

# PROGRAM TEMPORARY FIX

A Program Temporary Fix (PTF) is sent out when ever there are minor upgrades to the program or a fix to an existing problem. Depending on what parts of the program you use in your operation you may not be aware there is a problem. All PTF's should be applied within 48 hours of receiving them. If you call us with a problem the first thing we do is verify you are current on your PTF's and if you are not it's very difficult for us to track your problem. In most cases the problem you are having has already been detected and corrected in a PTF.

The application of PTF's are three phased. The receiving of the PTF programs; the expanding of the program in your AS/400, and the application of the programs.

If a dedicated system is required we will indicate this on the PTF however a dedicated system is never required to download.

To receive your ptf programs you will need to go to a command line and type in DOWNLOAD<Enter>

Program Temporary Fix Download Procedure
PTF name to pick up . . . . . _____ Name
Prerequisite PTF name (if supplied) . . . . _____ Name

Look at the PTF fax you received and you will find the PTF name to pick up and if required we will provide you with the prerequisite name.

After you fill in the above screen with the "ptf name to pick up" and the "prerequisite name" the system will dial into the Equinox computer and download the PTF. During this download procedure you should see a thermometer starting at 0 and going up to 100. This download procedure may take up to 15 minutes.

If our phone line is busy you may get an error msg "The Call Failed" C/R. If you take the R it will try again, if you take the C you will get another msg "Call to SNDSVFCL ended in error". Take the 3 option and try again later.

If you receive the following message "Prerequisite PTF was NOT found in the library" indicates that you are not current in your previous PTF's.

NOTE: IF YOU RECEIVE A MESSAGE OTHER THAN THE ABOVE MESSAGES, **STOP, DO NOTHING**, AND CALL EQUINOX.

If you are unsure what the last PTF was that has been picked up you can check by following the procedures below.

On a command line type:

STRPDM<Enter>

Then you will be asked which option; 1, 2, or 3.

Option 3<Enter>

You will then need to give the following answers:

QS36PRC, WELDLIBR, PM\*, \*ALL. (See Below) <Enter>

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                                Type choices, press Enter.
File ..... QS36PRC   Name, F4 for list
Library ..... WELDLIBR *LIBL, *CURLIB, name
Member:
Name ..... pm*      *ALL, name, *generic*
Type ..... *ALL     *ALL, type, *generic*, *BLANK
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This will bring up a file and show you all the PTF's that you have applied. To read these files PM112295 (112295 is the date of the PTF)

Once the download is complete you will need to complete a downrest. Check the PTF and see if a dedicated system is required. If required, obtain a dedicated system and on a command line type: DOWNREST<Enter> NOTE: You have a couple options here. Shutdown runs the DOWNREST procedure, therefore, you can let shutdown complete the downrest for you but you will need to come in early the next morning and run the programs before you allow anyone to work in the system.

Check the job que (D J<Enter>) and make sure the programs that downrest put in the job que is cleared out. This may take several minutes after you run downrest.

Run the programs on the PTF. It's important to run the programs in the same order that they appear on the PTF.

**VERY IMPORTANT: READ THE PTF AND GO INTO ANY AND ALL OPTIONS THAT MAY HAVE BEEN EFFECTED BY THE PTF. THIS IS WHERE 90% OF ALL THE PROBLEMS OCCUR.**

Get the word out to all the employees about the changes. If you don't understand a change that the PTF made call Equinox and ask for more explanation.