iua CONNECTIONS

The CA-IDMS Database and Applications User Association

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Summer 1997, Number 38

JOIN US IN NEW ORLEANS FOR CA WORLD '97

by Mel Dennison, IMC Conference Chair

It's the time of the year when Computer Associates (CA) software users worldwide migrate to New Orleans for a week of education about existing and new CA products.

Yes, it's time for CA World '97. Pre-conference education will be held July 12 - 13 (additional information is available from CA), and the conference will be held at the Hyatt Regency July 13 - 18.

By now you may have seen the preliminary conference agenda on the web at www.caworld.com. As you know already if you have seen the preliminary agenda, this year's CA World is expected to be bigger and better than ever. I'd like to take a few minutes of your time to tell you about some of the conference highlights.

Below I have listed conference tracks developed by IMC committee members working with CA employees.

CAS Applications Track
Don Church (Hexcel Corporation) and Humbert Piscitelli (Lockheed Martin Tactical Defense Systems)

The CA-CAS Applications track demonstrates the capabilities of CA-CAS as the enterprise-wide integrated manufacturing and financial solution. From baseline business features to the latest in Manufacturing Workbench, Document Fax Enablement, CA-CAS View, and Internet processing, the CA-CAS Applications track provides a wealth of information for attendees of all levels. Enterprising clients offer their experiences, including migration to CA-CAS 3.0 and CA-CAS/AD 2.2, implementation of CA-CAS Manufacturing Workbench, and CA-CAS View. Education sessions presented by CA development and support staff cover basic and advanced CA-CAS functionality and features. Hands-on labs and classroom sessions offer instant feedback on the CA-CAS operations and the latest features. Finally, open client forums provide an arena in which to discuss current topics and ideas related to the CA-CAS product line and direction.

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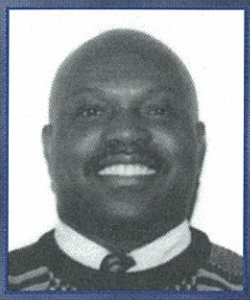

THOUGHTS FROM THE PRESIDENT

by James Winn

The past months have been busy ones for IUA. Once the workshop was completed, preparations for CA World '97 escalated (and plans for next year's workshop in Orlando have even begun).

The IUA workshop, held from March 9 to March 11 in Houston, Texas, was a tremendous success. As you read in the last issue of *IUA Connections*, new members were elected to the IUA board of directors. I would like to welcome Richard Byrn, James Rice, Doug Weaver, and Susan Weiland as well as all of our returning board members and volunteers.

The next major event of the year will be CA World '97. We have been working diligently with Computer Associates to prepare what we believe will be an outstanding conference complete with user and vendor presentations. In addition, there will be pre-conference educational opportunities and an expo of vendors demonstrating their latest technology. CA World '97 is designed to help us stay on the forefront of technology trends in the information technology industry. For an idea of what will be available, call 800/224-6369 for a preliminary agenda.

Thanks to everyone who worked to make the Houston workshop the success that it was, and thanks to those of you who are working on making CA World '97 another great conference. A special thanks to those volunteers who make workshop and conferences possible, as well as to all workshop and conference attendees.

(Join us in New Orleans, cont.)

Database Technology Track
Chris Hoelscher (Sophisticated Business Systems) and Doug Weaver (Memphis Light, Gas and Water)

The Database Technology track features client presentations about CA-IDMS database management techniques as well as user experiences in implementing CA-IDMS Release 14.0. In addition, this track offers a variety of CA-IDMS database educational offerings, including concepts and facilities, SQL application programming, and CA-IDMS DBMS internals.

Data Communications Track
John Fisher (DBAI) and Janet Schwartz (Alamo Rent-A-Car)

The Data Communications track, which focuses on CA-IDMS Release 14.0 and 21st century processing, presents traditional CA educational offerings on security, performance, and tuning. Client presentations on 21st century processing considerations are the highlight of this track, and CA staff presentations help you learn about CA-IDMS dump reading techniques, CA-ADS performance and debugging, and CA-IDMS Release 14.0 multitasking.

Distributed Computing Track
James Cone (Fel-Pro, Inc.) and Rob Kantor (Fisher Scientific)

Graphical user interfaces, client/server applications, Internet and Intranet access, mobile computing, data warehouses, database replication, multimedia applications, and reviving legacy applications are just some of the challenges facing today's MIS departments. The Distributed Computing track demonstrates how to open your corporate CA-IDMS mainframe databases to these new technologies on non-mainframe platforms. In this track, enterprising clients and senior CA developers cover the distributive computing options including gateways, ODBC, replication, Jasmine, OPAL, and other late-breaking technologies. Hear how these challenges have been met, and learn about the latest CA solutions.

Brock Shaw of Torridon Associates will represent the European IUA for all of the above tracks.

I would personally like to thank IMC Conference Committee members for all of the work they have done to ensure a successful conference.

Let's make this the best conference to date! I, along with all IUA board members, would like to wish you an enjoyable trip to New Orleans.

Mel Dennison, IMC Conference Chair, can be contacted by e-mail at renresgrp@juno.com.

BUSINESS ISSUES FORUM PRESSES ON

by Joseph Wodushek, Chairperson, IUA/CA Business Issues Forum

In November of 1993, IUA and Computer Associates (CA) formed a partnership called the Business Issues Forum (BIF).

The BIF partnership, which provides key CA managers and client managers with the opportunity to meet twice a year to discuss global business issues of interest to both parties, has been a success since its inception. BIF has initiated cooperative actions on ten business issues important to the IDMS user community, bringing eight of those ten issues to mutually acceptable solutions.

The two issues still open deal with product life cycles and product quality. Still, these issues, which are matters of ongoing concern, generate healthy discussions at each BIF held.

The BIF conducted in Houston on March 9, 1997 is a good example of the healthy exchange of ideas encouraged by BIFs. At this BIF, CA provided notable representation with a three-person team headed by Senior Vice President of Research and Development Mark Combs. Combs discussed general quality processes at CA. Other CA employees were more specific. For example, Judy Kruntorad discussed new steps by CA to assist IUA in its efforts to modify the ballot process and enhance CA software. And another CA employee, Gary Benink, discussed IDMS Release 14.0's enhanced quality checks.

BIFs also allow CA clients to bring new problems to the attention of CA. For example, at the Houston BIF, several CA clients submitted documented quality problems they have experienced with CA products to Combs for review and consideration. Issues submitted in this way are formally documented and tracked to resolution by IUA, and results are reported regularly in this publication.

You, too, could be a part of BIF. If you have specific examples of quality problems, or if you would like other business issues reviewed by BIF, please bring your concerns to the next BIF, which will be conducted as part of the IMC track at CA World '97 in New Orleans in July 1997. Or, you can bring your concerns to the attention of Joe Wodushek, BIF chairperson, by phoning him at 414/549-2878.

Consider some of these sessions when planning for CA World '97.

CA WORLD '97 SESSION HIGHLIGHTS

TRACK: DISTRIBUTED COMPUTING

I1430SS, The Ole Miss Approach to CA-IDMS on the Internet: *Mary Harrington, The University of Mississippi*

How does a university keep up with the ever-increasing demand for information? The University of Mississippi keeps data in a secure, central CA-IDMS database, then allows students to access this data in a variety of ways. Students can get their grades, check their class schedules, and register for classes on-line–all via telephone and Web browser. The key? This innovative approach invokes an identical CA-IDMS routine regardless of the access method. In this session, you will find out how you can make your data available on the World Wide Web without compromising security or introducing maintenance headaches.

I1450SR, CA-IDMS Internet Connectivity-Standard Potentials and Solutions: *Ludger Schnichels, DEBIS SYSTEMHAUS*

The first part of this session will address the potential for CA-IDMS Internet connectivity and touch on the issue of standards. The second part of this session will provide an experience report on an easy-to-implement solution for integrating legacy systems into an Internet/Intranet architecture.

I1620S-A and I1620S-B, CA-IDMS Server Advanced Topics: *Computer Associates (CA) Staff*

These sessions will examine some of the advanced topics dealing with the use of the CA-IDMS Server product: CA-IDMS Server architecture; methodology for debugging connection errors; data source definition variables and their use in connection navigation; trace options available in both the client and server environments; the most useful control blocks; and Windows/NT and ODBC security considerations. These sessions also will examine factors that influence the performance of the CA-IDMS server and discuss strategies to optimize performance.

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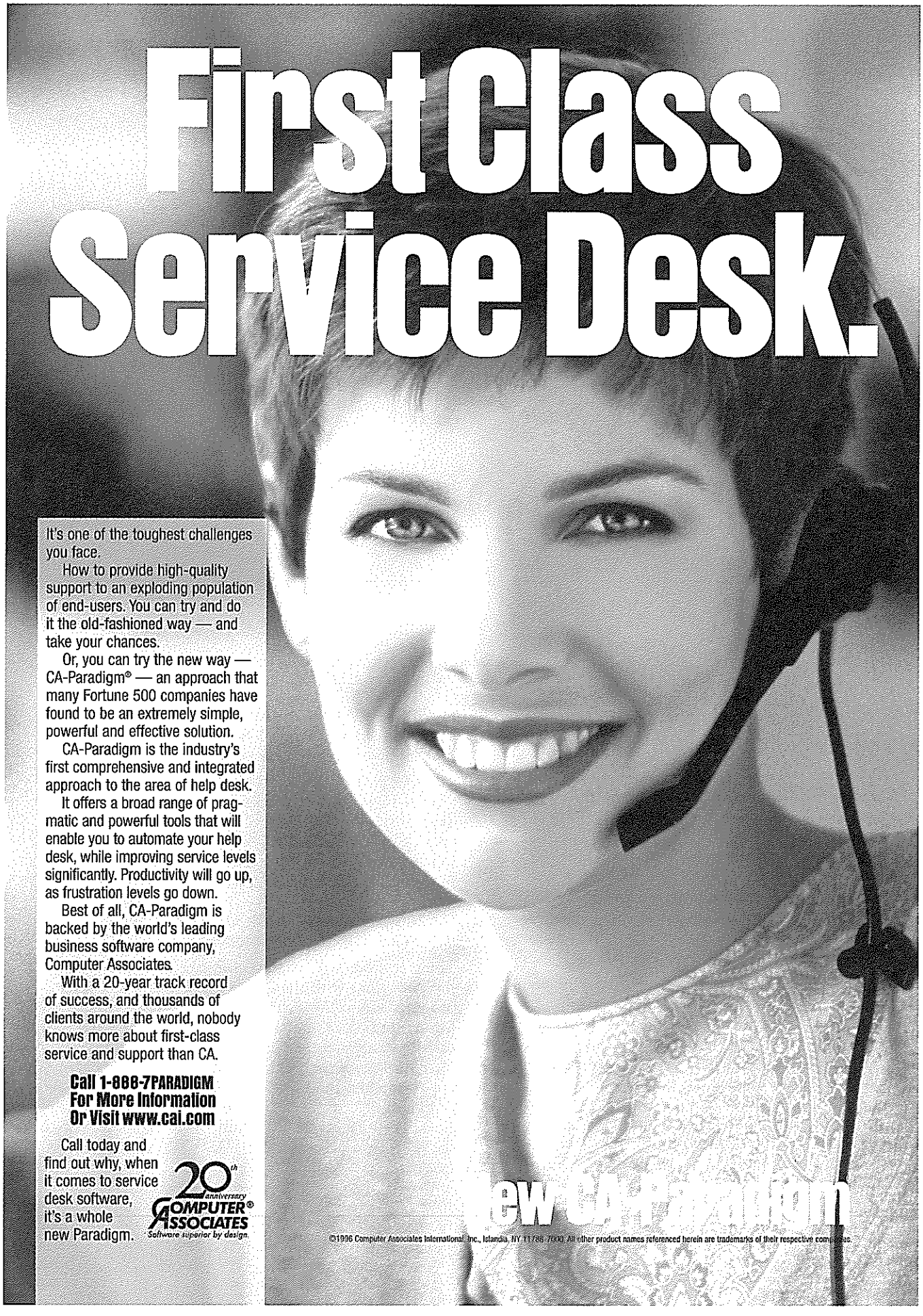
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I1650LS-A, I1650LS-B, I1650LS-C, ODBC Programming Lab: *Computer Associates (CA) Staff*
This hands-on lab will cover the programming components of using ODBC to access data in a client/server application. The lab also will cover peripheral issues, including networking issues, ODBC configuration, ODBC tracing, ODBC testing, and application debugging. Participants will use CA-Realizer, CA-OpenRoad, or CA-Visual Realizer to access the various ODBC functions in the context of a business transaction.

TRACK: CAS APPLICATIONS

I4001S, CA-CAS Status and Plans:
Computer Associates (CA) Staff
In this session, a CA product manager will update participants on CA-CAS and CA-CAS/AD manufacturing and financial management systems.

I4052S, CA-CAS and Data Warehousing:
Latiq Qureshi, Logitek International
This session will explain how the Toronto Transit Commission made CA-CAS data available to its purchasing, inventory management, and financial departments for analytical reports and queries.

I4240S, Year 2000 Reality Check:
Jim MacKay, DBAI
This session will discuss Year 2000 century support problems existing within today's computer systems, focusing on a proven method for making systems century-compliant (with emphasis on the approach used with the CA-CAS application).

I4305S, CA-CAS 3.0 Migration Case Study:
Jim Munzel, Waukesha Engine
In this session you will hear the experience of a large manufacturing company's journey from CA-CAS 1.3 through CA-CAS 1.4 to CA-CAS 3.0 for 10 CAS modules. This session will include information about migration planning, DBA and security issues, and application conversion/implementation.

TRACK: DATABASE TECHNOLOGY

I2440SR, CA-IDMS SQL Table Procedures:
Computer Associates (CA) Staff
This session will explain how to code CA-IDMS SQL table procedures.

I2630S, DBTABLE and DBNAMEs in CA-IDMS 12.0: *Richard Brinson, DB SOFT, INC*
This session will explain how DBNAMEs are used in 12.0 and how they can work in conjunction with subschema mapping.

I2910S-A, CA-IDMS Indexing Unleashed/Exploiting R12/R14:
James Moore, Concentrated Logic Corporation
The first part of this session will show how a CA-IDMS index structure is built and updated. The second part of this session will discuss sub-ordering by dbkey on an index that allows duplicate keys, then explain why this can be a real performance booster in some databases.

TRACK: DATA COMMUNICATIONS

I3140S, Multitasking in CA-IDMS Release 14.0:
Computer Associates (CA) Staff
The session will focus on the CA-IDMS multitasking feature available in MVS and MVS-like operating systems. Topics covered will include use, monitoring, tuning, and release 14.0 enhancements.

I3180S, Implementing Release 14.0:
Ian Robertson, British Telecom (BT)
The session will begin with a description of the nature and size of the BT Customer Service System (CSS). It then will 1) discuss the problems of dealing with its constant growth, technical architecture, and testing environments, 2) compare the performance of release 14.0 to the performance of release 12.0, and 3) provide information about progress been made on the use of the CMOS processor. Finally, this session will discusses BT's plans for release roll-outs.

I3040S, Total Client Care-Using WEBTRAK via the Internet: *Computer Associates (CA) Staff*
This session will review the new WEBTRAK product, which is the Internet version of TCC.

SUMMER MEETING SCHEDULE FOR CA-WORLD '97

Saturday, July 12	
Nominations Committee	3:00 - 3:30 p.m.
Communications Committee	3:30 - 4:00 p.m.
Planning Committee	4:00 - 6:00 p.m.
Technical Advisory Committee	6:00 - 9:00 p.m.
End User and Development Tools Advisory Committee	6:00 - 10:00 p.m.
Sunday, July 13	
Applications Advisory Committee	10:00 a.m. - 2:00 p.m.
Tuesday, July 15	
Products and Services Committee	3:00 - 4:00 p.m.
Executive Committee	4:00 - 5:30 p.m.
Thursday, July 17	
Advisory Committee Chairs	5:15 - 6:45 p.m.
Friday, July 18	
Executive Board	1:30 - 4:00 p.m.

CA-VISUAL EXPRESS, CA-IDMS, THE SCRIPT LANGUAGE, AND YOU

by Ken Grant, CA-Visual Express Technical Support, Computer Associates

When IUA approached me about writing an article about CA-Visual Express, I hesitated because I didn't know what to write. That was because in more than three years working in technical support, I have received thousands of questions about building reports, creating queries, optimizing the DOS/Windows environment, and working with databases. I didn't know which topic would most benefit the readers of *IUA Connections.*

After much discussion, my colleagues in technical support and I decided that it would be impossible to limit this article to just one tip-so I won't. Instead, I will present two tips: one concerning the use of CA-IDMS network sets with SQL, and one describing how to use the CA-Visual Express script language to dynamically generate SQL and pass the query to an existing report.

USING CA-IDMS NAMED SETS

In SQL, data is selected from multiple tables by means of a "join," which tells the database which columns the tables have in common. This requires you to know which columns link the tables. If, however, your relational database was built from a network database, named sets which describe the relationship between the tables may already exist. You can use the named sets in the CA-Visual Express SQL Editor, which you open by selecting File New Query SQL.

For example, assume that you need to obtain a list of all employees and their departments. The employee information is stored in the EMPLOYEE table and the department information is stored in the DEPARTMENT table. Each table contains a DEPTID column which stores the department number. The query in SQL would be:

```
Select tab1.LASTNAME, tab1.FIRSTNAME,
tab1.DEPTID, tab2.DEPTNAME
From EMPLOYEE tab1, DEPARTMENT tab2

Where tab1.DEPTID = tab2.DEPTID
```

In the above example, tab1.DEPTID = tab2.DEPTID is the join. If you wish to use a named set called EMP-DEP, the SQL would become

```
Select tab1.LASTNAME, tab1.FIRSTNAME,
tab1.DEPTID, tab2.DEPTNAME
From EMPLOYEE tab1, DEPARTMENT tab2

Where "EMP-DEP"
```

Double quotation marks are necessary around the named set in this example because hyphens are not part of the SQL standard character set. Be sure to use the proper case for the named set.

REPORTS AND DYNAMIC SQL

The columns and tables of a report query do not change, but often the search conditions do. For example, you might want to search for all employees in a particular department or find all orders placed during a particular period. You can hard code these values into a query, or, if they will change each time you print the report, you can use query and report parameters. Parameters work well as long as you prompt on the same fields each time.

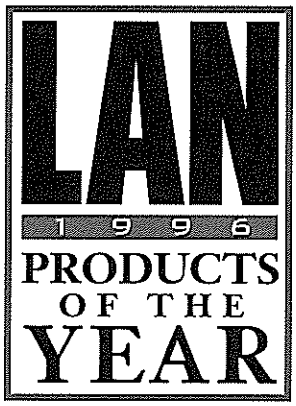
What do you do if the condition fields, Boolean logic, or number of conditions change each time the report is printed? Use the CA-Visual Express script language to create SQL-based on user input, then pass the query to a report. In CA-Visual Express, we refer to this as "Dynamic SQL."

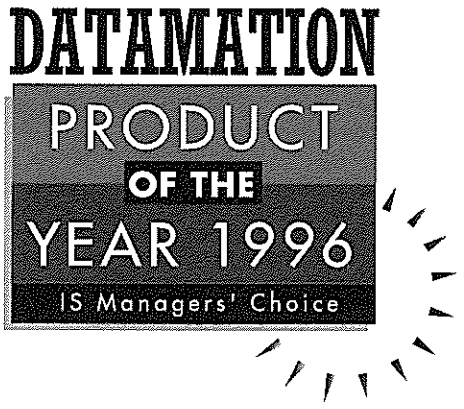
DYNAMSQL.QBE runs against the VE Sample database supplied with CA-Visual Express. The generated SQL will depend on whether you select a state, vendor status, vendor rating, all three, or neither. Select SQL Debugging from the Tools menu to see the SQL query.

Because of space constraints, it is not possible to fully describe the steps involved in building the form. To compensate, CA-Visual Express Technical Support will supply you with a copy of the QBE and several other examples of the script language upon request. You can reach us at 617/320-7632.

MARK YOUR CALENDARS FOR THE 1998 IUA WORKSHOP

The 1998 IUA Workshop will be held March 8 - 10 at the Adam's Mark Hotel in Orlando, Florida. Sessions will focus on DBA training and CA-ADS. Look for future mailings about the workshop.





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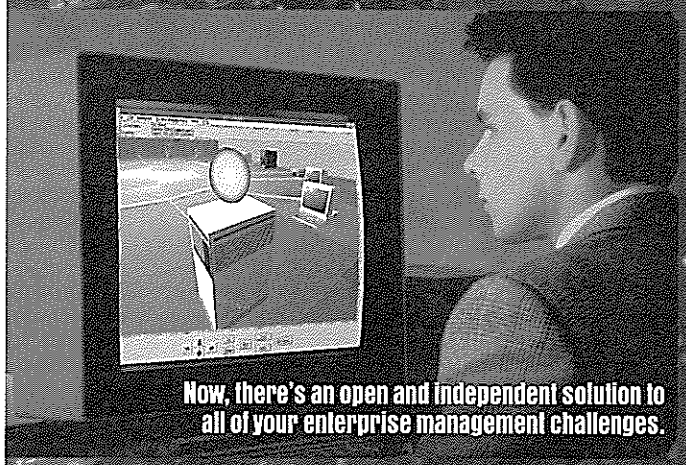

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WINDEX FOR INDEX

CLEANING UP THOSE PESKY INTEGRATED INDICES

by Chris Hoelscher, Sophisticated Business Systems

We were faced with a crisis. We were experiencing *hundreds* of deadlocks and stalls each day on just *one* very volatile index! The customer support department was angry, customers were not serviced in a timely manner, and my boss was counting on *me* to solve the problem of poor response time and repeatedly abending transactions. How could we solve this one?

An understanding of the business operation is necessary in solving this (or any) challenge. In the business operation we are discussing, orders are taken over the phone, then added to the database in an "entered" status. As the order is "picked" in the distribution center, its status is updated. When the order is shipped, its status is updated again. In fact, an order could have its status updated many times throughout its life. Thousands of such changes are made each day.

An understanding of the physical database design that supports the business operation is equally necessary in achieving a solution. In this database, the member record (CALC) has 140000+ occurrences, roughly 10 percent of which are connected to an index on a four-byte "status" field in a *duplicates first* sequence.

It might also benefit the reader to know that further investigation revealed that many deadlocks/stalls occurred because a batch program (a quarter-hourly picklist) was walking the index in reverse order at the same time orders were added to the index (duplicates first).

Possible solutions? We considered modifying the set to duplicates last, but this idea had end-user considerations, and was discarded. Another possibility was to make the offending batch program walk the index forward, but this idea, too, was discarded.

My first attempt to solve the problem was a weekly rebuild. This helped somewhat, but it did not eliminate the majority of deadlocks and stalls. (Incidentally, from the end-user standpoint, a deadlock was preferable to a stall, since a deadlock would kick the user immediately out, after which the user could re-establish the session, whereas a stall would place the user in a "clocking" mode, unable to do anything for what users thought a considerable amount of time. But they let us know about both!)

My next attempt to solve this problem involved specifying displacement of bottom-level SR8s in the schema set definition. Unfortunately, this provided no measurable relief from the deadlocks and stalls we were encountering. Another answer was needed.

My understanding of the real problem (and hence my discovery of a solution) did not occur until I ran the print index utility within IDMSBCF (IDMSPTRE in 10.2). It seems that when an index is newly built, all SR8 records are stored together, not spread out across the "width" of the index area. Thus, splits and spawns were placed in remote areas of the index area, since contiguous areas of the index area were already full. Also, since the index resided on a relatively few number

(continued on page 10)

APPLICATIONS ADVISORY COMMITTEE UPDATE

by Bill Bryson

The Applications Advisory Committee (AAC) met in Houston just before the IUA workshop in March. Of particular interest to IUA members might be our work on open enhancement requests and topics for the 1998 workshop.

OPEN ENHANCEMENT REQUESTS...
Computer Associates (CA) will help us publish the open DARS for the CAS 3.0 and 2.2 releases. We'll ask IUA members to prioritize the items on this list of open enhancement requests by voting for the items they consider most important. The results will be viewed during the Applications Advisory Committee meeting at CA World '97 in July. (Thanks to Gary Benik of Computer Associates (CA) for spending time with members during the AAC meeting!)

TOPICS FOR THE 1998 WORKSHOP...
Because we want to provide a useful workshop experience to the applications professionals attending the 1998 IUA workshop, we spent some time at the AAC meeting brainstorming possible topics for the 1998 IUA workshop. We'll review those topics and make decisions about which to present at the 1998 workshop during various IUA meetings at CA World '97.

DON'T FORGET!
Finally, a reminder to IUA members. The CA World '97 AAC meeting will be held on Sunday, July 13, from 10:00 a.m. to 2:00 p.m. in the Hyatt Regency Hotel. Lunch will be provided. We're looking forward to seeing you there!

of pages, there was much contention for records with the same index field value (the batch job was looking for only one status value, the same value that was most frequently created during daily modifications). I reasoned, therefore, that my goal would be to allow ample growth of an SR8 before splitting, and if a splits and spawns must occur, allow the new SR8 to be created on the same page as the old SR8.

How were these goals achieved? First, using the mathematical formulas in the database design guide, I determined the index parameters for the index in a non-volatile state (block contains value, displacement value, and the size of a fully populated SR8 record). Now knowing how big a fully populated non-volatile SR8 record would be, I then computed a page reserve large enough to assure that only one SR8 would be stored onto any page within the index area. I created a load environment for index building based on these parameters.

Next, I estimated how many member records had their index field modified within a week (and how many records were connected to and dropped from the set), in addition to the "base" record count. I then determined the same index parameters for the index using these conditions. I selected no page reserve for this, the run-time environment.

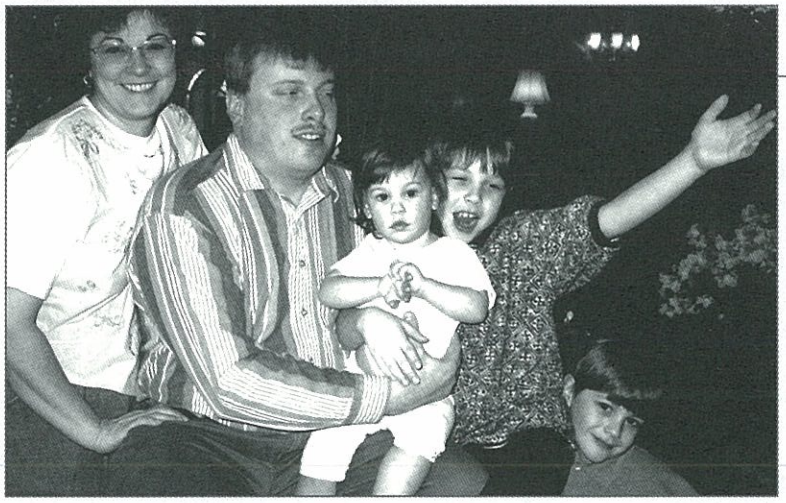
I then modified the existing run-time DMCL and created a load-time DMCL, both using symbolic index parameter substitution. I modified the existing schema to accept the symbolic parameters, and my work was complete. Had I working in a release 10.2 environment, I would have created 2 schemas to build the load-time and run-time environments.

The results? From a technical standpoint, as the index was rebuilt, each SR8 was loaded to a unique page, with the bottom-level SR8 distant from the higher level SR8s. As modifications were made to the index, the SR8 record in question would grow from 24 keys (the load-time value) to 32 keys (the run-time value). If a split or spawn occurred, the new SR8 was stored on the same page as the SR8 from which it split. The bottom line–deadlocks and stalls on this index area were almost completely eliminated. From a management standpoint, the problem was solved, not because of the technical ramifications, but because there were *no more phone calls!* The applications staff was equally happy because no application changes were needed to support this solution. In the end, everyone was happy.

Chris Hoelscher, a frequent contributor to IUA Connections, *has worked with computers since 1973. He is currently employed by Sophisticated Business Systems and is on assignment to General Electric Capital.*

IUA BOARD CONSIDERING BYLAW CHANGE

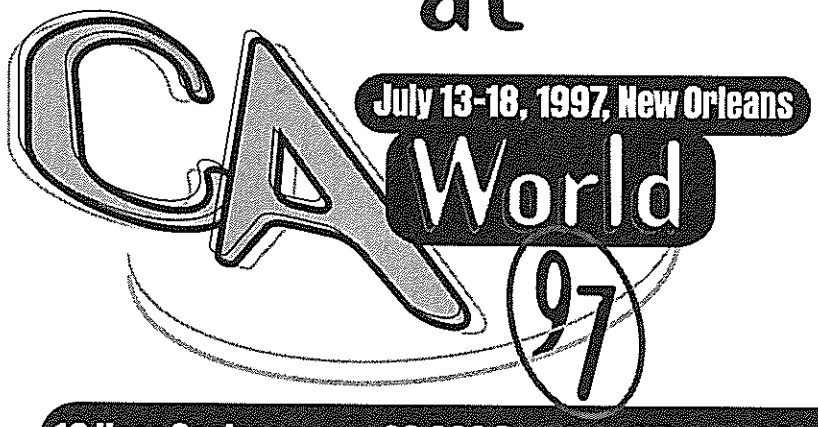
In order to retain participation and interest in IDMS from individuals who are not affiliated with an active site or whose companies are not active IUA members, the IUA board of directors is considering a bylaw change to add a third category of membership: individual member. The classification would include "any individual having a business interest in the use of Computer Associates (CA) products." Members belonging to the new classification would have full member privileges, including the ability to vote on all issues presented to the membership. The amendment will be voted on at the July 18th board meeting.



IUA EVENTS: MORE THAN JUST EDUCATION

IUA meetings allow members and their families to interact in an educational environment. In the picture to the left, the Richard Buck Family (American Greetings) takes a moment to enjoy the Spring '97 workshop together.

IMC at



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- CA-World'97 and conference-specific keynotes

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QUESTIONS AND ANSWERS

I have a RESOURCE TIMEOUT INTERVAL set at the SYSTEM level, but I need to override it and turn it off for some specific LTERMs. I know I can set it at the TASK level, but in ADS almost everything executes under the ADS2 task, and I don't want the override to affect everybody, just certain LTERMs. I would welcome any suggestions about how to accomplish this as well as any information about how the timeout mechanism works in the internals.

You can change the resource timeout interval in a task termination exit by moving a new time interval to LTERSINT. We have also done this successfully in an assembler program, which is called by ADS dialogs.

HELPFUL HINTS

I just stumbled across some information on TCC that may help you folks addressing Year 2000 support issues on IDMS. Apar LI07051 is an informational publication that gives some information, then suggests, "to see more details on Year 2000 support in IDMS, use TCC to browse... Product: YR2000, Release: 0.0, Solution #: 143."

I heard from a good authority that using the ACCEPT USER ID INTO DC-COBOL command returns a 60 byte identifier when the manual says 32 bytes. This can cause an overlay. The site with the problem is on 9607, but I am not sure at what level this problem was first identified. Computer Associates is fixing this problem.

CREATING THE FUTURE

IUA meetings feature numerous opportunities to learn from and influence your peers in the industry. In the picture to the right, Strategic Planning Committee members meet at the Fall '95 IUA meeting in Nashville, Tennessee. Pictured: Janet Schwartz, Nancy Leslie, Richard Branton, Diane Monstream. Please join us for our next gathering at CA World '97 in July.