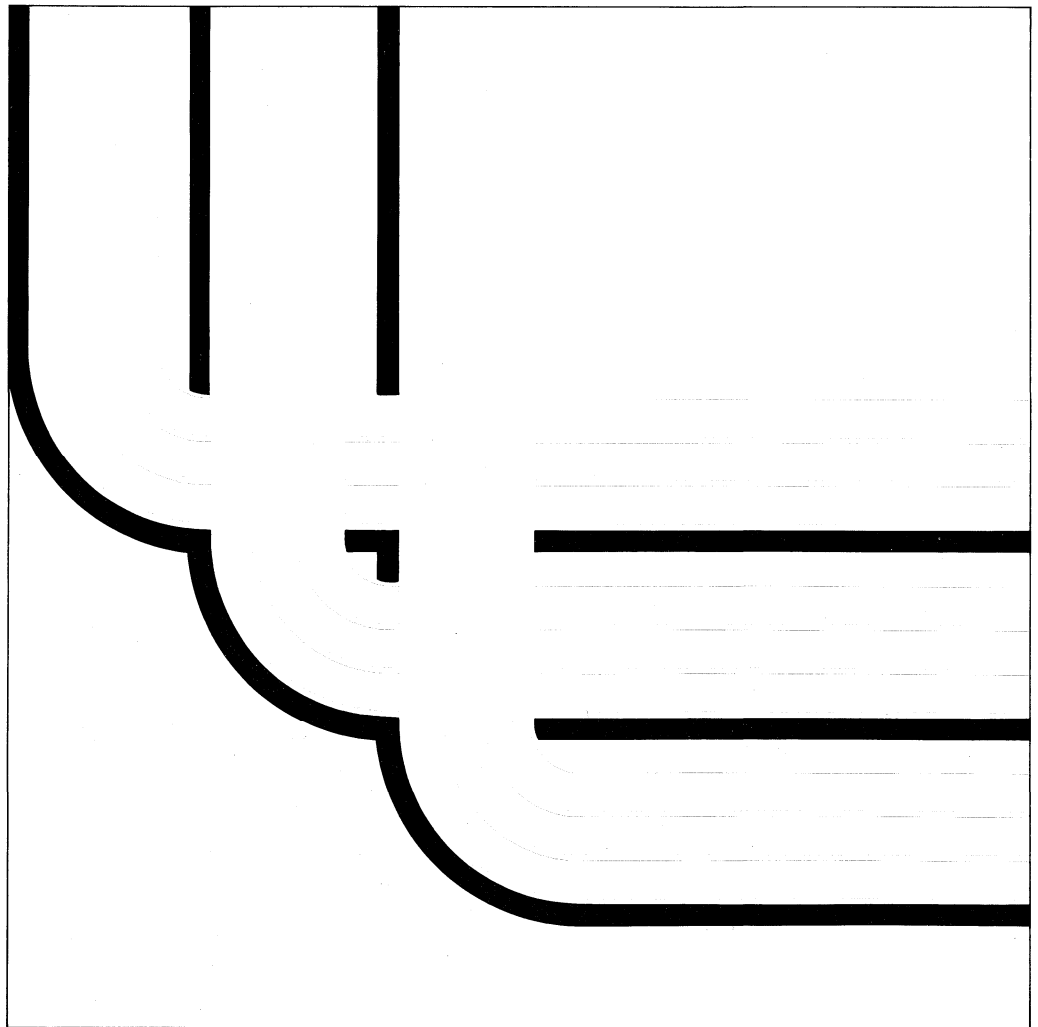


**Question-and-Answer Database
Coordinator's Guide**

Version 2



Take Note!

Before using this information and the product it supports, be sure to read the general information under "Notices" on page vii.

First Edition (May 1991)

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About This Guide

The AS/400 electronic customer support question-and-answer function (Q & A) gives all members of your organization the ability to use the same information. This guide describes how to use the Q & A function to search through questions and answers stored in a Q & A database on your AS/400 system.

This guide is intended for Q & A coordinators of the AS/400 system, system operator's or office supervisor responsible for installing the AS/400 electronic customer support functions and managing the Q & A database. You can use it to become familiar with a Q & A database without having an AS/400 system available to practice on.

This guide also contains information for those who have authority to access remote IBM support functions.

The information in this guide is divided into three parts that describe three levels of user tasks supported by the Q & A function. Each part builds on the information presented in the previous part. Part 1 gives an overview of how the Q & A function works. If you are responsible for installing and supporting your Q & A database, you should read Part 2 in addition to Part 1. If you are responsible for editing and controlled publishing of candidate questions, you should also read Part 3.

Before you use this guide, you should already know how to do the following AS/400 tasks:

- Sign on and off your display station.
- Use function keys on your display station keyboard.
- Use displays and menus.
- Enter and use commands.
- Send and receive messages.

For information about how to do the preceding tasks, refer to the *New User's Guide* and the *Operator's Guide*.

To use this guide effectively, you should have completed the Q & A courses available in the AS/400 online education. To use the online education, select option 10 (User support and education) from the main menu or press F13 (User support) on any system menu to show the User Support and Education menu. Then select the option to use the online education.

This guide does not contain information about the following functions of electronic customer support:

- IBM Product Information Access or Technical Information Access (TIA)
- Technical Information Exchange (TIE)
- AS/400 Problem Handling Functions

See the *Operator's Guide* and *Publications Guide* for more information about these functions.

You may need to refer to other IBM guides for more specific information about a particular topic. The *Publications Guide*, GC41-9678, provides information on all the guides in the AS/400 library.

For a list of related publications, see the “Bibliography.”

This guide contains examples of displays referred to in the text. These displays may be different from the displays you see on your screen.

Part 1. How to Use the Question-and-Answer Function

Part 1 is for all question-and-answer (Q & A) coordinators and general users of the AS/400* system. It describes:

- The basic structure of the Q & A function
- Three basic displays used in the Q & A function
- How to search data for information
- How to submit questions through the Q & A function
- How to get answers to questions

This part is intended to familiarize you with the Q & A function before you use it. You do not need to be able to use the AS/400 system while reading this part.

Chapter 1. Introduction to the Question-and-Answer Function

The Q & A function allows you to consult a technical expert when you need information. The Q & A function is used to organize information (in the form of answers to commonly asked questions) based on key words that describe the question.

When you have a question, you must first search one of the Q & A databases to determine if your question has already been answered. If the question has been answered, you can use that information to solve your problem. If the question has not been answered, you can ask your question and submit it to the database. Your question is then answered by the coordinator of the database.

This chapter describes how you can access the Q & A function. This chapter also shows you some of the basic displays you use to retrieve information.

Starting Question-and-Answer

You can access the Q & A function by using AS/400 menus or a control language (CL) command.

Using AS/400 Menus

To access the Q & A function from the AS/400 Main Menu, do the following:

1. Press the User support function key. The User Support and Education menu appears.
2. Select the *Question and answer* option. The Question and Answer (Q & A) menu appears. The following is an example of this menu. The options that appear on this display vary according to your authority and how many databases are available to you.

```
Question and Answer (Q & A)
System:

Select one of the following:

1. Search for answers, then ask questions
2. Work with questions you asked
3. Answer and publish user questions
4. Load database to system
5. Create a database load for distribution
6. Delete questions
7. Work with a Q & A database
8. Work with candidate questions

Selection
-
F3=Exit  F12=Cancel
```

3. Select the option for the task you want to do.
4. Press the Enter key.

Follow the online instructions to complete your task.

Using a CL Command

You can also access information from the Q & A function by using one of the Q & A CL commands. Two common commands are:

- Start Q & A (STRQST)
- Ask Questions (ASKQST)

You can start the Q & A function by typing either command on the command line.

For more information about entering CL commands, see the *CL Reference*.

Using Question-and-Answer Displays

Before you ask a question using the Q & A function, you should search all the applicable Q & A databases to see if the information you need is already there. A search of the data may supply the answer to your question, so you would not have to spend any more time seeking the information. If you do *not* find the information you need, ask a question in a Q & A database. The person assigned to coordinate the information in that Q & A database answers the question. Later, you can check the list of questions you have asked until you see that your question is answered.

This section introduces the key parts of the displays you see as you search a Q & A database for information. See “Entering the Search Variables” on page 2-1 and “Using Question-and-Answer to Get Information” on page 1-4 for more detailed information about this process.

To search a Q & A database for information, you do the following tasks:

1. Supply search information.

The Q & A function uses this information, usually topics and search words, to find related questions in the Q & A database.

2. Select questions from the list of titles that result from the Q & A search.

The Display Answers to Questions display shows you which questions and answers the Q & A function found, and allows you to make selections.

3. Scan the questions and answers that appear for the information you want.

The following are the basic types of displays you use in the Q & A function:

- Search
- Selection
- Information

Using Search Displays

Search displays allow you to supply search information to the Q & A function, and allows the function to present the results of the search to you. A database name will be supplied only if you are authorized to a single database. When the database field, or any other is blank, use F4 for list when it is available. The Q & A function uses several variations of this kind of display, but each contains the essential elements shown in the following Q & A search display example.

All the information contained in a Q & A database is controlled by the search information displayed or typed in the displays.

To search for the question you are interested in, type the Q & A database name, the primary topic, the secondary topic, and the search words in the fields on a Q & A search display. If you accept the default for Search words used (1=All), the search will only include the items that use all of the search words typed. If you change this to 2=Any, the search will be for each of the words individually. The following is an example of a Q & A display.

```

Search for Answers

Type choices to search on either primary topic or question ID, press Enter.

Database . . . . . : POLICY_____ F4 for list
Search on:
  Primary topic . . . . BENEFITS_____ *ALL, F4 for list
  Secondary topic. . . . INSURANCE_____ *ALL, F4 for list
  Search words . . . . AMOUNT_____ *ALL, F4 for list
  _____
  _____
  _____
Search words used . . . 1 _____ 1=All
                                     2=Any

-OR-
Search on:
  Question ID . . . . . _____

```

Using Selection Displays

When you type search information into a search display, the information is passed to the Q & A function. The program uses this information to search the Q & A database and shows you the results on another display. The number of questions found on the search is shown. Press the Enter key and are shown a list of question titles. A **question title** is a shortened version of a Q & A question, assigned to the question to help users select questions to review during a Q & A database search. From this list on a Q & A selection display, you select the questions you would like to see in detail. The following is an example of a Q & A selection display:

```

Display Answers to Questions

Type options, press Enter. Press F19 to ask a question.
5=Display 6=Print

Opt  Question Title                                     ID
-    Will the company insurance cover medical exams    A000446
-    Does the company insurance cover my children      A000447
-    Can I purchase additional coverage through the company A000557
-    When I attempt to add names to the insurance list the A000351

```

Using Information Displays

The full text of the questions you select is shown in Q & A information displays. The question title appears at the top of the display, followed by the question, which may require several displays. The following is an example of a Q & A information display:

Display Answer

Question title: Will the company insurance cover medical exams?

Text. :

Q: Will the company-provided insurance cover an annual preventive medical exam? If so, how much of the exam will the insurance pay?

A: If the exam is to monitor a medical problem that you know exists, you will be reimbursed the complete cost of the exam. If the exam is a physical intended to uncover any problems, you will have to pay the standard deduction.

Using Question-and-Answer to Get Information

The figures in this section give you a brief overview of the two ways to get information from the Q & A function. Figure 1-1 on page 1-5 shows how to search a Q & A database for information. Figure 1-2 on page 1-6 shows how to get information from a Q & A database after an unsuccessful search. See "Answering Questions" on page 4-2 for a detailed view of these procedures.

Searching for Existing Information in a Question-and-Answer Database

Figure 1-1 shows the steps used to search for published information in a Q & A database.

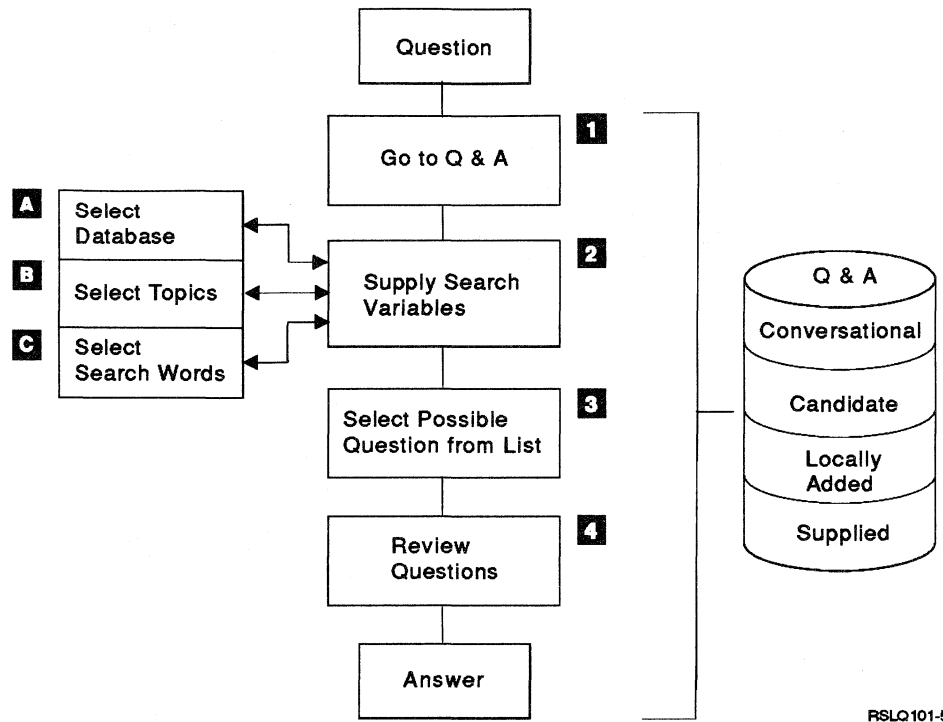


Figure 1-1. Searching for Information in a Q & A Database

To search for information, do the following:

1 Go to the Q & A function by entering a command or selecting a menu option.

2 Type the search variables in the search display.

If you do not know what search variable to type, do one or more of the following three steps:

A Select a Q & A database from a list you are allowed to use.

B Select a primary topic. You may also select a secondary topic.

C Select up to four search words available in this Q & A database.

Q & A does a database search and provides a list of question titles.

3 Select possible questions from the list of titles the Q & A function provides.

4 Review the questions you selected until you find your answer.

Getting New Information

Figure 1-2 on page 1-6 shows the steps you use to ask a question in a Q & A database.

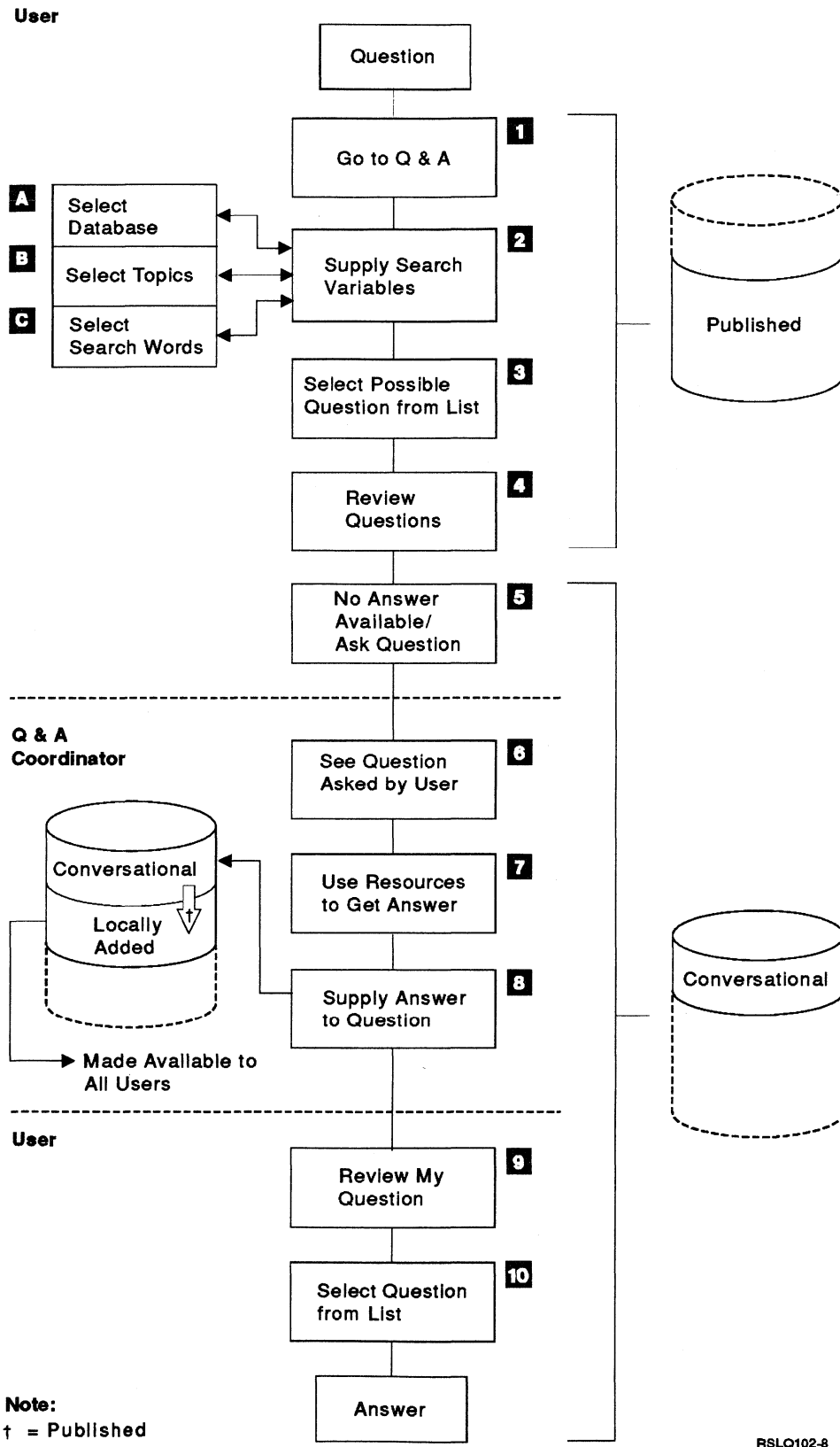


Figure 1-2. Asking a Question in a Q & A Database

To ask a question, do the following:

- 1** Go to the Q & A function by entering a command or selecting a menu option.
- 2** Type the search variables in the search display. The Q & A function does a database search.

If you do not know what search variable to type, do one or more of the following three steps:

- A** Select a Q & A database from a list you are allowed to use.
- B** Select a primary topic available in this Q & A database. You may also select a secondary topic.
- C** Select up to four search words available in this Q & A database.

Q & A does a database search and provides a list of question titles.

- 3** Select possible questions from the list of titles the Q & A function provides.
- 4** Review the questions you selected. If you do not find the information you need, go on to the next step.
- 5** Ask the question in this Q & A database.

A dialogue begins in the conversational part of the Q & A database. The Q & A coordinator now does the following tasks:

- 6** Locates your question on the list, with a status of Not Answered.
- 7** Gathers the necessary information from a variety of sources, such as:
 - Technical experts
 - Books not available to you
 - A remote Q & A database
- 8** Adds the answer to your question.

You can now get the answer to your question. At this point, the Q & A coordinator can also make your question available to all users of this database.

- 9** You select the option to review your questions.
- 10** Select the question to review from the list of questions. (You see the question title and the status of Answered.)

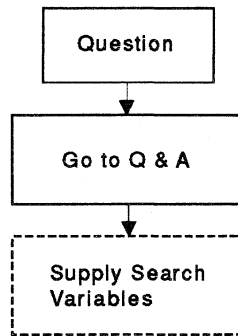
If you need more information than the answer provides, you can ask the question again, as described in "Asking a Question Again" on page 2-11.

Chapter 2. Using a Question-and-Answer Database to Find Information

This chapter describes the ways you can find information in a Q & A database. It examines how to get information provided in the database and how to ask for more information from the coordinator responsible for answering questions in the database.

Searching a Database

When you have a question, go to the Question and Answer menu and select the *Search for answers* option. Figure 2-1 shows the beginning of this process. (Figure 1-1 on page 1-5 shows the entire process.)

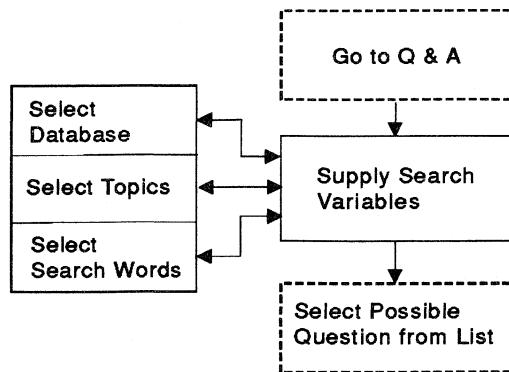


RSLQ116-0

Figure 2-1. Starting the Q & A Process

Entering the Search Variables

Searching a Q & A database requires you to enter search variables. Figure 2-2 shows how you enter search variables to begin the Q & A process. (Figure 1-1 on page 1-5 shows the entire process.)



RSLQ117-1

Figure 2-2. Entering Search Variables

Figure 2-3 shows a sample of a Search for Answers display, with the fields filled in for a question such as:

Is it too late to join the company bowling team?

```

                                Search for Answers
                                System:
Type choices to search either primary topic or question ID, press Enter.

Database . . . . . POLICY                F4 for list
Search on:
  Primary topic . . . BENEFITS            *ALL, F4 for list
  Secondary topic. . . SPORTS TEAMS       *ALL, F4 for list
  Search words . . . FORMS                *ALL, F4 for list
                                PROCEDURE
                                REQUEST
Search words used . . 1                    1=All
                                           2=Any

```

Figure 2-3. Search for Answers Entry Display

Selecting a Question-and-Answer Database

If you are authorized to only one Q & A database on the system, the name of that Q & A database appears in the *Database* field when you first see the Search for Answers display. In the example shown in Figure 2-3, the Q & A database is POLICY.

If there is no Q & A database name shown, either type the name of the database or press the Prompt function key for a list of the available Q & A database names. After you select a Q & A database name from the list, you return to the Search for Answers display.

Selecting Topics

The next step in entering search variables is to select primary and secondary topics that describe the subject of the search.

Primary topic: The primary topic is a word that best describes the general subject of a question. Each question has a primary topic. In the example shown in Figure 2-3, the primary topic is BENEFITS.

You can type in your primary topic directly, or press the Prompt function key to see a list of available topics. Your primary topic must exist in the database you selected. If the primary topic you typed does not exist in the selected database, an error message appears.

Secondary topic: The secondary topic is a word that describes the subject of a question more specifically than the primary topic. In the example shown in Figure 2-3, the secondary topic is SPORTS TEAMS.

Each primary topic in a Q & A database has a different set of secondary topics. You do not have to supply a secondary topic to search a database. If you do not supply a secondary topic, the database search supplies all those questions in the Q & A database with the primary topic you selected, regardless of their secondary topics. The search may still be limited by the search words you select.

Selecting Search Words

You can select up to four search words that apply to your question, to narrow your search further. Search words describe the details of a question. In the example shown in Figure 2-4 on page 2-4, the search words are FORMS, PROCEDURE, and REQUEST. You can use the Prompt function key to select search words related to the topics from a list.

Using a Generic Search

You can do a **generic search** of the database, using only a portion of a topic or search word. Type *ALL for any search variable except the *Database* field and press Enter.

In the example in Figure 2-3 on page 2-2, you can use the asterisk (*) in two ways to search with the primary topic. To gather all questions in the database, type the following in the search display:

```
Primary topic . . . . . *ALL
```

To use the asterisk (*) with a partial primary topic, type the partial primary topic, then the asterisk (*), as in the following:

```
Primary topic . . . . . SPORT*
```

This search looks for all questions with a primary topic that begins with SPORT and with the other search variables you supply. You can use this method if you are unsure of the correct spelling of the topic, or if you want a shorter way to type a long primary topic.

Use the same method to do a generic search with the secondary topics or search words.

Using Other Search Input Fields

You can enter additional information on the Search for Answers display to help your search.

Search Words Used

The *Search words used* field specifies how you want the Q & A function to search for questions. It lets you widen or narrow your search of the Q & A database with the search words you have typed. The default for the *Search words used* field tells the Q & A function to **only** search for questions that use **all** of the search words you supplied. This search gives you the smallest number of responses for the selected search words.

You can change the value in the field so that Q & A searches the database for those questions that use **any** one of the search words you supplied. This search option provides the largest number of responses for the selected search words.

ID

The ID is a unique number the Q & A function assigns to each question. You can type the ID number and go directly to the question it represents. If you type a number in the *ID* field, all other search information is ignored when you search the database. If the number is valid, the question appears after you press Enter.

Searching a Database

After you complete the Search for Answers display, a display appears showing you the results of your search. Using the same example as in Figure 2-3 on page 2-2, the initial results of the search appear in a display similar to Figure 2-4.

```

                                Search for Answers
                                System:
Press Enter to display answers to questions, or type desired changes then
press Enter.
Database . . . . . : POLICY
Primary topic . . . . . BENEFITS          *ALL, F4 for list
Secondary topic . . . . . SPORTS TEAMS    *ALL, F4 for list
                                Count
Search words. . . . . FORMS              5
                                PROCEDURE   25
                                REQUEST     14
Search words used . . . . . 1             1=All
                                2=Any
Total found . . . . . 44
```

Figure 2-4. Search for Answers Display

The values for the fields are those you entered on the Search for Answers display.

The *Total found* field contains the number of questions in this database, available to other users, that satisfy the search variables you supplied. This number indicates how much information the database has on your question.

The *Search words* field lists each search word and the number of questions in the database related to the topics that use that search word.

You can change any search variable except database on this display to get more, fewer, or a different set of questions.

When you press Enter, the Q & A function determines if you have changed any search variables. If you have, the Q & A function then does another search and returns you to the Search for Answers display, with the numbers changed to show the results of the search. If you have not changed anything, the Display Answers to Questions display appears when you press Enter.

Note: The search variables you select determine how easily and quickly you find the information you need. The topics and search words provide the structure through which information is found. Look for precise descriptions of your subject as you choose search variables.

Displaying Answers

After completing your search, you are ready to select questions from a list of those found. Figure 2-5 shows where you are in the Q & A process. (Figure 1-1 on page 1-5 shows the entire process.)

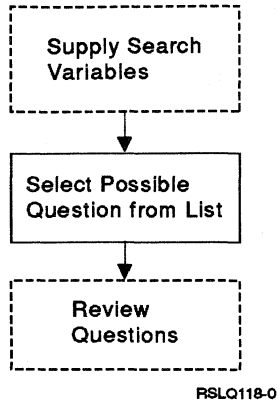


Figure 2-5. Selecting Possible Questions

Press Enter from the Search for Answers display. The Display Answers to Questions display appears. The following is an example of this display.

Display Answers to Questions		
Type options, press Enter. Press F19 to ask a question.		System:
5=Display 6=Print		
Opt	Question Title	ID
-	Will we have a soccer team this year?	A000446
-	When does the bowling season start?	A000447

Each question on the Display Answers to Questions display has a title that is either the complete question or a shortened version of the complete question. Use the title to determine which question or questions are likely to contain the information you need. Each question is also associated with a unique identifying number on the display.

The Display Answers to Questions display lets you do the following:

- Select questions to review online.
- Select specific questions to print.
- Print all the information for each question in the list.
- Print a list of question titles.
- Go to a display to ask a question.

Selecting Questions to Review Online

You can select any number of questions to review online by typing a 5 (Display) in the option column next to the questions you want to see. The Q & A function gathers the information for the questions and creates a list with the full text of each question you selected. You can then use the Display Answer display to see each question. See "Reviewing Questions" for more information on using the Display Answer display.

Printing Questions

You can choose to print information about the questions found on the Display Answers to Questions display. If you only want to print certain questions, type a 6 (Print) in the option column next to those questions. The printed questions appear as they do online, with the addition of a list of the search variables used.

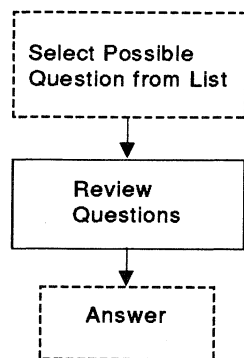
You can also print all the information for all the questions shown on the Display Answers to Questions display by pressing the Print all function key. After pressing this key, you do not leave this display. You can select additional questions to review online.

You can print a list of the titles and IDs of the questions found in the search by pressing the Print list function key.

The IBM 3287, 4245, 5256, 5262, and 5583 printers do not support the CHRID keyword used in the question and answer print file. Respond to the message that appears on the display or in QSYSOPR, and the job will print; however, some characters may not print successfully.

Reviewing Questions

After you select the questions you think contain the information you want to see, you can review those questions. Figure 2-6 shows where this step falls in the Q & A process. (Figure 1-1 on page 1-5 shows the entire process.)



RSLQ119-0

Figure 2-6. Reviewing Questions You Select

The questions you selected to review appear on the Display Answer display. The title at the top of the display is the title you selected from the Display Answers to Questions display. The text of a question can be several displays long. Use the function keys to move text lines up and down on these displays.

Using the Display Answer display, you can:

- Review the information available in the database for this question.
- View the search variables for this question by pressing the Display details function key. The search variables appear in a display like a search display.
- Print the question. Press the Print question function key to print the full text of the question and the search variables assigned to the question.
- Ask a question. Press the Ask question function key to go to a display where you can submit a question to the Q & A coordinator of the database. Use this key if you are not satisfied with the information provided by the database search. See "Asking a Question" on page 2-8 for more information on asking a question.

To look at the next question you selected for review, press Enter. The Display Answer display appears with the next question. Continue to press Enter until you have reviewed all the questions you selected. When you review the last question, you return to the Display Answers to Questions display. A symbol (>) next to the option column indicates which questions you have reviewed.

Asking a Question

The database search might not supply the information you need. The subject could be addressed incompletely or not at all. You can use the Q & A function to submit your question to a Q & A coordinator. Figure 2-7 shows where you are in the Q & A process when you can ask a question. (Figure 1-1 on page 1-5 shows the entire process.)

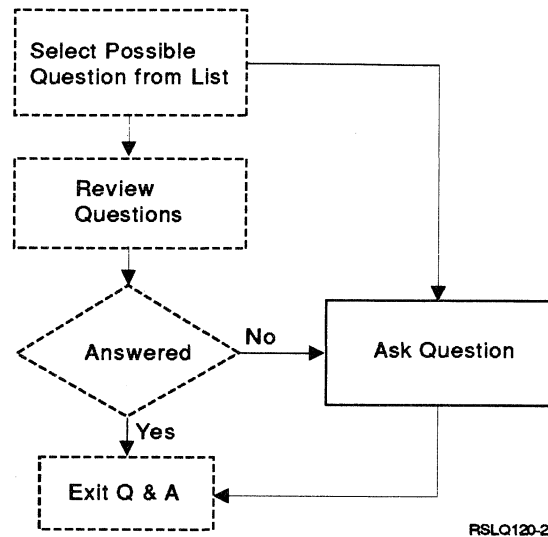


Figure 2-7. Asking a Question

To ask a question, press the Ask question function key from either the Display Answers to Questions display or the Display Answer display. The Search for Answers display appears.

Q & A lets you type in your question. To make it easier to pick out the question (or answer) when it is displayed, start your question with Q: followed by the text of your question (later, you can indicate your answer with A:). Use the function keys to insert and delete lines and to insert and delete characters. Press Enter key when your question is finished. The Change Question Title display then appears.

The Change Question Title display shows the first 123 characters of the question as the title. The title helps users choose appropriate questions from a list of several questions. A short question that states the whole question in the title is the most useful format. Since this format is not always possible, make sure the title of a question clearly indicates the subject of the question, to help make the question easier for other users to find.

Make any changes to the wording of the title. Then press Enter. The Q & A function submits the question to the database you searched.

Note: Record the Q & A database in which you created your question. Later, when you look to see if your question has been answered, you will need to look in the same database in which you created this question.

Reviewing Questions You Have Asked

When you ask a question in the Q & A function, you are really submitting a question to a Q & A coordinator. The submitted question is in the conversational part of the database. (See "Conversational Questions" on page 3-8 for more information on the conversational part of a database.)

Unless the question is later published, only you (the question submitter) and the Q & A coordinator (the question answerer) can see the questions you ask. Check the list of questions you asked to see which ones have been answered and to see the answers. You can do this any time after you have submitted a question to a Q & A coordinator database.

Figure 2-8 shows the process when you submit a question to the Q & A database.

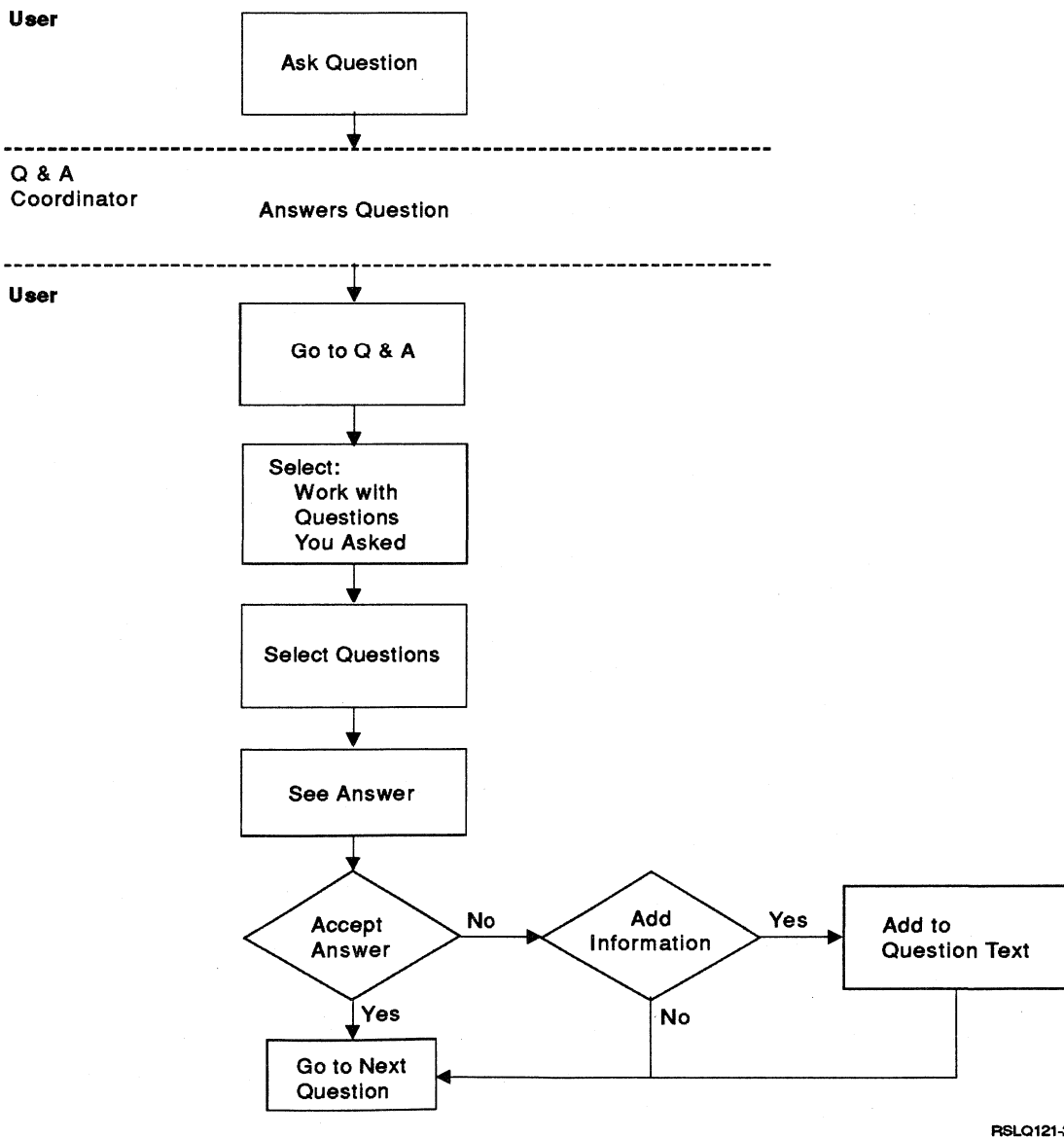


Figure 2-8. Reviewing Questions You Ask

Selecting Questions to Review

After submitting a question to a Q & A database, you should periodically check to see if the coordinator has supplied an answer. Select the *Work with questions you asked* option from the Question and Answer menu. (See "Starting Question-and-Answer" on page 1-1 to see how to select this menu.) One of two displays appears:

- If you use only one Q & A database, the Work with Questions You Asked display appears with a list of the questions you asked.
- If you can use more than one Q & A database, a list of databases appears. Select your database and press Enter. The Work with Your Questions display then appears with your list of questions.

The *Status* column on the Work with Your Questions display tells you if your questions have been answered. The following four statuses may appear in this column:

Status	Meaning
Not answered	The question is asked or restated and is waiting for a response.
Answered	There is a response to the question.
Accepted	The user who asked the question is satisfied with the answer.
Forwarded	The question is forwarded to a remote system.

Check the *status* column to see if your question has been answered. The date that appears on the Work with Questions You Asked display is the date the status last changed.

From the Work with Questions You Asked display you can:

- Select questions to review. (Type a 5 in the *Opt* field next to each question you want to review.)
- Delete questions. (Type a 4 next to the question you want to remove and press Enter key.)
- Print all the information for any or all questions, or the whole list of your questions. (Follow the procedure in "Printing Questions" on page 2-6.)

Reviewing Questions

Choose the questions you want to review by typing a 5 next to each question on the Work with Your Questions display. Then press Enter. The Display a Question display appears, with the first question you selected from the list.

You can move text lines up and down on the display of information in the question just as you do when you search a database. When you press Enter key, the Options for Questions You Asked menu appears.

You can do the following from the Options for Questions You Asked menu:

- Accept the answer to the question and continue to the next question display. (See "Accepting an Answer" on page 2-11.)
- Ask your question again. (See "Asking a Question Again" on page 2-11.)
- Continue to the next question without changing this question or its status.

When you review the last question you selected from your list of questions, the Work with Your Questions display appears again. From this display, you can select other questions to review or exit the Q & A function.

Accepting an Answer

When you accept an answer to a question, the question status changes to Accepted. This informs the coordinator that the information provided adequately answers your question.

Asking a Question Again

To change a question and ask it again, go to the Options for Questions You Asked menu and select the option to restate your question. You can type information in the lower half of the display to add to your original question and its response. Move the cursor to the top of the display to review your original question and its response. When you press Enter, the information you typed is added to the end of the original answer and the question is submitted again. The question status changes to Not Answered.

Part 2. How to Manage Your Question-and-Answer Database

This part is for Q & A coordinators of the AS/400 system who are responsible for installing and supporting Q & A databases. After reading this part, you can:

- Determine how to support the Q & A function on your system.
- Coordinate the flow of information in a Q & A database.
- Coordinate the flow of information among Q & A databases.
- Determine how to use Q & A to support Q & A databases on other AS/400 systems.
- Help inexperienced users get started with the Q & A function.

Use this part as a reference while operating the Q & A function on your system.

Chapter 3. Introduction to a Question-and-Answer Database

This chapter introduces you to the Q & A database by defining its overall structure. Each section refers you to other parts of the book where you can get additional information.

The Q & A function uses a question-and-answer format to help users find information. A set of topics and search words are associated with a specific question or group of questions. The questions are stored in one or more local Q & A databases. Users search these databases of questions and answers for the information they need. The Q & A function gives all members of your organization the ability to use the same information. This reduces the need to consult technical experts with their questions.

The Q & A function is divided into the following primary areas:

- The set of operations
- The Q & A databases that can be operated on
- The questions in the Q & A databases

Question and Answer Operations

The set of operations include Q & A database management and item management within a Q & A database.

The Q & A function can manage a number of Q & A databases that could include subjects addressing technical topics, management or employee briefings for company policy changes, procedural directions, or operational questions. The topics are determined by the user or Q & A database supplier.

The Q & A function has three primary user types, as follows:

- Direct user
- Q & A coordinator
- Q & A administrator

These users are established through the use of normal system security and may vary from Q & A database to Q & A database. For information about system security see Chapter 7, "Controlling the Use of a Question-and-Answer Database."

The direct user can perform searches on the local Q & A database only. If these searches are unsuccessful, the direct user may submit questions to the Q & A coordinator.

The Q & A coordinator can perform local searches and can also search the associated remote Q & A database. The Q & A coordinator also answers questions submitted by direct users. When working with the associated remote Q & A database, the Q & A coordinator is also a direct user on the remote system.

The Q & A administrator is responsible for the management or distribution of a Q & A database.

You can start the Q & A function by using CL commands or by using a set of menus. Authorized users use the same style and basic content of displays to work with local or remote Q & A database information.

Question-and-Answer Database

The Q & A function is the utility that works with Q & A databases.

A Q & A database contains the information in the form of questions. You must have the authority to use a Q & A database. For more information on authority, see Chapter 7, "Controlling the Use of a Question-and-Answer Database."

Figure 3-1 is a representation of a Q & A database named Finance created on the system.

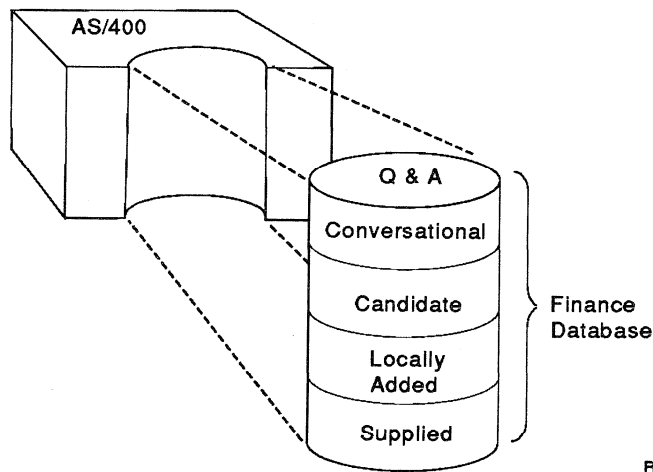


Figure 3-1. Q & A Database on an AS/400 System

Q & A databases may be supplied from several organizations. IBM* ships an initial set of local questions and answers with every system for you to use online. In addition IBM may provide access to an associated remote IBM database. Additionally, you could receive a database from another AS/400 system. The other system could create a data link so that you also have a remote database associated with this local database. Finally, you can create your own Q & A database.

The Q & A database is divided into three primary areas:

- Published

The published portion of the database is the portion that is searched when a user is searching for information. Information in this portion can be viewed by all users who have authority to the Q & A database. There are two types of questions in this portion of the database:

1. Supplied questions

Supplied questions are those questions that were in the database when you received it.

2. Locally added questions

Locally added questions are those questions that are added to the database by being published.

- Conversational

The conversational portion of the Q & A database contains questions submitted by users. Questions in the conversational portion of the database can only be viewed by the question submitter and the database coordinator.

Note: If a question is published, the question is copied into the published portion of the database as a locally added question. If the question asker then selects the option to delete the question after reviewing the answer, the question is deleted from the conversational portion of the database. However, the question still exists in the published and candidate portions of the database.

- **Candidate**

The candidate portion of the Q & A database is used if controlled publication is being used on the system. Questions in this portion of the database are in the process of being published.

This structure lets you change the locally added questions in any one Q & A database without affecting the supplied information. You can also update the supplied portion of the Q & A database without destroying any questions that have been submitted, are being published, or have been published.

The Q & A function also provides functions to create, distribute, and manage a new Q & A database. After the database is created, you can use controlled publication to establish a base set of questions and maintain these questions in the Q & A database. After you develop selected questions, you can create a distribution copy of the Q & A database from the supplied portion, the locally added portion, or a combination of both portions.

When you install this distribution copy on the next system, the local user has a new supplied set of questions to work from. This local Q & A database can then be associated with the originally created Q & A database as the designated remote Q & A database.

You can add questions and answers to any local Q & A database (including the IBM-supplied database). These items must be published, to be available to other users. You can publish questions in the following ways:

Immediate	Lets you edit a question while publishing it.
Controlled	Lets you edit the question more than one time before publishing, to check for accuracy of information and quality of the presentation Whether or not controlled publication is used for a database is decided when the database is created or loaded on the system.

In both immediate and controlled publishing, the questions and answers are only added to the locally added portion of the database and do not affect the supplied portion provided by the supplier of the initial database.

Local and Remote Question-and-Answer Databases

You can use the Q & A function to obtain information from a local Q & A database or a remote Q & A database (by searching the Q & A database or by submitting a question to a Q & A coordinator).

Local Question-and-Answer Databases

Your local Q & A databases exist, are created, or can be loaded on the system you use.

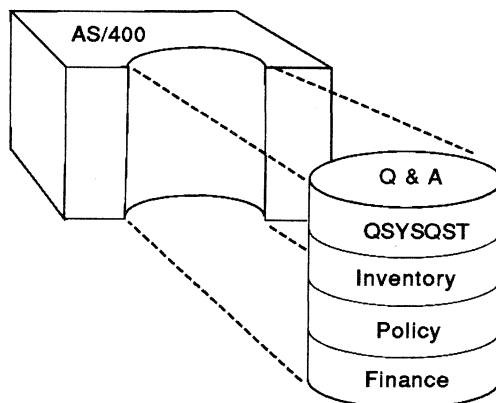
Authorized users on your system can create a database for you and others to use. The published section of this Q & A database contains locally added questions.

A Q & A database (with questions and answers) can also be created on another AS/400 system, loaded on a tape or diskette, and then put on your local system. The published section of your local Q & A database is then composed of both the supplied questions and your locally added questions. These supplied questions are separate from your locally added questions (although both types of questions make up the published section of your Q & A database). The locally added questions are not affected when you update the supplied questions.

For example, a company can have several Q & A databases on its system, such as:

- The **QSYSQST** database put on the AS/400 system when it was installed, which contains questions and answers about AS/400 system operation.
- An **Inventory** database created by shipping and receiving, which contains information about warehouse stock.
- A **Policy** database created by the administrative staff, which provides information about company policies and practices.
- A **Finance** database supplied by the developer of the finance program package being added to the system. This database contains answers to questions frequently asked by users of the same package on other systems.

Figure 3-2 is a representation of several Q & A databases, all managed by the Q & A utility.

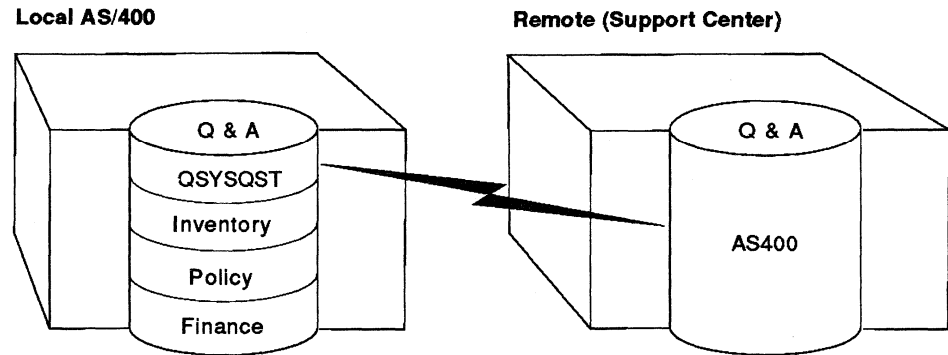


RSLQ108-4

Figure 3-2. Several Q & A Databases on an AS/400 System

Remote Question-and-Answer Databases

A remote Q & A database is one to which your local system can link, using the Q & A function (as shown in Figure 3-3). To access a remote Q & A database, the remote Q & A database must have a corresponding local Q & A database on your system, supplied by some source.



RSLQ115-3

Figure 3-3. Link between a Local and a Remote Q & A Database

Only users who have coordinator authority to the database can search a remote Q & A database. The link to a remote Q & A database is always made from the local system, through the Q & A function, to the remote Q & A database.

For more information on using a remote Q & A database, see "Using a Remote Question-and-Answer Database" on page 4-4. For information on how to supply a Q & A database, see Chapter 5, "Supplying a Question-and-Answer Database on Your AS/400 System."

Question-and-Answer Database Questions

Q & A database questions are the basic building blocks of a Q & A database. Each question consists of several common parts. The question is further defined by the type of question it is.

Question Parts

A question in a Q & A database has the following basic elements to either give you information or help you find the information you seek:

- Question text
- Title
- ID
- Search variables

The last three are what make Q & A questions different from regular questions. These last elements help you find an answer to a question in a Q & A database.

Question Text

The **question text** contains the question and the answer, when available. The text can be several displays long. All Q & A questions have question text, as shown in the following example:

Display Answer

System:

Question title: When must salary increases be entered in the database?

Text:

Q: When must salary increases be entered in the payroll database in order to take effect?

A: The payroll database is frozen Wednesday each week. So long as changes in salary are entered in the database by then, the change will take effect for that week.

The answer (if available) is attached to the text after the complete question. If the content of a question is completely contained in the title, the question can be repeated in the question text or not, as decided by the Q & A coordinator. If the question is not repeated, the question text will contain only the answer (if available).

Title

The Q & A function provides a **title** for every question in a Q & A database. The title is a shortened version of the question. (A short question may be used as its own title.)

After searching a Q & A database, a list of titles located by the search appears. The title helps the user determine the contents of the question. Although this title is initially assigned by the asker, you can change this title if you choose to publish this question.

ID

The question **ID** is a unique number assigned to each question in a Q & A database. The ID is assigned to questions users ask and to questions put in the published part of the database when the system is installed. You can use an ID to search the published part of a Q & A database for a question.

Search Variables

All Q & A questions are controlled with the following **search variables**:

- Database name
- Primary topic
- Secondary topic
- Search words

Each question is assigned one set of search variables. A set of search variables can apply to any number of questions. See "Entering the Search Variables" on page 2-1 for more information on how to use these search variables.

Database Name: The **database** name is the name of the Q & A database you are searching for information. Each Q & A question is in a specific Q & A database. If you are able to use more than one Q & A database, you must supply the name of the Q & A database with which you are working when you start a search. See "Question-and-Answer Database" on page 3-2 for more information

on the structure of a Q & A database and how it fits in a system. Figure 3-4 on page 3-7 shows the database name POLICY in a search variable display.

Primary Topic: The **primary topic** is a word that describes the general subject of a question. Each question has a primary topic. Figure 3-4 shows the primary topic PROCEDURES in a search variable display.

Secondary Topic: The **secondary topic** is a word that describes the subject of a question more specifically than the primary topic does. A question may or may not have a secondary topic. Figure 3-4 shows the secondary topic BUSINESS TRIPS in a search variable display.

Note: Each primary topic in a Q & A database has its own set of secondary topics. The secondary topics you submit must be listed in the set for the primary topic you specify.

Search Words: **Search words** describe the details of a question. A question can have from 0 through 4 search words.

Q & A uses search words in a different way than it uses primary and secondary topics to search a database. A Q & A database search always uses the primary topic and the secondary topic (if you supply one) to find questions. You can select the combination of search words you want the Q & A database search to use. You can ask to see all questions assigned any of the specified search words or request to see only those questions assigned all the specified search words.

If you want to search for questions assigned any of the search words, doing a broader search, specify 2=Any for Search words used. However, you can get too many responses. If you want to search for only those questions that are assigned all the search words you type, specify 1=All for Search words used. In this case, you should get very few responses. Figure 3-4 shows the search words REIMBURSEMENT, and PROCEDURE in a search variable display.

Example

Following is an example of a display using the search variables. Assume you are searching for information on the following question:

How am I reimbursed for expenses during a business trip?

You might specify topics and search words in a display similar to the one shown in Figure 3-4.

Search for Answers

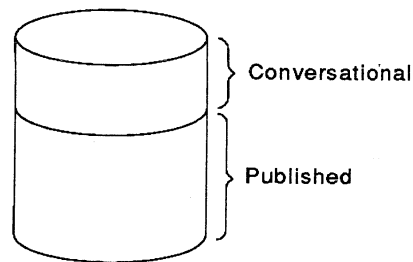
Type choices to search on either primary topic or question ID, press Enter.

Database	POLICY	F4 for list
Search on:		
Primary topic	PROCEDURES	*ALL, F4 for list
Secondary topic	BUSINESS TRIPS	*ALL, F4 for list
Search words	REIMBURSEMENT	*ALL, F4 for list
<hr style="width: 20%; margin: 5px auto;"/> <hr style="width: 20%; margin: 5px auto;"/> <hr style="width: 20%; margin: 5px auto;"/>		
Search words used	1	1=All 2=Any

Figure 3-4. Sample Q & A Search Display

Types of Question-and-Answer Database Questions

A direct user-accessible question in a Q & A database can be either published or conversational. Figure 3-5 is a representation of a Q & A database, with these two kinds of questions.



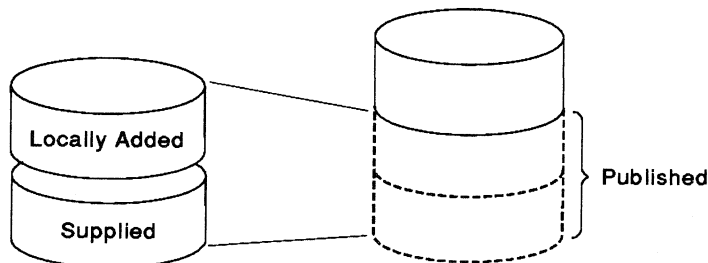
RSLQ113-0

Figure 3-5. The Q & A Database

Published Questions

Published questions are questions you find when you search a Q & A database for information. All users permitted to use a Q & A database have these same published questions available to them.

The published questions on some databases are divided into supplied questions and locally added questions (see Figure 3-6). Supplied questions are furnished by the database owner when the system is installed. Locally added questions are asked by the local system users and published by the coordinator.



RSLQ114-1

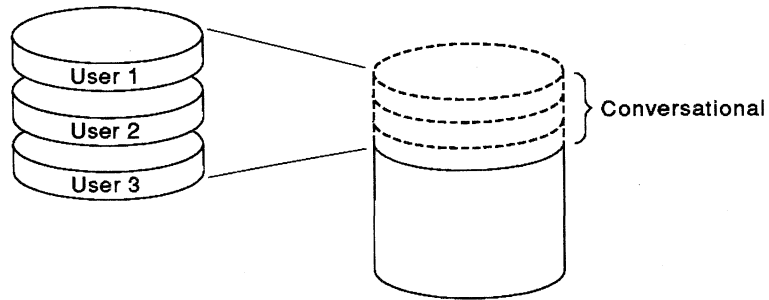
Figure 3-6. Published Questions in a Q & A Database

Conversational Questions

Conversational questions are those questions you ask (through the Q & A function) a technical expert in your organization after your Q & A database search fails to produce the information you need. Only you and the people assigned to answer questions in this database see these questions.

Conversational questions have a status that tells you when they have been answered. If the answer still does not give you the necessary information, you can state the question again (as if you were carrying on a conversation with the person answering the question).

Figure 3-7 on page 3-9 shows the conversational section of the database, made up of several users' individual conversations with the people who answer the questions.



RSLQ104-2

Figure 3-7. Conversational Questions in a Q & A Database

Conversational questions can be made available to all users of a Q & A database through a Q & A coordination process called publishing. See “Question-and-Answer Coordination” for more information on this procedure.

Question-and-Answer Coordination

The coordination of one or several Q & A databases is a set of tasks that allows a technical expert to control the flow of information, using the Q & A function.

The tasks used to coordinate the information in a database are explained in Part 2, “How to Manage Your Question-and-Answer Database.”

Q & A coordination is done on three different levels using the Q & A function:

- Local database
- Administrative
- Remote database

Local Question-and-Answer Database Coordination

The local Q & A database level of coordination is needed on each Q & A database, and includes the following tasks:

- Answering questions
- Searching and using a remote Q & A database
- Adding questions to a Q & A database
- Removing questions from a Q & A database

Figure 3-8 on page 3-10 shows the flow of information between the Q & A coordinator and several users in a sample local database named Finance.

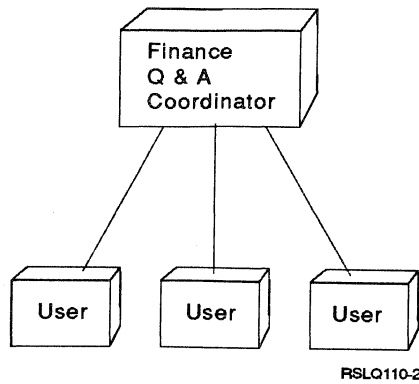


Figure 3-8. Local Q & A Database Coordination

Question-and-Answer Administrative Coordination

When a Q & A database exists on a system, Q & A administrative coordination is needed. This coordination level includes all the tasks used for the database level, plus these tasks:

- Loading a Q & A database to a system
- Creating a Q & A database
- Changing a Q & A database
- Granting authority to use a Q & A database
- Granting authority to support a Q & A database
- Deleting a Q & A database

See Chapter 5, "Supplying a Question-and-Answer Database on Your AS/400 System," for more information on these tasks.

Figure 3-9 shows how a Q & A administrator can provide different system users with different abilities to use Q & A databases. (User 3 and user 4 can use either the Finance Q & A database or the Inventory Q & A database.)

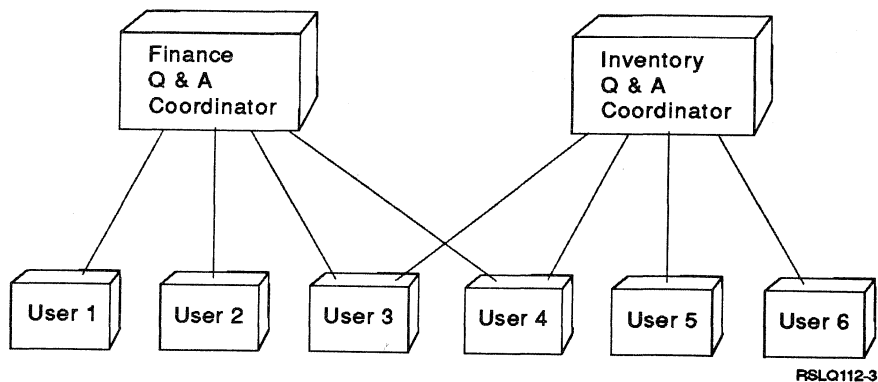


Figure 3-9. Q & A Administrative Coordination

Remote Question-and-Answer Database Coordination

Some systems require remote Q & A database coordination. This coordination level includes all of the tasks required for the database and administrative levels plus a group of tasks associated with distributing a Q & A database (making a remote Q & A database available to several systems). These tasks are as follows:

- Creating a Q & A database load
- Distributing Q & A databases to other systems
- Registering users of other systems as Q & A users on the remote system
- Answering questions for remote users
- Providing remote users with periodic updates to their local Q & A databases

Figure 3-10 shows the relationship between the remote Q & A database Q & A coordinator to the local Q & A database Q & A coordinator. The local Q & A coordinator appears as a user of the remote database, at the remote system.

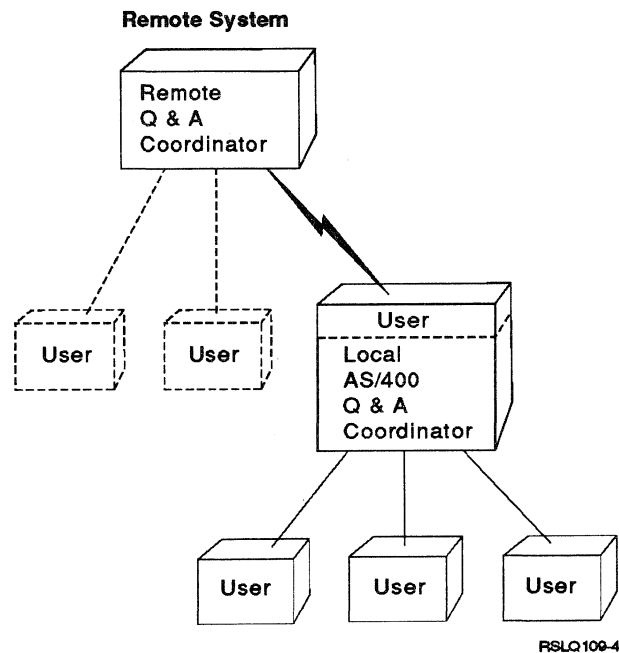


Figure 3-10. Remote Q & A Database Coordination

Chapter 4. Supplying Answers to Users: Q & A Coordination

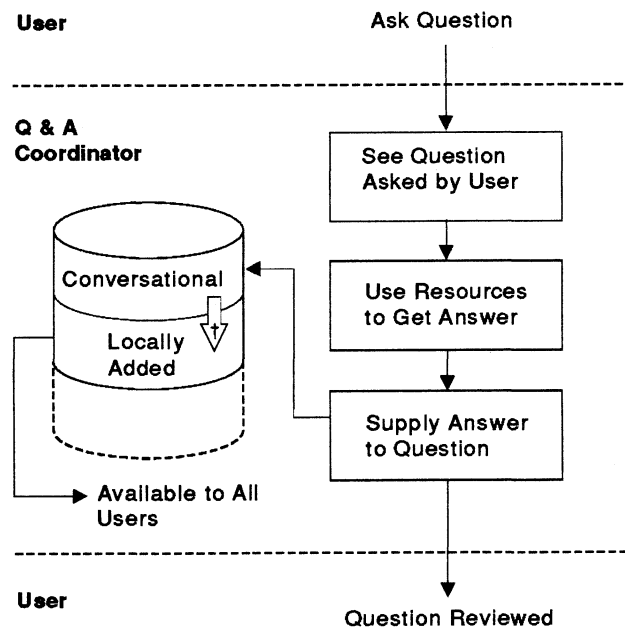
Q & A coordination is the process of supporting users of the Q & A function with information by answering questions the users submit.

Note: In this chapter, users are those who use the Q & A function to get information. Q & A coordinators are those who supply information to users through the Q & A function.

This chapter shows in detail how you, as a Q & A coordinator, supply answers to user questions by:

- Directly answering user questions
- Gathering information from technical experts to use in answering user questions

Figure 4-1 shows the Q & A process the Q & A coordinator follows in supplying answers to user questions.



Note:
† = Published

RSLO122-4

Figure 4-1. Supplying Information to Q & A Users

Answering questions is the first line of coordination of the information in a Q & A database. The major tasks you do while providing this level of support are:

- Answering questions
- Searching and using a remote Q & A database
- Adding questions to a Q & A database
- Deleting questions from a Q & A database

To do these tasks, you must be authorized to use the Answer Questions (ANSQST) command, the Ask Questions (ASKQST) command, and the Delete Questions (DLTQST) command. Additionally, when controlled publication is used, authorization to the Edit Question (EDTQST) command is necessary. You

must also have Q & A coordinator authority to the Q & A database. See Chapter 7, "Controlling the Use of a Question-and-Answer Database," for more information on how these authorizations are granted.

Answering Questions

To answer a question, you first must check the Q & A database to see if someone has asked a question. Then, you supply the answer.

Selecting a Question

The steps involved in this procedure are similar to the steps users follow to review their own questions.

Start the Q & A function by issuing the Start Q & A (STRQST) command or by selecting the appropriate option from an AS/400 menu. The Question and Answer menu appears. Select the *Answer and publish user questions* option.

Note: If you can answer questions in more than one database, the Select a Database display appears. Select the database in which you want to work.

The Select Question Status display appears. This display lists the following status options, by which questions are grouped:

Status	Meaning
Not answered	The question is waiting for a response.
Answered	There is a response to the question.
Accepted	The user who asked the question is satisfied with the answer.
All questions	Select all questions asked in the database regardless of status.

Select the status of the questions you want to see and press the Enter key. A display appears listing the titles of the questions with the status you selected.

This list is similar to the list of titles you see when you search a database for information. However, these titles can only be viewed by you as a Q & A coordinator of this Q & A database, and by the user who asked each question. From this display you can:

- Select questions to answer (or publish).
- Print any or all questions, or print a list of the titles only.
Q & A sends a file to your assigned output queue.
- Delete questions from the Q & A database.

Any question you delete from this list is removed from the conversational part of the database. The question is deleted from your list of questions to answer and also from the list of questions that the user who asked the question sees. After a question is deleted, it cannot be replaced unless the question is asked again by the user.

Work with Questions to be Answered				
Type options, press Enter.				System:
2=Answer or publish 4>Delete 5=Display 6=Print				
Opt	Question Title	Date	Status	User
-	Will the company i	02/20/87	Not answer	User1
-	Does the company i	02/21/87	Not answer	User2
-	Can I purchase add	03/03/87	Not answer	User3
-	When I attempt to	02/27/87	Answered	User1

The date of a question is the day the status was last changed for that question. The user is the AS/400 user identifier of the person who asked the question.

You can select questions to answer based on this information, or press the Display function key to see a longer title of the question before making your selection.

Answering the Question

When you have selected the question to answer, press the Enter key. The Answer Question display appears. The top half of the display shows the title and question. The bottom half of the display is blank.

From the Answer Question display you can:

- Answer the question directly.
- Search the database for more information.
- Add this question to the public portion of the Q & A database as a published question.

Note: When controlled publication is used, the question goes through additional editing instead of being published immediately. See Part 3, "How to Use Controlled Publication," for more information.

You may also need to search the database for additional information before you can answer the question. See "Searching a Local Question-and-Answer Database" on page 4-4 for more information.

When you have completed typing the answer to the question, press the Enter key. The status of the question changes to Answered and the next question you selected to answer in the database appears. When you have answered the last question you selected, you can select more questions or press Exit and leave the Q & A function.

Note: A question may be useful to other users in addition to the person who asked it. You can add a question to the database as a published question. Then, anyone who uses the database can find the question using a search. See "Adding Questions to a Question-and-Answer Database" on page 4-11 for information on how to add questions to the database.

Searching a Local Question-and-Answer Database

If you need additional information to answer a question, you can use the Q & A function to search the Q & A database for that information. The search variables are the same variables the user searched the Q & A database with before asking the question. You can look at the same Q & A database questions the user found. You can also change the search variables to do a different search. For more information, see “Searching a Database” on page 2-1.

When you find possible answers to the question, note the question ID and return to the Answer the Question display, using the Cancel function key. Your answer may include the IDs of the question information you found.

If the database you are using has a remote database link, you can also get an answer by searching and copying a question from the remote Q & A database.

Using a Remote Question-and-Answer Database

The conditions necessary for you to use a remote Q & A database are:

- You must be able to use one of the following commands:
 - ANSQST
 - ASKQST
 - WRKQST
- You must have Q & A coordinator authority to the local database. See Chapter 7, “Controlling the Use of a Question-and-Answer Database,” for more information on how to get this authority.
- The local Q & A database must have a link to a remote Q & A database.

The Q & A coordinator who puts a Q & A database on your AS/400 system adds the information (provided by the owner of the remote database) to the system, allowing you to connect directly to the remote Q & A database.

To see if you have a remote database linked to your local database, use the Work with Questions (WRKQST) command and examine the list of Q & A databases on your system. Remote databases are listed, and the description states that the database is remote.

Linking to a Remote Question-and-Answer Database

You can link to a remote Q & A database in one of two ways:

- After searching for answers on a local Q & A database, press the Remote function key from the list of question titles.
- After selecting the *Work with questions you asked* option, select a remote Q & A database from your list of Q & A databases.

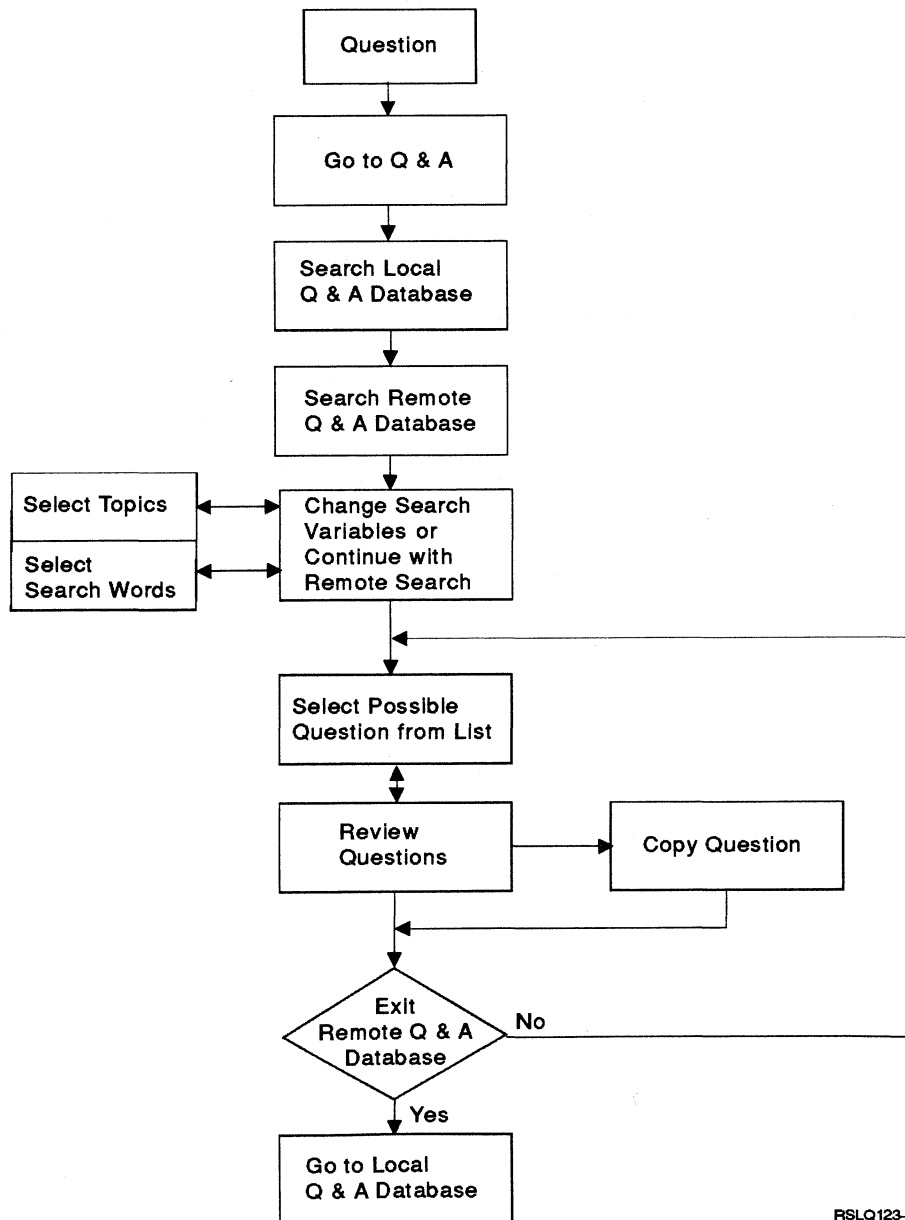
When you have the authority to answer questions on a Q & A database, and that database has a remote Q & A database, you can also search the remote Q & A database using the Q & A function on your AS/400 system. To search the remote Q & A database, do the following:

1. Search the local Q & A database.
2. Press the Remote function key to see the Remote Support for Q & A display.

This display tells you who supplies the remote Q & A database and allows you to quit the process without starting the data link. On this display, you may need to provide connection information, most of which is supplied to you from the coordinator of the remote database. (For example, you must use "REMOTE FILE" as the name of the remote Q & A database.)

3. Press the Enter key to connect with the remote Q & A database. The Remote Search for Answers display appears.

When you work with a remote Q & A database, you send information to and from the remote Q & A database. Figure 4-2 shows the Q & A tasks you can do using a remote database. These tasks are explained in "Searching a Remote Question-and-Answer Database" on page 4-6.



RSLQ123-2

Figure 4-2. Using a Remote Q & A Database

Searching a Remote Question-and-Answer Database

After the link between the databases has been made, you can search the remote database. The search variables displayed are those from your last search of the local Q & A database. You can either accept these search variables or change them.¹ Then press the Enter key.

The Search Remote Database for Answers display appears. This gives the search result numbers showing how many questions were found, in total and using each variable.

Note: The lists of permitted topics and search words are actually lists from your local Q & A database. You may pick a primary topic that is valid on your local Q & A database, but not valid on the remote one. If your search on the remote database is unsuccessful because of an incorrect search variable, the incorrect search variable is identified.

The process of selecting questions from a list to review and print is the same as if you were working with a local Q & A database. Reviewing the questions selected is also the same. For more information, see "Selecting a Question" on page 4-2.

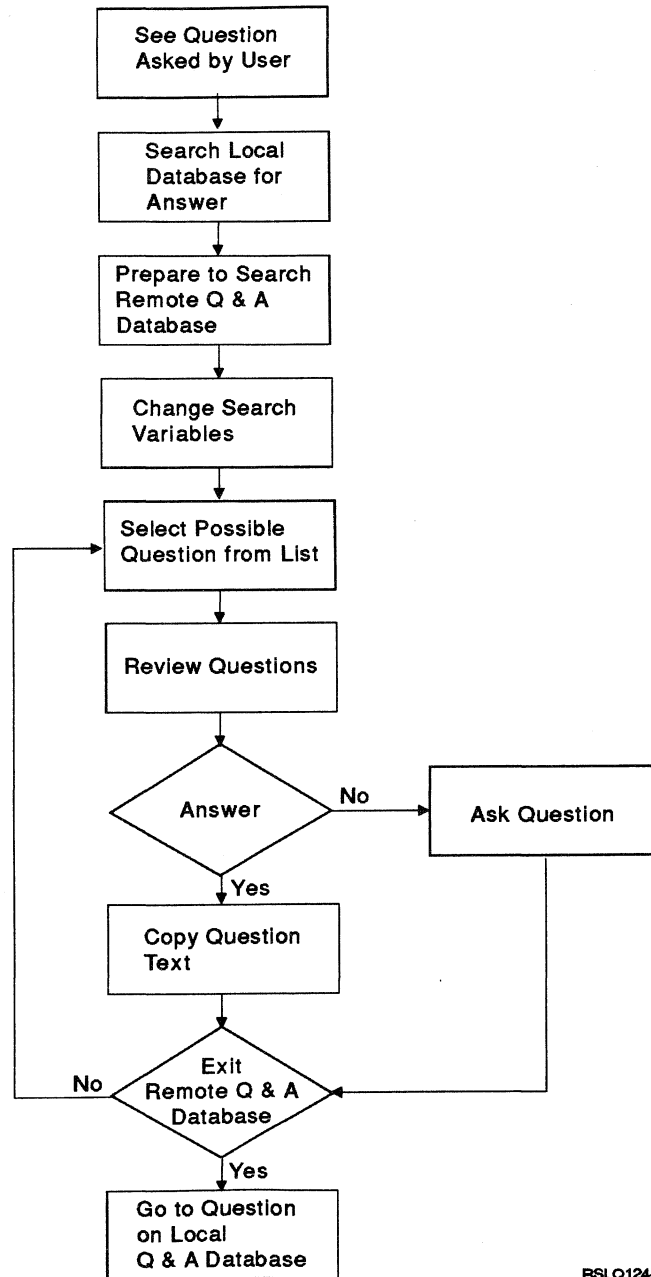
It is likely that a remote Q & A database has more information than does the local one. You can use the remote database. If you see a question on the remote database that you would like to have on the local one, you can copy that question. Press the Copy function key from the display that shows the entire question. The question is added to your local Q & A database as a conversational question that can then be locally published.

After you have completed viewing the questions found in the remote Q & A database, the Exit Remote Q & A Database menu appears. This menu allows you to select another task while still connected to the remote Q & A database, or to end the remote conversation and return to the local Q & A database.

¹ When other languages are supported by the remote system, you will be able to specify a language ID.

Using a Remote Question-and-Answer Database to Answer Questions

You can view the remote Q & A database as an extension of your local one, and copy information into the Answer a Question display. Figure 4-3 to answer a local question.



RSLQ124-3

Figure 4-3. Using a Remote Q & A Database to Answer a Local Question

Continue through the remote search process until you see the answer to the local user's question. Then press the Copy function key. The Q & A function copies the question into the answer portion of the question in the local Q & A database.

Asking a Question on a Remote Question-and-Answer Database

While you are using a remote database, you can ask a question and submit it as a conversational question in that database. This process is similar to asking a question on the local Q & A database (see "Asking a Question" on page 2-8).

Figure 4-4 on page 4-9 shows the flow of tasks when you ask a question on a remote database.

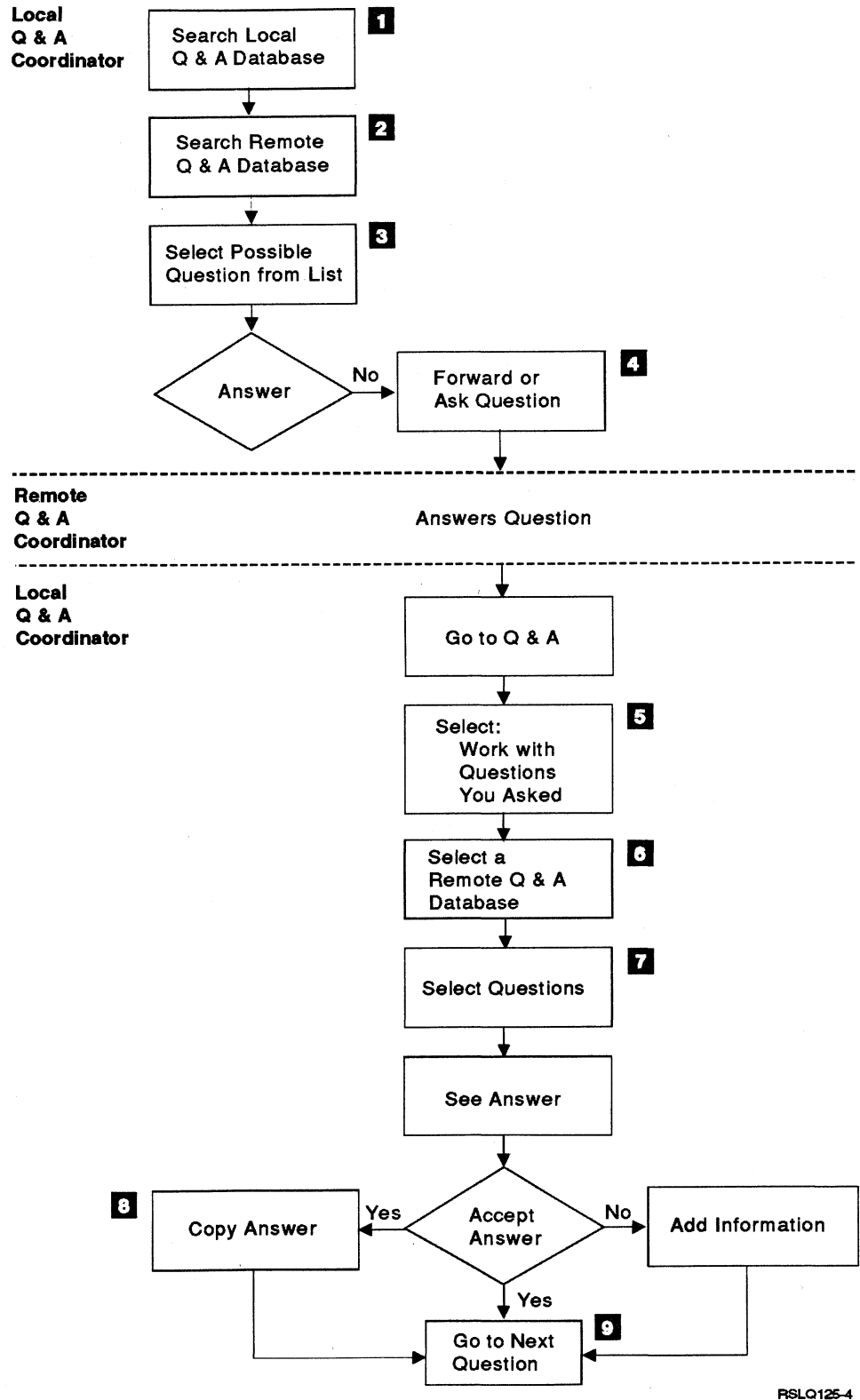


Figure 4-4. Asking a Question on a Remote Q & A Database

RSLQ125-4

To ask a question on a remote database, do the following:

- 1** Do a database search of the local database.
- 2** Do a database search of the remote database.
- 3** From the list of question titles, or from the display of the remote Q & A database question, press the Ask a question function key to type and title your question.
- 4** If you see the Ask Question in a Remote Database display as part of the process of answering a local question, press the Forward question function key. The question text of the local question is copied to the Ask a Question display.

Your question then appears on your list of questions, and on the remote Q & A coordinator's list of questions to answer, with the status of Not Answered. Check periodically to see if your question has been answered.

- 5** Select the *Work with questions you asked* option from the Question and Answer menu.
- 6** Select the remote Q & A database from your list of databases.
Note: If you have the authority to use a remote database, you see the list of local and remote databases when you use this option.
- 7** Select and review your questions. You accept the questions or restate them.
- 8** You can also use the Copy function key to create a new copy of the question into the conversational part of the local Q & A database to be published.
Note: When you accept an answer, a copy of the remote question is put into the local database. The question text replaces the local original question and the status of the local question is changed to Answered.
- 9** When you complete one question, the next one appears. After you complete the last question you selected, the Work with Remote Questions You Asked display appears. You can select additional questions to review, or leave the remote Q & A database.

When you have reviewed all your questions, press the Exit function key. The End Remote Database Task menu appears. Select the exit method you want to use.

Other Considerations

When using a remote database, keep the following in mind:

- Not all users are allowed to search the remote Q & A database. You are the link between these users and the information in the remote Q & A database. You may feel you are in the middle of a conversation about which you know very little, especially when questions ask for specific technical details. How you forward questions to a remote Q & A database, and how quickly you pass on the answers to the user, influence how useful the information is.
- Use communications time efficiently. Use the following guidelines to help make your decisions:
 - When answering questions, make a list of questions for which you need the remote database.

- Before searching the remote database, print the local questions for reference while searching.
- If you may be coming back to the remote Q & A database, keep the remote conversation when you exit the remote function, to save reconnection time.

Note: Some systems have an automatic disconnect that drops the link if no data has passed over it in a specified period of time.

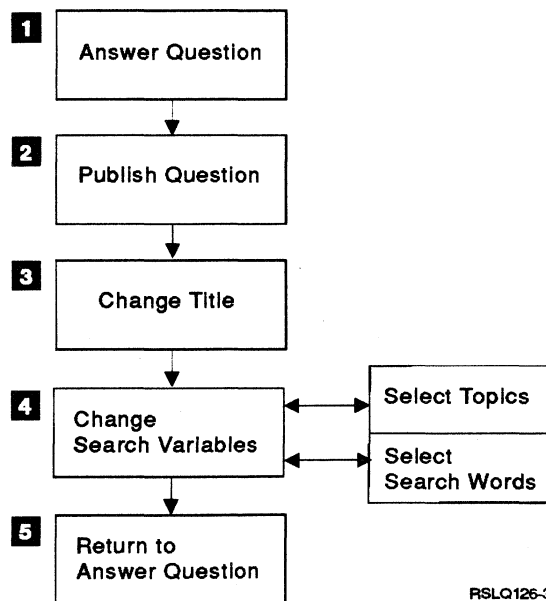
Adding Questions to a Question-and-Answer Database

Adding questions to a Q & A database keeps the information current and relevant to its users. You can add to a database by:

- Publishing questions
- Copying questions
- Asking yourself questions

Publishing Questions

You can make user questions of general interest available to all users of the database by publishing the questions. Figure 4-5 shows the process involved in immediately publishing a question.



RSLQ126-3

Figure 4-5. Publishing a Question for All Users of a Q & A Database

To publish a question for all users of a database, do the following:

- 1** From the Answer Question display, press the Publish function key.
- 2** The Publish Question display appears.

The conversational question is copied to the Publish Question display.

As appropriate, change the content of the question display by removing unnecessary information left over from the online dialog you had with the user who originally asked the question.

- 3** Press the Enter key. The Change Question Title display appears.

The title that appears is the title that all users see in the list of titles after searching the database with the assigned search words. Change the title (if necessary). Then press the Enter key.

- 4** The Change Search Variables display appears. This display shows the original variables from the user database search. You can type in new search variables or select them from a database list, which you access by pressing the Prompt function key.

Press the Enter key when the question has the correct search variables. The search variables are entered automatically at the end of the publishing task.

- 5** The Answer Question display appears again, and the question is copied to the locally added and candidate parts of the database.

You can either continue to add questions or press the Exit function key to end the session.

Copying Questions

Another way to add questions to a local Q & A database is to copy them from a remote Q & A database. You can do this procedure while searching a remote database, or when you get an answer to a question you asked in the remote database.

If you are searching a remote database, the Display Remote Answer display shows you a question. Press the Copy function key to copy the question to the local database.

If you find an answer by searching the remote Q & A database to answer a local question, you can copy the answer to the local Q & A database. The text of the answer is copied and added to the end of the text of the local question you were answering.

When you get an answer to a question you have asked in the remote database, you can copy an answer from the Review Your Remote Database Question display. Press the Copy function key. The question and any search values available are added to the local conversational part of the Q & A database.

Notes:

1. When you add questions to your local Q & A database by copying them from the remote database, you cannot change the information in the questions unless you are in the process of answering a question.
2. These copied questions are classified as locally added if they are published. If the owner of the remote Q & A database sends you an update, it may duplicate questions already in the published portion of the local Q & A database. See "Deleting Questions from a Question-and-Answer Database" on page 4-13 for information on removing duplicate questions.

Asking Yourself Questions

You can add information on useful questions by asking yourself questions. After answering these questions, you can publish them. See “Asking a Question” on page 2-8 for more information on this procedure.

Note: You can add larger amounts of information into a Q & A database more efficiently by using the edit function. This procedure requires additional authority. See Part 3, “How to Use Controlled Publication,” for additional information.

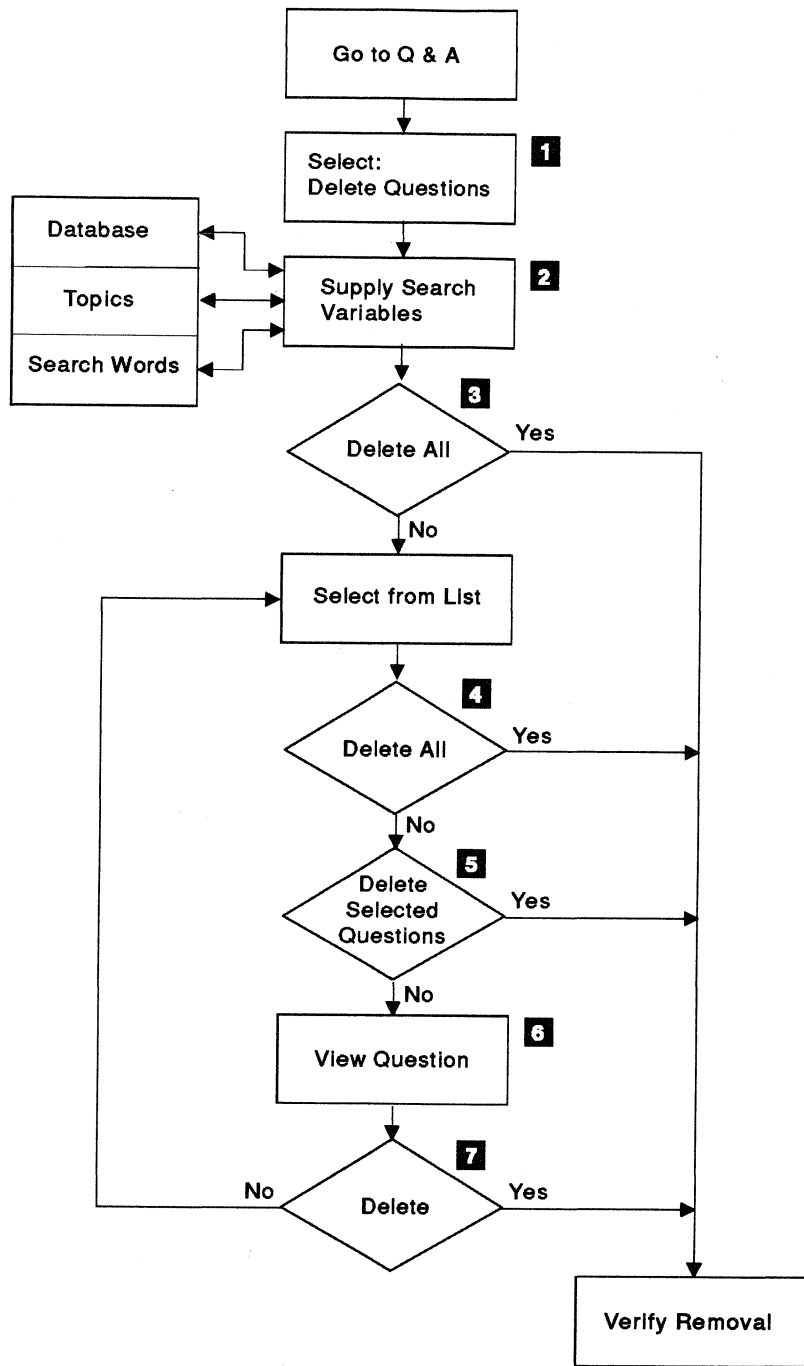
Deleting Questions from a Question-and-Answer Database

Deleting questions is just as important as adding questions in keeping a Q & A database updated and relevant to its users.

Deleting Published Questions

To delete published questions, you must have authority to the DLTQST command and the Q & A database. See Chapter 7, “Controlling the Use of a Question-and-Answer Database,” for information on granting authority.

Figure 4-6 on page 4-14 shows the process of deleting questions.



RSLQ127-3

Figure 4-6. Deleting Published Questions from a Q & A Database

To delete published questions from a Q & A database, do the following:

- 1** Type the Delete Question (DLTQST) command, select the delete option from the Work With Database screen, or select the *Delete questions* option from the Question and Answer menu. The Specify Search Variable display appears.
- 2** Select the search values that describe the type of questions you want to delete. Press the Enter key to search the database. The Specify Search Variables display appears again, showing you the number of questions found by the search.
- 3** If you want to delete all the questions, press the Delete all questions found function key. The Confirm Delete All Questions display appears. If you want to select the questions to delete, press the Enter key.
- 4** To delete all the questions found, press the Delete all function key.
- 5** To delete selected questions from the list of titles, use the *Delete* option.
- 6** You can also select to view questions before removing them.

Note: Each time you delete one or more questions using these methods, a display appears showing you the questions you will delete if you continue.

When you press the Enter key from the list of questions to delete, the questions you marked to be removed are deleted together. The questions you selected to view appear one at a time on the Display Question display.

- 7** Press the Delete question function Q key to remove the question you are viewing. The next display asks you to verify the deletion. To delete the question, press the Enter key. When you finish with the last question you selected to review, you return to the Delete Questions display.

Deleting Conversational Questions

To delete conversational questions, select the *Answer and publish user questions* option from the Question and Answer menu or enter the ANSQST command.

To delete a question, type a 4 in the *Opt* field next to the title of each question you want to delete. Then press the Enter key. A display appears to ensure that you are deleting the questions you want to delete.

Deleting Candidate Questions

To delete a candidate question, change the status of the question to "rejected" using the Question and Answer menu, and selecting to work with candidate questions. See "Editing Status" on page 9-4 for information about changing the status of a question.

Reclaiming Deleted Question Space

To reclaim deleted question space, use the Reorganize Physical File Member (RZGPFM) command. See the *CL Reference*. See "Recovering Files and Records" on page 5-13 for a list of files associated with a Q & A database.

Chapter 5. Supplying a Question-and-Answer Database on Your AS/400 System

The Q & A administrator of a local AS/400 system is responsible for coordinating all Q & A databases on the system. This coordination includes creating, loading, and removing Q & A databases from the local system. This chapter describes how the Q & A administrator does these tasks.

Note: Chapter 4, "Supplying Answers to Users: Q & A Coordination," describes how the Q & A coordinator supplies answers to users and maintains the local database. Chapter 6, "Supporting a Question-and-Answer Database on Another AS/400 System," describes how to create and distribute a Q & A database to users on a remote AS/400 system.

Question-and-Answer Databases on an AS/400 System

Users get information from a database by using the Q & A function. The Q & A database contains the information, while the operating system contains the menus and prompts for the Q & A function.

The information in the database is in the form of questions. These questions are found in two sections of the database:

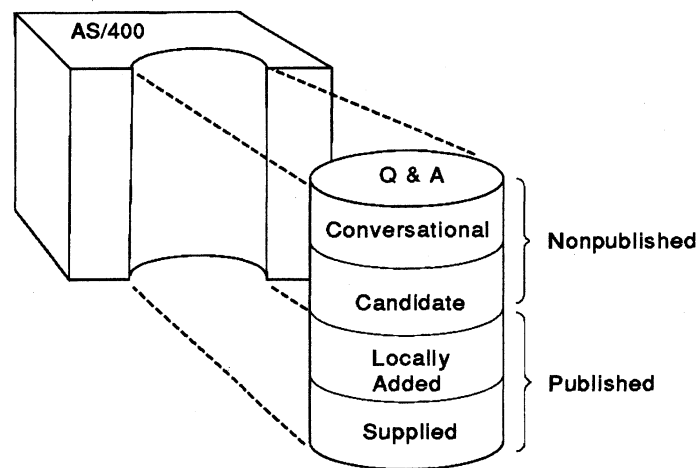
- Published section

This section contains both local questions (originated on the local system) and supplied questions (supplied with the database from another source). Both types of questions are available to any user of the database through a database search.

- Nonpublished section

This section contains questions asked by users or being edited for publication. Q & A coordinators can see all the questions in the database.

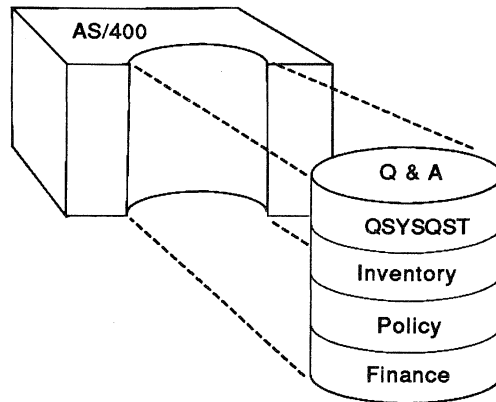
Figure 5-1 shows the relationship of the questions in the database.



RSLQ128-3

Figure 5-1. Q & A Database on the Local AS/400 System

You may have more than one Q & A database on your system. Figure 5-2 shows how all the Q & A databases on the system are available to you using the same set of displays.



RSLQ108-4

Figure 5-2. Several Q & A Databases on a Local AS/400 System

Databases can be supplied from two sources:

- The local system (with published questions)
- A supplied source Q & A database (with published questions supplied by the database supplier and with a link to a remote Q & A database)

As a Q & A coordinator, you supply information to Q & A users in a local Q & A database by answering questions, and by adding and deleting published questions. See Chapter 4, "Supplying Answers to Users: Q & A Coordination," for more information on these functions.

As a Q & A administrator, you do the following:

- Set up and remove Q & A databases in the AS/400 system in an organized fashion.
- Supply information to Q & A users on other systems by distributing Q & A databases to be loaded on other systems and authorizing users to a remote system.

These responsibilities involve the following tasks:

- Creating a Q & A database
- Loading a Q & A database to a system
- Changing a Q & A database
- Recovering a Q & A database
- Deleting a Q & A database
- Creating a Q & A database load for distribution (see "Creating a Question-and-Answer Database for Distribution" on page 6-1 for information on this procedure.)

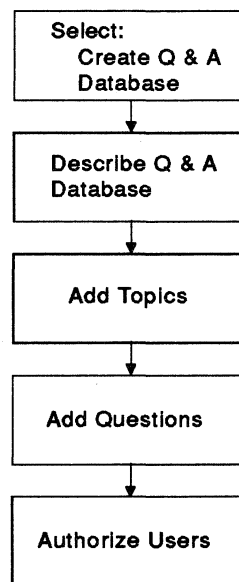
Creating a Question-and-Answer Database

You create a Q & A database on your AS/400 system in two ways:

- Creating a new database. You can use either the Create Q & A Database (CRTQSTDB) command or the Q & A displays.
- Loading a Q & A database that has been supplied to you. The loading procedure is described in "Loading a Question-and-Answer Database on an AS/400 System" on page 5-7.

Before you can use either method, you must have authority to create or load a Q & A database. See Chapter 7, "Controlling the Use of a Question-and-Answer Database," for information.

Figure 5-3 shows the process involved in creating a new local Q & A database.



FSLQ133-3

Figure 5-3. Creating a New Local Q & A Database

To enter the CRTQSTDB command, either type the command at a command line and press the Enter key, or use the Q & A displays.

If you use the displays, select the *Work with a Q & A database* option from the Question and Answer menu and press the Enter key. Select the *Create a database* option. Type the name of the database and the name of the library in which you want the database. The library must be one in which you have the authority to create objects.

Type the description of the database. This description helps users select a database. Then press the Enter key. The Change Q & A Database Information display appears, which allows you to specify information about the database you are creating. Press the Enter key to accept the defaults. The database is created in the specified library.

Note: See Appendix C, "Using Codepages with Q & A Databases" on page C-1 if you are creating a database that contains double-byte characters.

Adding Topics to a Question-and-Answer Database

To add topics to a Q & A database, do the following:

1. From the Work with a Q & A Database display, select the *Work with locally added topics* option for the new database.
2. The Work with Primary Topics display appears.
3. Select the Add new primary topics function key. The Add Primary Topic display appears.
4. Add a primary topic and its description; you may add several secondary topics and their descriptions for each primary topic. Then, press the Enter key.
5. Repeat this process until you have added all the primary topics and their associated secondary topics.

Adding Questions to a Question-and-Answer Database

You can add questions to the Q & A database in the following ways:

- Publish user questions (see “Publishing Questions” on page 4-11).
Before users can ask questions, they must be able to search the database with a valid primary topic. Add primary topics to the database by selecting the *Work with locally added topics* option on the Work with Q & A Database display. See “Changing a Question-and-Answer Database” on page 5-9 for more information on this procedure.
- Publish questions you have asked yourself (see “Asking Yourself Questions” on page 4-13).
- Use controlled publication to add a large amount of information or allow several Q & A coordinators to add information (see Part 3, “How to Use Controlled Publication”).

Authorizing Users to a Question-and-Answer Database

You must grant authority to users. See Chapter 7, “Controlling the Use of a Question-and-Answer Database,” for information.

Example: Creating a Question-and-Answer Database

The following example steps you through the process of creating a Q & A database. The example also shows you how you can organize the database when you specify primary and secondary topics.

The database in this example is being created to reduce the amount of time that managers spend answering questions about company policy. This database, POLICY, is being created for employees to use to ask questions about company policy.

Because all users will use this database, the database will be created in a library that all users have authority to. The name of this library is EVERYONE. Before the database can be created, this library needs to be created with the Create Library (CRTLIB) command.

Two primary topics, BENEFITS and PROCEDURES, will be added when the database is created. Each will be assigned a few suitable secondary topics. More primary and secondary topics can be added later.

The following list illustrates the framework of the POLICY database:

- Database name – POLICY
 - Primary topic – BENEFITS
 - Secondary topic – VACATION
 - Secondary topic – HOLIDAYS
 - Secondary topic – INSURANCE
 - Secondary topic – RECREATION
 - Primary topic – PROCEDURES
 - Secondary topic – EQUIPMENT USE
 - Secondary topic – BUSINESS TRIPS

The following steps describe how to create this database:

1. On the Work with Q & A Database display, type POLICY in the database prompt, type QUSRSYS in the library prompt, type a description for the database, then press Enter.
2. The Change Q & A Database Information display appears, which allows you to specify information about the database you are creating. Press the Enter key to accept the defaults.
3. A message informing you that the database has been created appears on the Q & A Database display.
4. You now need to define the primary and secondary topics for your database. On the Work with a Q & A Database display, select the option to work with locally added topics for your database POLICY.
5. The Work with Locally Added Topics menu appears.
6. The Work with Locally Added Topics menu shows you that you currently have no primary or secondary topics associated with this database. In order to create some topics, press the Add Topics function key. The Add Topics menu appears.
7. The Add Topics menu allows you to assign a primary topic to the database. You can also associate several secondary topics to this primary topic. Type the following information on the display and press the Enter key:

```

                                     Add Topics

Type choices, press Enter.

Primary topic . . . . . BENEFITS
Description . . . . . COMPANY BENEFITS

Secondary Topic      Description
VACATION             PAID OR UNPAID VACATION TIME
HOLIDAYS             PAID HOLIDAYS
INSURANCE            COMPANY INSURANCE COVERAGE
RECREATION           SPORTS AND HEALTH BENEFITS
```

When you press the Enter key, the display is cleared. The primary topic BENEFITS is added to the database, and the secondary topics you typed are associated with that primary topic.

To add the next primary topic, type the following information on the display and press the Enter key:

```

                                Add Topics

Type choices, press Enter.

Primary topic . . . . . PROCEDURES
Description . . . . . COMPANY PROCEDURES

Secondary Topic      Description
EQUIPMENT USE       THE APPROVED USE OF COMPANY EQUIPMENT
BUSINESS TRIPS      PROCEDURES FOR BUSINESS TRIPS

```

You are finished adding the primary and secondary topics associated with your new database.

Adding search words at this time may help the users understand the kind of questions that are suitable for this database. The search words should relate to one or more of the secondary topics. The following list shows you some search words that could be used in the POLICY database:

- Forms
- Reimbursement
- Procedure
- Amount
- Request

Users could then use these search words when asking questions like:

Table 5-1. Sample Questions

Question Title	Primary Topic	Secondary Topic	Search Words
How am I reimbursed for business trips?	Procedures	Business trips	<ul style="list-style-type: none"> • Reimbursement • Procedure
How much vacation do I get next year?	Benefits	Vacation	<ul style="list-style-type: none"> • Amount
Is it too late to join the bowling team?	Benefits	Sports teams	<ul style="list-style-type: none"> • Forms • Procedure • Request

The following describes how to add search words to your database when you have that authority:

1. From the Q & A main menu, select the Work with a Q & A database. The Work with a Q & A Database display appears.
2. From the Work with a Q & A Database display, specify the option to *Work with locally added search words* on your database.
3. The Select Q & A Database display appears. Select the database in which you want the search words added. When you press the Enter key, the Work with Search Words menu appears.
4. Press the Add Search Words function key. The Add Search Words display appears.

On this display, you can type new search words and their descriptions. These search words are added to the database you selected.

The final step in creating a database is to grant authority to users. In this example, the database was created in a library that all users have access to. No more steps need to be taken to allow users to search the database. For infor-

mation about granting coordinator authority to users, see Chapter 7, "Controlling the Use of a Question-and-Answer Database."

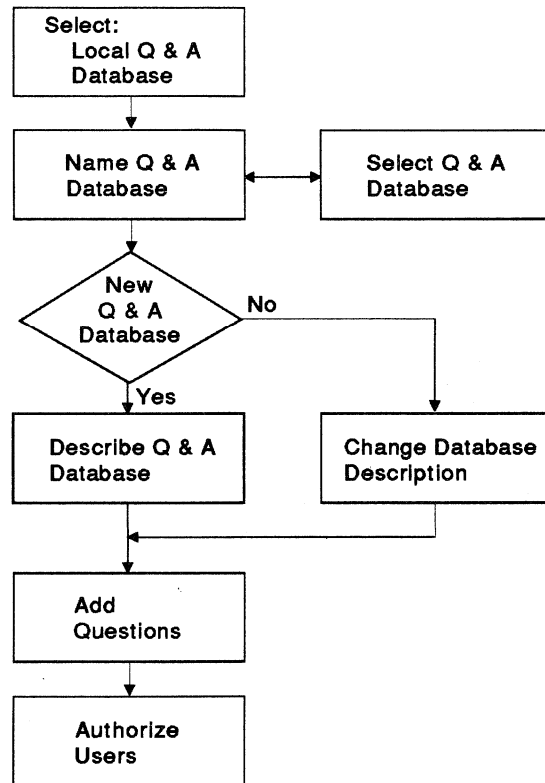
Loading a Question-and-Answer Database on an AS/400 System

You can only load a supplied Q & A database on a system when the supplied database was created using the CRTQSTLOD command. The supplied Q & A database is loaded on your system when you use the LODQSTDB command.

To load a Q & A database on your AS/400 system, you must have:

- A Q & A database loaded on alternate media (such as tape)
- A description of the Q & A database from the supplier of the database
- Authority to use the LODQSTDB command

Figure 5-4 shows the process involved in loading a Q & A database.



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Figure 5-4. Loading a Q & A Database from a Supplied Source

Entering the LODQSTDB Command

To enter the LODQSTDB command, either type the command at a command line and press the Enter key or use the Q & A displays. If you use the displays, select the *Load database to system* option from the Question and Answer menu and press the Enter key. The Load Database to System display appears.

Describing the Database

The Load Database to System display allows you to describe the database. First you describe the Q & A database to the system and the device, so the load function can occur. You then describe the database to the system, so that it can be used.

Use the Load Database to System display to enter the following information:

- The system database name. This is the name you want to call this database on your system.

Note: If you are loading a new version of an existing Q & A database, press the Prompt function key to see the Q & A database names. You can give the Q & A database any name you want on your system. However, if you use a name other than the one given by the remote Q & A database owner, keep a record of the change so you can update the Q & A database later.

- The name of the library in which you want the Q & A database. The library must be one in which you have the authority to create objects.
- The description of the Q & A database. This description helps users select a Q & A database to use.
- The device name. This is the name of the other medium device from which you are loading the Q & A database.
- The name of the tape or diskette Q & A database. This is the name of the Q & A database on the tape or diskette (supplied by whoever supplied the Q & A database). If the Q & A database exists on the tape or diskette multiple times, only the first occurrence will be acknowledged.

Note: Q & A checks to see if the system already has a Q & A database by the name you supply. If you load a Q & A database on your system with a name and library that already exists, only the supplied portion of the Q & A database (with search variables, IDs, titles, and question text) is updated. You can apply updates to your local Q & A database without destroying valuable information in the conversational and locally added sections.

When you load a Q & A database that is not named on your system, the Q & A function creates a new database. The Change Q & A Database Information display appears. This display shows the library and description you typed on the previous display. You cannot change these two descriptors here, but you can review them. To change the library and description, go to the previous display and type in the correct description.

You must also complete the following fields on the Change Q & A Information display:

- *Remote data linked to a local database.* Because you are creating a Q & A database with a supplied database as source, refer to the supplier's loading instructions. They will tell you if you can link to a remote Q & A database on the supplier's system. If there is a remote link, change this value to Y=Yes. If there is no remote link, keep the default of N=No.
- *Controlled Publication.* This field starts controlled publication for this database. The default value is N=No. See Part 3, "How to Use Controlled Publication," for a description of this part of Q & A.

The Change Q & A Database Information display also allows you to specify the code-page ID and graphic character-set ID for the database. This information needs to be given to you by the supplier of the database.

When you complete the The Change Q & A Database Information display, press the Enter key. If the value in the *Remote data linked to a local database* field is N=No, the new Q & A database is completely described to the system and the Question and Answer menu appears. If the value is Y=Yes, the Change Remote Database Information display appears.

If the Change Remote Database Information display appears, complete the required information as directed by the supplier of this Q & A database. When you have entered the information, the Question and Answer menu appears. You can select to search the new or upgraded Q & A database immediately.

Adding Information to a Question-and-Answer Database

When you update a Q & A database, the conversational, candidate, and locally added portions of the Q & A database do not change. All conversational and local questions have the same status as before the update. However, there may be an answer in the published questions because the *supplied* section has been changed.

If this is a new Q & A database on your system, the supplied portion already contains primary topics, secondary topics, search words, and published questions from the source Q & A database. You can add questions to the database by publishing them as described in "Adding Questions to a Question-and-Answer Database" on page 4-11, or by using controlled publication, as described in Part 3, "How to Use Controlled Publication." You can also add search variables (see "Changing a Question-and-Answer Database" for information on this procedure).

Granting Authority to a Question-and-Answer Database

The last phase in creating a Q & A database is to allow users the ability to use it.

If you updated an existing database, authority has already been granted. The same users who had the authority to the old version can use the new version with the same authority.

If you loaded a new Q & A database on your AS/400 system, all users on the system have authority to search the database. See Chapter 7, "Controlling the Use of a Question-and-Answer Database," for information on granting and revoking authority to users other than the creator of the database.

Changing a Question-and-Answer Database

This section describes how to keep a Q & A database up-to-date. It examines how you make changes in the following areas:

- Database characteristics
- Database name and library
- Topics
- Search words

To make changes to a database, use the Work with a Q & A Database display. To see this display, select the *Work with a Q & A database* option from the Question and Answer menu.

Changing Database Characteristics

Database characteristics describe the database when creating a new database or loading a supplied one. This information includes the following prompts:

- Description
- Database linked to a remote database
- Controlled publication
- National language support
 - Code-page ID
 - Graphic character-set ID

If the Q & A database is linked to a remote database, the characteristics also include the following:

- Remote database owner
- Remote database owner address
- Voice telephone number
- Host connect information:
 - Account
 - Communications device (Logical unit)
 - Use connect code
- National language support

Note: All remote database information comes from the Q & A database supplier.

To change database characteristics, select the *Characteristics* option from the Change Q & A Database display or the *Change* option from the Work with a Q & A Database display. The Change Q & A Database Description display appears. Press the Enter key and the Change Q & A Database Information display appears. You cannot change the database name or library on this display. Use this display to change whether the database uses controlled publication or a remote Q & A database.

If you change the *Remote Q & A database* field to Y=Yes, the Change Remote Database Information display appears.

Note: See Appendix C, “Using Codepages with Q & A Databases” on page C-1, if you are creating a database that contains double-byte characters.

Working with Topics

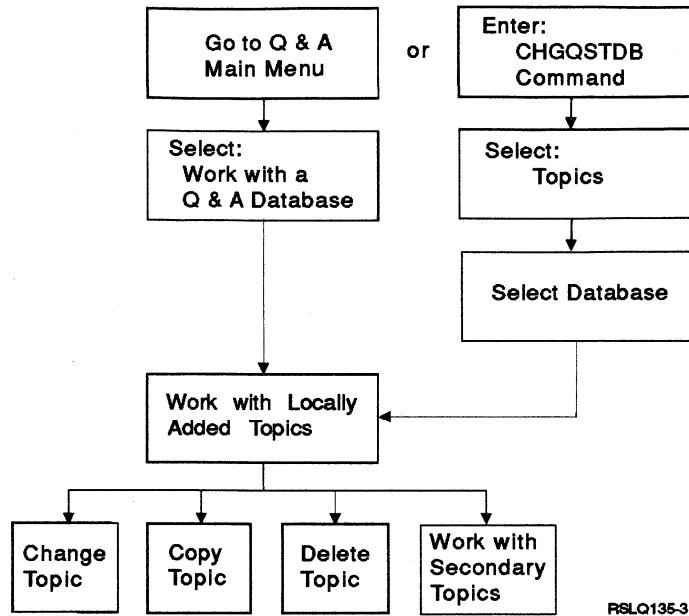
You can choose to work with the primary topics of a Q & A database. This can become necessary when you add new information and need different search variables. In addition, when you delete questions from a database, the primary and secondary topics remain. Use the Change Database menu or the Work with a Q & A Database display to change topics in the following ways:

- Add primary and secondary topics.
- Delete primary and secondary topics.
- Change primary and secondary topics.

Note: All topics are assigned to a Q & A database. Questions are assigned topics as search variables. Primary topics exist in a database by them-

selves. No other search variables need be associated with them. Secondary topics, however, can exist only as search variables associated with a valid primary topic.

Figure 5-5 shows the process involved in changing database topics.



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Figure 5-5. Changing Q & A Database Topics

To change a topic, select the *Topics* option from the Change Database menu or the *Work with locally added topics* option from the Work with a Q & A Database display. From this display, specify the *Work with locally added topics* option. Press Enter, and the Work with Locally Added Topics display appears.

You can use this display to do the following:

- Select to change, copy, delete, or display one or more primary topics.
- Add a new topic to the database.

If you select the *Change* option, the Change Topics display appears with the first topic you selected.

The *Count* field on this display shows how many questions in the database use this primary topic. From this display, you can also change the secondary topics in the database by pressing the appropriate function key.

Changing Search Words

Search words are different from topics in that they refer more specifically to the subjects of the questions they are used to locate. You can add search words to a database as you publish questions, as well as when you are changing the database. You cannot change or remove a search word unless you are changing the Q & A database.

To change search words in the database, select the *Search words* option from the Change Q & A Database display or the *Work with locally added search words* option from the Work with Q & A Database display. Specify the database

you want to work with. The Work with Locally Added Search Words display appears.

The Work with Locally Added Search Words display shows a list of all the search words in the database. From this display you can select these options:

- Change a search word.
- Delete a search word.
- Add a search word.

This display also shows how many questions in the database use each search word as a search variable.

Note: You cannot delete a search word that is used by a question.

When you press the Enter key from this display without having made any selections, you are returned to the menu from which you selected to change the search words.

Recovering a Question-and-Answer Database

Regular saving of your Q & A database provides a restorable level of the Q & A database in case an error occurs. This helps to protect against losing valuable information.

Saving a Question-and-Answer Database

To save a Q & A database, save the system, using the SAVSYS command.

See the *CL Reference* manual for information on this procedure.

To save Q & A database files, save one of the following:

- Library that contains the database
- Q & A database files

To save the library that contains the database, use the Save library (SAVLIB) command.

To save the Q & A database files, use the Save Object (SAVOBJ) command, with generic names similar to those used in saving Q & A database files.

See the *CL Reference* manual for information on how to use these commands.

Note: You can restore Q & A database files using generic names. Use the RSTOBJ command. You need to know the index of the database.

A Q & A database is a collection of several objects in a library and a Q & A database information record. You can save all the objects that make up a database by specifying them generically, using an index and an asterisk (*) in the *Objects* prompt of the Save Object display. To see the unique index for the database you want to save, select the Work with Contact Information (WRKCNTINF) command and select the Q & A option.

Type the index in the prompt of the SAVOBJ command, as follows:

```
QAQAxx*
```

In this example, xx is the ID number of the index.

Recovering Files and Records

Following is a list of files associated with your Q & A database. The XX in each name represents the index value for any specific Q & A database. This index value can be found by using the Work with Contact Information (WRKCNTINF) command and selecting the Q & A option.

- The following are physical files:
 - QAQAxxABPY Supplied text
 - QAQAxxAQPY Supplied title
 - QAQAxxATPY Supplied topic
 - QAQAxxAGPY Supplied search word
 - QAQAxxBBPY Locally added text
 - QAQAxxBQPY Locally added title
 - QAQAxxBTPY Locally added topic
 - QAQAxxBGPY Locally added search word
 - QAQAxxCBPY Candidate text
 - QAQAxxCQPY Candidate title
 - QAQAxxDBPY Conversational text
 - QAQAxxDQPY Conversational title
- The following are logical files:
 - QAQAxxBQL1 Locally added question file
 - QAQAxxBQL2 Locally added question file
 - QAQAxxBQL3 Locally added question file
 - QAQAxxDQL4 Conversational question file
 - QAQAxxDQL5 Conversational question file
 - QAQAxxDQL6 Conversational question file
 - QAQAxxCQL7 Candidate question file
 - QAQAxxCQL8 Candidate question file
 - QAQAxxUGL1 Locally added and supplied search word file
 - QAQAxxUTL1 Locally added and supplied topic file
 - QAQAxxUTL2 Locally added and supplied topic file
 - QAQAxxUBL1 Locally added and supplied text file
 - QAQAxxUQL9 Locally added and supplied title file
 - QAQAxxAQLA Supplied title file

Restoring Q & A Database Files for a Specific Database

To recover the files listed in "Recovering Files and Records," do the following:

1. Use the WRKCNTINF command to find the index value for the specific Q & A database information record. If a database information record does not exist, create one using the CRTQSTDB command.
2. Delete any Q & A files present for that index value by using the WRKOBJ command.

3. Restore the Q & A database files from the last save, restoring the files to the library and index value indicated by the Q & A database information (WRKCNTINF) information. This index value can be found by using the Work with Contact Information (WRKCNTINF) command and selecting the specified Q & A database. If you rename the files during the same operation, you must also rename the file member names.

Recovering a Q & A Database Information Record database information record

To recover a Q & A database information record for existing Q & A database files, do the following:

1. Save the Q & A files (using the SAVOBJ command) by using the index value for the specific Q & A database information record, or use a previously saved version of the Q & A files. See "Recovering Files and Records" on page 5-13 for a list of files associated with a Q & A database.
2. Delete the Q & A files associated with that index value by using the WRKOBJ command.
3. Create a Q & A database, using the CRTQSTDB command.
4. Delete the files associated with the database just created, using the WRKOBJ command.
5. Restore the previously saved Q & A database files, restoring the files to the library indicated by the WRKCNTINF information.
6. Rename all the files to use the index indicated by the WRKCNTINF information, using the RNMOBJ command,
7. Rename the member in each file to use the index indicated by the WRKCNTINF information, using the RNMM

Recovering Missing Forwarded Questions in a Q & A Database

If the Q & A coordinator deletes the local copy of a FORWARDED question or if a Q & A database that contains questions in a FORWARDED status is deleted or is damaged so that the local copy of the FORWARD question is missing, the following message appears:

CPF5006 (Record not found)

The Q & A coordinator should request that the user who asked the question ask the question again.

Deleting a Question-and-Answer Database

You must have the authority to use the DLTQSTDB command to delete a Q & A database. See Chapter 7, "Controlling the Use of a Question-and-Answer Database" on page 7-1 for information on authority to do deletes.

To delete a database, enter the DLTQSTDB command on a command line or select the *Work with a Q & A database* option from the Question and Answer menu. The Work with a Q & A Database display appears.

Specify the *Delete a database* option, for a database. The Confirm Delete of Q & A Database display appears. From this display you can delete the database, or exit the process and leave the Q & A database on the system.

Chapter 6. Supporting a Question-and-Answer Database on Another AS/400 System

This chapter describes how you can use the Q & A function to develop a Q & A database on your system and distribute it to other systems.

The process includes the following:

- Creating a Q & A database for distribution
- Creating a Q & A database load
- Distributing a Q & A database
- Providing new versions of a Q & A database

Creating a Question-and-Answer Database for Distribution

The process for developing the Q & A database for distribution is the same as for any other Q & A database. See "Creating a Question-and-Answer Database" on page 5-3 for information on this procedure.

If you have a large support organization putting information in the database, or if you want a greater degree of control over the information delivered to other systems, use controlled publication to develop the database. See Part 3, "How to Use Controlled Publication," for more information on how to set up and use controlled publication.

Creating a Question-and-Answer Base Load

You must have authority to use the Create Q & A Database Load command (CRTQSTLOD). See Chapter 7, "Controlling the Use of a Question-and-Answer Database," for information on granting authority and other security procedures. To create a Q & A database load, do the following:

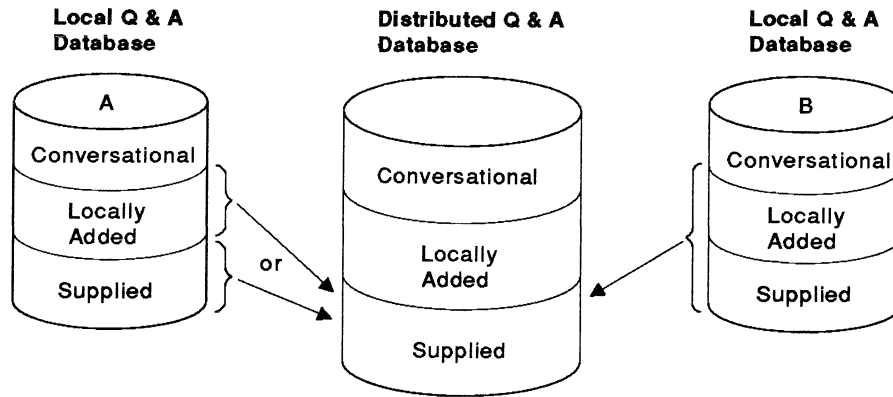
1. Put an initialized diskette in a diskette drive or an initialized tape on a tape device, to provide a medium on which to store the database.
2. Go to the Question and Answer menu.
3. Select the *Create a database load* option. The Create Q & A Database Load display appears.

This display has the following fields:

- *Database*. This is the name of the database you want to distribute. Use the Prompt function key to select the name from a list.
- *Library*. This is the library that contains the database on your system. Type an existing library name in the space provided.
- *Device name*. This is the type of device (tape or diskette) you have prepared for receiving the database.
- *Questions*. This identifies the portion of the Q & A database you want to distribute as the supplied portion. This portion can be the supplied questions, local questions, or a combination of supplied and local questions in one database.

4. Type the information in the fields. Then press the Enter key. This step creates a Q & A database load (a Q & A database on a tape or diskette with selected published questions and search variables).

Figure 6-1 shows three ways a distributed Q & A database can be created.



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Figure 6-1. Organization of a Q & A Database Load

Distributing a Question-and-Answer Database

Before you distribute your database, prepare the installing information to be delivered with the databases and if there is to be a remote link to your local Q & A database, authorize users to your local database.

Establishing a Data Link

To establish a data link, you need authority to configure the object that describes the data link.

When establishing an AS/400 remote database connection, the Q & A function uses APPC to the remote AS/400 system. Refer to Appendix A, "Question-and-Answer Database Communications" to determine the line, controller, and device descriptions that need to be created on the local and remote systems.

Installing the Question-and-Answer Function

Be sure to include installing instructions to lead users through the process of loading the Q & A database on their systems. These instructions must include the code-page ID and graphic character-set ID that you used when creating the database. You can use the Display System Value (DSPSYSVAL) command to find this information. For example,

```
DSPSYSVAL QCHRID
```

Note: See Appendix C, "Using Codepages with Q & A Databases" on page C-1, if you are creating a database that contains double-byte characters.

If users can link to your Q & A database, tell them to use Y=Yes in the *Database linked to a remote database* prompt. This option ensures that the Change Remote Database Information display appears for them to enter the specific information you give them.

Specific Account Information

Specific account information helps users complete the Change Remote Database Information display on their systems. Only users of Q & A databases with a remote link to a Q & A database need specific account information. You may need to supply information about other items, such as line configurations.

Information related to the remote database owner is as follows:

Prompt	Meaning
Owner name	The name of the company or person responsible for distributing the information in this Q & A database
Owner address	The business address for the owner described above
Voice telephone	The number users should call if they have a problem with the remote Q & A database link

For information related to connecting to your system, users also need to know the following:

Prompt	Meaning
Account number	A number or user id sometimes required by your local system when users are linking from another system. The supplier asks for the account number if the number is required (when accessing through the IBM network, when the <i>Use connect code</i> value is Y=Yes.)
Communications device	The logical unit in the remote system must be configured for Q & A communications.
Remote file	Use "Remote file" as the name of the Q & A database on the remote system.
Use connect code	Used by some systems connect to some IBM Q & A databases. Q & A databases created on AS/400 systems do not use this code. Instruct users to accept the default value of N=No.
Language ID	The language you want used to search the remote Q & A database for question titles, when supported by the remote system.

Allowing Other System Users to Use the Remote Q & A Database

In order to search a database on a remote system, the local user must have a valid user profile and password on the remote system.

Providing New Versions of a Question-and-Answer Database

Q & A databases require changes to the originally supplied information, to remain up-to-date. To make any changes to the databases you distribute, follow the procedures in "Creating a Question-and-Answer Database for Distribution" on page 6-1 and "Creating a Question-and-Answer Base Load" on page 6-1.

Chapter 7. Controlling the Use of a Question-and-Answer Database

This chapter describes how to use AS/400 system security with the Q & A function to protect the information in a Q & A database. This chapter is intended to be read by Q & A administrators.

You can use AS/400 system security with Q & A to protect the information in a Q & A database, by controlling what users can see and do with the Q & A function.

Question-and-Answer Database Controls

Security of your Q & A database is accomplished through user profiles. You can control each user's capabilities by restricting or granting authority to commands and file objects.

User Profiles

User profiles contain controls that authorize a user or group of users to certain system tasks and system objects. See the *Security Concepts and Planning* manual for more information on user profiles.

Table 7-1 shows some examples of profile descriptions which could be used with the Q & A function.

Table 7-1. User Profiles for Q & A

User	Description
Direct user	Can only search a Q & A database and submit questions to it
Q & A coordinator	Coordinates Q & A database information
Q & A administrator	Assigns authorities to Q & A users and manages the existence of Q & A databases

A user searches a Q & A database for the answer to a question. If the search does not produce the necessary information, the user submits a question to the database Q & A coordinator.

A Q & A coordinator provides information to users by doing the following:

- Answering user questions
- Publishing questions of general interest
- Deleting questions that are no longer useful

A Q & A administrator controls the flow of information to users by doing the following:

- Creating, changing, and deleting Q & A databases
- Granting users authority to Q & A databases
- Granting authority to support Q & A databases

Control Language (CL) Commands

Table 7-2 defines the Control Language (CL) commands over which each user profile has authority, and the displays that appear when you enter various CL commands (and the optional input values). You can give users additional authority over commands and file objects as needed.

Table 7-2. Control Language Commands and Associated Displays

Command	Definition	Optional Input Values	System Default Public Authority	Display Shown
ASKQST	Ask Question	Q & A database name Library name	USE	Search for Answers
ANSQST	Answer Question	Q & A database name Library name	EXCLUDE	Select Question Status
CTRQSTDB	Create Q & A Database	Q & A database name Library name	EXCLUDE	Create Q & A Database
CHGQSTDB	Change Q & A Database	Q & A database name Library name	EXCLUDE	Change Database
CRTQSTLOD	Create Q & A Load	Q & A database name Library name	EXCLUDE	Create a Q & A Database Load
DLTQSTDB	Delete Q & A Database	Q & A database name Library name	EXCLUDE	Confirm Delete of Q & A Database
DLTQST	Delete Question	Q & A database name Library name	EXCLUDE	Delete Questions
EDTQST	Edit Questions	Q & A database name Library name	EXCLUDE	Q & A Edit
LODQSTDB	Load Q & A Database	Q & A database name Library name	EXCLUDE	Load a Q & A Database
STRQST	Start Q & A	Q & A database name Library name	USE	Q & A
WRKQST	Work with Questions You Asked	Q & A database name Library name	USE	Work with Your Questions

Note: All commands are shipped with public authority.

Note: To select the database name, use the Select a Q & A Database display.

Granting Users Authority to a Question-and-Answer Database

This section describes how Q & A administrators grant users the appropriate levels of authority to use the Q & A function.

Using CL Commands

To use a command, you must have the following:

- Authority to use the command
- Authority to the file object for a particular database affected by the command

For more information on file objects, see “Using Question-and-Answer File Objects.”

You can authorize a user to use a command (such as DLTQST), but not give the user Q & A authority to a particular database. In that case, the user could not use the DLTQST command on that Q & A database.

Using Question-and-Answer File Objects

QAQAxxBBPY and QAQAxxBQPY are the file objects used for Q & A database authority. XX is the index number which distinguishes one Q & A database from another on your system. All files for a particular database have the same index. You can use the Work with Contact Information (WRKCNTINF) command to see a list of Q & A databases on your system, with the corresponding two-digit index (XX).

Read authority to QAQAxxBBPY gives you the direct user capabilities; you can use only the three commands listed under *Direct user* in Table 7-3. With read authority to QAQAxxBQPY, you can use all the commands, to which you have *USE authority, as listed under *Q & A coordinator* in Table 7-3.

Table 7-3. User Profiles and Associated Commands

Direct User	Q & A Coordinator	Q & A Administrator
ASKQST	ASKQST	ASKQST
STRQST	STRQST	STRQST
WRKQST	WRKQST	WRKQST
	ANSQST	ANSQST
	DLTQST	DLTQST
	EDTQST	EDTQST
	CRTQSTDB	CRTQSTDB
	CHGQSTDB	CHGQSTDB
	CRTQSTLOD	CRTQSTLOD
	DLTQSTDB	DLTQSTDB
	LODQSTDB	LODQSTDB

Example

You can use the ANSQST command under the following conditions:

- If you have read authority to the QAQAxxBQPY file of the particular Q & A database
- If you have authority to the Answer Question (ANSQST) command

Granting Authority to a Library

You can restrict the ability to use the Q & A function on a particular database by putting it in a library which has restricted authority.

The user must be authorized to the selected library when doing CRTQSTDB and LODQSTDB.

When creating or loading a Q & A database, the system supplies a value of QUSRSYS for library name when you describe the database and do not name a library. This is a system-supplied library to which all users have authority. For more control over who can search and ask questions in your Q & A database, you can supply a different library name.

Chapter 8. Maintaining Your IBMLink Password

You need an account number, user ID, and password when you access IBMLink through the Information Network. These are needed when you search or ask questions in the national IBM AS/400 Q & A database.

When you receive your system, your account number and user ID are active and will not change. The initial password assigned to you must be changed to one you select before you can use Q & A.

Your password further identifies you to the Information Network and IBMLink and protects information associated with your use of IBMLink from access by others.

A new password you create remains valid for 60 days. You need to change your password at least every 60 days, or whenever you are shown the Password Maintenance display after you sign on to the Information Network.

Changing Your Password

You can only change your IBMLink password by selecting the *IBM product information* option on your AS/400 system and signing on to the Information Network.

You need to sign on to the Information Network to change your password before you can do any other remote support function. You get an error message if you request a remote search of an IBM Q & A database and your password has expired.

To change your IBMLink password:

1. On an AS/400 command line, type WRKPRDINF. Follow the instructions for starting the connection process to the IBM support system.
2. When the Information Network Logo appears type your account number, user ID, and your current (or initial) password in the provided prompts and press the Enter key.

If the Password Maintenance display appears, go to step 5. (Your password has expired. You must change it at this time.)

3. When the Information Network Product Selection display appears, press F5 to service and catalog.
4. Select the *Password* option on the Service menu and press the Enter key. The IBM In Password Maintenance display appears.
5. Type your current password and a new password in the *New password* and *Verify new password* prompts.

Note: Press F1 for guidance on creating valid passwords.

6. Press the Enter key.

The following message is displayed above the command line:

```
THE PASSWORD HAS BEEN SUCCESSFULLY CHANGED.
```

7. When your password is successfully changed, press F3 until you return to the Product Selection display.

When changing your password, you may also change the length of time that your password is valid. Normally, a password is valid for 60 days, but you may lower this number.

When your password expires, you are prompted for a new password when you sign on to the Information Network.

If you have difficulty changing your password, contact your company's IBMLink Customer Service Administrator or call the IBMLink customer assistance number for additional help.

Security

You are responsible for ensuring that unauthorized persons do not use your system or access codes to sign on to the Information Network and IBMLink.

You should not leave a terminal unattended if you have signed on to IBMLink. Be sure to completely disconnect when you end your session on a remote system.

Printed material showing your user ID and password should be kept in a secure location.

Unsuccessful Sign On

If you forget your current password, contact your company's IBMLink Customer Service Administrator or call the customer assistance number. A specialist will assist you in assigning a valid password.

After three unsuccessful sign on attempts to the Information Network, your user ID is revoked and a message appears stating:

YOUR USERID HAS BEEN REVOKED.

You may have been denied access to the Information Network because you entered an incorrect account number, user ID, or password.

Contact your company's IBMLink Customer Service Administrator, or call IBMLink customer assistance, to help reestablish your access codes.

Part 3. How to Use Controlled Publication

This part is for Q & A coordinators who provide information to users of a Q & A database using controlled publication. After reading this part, you can:

- Edit questions.
- Control editing on your system.
- Coordinate the flow of information using controlled publications.
- Coordinate the flow of information among Q & A coordinators doing editing.

Some concepts discussed in this part expand on ideas discussed previously. Chapter 10, "The Question-and-Answer Editing Process," describes controlled publication concepts.

Chapter 9. The Question-and-Answer Edit Functions

This chapter describes how you can use controlled publication to control the information in a Q & A database.

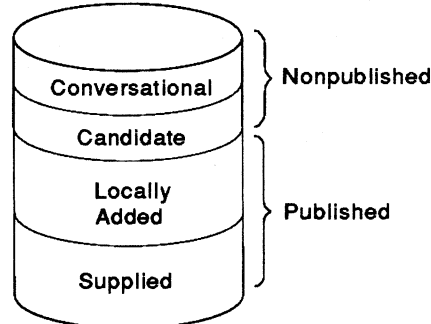
Controlled Publication Structure

Controlled Publication is used through a sequence of displays to add, change, or select information being published in a Q & A database. Controlled publication allows you and others to review and change this information. (Controlled publication displays are similar to the others you use in the Q & A function.) You can start Q & A and start and stop controlled publication as you need to, with each individual database.

A Q & A database has two basic kinds of questions: published and nonpublished.

Published questions are available for all Q & A database users to view, and consist of locally added questions (originating in the Q & A database) and supplied questions (from another Q & A source). (For more information on publishing questions, see "Published Questions" on page 3-8, "Publishing Questions" on page 4-11 and "Publishing Questions" on page 9-2.)

Figure 9-1 shows this general relationship of questions in a Q & A database.



RSLQ132-1

Figure 9-1. Composition of a Q & A Database

Nonpublished questions can be either conversational or candidate.

Conversational questions can be viewed only by the users who submit them and the Q & A coordinators who answer questions in the Q & A database. Conversational questions originate in a local Q & A database and can be published locally by the Q & A coordinator.

Candidate questions also originate in a local Q & A database and are in the process of being published locally, using controlled publication. See "Candidate Questions" on page 9-2 for more information on candidate questions and controlled publication.

Publishing Questions

Publishing questions is a process of making information available to all the users who can search a Q & A database. You can publish questions in a Q & A database whether you are using controlled publication or not. However, the process for publishing questions is different for each situation.

Without controlled publication, you can only publish questions when you are using the Answer a Question display. You use a function key to go to another display, where you can rewrite a question and assign it different search variables. See "Publishing Questions" on page 4-11 for more information.

With controlled publication, the Q & A coordinator or assigned reviewers have several opportunities to review each question. During the reviews, reviewers can improve the technical accuracy, presentation, and overall quality of the questions.

Without controlled publication, you can publish only one question at a time. With controlled publication, you can publish blocks of questions.

Controlled publication allows you greater control over the information in published questions. You can use controlled publication to add candidate questions that have not been conversational questions to the database.

Candidate Questions

All Q & A databases have a place for candidate questions, but only databases using controlled publication work with candidate questions. In databases not using controlled publication, the Q & A coordinator decides whether a question should be published and is responsible for getting the question ready for publication. In databases using controlled publication, several reviewers can check the question, assuring that the information is accurate and suitably presented. The reviewers can make any necessary changes before the question is published.

Published questions are stored in the database, and are available to all users. Candidate questions in a Q & A database can only be viewed or changed by Q & A coordinators who have authority to the Edit Questions EDTQST command. See Chapter 7, "Controlling the Use of a Question-and-Answer Database," and "Giving Users Authority to Edit" on page 9-7, for more information on how this authority is granted.

Candidate questions are created in any Q & A database when a Q & A coordinator presses the Publish function key from the Answer Question display. Candidate questions may also be created by typing them in the Q & A database directly, using controlled publication.

A candidate question in a Q & A database has the four basic elements of any question in the database, plus additional elements. Five of these elements are as follows:

Question text

The same question text available to Q & A coordinators using the Publish a Question display.

Title

The same title entered by a user when the question was asked and changed (potentially) by the Q & A coordinator who marked this question for publishing.

Search variables

The primary topics, secondary topics, and search words assigned to questions in the database. During a search, Q & A uses all the search variables to find questions. However, only the primary and secondary topics are used to search for candidate questions. All search variables assigned to a candidate question are also included as question descriptors.

ID A unique identifying number given to each candidate question.

Other question descriptors

Other question descriptors are:

- Information source
- Question owner
- Question reviewer
- Editing status

These descriptors are described in “Information Source,” “Question Owner” on page 9-4, “Question Reviewer” on page 9-4, and “Editing Status” on page 9-4.

Information Source

You can use controlled publication to assign the source of a question and later find out what that source is. These assignments can be made using the *Source type* and *Source ID* prompts on the Create Candidate Question display. See “Creating a Candidate Question” on page 10-1 for more information on this procedure.

The *Source type* is required on all candidate questions created using controlled publication. You can assign or change the source type by entering it in a prompt display or by selecting one from a list. The Q & A function supplies you with source types you can assign to a question, as follows:

- IBM publication
- Publication
- IBM class
- Class
- Test
- Library of Congress member
- Other

Use the *Source ID* prompt to specify a manual order number, class number, or some other identifier related to the source type.

Note: You may not be able to identify completely the source for a question using the *Source type* and *Source ID* fields. When working with a Q & A database with a large amount of information from various sources, it is easier to track information to its source if you supply more information. You may want those publishing local questions to mention a specific source at the end of a particular question. If so, you can develop a format specifying this.

Source types are supplied. For questions directly entered, the user defines the *Source ID*. Some character other than a blank must be entered. For questions published from a conversational Q & A database, the *Source ID* is the question ID assigned in the conversational Q & A database.

Question Owner

Using controlled publication, you can assign a question owner to each candidate question. The owner of the information in a question may be the database owner (the Q & A coordinator who has overall authority for a Q & A database). Assigning ownership of questions helps keep information accurate by having someone specifically responsible for each question.

Default is the person publishing from the conversational Q & A database or the person who created the question in the candidate Q & A database.

When a Q & A coordinator publishes a conversational question, making it available to all users of the Q & A database, that coordinator's system user ID is supplied as the owner of the question. This procedure is done automatically in Q & A databases that do not use the controlled publication.

When controlled publication is used, the Q & A coordinator who starts the publishing process is assumed to be the owner of the question, but may assign ownership to another user. See "Assigning Candidate Question Descriptors" on page 10-6 for information on identifying and changing the owner of a question.

Question Reviewer

A question reviewer is a technical expert responsible for the accuracy and quality of presentation of the information in a candidate question being prepared for publication. In a Q & A database without controlled publication, only the Q & A coordinator reviews the question, even if the subject of the question is not in the coordinator's field.

Default is the person publishing from the conversational Q & A database or the person who created the question in the candidate Q & A database.

Editing Status

The editing status in controlled publication lets you control the development of information before you make a question available to all users of the Q & A database. The possible levels or checkpoints of editing status are as follows:

Edit Status	Definition
Created	A candidate question is created in the database.
Technical	This candidate question is technically accurate.
Presented	This candidate question meets all editorial standards for this database.
Classification	All search variables have been assigned to this question.
Owner reviewed	The question owner has verified that this candidate question is ready for the next editing level.

DBA reviewed	The Q & A administrator (DBA) has verified that this candidate question is ready for next editing level.
Published	The Q & A administrator added the item to the locally added parts of the database. This allows all users of the database to have access to the information.
Other review	Another approval assigned by the using organization or database owner.
Finished	This candidate question is complete and ready to be published.
Rejected	This candidate question is removed from the database.

Note: These are all the possible status designations for a candidate question. The Q & A coordinators decide which checkpoints to use for each candidate question.

When controlled publication is not used for a Q & A database, questions that are published are copied as candidate questions and given a `Published` status. Such questions are also copied to the locally added published questions and given a `Finished` status. All Q & A databases use at least one level of editing status.

When controlled publication is used for Q & A databases, at least four levels of status are used if the questions are to be locally added to a database. The first level is `Created`. The second level is `Finished`, which means that the database owner has designated the question for publishing. A third level used in controlled publication is `Rejected`. At this level are candidate questions that are not to be added as published questions in the database. After the question is published, its status changes to `Published`.

The default order when using controlled publication is that candidate questions are first of `Created` status. The Q & A administrator or owner can set the order of the other edit levels in any way practical to your organization.

Changing the Source Type and the Edit Status

When a question is created using controlled publication, the question can be assigned an edit status and a source type. Each edit status and source type and its description is provided as a system message. If you wish to change the text for any of these supplied messages, you must use the Change Message Description (CHGMSGD) command.

All of these messages are stored in the message file QCPFMSG.

Table 9-1. Messages Storing Edit Statuses

Message	Status	Description Message
CPX2A20	Created	CPX2A29
CPX2A21	Technical	CPX2A2A
CPX2A22	Presented	CPX2A2B
CPX2A23	Classification	CPX2A2C
CPX2A24	Owner review	CPX2A2D
CPX2A25	DBA review	CPX2A2E
CPX2A26	Other review	CPX2A2F
CPX2A27	Finished	CPX2A30
CPX2A28	Rejected	CPX2A31
CPX2A1A	Published	CPX2A1B

Table 9-2. Messages Storing Source Types

Message	Source Type	Description Message
CPX2A32	IBM Reference	CPX2A4D
CPX2A33	IBM Publication	CPX2A4E
CPX2A34	Publication	CPX2A4F
CPX2A35	IBM Class	CPX2A50
CPX2A36	Class	CPX2A51
CPX2A37	Test	CPX2A52
CPX2A38	Other	CPX2A53
CPX2A39	Not Assigned	CPX2A54
CPX2A3A	Not Assigned	CPX2A55
CPX2A3B	Conversation	CPX2A56
CPX2A3D	Not Assigned	CPX2A58
CPX2A3E	Not Assigned	CPX2A59
CPX2A3F	Not Assigned	CPX2A5A
CPX2A40	Not Assigned	CPX2A5B
CPX2A41	Not Assigned	CPX2A5D
CPX2A42	Not Assigned	CPX2A5E
CPX2A43	Not Assigned	CPX2A5F

Preparing Controlled Publication for Use

All functions of controlled publication are available on any Q & A database. To require all the controls, such as limiting the addition of an answer to the database, you must change the description of the database (using the Change Q & A Database Description display). You must also give the editors of a Q & A database the authority to use controlled publication.

After a Q & A database is in use, controlled publication can be turned on and off depending on how you want to restrict publishing of questions. When controlled publication is used, only the candidate questions are changed, so controlled pub-

lication can be turned on and off again without affecting the other questions in the database.

Activating Controlled Publication for a Question-and-Answer Database

You can make controlled publication available to Q & A coordinators (the default is *No*) during one of the following procedures:

- Loading a Q & A database
- Changing a Q & A database
- Creating a Q & A database

See “Changing a Question-and-Answer Database” for the details of activating controlled publication on an existing database.

Loading a Question-and-Answer Database

The Change Database Information display appears during the process of loading a Q & A database. One of the fields on this display is *Controlled publication*. The system-supplied value for this prompt is N=No. To start controlled publication while loading a Q & A database, change this value to Y=Yes.

Note: When you load a Q & A database on your system, Q & A checks to see if one already exists with the same name and in the same library that you have given. If a database already exists, only the supplied portion of the Q & A database is changed. The use of controlled publication on this database is the user’s choice. See “Changing a Question-and-Answer Database” for information on activating controlled publication on an existing database.

Changing a Question-and-Answer Database

To start controlled publication on a database that has already been created on the system, select the *Work with a Q & A Database* option on the Question and Answer menu. The *Work with a Q & A database* display appears. Specify the *Change database characteristics* option for the database on which you want controlled publication started or stopped. The Change Q & A Database Description display appears.

One of the fields on the next display is *Controlled Publication*. The value N=No means that controlled publication is not active; Y=Yes means that controlled publication is active. Change this field to the desired value and press the Enter key. Controlled publication changes to active or not active, according to the value entered.

Giving Users Authority to Edit

Users who are to work with candidate questions must also be allowed to use both the database and the EDTQST command. Authority to the Q & A database is granted to reviewers and Q & A coordinators who use controlled publication, by the same procedure as for any user of the Q & A database. Users need read authority for the file object QAQAxxBQPY (xx is the index number for the Q & A database). See Chapter 7, “Controlling the Use of a Question-and-Answer Database,” for more detail on how this authority is granted.

Authority to the EDTQST command is given like any other control language (CL) command authority on the system. Users who are authorized to the EDTQST command can use it on any Q & A database to which they are authorized as Q & A coordinators.

Chapter 10. The Question-and-Answer Editing Process

This chapter describes how to edit candidate questions using controlled publication.

The Q & A editing process concerns working with candidate questions. A **candidate question** is created in the database whenever you press the Publish function key from the Answer Question display, whether or not controlled publication is active. When controlled publication is active, you can only add *candidate* questions to the locally added published part of the database. You must use the editing process to do any task with candidate questions.

Creating a Candidate Question

You can create a candidate question from the following:

- Conversational questions
- Questions initiated in controlled publication

Before you can change a candidate question, it must exist in the database. Candidate questions are not provided with a supplied Q & A database. They can be created only after you have created a local Q & A database or loaded the supplied database.

Creating a Candidate Question from a Conversational Question

Any time an item is published (either with controlled publication or immediately), a question is added to the candidate portion of the Q & A database. (See "Publishing Questions" on page 4-11 for more information on the publishing process.) Figure 10-1 shows how the Q & A coordinator starts the process while answering a user question.

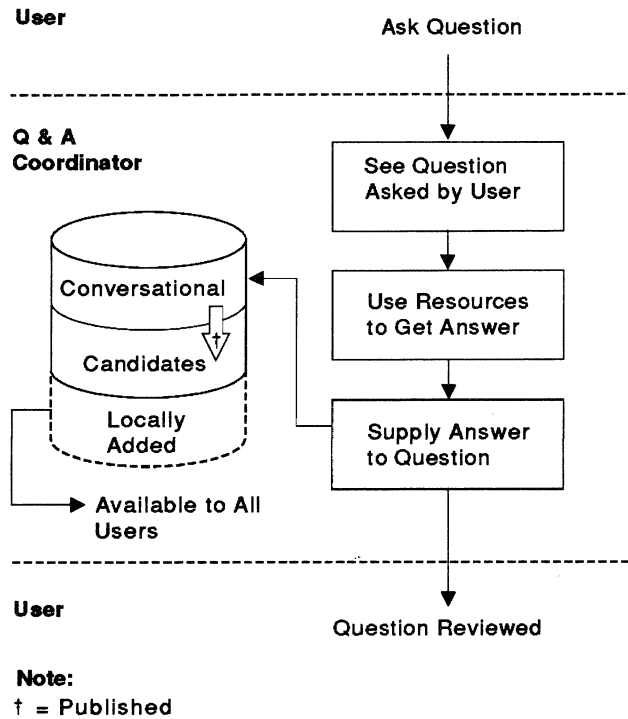
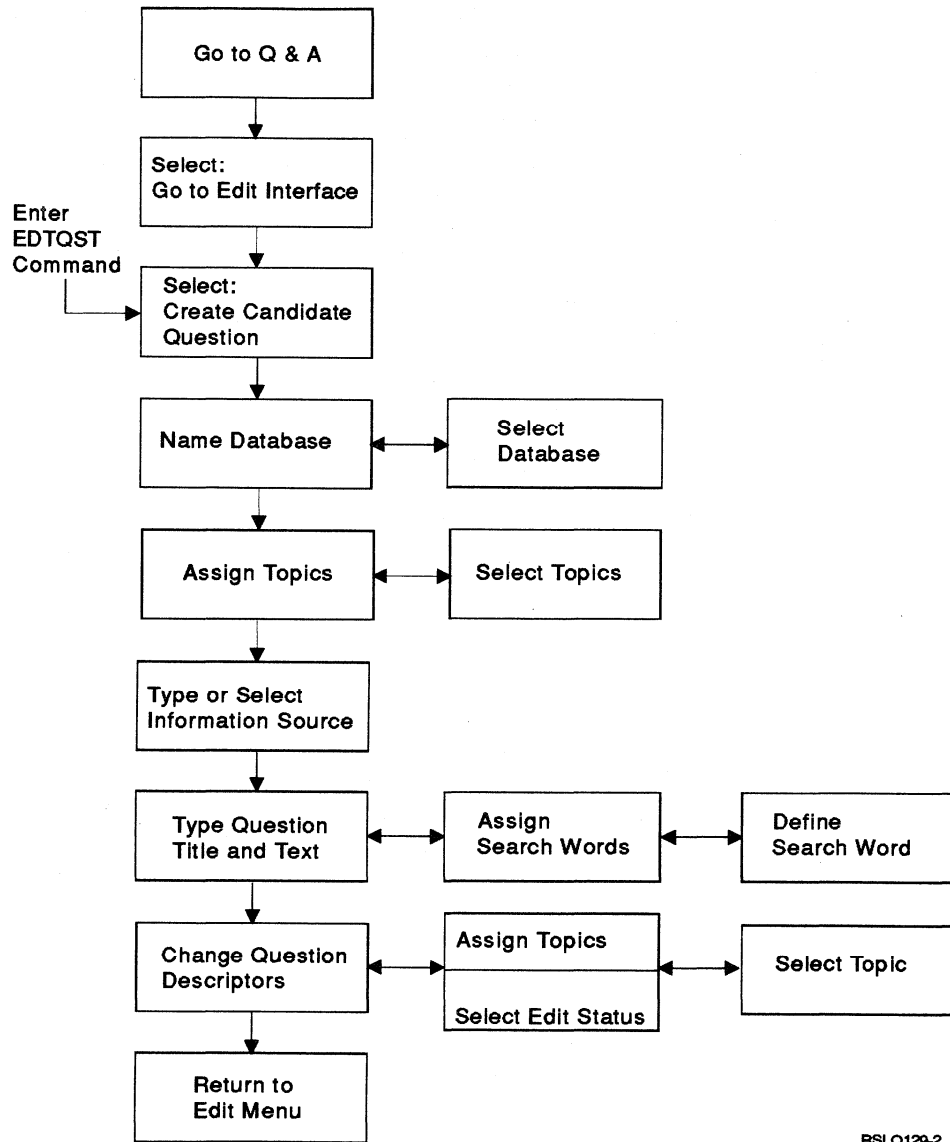


Figure 10-1. Creating a Candidate Question from a Conversational Question

Creating a Candidate Question using Controlled Publication

You can add a large amount of information to a Q & A database quickly by entering questions and answers, using controlled publication. Figure 10-2 shows the flow of tasks you do to create a new candidate question.



RSLQ129-2

Figure 10-2. Creating a Candidate Question

Start creating candidate questions by entering the Edit Question (EDTQST) command or by selecting the *Work with candidate questions* option from the Question and Answer menu.

The *Work with Candidate Questions* display appears. From this menu, select the *Create candidate question* option. The *Create Candidate Question* display appears.

Providing Search and Source Information

On the Create Candidate Question display, type the information requested by the following prompts:

- *Database.* This is the name of the Q & A database in which you are going to create the candidates. If you do not know the database name, move the cursor to the *Database* field in the Create Candidate Question display and press the Prompt function key. The Select Database display appears, listing the databases you have the authority to use. Select a database. Then, press the Enter key. The Create Candidate Question display appears.
- *Primary topic.* This must be a primary topic used in the database you have named. To select one, move the cursor to the *Primary topic* field in the Create Candidate Question display. Press the Prompt function key. The Select Primary Topic display appears, with a list of the primary topics in the named database. Select a primary topic and press the Enter key. The Create Candidate Question display appears.
- *Secondary topic.* You do not have to enter a secondary topic. If you do, it must be one that is used with the primary topic you entered.

To select a secondary topic, move the cursor to the *Secondary topic* field. Then, press the Prompt function key. The Select Secondary Topic display appears. Select a secondary topic and press the Enter key. The Create Candidate Question display appears.

- *Source type.* This is one of several possible sources of information types from which the candidate question is being derived (when you use the Create a Candidate Question display). To help you locate the source of information that is in error, or needs further clarification, you must supply a source type for the candidate question.

To select a source type, move the cursor to the *Source type* field in the Create Candidate Question display and press the Prompt function key. The Select Source Type display appears. Select a source type and press the Enter key. The Create Candidate Question appears.

- *Source ID.* The source ID is any further information you supply, with the source type, to help you locate source information that is in error or needs further clarification. The source could be an author's name or a book's order number. You can develop your own code to identify a source.

Type the source ID on the Create Candidate Question display.

Note: You must supply a database name, primary topic, source type, and source ID before you can continue to the next display. The Q & A function checks each prompt for valid entries. If an entry is not valid, a message appears and the cursor goes to the prompt with the incorrect entry.

Entering Question Title and Text of Questions and Answers

After you type the necessary search and source information, press the Enter key. The Type Candidate Question display appears. This display has the following fields:

- *Title.* This is where the title of the question is entered.
- *Question.* This is where the text of the question and answer are entered. After the question is entered, you can move through the question text and edit it, while the title remains in view in the upper half of the display. You

can move the text lines up and down in the question text and edit it, while the title remains in view in the upper half of the display.

When you have completed typing the question information, press the Enter key. The Change Candidate Descriptors display appears.

Note: It is useful to mark the question with **Q:**, and the answer text with **A:**.

Assigning Search Words

From the Type Candidate Question display, you can also assign search words to the newly created candidate question by pressing the Assign words function key. The Assign Search Word display appears. This display lists all the search words used in the named Q & A database. You can either type the search words directly into the prompt area on top of the display, or select up to four search words from the list.

The search words assigned to a candidate from this display appear in the order in which you enter them. This procedure helps you work systematically when assigning search words to a large number of candidate questions at one time. The position of a search word is not significant anywhere else in the Q & A function. After a candidate question is published, the positioning of search words is not significant during the search for answers.

Note: Assigning search words by position also allows you to change the search words by position. If you want to change one of the assigned search words, you can roll the list to the desired search word and select the option of the word you want to replace. When you press the Enter key, the selected word replaces the search word you want to discard.

There are four search word positions. In the selection process, entering a 1 by the search word selected assigns it to the first search word position from the display of all available search words. Entering a 2 assigns the search word to the second position. Entering a 3 assigns the word to the third position, and entering a 4 assigns a word to the fourth position. The search word selected replaces the previously assigned word (if any).

Instead of using 1, 2, 3, and 4 to select search words from the display of available search words, you can type the search word directly into the *Search word* field. When you press the Enter key, all the search words are accepted. If you enter a search word that is not on the list of available search words, an error message appears. You can replace the word with one from the list, or use the Add search word function key to add the word to the list of available search words.

To remove a search word from the question, move to the desired *Search word* field. Then, either type blanks over the search word, or press the Field exit function key, to remove the search word.

Reviewing Search Word Definitions

To see the definition of a search word from the Assign Search Word display, type the number of the *Define* option next to the search word you want defined. Then, press the Enter key. The prompts for the four search words at the top of the Assign Search Words display are replaced by the selected search word and its definition. The list is repositioned with that word at the top for easy selection.

Press the Enter key after viewing the definition. The four search word prompts appear at the top of the display again.

The list of search words may be several displays long. To move through the list quickly, do the following:

- Enter *top in *Position To* field to go to the search words that start with special characters, such as &, @, and #. (These search words appear at the beginning of the list.)
- Enter *bot in *Position To* field to go to the search words that start with a number. (These search words appear at the end of the list.)
- Type the search word in the *Position to* field and press the Enter key. The list is repositioned with the first word starting with that character at the top of the list.

Adding a New Search Word to a Question-and-Answer Database

Any search word you assign to a question must appear in the list of words available in the database. You can add a new search word to the Q & A database while assigning the word to a candidate question, by doing the following:

1. From the Assign Search Words display, press the Add word function key. The Add Search Word display appears, with prompts for the search word and its definition.
2. Type a search word of up to 20 characters. Then, press the Enter key. Entry of the definition is not required, but may help some users select search words. The Assign Search Word display appears, with the new search word in the alphabetical list of search words, at the top of the display.

Note: You can type the search word on the Assign Search Words display to add the word to the list of available words. When you press the Enter key from the Assign Search Words display, the new search word is assigned. The Type Candidate Question display appears with the search words assigned.

When you press the Enter key from the Assign Search Words display, the Q & A function checks the validity of any assigned search words. If all the search words are valid, you are returned to the Type Candidate Question display. If a word does not appear in the list of valid search words for this Q & A database, a message appears at the bottom of the display and the cursor moves to the first incorrect search word at the top of the display. You can do one of the following:

- Change the search word.
- Type blanks in the prompt area to remove the assigned word.
- Add the word to the database.

Note: The asterisk (*) is *not* a valid character for a search word.

Assigning Candidate Question Descriptors

To create a candidate question, first type a title and some descriptive text in the Type Candidate Question display. Then press the Enter key. The Assign Characteristics for Candidate display appears. This display shows the information describing a candidate question except for its title and the question itself.

The display gives information used to verify that you have created the correct candidate question for the subject matter. This information appears in the following fields (that *cannot* be changed on this display):

- *Database.*

- *Question ID.* The Assign Candidate Descriptors display is the first display on which this assignment appears. The *Question ID* is used on the Change Candidate Descriptors display.
- *Search words.* If no search words have been assigned, the search word areas are blank.

The display also gives information in the following fields (that *can* be changed on this display):

- *Primary topic.* Press the Prompt function key for support.
- *Secondary topic.* Press the Prompt function key for support.
- *Owner.* The owner of a candidate question is the person assigned the responsibility for its technical accuracy. When you first see this display, your AS/400 user ID appears in this field. Your user ID remains in this field until you or someone else who can edit a question in this database types in a different name or user ID.
- *Reviewer.* The reviewer makes sure that the information in a candidate question is accurate and presented in suitable form when the question is published.

Your user ID also appears as reviewer when you first see the Change Candidate Descriptors display. If you do not change this field, reviewer changes to the user ID of the person who views the Change Candidate Descriptors display. The name typed in the *Reviewer name* field does not change unless typed again.

- *Edit status.* The edit status is Created because you are creating a candidate question. To change this to any other valid status, type the status name or do the following:
 1. Press the Prompt function key. The Select Edit Status display appears.
 2. Select an edit status and press the Enter key. The Change Candidate Descriptors display appears. See "Editing Status" on page 9-4 for the edit status descriptions.
- *Source type.* The source of the information the coordinator used when answering the question. Any further information you supply with the source type, such as an author's name or a book order number, to help locate the source of the information that is in error or needs further clarification.
- *Source ID.* The source ID is any further information you supply with the source type, such as an author's name or a book order number, to help locate the source of information that is in error or needs further clarification. There are no requirements for this entry, so you can develop your own code.

You supply a primary topic, secondary topic, source type, and source ID when you start working with the candidate question.

When all the information on the Change Candidate Descriptors display is correct, press the Enter key. You are returned to the Create Candidate Question display, where you can create another candidate or exit this task and the Q & A function.

Creating a Candidate Question from a Published Question

You can create a candidate question in a local Q & A database or from a remote Q & A database.

In the Local Question-and-Answer Database

When controlled publication is activated, each locally added question in a Q & A database starts from a candidate question. When a candidate question is published, it is copied as a locally added question. The candidate question still exists in the candidate database for future changes.

You can go back to a candidate question, change it in some way, and publish it again. This process creates a new version of the same candidate question.

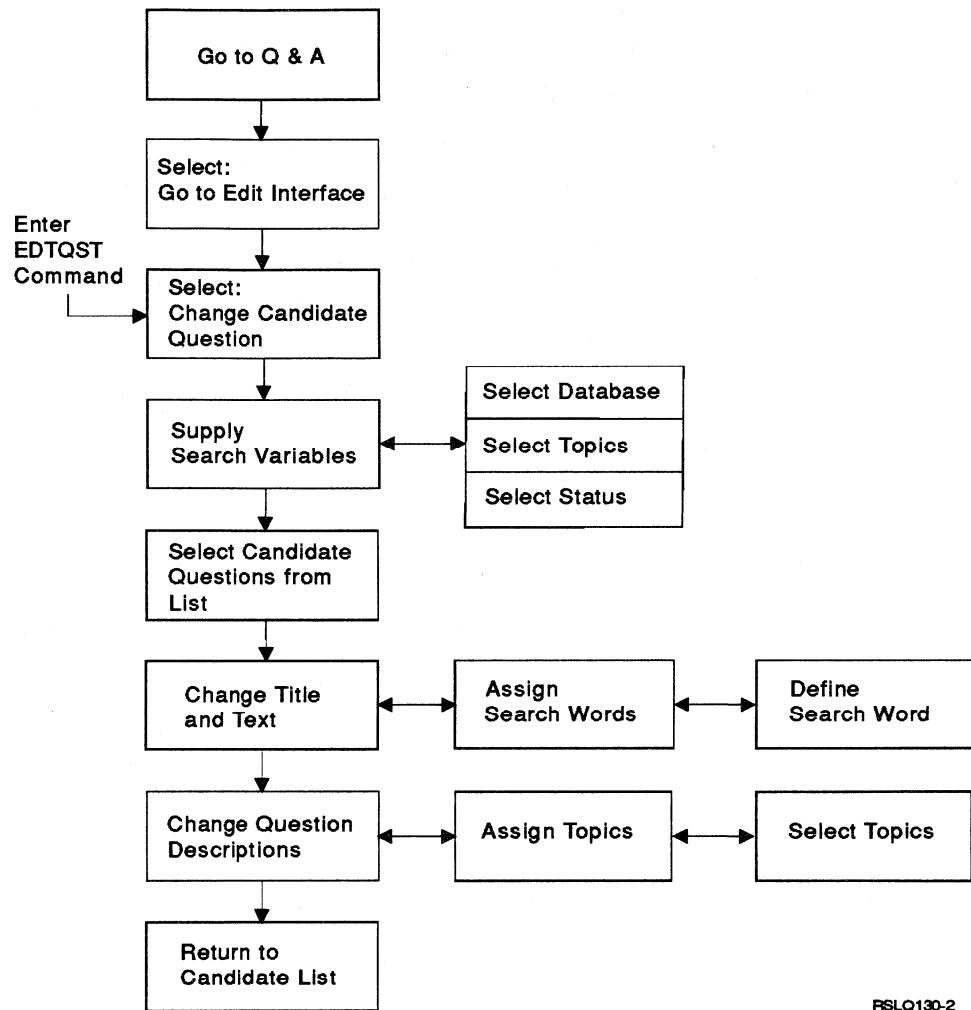
From a Remote Question-and-Answer Database

You can copy a question from a remote Q & A database (one question at a time) to the conversational part of the Q & A database. The title and text of the question is recorded from the remote Q & A database.

The question copied to the conversational Q & A database can be published in the same way as any other question in the conversational Q & A database.

Changing a Candidate Question

Figure 10-3 shows you the flow of the tasks you do when changing a candidate question.



FSL0130-2

Figure 10-3. Changing a Candidate Question

To find candidate questions in a Q & A database to change, do the following:

1. Supply the search variables.
2. Do the database search.
3. Select candidates to work with from a list of those found in the search.

Selecting Candidate Questions to Change

To search for candidate questions to change, do the following:

1. Type the EDTQST command or select the *Work with candidate questions* option from the Question and Answer menu. The Work with Candidate Questions display appears.
2. Select the *Change candidate question* option and press the Enter key. The Change Candidate Question search display appears.

3. Type in a valid Q & A database name or do the following:
 - a. With the cursor in the *Database* field, press the Prompt function key. The Select Database display appears.
 - b. Select a database and press the Enter key. The Change Candidate Question display appears.

4. Enter the other search variables you want to use.

You can use any of the following combinations of search variables:

- Primary topic and edit status
- Primary topic, secondary topic, and edit status

The primary topic must be one used in the named Q & A database. When you specify a secondary topic, it must be one used in the supplied primary topic. An edit status must also be provided.

To select valid topics and status, do the following:

- a. Move the cursor to the topic or status field that you want to select.
 - b. Press the Prompt function key. The appropriate selection display appears.
 - c. Select the topic or status and press the Enter key. The Change Candidate Question display appears, with your selection in the appropriate field.
5. Type in a question ID, if desired. When you enter a question ID and press the Enter key, the Q & A function searches the database for a candidate question with that ID. If one is located, the Revise Candidate Question display appears showing the title and question text. If a candidate question is not located with the supplied ID, a message appears and the cursor moves to the question ID field for you to change or remove the ID.

Note: You can supply either topics and status information, or a question ID. If you supply both, the topics and status information are ignored and the ID is used to search the database.

6. Type the search variables you want to use in the database search. Then press the Enter key. The Select Candidate Question display appears.

The Select Candidate Question display lists all the questions found using the search information you supplied. From this display, you can do either or both of the following:

- Type the number for the *Select* option in the *Opt* field next to each question you want to change.
- Type the number for the *Print* option in the *Opt* field next to each question you want to print.

If you selected candidate questions to change, the Revise Candidate Question display appears with the first candidate question you selected to change.

If you selected candidate questions to print, the print file is sent to your designated output queue and you remain on the Candidates Available for Changes display.

7. Press the Exit function key or the Cancel function key to leave this display.

Changing Candidate Question Title and Text

After you have selected candidate questions to change, the Revise Candidate Question display appears. The title of the first candidate question you selected appears in a two-line field at the top of the display. The title field is a fixed field. You cannot add or delete lines from it. You can change only the title of the question.

All of the remaining display, labeled Question, is used to display the candidate question text. You can move text lines on the display of the question text and edit it, while the title remains in view in the upper half of the display. You can add and delete lines when needed by using the appropriate function keys. When you move text lines on the display of the question text, the title remains stationary in the top part of the display.

When you have completed typing the question information, press the Enter key. The Change Candidate Descriptors display appears.

Assigning Search Words

To assign search words to the candidate question, do the following:

1. From the Revise Candidate Questions display, press the Assign words function key. The Assign Search Word display appears listing all of the search words used in the named Q & A database.
2. Type the search words directly into the prompt area at the top of the display, or select up to four search words from the list.

The search words assigned to a candidate question from this display appear in the order in which you enter them. The position of a search word is not significant anywhere else in the Q & A function. After a candidate question is published, the positioning of search words is not controlled by the Q & A function.

Note: Assigning search words by position also allows you to change the search words by position. If you want to change one of the assigned search words, you can roll the list to the desired search word and select the option of the word you want to replace. When you press the Enter key, the selected word replaces the search word you want to discard.

Reviewing Search Word Definitions

To see the definition of a search word from the Assign Search Word display, type the number for the *Define* option next to the search word you want to have defined. Then, press the Enter key. The prompts for the four search words at the top of the Assign Search Words display are replaced by the selected search word and its definition.

Press the Enter key after viewing the definition. The four search word prompts appear at the top of the display again.

The list of search words may be several displays long. To move through the list quickly, do the following:

- Press the Top function key to go to the search words that start with special characters, such as &, @, and #. (These search words appear at the beginning of the list.)

- Press the Bottom function key to go to the search words that start with a number. (These search words appear at the end of the list.)
- Type the word you are looking for in the *Position to* field and press the Enter key. The list is repositioned with the first word starting with that character at the top of the list.

Adding a New Search Word to the Question-and-Answer Database

Any search word you assign to a question must appear in the list of words available in the database. You can add a new search word to the Q & A database while assigning the word to a candidate question, by doing the following:

1. From the Assign Words display, press the Add word function key. The Add Search Word display appears, with prompts for the search word and its definition.
2. Type a search word. (The definition is not required, but may help some users select search words.) Then, press the Enter key. The Assign Search Word display appears, with the new search word in the alphabetical list of search words.

Note: You can type the search word on the Assign Search Words display, then add the word to the list of available words. When you press the Enter key from the Assign Search Words display, the new search word is assigned. The Work with Candidate Question display appears, with the search words assigned.

When you press the Enter key from the Assign Search Words display with no new search words assigned, Q & A checks the validity of the assigned search words. If all the search words are valid, you are returned to the Type Candidate Question display. If a word does not appear in the list of valid search words for this Q & A database, a message appears at the bottom of the display and the cursor moves to the first incorrect search word at the top of the display. You can then do one of the following:

- Change the search word.
- Type blanks in the prompt area to remove the assigned word.
- Add the word to the database.

Changing Candidate Question Descriptors

The Change Candidate Descriptors display shows all the information that describes a candidate question except for its title and the question itself. The display also gives information used to verify that you have changed the correct candidate question for the subject matter. This information, that *cannot* be changed on this display, appears in the following fields:

- *Database.*
- *Question ID.* The Change Candidate Descriptors display is the first display on which this assignment appears.
- *Search words.* If no search words have been assigned, the search-word areas are blank.
- *Source ID.*
- *Source type.*

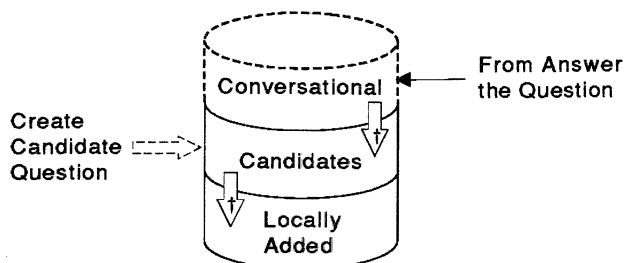
The display also shows information that *can* be changed on this display. You supply this information (primary and secondary topic) when you start working with the candidate question. This information appears in the following fields:

- *Primary topic.* You must use a primary topic used in the database in which you are working. To change the primary topic, do the following:
 1. Press the Prompt function key. The Select Primary Topic display appears.
 2. Select a primary topic and press the Enter key. You are returned to the Change Candidate Descriptors display.
- *Secondary topic.* You do not have to enter a secondary topic. Any secondary topic you enter must be one used with the primary topic you entered. To change the secondary topic, type a new secondary topic in the prompt area or do the following:
 1. From the Change Candidate Descriptors display, press the Prompt function key. The Select Secondary Topics display appears.
 2. Select a secondary topic and press the Enter key. The Change Candidate Descriptors display appears.
- *Owner name.* The owner of a candidate question is the person assigned the responsibility for its technical accuracy.
- *Reviewer name.* The reviewer ensures that the information in a candidate question is accurate, and is presented in a suitable form when the question is published.
- *Edit status.* The edit status is Created when you are creating a candidate question. To change this to any other valid status, type the status name or do the following:
 1. Press the Prompt function key. The Select Edit Status display appears.
 2. Select an edit status and press the Enter key. The Change Candidate Descriptors display appears. See “Editing Status” on page 9-4 for the edit status descriptions.

When all the information on the Change Candidate Descriptors display is correct, press the Enter key. You are returned to the Select a Candidate Question display, where you can select another candidate question or exit this task and the Q & A function. A message appears on the bottom of the Select Candidate Question display indicating that the question has been changed.

Publishing a Candidate Question

You can use controlled publication to publish candidate questions. Figure 10-4 shows the two phases for publishing questions: creating a candidate question (dashed arrows) and publishing a question (solid arrow).

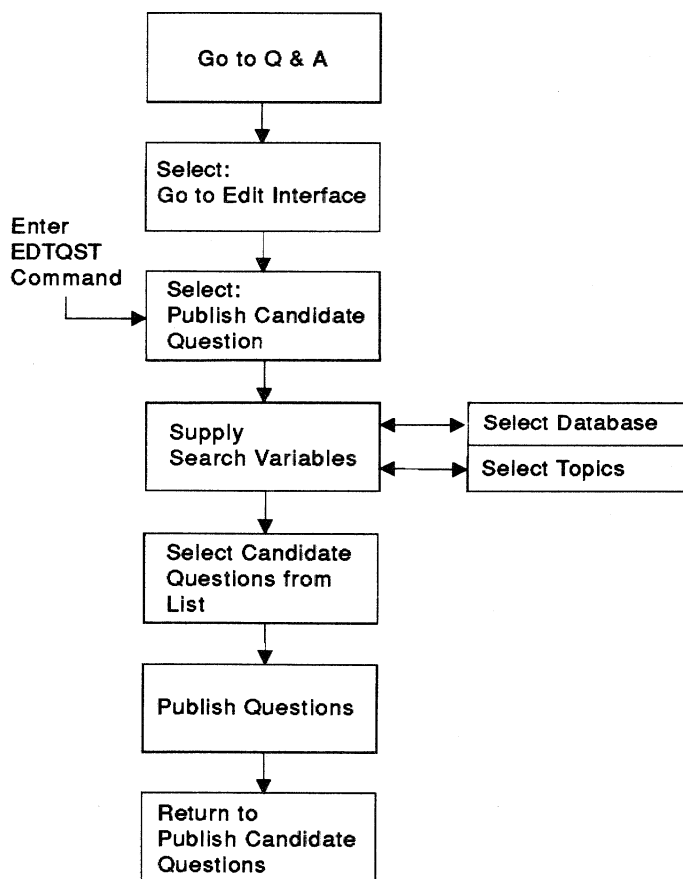


Note:
† = Published

RSLQ137-2

Figure 10-4. Using Controlled Publication to Publish Candidate Questions

Figure 10-5 shows the flow of tasks you use when you publish candidate questions.



RSLQ138-3

Figure 10-5. Task Flow to Publish Candidate Questions Using Controlled Publication

Searching for Candidate Questions to Publish

To search for candidate questions to publish, do the following:

1. Type the Edit Question (EDTQST) command or select the *Work with candidate questions* option from the Question and Answer menu. The Work with Candidate Questions display appears.
2. Select the *Publish candidate questions* option and press the Enter key. The Publish Candidate Question search display appears.
3. Type a valid Q & A database name, or do the following:
 - a. With the cursor in the *Database* field, press the Prompt function key. The Select Database display appears.
 - b. Select a database and press the Enter key. The Publish Candidate Question display appears.
4. Enter the other search variables you want to use. You can use any of the following combinations of search variables:
 - Primary topic
 - Primary and secondary topic
 - Date range in which the question was finished

The primary topic must be one used in the named Q & A database. When you specify a secondary topic, it must be one used in the supplied primary topic.

To select valid topics, do the following:

- a. Move the cursor to the topic that you want to select.
 - b. Press the Prompt function key. The appropriate selection display appears.
 - c. Select the topic and press the Enter key. The Select Candidate Question to Publish display appears with your selection in the appropriate field.
5. Type in a question ID, if desired.

When you enter a question ID and press the Enter key, the Q & A function searches the database for a candidate question with that ID. If one is located, the Select Candidates to Publish display appears. If a candidate question is not located with the supplied ID, a message appears and the cursor moves to the question ID field for you to change or remove the ID.

Note: You can supply topics or a question ID. If you supply both, the topics are ignored and the question ID is used to search the database.

6. Type the search variables you want to use in the database search and press the Enter key. The Select Candidates to Publish display appears.

Publishing Candidate Questions

The Candidates Available for Publication display is a list of the titles and question IDs for the candidate questions found using the search information you supplied. From this display, you can do the following:

- Type the number of the *Publish* option in the *Opt* field next to each question you want to publish.
- Type the number of the *Print* option in the *Opt* field next to each question you want to print.

When you press the Enter key, a file is sent to your designated printer of all those candidate questions you selected to print. You see a message informing you of the candidates that were just published.

If you selected candidate questions to print but none to publish, the file is sent to be printed and you remain on the Select Candidates to Publish display.

- Press the Publish all function key to publish all the candidate questions in the list.

When Publish all is specified, the Publish Candidate Questions display appears.

- Supply new information to search for candidate questions to publish.
- Press the Exit function key or the Cancel function key to leave this display if you do not want to publish more candidates.

When you publish a candidate question, Q & A copies the candidate to the locally added section of the Q & A database. You can have up to three copies of the same question (or three versions of a similar question) in the same database, in the following places:

- The conversational database
- The candidate database
- The locally added Q & A database

The copy in the candidate database can be changed and published again to replace the locally added question.

The copy in the locally added database can be reviewed during a database search, but not changed.

Appendix A. Question-and-Answer Database Communications

Two types of communications lines can be established between Q & A databases, switched and nonswitched. A switched line is a line that is established by dialing; a nonswitched line is a line that does not require dialing. The line, device, and controller descriptions that must be created depend on which type of connection is being established. The tables in this appendix show information for both types of communications.

To establish communications between two Q & A databases, you must do the following:

- Create the line description on the local system
- Create the controller description on the local system
- Create the device description on the local system
- Create the line description on the remote system
- Create the controller description on the remote system
- Create the device description on the remote system

Creating the Line Description on the Local System

On the local system, create the following line description using the Create line description (SDLC) (CRTLINSDLC) command. Use the column that applies to the type of communications being established. For unlisted parameters or parameters with blank entries in this table, use the system defaults. You need to use the Additional parameters function key to enter all the values.

Before you begin, you should use the Work with Hardware Products (WRKHDWPRD) command to determine the resource name of the line.

Parameter	Switched Line	Nonswitched Line
Line description	PSWITCH	PNONSWIT
Resource name	LIN0xx	LIN0xx
Online at IPL	*NO	*NO
Data link role	*PRI	*PRI
Connection type	*SWTPP	*NONSWTPP
Exchange identifier	05600017	05600017
Line speed	2400	9600
Modem type supported	*V54	*NORMAL
Switched connection type	*DIAL	
Autoanswer	*NO	
Autodial	*YES	
Dial command type	*V25BIS	
Maximum frame size	265	265
Attached nonswitched controller		
Link speed	9600	9600
Cost/connect time	128	
Cost/byte	128	

Creating the Controller Description on the Local System

On the local system, create the following controller description using the Create controller description (SDLC) (CRTCTLAPPC) command. Use the column that applies to the type of communications being established. For unlisted parameters or parameters with blank entries in this table, use the system defaults. You need to use the Additional parameters function key to enter all the values.

Parameter	Switched Line	Nonswitched Line
Controller description	PSWITCH	PNONSWIT
Link type	*SDLC	*SDLC
Online at IPL	*NO	*NO
Switched line	*YES	
Switched network backup		
APPN-capable	*NO	*NO
Attached nonswitched line		PNONSWIT
Switched line list	PSWITCH	
Maximum frame size	265	265
Exchange identifier	05600018	05600018
Connection number	Telephone number of remote modem	
Data link role	*SEC	*SEC
Station address	C1	C1
SDLC connect poll retry	7	*NOMAX
Recovery limits: Count limit	0	5
Recovery limits: Time interval	0	

Creating the Device Description on the Local System

On the local system, create the following device using the Create device description (SDLC) (CRTDEVAPPC) command. Use the column that applies to the type of communications being established. For unlisted parameters or parameters with blank entries in this table, use the system defaults. You need to use the Additional parameters function key to enter all the values.

Parameter	Switched Line	Nonswitched Line
Device description	PSWITCH	PNONSWIT
Remote location name	SSWITCH	SNONSWIT
Online at IPL	*NO	*NO
Attached controller	PSWITCH	PNONSWIT
Local location name	PSWITCH	PNONSWIT
Mode	LU62	LU62
APPN-capable	*NO	*NO
Single session	*YES	*YES
Locally controlled session	*YES	*YES
Preestablished session	*YES	*YES
Local location address	03	03

Creating the Line Description on the Remote System

On the remote system, create the following line description using the Create line description (CRTLINS DLC) command. Use the column that applies to the type of communications being established. For unlisted parameters or parameters with blank entries in this table, use the system defaults. You need to use the Additional parameters function key to enter all the values.

Before you begin, you should use the Work with Hardware Products (WRKHDWPRD) command to determine the resource name of the line.

Parameter	Switched Line	Nonswitched Line
Line description	SSWITCH	SNONSWIT
Resource name	LIN0xx	LIN0xx
Online at IPL	*NO	*NO
Data link role	*SEC	*SEC
Connection type	*SWTPP	*NONSWTPP
Exchange identifier	05600018	05600018
Line speed	2400	9600
Modem type supported	*V54	*NORMAL
Switched connection type	*ANS	
Station address	C1	
Maximum frame size	265	265
Link speed	9600	9600
Cost/connect time	128	0
Cost/byte	128	0

Creating the Controller Description on the Remote System

On the remote system, create the following controller description using the Create controller description (SDLC) (CRTCTLAPPC) command. Use the column that applies to the type of communications being established. For unlisted parameters or parameters with blank entries in this table, use the system defaults. You need to use the Additional parameters function key to enter all the values.

Parameter	Switched Line	Nonswitched Line
Controller description	SSWITCH	SNONSWIT
Link type	*SDLC	*SDLC
Online at IPL	*NO	*NO
Switched line	*YES	
APPN-capable	*NO	*NO
Attached nonswitched line		SNONSWIT
Switched line list	SSWITCH	
Maximum frame size	265	265
Exchange identifier	05600017	05600017
Connection number	XXXXXX	
Data link role	*PRI	*PRI
Station address	C1	C1
Recovery limits: Count limit	0	5
Recovery limits: Time interval	0	

Creating the Device Description on the Remote System

On the remote system, create the following device using the Create device description (SDLC) (CRTDEVAPPC) command. Use the column that applies to the type of communications being established. For unlisted parameters or parameters with blank entries in this table, use the system defaults. You need to use the Additional parameters function key to enter all the values.

Parameter	Switched Line	Nonswitched Line
Device description	SSWITCH	SNONSWIT
Remote location name	PSWITCH	PNONSWIT
Online at IPL	*NO	*NO
Local location name	SSWITCH	SNONSWIT
Attached controller	SSWITCH	SNONSWIT
Mode	LU62	LU62
APPN-capable	*NO	*NO
Single session	*YES	*YES
Locally controlled session	*NO	
Local location address	03	03

Appendix B. Question-and-Answer Database Procedures

Searching the Q & A Database

A search of the local IBM-supplied AS/400 database is required before any question can be asked. On the Question and Answer menu menu, select the option to Search for answers, then ask questions and press Enter.

The Search for Answers screen appears.

The database name is the IBM Supplied QSYSQST database if there are no other Q & A databases on the system, or if this is the only one authorized. When you are authorized to more than one Q & A database, you must press F4 to see the list if all of those databases from which you select the desired database.

You must knowingly select 2=Any search words no matter how they appear, or 1=All of them together. Searching for all of the words will limit the search. For example, selecting 1=All when you specify the search words "diskette", "media", and "error" will never show you "diskette error"; only "diskette media error" if such a string of words is even used.

The topics and search words can be selected from lists, or typed in. If possible, use both the primary and secondary topic to limit the number of answers. After you have primary and secondary topics and up to four search words, press the Enter key again to begin the search of the database.

After the search is completed, the total found is shown. If a total of 0 is returned, consider reducing the number of words you search for, and be sure that the choice of Any or All is on 2=Any.

You could now change any of the fields and repeat the search, or you can press the Enter key without changing the content of the screen to "Display Answers to Questions".

Press Enter to see a list of the question titles. If you have more than one Q & A database, press F4 and select QSYSQST.

On the Answers to Questions screen, type the display option next to the question you want to review, and press Enter. Remote search is possible when you are authorized to do so and you have a remote database connected to the local database as indicated in the contact database record.

The Display Answer screen appears. Press Enter or F12 to return to the Display Answers to Questions screen, or press F3= Exit to exit to the Question and Answer Main Menu.

If you want to search the remote Q & A database, press the Enter key to return to the Display Answers to Questions screen.

For search words, use these suggestions:

- Use only the singular form of a word
- Use only the present tense of a word
- Enter only numeric or alphabetic characters

- Do not imbed blanks; use single words
- Do not enter model numbers with device numbers
- Do not enter any special characters, such as \$ or ¥

Each answer in the IBM-supplied Q & A database is assigned at least two search words; an environment and a verb search word and up to two device or topic search words.

Environment: Describes a general activity such as configuration, design, installation, and operations. Keywords related to errors, support and coexistence are also included in this category.

Verb: Describes an action. Examples of verb search words are access, change, copy, create, delete, move, and print.

Device: Assigned when an answer relates to a specific device, command, procedure, parameter name, or language operation code.

Topic: A subject such as failure or restore.

To ask a question, you must search the local AS/400 Q & A database. After you have looked at answers found by the search, you can ask a question. From either the Display Answers to Questions screen or the Display Answer screen, press F19=Ask question.

A data entry screen appears.

Type your question in the space provided and press the Enter key. The Change Question Title screen appears. On the Change Question Title screen, you can revise the title of your question to make sure it clearly indicates the subject of the question.

When you are ready to submit the question, press Enter and your question is made available to your company's Q & A coordinator for this local Q & A database. The primary topic, secondary topic, and all search words from the previous search are made part of the question that is submitted. This allows the Q & A Coordinator to conduct the same search, and change the search words to find an answer within the local Q & A database.

There is no other method for getting to the Ask a Question screen.

After allowing a reasonable amount of time for the coordinator to answer the question, you should check for the answer to your question.

Q & A coordinators need to check for questions on a regular basis and answer those questions they can. Refer to the Question and Answer Coordinator Functions when you cannot answer a question yourself.

To review the status of questions you ask, enter STRQST on a command line, select the option to Work with questions you asked, and press Enter.

If there is more than one Q & A database on your system, select the database where you originally asked your question. You must know in which database you asked your question. Press F11=Display date/status to display the date and the current status of your questions. You can now display, print, or delete any questions you asked.

The status can be:

- Answered Responded to by the Q & A Coordinator. Additional text may be added to a question that is in this status to submit it again, or the answer can be accepted by the author of the question.
- Not answered The question has not been answered, or the author may have added additional text to the question and submitted it again.
- Accepted The answer has been viewed by the author and accepted.
- Forwarded The question has been sent to a remote Q & A database for a response.

Review the answer to a question that has been answered by typing a 5 in the Opt field on the line where the question title appears and pressing Enter. After you have read the answer to your question, press the Enter key and the answer appears immediately after the text of the question.

Options for Questions

You can accept the answer if it appropriately answered your question by placing a "1" in the "Selection" field. If you do not understand the answer, or need to continue by adding additional information for the Q & A Coordinator, then place a "2" in the "Selection" field. If you can't decide whether to accept the answer or restate the question, then use "3" in the "Selection" field. You may need to get additional information before adding text to your question.

Coordinator Operations

This material is for personnel who will be acting as Q & A Coordinators or Q & A Administrators.

The IBM Operating System/400* (OS/400*) and some licensed programs could already be loaded. If not, you should complete the installation of Operating System/400 (OS/400) and any licensed programs you ordered. You should also have performed AS/400 Electronic Customer Support communications configuration tasks.

Detailed instructions for completing your electronic customer support communications configurations are included in the manual related to your system installation.

Before you attempt to perform the first connection to IBM service or support systems, you should be familiar with AS/400 operator tasks and the use of 3270 device emulation. Information about these tasks is in the *System Operations: Display Station User's Guide* SC21-9744 and *Communications: 3270 Device Emulation User's Guide* SC21-9602.

Controlling Question and Answer Functions

To control the use of the Q & A functions, you must have the authority to use the GRTOBJAUT command for The Ask Question (ASKQST), Start Question and Answer (STRQST), and Work with Questions (WRKQST) commands, and the File Objects QAQAxxBBPY QAQAxxBQPY.

The owner of the files is usually the security officer (QSECOFR), and that person needs to use the Grant Object Authority (GRTOBJAUT) command to give at least read authority to the Q & A coordinator and/or administrator.

To use the commands for the Q & A functions, you must have both authority to use the command, and authority to read the file object used by the command. ALL Q & A commands have an original authority of *USE. The file object for the IBM supplied Q & A database (Usually index number 01), QAQA01BBPY, has read access defined for all users. However, the file object QAQA01BQPY has *EXCLUDE defined for *PUBLIC users.

Without authority to the QAQA01BQPY file, the coordinator and administrator can only see option 1. Search for answers, then ask questions, option 2. Work with questions you asked, and option 7. Work with a Q & A database on the Q & A main menu. Also, F21=Remote Search will not appear. Additionally, all other Q & A commands depend on minimum read access to the file.

You can control access to a Q & A database by creating the database in a library, and restricting access to the library object.

Answering Questions

A coordinator should set a schedule for responding to questions from users, such as by the end of the business day.

To answer a question asked on any database to which you have authority, you can either type the Answer Question (ANSQST) command on a command line and press Enter, or use the Question & Answer menu, select the option to answer and publish user questions, and press Enter. In either case, when the Select Question Status screen appears, select to work with questions that are not answered, and press Enter. The Work with Questions to be Answered screen appears.

On the Work with Questions to be Answered screen, always press F11=Display additional information so you can determine the date the question was asked, the status of the question, and the user ID of the author of the question. You might need to adjust an answer to the level of knowledge of a particular user or leave the question unanswered if research is required to answer it. You can delete questions that are not answered, but this is not a usual response.

You select the question you want to answer by typing 2 in the Opt field next to the question, and pressing Enter.

On the Answer Question screen, always press F21=Search the local database, if it is shown. This allows you to see the Primary and Secondary topics and the search words used by the author of the question before submitting the question. You will not see F21=Search the local database if you do not have read access to that database file.

Note: You must search the local database before you can copy or forward questions. The search allows the link between the local question and the remote database.

When you can answer the question, you can use the Roll up key to get five more lines, if needed. If you need even more lines, use F9=Insert line. Pressing Enter on this screen without typing in an answer does not change the status to Answered. Some text must be entered to change the status to Answered.

Searching for Answers

The search database function of the Answer Question screen automatically performs the search; you press Enter to see the results. On the Display Answers to Questions screen, type the option to display next to the question you want to review, and press Enter.

If you find the answer to the author's question in the Local database, note the Question ID, and use F12 to return to the Answer Question screen. Use the Question ID in your answer, referring the author of the question to it, and press Enter.

The status of the question changes to Answered, and an message appears on the bottom of the Work with Questions to be Answered screen stating that Question ID Dxxxxxx has been answered.

All coordinators should be familiar with Tutorial System Support, because many questions can be resolved by getting users more familiar with the AS/400 system.

Remote Search

Before searching the remote database, print the locally asked question as a reminder of the question and as a record of the questions asked.

You can do a remote search when F21=Remote search appears on the Display Answers to Questions screen. This function key will be seen when your company has access to a remote database, and you are authorized to the "QAQAxXBQPY" file for read access, and the Q & A support contact information on your system has been properly set up.

Before attempting to search the national IBM AS/400 Q & A database, confirm that your IBMLink password is active. If you have not changed your initial IBMLink password or more than 60 days have elapsed since you last changed your password, refer to *AS/400 Electronic Customer Support User's Guide*, G360-1029 for information about IBMLink Password Maintenance.

To connect to the remote Q & A database, press F21=Remote search on the Display Answers to Questions screen. A screen appears, telling you who provides the support for the remote Q & A database that corresponds to the local Q & A database you are searching. The customer assistance telephone number for the remote Q & A database is also shown.

The account number entered in the AS/400 support contact database is already shown in the Account field. You can correct the number by typing the proper number if it is incorrect. Type your IBMLink user ID and password and press the Enter key.

A series of status messages appear at the bottom of the screen as your system automatically dials the remote support system and completes the sign on process. After a few minutes, when the connection is complete, a screen for searching the remote database appears. While using these remote screens, pressing F3=Exit will let you disconnect from the remote system. Use the Exit Remote Q & A Database screen to recover from accidental use of the exit request.

Notice that the topics and search words used during your local search were passed to the remote system. Also notice the screen title, which specifies remote database. This is the only immediate difference between a local search and a remote search.

You can change topics and search words to search for other information in the remote Q & A database, but you cannot change from one remote database to another on the same remote system. The IBM supplied Q & A database can only connect to one other remote system.

Press Enter to search the remote database using the same topics and search words. The number of answers found will appear on the screen. You now press Enter to display the list of question titles.

The Display Remote Answered Questions screen appears.

You can now:

- Display answer text
- Print the list of question titles on your AS/400 printer
- Print answer text for individual questions on your AS/400 printer
- Print answers for all questions in the list on your AS/400 printer

To do other searches on the remote Q & A database, press F12=Previous to return to the Search Remote Database for Answers screen and enter other topics and search words.

You can also ask a new question by pressing F19=Ask question.

Disconnecting from a Remote System

To disconnect from the remote system, press F3=Exit. The Exit Remote Q & A Database screen appears. Use this screen to confirm that you want to exit, or to recover from accidental use of the exit request.

Option 1 ends the remote session, does a vary off of QTILINE, QTICTL, and QQAHOST (communications line, controller, and device respectively), and returns you to the screen where you initiated the remote connection. The remote connection is dropped.

Option 2 returns you to the local Q & A function from which you initiated the connection. While you stay in Q & A, you maintain the connection. If you use F3=Exit to exit from Q & A, you drop the connection to the remote system.

After Searching a Remote Database

When you find an answer, and copy it to the question, file the printout that you created earlier as finished, or discard it. If you have reached the remote Q & A database from the Answer and publish user questions screen, use F21=Copy Question function to copy the answer to your local AS/400 directly into the question asked by your local user.

When you do not begin your Remote session from the Answer and publish questions function, you can copy a question and its answer from the remote database, for later publishing as a new item in your local Q & A database.

Before disconnecting, check the other topics for items that may answer questions that you have outstanding. This can let you get more work accomplished in one session, avoiding any delays in making the connection to the Remote database.

Forwarding Questions to the Remote Database

You can forward Questions during the search of the Remote Q & A database by pressing F19=Ask a Question in a Remote Database on the Search Remote Database for Answers screen. You then press F18=Forward the question text to the Remote database. You can change any of the text, before pressing the Enter key to submit the question.

This procedure changes the status of the question to Forwarded on your AS/400 and places a Not answered question in the Remote database. Later, when you check for your questions asked on the remote database, and you accept the answer, a copy of the answer is made on your AS/400, changing the status of your user's question to answered.

An easy way to review the questions you ask in the remote database is to select Remote database for previous item on the Select Q & A Database screen. Take the options to search the remote database. When the Work with Remote Questions You Asked screen appears press F11 to display the status of the questions you asked on the Remote database. However, using this procedure, you can only retrieve answered questions.

Select question titles that are in Answered status. To add text to your Question, select the Restate your question option and press Enter. When you Accept the answer, a copy of the answer is automatically made on your Local database.

When you display an Answered question, you must either accept the answer or restate the question. Remote answered questions cannot be left in Answered status if they are selected for display. Items that are Answered and Accepted are copied to your Local database.

Making Answers Available

You must publish an answer to make it available to users of the local Q & A database other than the person submitting the question.

Adding commonly asked questions to the local database provides answers to users on your AS/400 system, without adding workload to the Q & A coordinator and the remote system. The coordinator can change the text of the answer to a more general answer for all users of your local system.

The Change Search Variables must be done to allow other users to find the item. Without doing this, the only way to find this item is by its identification number.

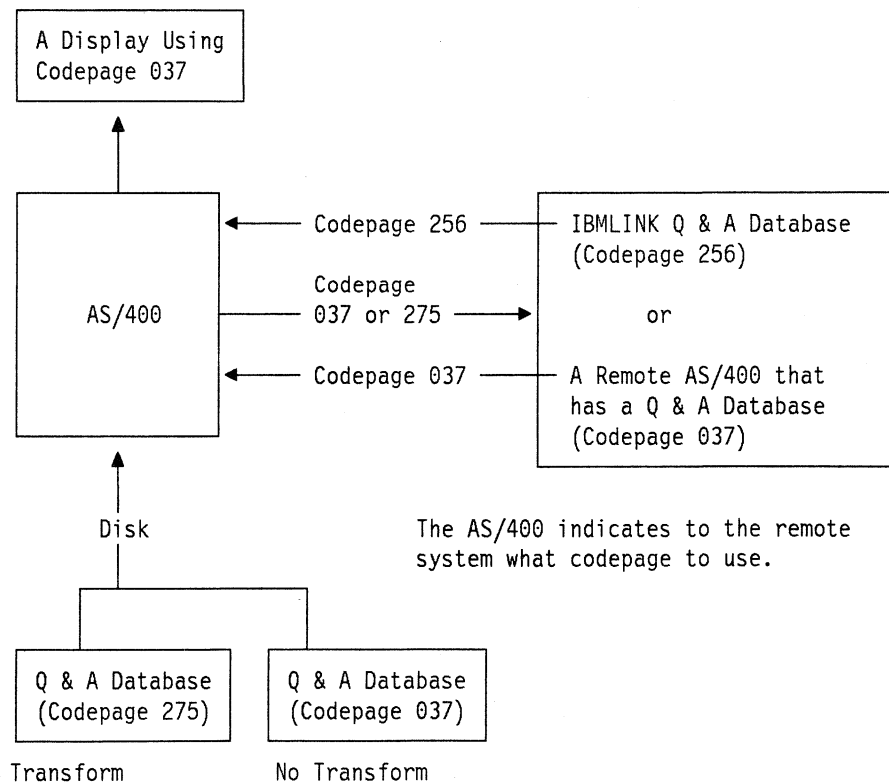
Controlled Publication is useful for large support organizations that wish to do editing of all items before making them available to their users.

Appendix C. Using Codepages with Q & A Databases

You must specify a codepage for a Q & A database to use. The Q & A database uses codepages in the following ways:

- From the display station to the database.
- From a remote database to the local database.
- From the database, when you display a question or answer, to the display station.
- From a remote database to the local display station.

Choose the codepage that represents most of the displays that interact with the database. This reduces the amount of transformation the data needs to go from the database to the display station, and from the the display station to the database.



The rest of this appendix explains how to specify and use codepages when you create and load Q & A databases.

Creating New Databases

You can create a Q & A database using the Create Q & A Database (CRTQSTDB) command. The Change Q & A Database Information display appears when you create a new database. This display is used to specify the operational characteristics of the database. This display contains the following prompts:

Single-byte character set:
Graphic character set ID _____ 1-32767
Codepage ID _____ 1-32767

If your system uses the double-byte character set, the following prompts are also shown:

Double-byte character set:
Graphic character set ID _____ *NONE,1-32767
Codepage ID _____ *NONE,1-32767

Notes:

1. *NONE is the default for the double-byte character set.
2. You must specify a single-byte codepage for databases that contain only single-byte data.
3. You must specify a double-byte codepage if the database contains double-byte data.

Q & A transforms the data in the database according to the single-byte codepage if the double-byte codepage field is *NONE. This may cause unexpected characters to appear for each double-byte character in the file.
4. Q & A does not transform the single-byte data if you specify any value other than *NONE in the prompts for the double-byte character set.
5. If you specify an incorrect codepage, or a valid codepage but no translation table exists on the system, a warning message that no transform occurred appears. The data is written without transformation to the database or display station.

Loading a New Database

You can load a new Q & A database using the Load Q & A Database (LODQSTDB) command. The Change Q & A Database Information display appears when you load a new database. Fill in the code-page ID prompt on this display with the codepage ID you received from the supplier of the database.

Make a note of the graphic character set and codepage of the database used to create a load if you are creating a load for another system. This information appears in the message indicating that the load is created.

Loading an Existing Database Created at, or after, Release 2

You can load an existing Q & A database using the Load Q & A Database (LODQSTDB) command. The Change Q & A Database Information display appears when you load an existing database.

Make sure the supplier of the database verifies that the database is in the same codepage as the database that is being replaced. Loading a database only replaces a portion of the existing database.

Loading an Existing Database Created before Release 2

If you have a currently installed database on your system:

1. Type WRKCNTINF on the command line.
2. Select the *Work with question and answer (Q & A) database* option.
3. Type a 2 in the Option column next to the database to be updated.
4. Type in the graphic character set ID and the codepage ID of the database.

Q & A does not transform any existing data in the database if you change the codepage shown on this display.

When a Remote Database Does Not Support Data Transformation

The warning message CPI2AB9 Remote database does not support data transformation appears after signing on to the remote database because the remote database either contains double-byte data, or does not have a graphic character set or codepage associated with it.

This message is suppressed if the remote and local database use the same codepage.

In networks containing databases with different codepages, data may appear at the display station or may be stored in the database incorrectly if:

- A question is copied from a remote database to a local database, or from a local database to a remote database after the CPI2AB9 message appears.
- A transformation table is not found.

The local Q & A database indicates what graphic character set or codepage the local database is in. One of the following situations may occur when you go to a remote database:

- The remote database is a double-byte database. This causes message CPI2AB9 to appear.
- The remote database has a graphic character set or codepage associated with it. This causes the Q & A database on the local system to transform the data it receives.
- The remote database does not have a graphic character set or codepage associated with it. Data is not transformed and message CPI2AB9 appears.

See the *National Language Support Planning Guide* for more information about codepages and graphic character sets.

Appendix D. Handling Problems with Remote Q & A Communications

Do the following to set up the subsystem that handles the APPC communications:

1. End the subsystem the APPC communications will be run in.
2. Type ADDRTGE on the command line and press F4 to add a routing entry:
 - a. Type in the name of the subsystem.
 - b. Type in the routing entry sequence number.
 - c. Type in 'PGMEVOKE' (in all capital letters and within single quotes) in the *Compare value* prompt.
 - d. Type 29 in the *Starting position* prompt.
 - e. Type *RTGTDA in the *Program to call* prompt.
 - f. Type in the class. You could use QBATCH in library QGPL.
 - g. The maximum number of jobs should be NOMAX.
 - h. The pool identifier should be 1.
3. Press the Enter key.
4. Type ADDCMNE on the command line and press F4 to add a a communications entry:
 - a. Type in the name of the subsystem.
 - b. Type in the device you want to run in this subsystem. Specify a minimum of Q* for electronic customer support functions like technical information exchange (TIE) and Q & A.
 - c. Leave remote location blank.
 - d. Job description can be *USRPRF or QBATCH in the QGPL library.
 - e. Specify a default user profile you want the job to run under; for example, *SYS. You must have authority to the subsystem and class.
 - f. Mode should be *ANY.
 - g. Maximum active should be *NOMAX.
5. Press the Enter key.
6. Start the subsystem.
7. Try running the application, Q & A or TIE.

When you run the application, QSYSOPR should get the message CPF1273 Communications device is allocated to the subsystem. This message indicates that you are running in the correct subsystem. The name of the subsystem you just started is shown in the message. For TIE, the device is QTIDA or QTIDA2. For Q & A, the device is QQAHOST.

If message CPF1269 appears with any error codes, look up the error code in the *ICF Programmer's Guide*.

To check the Q & A database information:

1. Type WRKCNTINF on the command line.
2. Select the *Work with question and answer (Q & A) database* option.
3. Type a 2 in the Option column next to the database you want to use and press the Enter key. The Change Q & A Database Information display appears.

4. Set the *Remote data linked to local database* prompt to Y and press the Enter key.
5. Verify the following:
 - The account number is correct when going to an IBM host

Note: Call your IBMLink Customer Support Center for assistance if the account number is not correct.
 - The remote file name is correct (AS400 in the United States)
 - The *use connect code* prompt is set to Y

Use the following checklist for any other problems you might have with Q & A.

Problem	Probable Cause	Action to Take
Cannot search or ask questions in local Q & A database.	The Q & A database is not loaded.	Follow the instructions in <i>Licensed Programs and New Release Installation Guide</i> to load the database.
	You do not have read access to QAQAxxBBPY.	Update the AS/400 user profile.
F21 (Remote search) is not on the Display Answers to Questions display.	The support contact data in the Q & A database is not properly updated.	Verify or update the support contact data using the WRKCNTINF command. Make sure: <ul style="list-style-type: none"> • Remote database is set to Y • Remote file is set to AS400 • Use connect code is set to Y
	You do not have read access to QAQAxxBQPY.	Update the AS/400 user profile.
Cannot connect to remote Q & A database.	The support contact data for Q & A function is missing or incorrect.	Verify or update the support contact data using the WRKCNTINF command.
	The connection number is busy, out of service, or incorrect. You may have a problem with the IBMLink user ID or password. The communications line is in use. You may have a hardware problem.	Test the connection to IBMLink using the <i>IBM product information</i> option.
You can search the remote Q & A database, but cannot ask questions	IBMLink registration	Contact your IBM account marketing team.
	Ask question support has expired.	
A question asked in remote IBM Q & A database is not answered.	The Question requires more extensive research.	IBM attempts to answer each question by the end of the next business day. Complex questions may require additional time. If your question is urgent, type the word URGENT in the question title. Include your name and telephone number in the text of your question.

<i>Table D-1 (Page 2 of 2). Q & A Problem Checklist</i>		
Problem	Probable Cause	Action to Take
Questions asked on the remote Q & A database disappear.	Automatic process.	Remote questions that are answered and are printed or accepted by the user are purged after a period of time. A copy of the question and answer is in your local Q & A database if you have printed or accepted the answer.
Other problem.		Call your IBMLink Customer Support Center for assistance.

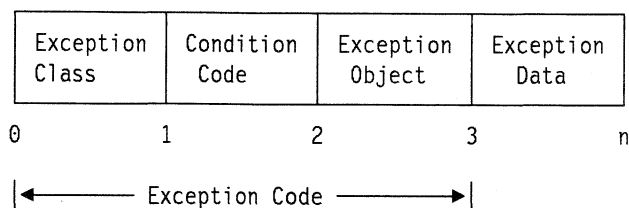
Be sure that your modem is properly attached to your system and that all switches and buttons are set appropriately. See the *5853 Guide to Operations* for more information.

Appendix E. Remote Database Exception Codes

This Appendix describes the exception code used by a remote host system supporting a Q & A database. These codes may appear in a message. Call your service representative if you should encounter one of these codes.

Exception Code Format

The 3-byte exception code has the following format:



The exception code contains an exception class (including severity), a condition code, and an exception object. Details about the exception code follow.

Exception Class

The exception classes are:

Class	Meaning
No Exception	No exception codes were detected.
Session	This class reports violations of defined or negotiated session protocols, such as requesting an application service outside the negotiated function sets.
Syntax	This class reports violations of syntax rules, such as omitting a required operand for a command.
Semantic	This class reports conflicting parameters, such as specifying a wrong password.
Process	This class reports exception codes detected during function request processing, such as insufficient resources to complete a requested function.
Sender	This class reports a situation that prevents a sender from completing a transmission, such as permanent disk input/output error.

Each class has a severity indicator. The severity indicators are:

Severity	Meaning
Information	The request is completed normally.
Warning	The requested results might be wrong.
Severe	The request concluded with an exception.
Catastrophic	The request was not processed.

The first byte of the exception code contains the class.

Byte (in Hex)	Class
00	No exception
x1	Session
x2	Syntax
x3	Semantic
x4	Process
x5	Sender
C6-FF	Reserved

The severity of the exception code can be found in the 2 high-order bits of the class. The bits are:

Bit	Severity	Action Taken
00	Information	Request processed to normal conclusion
01	Warning	Request result could be wrong
10	Severe	Request concluded with an exception
11	Catastrophic	Request not processed

Condition Code

The condition code defines the specific condition detected; for example, a function not supported, an unauthorized access, or data not found. The condition codes are:

Code (in Hex)	Definition
00	User-specified condition
01	Function not supported
02	Data not supported
03	Unauthorized access
04	Resource not available
05	Password not valid
06	Processing ended
07	Data not found
08	Divided in parts or segmented
09	Data found
0A	Sequence
0B	Input/output error
0C	ID not valid
0D	Reserved
0E	Format not valid
0F	Length not valid
10	Indicator not valid
11	Range exceeded
12	Intervention required
13	Timeout
14	Canceled
15	Subfield length not valid
16	Subfield type not valid
17	Parameters not valid
18	Content error
19-FF	Reserved

Exception Object

The exception object defines the Q & A object that is incorrect; for example, an operand value (such as a password) or a command. The exception objects are:

Code (in Hex)	Object
00	Reserved
01	Prefix
02	ID
03-06	Reserved
07	Command
08	Command operand
09	Operand value
0A	Data unit
0B	Data unit content
0C	Document unit
0D	Document unit ID
0E-0F	Document profile
10	Document content introducer
11	Document content control
12	Document content data
13	Suffix
14	Segment
15	Recoverable unit
16	Not supported
17	Unknown
18	User-specified data
19	Retired
1A	Data object profile
1B	Data object data
1C-FF	Reserved

Exception Data

The exception data reports the object, and object value, that cause the exception code. For example, the exception data could contain an incorrect search word.

Common Exception Codes

Some of the common exception codes that could occur are:

Code	Activity	Meaning
C10101	Sign on	Version of QACB not supported
C10102	Sign on	Function code of QACB not supported
C20A00	Retrieve titles	Retrieve titles request without a previous search
C20A00	Retrieve text	Retrieve item request without a previous search
C20A00	Add text	Add item request without a previous search or retrieve of item
C20A00	Mark for deletion	Mark for deletion without a previous search or retrieve of item
C20F01	Search word search	Length variable extension must not be zeros

Code	Activity	Meaning
C20F01	Retrieve text	Title number all zeros
C20F02	Add text or submit item	ID length all zeros
C20F03	Submit item	Item ID length and item ID different
C20F04	Submit item	Date container length all zeros
C20F1A	Search word search or submit item	Length of search word complex container less than minimum
C20F10	Submit item	Complex container length all zeros
C20F11	Submit item	Title container length all zeros
C20F14	Add text or submit item	Text container length all zeros
C20F2A	Search word search or submit item	Length of search word container less than minimum required
C20F3E*	Search word search or submit item	Search word field length too long
C20201	Retrieve titles	Title number all zeros
C20202	Retrieve titles	Number of title lines all zeros
C20202	Retrieve text	Text line number all zeros
C20203	Retrieve titles	Number of items all zeros
C20203	Retrieve text	Number of lines all zeros
C20204	Retrieve text	Number of Bytes all zeros
C20300	Submit item	Requester not authorized to submit items
C20300	Add text	Requester not authorized to add an item to database
C20300	Mark for deletion	Requester not authorized to delete to item
C20400	Add text	Not available to add item at this time
C20400	Mark for deletion	Item not available to delete at this time
C20701	Add text or mark for deletion	Title number cannot be found
C20713	Submit item	Title container contains no title lines
C20716	Add text or submit item	Text container contains no text lines
C21005	Submit item	Date identifier not supported
C21007	Submit item	Status container not supported
C21012	Submit item	Title indicator not supported
C21015	Add text or submit item	Text indicator not supported
C2103B*	Search word search or submit item	Search word designator not supported

Code	Activity	Meaning
C2103C*	Search word search or submit item	Logic designator not supported
C21101	Search word search	Length variable extension exceeds maximum length
C21101	Retrieve titles	Starting title number exceeds number of matches from search
C21101	Retrieve text	Title number exceeds number of matches from search
C21102	Retrieve text	Text line number exceeds number lines in item text
C21102	Add text or submit item	ID length exceeds 12-byte maximum
C21103	Retrieve text	Number of lines exceeds limit
C21104	Retrieve text	Number of bytes exceeds limit
C21104	Submit item	Date container length exceeds maximum
C2111A	Search word search or submit item	Length of search word complex container exceeds maximum
C21110	Submit item	Complex container length exceeds maximum
C21111	Submit item	Title container length exceeds maximum
C21114	Add text or submit item	Text container length exceeds maximum
C2112A	Search word search or submit item	Length of search word container exceeds maximum length
C21801	Submit item	Length of variable extension exceeds maximum length
C21803	Add text or submit item	Item ID contains characters that are not valid or are all blanks
C21805	Retrieve text	Length variable extension not all zeros
C21806	Submit item	Date contains characters that are not valid
C21813	Submit item	Title contains all blanks
C21816	Submit item	Text contains all blanks
C2183D*	Search word search or submit item	Number of matches for Search word must be zeros
C2183E*	Search word search or submit item	Search word field contains nonsupported characters
C40400	Sign on	Database manager error. This exception code contains return and reason codes. See "Return and Reason Codes for the C40400 Exception Code" on page E-6 for a list of these codes.
400701	ID search or search word search	No matches found during search
440300	Retrieve text	Requester does not have add authority
440400	Retrieve text	Retrieved item is locked and may not be added

Note: The asterisk (*) indicates that the search word is in the exception data.

Return and Reason Codes for the C40400 Exception Code

Return Code	Reason Code	Meaning
04	01	Database manager exit error code 4, USERDATA field contains more information
04	02	No match list created, more than 9999 matches found
04	03	Too many matches for first search word or words, change first word (maximum 50,000)
04	04	Existing data is more current than change data, update not performed
04	05	Update performed but word on \$UKW/nnn line not key-worded
04	06	Block count error, retransmit starting with first block
04	09	Character in search word is not valid
04	10	Single character search word not allowed
04	11	Too many search words (limit is 20)
04	12	Operator was last word specified in search argument
04	13	Two successive operators in search argument
04	14	Range end not greater than range start in search argument
04	15	Control line not found; update not performed
04	16	Customer Information Control System (CICS) dynamic storage not available for database manager
04	17	Character string not found
04	18	Database end-of-data condition
04	20	Control line not valid
04	21	New document has no control lines
04	22	Warning: No data to write to temporary storage
04	23	First line not H line, second line not T line, or T lines not consecutive
04	24	\$EOM line missing
04	25	Duplicate nnn lines for \$IBMnnn, \$UKW/nnn or \$NKW/nnn
04	26	Search word on \$UKW/nnn line not valid
04	27	Warning: Character that is not valid converted to blank
04	28	Warning: Component ID not found in table
04	29	Warning: Product number not found in table
04	30	Warning: \$OZ or "S" line found
04	31	AKMDCNTR error passed back to titles (AKMDTITL) module
08	01	Database manager exit error code 8, USERDATA field contains more information
08	02	Length of search argument greater than maximum
08	03	Request was not valid for VSAM function
08	04	No current match list found
08	05	Match list number requested is 0, or greater than total number of matches
08	06	Requested text starting line 0, or greater than document total lines

Return Code	Reason Code	Meaning
08	07	Database manager request not valid
08	08	Document identification not valid
08	09	Sort field not valid
08	10	Logical file not valid for database
08	11	Database name not in database manager table
08	12	Database name not in CICS table
08	13	MQCB level not current
08	14	Data set requested is not valid; not text, index, or control
08	15	Requested number of lines is 0, or greater than document total lines
08	16	TEXTSTART character string is not valid
08	17	Field for SEARCH files is too long
08	18	No search words specified
08	19	Control module input not valid
08	20	No temporary storage price document to browse
08	21	No temporary storage price document table
08	22	Temporary storage price document not in table
08	23	Temporary storage price document made not valid
08	24	Update line length 0, or greater than maximum
08	25	Update not performed; database is read only
08	26	Requested temporary storage queue ID does not exist
08	27	Temporary storage I/O error
08	28	Record length greater than maximum temporary storage block size
08	29	Temporary storage space not available
08	30	Request to temporary storage subroutine was not valid
08	31	Block address not specified for temporary storage subroutine
08	32	Block length is 0 for temporary storage subroutine
08	33	Record address not specified for temporary storage subroutine
08	34	Record length was not valid in temporary storage block
08	35	Block length was not valid in temporary storage block
08	36	Required block number not provided for temporary storage subroutine
08	37	Control line length 0, or greater than 80
08	38	Document contains too many control lines
08	39	H line field not valid
08	40	\$IBMnnn, \$UKW/nnn, or \$NKW/nnn, nnn not numeric or has leading zero
08	41	\$IBMnnn line not valid
08	42	\$UKW/nnn line not valid

Return Code	Reason Code	Meaning
08	43	\$NKW/nnn line not valid
08	44	\$LOG/ line not valid
08	45	L blank line not valid for this file
08	46	\$IBMnnn less than 21 not valid for this file
08	47	Search word was not valid on \$IBMnnn line
08	48	Duplicate keyword on \$IBMnnn line
08	49	Duplicate keyword prefix across different \$IBMnnn lines
08	50	Reserved
08	51	\$IBMnnn greater than 20 not valid for this file
08	52	USERDATA presented in more than 1 UPDATE MQCB
08	53	USERDATA length greater than maximum
08	54	MQCB field not valid
08	55	Multiple MQCBs valid only for UPDATE
08	56	Control lines valid only from database manager exit
08	57	Search word prefix was not valid on \$IBMnnn line
12	01	Database manager exit error code 12, USERDATA field contains more information
12	02	Database error, too many synonyms for search
12	04	VSAM record not found, operation not performed
12	05	Internal database manager error
12	06	Text module error
12	07	Title module error
12	08	Communication area length error
12	09	Database error; no H or T line, or H line was not valid
12	10	Database error; found a data character that was not valid
12	11	Internal database manager error
12	12	Starting line number too large; I= field database error
12	14	Control module error
12	16	Update error; H line was invalid
12	17	Update error; entry number was not valid
12	18	Update error; header format was not valid
12	19	Database error; update file not started
12	20	Database error; pointer to delete not found
12	21	Database error; pointer to insert already exists
12	22	Update early support error
12	23	L= or I= field was not valid in H line
12	24	No room in H line to add required field

Glossary

This glossary includes terms and definitions from the *ISO Vocabulary—Information Processing* and the *ISO Vocabulary—Office Machines*, developed by the International Organization for Standardization, Technical Committee 97, Subcommittee 1. Definitions of published segments of the vocabularies are identified by the symbol (I) after the definition; definitions from draft international standards, draft proposals, and working papers in development by the ISO/TC97/SC1 vocabulary subcommittee are identified by the symbol (T) after the definition, indicating final agreement has not yet been reached among participating members.

advanced peer-to-peer networking (APPN). Data communications support that routes data in a network between two or more APPC systems that are not directly attached.

advanced program-to-program communications. Data communications support that allows programs on a AS/400 to communicate with programs on other systems having compatible communications support. APPC is the AS/400 method of using the SNA LU session type 6.2 protocol.

alphabetic character. (1) Any one of the letters A through Z (uppercase and lowercase) or one of the characters #, \$, or @. (2) In COBOL, a character that is one of the 26 uppercase letters of the alphabet, or a space. (3) In BASIC, a character that is one of the 26 uppercase or 26 lowercase letters of the alphabet.

alphanumeric. Pertaining to the letters, A-Z; numbers, 0-9; and special symbols, \$, #, @, ., or -. Synonymous with *alphanumeric*.

APPC. See *advanced program-to-program communications*.

APPN. See *advanced peer-to-peer networking (APPN)*.

authorize. Permit or give authority to.

character. Any letter, number, or other symbol in the data character set that is part of the organization, control, or representation of data.

character set. (1) A group of characters used for a specific reason; for example, the set of characters a printer can print or a particular set of graphic characters in a code page. (2) In COBOL, all the valid COBOL characters. (3) The 256 EBCDIC characters.

CL. See *control language (CL)*.

command. (1) A statement used to request a function of the system. A command consists of the

command name, which identifies the requested function, and parameters. (2) In SNA, any field set in the transmission header (TH), request header (RH), or a request unit that states an action or that starts a protocol.

command line. The blank line on a display where commands, option numbers, or selections can be entered.

communications security. A system option that requires the identity of a remote location to be verified before that location can run programs on your system.

control language (CL). The set of all commands with which a user requests system functions.

cursor. A movable symbol, often a blinking or solid block of light, that tells the user where to type, or identifies a choice to select.

database. The collection of all question-and-answer data files associated with one question-and-answer database.

database file. An object that contains descriptions of how input data is to be presented to a program from internal storage and how output data is to be presented to internal storage from a program. See also *physical file* and *logical file*.

data link. The physical connection (communications lines, modems, control units, work stations, and other communications equipment), and the rules (protocols) for sending and receiving data between two or more locations in a data network.

default. A value automatically supplied or assumed by the system or program.

default value. A value supplied by the system that is used when no value is specified by the user. Same as assumed value.

delete authority. A data authority that allows the user to remove entries from an object; for example, delete messages from a message queue or delete records from a file. See also *update authority*.

device configuration. The process of creating configuration descriptions for the local and remote devices or equipment that make up a data processing system.

device file. A file that contains a description of how data is to be presented to a program from a device or how data is to be presented to the device from the program. Devices can be display stations, printers, a diskette unit, tape units, or a communications line.

device name. The symbolic name of an individual device.

direct user. A person who is authorized to sign on and use Q & A functions directly. Contrast with Q & A coordinator.

disk. (1) A storage media made of one or more flat, circular sheets with magnetic surfaces on which information can be stored. (2) A direct-access storage medium with magnetically recorded data.

display screen. The part of the display device, which is similar to a television (TV) picture tube, used to display information entered or received at a work station.

edit. (1) To interactively add, change, delete, or rearrange the data; for example, to insert or remove characters, sentences, or paragraphs, or to insert or remove characters in dates or decimal number. (2) To make changes to a document by adding, changing, or removing text.

field. A group of related characters (such as name or amount) that are treated as a unit on a record.

file. A generic term for the object type that refers to a database file, a device file, or a set of related records treated as a unit. The system-recognized identifier for the object type is *FILE.

file name. The name used by a program to identify a file.

function key. A keyboard key that allows the user to select keyboard functions or programmer functions.

generic. Relating to, or characteristic of, a whole group or class.

generic search. A type of search that searches all documents or personal directories authorized to a user for information that corresponds to a search value that contains a string of characters followed by an asterisk. The asterisk indicates to the system that the user wants to identify all instances of the specified character string.

host system. The primary or controlling computer in a communications network.

index. A two-digit unique identifier assigned to each database when the database is loaded or created.

input field. A field specified in a display file or database file that is used for data you supply.

library. (1) An object on disk that serves as a directory to other objects. A library groups related objects, and allows the user to find objects by name. (2) The set of publications for a system.

library list. A list that indicates which libraries are to be searched and the order in which they are to be searched. The system-recognized identifier is *LIBL.

library name. A user-defined word that names a library.

line. The physical path in data transmission.

link. To connect a data file on disk with a file definition in a data dictionary.

local. Pertaining to a device, system, or file that is connected directly or read directly from your system, without the use of a communications line. Contrast with *remote*.

local system. For interactive jobs, the system to which the display device is directly attached. For batch jobs, the system on which the job is being processed.

logical file. A description of how data is to be presented to a program. This type of database file contains no data, but it defines formats for one or more physical files. Contrast with *physical file*.

numeric character. Any one of the digits 0 through 9.

object. A named unit that consists of a set of characteristics that describe the object and, in some cases, data. An object is anything that exists in and occupies space in storage and on which operations can be performed. Some examples of objects are programs, files, libraries, and folders.

object authority. A specific authority that controls what a system user can do to an entire object. For example, object authority includes deleting, moving, or renaming an object. There are seven types of object authorities: object operational, object management, object existence, all, change, use, and exclude.

object name. The name of an object.

online. Pertaining to the operation of a functional unit that is under the continual control of the system.

owner. The user who creates an object (or is named the owner of an object).

peer-to-peer networking. See *advanced peer-to-peer networking (APPN)*.

physical file. A description of how data is to be presented to or received from a program and how data is actually stored in the database. A physical file contains one record format and one or more members. Contrast with *logical file*.

print file. A file created by the host system that is printed on your system.

printer file. A device file created by the user to support a printer device.

prompt. (1) A reminder or a displayed request for information or user action. The user must respond to allow the program to proceed. (2) A list of values or a request for information provided by the system as a reminder of the type of information or action required.

public authority. The authority given to users who do not have any specific (private) authority to an object, who are not on the authorization list (if one is specified for the object), and whose group profile has no specific authority to the object.

question title. The title assigned to a question. The title is usually a short statement of the question.

remote. Pertaining to a device, system, or file that is connected to another device, system, or file through a communications line. Contrast with *local*.

remote location. Any other system in the network with which your system can communicate. This corresponds to the remote location name specified in the communications configuration.

restore. To copy data from tape, diskette, or a save file to auxiliary storage. Contrast with *save*.

save. To copy specific objects or libraries by transferring them from main or auxiliary storage to magnetic media such as tape, diskettes, or a save file. Contrast with *restore*.

save file. A file allocated in auxiliary storage that can be used to store saved data on disk (without requiring diskettes or tapes), that can be used in I/O operations from a high-level language program, or can be used to receive objects sent through the network.

session. (1) The length of time that starts when a user signs on and ends when the user signs off at a display station. (2) In communications, the logical connection by which a program or device can communicate with a program or device at a remote location. (3) In SNA, a logical connection between two network locations that can be started, tailored to provide various connection protocols, and stopped, as requested. Each session is uniquely identified in a header by a pair of network addresses, identifying the origin and destination of any transmissions exchanged during the session. (4) In 3270 emulation, the activity that occurs on the communications line between the time that the user enters the command to start emulation and the time the user ends the emulation job. (5) In RJE, the activity of all tasks within a single AS/400 communicating with a single host system. (6) In PC Support/400, the logical con-

nection between the host system and a display station or printer.

source member. A member of a database source file that contains source statements such as RPG, COBOL, BASIC, PL/I, or DDS specifications.

source system. The system that issues a request to establish communications with another system. (DDM) The system on which an application program issues a request to use a remote file.

specific authority. The types of authority a user can be given to use the system resources, including object authorities and data authorities. See also *object authority*.

store. To put or keep data in a storage device.

subsystem. An operating environment, created by a description, where the system coordinates processing and resources.

system object. One of two machine object classifications. Any of the machine objects shipped with the system or any of the operating system objects created by the system.

system security. A system function that restricts the use of files, libraries, folders, and devices to certain users.

tape drive. A mechanism used to move the tape and read and write information on magnetic tapes.

tape reel. A round device on which magnetic tape is wound.

update authority. A data authority that allows the user to change the data in an object, such as a journal, a message queue, or a data area. See also *delete authority*.

use authority. An object authority that allows the user to run a program or display the contents of a file. Use authority combines object operational authority and read authority.

user profile. An object with a unique name that contains the user's password, the list of special authorities assigned to a user, and the objects the user owns. It is used by the system to verify the user's authorization to read or use objects, such as files or devices, to run the jobs on the system.

value. Smallest unit of data manipulated by the SQL statements.

variable. A name used to represent data whose value can be changed while the program is running by referring to the name of the variable.

Bibliography

The manuals below are listed with their full title and base order number. When these manuals are referred to in this manual, a shortened version of the title is used.

The following manuals contain additional information you may need when you use this manual:

- *Publications Guide*, GC41-9678, gives guidance on how, when, and where to use the online and printed information.
- *New User's Guide*, SC41-8211, provides information about using your display station.
- *System Operator's Guide*, SC41-8082, provides information about how to use the system unit operator display, send and receive messages, respond to error messages, start and stop the system, use control devices, work with program temporary fixes (PTFs) and process and manage jobs on the system.
- *Device Configuration Guide*, SC41-8106, provides information on changing customer support data communications device descriptions.
- *Licensed Programs and New Release Installation Guide*, SC41-9878, provides step-by-step procedures for initial install, installing licensed programs, and secondary languages from IBM.

This manual is also for those who already have an AS/400 system with an installed release and want to upgrade to a new release.
- *National Language Support Planning Guide*, GC41-9877, provides information about codepages and graphic character sets.
- *System Concepts*, GC41-9802, describes the overall design and use of the AS/400 system and its operating system. This manual includes general information about AS/400 features such as user interface, object, work, and system management, data management, database, communications, environments, Office and PC Support, system support and recovery, and an overview of the system architecture.
- *Systems Application Architecture SystemView System Manager/400 User's Guide*, SC41-8201, provides information about the commands and functions available when you install the AS/400 System Management Utilities on one or more AS/400 systems in a network. This publication also provides setup procedures information when planning for and maintaining a network of Application System/400 systems.
- *Total System Package and Preloaded System Guide*, SA41-9604, provides detailed information for completing your electronic customer support communications configurations and installation.
- *5853 Guide to Operations*, GA27-3799, provides information about the modem used for AS/400 Electronic Customer Support functions.
- *Communications: Advanced Peer-to-Peer Networking Guide*, SC41-8188, provides information about the advanced peer-to-peer networking (APPN) support provided by the AS/400 system. It describes the APPN concepts, functions, and features as implemented on the AS/400 system. It provides information for configuring an APPN network and also presents considerations when using APPN.
- *Communications: Intersystem Communications Function Programmer's Guide*, SC41-9590, provides information needed to write application programs that use AS/400 communications and the OS/400 intersystem communications function (OS/400-ICF). This manual also contains information on data description specifications (DDS) keywords, system-supplied formats, return codes, file transfer support, and program examples.
- *Communications: 3270 Device Emulation Guide*, SC41-9602, provides additional information about integrated AS/400 device emulation.
- *Backup and Recovery Guide*, SC41-8079, discusses the recovery functions available on the AS/400 system to help you develop strategies to recover from system failures (including Save/Restore and Q & A databases).
- *Programming: Control Language Reference*, SC41-0030, describes CL commands and how to use them.
- *Database Guide*, SC41-9659, provides information on databases.
- *Security Concepts and Planning*, SC41-8083, provides information about security concepts and about planning security for a system.
- *Programming: Work Management Guide*, SC41-8078, provides information about how to create and change a work management environment. Other topics include:
 - A description of tuning the system
 - Collecting performance data including information on record formats and contents of the data being collected
 - Working with system values to control or change the overall operation of the system
 - A description of how to gather data to determine who is using the system and what resources are being used

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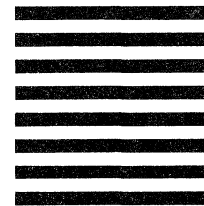
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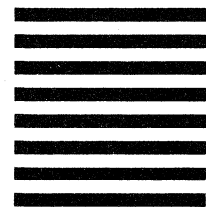
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