DECwindows Motif Interface

To start the DSNlink DECwindows Motif interface:

```
$ DSN/WINDOWS
```

Service Request Application (SRA)

To get a list of routing codes, open or closed service requests, or supported products:

1) Applications ⇒
   Service Requests ⇒
   Fetch List...
2) Select a list type.
3) Click on Fetch.

To create a service request:

1) Applications ⇒
   Service Requests ⇒
   Create Service Request...
2) Fill in the following required fields:

   Routing Code
   Brief Description
   Detailed Description
3) Click on Create.

To augment an existing service request:

1) Applications ⇒
   Service Requests ⇒
   Augment Service Request...
2) Fill in the following required fields:

   Service Request Number
   Brief Description
   Additional Information
3) Click on Augment.

To review work units for a service request:

1) Applications ⇒
   Service Requests ⇒
   Review Service Request...
2) Fill in the Service Request Number field.
3) Click on Review.

To advance or back up through work units, click on the arrow buttons on either side of the Work Unit Number button.

To view a specific work unit, click on the Work Unit Number button and enter a work unit number.

File Copy Application

To copy a file to DIGITAL:

1) Applications ⇒ File Copy...
2) Fill in the following required fields:

   Source File
   Service Request Number or
   Analysis Tool
3) Click on Start Copy.

DSNlink Mail Application

To send a mail message to DIGITAL:

1) Applications ⇒ Mail...
2) Fill in the following required fields:

   Send To
   Subject
   Message Body
3) Click on Send.

Interactive Text Search (ITS) Application

To start the ITS application:

Applications ⇒ Interactive Text Search ...

To open databases:

In the Database Information window, double-click on the titles of the databases to be opened.

To search open databases:

1) In the Database Information window, click on Search....
2) In the Article Search / Subsearch window, specify search criteria and click on Search.

To list the matching articles found by a search:

In the Article Search/Subsearch window, click on List Matches....

To access a specific article:

In the Matching Articles window, double-click on the article title to display it in the Selected Article dialog box.

To save a copy of an article in a specified file:

1) In the Selected Article window, click on Save As....
2) In the Save As dialog box, enter a file name and click on OK.

To send an article via electronic mail:

1) In the Selected Article window, click on Send To....
2) In the Send To dialog box, enter a mail address and click on OK.

To send comments to DIGITAL on the current article:

1) In the Selected Article window, click on Comment....
2) In the Comment on Current Article dialog box, enter your comment and click on Send Comment.

To request the ECO associated with the current article:

1) In the Selected Article window, click on Request File....
2) Answer prompts that appear in succeeding dialog boxes.

Modem Commands

These are the modem management and testing commands (the mimimum command is shown):

```
$ DSN SHOW LINE
$ DSN SHOW SERVER
$ DSN STOP LINE
$ DSN TEST API/DNA=address
$ DSN TEST HDLC/DNA=address
_$ /LINE=line-name
$ DSN TEST DIAL/DNA=address -
_$ /LINE=line-name
$ DSN TEST WIRE/LINE=line
$ DSN TEST SCRIPT -
_$ /DNA=address/LINE=line-name
$ DSN INIT LINE
$ DSN START LINE
```

Command Line Interface (CLI)

Help Commands

Command	Result
$ **DSN HELP**	Online documents
$ **HELP DSNlink**	DSNlink commands
ITS> **HELP**	ITS commands

Application Commands and Syntax

Brackets indicate optional items.
Braces enclose required items.

$ **DSN AUGMENT/SUBJECT=***subject* -
sr_no additions_file
$ **DSN COPY** *source_file* -
/SRQ=*sr_no* or
/TOOL=*analysis_tool*
$ **DSN CREATE/SUBJECT=***subject* -
routing_code detail_file
$ **DSN FETCH** *list_type*
$ **DSN MAIL/SUBJECT**=*subject* -
msg_file send_to_address
$ **DSN REVIEW** *sr_no*
$ **DSN ITS**

ITS>
back
clear
close {/ALL or *database-name*}
comment [/EDIT]
dir [/ALL, /BEGINNING, /ENDING, /FLASH]
exit
extract [/DIR]
mail [/DIR] /ADDRESS=*email_address*
next [/VIEW]
open *database-name*
previous [/VIEW]
read [/VIEW] *article_number*
request file
search [/BEGINNING, /BOOLEAN, /ENDING, /FLASH] *query_words*
set beginning, column, ending, highlight, paginate, view
show databases [/FULL, /OPEN, *database_name*]
show beginning, column, ending, highlight, paginate, view
subsearch [/BEGINNING, /BOOLEAN, /ENDING, /FLASH] *query_words*
view

Command Qualifiers

Qualifier	Valid With
/ACCESSID= access-number	DSN FETCH DSN CREATE DSN AUGMENT DSN REVIEW DSN COPY DSN MAIL DSN ITS
/BEGIN_DATE=date	DSN FETCH
/CC=addresses	DSN CREATE DSN AUGMENT DSN MAIL
/DELETE_AFTER	DSN COPY DSN MAIL
/END_DATE=date	DSN FETCH
/HARDWARE=*model*	DSN CREATE
/IMAGE	DSN COPY
/LAYERED_PRODUCT =*software*	DSN CREATE
/MAILCONFIRM	DSN CREATE
/NODEID= *DSNlink-node*	DSN FETCH DSN CREATE DSN AUGMENT DSN REVIEW DSN COPY DSN MAIL
/SRQ= *service_request#*	DSN COPY
/OUTPUT=file	DSN FETCH DSN REVIEW
/PLATFORM_OPSYS= *operating_sys*	DSN CREATE
/REPLY_TO= *DSNlink-address*	DSN CREATE DSN AUGMENT DSN COPY DSN MAIL
/SUBJECT= "*subject-of-the-operation*"	DSN CREATE DSN AUGMENT DSN COPY DSN MAIL
/SUPPORTCENTER= *remote-node*	DSN FETCH DSN CREATE DSN AUGMENT DSN REVIEW DSN ITS
/TOOL= *analysis-tool*	DSN COPY
/UNSIGNED	DSN MAIL
/VERBOSE	DSN COPY
/WORKUNIT=*number*	DSN REVIEW

COMPAQ
DIGITAL Products and Services

DSNlink Version 2.2C for OpenVMS Quick Reference Card

Overview

This card is for users of DSNlink Version 2.2C for OpenVMS. It contains reference information on the DSNlink applications for both the DECwindows™ Motif® and command line interfaces.

Commands for Starting Utilities

These commands start DSNlink utilities:

- DSNlink Configuration utility:

  $ **@DSN$COMMAND:DSN$CONFIG.COM**

- DSNlink VT Menu:

  $ **@DSN$COMMAND:DSN_VT_MENU.COM**

- DSNlink SRQ utility:

  $ **RUN DSN$UTILITIES:DSN$SRQ_UTILITY**

- Commands for creating and augmenting service requests in batch mode:

  $ @DSN$COMMAND:DSN_BATCH_CREATE_SRA.COM

  $ @DSN$COMMAND:DSN_BATCH_AUG_SRA.COM

- Command for copying files to COMPAQ in batch mode:

  @DSN$COMMAND:DSN_BATCH_COPY.COM

For more information on the utilities, see chapter 8 of the *DSNlink Version 2.2C User's Guide*.