

Setting up a Customer Service Workstation ID (Without the *S36 Environment)

1. Create the operator on the iSERIES user profile using the IBM supplied CRTUSRPRF command. The user profile is created similar to all other Dancik Enterprise users with the following exceptions on the CRTUSRPRF command parameters.

Parameter	Keyword	Value to set parameter
Initial Menu	INLMNU	See list of Dancik Values The recommended value is NEWDOD, so that a user accesses the Dancik Menu System which can be further configured for or by the user
Initial Program	INLPGM	DODOPEN or DODOPEN2
Special environment	SPCLENV	*NONE

- The first screen of the User Profile (CRTUSRPRF) is shown below. The settings needed for user sign on are circled.

Create User Profile (CRTUSRPRF)

Type choices, press Enter.

	<i>Keyword</i>	<i>Parameters</i>
User profile	<u> </u>	Name
User password	<u>*USRPRF</u>	Character value, *USRPRF...
Set password to expired	<u>*NO</u>	*NO, *YES
Status	<u>*ENABLED</u>	*ENABLED, *DISABLED
User class	<u>*USER</u>	*USER, *SYSOPR, *PGMR...
Assistance level	<u>*SYSVAL</u>	*SYSVAL, *BASIC, *INTERMED...
Current library	<u>*CRTDFT</u>	Name, *CRTDFT
Initial program to call	<u>DODOPEN</u>	Name, *NONE
Library	<u> </u>	Name, *LIBL, *CURLIB
Initial menu	<u>MAIN</u>	Name, *SIGNOFF
Library	<u>*LIBL</u>	Name, *LIBL, *CURLIB
Limit capabilities	<u>*NO</u>	*NO, *PARTIAL, *YES
Text 'description'	<u>*BLANK</u>	

The initial program to call can be DODOPEN or DODOPEN2 if TNSSN is used.

Can be any valid Dancik code. In this example the Main menu is called. Examples of other menus are ORD or CUS for Customer Service, or FIL for File Maintenance.

Figure 8-1: Screen One of Creating a User Profile

- Scroll down to the second page. The **Special environment** setting should be set to the keyword of **SPCENV** and the parameter set to ***NONE**.

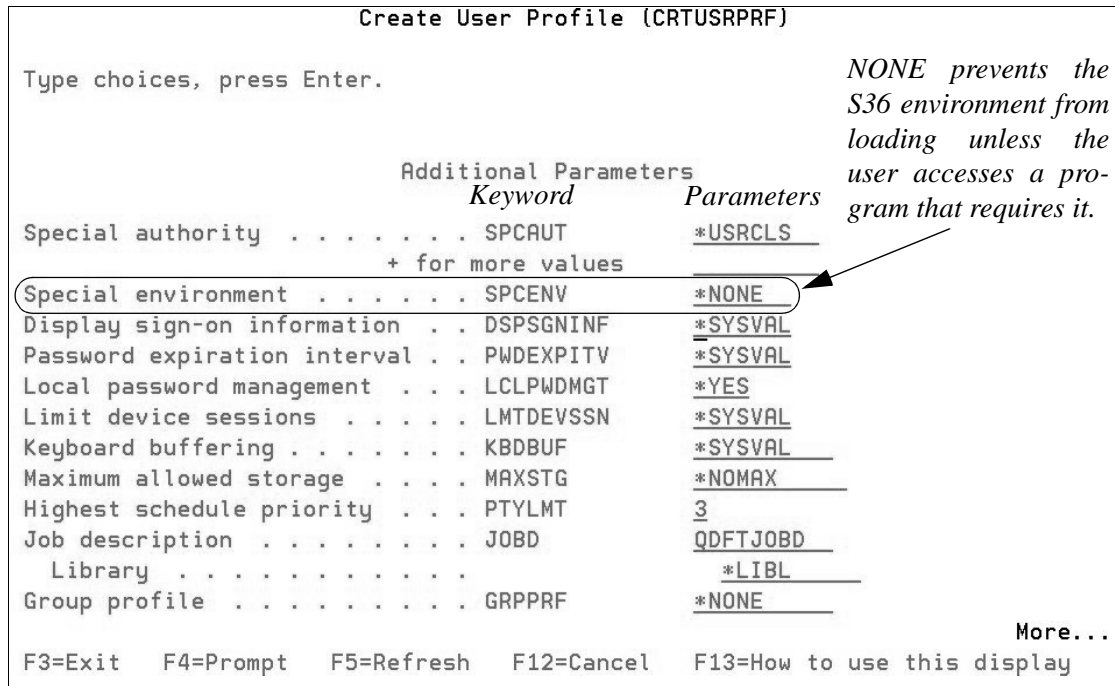


Figure 8-2: Screen Two of Creating a User Profile

2. Ensure the operator is established in the CTRLUSER file, SET 32.
3. IBM Workstation ID's used by Customer Service operators may be up to 10 characters long (i.e., XY503). However, only the first two characters are used to access the Control Panel (SET 001) for various parameters. Therefore, you may limit the WSIDs to two characters, or construct them in a way that all users with WSIDs that begin with the same two characters will share the same control panel. A recommended set up is:

- WSIDs AA100, AA101, and AA102 all share the Control Panel for AA.
- If the TNSSN file is used, then any two beginning characters can relate to any target two character control panel. If TNSSN is used, the Work Station ID does not really matter, because it is the User ID that is related to the appropriate 2-character Control Panel.

Note: These IDs are created in the core system using menu option SET 001 (**Work Station Control Panel File**).

4. Users should be assigned only to menu options in the CS area that are known to not call any *S36 functions. Avoid INV 1 (Inventory Inquiry) which does call a *S36 function.

Note: When a user who does not have a *S36 environment in his/her IBM profile accesses a program that is set to use *S36, the IBM iSeries automatically runs the *S36 attributes and makes sure that a corresponding *S36 WS ID is in the special IBM *S36 WS Table. This is transparent and irrelevant to the user, unless your IBM iSeries has already defined the maximum number of *S36 WS IDs, which is approximately 1300. In that case, the user will receive an error message such as "Cannot access. W.S. Device not found".