COMPUTER STATISTICS

2/5/83 - 29/5/83

SYSTEM AVAILABILITY -% of 672 hrs available

MVT - 97.6%, CMS - 98.8%, ELECTRIC - 91.9%.

MVT THROUGH PUT

Average	Average	Average
backlog	CPU hrs/	jobs/wee
on	/week	K
Monday	*	
mornings		
10hrs 2	152	10383
22		

min

TERMINAL SYSTEM USERS

ctive users	legistered users	
520	1105	CMS
292	1147	ELECTRIC

MVT BATCH SERVICE LEVELS

Percentage of prime shift short jobs round inside guideline: not

17.0	lon-setup Jobs		etup Jobs
0 - 210k 212k - 560k 562k - 1500k	Si ze	0 - 210k 212k - 560k 562k - 1500k	Si ze
5.5 18.7	P12	111	P12
1.9 7.9 8.6	P10	7.9 2.3 9.5	P 10
3.4	P8	7. 4 7. 1 6. 0	P8

USA GE

Cumulative totals are for current financial year, $\boldsymbol{\mu}$ weeks to date.

TOTAL	ASR Engineering Nuclear Physics Science Central Funding NERC External Overheads	Board
1195	58 148 148 817 136 14 7 7	MVT CPUhrs
288	43 22 130 51 17 17 2	ELECTRIC AUS
3795	178 143 986 298 1180 * 56 *	CMS

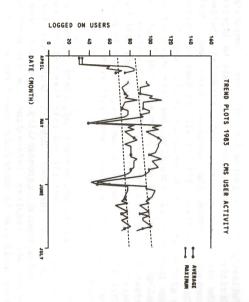
^{*} These entries include some usage due to "service" functions which are strictly an overhead and should be accounted separately.

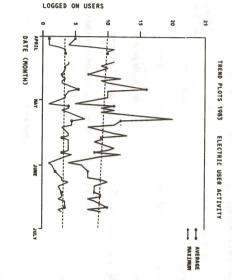
ICF SYSTEMS

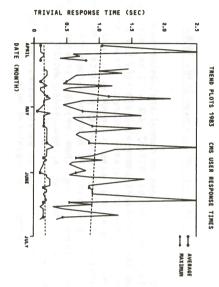
SAGE	
ВУ	
BOARD	
ı	
Periods	
8304-8305	

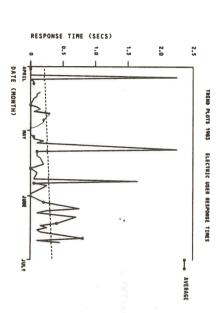
Board	Prime	GEC	DEC-10	TOTAL
ASR	43	11	10	65
Engineering	2073	835	2172	5081
Central Funding	1076	248	294	1619
Nuclear Physics	35	1	0	47
Science	107	168	65	341
External	53	37	122	213
Systems Overheads	793	79	394	1266
TOTAL	4180	1389	3057	8632

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COMPUTER NEWSLETTER S D Z Z

Newsletter of the SERC Central Computing Facility

No 36 June 1983

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Mi ke

Jane

STATISTICS

changes with a vivine mewsletter throughout the community newsletter throughout the community editorial will be a regular feature and will briefly mention items of general interest. We are interested in the views of our readers on any aspect of FORUM and I invite comments to be sent to the Editor. We also hope to include regular the Editor. We also hope to include regular an user who wishes to remain anonymous. Over the next few months FORUM will undergo some

The last month has seen the reorganisation of the Computing Division coming into effect. By the next edition of FORUM the majority of the changes will have been made. With luck we may even have moved offices by then.

The Atlas 10 was installed on time by ICL - a most impressive effort, especially as the Fujitsu involvement was conspicuous by its absence. The machine now provides the back-end service for about half the time.

The general service throughout this period has been reasonable apart from a few bad days on PRIME B at RAL (RLPB). Demands on the resources available are still fairly light with only RLPB and the PRIME at UMIST (UMPA) being heavily loaded.

plans to provide the Joint National Academic Network. SERC is fully committed to this project but continues to be responsible for its users, and to this end will ensure that the performance and Director Networking. I hope that everyone will take heart from the article and have faith in the plans to provide the Joint National Academic growth of this network will This issue contains an article by Wells who has recently been ap satisfy their appointed Professor as

System have been delayed because of its poor performance on the existing configurations. Users can rest assured that we will implement the new Plans to move to Rev 19.1 of System have been delayed elease as soon as possible. the PR 1ME Operating

published in August. Readers please note that there will be no FOR UM

Mike Jane - Head of User Support Group



Raising their glasses to the Atlas 10 are (from 1 to r) Dr Geoff Manning, Dr Olaf von Bulow, Prof Bob Hopgood and Dr Jack Howlett.

2. ATLAS 10 'CHRISTENED'

changes in that have taken place Atlas computer. a nostalgic talk on his experiences attended by Geoff Manning, Director Atlas 10 was with job into the system. in the mainframes, lead to purchase the Atlas 10. the former Director of the Atlas nning, Director of RAL, who cut the draped over the console and initiated a 45 people the Dr Manning Rutherford Laboratory and christened from SERC and ICL, leading up to described the changes then, including the laboratory and the Before the of the May ceremony, Lab, Dr Jack first gave

Dr Olaf von Bulow, Director ICL Atlas Division, replied with an amusing speech during which he first presented Dr Manning with a 100 yen note as 'discount' on the Atlas 10. He quickly retrieved this by 'selling' to Dr Manning for 100 yen the scissors with which to perform the christening! Apparently it is a Danish custom that you cannot give a sharp implement to a friend, but it is alright if you sell it.

The Atlas 10 has been performing very reliably with no hardware faults to date. All the connectivity tests were completed successfully by the end of May. These were designed to check that the Atlas 10 would support the RAL peripheral equipment, such as disks, tapes, drums, hyperchannel, printers and telecomms equipment.

Software tests revealed a problem with AVM's support of the channel to channel connection between the Atlas 10 and the 3081. (AVM is ICL's

N

version of VM). Consequently it has not been possible to go into production with AVM as originally intended and VM is being used instead. The production service started on 4 June with the back-end MVT system (BEM) running under VM.

Compared with a single 3081 processor this is set currently to 3.75 but may be adjusted in the light other times the running on the development system development on Wednesday morning RAL and ICL are sharing the use of ICL have dedicated access for the ICL have dedicated access for the ICL have dedicated access. of experience. Until the handover date, scheduled for 1 September Atlas BEM system has a charge factor bring it into equivalence with t on on Thursday evening; 3032 during this per BEM is running on the Atlas 10. period. the the the period the g Atlas intended system 3081. al1

Problems with I/O contention on the BEM system disk have been alleviated by moving the high activity BEM system datasets to a new 3350 disk. Monitoring of I/O will continue and further balancing of the load will be undertaken if it proves necessary.

Users who make use of the /*NEEDS card to force a job onto a particular processor are warned that there is no /*NEEDS ATLAS at present. Also, using /*NEEDS 3032 or /*NEEDS NOT3081 will cause a job to run in the BEM on whichever procesor the BEM is running, Atlas 10 or 3032. The situation will be tidied up after handover when the 3032 has been removed from service.

Tim Pett - Computer Services Group

3. A USER'S TALE

The following article is taken from a report of a project written in May 1977. It tells its own story!

I applied for a 360 magnetic tape in order to make a copy. Notification took a week to come through due to there being only one tape librarian on duty, and the notification being put in the wrong pigeon hole. Meanwhile I tried to read the existing tape into the 195. The basic idea was as follows

- (a) to read files from tape to the 195 disc;
- to read files from the 195 disc to 4080 exchangeable disc;
-) to transfer the 4080 disc to the 4070 and read onto fixed disc.

every stage). I was then given less than one day's notice that the 4070 exchangeable disc was to be removed. We finally discovered how to use the copy because it obtained an operators' disc for 2 days. In spof the expert help the IBM utility failed to spof the file. Eventually we wrote our own utility it worked on the last run of the day. obtained hours with 2 or 3 system experts trying to IBM utility to split the file into 5. T job failed because there was no disc spaorder to speed up the process I asked week to get the files off the tape and onto the disc. This was due to a combination of very s In spite of full time work on the project it took a 195 would not allow more than 9999 card be punched to file on one run. It 2 minutes priority time. I asked for and I then spent 4 space images The first In spite to split ility and use finally

men had arrived to remove the disc unit. We tried again to use an IBM utility to copy the files — it said the files had been copied, but there were only 999 lines in each file instead of 9990. As there was no time left we had to give up. We later found that the utility was copying 10 cards to each line. We finally succeeded, one day too late, in copying the files from the IBM disc to the PRIME disc. We should then be able to copy them to the 4070 when clean overnight. While re-running the job to split the files, we received a phone call to say that the removed at 10.00 files failed we discovered the disc the 4080 Next morning I came in early to copy the PR IME -4070 ex changeable link became available. When the program to copy disc, before had the unit files wi ped

At this point I discovered that one of the machines had lost a space character off most of the lines due to a misinterpretation of the tab character. I tried to read the tape directly into the PRIME but found that the block size of 4240 bytes was too large for the PRIME to handle.

By now I had read the tape into the 1906A, edited and split the large file and punched out the first 2000 lines of FORTRAN. I propose to work on cards until the new machine arrives, even if I have to punch out 50,000 cards. I cannot use magnetic tape as the 1906A cannot write a tape that the PRIME can read.

The first attempt at compilation of the FORTRAN failed because the compiler objected to the labels at the end of each card. With these removed the only problems were with the REAL 8 type of declaration. I have now received a FORTRAN V manual and hope to start making real progress.

Name and address supplied

THE COMPUTING DIVISION OF RAL

The Schools' Project was set up in 1980 to give us a link with local schools running A-level computing courses. Behind this was the idea of putting ourselves in contact with suitable candidates for our ASO trainee programmer scheme early in their A-level career.

These prospective ASOs have the opportunity to work at RAL during the summer holiday at the end of their lower sixth, which puts us in an excellent position for choosing appropriate candidates for the ASO training scheme. Also they find out whether or not they wish to work at RAL.

Such links as this are absolutely essential if the Universities' views as to the suitable contents of an A-level syllabus are to be tempered by reference to present day computing requirements and practicalities. There is also the aspect that with some Education Authorities being reluctant to support A-level computer science the schools become dependent on other agencies for support. Of course with limited resources it is better to encourage the use of computers as tools throughout the curriculum, with the little available staff expertise being disseminated as widely as possible. Yet there are examples that show what can happen in schools when adequate resources are available - Five Ways Software is a case in point. The pupils themselves become a major resource within the school and can produce software both for within their own school and for wider distribution.

Our contribution, constructed from spare parts and a CPU from PRIME, is of a PRIME 400 with a single 80Mb disc dedicated to supporting terminals in five local schools, providing them with more sophisticated computing facilities than are currently available on microcomputers. With it being possible for authorised pupils to transfer files to other machines and peripherals, this provides them with the facilities required for embarking upon more enterprising projects, using techniques that they would not otherwise meet except through textbooks.

The benefit to the Computing Division is that those pupils who join us as ASOs on leaving school are already familiar with some of the machines and peripherals that we use and have had the opportunity to meet and use current ideas and practices. To date we have successfully recruited four ASOs (two in 1981 and two in 1982). Two more will be recruited this summer. The signs are that the project is proving successful.

Andy Ellis - User Support Group

5. RECENT DEVELOPMENTS IN THE MANAGEMENT OF ACADEMIC NETWORKING

Introduction

This short article describes some recent developments in the management of academic computer networking within the United Kingdom. These changes will inevitably affect users of the SERC network, and it is hoped that these notes will reassure such users that their interests will not be overlooked.

Same History

It is now nearly ten years since I produced a report to the Computer Board which proposed the development of a network, capable of handling the traffic from University sites to the major Regional Computing Centres. Since that time there has been persistent, piece-meal groupings of Universities, Research Councils and sub-groups within the Research Councils. There has been a steady move towards the use of non-proprietary, nationally agreed standards, but the present situation is still one of a number of networks rather than a single system.

Over the last few years the pressure for a concerted attempt to establish a single, unified network has been growing. These moves always tended to founder on the extremely sensitive problems of funding and managerial control. However, during 1982 the Computer Board took the decision that it would fund a network which would connect ALL University sites and ALL Research Council sites; the Research Councils, in the shape of SERC and NERC responded by agreeing that they would make available such networking equipment as was at that time in use and which was agreed for the new network. Finally it was agreed that the new networks, using the agreed standards, together with a use of British Telecom's PSS wherever this was appropriate.

Purpose of the Network

The basic purpose of the Joint Academic Network (provisionally known as JANET) is simply stated; it will allow a user at any University or Research Council site to access facilities at any (other) University or Research Council site. It does NOT control use of that facility: that control remains with the management of the facility. The network will provide a limited number of services which only make sense in the context of a network (the so-called 'value added services'). While no firm commitments can be given, the value added services under consideration include

Name Server

Gateway Services

Network Status

Network Help facility

Store and forward for Network Mail and Job Submission

Status of attached services

The fact that these value added services are to be offered by the network does NOT mean that they may not also be offered by hosts connected to the network. It may mean, for instance, that a group of workers who cannot find any other way of handling their mail can request that it be handled by the JANET mail server in the first instance.

The emphasis in JANET is initially on connectivity, rather than on high-bandwidth connections, since it is judged that the initial benefit is to be found by allowing workers anywhere in the UK to connect to the network.

There will be sites for which an immediate connection to JANET is not feasible. To cater for this, part of the policy is to ensure that JANET can interwork with PSS. Sites not connected directly to JANET can then operate by use of PSS. There will also be at least one, and probably more than one, gateway point from JANET to PSS, and hence on to IPSS. Since use of these services is chargeable, the gateways will be one of the few parts of JANET whose use will require authorisation and which may give rise to charges. With these exceptions it is intended that use will not be charged, and that usage monitoring will be restricted to detection of excessive use, which may of course either be inadvertent, or deliberate.

Management Structures

A network which draws its recurrent funds and future capital from one source, and its initial capital from at least three sources, can expect to have a reasonably complex management structure. JANET certainly conforms to this pattern.

The network implementation is based on two distinct types of activity:

- (1) a single Network Control Centre This consists of a small group responsible directly to the Executive, and located at one of the larger Network Operations Centres.
- (2) a number of Network Operations Centres
 A Network Operations Centre is responsible for
 the day to day operation of the switching
 centres. It is expected that there will
 initially be seven NOCs in the mainland UK
 located at:

Bath Cambridge Daresbury Edinburgh London Manchester Rutherford

In addition there will be a switch at Belfast. Each NOC will be a sub-contractor to the Network Executive.

The Joint Network team will continue with many aspects of its present role, acting as the development agency for new hardware and software products required for networking, and advise the Computer Board and Research Councils on networking matters where the need arises. The Network Executive is a newly formed body, consisting of three scientific staff plus administrative support. The Executive is the provider of network services, with strictly limited involvement in the development of new products as distinct from operating existing services and the expansion of these services using proven products. The Executive will delegate much of its day to day work

to the NOCs for the operation of switches and other equipment.

In order to allow an early start on some of these activities there is a Temporary Executive, which has two full time staff and a number of part time advisers, who are initiating some of the more urgent tasks.

A single full time SPSO will act as the head of both the JNT and the Network Executive, and will report to me as the part time Director of Networking. I in turn will report to a small Network Advisory Committee which will serve as a "management committee' for the network. This group has as its chairman a member of the Computer Board, together with one further Board member, nominees from SERC, NERC and the polytechnics, and the Chairman of the Users' Group, together with myself. The Network Advisory Committee assists in the formulation of forward plans for the network, and with the assessment of the relative priorities of developments. It will also, by virtue of its Board representation, act as a channel for communication between the Board on the one hand and the JNT plus the Executive on the other.

A major role is expected to be played by the user groups. Clearly a service which extends from Plymouth to Aberdeen, with at least sixty sites and many thousands of users cannot operate with a single user group. One plan under consideration is as follows. There would be a number of user groups whose exact area would be determined by purely regional factors. ALL network sites within a region would be represented on that region's user group, which would also have representation from any NOC within the region and from the Executive. In turn these regional groups would send delegates to a single national user group, whose chairman would be ex officio a member of the Network Advisory Committee. The timing of meetings of this national user group would be arranged so as to precede the meetings of the Advisory Committee.

he Immediate Effects

The immediate effects of all this on the EXISTING network users are intended to be undetectable. There are many users who make regular use of network services, and the intention is that they should continue to do so, exactly as at present. The existing services will continue to be run by the staff who presently run them, and users should continue to report faults to their normal contacts.

The effect on those who are NOT YET users, but who wish to become users, or who seek an expansion of their present service is much more noticeable. Requests for new services or for augmentation will in future be dealt with by the Network Executive. Requests which are already in the pipeline are intended to be automatically re-routed to the Executive. A more formal notice, setting out the new procedures, will be sent out shortly to all sites.

It is planned that the present SERC Network Management Committee will continue to operate until 1 April 1984, and indeed it has already scheduled its meetings through to that date. Members of the JNT have always attended SNMC meetings, and they will later be joined by members of the Network Executive. From 1 April 1984 some of the functions of the SNMC will be taken over by the new

structure. At this time too, new arrangements will start to come into effect for fault reporting and network repair. Obviously, these arrangements will be well publicised in advance.

Achievements to date

Much of this article is, of necessity, written in the future 'tense. However, I am happy to report that the new structures, even in their present incomplete form, have made some progress in improving the network. Funds have been secured from the Computer Board for upgrading all SERCnet PSEs, to allow them to run GEC's software when this can be clearly demonstrated as being fully operational. The actual acquisition of these upgrades, and their installation, will be progressed by the SERCnet staff. In addition the Executive has funds for the installation of 48 kilobits per second connections between Daresbury-London, London-RAL, RAL-Daresbury, Daresbury-Manchester and Manchester-London. These will use the newly announced BT Kilostream service and will be progressed by the Temporary Executive.

I am sure that many network users are anxious about the future, and I hope that this article will dispel some of their fears. I have no intention of jumping in with sweeping changes purely for the sake of it; the intention is to evolve towards the new networking arrangements over a period. I am sure that mistakes will be made, and I hope that users will accept this assurance that where mistakes occur they are simply that; and that the wrong decision was not arrived at from the blind application of some dogmatic principle.

I look forward to working with you.

Mike Wells - Director of Networking

ELECTRIC

Users are again reminded that ELECTRIC will be withdrawn at the end of the year. It is essential that any remaining ELECTRIC users wishing to move to CMS but not yet registered to use CMS must do so at once.

It has recently been decided that job submission from ELECTRIC will cease at the end of September. This will be achieved by removing the EXEC command.

However, in order to allow users to copy files out of ELECTRIC and delete unwanted files from the ELECTRIC filestore, unlimited AUs will be provided during the last three months of the ELECTRIC service.

It is hoped that all archived ELECTRIC files can be restored to the online filestore by the time the services closes. If this is not possible, the ability to restore these files will be provided via a batch job.

Tim Pett - Computer Services Group

DIARY

1 The following is a list of future courses/meetings.

7 July IBM New Users Course @ RAL

12 July speaking about PUNCH, (PUI sed Neutron Compu RAL Seminar: Dr Mike Johnson the Spallation Neutron Source. Neutron Computer Hierarchy)

July User Liaison Committee Meeting @ RAL

20 - 21 JulyAdvanced CMS Course @ RAL

22 July speaking about Bitnet, an academic network of IBM machines in the USA RAL Seminar: Dr I Fuchs

20 - 21 Sept GEC Manager's Meeting @ Heriot-Watt

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Se pt

Prime Manager's Meeting @ UMIST

30 Se pt Prime User Group Meeting @ Warwick

w Nov GEC User Group Meeting @ RAL

21 - 22 Nov

Prime New User

Course @ RAL

For further information and enrol contact either the Program Adviso Abingdon (0235) 44 6111 or Garry Abingdon (0235) 21900 ext 6104. enrolment, r-Advisory Office Garry Williams pl ea se on

STATUS OF MANUALS

The following manuals are due to be produced time this year; their status is as follows: same

- Prime manual for Rev 19, produced by Jaquetta Newberry at UMIST status:- completed and awaiting copying.
- Prime Introduction Manual, status: yet to be started ion Manual, produced by UMIST be started, due end of August.

SC19-6201-0

IBM VM/SP: Planning Generation Guide

and

System

- 'n GEC Reference Manual Volume II, produced by Steve Millmore at RAL status:- in 2nd draft, awaiting final comments from GEC site managers.
- . IBM VM Manual, edited by John Watson at RAL status:- in draft, awaiting final comments and minor changes.
- 5 status:- being revised. Introduction to CMS, edited by Bob Maybury

Computing Division. At present, all documentation produced by User Support Group will conform to this standard, and the aim is to extend this standard to computer documentation produced by the division. Steve Millmore, Technical produced a draft of a s standard which it is hoped Technical Writer at suggested ed will be bе documentation accepted by RAL, has

Jacky Hutchinson - User Support Group

6

MANUAL STOCK REPORT

On tidying up our manual store, we find thave a number of IBM manuals (see the list which have been superceded. These are aviance free of charge to anyone who would like Please contact Muriel Herbert on: up our manual store, we find that we ber of IBM manuals (see the list below) available

Abingdon Abingdon Mail the n (0235) 44 5272 n (0235) 21900 ext 5 e manual numbers to 1 5272 LS IN 05 on 9 RLPB

SC 19-6209-0 IBM VM/SP: CMS Command and Macro

Reference

SC 19-62 10-0

IBM VM/SP: CMS User's Guide

SC 19-6211-0 IBM VM/SP: CP Command General Users Reference for

SC 24-5219-0 IBM VM/SP: EXEC2 Reference

SC24-5221-0 IBM VM/SP: IBM VM/SP: System Product Editor Command and Macro Reference

SH24-5005-1 IBM VM/Facility/370: Remote Spooling Communications Subsystem Networking Program Reference and Operations

SC33-0006-4 OS PL/1 Optimizing Compiler: Programmer's Guide

GC 33-4021-3 SC33-0027-4 OS/VS - VM/370 Assembler Programmer's OS PL/1 Optimizing Compiler: Messages

GC26-3986-1 VS Fortran Application Programming: Language Reference

Guide

GA 22-7000-7 GA22-7000-6 IBM System/370 Principles of Operation IBM System/370 Principles of Operation

SC19-6201-1 IBM VM/SP: IBM VM/SP: Planning Generation Guide and System

SC 19-6200-0 VM/SP: Introduction

SC19-6212-0 VM/SP: Operating Machine Systems in a virtual

SC 19-6202-0 VM/SP: Operator's Guide

SC 19-6203-0 VM/SP: System Programmer's Guide

SC 19-6204-0 VM/SP: System Messages and Codes

Herbert - Documentation Officer

a greater level of co-operation in all aspects of the provision of computing services which are of mutual interest, and to provide an interchange of views for the requirements of future facilities and services. Initial contact has been made with the Directors of 56 Computing Centres, and the 34 which have replied so far have been enthusiastic about Computing Centres. Efforts will be made to achieve Following the reorganisation of the Computing Division a new initiative is being made to improve the overall relationship and establish better contact between the Computer Board and SERC these proposals.

Request for

copies of the VAX newsletter

username

SWLY on

A newsletter is available for site managers and users of WAXes in SERCnet who are interested in the development of network software. The newsletter contains up-to-date information on doing file transfers, job submissions and remote logins from VAXes in SERCnet, with a particular interest towards the Rutherford IBM mainframe as the remote

12.

SERCNET VAX NEWSLETTER

To assist in the achievement of these objectives the country has been divided into five regions, and a member of the User Support Group has been allocated special responsibility within each area. Anyone who requires information, or has anything they would like to contribute should contact one of the following:

Scotland	Yorks., NE, NW England	SW England, Wales	Midlands, E England	London, SE England	Area
Dr J C Gordon	Mrs J J C Hutchinson 6193	Mr G A Lambert	Mr R Maybury	Dr M R Jane	Tel 023 Contact
6574	1 6193	5663	5189	5408	Telephone 0235-21900 Ext.

Geoff Lambert - User Support Group

DA TASET NAMES - HIGH LE VEL INDEX

users to whom the dataset belongs. These nod 'identifiers' are also currently in use disks which contain registered datasets. New must be registered with Resource Management any datasets using them may be created. Wishing to set up a new node should contains the set up a new node should be neglected. It has already been announced that datasets on the disks specified by 'NNIT=STORAGE will be catalogued, and the high-level index will identify the group of users to whom the dataset belongs. These nodes, or 'identifiers' are also currently in use on the dataset using an We reserve the right to delete without warning wishing to set up a new nod Mrs M Ayres on extension 5273 un-registered node. (afternoons only). New nodes before

Sue Ward - Computer Services Group

made by sending network POST to node RLVS. Steven Yip - Computer Services Group

PRIME OPERATING SYSTEM THE

133

and expect a satisfactory solution in the very near future. In all we will require an extra 4 Mbytes of memory to be distributed as follows:-Performance problems with Rev 19.1 on almost all the PRIME systems has forced a delay in its implementation. The exact situation is that we are now actively discussing these problems with PRIME

UMIST	RAL (Prime F)	RAL (Prime A)	Warwick	Sussex	Surrey	City	RAL (Prime D)	Nottingham
P750	P750	P750	P550	P550	P550	P550	P 400	P 400
1.0 Mbyte	1.0 Mbyte	0.5 Mbyte	0.25 Mbyte	0.25 Mbyte	0.25 Mbyte	0.25 Mbyte	0.25 Mbyte	0.25 Mbyte

is proceeding. The production of 1500 copies of the Rev 19 Manual

Exact details of the schedule implementation of Rev 19.1 will be soon as they are known. published as

Mike Jane - Head of User Support Group