma
- 4 Learn about online help
- 5 Configure the connection and start a communications session
- 6 Customize your session

Resist the temptation to run the Setup program before you read this chapter!

This chapter describes the Irma package contents, and explains how to order optional software. This chapter lists all the hardware and software requirements for each connection type. If you have a previous DCA product installed, you'll learn how to upgrade to Irma for the Mainframe.

You'll need about 15 minutes to read this section and complete the checklists.

Checking your package contents

In addition to this *Getting Started Guide*, make sure your package includes the 3.5" high-density diskettes shown in Table 2-1.

Table 2-1. Irma diskettes

Disk label	Description
Mainframe Program Disks 1-5	These diskettes contain all of the program files for mainframe connectivity.
Mainframe Language Support Disk	This diskette contains language files. You will need this diskette if you choose to install a language other than U.S. English.

Ordering optional software

DCA offers optional software packages that can enhance the Irma feature set, as described in Table 2-2.

Table 2-2. Irma optional software

Disk label	Description
X.25 Connection Disk	Optional. This diskette provides X.25 support for mainframe connectivity.
Irma Graphics for Windows	This package contains the Irma Graphics software and a <i>User's Guide</i> , and can be installed if you want APA graphics capabilities.



Chapter 2

To order any of these products at a substantial discount, call DCA Sales Operations at 1-800-348-3221, extension 809.

Hardware requirements

Irma requires the following hardware:

- Any PC, monitor, mouse, and keyboard supported by Windows 3.1 or Windows for Workgroups 3.11.
- A minimum of 4 MB of system RAM, 6 MB is recommended.
- A printer supported by Windows 3.1 (optional).
- A minimum of free hard-disk space as described in Table 2-3.

Table 2-3. Hard-disk space requirements

Standalone	CUT	6.7
	DFT	8.3
	802.2	8.0
	SDLC	7.9
	X.25	8.0
	TN3270	7.0

Table 2-3. Hard-disk space requirements (cont.)

Gateway	ATLANTIS SNA Gateway	7.2
	Digital SNA Gateway	7.5
	Eicon SNA Gateway	7.0
	IrmaLAN IPX/SPX	7.2
	IrmaLAN NetBIOS	7.2
	IrmaLAN for VINES	8.1
	NetWare for SAA	7.5
Server	HP-UX SNAplus Server	6.5
	Select Comm Server	6.1
	SNA Server for Windows NT	8.7
	Winsock TCP/IP client	7.0
All standalone and gateway connections (except X.25)		10

You can install more than one standalone and gateway connection type, or you can install one server connection type.

Note You can install multiple connection types; however, you can activate only one connection type at a time.

- A minimum of 1 MB of additional system RAM if you are using Irma Graphics for Windows. Additional RAM will improve performance if you are displaying multiple complex graphics.
- One of the following adapters:
 - If you install Irma with a gateway or server connection type, you need to install a LAN adapter supported by the LAN operating system.
 - If you install Irma with a standalone connection type, you need to install at least one communications adapter.



Table 2-4 lists the communications adapters supported by Irma.

Table 2-4. Communications adapters supported by Irma

Connection	Supported adapters
CUT and DFT	DCA Irma 2, Irma 3 [®] , Irma 3 Convertible, and Irma 3270 Pocket adapters IBM 3278/79 Emulation Adapter (including Rev B), 3278/9 Advanced Emulation Adapter (including Rev B), 3270 Connection Adapter, Model A (including Rev B) and Model B (including Rev B) Attachmate [®] Advanced 3270 Adapter and Advanced 3270 Adapter/2
SDLC	DCA Synchronous Communications Adapter (SCA) IBM SDLC Adapter, Multiprotocol Communications Adapter/A Pathways SDLC Adapter
802.2	Microdyne IrmaTrac [™] Convertible Token-Ring Adapter IBM Token-Ring Adapter, Token-Ring Adapter II, Token-Ring Adapter/A, Token-Ring 16/4 Adapter, Token-Ring 16/4 Adapter/A Proteon 4, 16, or 4/16 Mbps Token-Ring Adapter Madge 4, 16, or 4/16 Mbps Token-Ring Adapter Any Ethernet adapter supported by the IBM LAN Support Program
TN3270	Any token-ring or Ethernet adapter that is supported by an FTP (version 2.05pl4 or newer), Novell LAN WorkPlace, Wollongong Pathway Access, Walker Richer & Quinn, Winsock 1.1 compatible stacks, Sun PC-NFS, or Microsoft LAN Manager, 3Com, DC PATHWORKS 4.1 or newer TCP/IP protocol stack, Frontier Super TCP/NFS



Chapter 2

Table 2-5 lists the maximum number of adapters supported.

Table 2-5. Maximum number of adapters and connections supported by Irma

Connection type	Maximum number of adapters	Connections per adapter
DFT	1	1
Token-ring	1	4
SDLC	1	4*
X.25	1	4

* You can configure four connections per link service for SDLC only when configuring multipoint connections where Irma is the primary station for APPC only.

Software requirements

Before you install Irma, you must install the following on your system:

- One of the following:
 - Microsoft Windows version 3.1 or newer.
 - or
 - Windows for Workgroups 3.11.
- If you want to use FT/Express to transfer files, your host application (available from DCA) must be version 2.0 or newer.
- If you want to use LU 6.2, you must have VTAM™ version 3.2, with NCP version 5.2 (3745 systems) or NCP version 4.3 (3725 systems).



- If you want to install Irma with a server connection, TN3270, or gateway connections, you also need to install the software as shown in Table 2-6.

Table 2-6. Software requirements for mainframe connectivity

Connection type	Irma PC	Gateway/server requirements
ATLANTIS Gateway	For DOS and OS/2 servers: Any LAN client software that uses NetBIOS. For UNIX servers: TCP/IP	ATLANTIS Gateway, 8.00a or newer
IrmaLAN for VINES Gateway	Banyan client software configured for NetBIOS, IPX/SPX 3.10 or newer, or VINES IP 4.1 or newer	IrmaLAN for VINES Gateway, 3.0.7 or newer
IrmaLAN Gateway	Any LAN client software configured for NetBIOS or NetWare IPX/SPX 3.10 or newer	DCA IrmaLAN, 3.0 or newer
Netway 2000 Gateway	NetWare IPX/SPX 3.10 or newer	DCA Netway 2000 Gateway, 4.2 or newer
Digital SNA Gateway	PATHWORKS 4.1 or newer	Digital SNA Domain Gateway-ST 1.1 or newer, SNA Domain Gateway-CT 1.1 or newer, DECnet/SNA Gateway-ST 1.2 or newer, DECnet/SNA Gateway-CT 2.1 or newer, DEC SNA Peer Server 1.0 or newer
Eicon SNA Gateway	Any LAN client software configured for NetBIOS, IPX/SPX 3.10 or newer, or VINES IP The following files, provided by Eicon: <ul style="list-style-type: none"> • NABIOS.EXE • NARDR.CMD (NetBIOS only) • NARDRSPX.CMD (IPX/SPX only) • ECLAN.EXE 	Eicon SNA Gateway, 3.0 release 1 or newer



Chapter 2

Table 2-6. Software requirements for mainframe connectivity (cont.)

Connection type	Irma PC	Gateway/server requirements
Novell NetWare for SAA gateway client	<p>NetWare 3.11 or newer. Make sure you have the following file versions:</p> <ul style="list-style-type: none"> • IPX.COM 3.10 or newer. If you are installing Irma on a 486 PC, we recommend that you run the ODI driver, instead of WSGEN.EXE. • LSL.COM 3.22 or newer, or PXODI.COM 1.2 or newer, if you are running the ODI driver. • NETX.COM 3.22 for PCs using conventional memory. • EMSNETX.EXE 3.22 or newer for PCs using expanded memory. • XMSNETX.EXE 3.22 or newer for PCs using extended memory. <p>You can also use TCP/IP protocol 1.3b or newer.</p>	<p>NetWare 3.x, 4.x, or newer</p> <p>NetWare for SAA gateway 1.x or newer (for IPX) or 1.3B (for TCP/IP)</p>
HP-UX SNAplus Server	<p>LAN Manager client software 2.2 or newer, configured for TCP/IP.</p>	<p>Hewlett-Packard HP-UX 9.0 or newer, with HP STREAMS/UX for Series 700 and 800</p> <p>LAN Manager for HP 9000 2.2</p> <p>HP-UX SNAplusLink 2.0 or newer</p>
Microsoft SNA Server client	<p>Windows NT 3.1 or 3.5 configured for NetBEUI, SPX/IPX, or TCP/IP protocol.</p>	<p>Microsoft Windows NT Workstation 3.1 or 3.5; or Microsoft Windows NT Server 3.1 or 3.5</p> <p>Microsoft SNA Server 2.0 or 2.1</p>
Select Comm Server	<p>Microsoft LAN Manager 2.1 or newer; IBM LAN Server 1.3, 2.0 or newer.</p>	<p>DCA Select Comm Server 1.2 or newer</p>



Chapter 2

Table 2-6. Software requirements for mainframe connectivity (cont.)

Connection type	Irma PC	Gateway/server requirements
Winsock TCP/IP	Windows socket specification 1.1.	Any SNAP-IX compliant server software
TN3270	<p>One of the following TCP/IP protocol-stacks:</p> <ul style="list-style-type: none"> • FTP version 2.05pl4 or newer • Novell LAN WorkPlace • Wollongong Pathway Access • Walker Richer & Quinn • Microsoft LAN Manager, or 3Com • DEC PATHWORKS 4.1 or newer • Sun PC-NFS • Winsock 1.1 compatible stacks • Frontier Super TCP/NFS version 4.00 	<p>One of the following:</p> <ul style="list-style-type: none"> • IBM 3172, 3745, or 8234 controller with Telnet Server on the host • OpenConnect Server II • MacData 6100 • Interlink • Intel® 9770 • any TN3270 compatible gateway

**Chapter 2**

Upgrading from a previous version of a DCA product

If you have previously installed a DCA product, you do not need to remove it before installing Irma.

The Irma Setup program detects that the software exists, and uses the existing configuration information as the new default configuration.

When you run the Irma Setup program, remember the following:

- If you specify the same destination directory as the directory where the older software resides, the new files are copied over the older files.
- If you specify a different destination directory from the directory where the older software resides, the older files are not deleted by the Setup program. If you want to delete the older files, you must do so manually.

In addition, the Setup program prompts you to select which types of configuration files and profiles to save. For more information about the file types and their extensions, see “About the file types used by Irma” on page 1-15.

Using existing configuration files and profiles

If you have a previous version of IRMA WorkStations for Windows installed, the Setup program will prompt you to select which types of configuration files and profiles to save. For more information about the file types and their extensions, see “About the file types used by Irma” on page 1-15.



Chapter 2

Installation checklists

These installation checklists were designed to make the installation process easier for you.

Before you install Irma, you need to do the following:

- Make backup copies of the diskettes containing the Irma software.
- Make sure you have the required hardware. For more information, see “Hardware requirements” on page 2-3.
- Make sure you have the correct versions of software installed. For more information, see “Software requirements” on page 2-6.
- Determine the destination drive and directory for the Irma software.

Drive and directory: _____

- Decide which Install Type you want to use:
 - ___ Personal Copy, which installs Irma for a single user.
 - ___ Shared Access, which allows you to install Irma to a shared drive so that multiple users can access the same program files.
- Decide if you need to use Complete Installation or Custom Installation:
 - ___ Complete Installation installs all stand-alone connection types (except for X.25) and all gateway connection types.
 - ___ Custom Installation allows you to select connection types and applications to install. Use this option if you want to install a server connection or an X.25 stand-alone connection. Be sure to complete the “Additional checklists for Custom Installation” on page 2-13.
- If you have a previous version of Irma installed, decide if you want to save the existing configuration files (For a complete list of file types, see “About the file types used by Irma” on page 1-15.):
 - ___ yes
 - ___ no

- Decide if you want the Setup program to automatically change the system files. If not, you must do this step manually. We recommend that you let the Setup program perform this step automatically. Your current system files will be backed up by the Setup program.

__ yes

__ no

- If you are going to install Irma Graphics, be sure you have the optional diskette labeled "Irma Graphics" available from DCA. For more information, see "Ordering optional software" on page 2-3.



Chapter 2

Checklist for TN3270 connections

Complete the following checklist for TN3270 connections:

- Install the LAN adapter in your PC.
- Install the TCP/IP protocol software required for your controller, gateway or server. For more information, see "Software requirements" on page 2-6.
- Make sure you can access the TN3270 network by typing the following command at a command prompt:

PING *host*

In this statement, *host* is the address of the TCP/IP host or the TCP/IP host name.

This utility indicates whether or not data is being sent successfully over the TCP/IP network.

Checklist for standalone connections

Complete the following checklist for standalone connections:

- Install the communications adapter(s) you are going to use in your PC.

Record all the hardware settings you select because you will need to enter the information when you configure your links. Note that not all adapters use all the following settings:

Interrupt	_____
DMA channel	_____
I/O Address	_____
I/O Base Address	_____
Memory Segment Address	_____
Driver name	_____

Caution If the parameters you enter in the configurator do not match your hardware configuration, Irma may not operate correctly.

Some communications adapters require that you install the drivers and reboot your PC so that the drivers are loaded before you can run the Irma Setup program.

- If you are going to use X.25 as your standalone connection type, be sure you have the optional diskette labeled "Irma X.25 Support," available from DCA. For more information, see "Ordering optional software" on page 2-3.

Checklists for gateway or server connections

Complete the following checklist for gateway or server connections:

- Install the LAN adapter in your PC.
- Install the LAN client software required for your gateway or server connectivity. Configure your adapter to use the same protocol your gateway or server uses. For more information, see "Software requirements" on page 2-6.
- Determine whether you have the necessary privileges to use the LAN resources, including the gateway or server communications capabilities. If you have questions, ask your LAN administrator.



Chapter 2

Additional checklist for Eicon SNA Gateway

Complete the following checklist for an Eicon SNA Gateway connection:

- Install the DOS Workstation Communications Drivers that are included with the Eicon Gateway. For more information, refer to the documentation provided by Eicon.
- The following files, provided by Eicon, should be copied to your PC into a directory that is in your search path:

- __ NABIOS.EXE
- __ NARDR.CMD (for NetBIOS only)
- __ NARDRSPX.CMD (for IPX/SPX only)
- __ ECLAN.EXE

- If you are using a 386 or 486 in Enhanced mode, the following lines must be added to the SYSTEM.INI file under the [386Enh] section:

```
device=[path]VNABIOS.386
NAHEAPSIZE=m
```

[*path*] is the complete path to the directory in which your Eicon files reside, and *m* is a numeric value. Usually, 45 should be an acceptable value.

If the device statement is missing from the SYSTEM.INI file, a pop-up message is displayed stating that “NABIOS not loaded properly:100.”

If the NAHEAPSIZE statement is missing from the SYSTEM.INI file, a pop-up message may be displayed stating that the value should be increased.



Chapter 2

Additional checklists for Custom Installation

If you choose to install the mainframe connectivity using the Custom Installation, complete this checklist.

- Decide what connection types you want to install. You can install any number of standalone and gateway connection types or you can install a single server connection type.

Select one of the following server connection types:

- __ HP-UX SNAplus Server
- __ DCA Select Comm Server (Be sure to complete the “Additional checklist for Select Comm Server” on page 2-14.)
- __ Microsoft SNA Server
- __ Winsock TCP/IP client

Or, select any number of the following standalone and gateway connection types:

- LAN Attached (802.2)
- Multi-Session Coax (DFT)
- Remote (SDLC)
- Single Session (CUT)
- X.25 Standalone (requires the options X.25 Connection diskette)
- TN3270 over TCP/IP
- ATLANTIS Gateway
- DCA IrmaLAN for VINES Gateway
- DCA IrmaLAN NetBIOS Gateway
- DCA IrmaLAN NetWare Gateway
- DCA Netway 2000
- Digital SNA Gateway
- Eicon SNA Gateway
- Novell NetWare for SAA Gateway

Decide which applications to install:

- APPC/CPI-C (supported only with DFT, SDLC, 802.2, Select Comm Server, and SNA Server)
- DOS HLLAPI redirector
- EHLLAPI
- LUA support (supported only with DFT, SDLC, 802.2, Select Comm Server, and SNA Server)
- Mainframe Display
- Online Help (You should install online help since it contains most of the information you need to configure, use, and customize Mainframe Display.)
- QuickDDE
- WinHLLAPI

Additional checklist for Select Comm Server

If you want to install the mainframe connectivity with a Comm Server connection, you need the following information from your system administrator:

Determine the name of the Select Comm Server PC.

Name of Comm Server PC: _____

Make sure you have read access privileges for the Comm Server \COMMSRV directory. See your system administrator for more information.

If you are running DOWNLOAD.EXE in your AUTOEXEC.BAT file, remove this statement and reboot your PC before you install Irma.



Chapter 2

Summary

In this chapter, you learned about the following:

- ❑ The Irma package contents
- ❑ How to plan for your Irma installation
- ❑ What hardware and software you need for each connectivity type
- ❑ How to upgrade from previous DCA emulation products



Chapter 2

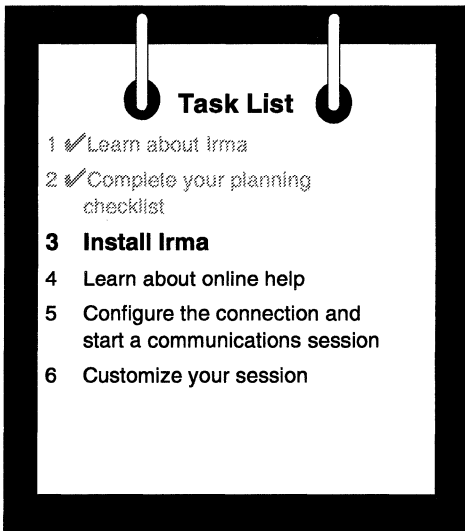
You should also have completed your installation checklists for your specific connectivity types. Now turn to Chapter 3, “Installing Irma,” and follow the step-by-step instructions for installing Irma.

Installing Irma

- Running the Setup program 3-2
- Installing a personal copy 3-4
- Installing for shared access 3-12
- What the Setup program does 3-22
- Running Setup after Irma is installed 3-22
- Summary 3-24

Chapter 3



A graphic of a task list on a clipboard. The clipboard has two silver rings at the top. The text on the list is as follows:

Task List

- 1 ✓ Learn about Irma
- 2 ✓ Complete your planning checklist
- 3 Install Irma**
- 4 Learn about online help
- 5 Configure the connection and start a communications session
- 6 Customize your session



Chapter 3

In this chapter, you'll learn how to install Irma using either the Personal Copy or Shared Access installation types. This chapter also tells you how to do a Complete Installation or a Custom Installation. You'll also learn what the Setup program does, and how to run the Setup program after Irma is installed.

If you completed the installation checklists in Chapter 2, installing Irma will be very easy.

You'll need about 15 minutes to complete the installation process.

Running the Setup program

Be sure to have your completed installation checklists handy as you run the Setup program.

Note Before running the Setup program, read the READTHIS.WRI file that is located on the Irma Setup diskette. It may contain additional information that you need before proceeding with the installation.

To run the Setup program, follow these steps:

- 1 Start Windows.
- 2 Insert the diskette labeled Irma for the Mainframe Setup Disk 1 in any available disk drive on your PC.
- 3 Choose Run from the Windows Program Manager File pull-down.
- 4 In the Command Line edit box, enter the following command and press **Enter**:

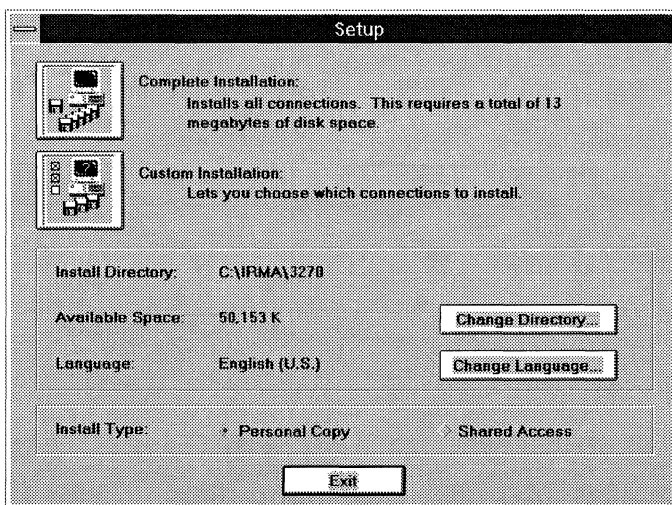
`drive:\SETUP`

In this command, *drive* is the drive where you inserted the Setup disk.

The Irma title screen is displayed. Then the DCA License Agreement is displayed.

- 5 Read the DCA License Agreement using the scroll bar to view the text.

- 6 When you have finished reading the License Agreement, choose “I have read the entire license agreement and I agree.” The Irma Setup dialog box is displayed, as shown in Figure 3-1.



Chapter 3

Figure 3-1. The Setup dialog box

- 7 Do the following:

To...	Then...
Change the default destination direction	Choose Change Directory. Then use the Install Location dialog box to select the destination drive and directory. You can select from the drive list to set the installation directory; however, this process is slow because the entire drive must be scanned.
Change the host language (character set) or to select CECP support	Change Language. Then use the Language dialog box to select the host language and select CECP support.

8 Do one of the following:

To...	Then...
Perform a complete installation with all connections*	Choose the Complete Installation button.
Perform a custom installation, which allows you to select the connections you want to install	Choose the Custom Installation button.

* This installation installs all mainframe gateways and standalone connection types (except for X.25 connectivity). To install a server connection type or X.25 connectivity, you must perform a custom installation.

9 Do one of the following:

To...	Then...
Install the software for a single user	Choose Personal Copy as the install type, and read the next section "Installing a personal copy."



Installing a personal copy

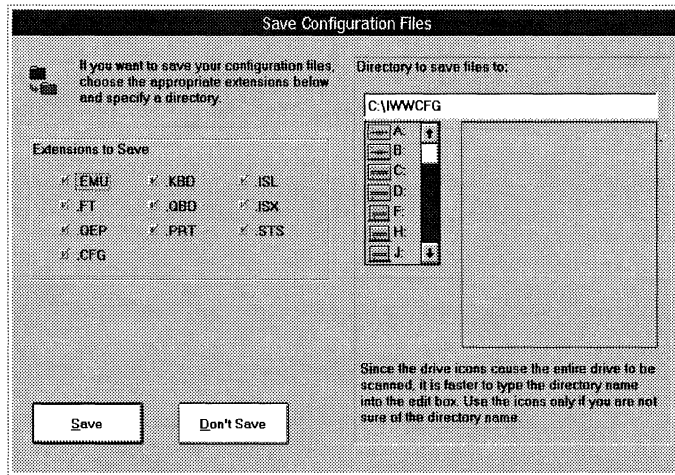
Continue reading this section if you chose Personal Copy as the Install type. Read either "Complete Installation" or "Custom Installation," depending on the selection you made earlier in the Setup program.

Complete installation

Continue reading this section if you chose Complete Installation.

1 Do one of the following:

If...	Then...
The Setup program detects that you already have a version of Irma installed.	The Save Configuration Files dialog box is displayed as shown in Figure 3-2. Continue with the next step.
The Setup program does not detect that you already have a version of Irma installed.	Skip to step 3.



Chapter 3

Figure 3-2. The Save Configuration Files dialog box

2 Do one of the following:

Choose this option...	To...
Save	Save the selected configuration files to a temporary directory.
Don't Save	Not save any of your previous configuration files.

3 At this point, the Irma files are copied to the destination directory. You are prompted to remove each diskette from the drive and insert the next diskette.

Note You can stop the installation process at any time by choosing Cancel.

When the files have completed copying, the Group Box dialog box is displayed.

4 Do one of the following:

Select this option...	To...
User Defined	Create a new program group containing the Irma icons.
Any program group from the list box	Add the Irma icons to an existing program group.

5 Choose OK.

- 6 If you selected User Defined, the Name Group Box dialog box is displayed. Enter the new group box name and choose OK. You are returned to the Group Box dialog box. Then choose OK.

The Update System Files dialog box is displayed, as shown in Figure 3-3.

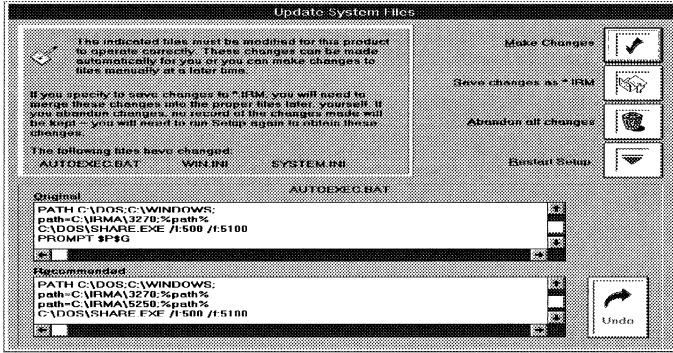


Figure 3-3. The Update System Files dialog box

- 7 Do one of the following:

Choose this option...	To...
Make Changes	Automatically change the system files AUTOEXEC.BAT, WIN.INI, and SYSTEM.INI.
Save Changes as *.IWW	Save the changes to a separate file. You must incorporate the changes to the individual files manually. The dialog box displays recommended changes to the AUTOEXEC.BAT file and allows you to edit the file. Use the Undo button to undo incorrect changes. Once Setup has edited the files, it displays the message "Changes have been made" and shows you where it stores the original files.
Abandon All Changes	Cancel the Setup program.
Restart Setup	Return to the first screen of the Setup program.

If you had a previous version of Irma installed, and you selected to save your configuration files, a Setup dialog box is displayed asking if you want to restore those files from the temporary directory to the new Irma directory.



8 Do one of the following:

Choose this option...	To...
Yes	Move all the saved configuration files from the temporary directory to the Irma directory.
No	Keep all the saved configuration files in the temporary directory. You can manually move them to the Irma directory at a later time.

The Setup Complete dialog box is displayed.

9 Do one of the following:

Choose this option...	To...
Restart PC Now	Close all your applications and restart Windows.
Do Not Restart	Continue working with Windows; however, you must restart Windows before using Irma.



Chapter 3

At this point, the installation is complete. You can skip the next section, and turn to “What the Setup program does” on page 3-22.

Custom Installation

Continue reading this section if you chose Custom Installation.

At this point, the Connections dialog box is displayed as shown in Figure 3-4.

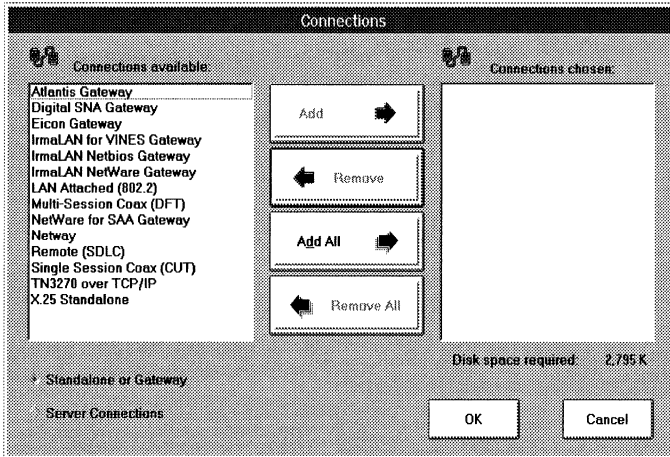


Figure 3-4. The Connections dialog box

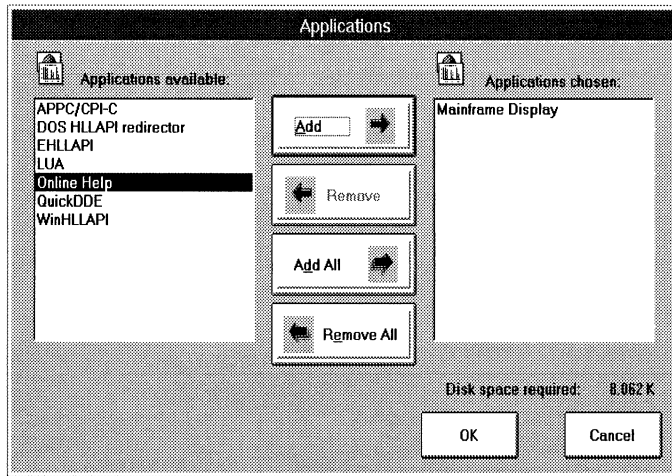
The following table describes the options on the Connections dialog box.

Choose this option...	To...
Standalone or Gateway	Display the standalone and gateway connection types in the Connections Chosen list box.
Server Connections	Display the server connection types in the Connections Available list box.
Add	Move the highlighted connection type from the Connection Available list box to the Connections Chosen list box.
Remove	Move the highlighted connection type from the Connections Chosen list box to the Connections Available list box.
Add All	Move all connection types from the Connections Available list box to the Connections Chosen list box.
Remove All	Move all connection types to the from the Connections Chosen list box to the Connections Available list box.

Note You must choose at least one connection type.

Follow these steps:

- 1 Once you have selected your desired connections, choose OK. The Applications dialog box is displayed as shown in Figure 3-5.



Chapter 3

Figure 3-5. The Applications dialog box

The following table describes the options on the Applications dialog box.

Choose this option...	To...
Add	Move the highlighted application from the Applications Available list box to the Applications Chosen list box.
Remove	Move the highlighted application from the Applications Chosen list box to the Applications Available list box.
Add All	Move all applications from the Applications Available list box to the Applications Chosen list box.
Remove All	Move all applications from the Applications Chosen list box to the Applications Available list box.

Note You must choose at least one application to install.

- 2 Once you have selected your desired applications, choose OK.

3 Do one of the following:

If...	Then...
The Setup program detects that you already have a version of Irma installed.	The Save Configuration Files dialog box is displayed as shown in Figure 3-6. Continue with the next step.
The Setup program does not detect that you already have a version of Irma installed.	Skip to step 5.

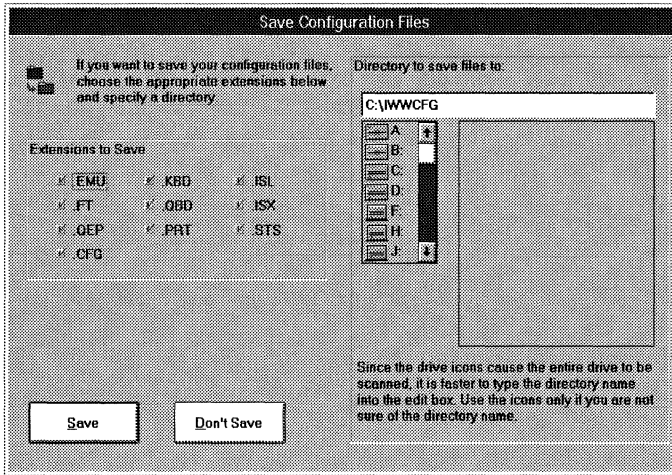


Figure 3-6. The Save Configuration Files dialog box

4 Do one of the following:

Choose this option...	To...
Save	Save the selected configuration files to a temporary directory.
Don't Save	Not save any of your previous configuration files.

5 At this point, the Irma files are copied to the destination directory. You are prompted to remove each diskette from the drive and insert the next diskette.

Note You can stop the installation process at any time by choosing Cancel.

When the files have completed copying, the Update System Files dialog box is displayed, as shown in Figure 3-7.

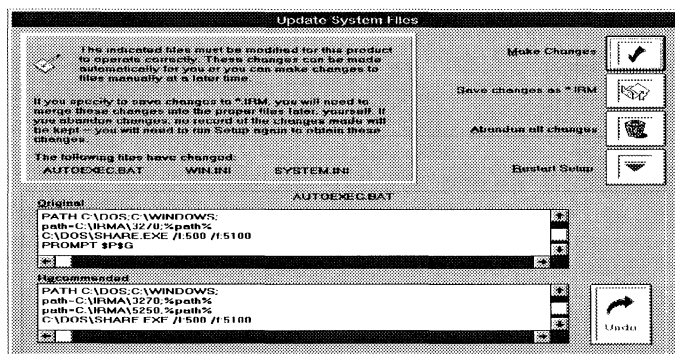


Figure 3-7. The Update System Files dialog box

6 Do one of the following:

Choose this option...	To...
Make Changes	Automatically change the system files AUTOEXEC.BAT, WIN.INI, and SYSTEM.INI.
Save Changes as *.IWW	Save the changes to a separate file. You must incorporate the changes to the individual files manually. The dialog box displays recommended changes to the AUTOEXEC.BAT file and allows you to edit the file. Use the Undo button to undo incorrect changes. Once Setup has edited the files, it displays the message "Changes have been made" and shows you where it stores the original files.
Abandon All Changes	Cancel the Setup program.
Restart Setup	Return to the first screen of the Setup program.

If you had a previous version of Irma installed, and you selected to save your configuration files, a Setup dialog box is displayed asking if you want to restore those files from the temporary directory to the new Irma directory.



7 Do one of the following:

Choose this option...	To...
Yes	Move all the saved configuration files from the temporary directory to the Irma directory.
No	Keep all the saved configuration files in the temporary directory. You can manually move them to the Irma directory at a later time.

The Setup Complete dialog box is displayed.

8 Do one of the following:

Choose this option...	To...
Restart PC Now	Close all your applications and restart Windows.
Do Not Restart	Continue working with Windows; however, you must restart Windows before using Irma.

At this point, the installation is complete. You can skip the next section, and turn to "What the Setup program does" on page 3-22.

Installing for shared access

Continue reading this section if you chose Shared Access as the Install type. Read either "Complete Installation" or "Custom Installation," depending on the selection you made earlier in the Setup program.

Complete installation

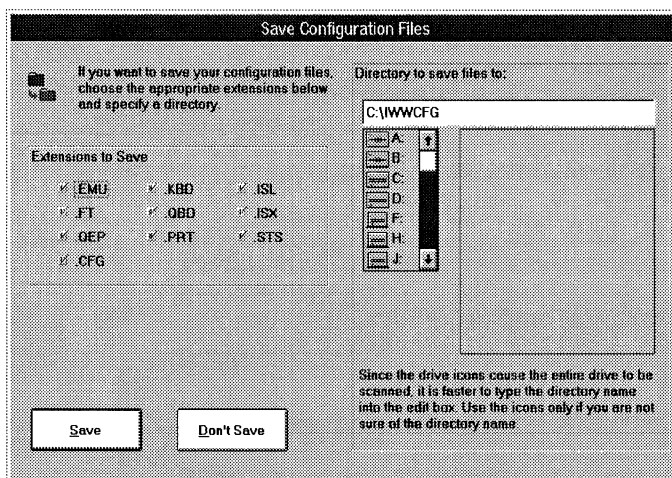
Continue reading this section if you chose Complete Installation.

1 Do one of the following:

If...	Then...
The Setup program detects that you already have a version of Irma installed.	The Save Configuration Files dialog box is displayed as shown in Figure 3-8. Continue with the next step.
The Setup program does not detect that you already have a version of Irma installed.	Skip to step 3.



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Chapter 3

Figure 3-8. The Save Configuration Files dialog box

- 2 Do one of the following:

Choose this option...	To...
Save	Save the selected configuration files.
Don't Save	Not save any of your previous configuration files.

- 3 At this point, the Irma files are copied to the destination directory. You are prompted to remove each diskette from the drive and insert the next diskette.

Note You can stop the installation process at any time by choosing Cancel.

If you had a previous version of Irma installed, and you selected to save your configuration files, a Setup dialog box is displayed asking if you want to restore those files from the temporary directory to the new Irma directory.

- 4 Do one of the following:

Choose this option...	To...
Yes	Move all the saved configuration files from the temporary directory to the Irma directory.
No	Keep all the saved configuration files in the temporary directory. You can manually move them to the Irma directory at a later time.

The Setup dialog box is displayed, as shown in Figure 3-9.

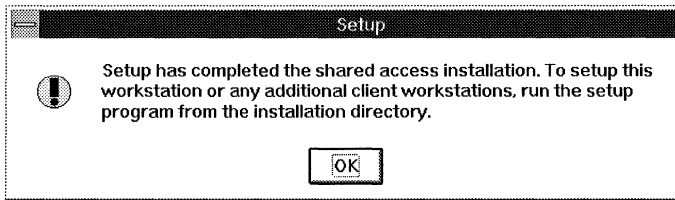


Figure 3-9. The Setup dialog box

- 5 Choose OK. At this point, the installation is complete.

Now you are ready to run the Setup program from each workstation. For instructions on installing to each workstation, skip to “Attaching a workstation to a shared installation” on page 3-18.

Custom installation

Continue reading this section if you chose Custom Installation.

At this point, the Connections dialog box is displayed as shown in Figure 3-10.

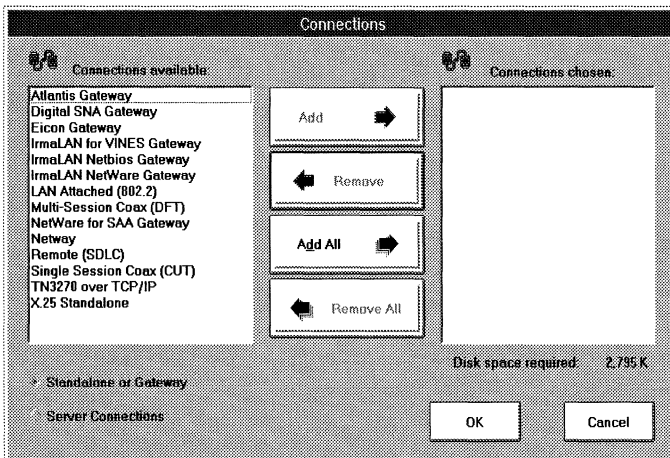


Figure 3-10. The Connections dialog box



The following table describes the options on the Connections dialog box.

Choose this option...	To...
Standalone or Gateway	Display the standalone and gateway connection types in the Connections Chosen list box.
Server Connections	Display the server connection types in the Connections Available list box.
Add	Move the highlighted connection type from the Connection Available list box to the Connections Chosen list box.
Remove	Move the highlighted connection type from the Connections Chosen list box to the Connections Available list box.
Add All	Move all connection types from the Connections Available list box to the Connections Chosen list box.
Remove All	Move all connection types from the Connections Chosen list box to the Connections Available list box.



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Note You must choose at least one connection type.

Follow these steps:

- 1 Once you have selected your desired connections, choose OK. The Applications dialog box is displayed as shown in Figure 3-11.

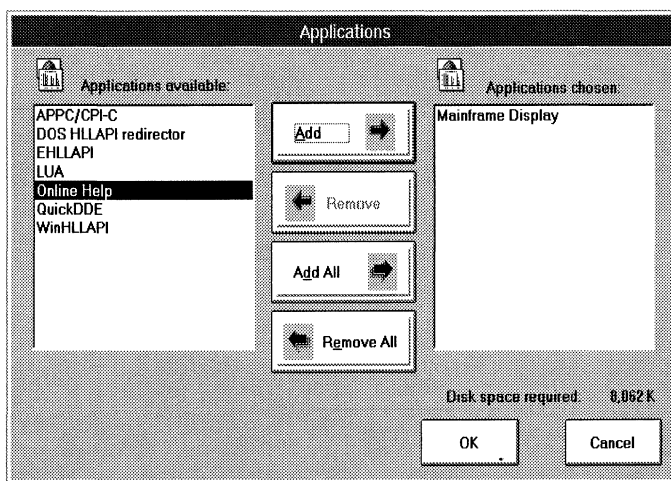


Figure 3-11. The Applications dialog box

The following table describes the options on the Applications dialog box.

Choose this option...	To...
Add	Move the highlighted application from the Applications Available list box to the Applications Chosen list box.
Remove	Move the highlighted application from the Applications Chosen list box to the Applications Available list box.
Add All	Move all applications from the Applications Available list box to the Applications Chosen list box.
Remove All	Move all applications from the Applications Chosen list box to the Applications Available list box.

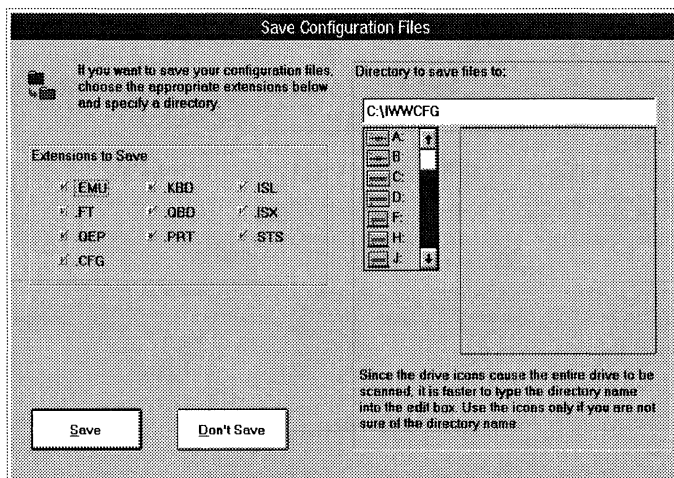


Chapter 3

Note You must choose at least one application to install.

- 2 Once you have selected your desired applications, choose OK.
- 3 Do one of the following:

If...	Then...
The Setup program detects that you already have a version of Irma installed	The Save Configuration Files dialog box is displayed as shown in Figure 3-12. Continue with the next step.
The Setup program does not detect that you already have a version of Irma installed	Skip to step 5.



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Figure 3-12. The Save Configuration Files dialog box

- 4 Do one of the following:

Choose this option...	To...
Save	Save the selected configuration files.
Don't Save	Not save any of your previous configuration files.

- 5 At this point, the Irma files are copied to the destination directory. You are prompted to remove each diskette from the drive and insert the next diskette.

Note You can stop the installation process at any time by choosing Cancel.

If you had a previous version of Irma installed, and you selected to save your configuration files, a Setup dialog box is displayed asking if you want to restore those files from the temporary directory to the new Irma directory.

- 6 Do one of the following:

Choose this option...	To...
Yes	Move all the saved configuration files from the temporary directory to the Irma directory.
No	Keep all the saved configuration files in the temporary directory. You can manually move them to the Irma directory at a later time.

The Setup dialog box is displayed, as shown in Figure 3-13.

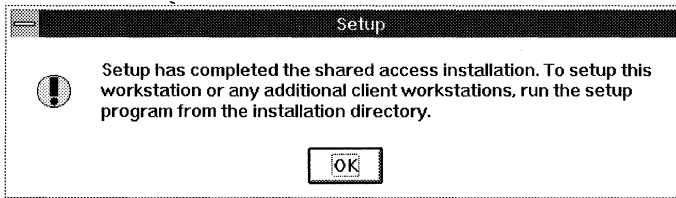


Figure 3-13. The Setup dialog box

- 7 Choose OK. At this point, the installation is complete.

Now you are ready to run the Setup program from each workstation. For instructions on installing to each workstation, read the next section, “Attaching a workstation to a shared installation.”

Attaching a workstation to a shared installation

To attach a workstation to the Irma shared installation, follow these steps:

- 1 From the workstation that you want to attach, use the Windows File Manager and choose the file SETUP.EXE located in the Irma installation directory.

The Irma title screen is displayed. Then the DCA License Agreement is displayed.

- 2 Read the DCA License Agreement, using the scroll bar to view the text.



- 3 When you have finished reading the License Agreement, choose "I have read the entire license agreement and I agree." The Welcome dialog box is displayed, as shown in Figure 3-14.

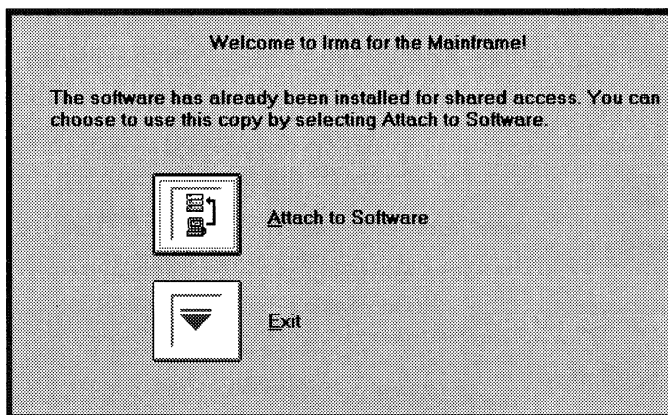


Figure 3-14. The Welcome dialog box

- 4 Choose Attach to Software. The Set Private Directory dialog box is displayed, as shown in Figure 3-15.

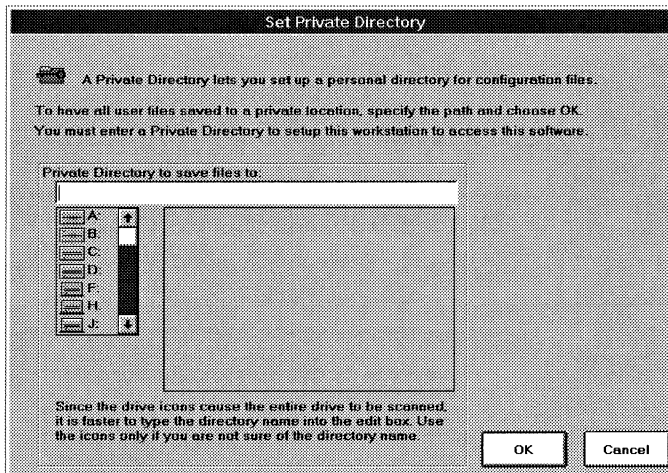


Figure 3-15. The Set Private Directory dialog box

- 5 Specify the private path and choose OK.
- 6 At this point, the Irma files are copied to the destination directory. You are prompted to remove each diskette from the drive and insert the next diskette.

Note You can stop the installation process at any time by choosing Cancel.

When the files have completed copying, the Group Box dialog box is displayed.

7 Do one of the following:

Select this option...	To...
User Defined	Create a new program group containing the Irma icons.
Any program group from the list box	Add the Irma icons to an existing program group.

8 Choose OK.

9 If you selected User Defined, the Name Group Box dialog box is displayed. Enter the new group box name and choose OK. You are returned to the Group Box dialog box. Then, choose OK.

The Update System Files dialog box is displayed, as shown in Figure 3-16.



Chapter 3

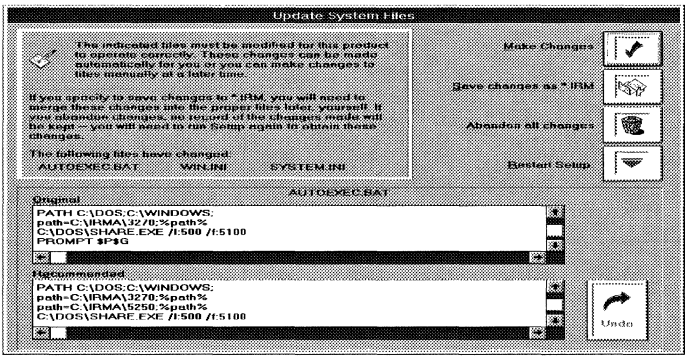


Figure 3-16. The Update System Files dialog box

10 Do one of the following:

Choose this option...	To...
Make Changes	Automatically change the system files AUTOEXEC.BAT, WIN.INI, and SYSTEM.INI. We recommend that you allow the Setup program make this changes for you.
Save Changes as *.IWW	Save the changes to a separate file. You must incorporate the changes to the individual files manually. The dialog box displays recommended changes to the AUTOEXEC.BAT file and allows you to edit the file. Use the Undo button to undo incorrect changes. Once Setup has edited the files, it displays the message "Changes have been made" and shows you where it stores the original files.
Abandon All Changes	Cancel the Setup program.
Restart Setup	Returns to the first screen of the Setup program.

The Setup Complete dialog box is displayed.

11 Do one of the following:

Choose this option...	To...
Restart PC Now	Close all your applications and restart Windows.
Do Not Restart	Continue working with Windows; however, you must restart Windows before using Irma.

At this point, the installation is complete. Continue reading the next section, "What the Setup program does."



Chapter 3

What the Setup program does

When you install Irma, the Setup program performs the following tasks:

- Copies the Irma files and directories to the destination directory
- Creates a program group containing the Irma application icons
- If you chose to have the Setup program automatically update your system files, the following changes are made:
 - The *irma* directory is added to the path statement of your AUTOEXEC.BAT, where *irma* is the destination directory you specified
 - The following lines are added to your WIN.INI file:

```
[IrmaWorkStation]
defaultpath=drive:\path\3270
CompleteRUs=NO
UsePrinterSHUTD=NO
```

- If you had a previous version of Irma installed, and you chose to save your configuration files, a temporary directory named \IWWCFG is created, and those selected files are copied to that directory. At the end of the Setup program, if you select to restore your configuration files, the files are moved from the temporary directory to the Irma installation directory.

Running Setup after Irma is installed

After you initially install Irma, you may need to run the Setup program again. The options available to you depend on whether you installed Irma as a personal copy or as a shared access installation.



Chapter 3

Personal copy

If you installed Irma as a personal copy, you can run the Setup program to do the following:

- View the ReadThis.WRI file
- Add connections or applications
- Install an option disk
- Change the host language
- Deinstall Irma
- Set up other options including:
 - Update system files
 - Change the name of the Irma program group
 - Save configuration files
 - View current setup
 - Install keyboard driver



Chapter 3

To run the Setup program, choose the Setup icon from the Irma program group, and then choose the option that you want to change.

Shared access

If you installed Irma for shared access, you can run the Setup program to do the following:

- Update system files
- Change the name of the Irma program group
- Save configuration files
- View current setup
- Install keyboard driver
- Attach to the shared access installation

To run the Setup program, choose the Setup icon from the Irma program group, and then choose the option that you want to change.

Summary

In this chapter, you learned the following:

- ❑ How to install Irma using either the Personal Copy or the Shared Access installation types
- ❑ What the Setup program does
- ❑ How you can run the Setup program after the initial installation

Before you can use any of the installed connectivities, you must configure each connection. All the information about configuring, customizing, and using the Irma connectivities is contained in online help. Therefore, it is very important that you understand how the Irma online help works and how to find the information you need.

Now turn to Chapter 4, “How Online Help Works,” to learn how to use the Irma online help.



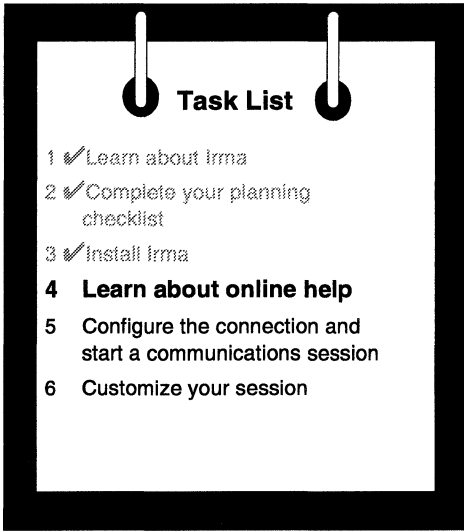
Chapter 3

How Online Help Works

- Why use online help? 4-2
- What if you're new to online help? 4-2
- How do you access online help? 4-5
- Online help tutorial 4-6
- Summary 4-9

Chapter 4





If you haven't used online help before, don't worry. This chapter will teach you how to access online help from a dialog box and by using the Help menu. You'll also learn how to use each of the Help buttons and how to search for a topic.

Even if you're familiar with using online help in other products, take a few minutes to scan this chapter so you'll understand how the Irma online help works.

You'll need about 15 minutes to read this chapter and complete the online help tutorial.



Chapter 4

Why use online help?

It is very important that you are comfortable working with the Irma online help because it contains the information you need to configure, use, and customize Irma.

What if you're new to online help?

If you haven't used online help before, take a few minutes to become familiar with the features described in this section.

When you access online help, you'll see a window similar to the one in Figure 4-1.

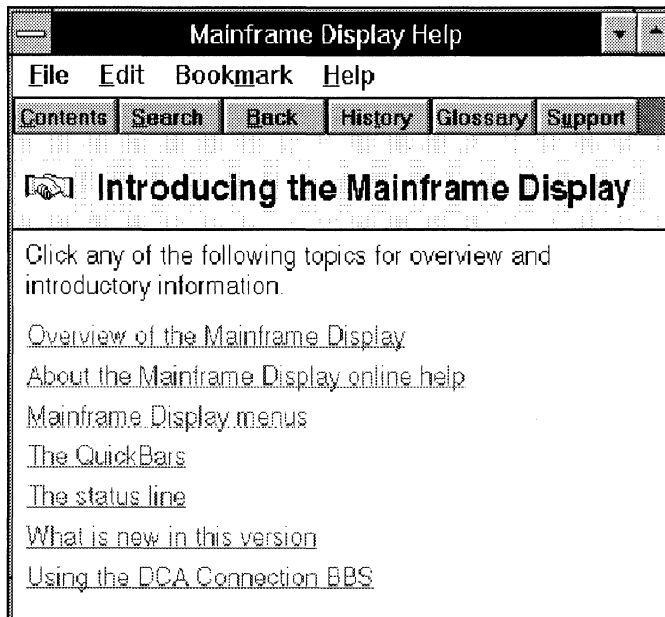








Figure 4-1. Example of a Help window

Table 4-1 describes the Help window features.

Table 4-1. Help window features

Feature	Example	Description
Jumps	<u>The status line</u>	When you see text that is underlined with a solid line, it means that the text is linked to another piece of information. When you move the pointer over the underlined text, the pointer changes to a pointing hand. Click once on the underlined text to “jump” to the related information. To move back to the original help topic, choose Back from the button bar.

Table 4-1. Help window features (cont.)

Feature	Example	Description
Popup boxes	Mainframe.Display	When you see text that is underlined with a dotted line, it means that the text is linked to another piece of information. When you move the pointer over the underlined text, the pointer changes to a pointing hand. Click once on the underlined text to displayed a pop-up box containing the related information. To close the pop-up box, click once anywhere on the screen.
Contents button		This button displays the help contents for the application. This contents page is organized much like a table of contents in a book. If you're new to an application, you can start with "Introducing" and move on to the other major topics, just as you would move through a book.
Search button		This button displays the Search dialog box, which allows you to search for keywords in the online help.
Back button		This button takes you back to the previous help panel.
History button		This button displays the names of the help panels in the order in which you have accessed them.
Glossary button		This button displays a glossary of terms used in the application.
Support button		This button displays a Write file containing information about contacting DCA Technical Services.

For complete information about using Windows online help, including how to print help panels, do the following:

- Choose Using Windows Help from the Help menu of any window.
- or
- Open any Help window and press **F1**.
- or
- Open any Help window and choose Using Help from the Help menu.



How do you access online help?

Table 4-2 explains the two ways to access online help.

Table 4-2. Ways to access online help

You can access online help by...	The information you see is...
Clicking on the Help button in a dialog box.	Detailed information about the dialog box, including information for each entry field or selection.
Choosing Help from the menu bar.	Help that is organized much like a book, including a contents panel. You can search the entire help file for the information you want. The help file also includes a glossary.

Once you have accessed online help, you can resize, move, maximize, and minimize the Help window, just as you can any other window. If you see a scroll bar on the right side of the Help window, be sure to scroll down to see all the information for a help topic.



Chapter 4

The following sections explain how to access online help using both methods.

Choosing the Help button from a dialog box

Most dialog boxes that require you to enter information or to make choices contain a Help button. For assistance with completing the fields or making selections, simply click the Help button. The Help window is displayed with information about the dialog box, including the entry fields and other selections.

To close the Help window, choose Exit from the File menu.

Choosing help from the menu bar

You can access online help anytime by choosing one of the topics from the Help menu. The menu selections are described in Table 4-3.

Table 4-3. Help menu selections

Selection	Description
Help for <i>application</i>	This selection opens the Help window and displays a panel that introduces the application.
Using Windows help	This selection opens the Help window and displays general information about how to use online help.
Contents	This selection opens the Help window and displays the contents panel for the application's online help.



Chapter 4

Online help tutorial

Follow these steps to learn how to access, search, and navigate through the Irma online help.

Lesson 1: Using the Help button in a dialog box

- 1 Start the Mainframe Sessions application by choosing the Mainframe Sessions icon. You don't need to activate a host session to complete the online help tutorial.
- 2 Choose Preferences from the Settings menu. The Preferences dialog box is displayed.
- 3 Click the Help button. The Help window is opened, and it displays information about the Preferences dialog box.
 - ✓ You just accessed online help using a dialog box Help button.
- 4 If necessary, use the scroll bars so that you can see the Related Topics at the bottom on the help panel.
- 5 Click the green text "Using shortcut keys" to jump to information about shortcut keys.
 - ✓ You just learned how to "jump" from one topic to another.

- 6 Close the Help window by choosing Exit from the File menu.
- 7 Choose Cancel to close the Preferences dialog box.

Lesson 2: Using the Help menu option

- 1 Choose Help for Mainframe Display from the Help menu. The Help window is opened, and it displays the help topic “Introducing Mainframe Display.”
 - ✓ You just accessed online help using the Help menu.
- 2 Click the text “Mainframe Display menus.” A pop-up box displays a list of jumps.
- 3 To close the pop-up box, click anywhere on the screen.
 - ✓ You just learned how to display and close a pop-up box.
- 4 Choose Contents from the button bar. The help topic “Help Contents for Mainframe Display” is displayed.
 - ✓ You just learned how to navigate to the Contents panel.
- 5 Click the text “Getting Started.” The “Getting Started” help topic is displayed.
- 6 Click the text “Selecting your connection.” The “Selecting your connection” help topic is displayed.
- 7 Choose Back from the button bar. The previous help topic (“Getting Started”) is displayed.
- 8 Choose Back from the button bar. The previous help topic (“Help Contents for Mainframe Display”) is displayed.
 - ✓ You just learned how to display previous panels using the Back button.
- 9 Choose Search from the button bar. The Search dialog box is displayed.
- 10 Enter the word “QuickBar.” As you type, the upper list box displays keywords that match what you are entering.
- 11 When the word “QuickBar” is highlighted, click Show Topics. A list of related topics is displayed in the lower list box.
- 12 Select “Customizing your QuickBar,” and click Go To. The “Customizing your QuickBar” topic is displayed.
 - ✓ You just learned how to find a help topic using the search feature.
- 13 Close the Help window by choosing Exit from the File menu.



Chapter 4

Lesson 3: Using the Glossary and Support buttons

- 1 Choose Contents from the Help menu.
- 2 Choose Glossary from the button Bar. The Glossary window is opened, and it displays the glossary contents.
- 3 Click the letter “L.” The contents list scrolls to the letter L.
- 4 Scroll down until you see the text “LU” and click the text. A definition for LU is displayed in a pop-up box.
- 5 To close the pop-up box, click anywhere on the screen.
- 6 To close the Glossary window, choose Close from the Control menu (the left-most icon in the title bar).

✓ You just learned how to use the glossary feature.

- 7 If you have a question, and you cannot find the answer in this guide or in the online help, you may want to contact DCA Technical Services. To find out more information about troubleshooting and contacting Technical Services, choose Support from the button bar. A Write file is displayed with information about troubleshooting and contacting Technical Services.

Note You can also refer to Appendix A, “Troubleshooting,” for information about contacting DCA Technical Services.

- 8 To close the Write window, choose Exit from the File menu.

✓ You just learned how to access troubleshooting and Technical Services information.

That’s all there is to using the Irma online help. You should now feel comfortable in accessing the information you need to configure, use, and customize Irma.



Chapter 4

Summary

In this chapter, you learned the following:

- How to access online help from a dialog box and the Help menu
- What each of the Help buttons does
- How to search the online help for a keyword

Now that you know how to use the Irma online help, turn to Chapter 5, “Finishing Up the Task List,” which tells you where to go from here to complete the remaining tasks on the task list.



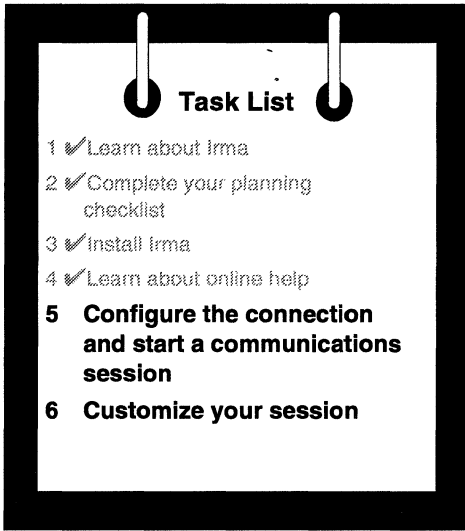
Chapter 4

Finishing Up the Task List

- Configuring the connection and starting a communications session 5-2
- Customizing your session 5-6
- Developing your own applications 5-6
- Summary 5-7

Chapter 5





In this chapter, you'll complete Task 5, "Configuring the connection and starting a communication session." This chapter also tells you how to get additional information from online help to assist you with Task 6, "Customizing your session."

In addition, this chapter describes the application tools available for Irma.

You'll need about 10 minutes to read this chapter.

Configuring the connection and starting a communications session



Chapter 5

Task 5 on the Task List is "Configure the connection and start a communications session." This section explains how to do this task.

To configure a mainframe connection, follow these steps:

- 1 Start the Mainframe Sessions application by clicking the Mainframe Sessions icon. The Select Connection dialog box is displayed.

As an example, a Select Connection dialog box with only the 802.2 connection installed is shown in Figure 5-1.

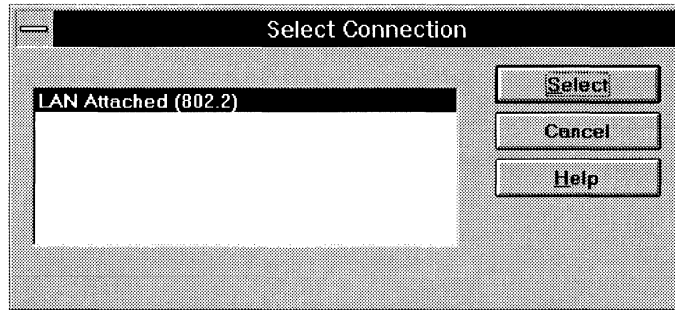


Figure 5-1. The Select Connection dialog box

- 2 Select the connection type you want to use and choose Select. The Configuration Options dialog box is displayed as shown in Figure 5-2.

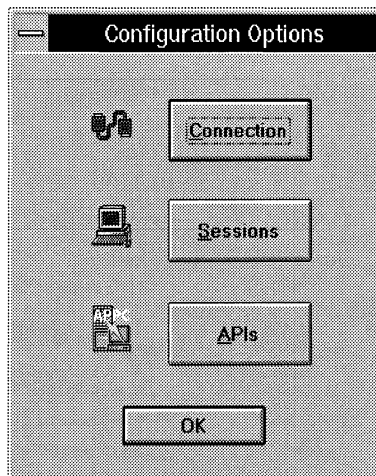


Figure 5-2. The Configuration Options dialog box

- 3 Choose Connection. A Connection dialog box is displayed with entry fields for the selected connection type. For assistance with completing this dialog box, click Help.

As an example, the Token-Ring Connection dialog box is shown in Figure 5-3.



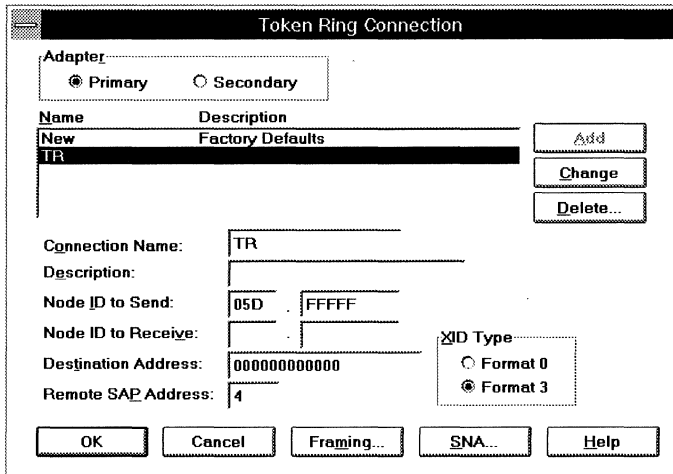


Figure 5-3. The Token Ring Connection dialog box

- 4 Some connection types have additional dialog boxes that are accessed by choosing buttons on the Connection dialog box. Be sure to enter the required information in all the dialog boxes.

For example, the Token-Ring Connection dialog box, shown in Figure 5-3, has two buttons named Framing and SNA. If you click either of these buttons, another dialog box is displayed.

- 5 When you have entered all the information in the Connection dialog box(es), choose OK. The Select Connection dialog box is displayed.
- 6 Choose Select to make the newly configured connection the active connection. The Start Sessions dialog box is displayed, as shown in Figure 5-4.



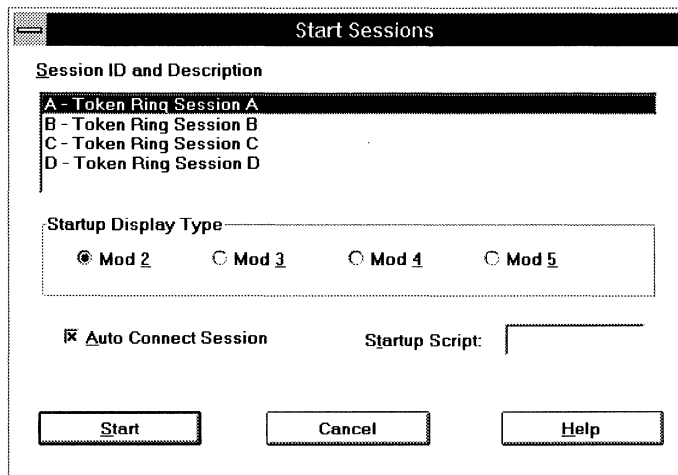


Figure 5-4. The Start Sessions dialog box

- 7 Select the Session you want to start and the Startup Display Type. If desired, choose Auto Connect Session and specify a Startup Script.

For assistance with completing the fields in this dialog box, choose Help.

- 8 Choose Start to start the session.



Customizing your session

Task 6 on the Task List is “Customize your session.” All the information you need to do this task is contained in the online help.

To find the information you want:

- 1 Choose Contents from the Help menu. The Help window is opened, and it displays the “Contents” topic.
- 2 Do one of the following:

To...	Do this...
See a list of related topics	Choose the Topic “Using the <i>application</i> ,” where <i>application</i> refers to the application you are currently running.
Search for a topic	Choose Search from the button bar and search for a topic based on a keyword.

Refer to Chapter 4, “How Online Help Works,” for assistance with using online help.

Developing your own applications

As you use Irma, you may decide that you want to automate common tasks. There are several tools that can help you develop your own applications that work with Irma. Each tool is described in Table 5-1.

Table 5-1. Development tools

Development tool	Description
Standard Irma Script Language (SISL)	Irma offers enhanced scripting capabilities with the Standard Irma Script Language (SISL). For example, you can use SISL to automate file transfers, start and control applications, access a mainframe database, and retrieve and move information. You use the QuickScript application that is included with Irma to create, edit, compile, and run the SISL scripts. Full support for SISL is included in the Mainframe Sessions application. Instructions for using SISL and QuickScript are contained in the QuickScript online help.



Chapter 5

Table 5-1. Development tools (cont.)

Development tool	Description
QuickApp™ for Windows	DCA offers a product, QuickApp for Windows, that is a middle-ware communications development tool for developing client/server applications. QuickApp requires Visual Basic™, Visual C++™, PowerBuilder™, SQLWindows®, or ObjectView®. You can use QuickApp with Irma to develop graphical front-end interfaces for legacy host applications. For more information, or to order QuickApp for Windows, contact DCA Sales Operations at 1-800-348-3221.
Distributed Applications Developer's Tool Kit	To develop your own applications using APPC, CPI-C, LUA, or CSV, you must have this tool kit. To order the tool kit, call Developer Services at (404) 740-0001.
HLLAPI Software Developer's Tool Kit	To develop your own applications using HLLAPI, you must have this tool kit. To order the tool kit, call Developer Services at (404) 740-0001.



Summary

In this chapter, you learned the following:

- How to configure a connection and start a session
- Where you can find information to help you customize your sessions
- The development tools available for Irma

We hope you found this *Getting Started Guide* to be helpful. We welcome your comments so that we can continue to improve our documentation. Please use the Comment Card located in the back of this guide to give us your ideas and suggestions.

There are also electronic Comment Cards included in the online help for each application. Choose “What Do You Think” from the Contents panel to access the online Comment Card.

Troubleshooting

- General troubleshooting procedures A-2
- Contacting Technical Support A-2
- Technical support information sheet A-8
- Obtaining product upgrades A-9
- Replacing software disks A-9
- Returning hardware or software A-10
- DCA return form A-13

Appendix A



General troubleshooting procedures



Appendix A

If you have problems running your Irma software, complete the following steps:

- 1 **Check to see that your system meets the minimum hardware and software requirements necessary to use the product.** Refer to the hardware and software requirements earlier in this guide for this information.
- 2 **Check the configuration options.** Most problems are caused by incorrect software configuration. Check to make sure you have selected the correct configuration options.
- 3 **Check your connections.** Check your cable connections and make sure that they are securely attached.
- 4 **Check your system.** You may be using peripheral equipment or other software that may not be compatible with this product. Try disabling some of the other memory-resident programs.
- 5 **Resolve errors.** If you are receiving error messages, click Troubleshooting from the Help Contents for help resolving these messages.
- 6 **Check the DCA BBS.** Check the DCA BBS for tech tips or hot fixes that may solve your problem.
- 7 **Consult your distributor.** If you cannot identify and solve the problem without assistance, contact your product distributor. Call from a location where you have access to the problem PC.
- 8 **Contact DCA technical support.** Refer to the following sections, "Contacting Technical Support" and "Technical Support Information Sheet," for more information.

Contacting Technical Support

Every product package that you purchase from DCA comes with a Standard level of technical support as a part of our SupportWorks technical services program. SupportWorks Standard provides access to technical support through our Technical Services Group (TSG) by **phone** or through **electronic** means.

Note The Standard SupportWorks program offerings vary from country to country. The information provided here is for the United States and Canada. For International Support Services, contact your local DCA distributor, DCA account representative, or TSG for details.

Phone access for registered users

In the United States and Canada, SupportWorks Standard support provides the following phone service to registered users from 9 A.M. to 8 P.M. Eastern Time, Monday through Friday, excluding DCA holidays:



Appendix

- Complimentary technical support from DCA for 90 days calculated from the day of your first call

Note After the 90 days have expired, you can call TSG for a minimal fee, which will be applied to your credit card (Master Card, VISA, or American Express).

- An estimated 4-hour response time from a technical support analyst

Note The SupportWorks offerings vary from country to country. The information provided here is for the United States and Canada. For International Support Services, contact your local DCA distributor, DCA account representative, or TSG for details.

Support hotlines

Our support hotlines follow:

United States, Canada, and Latin America (404) 740-0300

Asia (65) 291-7988

Australia (61) (2) 451-8255

Europe +353 61-472111

Japan (81) (3) 5275-0130

Before you call

Before contacting TSG by phone, complete the following items in preparation—it will help us to resolve your problem more quickly and efficiently.

- If possible, when you call, be at the computer with the DCA product installed and connected, the computer on, and the software loaded.
- Complete the "Technical Support Information Sheet" located in the following section.

Electronic access for registered users

You can contact TSG electronically by fax, BBS, or public electronic mail services. DCA will endeavor to respond by the next business day to issues submitted electronically, and this service is available during and after your standard 90 days of support service.

FAX access

The fax numbers are as follows:

United States, Canada, and Latin America (404) 442-4358

Asia (65) 291-9281

Australia (61) (2) 451-4034

Europe +353 61-474002

Japan (81) (3) 5275-0755

Using the "Technical Support Information Sheet," you can fax your question or problem directly to TSG.

BBS access in the United States and Canada

(404) 740-8428

Registration on the DCA BBS is free. All you need is an asynchronous modem and asynchronous communication software, such as DCA Crosstalk[®]. Set your communication software parameters for BBS access as follows:

Parameter	Setting
Data bits	8
Parity	None
Stop bits	1
Speed	1200 or higher
Emulation	ANSI or TTY

BBS access in Europe, Africa, and the Middle East

353 61 474460

353 61 474246

(If you have modem compatibility problems with the first number, try this number.)



Appendix J

Registration on the DCA BBS is free. All you need is an asynchronous modem and asynchronous communication software, such as DCA Crosstalk. Set your communication software parameters for BBS access as follows:

Parameter	Setting
Data bits	8
Parity	None
Stop bits	1
Speed	1200 or higher

If the following options are available in your asynchronous communications software, use these values:

Option	Value
Flow Control	RTSCTS
Terminal	ANSI
File Transfer	Zmodem

Using the DCA BBS

As a new user (the first time you dial the BBS), you are required to enter a user name and password of your choice. If you forget either your user name or password, call TSG to provide required information to access the BBS. New users have the right to view all files on the DCA BBS that are not password-protected, such as product tech tips, README files, frequently asked questions, and utilities.

You can upgrade your rights by contacting TSG. For instance, you may want to be able to upload and download files from several conferences. You can also access software as well as text files.

Tips for using the DCA BBS

- DCA uses the PK(UN)ZIP.EXE programs to compact files on the BBS in order to conserve space and optimize the time you spend downloading files. If you do not have these programs, you can download both programs from the BBS.



Appendix A

- Compact your disks when uploading using the PKZIP.EXE program to optimize the time you spend on the BBS.
- If you know the file that you want to download, you can download the file without knowing where it is. When you access the File Downloads area, enter the name exactly as you have received it and proceed with the download process.
- If you have problems connecting to the DCA BBS, check your modem settings first.
- If you receive a busy signal consistently when you are trying to connect to the BBS, your modem may be configured incorrectly. Check your modem configuration. If the problem persists, contact TSG for assistance.
- If the BBS number you are dialing does not answer, check your modem configuration. If the problem persists, contact TSG for assistance.

When submitting an issue electronically, be sure to include all the information on the "Technical Support Information Sheet" in the following section.

Internet and CompuServe access

To find out how to contact us through the Internet or CompuServe™, call your local support hotline.

Other technical support options

More comprehensive technical support packages are available from DCA. The SupportWorks technical support services programs offer a wide range of base (complimentary) services in addition to several tiers of expanded services designed to help you implement and maintain your DCA products most effectively. In the United States and Canada, these programs provide extensive coverage, such as:

- Fifteen-minute to 2-hour response times
- Toll-free telephone access
- Walk-through installations
- On-site visits from Senior Support Analysts

If you are located in the United States, Canada, or Latin America, call your account representative at (800) 348-3221 and ask about Standard, Classic, Enhanced, and Premium SupportWorks offerings for more information.

Note The SupportWorks offerings vary from country to country. The information provided here is for the United States and Canada. For International Support Services, contact your local DCA distributor, DCA account representative, or TSG for details.



Appendix A

Obtaining product information through the DCA FAX Connection

(404) 442-4035

You can access the DCA FAX Connection to obtain current information about all of DCA's product offerings, including pricing, technical tips, and general product information. Simply call the number and you will be electronically guided through the system. During the process, you must provide a fax number to designate where to send the requested documents.

Please provide the following reports based on the type of problem that is occurring:

Problem type	Report requested
General protection fault	MSD report and Dr. Watson report.
Connection or link failure	Trace of communications activity and system log.
Installation or configuration error	Printed configuration file and system log.
Agent installation error	Agent's MSD report, Agent's WSAGENT.LOG, and *.INI file listing from Agent installation media.
Script error	Script and Agent's WSAGENT.LOG.
Transport error	MSD report.
Other errors	MSD report.



Obtaining product upgrades

DCA periodically updates its software to add features or to correct reported problems. If you are covered under the DCAdvantage Upgrade Maintenance Plan, all of these releases will be sent to you automatically. If you are not covered, you may be required to purchase product upgrades if you desire.

For more information regarding the annual DCAdvantage Upgrade Maintenance Plan, or for one-time product upgrades, contact your local DCA account representative.

Replacing software disks

To receive a replacement disk during the warranty period, contact DCA TSG in the United States or your international distributor. If you are calling DCA, ask to speak to a technical support analyst who will verify the problem and arrange to replace the disk, if necessary. Return the disk, postage prepaid, by means of a traceable carrier, to DCA at one of the addresses shown here. DCA does not accept disks that have been sent C.O.D. In addition, you must insure any item being returned to DCA. DCA is not responsible for any items lost or damaged in transit.

Address

United States and Canadian customers should mail the disk, postage prepaid, to the following address:

Digital Communications Associates, Inc.
Technical Services Group
1000 Alderman Drive
Alpharetta, GA 30202-4199

Customers outside the United States and Canada should contact their dealers or distributors to replace a disk.

Replacement disks are shipped by a method of DCA's choosing. If you desire a different shipping method, or are located outside the United States, you must bear the cost of shipment. Please use a street address as a return address; DCA does not ship items to a Post Office box.

Returning hardware or software

If for any reason you need to return a DCA product, use the Return Form included in your package. If you are returning an evaluation or product for credit, call your DCA account representative 1-800-348-3221 to obtain an RM# (return of merchandise number).

If you cannot locate the Return Form, used the procedure and form provided here.

Hardware return information

If you believe you have a hardware problem, please call DCA TSG or your international distributor or dealer before you remove or disconnect your DCA product. You may be asked to perform some diagnostics that require you to leave the unit installed to determine the nature of the problem.

There is no charge for the repair or replacement of hardware under warranty. DCA will repair units not under warranty at the prevailing rates. If the hardware is not under warranty and there is a charge, DCA requires a hard-copy purchase order, a letter of intent to pay, or a charge card number (Visa, Master Card, or American Express). Contact TSG for further details.

Returning hardware for repair, an evaluation product, or a product for credit



Appendix A

The following procedure explains how to return hardware for repair, return an evaluation product, or return a product for credit:

- 1 If you are calling from the United States or Canada, call your DCA account representative at 1-800-348-3221 to obtain an RM# (return of merchandise number).

If you are calling from anywhere outside of United States or Canada, contact your international distributor or dealer to obtain an RM#.

For Hardware Returns: If you are returning hardware, have your product serial number on hand when you call.

- 2 Copy and then complete the DCA Return Form located in the next section.
- 3 If possible, pack the hardware or software in its original container. If the original container is unavailable, be sure to wrap hardware in non-static material such as newspaper and pack it in a sturdy, cardboard container.

Note If you are returning hardware for repair, return only the unit; do not return accessories, such as cables, disks, or documentation, unless otherwise instructed.

- 4 Insert the completed DCA Return Form on top of the hardware or software inside the box before sealing.
- 5 If you are mailing from the United States or Canada, mail the unit by prepaid postage, by means of a traceable carrier, to the following address:

Digital Communications Associates, Inc.
 Attention: RM# _____
 1000 Alderman Drive
 Alpharetta, GA 30202-4199

Customers outside the United States and Canada should mail the package, postage prepaid, by means of a traceable carrier, to their distributors.

Note DCA does not accept packages that have been sent C.O.D., nor do we accept packages that lack an RM# clearly marked on the address of the package, excluding a product being returned for exchange (see the next section, "Returning a product for exchange").

Returning a product for exchange

If you are returning a product for exchange, follow this procedure:

- 1 Copy and then complete the DCA Return Form located in the next section.
 - 2 If possible, pack the hardware or software in its original container. If the original container is unavailable, be sure to wrap hardware in non-static material such as newspaper and pack it in a sturdy, cardboard container.
- Note** If you are returning hardware for repair, return only the unit; do not return accessories, such as cables, disks, or documentation, unless otherwise instructed.
- 3 Insert the completed DCA Return Form on top of the hardware or software inside the box before sealing.
 - 4 If you are mailing from the United States or Canada, mail the unit by prepaid postage, by means of a traceable carrier, to the following address:

Digital Communications Associates, Inc.
Attention: Product for Exchange
1000 Alderman Drive
Alpharetta, GA 30202-4199

Customers outside the United States and Canada should mail the package, postage prepaid, by means of a traceable carrier, to their distributors.

Note DCA does not accept packages that have been sent C.O.D.



Appendix A

DCA return form



Appendix A

Check one of the following:

Returning product for credit _____

Returning an evaluation unit
for credit _____

Returning product for
exchange _____

Returning hardware unit for
repair _____

RM# (not required for
exchanges) _____

Date _____

Contact name _____

Phone _____

Address _____

Customer Identification
number _____

Purchase order number _____

DCA contact name _____

Product name _____

Product version _____

Serial number (if applicable) _____

Reason for return _____

Place of purchase _____

Date of purchase _____

Note If this is a warranty repair, you must attach proof of purchase.

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We Need Your Comments

After you've used the product documentation, please give us your comments on this manual and the online help by completing this form and returning it to DCA. Your comments will help us improve our product.

1 Which information do you use most? Online Printed

2 Did you find any errors in the manual or online help?
 Yes No

If so, please list the page numbers or online topic and describe the error:

3 Did you look up a topic in the manual's index that you couldn't find?
 Yes No

If so, please list the topic: _____

4 Does the manual adequately explain how to install the product?
 Yes No

If not, what information is missing?

5 What part of this manual do you use most? _____

6 How often do you expect to refer to this manual?
 Never Once Occasionally Often

7 Is the level of detail provided in the manual:
 Too little About right Too much

If not enough information, what information is missing?

If too much information, what information do you not need?

8 How do you look for information in a manual?
 Scan the book Refer to the Table of Contents Look up topics in the index

9 Does the manual adequately prepare you to use online help?
 Yes No

10 Are you able to move through the online help, leave the online help, and return to your starting point without problems? Yes No

If not, what problem did you encounter? _____

11 How would you compare DCA's online help to the online help you've used for other products? Poor Average Good Excellent

Comments: _____

What online help have you used for other PC packages? _____

12 Is the level of detail provided in the online help?
 Too little About right Too much

If not enough information, what information is missing?

If too much information, what information do you not need or want?

13 Do you have any other comments about the overall quality of this documentation?

Please tell us about yourself:

Your name _____

Company name _____

Your title /key function _____

Years of PC experience _____

Address _____

Country _____ Phone _____

May we contact you about your comments? Yes No

Please send your comments to:

DCA
Attn: Information Services
1000 Alderman Drive
Alpharetta, Georgia 30202-4199
U.S.A.



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