

# THOSE SUPPORT *People*

**Volume 11, Issue 2**

## How I Learned to Stop Worrying and Love Oracle and UNIX

by D.H. Floyd

Although I, like many of you, sat through a few UNIX boot camps and read a couple of UNIX For Dummies-type books, I've never had a practical reason to use UNIX before the last few months. But now we've received our first two HP Integrity servers, one with HP-UX and the other with Linux. I decided to start with the HP-UX box and extend my existing knowledge of installing IFS on Windows.

It wasn't an easy start. I recalled a half dozen UNIX commands from HP World sessions past, but I was quickly scrambling for an MPE to HP-UX decoder. After locating said document (this will be the first time but not near the last I praise Google) I was able to logon to our new server and navigate the file structure to look around and get a feel for the system. From there I was told that setting up a printer would be a good next step. I stumbled through SAM (System Administrator Manager) and managed to print a test document after a few false starts. I was on my way to learning HP-UX system administration.

My real objective, and the reason we have these slick new boxes in our office, was to install IFS so that we can deliver them to our clients who want to take advantage of our POCkit program. IFS runs in Oracle and this was to be my first real challenge: installing the Oracle 9i database on Unix, which is significantly different than doing it on Windows. I again had a few false starts, but thanks to many Google

*(See Stop Worrying, page 5)*



**Winter, 2005**

## Coping with Change, not Stress

by Bill Langenbahn, Sales Account Rep

I have heard it said that, "The only constant in our world is change," but I have learned that in business, there is at least one more constant and that is the constant need to "do more with less."

Many MANMAN users are content with the results provided by MANMAN and so have decided to continue using MANMAN until it no longer works for the business. Even so, preserving the skills required to maintain MANMAN can become increasingly more difficult. FORTRAN, once a pervasive language in the scientific community, has been replaced by newer languages. MRP systems are giving way to ERP systems as companies attempt to equip their decision makers with all of the information that the company has about their clients and

*(See Coping, page 6)*

## Trusted Advisor Same As IT Ever Was

The HP3000 community is as strong as it ever was, perhaps stronger because of recent publicity about the perception of our standing alone without the support of HP. It has never been easier to find help about specific problems with MANMAN, especially on the HP3000. And since Hewlett Packard is supporting the HP3000 hardware for almost two more years, the future for this platform is looking like the past—safe and easy.

As some companies prepare to replace it, others are doing more with MANMAN than ever before. There's really not much that can go wrong with MANMAN on the HP3000 in the next five or ten years; not much that can break at this point. The main challenge will be to interface and integrate with all of the other software systems needed to support a manufacturing operation. Newer systems are even broader and

*(See Trusted Advisor, page 4)*



## In Memory of Shaggy 1945-2004



When you are young you believe you are bulletproof. You don't consider the consequences. You don't even think about death. When you get older you begin to think that the end is closer than you believe but still you don't dwell on it. As you pass middle age and begin to see too many people your same age in the obituaries you begin to take notice. But it really hits home when you see a friend or loved one struggle to live. Our dear friend, Shaggy Carey, lost her battle with cancer last month. I do not believe that I have ever met a stronger or more energetic person in my life. As Terry says, "She was the happiest person I ever knew." Shaggy was an inspiration to her customers and to all of us here at the Support Group.

She was a warm, friendly, sensitive, caring person. She smiled easily, and made all of us smile with her. She was the type of person obviously gifted with the ability to put you at ease. Once in a lifetime you might, if you are lucky, have the opportunity to work with a person with the qualities I have described. Though she is gone, her memory will always be with us. Although her battle against cancer was hard and long, she spent a lot more time living than she did dying. And that is how she wanted to be remembered. So remember her we did at a memorial to Shaggy's life Saturday, January 8 (Elvis' birthday), and we all took the opportunity to share our memories.

In Shaggy's memory, we decided to plant a lavender Crêpe Myrtle here at tSGi World Headquarters. Crepe Myrtle was her favorite tree and purple was her favorite color. We'll think of her and smile every time we look at it.

—Chuck Combs

Below are a few of the messages we received from friends and customers of Shaggy's:

"My heart and prayers are with you and everyone at The Support Group. I think Shaggy would want us all to follow her simply amazing example. Even so, it must be difficult—my thoughts are with you and I hope you are well." —Linda Bryan, President & CEO, Tamlin Software Developers Inc.

"We just wanted you to know that our thoughts and prayers are with you and Shaggy's family. She was really an amazing person. It was a pleasure to work with her and we were always buoyed by her upbeat style." —For the MIS staff at TB Wood's, Bill Beyrer

"When word of Shaggy's passing came this morning, I took the pleasure of reflecting on our exchanges over the years. Calling Austin was something to look forward to because you knew you'd get a pick-me-up exchange and usually solve some issue in the process. Shaggy was way beyond best practice when it came to being easy to do business with. We were eager to do more business with the Support Group in no small way due to her friendly and engaging personality. My thoughts ranged from, "I thought she'd triumph and live 'til she was 80," to, "It's a wonder she didn't die years ago." Now that we're no longer an HP3000/MAN-MAN shop, it almost feels like an official end to that phase of life. Our thoughts and prayers go out to you all and her family. May the Support Group "Carey On" in the spirit of one of its best." Sincerely,  
Larry Sacco, Gunlocke

"Please pass along my sympathies to her family. She was a joy to work with and to know." —Terry W. Simpkins, Director ISIT, Measurement Specialties

"My condolences. Even though I never met Shaggy, she was one of the nicest people I have ever talked with." —Randy Maez, Emerson Process

# POCKit: Proof of Concept Kit for MANMAN/HP

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## The Problem

Stories abound of companies who selected costly Enterprise Resource Management software packages and then spent many more millions of dollars modifying their operations and the software, only to abandon the project because their software selection was the wrong one. In essence they had spent a lot of money to learn that the software would not work for them.

## The Solution

Entsgo, Hewlett Packard and Industrial & Financial Systems (IFS) have united to provide a "Learn Before you Burn" opportunity where interested users install IFS General Ledger software in their environment on a new Hewlett Packard computer at very little cost to you. This provides you with a no-risk opportunity to evaluate the software in your own operating environment. We believe that this will provide your users with answers to critical application questions, and expose your IT staff to the challenges ahead before the commitment is made to purchase the software. We call it a Proof of Concept Kit or "POCKit."

## What's in the POCKit?

The "POCKit" contains all of the products that you need from Hewlett Packard, Entsgo, and IFS to prove that this software will enhance your operation. IFS provides their Foundation™ and General Ledger software; HP provides an Itanium processor and an operating system for the duration of the evaluation. Entsgo provides the migration services to move your data to Oracle so it can be accessed by the IFS software.

## WHY HP?

HP is a trusted computer supplier with whom you are familiar. HP provides a complete line of high performance, cost competitive enterprise servers that run LINUX, UNIX or the Windows operating system. You pick the OS that fits best. IFS and Entsgo support all three.

## Why Entsgo?

A sister company of the Support Group, inc., Entsgo is familiar with MANMAN™ MPE and IMAGE. Additionally, Entsgo has the expertise and tool sets to quickly and cost-effectively move your data to the target environment.

## Why IFS?

Carefully selected by Entsgo as the best replacement for MANMAN, IFS Applications™ provide a full-function ERP software offering at a price that you can afford. More importantly, you control the cost of the replacement software because it is *designed* on component model architecture. You can select which modules you need and can afford. Later on, you can incorporate additional functional components in a phased approach.

## How Does the Plan Work?

It's simple! Companies who are using MANMAN can enroll in the plan by agreeing to try the IFS software, in their environment, running on an HP Itanium computer using their data for six months. Because we do not expect you to make your decision on one IFS module, we ask you to set aside a couple of days a month to evaluate the other IFS software modules. *You are also required to make a software support deposit with IFS Applications™ and ORACLE.*

**Our guarantee:** If you discover that IFS Application™ does not meet your needs, Entsgo will convert you back to MANMAN/GL at no cost, and IFS will refund the unused portion of your support deposit.

## How Do We Enroll?

Again we've made it simple! Just call Entsgo at (800) 798-9862 and ask for Chuck or Bill and "Pick our POCKit"!

**MAKING MANMAN MIGRATIONS  
EASIER**



## Trusted Advisor

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deeper than MANMAN, but no package has everything. Data integration is a skill you need because it has strategic value to your company.

Moving data in and out of MANMAN will be required more than ever, so having a consistent methodology and the right tools are keys to success. In fact, there's no reason you can't focus on tools and training that will be applicable to the post-3000 world even if it's five or more years away. We are now working with an incredible tool called Pervasive Business Integrator that uses data from just about any source and does the most complex transformations we've ever seen; good enough for even the weirdest of EDI and B2B requirements. It's a product that evolved from Data Junction when it was bought by Pervasive Software here in Austin. The point is that to get the most out of MANMAN, you need people on your staff who can integrate, interface, and give your managers access to the MANMAN data.

The biggest risk and fear I've heard concerning MANMAN in the last five years is that something will need to be changed for regulatory reasons. If Sarbanes-Oxley hasn't done in MANMAN, I don't know what regulations will. Whatever has been needed so far has been done, using innovative methods, by the individual companies out there using MANMAN. Flexibility and responsiveness to change have been what kept MANMAN going for the last 30 years and will keep it going for many more years. You just have to have someone who knows the access and storage methods of the HP3000 and the data structures of MANMAN.

How can some companies do so much with MANMAN and others do little more than complain about it? The answer is in the depth of knowledge of the people who support MANMAN for you. Some understand how to change MANMAN and others don't. Those of you who are aware are not the ones who are complaining about how difficult it is to get at the data. You are the ones who are helping your companies compete by learning to use the tools you have judiciously acquired.

When it comes to data access, it's usually not the tools that are lacking; it's the in-depth knowledge of how the MANMAN data is tied together. How

many people at your site know everything about every one of the thousands of fields in the hundreds of datasets in MANMAN?

If there's only one person left in your organization who knows how to access MANMAN data, you are headed down a dead-end street. Companies who are vital users of MANMAN are constantly training new people in the required skills. But knowing how to use even the greatest tools won't help if you don't have experience with the many different file structures (IMAGE, MPE, KSAM) and how to navigate through the hundreds of linkages between datasets.

The signs that our community is standing up alone are evident by the number of companies that are dedicated to supporting MPE for the long run like we are. Those include (relatively) newer consortia and associations like Resource3000 and OpenMPE as well as third parties who have been around for 20 years or more like the four HP transition platinum partners (you know who they are, right?). Then there's Adager, Robelle, Minisoft, ROC Software, Beechglenn, and Client Systems/Phoenix, and dozens of others, not to mention Interex. All of these suppliers and more will be around for many years to support your use of MPE on the HP3000.

Many of these vendors in the MPE space think most of the companies using MANMAN are frozen in a state of status quo. Are they in a holding pattern or what? Are they going to a destination or going in circles? High in the sky circling the field getting ready to land or circling the runway getting ready to take off? I hope they don't forget to watch where their company is going while they decide whether to stay on MANMAN or go to something newer.

It takes the same or less effort to dedicate resources to supporting the needs of the users on MANMAN compared to any newer system. There are plenty of development, support, and training resources out here. Find someone who can teach you how to access the information your users and managers need. It's not the tools; it's the knowledge in your company about the MANMAN data. And it's not simple to learn! In fact, it's so complex that some folks with many years of experience will admit they don't know half of it.





Like the timid but defiant independence of a baby learning to walk (taking its first frightening steps then stabilizing, stumbling and getting back up), the HP3000 community has established its own independence in the last year. Perhaps it's more like a teenager leaving home a bit before maturity, as "Mama HP" watches and hopes her child will not stray too far. Either way, we are out of the nest and flying on our own now. Whether we as the MAN-MAN community are even stronger by the end of 2006 when HP completely weans us for good remains to be seen, but the way things have been going, I won't be surprised if we are.

—Terry H. Floyd, Chairman, Blanket Enterprises

## Stop Worrying

*(continued from page 1)*

searches I was able to do it. From there I simply had to import the IFS application (both the database and sever source code are in the Oracle database). This step was fairly simple. I adjusted some IFS and Oracle client configuration files on my PC and I was off and running with an IFS HP-UX installation. It really wasn't that bad.

And what did I learn? I learned that UNIX and Oracle aren't all that bad. True, the Oracle install can be a sensitive beast. And UNIX isn't MPE; not only are the commands and file structure different but it takes some getting used to the way they do things over in UNIXland.

I'm sure some of you have experience with UNIX, whether it be a server in your current environment or in a past job. If you've done this before it will be a simple adjustment to get IFS up and running at your company. If not, don't fret; it's not that bad. And if you simply fear or hate UNIX so much that you will never welcome such a machine in your front door, IFS will always run on a Windows server (and we all have experience with those by now, don't we?). Regardless, the technology change required to shift your ERP system to a modern system isn't something to worry about. As usual, we will help you become as self-sufficient on IFS and Oracle as you are on MANMAN.

Now I'm learning Linux and repeating similar procedures I learned on our new HP-UX installation, which is working very cleanly. Next time I'll give some details about the differences between Linux and HP-UX. ♦

## Pervasive Business Integrator—For Low-Cost, High ROI Business Integration

Real-time, event-driven and message-based  
Native connectivity  
Point-to-point application integration  
Legacy conversion  
Business process design

## Business Integrator Meets Your Technical and Business Demands

Today's growing organizations have to justify every investment they make. That's why we offer Pervasive Business Integrator™, a powerful integration software product designed to satisfy the technical and business requirements of today's integration systems.

Business Integrator™ provides a unique, real-time, event-driven, message-based infrastructure. With this infrastructure in place, multiple applications—both internal and with trading partners—can be integrated efficiently and cost-effectively. What's more, Business Integrator™ offers rich connectivity to a range of data sources, a distributed integration approach, and reusable components for increased ROI. The result is an integration solution with the flexibility, scalability and accountability that businesses need today.

## Features to Accelerate Development

An easy-to-use, process-flow design environment helps speed development, allowing developers to design business and data flow processes, and parse, validate and transform application information.

Business Integrator also includes message bus support, XML-based integration repositories for storing design-time metadata, and a dedicated high-performance production engine.

## Benefits with Business Integrator

Flexible Integration  
Increased Performance and Efficiency  
Improved "Time to Value"

For a complete list of contacts visit  
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## Coping

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their buying patterns, and to communicate electronically with suppliers as business partners. Employees in the technology field are driven to keep their job skills current and so want to be proficient in the latest, most marketable skills. These factors combine to make the migration off of MANMAN an unavoidable future event.

With that in mind, I want to share with you a trend that I have seen develop in the user community as MANMAN gets longer in the tooth. I have seen an increased interest among our client community, as well as potential clients, in our Level III support service offering. Level III affords the subscriber the opportunity to direct their technical attention away from the MANMAN and MPE software and the Hewlett Packard 3000 hardware. While you focus on the business of doing business, we focus on the business of keeping your MRP system in good shape. About all that you have to do is give us access to the computer as well as your month-end procedures, ensure that the hardware is operational and that backup tapes are loaded, and we will do the rest.

Our support technicians not only provide all of the required help-desk expertise, but also provide the technical labor required to close the month, and tend to the daily administration of the HP/MANMAN enterprise. We administer the computer, MPEiX, IMAGE and MANMAN to make sure they are operating efficiently. This service will be particularly relevant and critical when you are in the process of moving off of MANMAN; your staff will have their hands full learning a new system and will appreciate our Level III support as it frees up their time.

We will add and delete MPE users, set up new Commands for users with PASUTIL, configure new hardware, install and configure any and all software updates and make recommendations as to hardware and software improvements. Essentially you outsource the operation and maintenance of your MRP system to the experts at the Support Group, inc. All of the services that your enterprise system can yield are assured in a timely manner against the monetary penalties defined by the guarantees in our Service Level Agreement.

And, best of all, the service is cost effective! The annual subscription fee for this service is based on

the number of MANMAN modules that you have employed and on the number of MANMAN log-ons for which you are licensed. As an example, if you are running a Core Four configuration licensed for 32 or fewer users, the cost is \$21,000.00 per year. This should be compared to the burdened cost of two or three technicians, since the services are provided 24 hours a day, seven days a week.

So while change and the pressures to do more with less may be unavoidable, we offer you a way to spend your precious energy planning for change rather than fretting about it. At the same time you can challenge the talents of your technical people rather than losing them. If you are interested in outsourcing the administration of your MANMAN system, just give me a call at **800-798-9862** and, with only a few questions, I will be able to quote you a price for our Level III support. ♦

### Linux or Windows? Why not both?

Hewlett Packard is the only company equally dedicated to an industry standard hardware platform that supports Unix, Linux, and Windows. As for databases, Eloquence and Oracle can co-exist on any of these operating systems. When preparing to migrate, don't put all your eggs in one basket.

It's never too soon to start learning about the systems that will support the software you'll be using after MANMAN. Start small, but do get your feet wet. Sooner than you think you'll be talking about running dual-core Itanium CPU's and doing kernel performance monitoring and relational database tuning to bring lots of raw compute-power to your ERP applications.

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# The Basic Work Order—Random Ramblings

by Rob Gentry

My focus this time in the continuing Work Order Basics series is on Consummables for non-tracking users and on some of the internals of the Work Order labor reporting and material movement Transaction programs (the MGTR3xx programs). As with the previous articles in this series, you can reference this information in the 'Planning' and 'Shop Floor' sections of Volume I in the HP and DEC versions of the user manuals and briefly in the System Manager's Manuals.

We have frequently fielded questions and concerns about the manufacturing system transactions that move material and report labor for Work Orders. For the most part, we work on the premise that the user is tracking the Work Order. This means that the routing for the assembly has been copied to the Tracking Detail File (TRFIL) where resources and time by operation can be stored for each Work Order.

A recent question on MANMAN-L (call us if you don't know about Interex's listservers) asked about using Consummables on Non-Tracked Work Orders. It can be done, but without a routing (RTFIL and TRFIL) for an assembly you are building, there is no Work Center to reference for the WIP Location from which to consume the components. So, without a Work Center's WIP Location, the command defaults to the WIP Location stored in MFG Comin Variables 167-171. That means the same WIP Location is used for every consummable part in the entire plant. Not the optimal situation.

It's fairly easy to modify the TR303 (Complete a Work Order), which moves completed assemblies to Stores Inventory, so that instead of using that Default WIP Location, it prompts for WIP Locations for each component. The whole point of using Consummables is to eliminate data entry by not "kitting" components. So, at first glance, this modification solution doesn't sound much better, but it could evolve (don't they always?) to work like this:

- 1.) Prompt whether to kit all components from the same WIP Location.
- 2.) If the answer is YES, Prompt for the WIP Location (defaulting to the value stored in MFG Comin Variables 167-171) and use it for every Consummable component.

- 3.) if the answer is NO, display each Consummable component on the Work Order and prompt for the WIP Location from which to consume.

Because true Line-Stock or Bulk-Issue components are stored in or near each work area (making it a good idea to name the WIP Locations meaningfully), it makes sense that all or most of the Consummable components for a non-tracked Work Order would be in the same WIP Location. A tiny refinement for step 3.) above would be that even though we are prompting for a WIP Location for every component, we can default to the prior one entered thereby minimizing data entry if most of the components are in a few WIP Locations. Call us if you are interested in this topic and in minimizing your data entry tasks in the Shop Floor area.

Enough said for using Consummables for a while; let's get technical. Although the above mod seems simple, nothing ever really is simple if it's worth doing. All of the TR3xx Commands are themselves subroutines that have been designed to call other subroutines, which call other subroutines, etc., a process commonly referred to as nested subroutines, something like an indented Bill of Material. There is a basic pool of 12 subroutines that these transactions call, which are (using HP system program names):

CMPSCRS	Get completed and scrapped quantities
EMPLOY5	Get employee clock number, shift and payroll information
GETWOS	Get Work Order information
NXTSEQS	Get next sequence number
OPSNUMS	Get operation sequence number
PRMCMPS	Send quantity completed somewhere
PROMPTS	Prompt for all TR309/TR315 user entered data
UPDATES	Update actual hours, movement and completion of parts
UPDCMPS	Update and get quantity offsets
UPDMOVS	Move parts
WOCOMPS	Validate Work Order closed status
WOIDINS	Get Work Order idle or indirect time

There are no transaction commands that use all of the noted subroutines at one time or in one session.

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The use of many of them is controlled by Comin Variable settings. TR3xx commands call only those routines pertinent to the command's function and in a sequence to logically progress through the processing of the data entry and updating. We have printed several articles in this newsletter which have covered the functionality of these FORTRAN procedures as implemented in various TR3xx commands.

We believe that every time code is modified in one of these subroutines, its name should be changed. Since these routines are shared by many very complex commands in the TR3xx range, mods need to be isolated only to the new standalone commands we create. We like to leave all the standard commands functioning exactly as they did before, if possible, in case there is ever a question about bugs. That's why we make a new source file for each subroutine and give it a new name. Our new commands use that name while standard ASK is using the unmodified originals. Just another of the many little techniques and methods we've developed while working on MANMAN's FORTRAN for over 25 years.

The database update routines, depending upon which one is being executed, for the most part update the database after the user has responded to all of the entry prompts. But, like everything else, there are exceptions. An important point to remember is, unless explicitly allowed by the program, DO NOT exit or terminate the process in midstream, even if it is tedious at times. Varying from the standard process can contaminate the data, which is stored across numerous database datasets and non-Image files (T-logs). Work Order processing allows corrections to the data in the normal MANMAN methods. Using these correction procedures properly will eliminate needless headaches later.

Over time, we at tSGi have noted the gradual loss of understanding by the user community about how the Work Order process, or overall system operation, works. We have promoted re-implementation, training, and other ideas including mods to stop, or at least to slow down, this trend in order to help you better use your system. We do not believe in ship-

ping MANMAN programs around from one machine to another but always insist on modifying on your own existing FORTRAN source code.

One of our offerings to help improve data entry in the shop floor arena arose from a request for a modification to the MGTR302 program. As with many of our offerings, it is not a product but a modification to your code that creates a new standalone command, MGTR382. We jokingly named the command the "Three-Eighty Thru" mod and last mentioned it in detail in one of our 1999 articles. It works in a tracking environment and allows the user to enter a

quantity completed that will be processed through two or more successive Tracking File (TRFIL) operations with a single entry. A sort of discrete-processing "back-flush" operation, if you will. The "FROM" sequence, say "10," and the "TO" sequence, say "40," are entered with the quantity. Assuming the Work Order has a sequence of 10, 20, 30, 40, 50, etc., the program moves the quantity from 10 to 20, from 20 to 30, and from 30 to 40 just as though the user made individual entries with TR302.

You can even enter "STOCK" in response to the "Next Sequence" prompt and move from "10" all the way to Finished Goods in one step.

We have implemented this change for a number of our clients. Some have even gone as far as making all of the components on the assembly "consumable." This allows the Work Order to use a standard but overlooked feature of MANMAN: to be "kitted" when it is added (MGAD,300—Add a Work Order), completely eliminating the need for kitting the Work Order with MGTR310. Call your tSGi sales rep to learn more about this efficiency improvement to your system. If you have any questions concerning this article, contact Rob Gentry at **800-798-9862**. ♦

**An important point to remember is, unless explicitly allowed by the program, DO NOT exit or terminate the process in midstream, even if it is tedious at times. Varying from the standard process can contaminate the data...**

**We have a new SUPPORT ONLY 800 number! If you are on support with us, be sure to use the new number for faster connection to the right people.**





# MANMAN Audit Tool

For those of you looking to be Sarbanes-Oxley compliant, there's a new MANMAN Audit Tool available. It's the first product to comprehensively allow you to monitor who is updating any file in the MANMAN system. This includes General Ledger, Accounts Payable, Accounts Receivable transactions, Purchase Orders and Sales Orders changes, Customer and Part Master file updates, etc. The MANMAN Audit Tool uses Image Logging to gather the date, time, user name, and before and after values of any data in MANMAN you wish to audit. A new List command allows your users to inquire by part number, order number, or other keys to view who has made updates to MANMAN.

## Features:

- Provides full data auditing compliance for Sarbanes-Oxley requirements.

- Extracts Added, Changed, and Deleted records from cryptic Image log files and stores them in an easy-to-read Image database format for quick retrieval by your users.

- Can develop Custom Audit Trail reports using your report writer.

- Utilizes user-friendly field names—instead of telling the user IM COSTARR(3) changed, the Audit Tool tells the user 'Assembly Labor Cost.'

- Excludes selected files and programs from the audit trail process.

- Retrieves and stores additional data elements that are relevant in a MANMAN environment.

- Supports multiple database groups and accounts, and works with non-MANMAN databases.

## The MANMAN Audit Tool takes over where Image logging leaves off!

Image logging captures a great deal of information regarding your database activity. However, the log files require a substantial amount of selection and manipulation. It is also important to retrieve additional information from the database that is not stored in the Image log file that is relevant in a MANMAN environment.

For example, if a user changes a Sales Order scheduled ship date, an Image log file will capture the Sales Order number, the old scheduled ship date, and the new scheduled ship date. But because the Sales Order line number is not in the Image log file, the audit trail record is of dubious value. Using the record pointers contained in the Image log file, the MANMAN Audit Tool retrieves the Sales Order line number and stores it with the data.

The MANMAN Audit Tool knows which integers are 'dates,' and formats them before displaying them to the user. Field descriptions are listed in addition to Image field names.

The MANMAN Audit Tool also simplifies the process by helping you manage your log files. The Audit Tool Utility automatically switches to a new Image log file, closes the current Image log file, processes the log and moves all the relevant data to the Audit Tool Image database. It can also purge the Image log file so that space required on your system is minimal.

The MANMAN Audit tool is available for all releases of MANMAN/HP.

For more information on the MANMAN Audit tool, and a free 60 day trial copy,  
call **800-798-9862** today!



# Description of Support Services

## LEVEL I (BASIC PHONE-IN SUPPORT)

This value-priced service is meant for those companies with a good working knowledge of MANMAN who require minimal support. Our goal is to work with the original documented MANMAN reference and training manuals.

LEVEL I INCLUDES: Standard phone-in hours—Monday through Friday 8:00 a.m. to 5:00 p.m. (CST); Skilled technical support representatives personally handling each call; Support for The Core 4 modules: AP, GL, OMAR, MFG (additional modules may be added); Special Pricing for Training, Modifications and Consulting; MANMAN support for the FORTRAN coded system, including basic MPE/iX support directly relevant to the execution of MANMAN (Image and Query are considered part of this process); Hardware and Systems Recommendations; Support for modified software, provided FORTRAN source code and full documentation are available.

PREREQUISITES FOR THIS SERVICE: HP Support or equivalent for hardware; HP Support or equivalent for MPE/iX and FOS Subsystems; FORTRAN Compiler and efficient modem access to the HP3000; On-site HP System Manager and System Operator proficient in the use and application of MPE/iX; Users adequately trained and proficient in the use of the MANMAN Applications to perform their functions and discuss their problems.

## LEVEL II (EXTENDED PHONE-IN AND DISASTER RECOVERY SUPPORT)

This service is intended for companies that need extended hours of phone-in support, more detailed help, and our Disaster Recovery Services. Disaster Recovery service is considered a warm site for major disasters and will cover business-critical operations. This level is recommended for companies with minimal IT support in their organizations.

LEVEL II INCLUDES: All Level I services; Enhanced MPE/iX support; Extended phone-in hours—Monday through Friday 7 a.m. to 7 p.m. (CST); Secure HP3000 back-up system on which to run business-critical operations remotely until system has been restored; Secure off-site tape storage; Periodic testing to make sure data is restorable and usable; Performance and availability guarantees; Reduced pricing for services not covered.

PREREQUISITE FOR THIS SERVICE: Co-developed identification and documentation of Business Critical operations.

## LEVEL III (REMOTE MANAGEMENT/OUTSOURCING OF SYSTEMS AND APPLICATION OPERATIONS)

This service is intended for companies with little or no MANMAN knowledge or expertise, or for companies who are migrating to another system and have shifted MANMAN resources in support of the new system.

LEVEL III INCLUDES: All Level I and II services; Full 24x7x365 Support; Database capacity monitoring and associated maintenance; Batch processing; MANMAN application management (Fiscal period “month end” close, etc.); Security Audit and Maintenance; Installation and implementation of HP3000/MANMAN third party software on the host system; System Configuration; Performance and availability guarantees; Reduced pricing for services not covered.

PREREQUISITES FOR THIS SERVICE: ADAGER or DBGeneral database management utility; MPE/iX from VeSoft (not required but highly recommended); Details of customer usage and expectations for batch processing.

## LEVEL IV (OFF-SITE MANAGEMENT/OUTSOURCING OF SYSTEMS AND APPLICATION OPERATIONS)

This service is intended for companies with no MANMAN expertise. Companies that prefer to completely outsource their operation and companies who are migrating to another system will benefit from this service.

LEVEL IV INCLUDES: Hardware housed at tSGi Datacenter; All Level I and III services; Full 24x7x365 Support; Database capacity monitoring and associated maintenance; Batch processing; MANMAN application management (Fiscal period “month end” close, etc.); Installation and implementation of HP3000/MANMAN third party software on the host system; System Configuration; Performance and availability guarantees; Secure off-site tape storage and library management (labeling, archiving, changing, etc.).

## LEVEL IV-B (AUDIT RESPONSE/OPEN ACCESS)

This service is intended for those companies who have made the transition to a new ERP system and need to periodically access historical information and/or respond to potential audits.

LEVEL IV-B INCLUDES: Hardware housed at tSGi Datacenter; Timely processing of requests to Customer by Outside Entities or Individuals (Banks, Governments, Attorneys, etc.) to perform audits of information contained in the MANMAN system; Access and Processing Services for any versions of MPE/iX and MANMAN programs and data on your hardware; Complete end-to-end service requiring little or no involvement from your IT staff; Guaranteed Performance, Quality, Scheduling, and Timing expectations.



# INTEGRATION INTERCHANGE NEWS

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## asp4edi's EDiX™ and Pervasive Business Integrator for MANMAN

JOHN MUNNS, IT MGR FOR SPAN AMERICA: "Terry's group responds to our customers' quirky specifications for our OMAR transaction EDI interfaces. Every customer seems to require something that is special or a little different from the next customer, but this has never been a problem for the EDiX guys. Their EDI experience and MANMAN knowledge let them handle any situation. "

KERRY GILLIGAN, EDI ANALYST FOR G&W LABS: "EDiX™ is flexible enough to handle differences between our trading partners. Our customers expect many data points not found in the standard OMAR, but asp4edi finds a way to do it for us, without modifying OMAR databases. Terry's team was able to help us interface EDI purchase orders, invoices, and advanced shipping notices when OMAR could not handle it alone. His support team is top notch!"

KEN ANDERSON, LOWRANCE ELECTRONICS in Tulsa, Oklahoma manages IT for supporting a heavily modified version of MANMAN/HP. Lowrance has been modifying MANMAN since 1981 and has taken it far beyond the "standard" version available out of the box. "Our EDI was an even bigger challenge than most and we thought asp4edi's experience with MANMAN mods was a distinct advantage," Ken said about how he decided to completely outsource all EDI development and processing.

**asp4edi.com 5010 Doss Road, Austin, TX 78734**

**Call us at 800-798-9862 about your MANMAN integration needs**

**asp4edi.com**  
**800-798-9862, 512-266-4400**  
**fax: 512-266-4401**



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FD 6.0—Web-enabled Forecasting

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