

# CA TPX™ Session Management

## View Facility User Guide

Release 5.3



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# Chapter 1: Using the View Facility

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[Introduction to the View Facility](#) (see page 9)

[View Security](#) (see page 10)

[How to Assign Temporary Authority](#) (see page 12)

[Access the View Facility](#) (see page 14)

## Introduction to the View Facility

The View facility consists of a number of features that allow you to view another user's application session on the same instance of CA TPX, and sometimes interact with that session. You can also record your sessions so that you (or other users) can play back the recorded session. The View Facility features are described in the following sections. You access these features through the TPXVIEW session.

The View facility has security that is controlled through user administration. The security ensures that only authorized users can view or interact with other user's sessions.

If you are an administrator, review this chapter and proceed to the chapter [Setting Up View Facility Administration](#) (see page 15).

## View Is an Authorized Feature

The View facility is an authorized feature of CA TPX. Your site must be authorized to use it. However, you can use the View facility on **internal sessions** without needing a site license. You can use any of the View features described on the internal sessions TPXADMIN, TPXOPER, TPXNOTES, or TPXMAIL.

## The View Facility Features

The View facility offers a number of features. All users must be logged on to the same instance of CA TPX.

The View facility features are

### **The Session View Feature**

Allows you to view or track another user's interaction with an application session.

### **The Session Assist Feature**

Allows you to temporarily take control of another user's session, interact with the session, and then return control to the user.

### **The Conference Feature**

Allows you and any number of users to view the same application session and take turns interacting with the session. Users can send messages to others interacting with the session.

### **The Record/Playback Feature**

Allows you to record an application session, store the recorded session in a library, and then play it back. Narrative text can be inserted as the session is being recorded.

### **The Trainer Feature**

Allows you, as the trainer, to give an online training session to any number of users. You can send messages to the students and the students can send questions to you.

## **View Security**

The administrator can secure the View facility by two methods:

- The View authority level and security level control which user's sessions you can view, track, or assist, and which users can view, track, or assist your sessions.
- The command authorization classes control the View options and commands available to a user.

Command authorization classes are described in the *Administration Guide*.

## **The Do Not View Option**

In addition to methods set up by the administrator, you can use the "Do Not View" option to prevent other users from viewing, tracking, or assisting any of your sessions.

When "Do Not View" is set to **Y**, and an authorized user attempts to view, track, or assist your sessions, CA TPX will send this user a message indicating that View access has been denied.

The "Do Not View" option can be set in one of the following ways:

- To temporarily implement the "Do Not View" option, use the /E command from the TPX main menu panel (TEN0041) to display the User Temporary Overrides panel. Specify **Y** in the "Do Not View" field.

**Y**= Yes, I do *not* want people to view me during the time I am logged on to CA TPX with /E

- To permanently implement the option, change the value in your user options in self-maintenance.
- When you receive a message indicating that an authorized user is attempting to view, track, or assist your sessions, a "Do Not View" field will appear on the message panel. Specify Y in the field to refuse the user access to the session.

Self-maintenance and the /E command are described in the *User Guide*.

## Security Implementation

Your administrator implements View security with user administration. To implement security, your administrator specifies:

- The user groups for which you are authorized. You cannot view, track, or assist users outside these groups unless those users grant you temporary View authority, as described in Assigning Temporary Authority in this chapter.
- Your View authority for each group. View authority determines which users in that group you can view, track, or assist.
- Your View security level, which determines if other users can view, track, or assist your sessions.

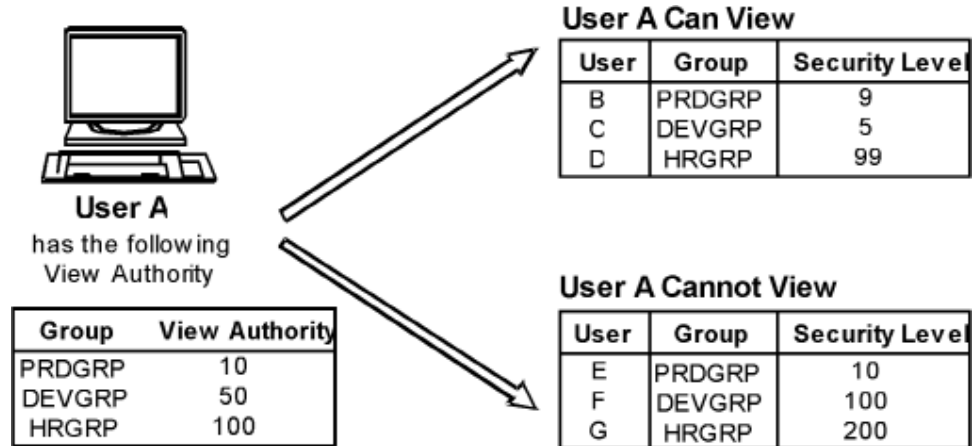
## How View Authority Works

You are authorized for users within groups specified by your administrator depending on your View authority for the group and the user's View security level.

- If your View authority for the group is *greater* than the View security level of the user for whom you want authorization, you are authorized for that user. You can view, track or assist that user's sessions.
- If your View authority is equal to or *less* than the user's View security level, you can view, track, or assist that user only if that user grants you temporary View authority, as described in Assigning Temporary Authority in this chapter.

## An Example of View Security

The following figure gives an example of how View security works.



## Restricted Sessions

The administrator may restrict some applications. If an application is restricted, that application's sessions cannot be viewed, tracked, or assisted.

The TPXVIEW session itself is a permanently restricted session and cannot be viewed.

## How to Assign Temporary Authority

Because of their View authority level and your View security level, some users may not be able to view, track, or assist your sessions. If you want a user to view, track, or assist your sessions, you can grant that user *temporary* View authority. This temporary authority allows the user to perform only that task which you specify when granting the authority, and lasts until you revoke the authority or you inactivate all of your application sessions.

You can assign temporary View authority to any user. The temporary authority will let that user view, track, or assist your sessions. You can remove this authority at any time.

## Grant Temporary Authority

### To grant a user temporary View authority

1. Activate the TPXVIEW session. The VIEW Facility Menu is displayed.
2. Select option 6, *Temporary Authorization Override*.  
The Temporary Authorization Menu is displayed.
3. From the Temporary Authorization Menu, choose the type of authorization you want to apply, and press Enter.  
  
If an option is not highlighted, you are not authorized for that option. Contact your administrator for authority.
4. Your next option depends on which authorization you choose:
  - If you select option 1, *Authorize Users to view your sessions*, the View Authorization Menu is displayed. It shows a list of your sessions. Type the user ID you want to authorize next to the session you want that user to view. You can grant authority to a different person for each session.
  - If you select option 2, *Authorize Users to track your sessions*, the TRACK Authorization panel is displayed. At this panel you can specify the user you want to authorize.
  - If you select option 3, *Authorize Users to assist your sessions*, the Assist Authorization panel is displayed. At this panel you can type the user ID you want to authorize next to the session you want that user to assist.
5. Press Enter when you have typed the required information to grant the authority.
6. Press PF3 until the VIEW Facility Menu appears.

## Removing Temporary Authority

### To remove a user's temporary authority to view one of your sessions

1. Activate the TPXVIEW session.  
The VIEW Facility Menu is displayed.
2. Select option 6, *Temporary Authorization Override*.  
The Temporary Authorization Menu is displayed.
3. From the Temporary Authorization Menu, choose the type of authorization you want to remove, and press Enter.
4. Erase the user ID for which you want to remove authorization by doing one of the following:
  - Typing a new user ID over it
  - Typing blank spaces over it.

5. Press Enter when you have made the desired changes to the panel.
6. Press PF3 until the VIEW Facility Menu appears.

## Access the View Facility

View is accessed as an internal session and activated like any other session. For example, you could issue the following command at any prompt to activate the TPXVIEW session:

```
/A TPXVIEW
```

You would then press the command key (usually PF12 or PF24).

You can also select the TPXVIEW session on the Menu.

When you access View, the VIEW Facility Menu is displayed.

## Use Online Help

In the View facility, you can press PF1 to display help information. If you are at a View facility panel that has a utility menu, you must display the utility menu and then press PF1 to display help information. Panels with utility menus include the Session Assist panel, the Conference Controller and Participant panels, the Record and Playback panels, and the Trainer and Student panels.

# Chapter 2: Setting Up View Facility Administration

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This section contains the following topics:

[Overview](#) (see page 15)

[How to Restrict Application Sessions](#) (see page 17)

[How to Modify Self-Maintenance Update Classes](#) (see page 19)

[How to Set Command Authorization Classes](#) (see page 21)

[How to Add TPXVIEW Session](#) (see page 23)

[How to Add View Security Level](#) (see page 25)

[How to Assign the View Authority Level](#) (see page 27)

[Restrict a Specific User](#) (see page 29)

## Overview

This chapter is intended for administrators. It explains how to set up CA TPX administration to ensure secure usage of the View facility. This chapter provides procedures needed to ensure secure usage of the View facility. This involves providing the proper authorization to users and making the TPXVIEW session available to authorized users. This is done through the normal tasks of user administration such as maintaining self-maintenance update classes, command authorization classes, profiles, and other tables.

The procedures in this chapter assume a simple administrative structure consisting of a single user group, with existing profiles and command authorization and self-update classes.

If your site has a more complicated structure, read through these procedures to gain an understanding of what must be done to implement View security, and then adapt these procedures for your site.

If your site has not yet set up CA TPX administration, see the *Administration Guide* to determine how you want to set up administration.

For a complete discussion of user administration, see the *Administration Guide*. Administration can also be performed using batch programs, as described in the *Batch Administration Guide*. This chapter provides procedures for online administration only.

## Secure Usage of View Facility

Secure usage of the View facility means that:

- Only authorized users can access TPXVIEW from their Menus.
- Users can select only the View facility features for which they are specifically authorized.
- Sensitive applications (such as payroll) cannot be viewed, tracked, or assisted under any circumstances.
- Only authorized users have a View authority level that allows them to view, track, or assist other users.
- Users have an adequate View security level ensuring that only authorized users can view, track or assist their sessions.
- Users cannot change their View security levels in self-administration.

## Set Up View Security

In general, setting up View security involves the following steps, which are described later in this chapter:

- Restricting applications (such as payroll) on which you do not want users to be able to carry out any View function.
- Modifying update classes so that users will not be able to change their View security level in self-maintenance.
- Modifying command authorization classes to control the View functions users can use and whether they can grant temporary View authority.

You can create different command classes for different users. For example, you could allow only helpdesk personnel to use Session Assist, while other users can use Conference and Trainer.

- Adding the TPXVIEW session to the profiles of all users who will access TPXVIEW from their Menu.

If you want all users at your site to have TPXVIEW on their Menu, you can add the session to a profile common to all users.

- Specifying a View security level for all users. You can do this by specifying it in one or more profiles. You can also specify that certain user's sessions cannot be viewed, tracked, or assisted.

If you want all users at your site to have the same security level, you can specify the security level in a profile common to all users.

- Specifying a View authority level for each user who is authorized to view, track, or assist another user. You must specify it for each individual user.

## You Must Have Proper Authority

You must be a user administrator to:

- Modify update classes and command authorization classes
- Modify profiles
- Assign View authority levels

You must be a system administrator to restrict application sessions.

For information on granting administrative authority, see the *Administration Guide*.

## Determine What You Must Do for Your Site

Before you begin to set up View security, read through this chapter and then determine how you want to set up the View facility at your site. You should consider:

- Which users should be able to use which View features
- What View security levels users should have
- Which users should be authorized to view, track, and assist other users with or without temporary authority
- Which users should be authorized to grant temporary authority
- What View authorization level should be assigned to users authorized to view, track, and assist other users
- What profiles, command authorization classes, and self-maintenance update classes must be modified to implement these decisions

## How to Restrict Application Sessions

You can specify that certain application sessions are restricted so that none of the View facility features can be used on that session. For example, you can restrict payroll applications to prevent users from viewing or recording sensitive information.

A restricted session cannot be viewed under any circumstances. For example, a user with an active PAYROLL session (which has been restricted) cannot grant temporary View authority to another user for the PAYROLL session.

When a user attempts to use any View feature on a restricted session, or attempts to grant temporary authority for a restricted session, the user will receive a message indicating that the session is restricted.

You must be a system administrator to restrict a session.

## Restrict a Session

To restrict a session, you must modify the Application Characteristics Table (ACT).

### To restrict a session

1. From the Administration Menu, select option 2, *TPX System Options*.

The System Administration Menu is displayed.

2. Select option 2, *Application Definition (ACT)*.

The TPX Application Characteristics Table List is displayed, as shown:

```
TPX Application Characteristics Table List
Command ==>                               Panelid - TEN0091
                                           Userid  - SYSADMIN
                                           Termid  - DXAP59B
Application                               Date   - 07/14/03
Characteristics                           Time   - 07:40:05
Table      Last Updated by  Userid
SYSAPROD   07/03/03 13:19:11 SYSADMIN STARTUP
***** BOTTOM OF DATA *****
```

3. Select the table marked *STARTUP* (in the previous example it is the table named *SYSAPROD*). To select the table, move the cursor to the table, type *S*, and press *Enter*.

The TPX Application Characteristics Table Entry List is displayed.

4. Select the application that you want to restrict. To select the application, move the cursor to the application, type *S*, and press *Enter*.

The first TPX Application Characteristics Detail Panel is displayed.

- Press PF8 to display the second detail panel, shown in the following:

```

TPX Application Characteristics Detail Panel
Command ==>
Application Characteristics Table: ACTECY
  Applid:  TPXMAIL      * Substring:
* Sessionid:      * Label:  TPX MAIL SYSTEM
TPX options:
* Start ACL prior to CLSDST PASS:  N   * Outbound compression:  Y
* Suspend background application:  N   * Inbound compression:  N
* Enforce CD protocol:             N   * Outbound stripping:    N
* Inform user of CD protocol error: N   * OPENGATE Control User:
* Auto restart:                    N   * Maximum sessions:     00000
* Inquire on application status:    N   * Mode entry override:  _____
  End-to-End option:               BB  * Timeout Minutes:      _____
* Ignore appl output for timeout:   N   * Signal session switch:
* Disallow VIEWing on this appl:    N   * Pass Ticket prof name: TPXMAIL
  Readbuf Technique:              N   * TPX enhanced sec:    N
  Screen even if readbuf technique: N   * Gen Pass Ticket:     N
* Gen Qualified Pass Ticket:        N
* Can be dynamically updated using Reload even if application is not quiesced
PF1=Help PF3=End PF4=Return PF7=Prev Page PF8=Next Page "CANCEL" cancel

```

- Specify Y in the field named "Disallow VIEWing on this appl." This prevents any View functions from operating on this application.
- Press PF3 to return to the TPX Application Characteristics Table Entry List.
- Repeat steps four through seven for each application that you want to restrict.
- From the TPX Application Characteristics Detail Panel, press PF3 four times to save the changes to the table and return to the Administration Menu.

## How to Modify Self-Maintenance Update Classes

To prevent users from modifying their own View security level, you must modify self-maintenance update classes for your users.

The update classes control what user characteristics a user can modify in self-maintenance.

### Set the VIEW Security Level Field to N

To control View, you must ensure that the value for the VIEW Security Level field in the self-maintenance update class is set to **N**. It must be set to N in all update classes assigned to users who are going to use the View facility.

## Modify an Update Class

### To modify an existing self-maintenance update class

1. From the Administration Menu, select option 1, *User/Group Maintenance*.  
The User/Group Maintenance Menu is displayed.
2. Select option 4, *User Self-Maintenance Update Class*.  
The Update Class Table List is displayed.
3. Select the table for the user group that will be using the View facility. To select the table, move the cursor to the table, type S, and press Enter. The tables have the same name as the corresponding user group.

The TPX Update Class Table Entries panel is displayed, as shown:

```
TPX Update Class Table Entries
Command ==>
Update Class Table: GROUP
Class
D
P
***** BOTTOM OF DATA *****
Panelid - TEN0171
Userid - USRADMIN
Termid - DXAP59B
Date - 07/14/03
Time - 07:37:47
```

4. Type *S class-name* at the command line, where *class name* is the name of the self-maintenance update class that you want to modify. The name of the update class is one character long and can be any letter, number, or symbol on the keyboard. Press Enter.

The TPX Update Class Maintenance Menu is displayed.

5. Select option 1, *TPX Update Class Maintenance*.

The first TPX Update Class Detail Panel is displayed.

```

TPX Update Class Detail Panel
Command ==>
Table Name: TPXGROUP      Class Name: D
PanelId - TEN0172
Userid  - USRADMIN
Termid  - A32L8203
Date    - 07/14/03
Time    - 10:27:27

USER OPTIONS:
-----
Y - Command character      N - ACCESS
Y - Command key           N - Inactivate on
Y - Jump key               N - Maximum sessions
Y - Menu key               N - Default printer
Y - Print key              N - ACB mask default
N - Language               N - Propagate ACB
N - Stage 1 timeout        Y - Get Mail first
N - Stage 1 option         N - Display menu
N - Stage 2 timeout        N - Transfer option
N - Stage 2 option         N - Affinity applid
N - Can add session in TPX Admin N - VIEW Security level
N - Do Not Disturb         N - Do Not VIEW
N - Pass Ticket User       N - Qualified PTick User
PF1=Help  PF3=End  PF4=Return  PF8=Next Page  "CANCEL" cancel

```

6. On this panel, change the value of the VIEW Security Level field to N.  
This prevents users with this class from changing their View security level while performing self-maintenance.
7. Press PF3 to return to the TPX Update Class Table Entries panel.
8. Repeat steps four through seven for each class assigned to users who will be using the View facility.
9. From the TPX Update Class Detail Panel, press PF3 five times to return to the Administration Menu and save your changes.

## How to Set Command Authorization Classes

Command authorization classes control which commands and functions users are authorized to use. You can use command classes to control which View features users are authorized to use.

## Providing Flexible Authorization

You can assign different classes to different users. For example, you can assign a class to helpdesk personnel that lets them use all View facilities, including Session View and Session Assist. Another class, assigned to your other users, could allow the use of all View facilities except Session View and Session Assist.

For information on assigning command authorization classes, see the *Administration Guide*.

## Modify a Command Authorization Class

### To modify a command authorization class

1. From the Administration Menu, select option 1, *User/Group Maintenance*.  
The User/Group Maintenance Menu is displayed.
2. Select option 5, *Command Authorization Class (CMDT)*.  
The TPX Command Authorization Class Table List is displayed.
3. Select the table that includes the class you want to modify. To select the table, move the cursor to the table, type S, and press Enter.

The TPX Command Authorization Class Table Entry List is displayed, as shown:

```
TPX Command Authorization Class Table Entry List
Command ==> Panelid - TEN0131
Userid - USRADMIN
Termid - DXAP59B
Command Authorization Class Table: GROUP Date - 07/14/03
Time - 07:37:14
Command Authorization Class
A
B
C
D
***** BOTTOM OF DATA *****
```

4. Type S *classID* at the command line, where *class ID* specifies the command authorization class that you want to modify. The *class ID* is one character long and can be any letter, number, or symbol on the keyboard. Press Enter.

The first TPX Command Authorization Class Detail panel is displayed.

- Press PF8 twice to page down to the third TPX Command Authorization Class Detail panel, as shown:

TPX Command Authorization Class Detail		Panelid - TEN
Command ==>		
0134		
Table Name . . . :		Userid - USRADMIN
Class Name . . . :		Termid - DXAP59B
Help Panel . . . . HENHELPD		Date - 07/14/03
		Time - 07:38:09
Session Assist	Trainer	
Y -Can assist sessions	N -Schedule a training session	
Y -Give temporary assist authority	N -Register yourself	
	N -Register others	
Conference	N -Update training schedule	
Y -Initiate a conference	N -Initiate a training session	
Y -Join a conference	Y -Join a training session	
Record/Playback	View	
Y -Record a session	Y -Can view/track sessions	
Y -Playback a recorded session	Y -Give temporary view authority	
Y -Delete a recorded sequence	Y -Give temporary track authority	
Y -Update a recorded sequence		
F1=Help	F3=End	F4=Return
		F7=Bkwd
		CANCEL =Cancel

This panel contains fields for all of the View features.

- Specify Y in a field to indicate that all users with this command authorization class are authorized to use that feature.
- Repeat steps two through six for each class assigned to users who will be using the View facility.
- From the TPX Command Authorization Class Detail panel, press PF3 four times to return to the Administration Menu and save your changes.

## How to Add TPXVIEW Session

You must add the TPXVIEW session to each user who will be using the View facility. You can do this by adding the TPXVIEW session to a profile that is included in the appropriate users' profile list.

If all users at your site use a profile named BASEPROF, and you want all users to have the TPXVIEW session on their Menu, add the TPXVIEW session to the BASEPROF profile.

## Add Session to a Profile

### To modify a profile

1. From the Administration Menu, select option 1, *User/Group Maintenance*.

The User/Group Administration Menu is displayed.

2. Select option 2, *Profile Maintenance*.

The TPX Profile Table List is displayed, as shown in the following:

```
TPX Profile Table List
Command ==>
Panelid - TEN0110
Userid - USRADMIN
Termid - DXAP59B
Date - 07/14/03
Time - 07:39:24
Profile      Last-updated by  Userid
BASEPROF    04/23/03 08:13:48 USR999
DEVPROF     04/23/03 08:14:07 USR0219
*****
***** BOTTOM OF DATA *****
```

3. Type *S profileID* at the command line and press Enter. *ProfileID* specifies the name of the profile that you want to modify.

The TPX Profile Maintenance panel is displayed.

4. Select option 2, *Application Session Options*.

The TPX Profile Table Entry List panel is displayed.

5. Type *S TPXVIEW* at the command line and press Enter. This adds the TPXVIEW session to the profile.

The first TPX Profile Table Detail Panel is displayed, as shown:

TPX Profile Table Detail Panel			
Command ==>			Panelid - TEN0114
			Userid - USRADMIN
			Termid - PUN01
Profile: BASEPROF			Date - 07/14/03
Session: TPXVIEW			Time - 17:00:28
	Application Defaults	System Defaults	
Applid: -----			
ACCESS=PASS: -			MULTIPLE
Timeout min.: -----	-----		00999999
Modem name: -----	-----		
Sesskey: PF	--		
Start at signon: -			
Startup ACL: -----	-----		
ACL Userid: -----			
ACL Password: -----			
Term ACL: -----	-----		
ACB Mask: -----			
KeepACB: -	N		
Invisible: -			
OV/MVS ACI: -			
PF1=Help PF3=End PF4=Return PF8=Next Page			"CANCEL" cancel

6. Type TPXVIEW in the Applid field.
7. Press PF3 five times to save the profile and return to the Administration Menu.

## How to Add View Security Level

You must add a value for the View security level for all users. A user's View security level determines who can view, track, or assist the user's sessions. It is a value between 0 and 255. For more information on the View security, see the chapter "Using the View Facility."

You can assign the View security level to your users by changing the appropriate profiles.

If you want to add a View security level of 50 for all users, and all of your users have the profile BASEPROF, specify a value of 50 in the View Security Level field of the profile BASEPROF.

## Add View Security Level to a Profile

### To modify the View security level in a profile

1. From the Administration Menu, select option 1, *User/Group Maintenance*.  
The User/Group Administration Menu is displayed.

2. Select option 2, *Profile Maintenance*.

The TPX Profile Table List is displayed, as shown in the following:

```

TPX Profile Table List
Command ==>
Panelid - TEN0110
Userid - USRADMIN
Termid - DXAP59B
Date - 07/14/03
Time - 17:33:24
Profile      Last-updated by  Userid
BASEPROF    04/23/03 08:13:48  USR007
DEVPROF     04/23/03 08:14:07  USR0219
*****
***** BOTTOM OF DATA *****
    
```

3. Type *S profileID* at the command line and press Enter. *ProfileID* specifies the name of the profile that you want to modify.

The TPX Profile Maintenance panel is displayed.

4. Select option 1, TPX User Options.

The first TPX Profile Table Detail Panel is displayed.

5. Press PF8 twice to display the third TPX Profile Table Detail panel, as shown:

```

TPX Profile Table Detail Panel
Command ==>
Panelid - TEN0180
Userid - TX05
Termid - TPXSYS01
Date - 07/13/03
Time - 17:42:35
Current System defaults
Profile: _____
VIEW Security Level: _____
Get Mail first: -
Do Not Disturb: -
Do Not View: -
Profile Should be First: -
Security Alias: _____
ACF2 Authorization Offset: _____
ACF2 Authorization Mask: _____
PF1=Help PF3=End PF4=Return PF7=Prev PF8=Next "CANCEL" cancel
    
```

- Specify a number between 0 and 255 in the VIEW Security Level field.

**Note:** This panel also contains the Do Not View field. You can specify Y in this field to indicate that sessions belonging to all users with this profile cannot be viewed, tracked, or assisted. The user's sessions would be restricted regardless of the View authority of the user attempting to view, track, or assist.

- Press PF3 four times to save the change and display the Administration Menu.

## How to Assign the View Authority Level

A user's View authority level, when compared to another user's View security level, determines if the user can view, track, or assist the other user. View authority has two components:

- The groups that the user can view
- The authority of the user within each group (a number between 0 and 255)

For more information on View security, see the chapter [Using the View Facility](#) (see page 9).

The View authority and security levels apply only to the Session View and Session Assist features of the View facility. If users have the proper command authorization, they can use the Conference, Trainer, and Record/Playback features regardless of their View security and authority levels.

## Assign the Authority to Each User

View authority must be assigned on an individual, user-by-user basis. Its value is not determined by profiles.

You can assign a higher authority to helpdesk users and no View authority to other users.

## Temporary Authority

Users can grant temporary View/Track authority regardless of their assigned authority or security levels.

In the command authorization class you can specify that users cannot grant temporary assist, view, or track authority. For more information, see Setting Command Authorization Classes in this chapter.

## Assign a View Authority Level

### To assign a View authority level to a user

1. From the Administration Menu, select option 1, *User/Group Maintenance*.  
The User/Group Administration Menu is displayed.
2. Select option 3, *User Maintenance*.  
A panel that asks you to enter a user ID is displayed.
3. Type the user ID for which you want to assign a View authority level. Then press Enter.  
The options menu for user maintenance is displayed.
4. Select option 7, *Maintain TPX VIEW Capabilities*, as shown in the following panel.  
The TPX View Administration Table, shown in the following, is displayed. This panel lists the groups that the user can view and the user's View authority for each group.

```
TPX VIEW Administration Table
Command ==> Panelid - TEN0149
Userid: USR04 Userid - ADMIN
Date - 07/14/03
Time - 13:37:02
View Capabilities
Type one or more action codes. Then press Enter.
I=Insert A=After B=Before D=Delete M=Move R=Repeat
Action Groups this user can VIEW View authority within the Group
***** BOTTOM OF DATA *****
```

5. To add a group to the TPX View Administration Table, tab down to the action field, type I, and press Enter.  
A new line is added to the list.
6. In the new line, specify the user group name in the column headed "Groups this user can VIEW." Then, in the right-hand column, specify the user's View authority within the group.

In the following example, the administrator has added the group TPXGROUP with an authority of 50:

```

TPX VIEW Administration Table
Command ==>
Userid: USR04
View Capabilities
Type one or more action codes. Then press Enter.
I=Insert A=After B=Before D=Delete M=Move R=Repeat
Action Groups this user can VIEW      View authority within the Group
TPXGROUP                               050
***** BOTTOM OF DATA *****
Panelid - TEN0149
Userid   - ADMIN
Termid   - DL03L74
Date     - 07/14/03
Time     - 13:38:02

```

7. Press Enter.  
The user now has the specified authority for the group.
8. Press PF3 twice to return to the User Maintenance panel.
9. Repeat steps three through eight for each user to whom you want to assign View authority.
10. From the TPX View Administration Table, press PF3 four times to return to the Administration Menu.

## Restrict a Specific User

You can specify that a specific user's sessions cannot be viewed, tracked, or assisted. This restriction applies regardless of the user's View security level or the View authority level of the user attempting to view, track, or assist. The user cannot grant temporary View authority to other users.

This restriction can be applied to a profile or to a specific user ID. To modify a profile, see the procedure Adding the View Security Level in this chapter.

When you restrict a specific user, the user's sessions cannot be viewed, tracked, or assisted.

### To restrict a specific user ID

1. From the Administration Menu, select option 1, *User/Group Maintenance*.  
The User/Group Administration Menu is displayed.
2. Select option 3, *User Maintenance*.  
A panel that asks you to enter a user ID is displayed.

3. Type the user ID that you want to restrict, and then press Enter.

The options menu for user maintenance is displayed.

4. Select option 1, *User Options*, on the options menu.

The first TPX Userid Maintenance Detail Panel for user options is displayed.

5. Press PF8 twice to display the third TPX Userid Maintenance Detail Panel for user options.

The third TPX Userid Maintenance Detail Panel for user options is displayed, as shown in step 6.

6. Specify y in the Do Not View field and press Enter.

TPX Userid Maintenance Detail Panel	
Command ==>	Panelid - TEN0190
	Userid - TX05
Userid: USER01	Termid - TPXSYS01
UserName:	Date - 07/14/03
Location: _____	Time - 14:48:34
	Phone: _____
VIEW security level: ____	Profile defaults System defaults
Get Mail first: -	100
Do Not Disturb: -	-
Do Not View : -	-
PF1=Help PF3=End PF4=Return PF7=Prev PF8=Next "CANCEL" cancel	

7. Press PF3 four times to save the change and display the Administration Menu.

# Chapter 3: Using the Session View Feature

---

This section contains the following topics:

[Introduction to the Session View Feature](#) (see page 31)

[How to View and Track Another User's Sessions](#) (see page 32)

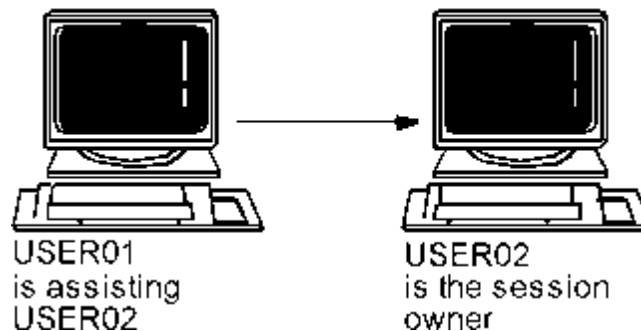
[Use the View Panel](#) (see page 35)

## Introduction to the Session View Feature

The Session View feature allows you to view another user's interaction with an application session. It also allows other users to view your session interaction. This facility can aid helpdesk or training personnel in guiding a user through an application or monitoring a user's progress.

View displays the user's screens as they currently appear, updating the screen every time the user being viewed presses an AID key (such as Enter, a PA key, or a PF key). As you view the session, you see all of the user's input and the application's output.

**USER01 can interact with USER02's sessions**



## The View Panel

You can use View either to display up to four of a user's sessions simultaneously or (in *track mode*) to display whatever session the user is currently operating in.

The following figure shows a View panel displaying three sessions. A portion of each session screen is displayed in a separate window. You can use PF key functions to zoom in on one session screen, display online help, and scroll data in each window. In addition to displaying the session screen, View indicates the last AID key pressed by the user in that session.

```

USERID = USR04      MODEL = 3292-2
*****
TPX User/Group A *      ISPF/PDF PRIMARY
Select option ==>      * OPTION ==>
                        *
                        * ENVIRONMENT - ISPF 3.3MV
                        * DATE - 03/03/03
1 Self-Maintenance      *
2 Profile Maintenance    *
3 User Maintenance      * 0 ISPF PARMs - Specify terminal
4 User Self-Maintenance Update Cl * 1 BROWSE - Display source da
5 Command Authorization Class (C * 2 EDIT - Create or change
**** TPXADMIN MODE=VIEW LASTAID=NOAID ***** TSOF2 MODE=VIEW LASTAID=NOAID *
TPXMK34 FILELIST A0 V 108 Trunc=108 Size=135 Line=1 Col=1 Alt=1
Cmd  Filename Filetype Fm Format Lrecl  Records  Blocks  Date  Time
    $ZIPD$$ $FILE$$ A1 F          80         1      1  7/29/03 11:20:00
    ATMCOEDN SCRIPT  A1 V          94         27      1 10/29/03 10:18:19
    ATMCOGLO SCRIPT  A1 V          72        205      2  9/20/03 12:35:40
    ATMCOINX SCRIPT  A1 V          46         30      1  8/21/03 14:03:42
    ATMCOISS SCRIPT  A1 V          78         464      3 12/02/03 11:24:22
    ATMCOKEY SCRIPT  A1 V          85        2544     18  5/11/03 10:15:01
    ATMCOMAP SCRIPT  A1 V          74         57      1 10/17/03 14:16:15
    ATMCOMAS SCRIPT  A1 V          71         33      1  7/08/03 19:00:04
***** VMF3 MODE=VIEW LASTAID=NOAID *****
F1=HELP F2=ZOOM F3=EXIT F4=RET F7=UP F8=DOWN F10=LEFT F11=RIGHT
    
```

## How to View and Track Another User's Sessions

You can use the basic View feature to either:

- View up to four of a user's active sessions simultaneously.
- Track a user one session at a time as the user changes sessions.

You can track or view a user's sessions only if you have the correct authority.

### Sessions Using READBUFF

To view a session that has READBUFF turned on, your administrator must turn on reserve option 7 in the System Options Table (SMRT).

### Authority for Viewing or Tracking Sessions

You can only view or track a user's session if one of the following is true:

- You are authorized for the group that the user belongs to *and* your View authority for the group is higher than the user's View security level.
- The user has granted you temporary View authority, as described in Assigning Temporary Authority in the chapter "Using the View Facility."

## View or Track User Sessions

### To view or track a user's sessions

1. From the VIEW Facility Menu, select option 1, *Session View*.

The Session View User Selection Menu is displayed, as shown in the following:

VIEW User Selection Menu	
Enter the userID of the user whose sessions you want to view.	Panelid - TEN0301 Userid - USR1 Termid - TPXIUN04 Date - 01/03/03 Time - 13:17:31
Userid => USER05	
Track user => Y	(Y/N)
Auto-Scroll => Y	(Y/N)
Override ACL Term=Off => N	(Y/N)

2. Specify the user ID of the user whose session(s) you want to view.
3. Override the defaults for the Track user, Auto-scroll, and Override ACL TERM=OFF fields, if desired.

To override the value in a field, type over the existing value.

Field	Value	Description
Track user	Y	The view session displays only the user's current session. When the user changes sessions, the new session is displayed. This is the default value for the field.
	N	The view session displays up to four sessions simultaneously. You can select which sessions you want to view.
Auto-scroll	Y	The view window scrolls automatically. This ensures that the portion of the panel showing the cursor is always displayed. This is the default value for the field.
	N	The window does not automatically scroll.
Override ACL TERM=OFF	Y	If an ACL/E program is running in the session you are viewing, and that program has the TERM=OFF option set, the option is overridden. Output from the application is sent to the terminal.
	N	The TERM=OFF option is not overridden, and output from the application is not sent to the terminal while the TERM=OFF option is in effect. This is the default value for the field.

**Note:** If you have been granted temporary authority to view a session, you must specify N in the Track user field, because you can only view one of that user's sessions. To track a user, you must have authority to view all the user's sessions.

- 4. Press Enter.

If you specified tracking, a View panel showing the user's current session is displayed. See Using the View Panel in this chapter.

If you did not specify tracking, the View Session Selection panel is displayed, as shown in the following. This panel lists all of the user's sessions that you are authorized to view. From this panel you select which of the user's sessions you want to view.

```
VIEW Session Selection
Command ==>
Select up to four sessions to view.
Userid ==> USR03
Session ID          Session Description
-----
TS01                TSO/E - S001
TS02                TSO/E - S002
TPXADMIN            TPX Administration
TPXMENU            TPX Menu
SCON04             Remote Console/S004
***** BOTTOM OF DATA *****
Panelid - TEN0302
Userid - NA2MH84
Termid - D08L074
Date - 02/24/03
Time - 17:37:54
```

- 5. Type S in the field to the left of each session you want to view. You can specify up to four sessions. In the following example, the user has specified the sessions TSO1, TSO2, and TPXADMIN.

```
Userid ==>
Session ID          Session Description
-----
s TS01              TSO/E - S001
s TS02              TSO/E - S002
s TPXADMIN          TPX Administration
TPXMENU            TPX Menu
SCON04             Remote Console/S004
***** BOTTOM OF DATA *****
```

- 6. Press Enter.

A View panel showing the sessions you specified is displayed. See [How to Use View Panel](#) (see page 35).

## Use the View Panel

The View panel displays the sessions that you are viewing. The panel can display up to four sessions at once, with each session displayed in a different window. If you specified the tracking option, the View panel displays only one window showing the session in which the user is currently operating.

In each window's border, View indicates the most recent AID key pressed by the user in that session.

## A Sample View Panel

An example of the View panel is shown in the following:

```

USERID = USR1      MODEL = 3278-2
*****
                                ISPF/PDF PRIMARY OPTION MENU
OPTION ==>
                                SCROLL ==> PAGE
                                SYSTEM - MVS1
                                USERID - USR2
                                DATE - 03/01/03 JULIAN - 03.003 TIME - 13:14
0 ISPF PARMs - Specify terminal and user parameters
1 BROWSE - Display source data or output listings
2 EDIT - Create or change source data
3 UTILITIES - Perform utility functions
6 COMMAND - Enter TSO Command, CLIST, or REXX exec
7 DIALOG TEST - Perform dialog testing
8 LM UTILITIES - Perform library administrator utility functions
9 SDSF - System Display and Search Facility
I IBM - IBM Applications
P IPCS - Interactive Problem Control Summary
S SYSTEM - System Applications
U USER - User Applications
VA ISMD - ISMD Applications (Old MA Panel)
***** TSO08 MODE=VIEW LASTAID=NOAID *****
F1=HELP F2=ZOOM F3=EXIT F4=RET F7=UP F8=DOWN F10=LEFT F11=RIGHT

```

## PF Key Summary

The PF key View functions are described in the following:

Key	Function	Description
PF1	Help	Displays help information and toggles back to the standard panel.
PF2	Zoom	Displays full session screen.
PF3	Exit	Returns you to either the View User or Session Selection panel.

Key	Function	Description
PF4	Return	Returns you to the menu.
PF7	Up	Scrolls the session screen up, relative to the current position of the cursor.
PF8	Down	Scrolls the session screen down, relative to the current position of the cursor.
PF10	Left	Scrolls the session screen to the left, relative to the current position of the cursor.
PF11	Right	Scrolls the session screen to the right, relative to the current position of the cursor.

## Use Online Help

Press PF1 to display help information at the top and bottom of any panel. This information remains on the screen until you exit the panel or press PF1 again.

## View Messages

While using the View panel, you might receive one of the following messages in a window:

Message...	Indicates that...
View session has ended	The session is no longer active.
User has signed off	The user has signed off CA TPX.
User has entered a restricted session	The user has entered a session that is restricted and cannot be viewed by the View facility. This message appears when you are tracking a user.
Unable to display graphics (enter PF3/PF4 to reselect)	You have requested a session containing graphics on a terminal that cannot display graphics.

## End the View Session

### To end your View session

- Inactivate the session as you would any CA TPX session.
- Press PF3 from a View panel repeatedly until the Menu is displayed.

You can press PF4 to return to the Menu without inactivating your View session.



# Chapter 4: The Session Assist Feature

---

This section contains the following topics:

[Introduction to the Session Assist Feature](#) (see page 39)

[Assist a Session](#) (see page 40)

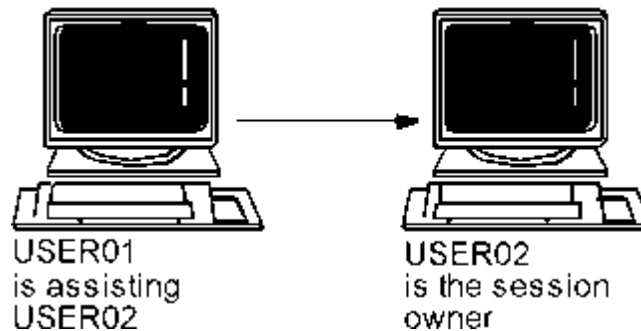
## Introduction to the Session Assist Feature

The session assist feature allows an authorized user to temporarily take control of another user's session on the same instance of CA TPX. The user with the temporary control can interact with the session as a user would with any other session and then return control to the session's original owner.

When the user begins to assist the session, the session owner automatically enters a View session and can view his own session while the user assisting the session interacts with it. The owner cannot interact with the session.

Helpdesk personnel can use this feature to aid users who are having problems. Using session assist can be quicker and easier than trying to relay directions to the user.

USER01 can interact with USER02's sessions



## Terms

The following terms are used in this chapter:

- *Session control*—The ability to interact with the session
- *Session owner*—The user who originally started the session

## Assist a Session

To assist a session you must have the required authorization. This authorization can be:

- Assigned to you by your administrator
- Temporarily granted by the user who owns the session you want to assist.

### To assist a session

1. Log on to the same instance of CA TPX that is hosting the user's session you wish to View.
2. Enter a TPXVIEW session as you would any other session.

The VIEW Facility Menu is displayed.

If the Session Assist feature is not highlighted, you are not authorized to use it. Contact your administrator for authorization.

3. If you are authorized to use the Session Assist feature, select option 5, *Session Assist*, from the VIEW Facility Menu.

The Session Assist panel is displayed, as shown in the following:

```

                                     Session Assist
Command ==>
                                     Panelid - TEN0371
                                     Userid  - USR1
                                     Termid  - TPXIUN04
Enter the user and session ID of the session you Date - 01/03/03
want to assist and press ENTER.                    Time - 13:31:55
User ID      ==>
Session ID   ==>                                     (? for list)
Auto-scroll  ==> Y                                     (Y/N)
ZOOM Mode Key ==> PA1                                 (? for list)
PF1=Help    PF3=End
```

At the Session Assist panel, type information about the session you want to assist.

4. Press Enter.

If you typed a question mark (?) in the session ID or ZOOM mode key fields, a panel listing current sessions and/or possible ZOOM mode keys is displayed.

The Session Assist Controller panel is displayed. A message is sent to the session owner indicating that you now control the session. Upon receiving the message, the session owner can deny your attempt by specifying Y in the Do Not View field of the message panel.

## Session Assist Panel

The Session Assist panel, displayed when you are assisting a session, allows you to interact with the application session and use Session Assist features. The panel consists of the application session screen along with a frame that provides information fields and access to a utility menu. You can zoom the panel to eliminate the frame and show only the application session screen.

The Control panel allows you to interact with the application session screen and access the Utility menu. From the Utility menu you can end the assist session, enter scroll mode, and change the ZOOM mode key.

### Example

The following is an example of the Session Assist panel:

```

Owner: USR1 -                               ZOOM key: PA1   _ Utility menu
*****
                                ISPF/PDF PRIMARY OPTION MENU
OPTION ==>                                SCROLL ==> PAGE
                                SYSTEM - MVS1
                                ENVIRONMENT - ISPF 3.3MVS   TSO   USERID - USR05
                                DATE - 03/01/03   JULIAN - 03.003   TIME  - 13:29
0 ISPF PARMS - Specify terminal and user parameters
1 BROWSE - Display source data or output listings
2 EDIT - Create or change source data
3 UTILITIES - Perform utility functions
6 COMMAND - Enter TSO Command, CLIST, or REXX exec
7 DIALOG TEST - Perform dialog testing
8 LM UTILITIES - Perform library administrator utility functions
9 SDSF - System Display and Search Facility
I IBM - IBM Applications
P IPCS - Interactive Problem Control Summary
S SYSTEM - System Applications
U USER - User Applications
VA ISMD - ISMD Applications (Old MA Panel)
*****TS008 MODE=ASSIST*****

```

## The Utility Menu

The Utility menu is accessed by placing the cursor in the Utility Menu field, located in the upper right-hand corner of the panel, and pressing Enter. The Utility menu box is then displayed in the upper right-hand corner of the screen, as shown here:

```

Owner: USR1 -
*****
                ISPF/PDF PRIMARY OPTION M*****
OPTION ==>                * Command ==>                *
                *                *
                ENVIRONMENT - ISPF 3.3MVS    TS* PF1 = Help                *
                DATE - 03/01/03  JULIAN - 03.003* PF3 = End Utility Menu    *
                *                * PF4 = Exit Assist Session *
0  ISPF PARMs  - Specify terminal and user * PF6 = Enter Scroll Mode  *
1  BROWSE     - Display source data or ou *                *
2  EDIT      - Create or change source d * Enter new ZOOM key:    *
3  UTILITIES - Perform utility functions *                *
6  COMMAND   - Enter TSO Command, CLIST, *****
7  DIALOG TEST - Perform dialog testing
L  LEGENT    - LEGENT Products
P  IPCS      - Interactive Problem Control Summary
S  SYSTEM    - System Applications
U  USER     - User Applications
VA ISMD     - ISMD Applications (Old MA Panel)
*****TS008 MODE=ASSIST*****
    
```

From this menu you can perform the following actions by pressing the specified PF key:

Key	Function	Description
PF1	HELP	Displays panels of help information.
PF3	End Utility Menu	Removes the Utility menu from the panel. You cannot use the Utility menu functions until you redisplay the menu.
PF4	Exit Assist Session	Ends the session assist and returns control of the session to the owner.
PF6	Enter Scroll Mode	Enters scroll mode, which allows you to shift the screen display.

In addition, you can change the PF key used for the ZOOM function by entering the key name in the Enter New ZOOM Key field.

## Relinquish Session Control

To return control of the session to the owner, press PF4 from the Utility menu.

The owner receives a message saying control has been returned.



# Chapter 5: The Conference Feature

---

This section contains the following topics:

- [Introduction to the Conference Feature](#) (see page 45)
- [How to Initiate a Conference](#) (see page 48)
- [Control the Conference](#) (see page 50)
- [Conference Controller's Panel](#) (see page 50)
- [How to Review Conference Control Requests](#) (see page 53)
- [Send Narrative Text](#) (see page 54)
- [List Participants](#) (see page 54)
- [How to Review Questions](#) (see page 55)
- [End the Conference Session](#) (see page 56)
- [Join a Conference](#) (see page 56)
- [Conference Participant's Panel](#) (see page 57)
- [Control of the Conference](#) (see page 59)
- [Send a Question](#) (see page 60)
- [Display List of Participants](#) (see page 60)
- [End the Conference Session](#) (see page 60)

## Introduction to the Conference Feature

This chapter describes the conference feature of the View facility. The conference feature allows any number of users logged on to the same instance to simultaneously view a single application session and take turns interacting with the application. One of the users, the controller, can interact with the application. Other users in the conference can view the interaction and send questions to the controller. The controller, while interacting with the application, can send narrative text to the conference participants.

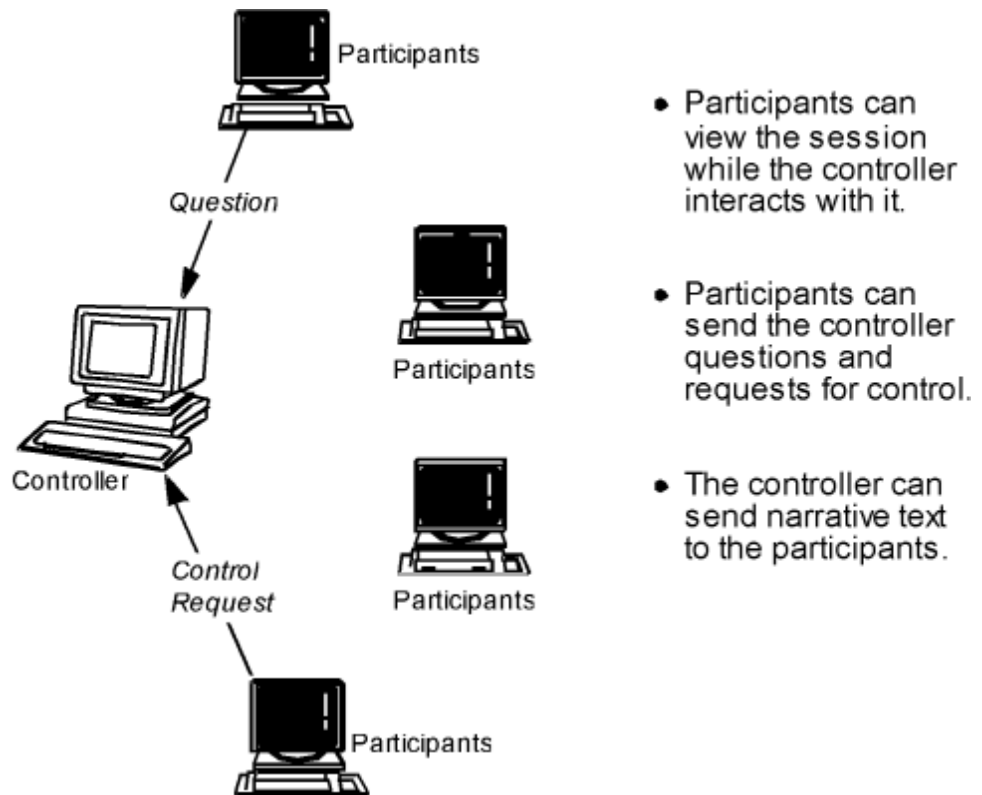
This feature has many uses:

- Group discussions about an application
- Online review of application output
- Demonstrations of a new procedure
- Any situation in which users need to share information interactively online

## Initiate and Control the Conference

Control of the conference, which is the ability to interact with the application that the conference session is running on, initially goes to the user who started the conference. This user, the initiator, can specify the characteristics of the conference. After the conference is started, other users can join and control of the conference can be passed among the participants. However, only the user who started the conference can actually end the conference session.

After one user has initiated the conference session, other users can join the conference.



## Public and Private Conferences

The conference initiator can limit who can join the conference by specifying a *private* conference. When the conference is started, the initiator creates a list of users who can join the conference.

If the initiator does not specify that the conference is private, the conference is *public* by default and any user can join it.

## Maximum Number of Participants

The conference initiator can also limit the number of users who can participate in the conference.

## Authorization

Depending on a user's command class, the user is authorized to use any or all of the conference feature's options. The user's administrator can modify the user's command classes as desired. For information on modifying command classes, see the *Administration Guide*.

## Terms

The following terms are used in this chapter:

### **Controller**

A user in the conference who currently can interact with the application session.

### **Initiator**

The user who initiated the conference by selecting *Initiate Conference* from the Conference Facility Menu.

The conference initiator is automatically the first controller, and is the only participant who can end the conference session, although other users can exit the session at any time.

### **Narrative Text**

Text that is entered by the controller and displayed on the screens of all users in the conference.

### **Participant**

A user who has joined the conference.

### **Private Conference**

A conference that can be joined only by users specified by the conference initiator. The users are specified when the conference is initiated.

### **Public Conference**

A conference that can be joined by any user.

**More information:**

[How to Initiate a Conference](#) (see page 48)

[Join a Conference](#) (see page 56)

[Conference Participant's Panel](#) (see page 57)

## How to Initiate a Conference

You can initiate a conference if you are authorized to do so by your administrator. After you have initiated a conference, other users can join, depending on whether the conference is public or private.

As the conference initiator, you are the only user who can end the conference session for all participants, although other participants can leave the conference. When you end the session, all participants are notified that the conference session has ended.

## Private and Public Conferences

When initiating a conference, you can specify that the conference is either public or private. A public conference is open to any user. The default setting is for a public conference.

If you specify a private conference, you must indicate which users you want to join the conference. These users will automatically receive a message informing them of the conference.

## Use Online Help

From any panel in the View facility, you can access online help by pressing PF1. When the Conference Controller's panel is displayed, you can access help after activating the Utility menu, as described in Using the Conference Controller's Panel in this chapter.

## Initiate Conference

**To initiate a conference**

1. Log on to the instance of CA TPX that will host your conference.
2. Enter a TPXVIEW session as you would any other session.

The VIEW Facility Menu is displayed.

If the Conference feature is not highlighted, you are not authorized to use it. Contact your administrator for authorization.

- If you are authorized to use the Conference feature, select option 2, *Conference*, from the VIEW Facility Menu.

The Conference Facility Menu is displayed. If *Initiate a Conference* is not highlighted, you are not authorized to initiate a conference. Contact your administrator for authorization.

- From the Conference Facility Menu, select option 2, *Initiate a Conference*.

The Conference Setup panel is displayed, as shown in the following:

Conference Setup	
Command ==>	Panelid - TEN0327 Userid - USR2 Termid - TPXIUN07 Date - 01/03/03 Time - 13:19:25
Enter the conference setup information	
Session ID ==>	(? for list)
Private Conference ==> N	(Y/N)
Description ==>	
Question Break-in ==> Y	(Y/N)
Control Break-in ==> Y	(Y/N)
Auto-scroll ==> Y	(Y/N)
Maximum Participants ==> 9999	(non-private conferences)
ZOOM Mode Key ==> PA1	(? for list)
PF1=Help PF3=End	

- If you type a question mark in the Session ID field or ZOOM Mode Key field, you can press Enter to display a selection panel, from which you can select a session on which to run the conference or a zoom mode key.

After you make your selection, press Enter to return to the Conference Setup panel.

- On the Conference Setup panel, type information about your conference, including session ID and a description, and then press Enter.

If you specify a private conference by typing **Y** in the Private Conference field, the Private Conference User Selection panel is displayed. From this panel you can select the users you want to join the conference. The users you select will receive messages informing them that they are requested to join a private conference.

After you enter all your setup information, the conference begins. The Conference Controller's panel is displayed, showing the application session screen. If the application session has not already been started, you can start it by pressing Enter on the Conference Controller's panel in any field except the utility menu field.

## Control the Conference

As the conference controller, you can interact with the application. In addition, you can:

- Pass control to other participants.
- Review questions sent to you by participants.
- Send narrative to conference participants.

Control of the conference is carried out from the Conference Controller's panel, which is displayed on your terminal after you initiate the conference or when conference control is passed to you.

### More information:

[Conference Controller's Panel](#) (see page 50)

[How to Review Conference Control Requests](#) (see page 53)

[Send Narrative Text](#) (see page 54)

[End the Conference Session](#) (see page 56)

[How to Review Questions](#) (see page 55)

[List Participants](#) (see page 54)

## Conference Controller's Panel

The Conference Controller's panel is used by the conference controller and is displayed on the controller's terminal. The first conference controller is the conference initiator. The initiator can pass control to another user in the conference. Only one user can be controller at a time.

This panel allows you to interact with the application session while also using conference feature controls. The panel consists of the application session screen along with a frame that provides information fields and access to a utility menu. To provide a fuller view of the application session screen, you can zoom the panel to eliminate the frame.

You can use the Control panel to perform the following actions while controlling the conference:

- Interact with the application session screen.
- Access the Utility menu, which allows you to perform various conference functions.
- Change the zoom mode key.
- Find out if there are pending questions from conference participants.
- Find out if there are pending control requests from conference participants.

## Example

The following graphic shows the Conference Control panel:

```

Controller: USR1 -                ZOOM key: PA1      _ Utility menu
*****
                ISPF/PDF PRIMARY OPTION MENU
OPTION ==>
                ENVIRONMENT - ISPF 3.3MVS      TSO      SCROLL ==> PAGE
                DATE - 03/01/03  JULIAN - 03.003  TIME - 13:14
0 ISPF PARMs - Specify terminal and user parameters
1 BROWSE - Display source data or output listings
2 EDIT - Create or change source data
3 UTILITIES - Perform utility functions
6 COMMAND - Enter TSO Command, CLIST, or REXX exec
7 DIALOG TEST - Perform dialog testing
8 LM UTILITIES - Perform library administrator utility functions
9 SDSF - System Display and Search Facility
I IBM - IBM Applications
P IPCS - Interactive Problem Control Summary
S SYSTEM - System Applications
U USER - User Applications
VA ISMD - ISMD Applications (Old MA Panel)
*****X-SYSTEM MODE=CONF*****
Description: test                Question: N      Control: N

```

## The Utility Menu

You can access the Utility menu by placing the cursor in the Utility Menu field, located in the upper right-hand corner of the panel, and pressing Enter. The Utility menu box is then displayed in the upper right-hand corner of the screen, as shown in the following:

```

Controller: USR1 -
*****
----- UTILITY SELECTION *****
OPTION ==> * Command ==> *
* *
1 LIBRARY - Compress or print data se * PF1 = Help *
          Print, rename, delete, * PF2 = List Participants *
2 DATASET - Allocate, rename, delete, * PF3 = End Utility Menu *
          display information of * PF4 = Exit Conference *
3 MOVE/COPY - Move, copy, or promote me * PF5 = List Question *
4 DSLIST - Print or display (to proc * PF6 = Enter Scroll Mode *
          Print or display VTOC i * PF9 = Add Narrative *
5 RESET - Reset statistics for memb * PF10 = Change Control *
6 HARDCOPY - Initiate hardcopy output * *
8 OUTLIST - Display, delete, or print * Enter new ZOOM key: *
9 COMMANDS - Create/change an applicat * *
10 CONVERT - Convert old format menus/ *****
11 FORMAT - Format definition for formatted data Edit/Browse
12 SUPERC - Compare data sets (Standard Dialog)
13 SUPERCE - Compare data sets and Search-for strings (Extended Dialog)
14 SEARCH-FOR - Search data sets for strings of data (Standard Dialog)
*****TS008 MODE=CONF*****
Description: test Question: N Control: N
    
```

From this menu you can perform the following actions by pressing the specified PF key. The PF keys have these functions only when the utility menu is displayed on your screen.

Key	Name	Description
PF1	HELP	Displays panels of help information. You can press PF3 to remove the help.
PF2	List Participants	Displays a list of all users currently participating in the conference.
PF3	End Utility Menu	Removes the Utility menu from the panel. You cannot use the Utility menu functions until you redisplay the menu.
PF4	Exit Conference	Ends your conference session. If you are the conference initiator, you end the conference for all participants as well. The conference participants will receive a message informing them that the conference has ended.
PF5	List Questions	Displays a list of any questions that have been sent to you by conference participants. You can then respond to the questions.

<b>PF6</b>	Enter Scroll Mode	Enters scroll mode, in which you can shift the screen display to show data that is not currently visible.
<b>PF9</b>	Add Narrative	Displays a panel on which you can enter text to be sent to all conference participants.
<b>PF10</b>	Change Control	Turns control of the conference over to another conference participant of your choice.

In addition, you can change the PF key used for the ZOOM function by entering the key name in the Enter New ZOOM Key field.

## Zoom Conference Controller Panel

You can zoom the Conference Controller's panel by pressing the currently defined zoom mode key. When you press the key, the frame around the application session screen is removed. You cannot use any conference feature controls while the frame is removed. When you press the key again, the frame is redisplayed.

## Scroll the Screen

When in scroll mode, you can use PF keys to shift the displayed portion of the application session screen up, down, left, and right. This allows you (and conference participants) to view otherwise hidden portions of the application session.

If autoscroll is set to yes for the session, you cannot scroll the screen so the controller's cursor is not visible. If autoscroll is set to no, you cannot scroll your own cursor off the screen, but you can move the cursor to view any part of the application screen.

To enter scroll mode, press PF6 when the Utility menu is displayed. To exit scroll mode, press PF3.

## How to Review Conference Control Requests

Conference participants can send the conference controller requests for control. After reviewing these requests, the controller can either pass control to a participant or retain control.

When the conference was started, the initiator may have specified the control break-in feature. If control break-in is set, control requests are displayed on the controller's terminal automatically as soon as they are sent. Otherwise, the controller can review requests by using an option on the Utility menu, as described in the following sections.

After you pass control, you cannot regain control unless the new controller passes it back to you.

## Requests from the Conference Initiator

Any control request from the conference initiator is automatically fulfilled. Control is transferred as soon as the conference initiator requests it, regardless of who the current controller is or the setting of Control Break-in.

## If Control Break-in Is Off

### To pass conference control to another conference participant

1. With the Utility menu displayed, press PF10.  
The Controller Selection box is displayed, listing users who've requested control.
2. Select a user from the list by typing an S next to a user ID and then press Enter. If you do not want to relinquish control, press PF3.

The user you selected now has control of the conference. You are now a conference participant. For information on using the conference participant's panel, see Using the Conference Participant's Panel in this chapter.

## Send Narrative Text

The conference controller can send narrative text to the conference participants. The narrative text is a block of text that is displayed on all participants' terminals until they delete it.

### To send narrative text to conference participants

1. With the Utility menu displayed, press PF9.  
The Narrative Creation panel is displayed.
2. Specify values for the Narrative location, Subject, and Text fields and press Enter.

If you press Enter, the narrative text is sent to all participants. If you press PF3, the narrative is cancelled. In either case, the Utility menu is displayed.

## List Participants

Conference participants and the controller can display a list of users currently participating in the conference.

**To display a list of participants**

1. With the Utility menu displayed, press PF2.  
The Conference Participant List panel is displayed.
2. Press PF3 to return to the Utility menu.  
The Utility menu is displayed.

## How to Review Questions

Conference participants can send questions to the conference controller.

When the conference is started, the initiator may have specified the question break-in feature. If question break-in is set, questions from participants are displayed on the controller's terminal when they are sent. Otherwise, the controller can review questions by using an option on the Utility menu, as described in the following section.

After viewing the question, the controller has the option of sending the question to all participants as a narrative text or responding to the participant who sent the message.

## Display Questions

**To display questions when Question break-in is not activated**

1. With the Utility menu displayed, press PF5.  
The Question Selection List panel is displayed.
2. Select a question to review by typing an **S** next to the question you want to review and then press Enter.  
The Question box is displayed, overlaying the Conference Controller's panel.
3. From this box you can take one of the following actions by pressing the corresponding PF key:

**PF3**

Erases the question.

**PF5**

Sends the question to all conference participants as a narrative text.

**PF6**

Displays the Response panel, from which you can send a response to the user who sent the message.

The Question Review box clears from your screen.

## End the Conference Session

Participants or the controller can end their conference session any time without ending the conference. If the conference initiator ends the conference session, the application session and the conference end for all participants. The participants receive notification that the conference has ended. The application session remains active for the conference initiator.

If a controller who is not the initiator ends the session, the conference continues and control reverts to the initiator.

### To end a conference session

1. With the Utility menu displayed, press PF4.  
A Confirmation panel is displayed.
2. Press PF3 at the Confirmation panel to end your conference session:
  - If you are a participant who is not the initiator, your conference session ends and other participants are not affected.
  - If you are a controller who is not the initiator, your conference session ends, and control reverts to the initiator.
  - If you are the conference initiator, the conference ends for all participants. All participants receive notification that the conference has ended.

## Join a Conference

You can join any public conference that is currently underway or any private conference for which you have been selected by the conference initiator. You will receive a message when you are invited to join a private conference.

### To join a conference

1. Log on to the instance of CA TPX that is hosting your Conference.
2. Enter a TPXVIEW session as you would any other session.  
The VIEW Facility Menu is displayed.  
  
If the Conference feature is not highlighted, you are not authorized to use it.  
Contact your administrator for authorization.
3. If you are authorized to use the Conference feature, select option 2, *Conference*, from the VIEW Facility Menu.  
  
The Conference Facility Menu is displayed.  
  
If *Join a Conference* is not highlighted, you are not authorized to join conferences.  
Contact your administrator for authorization.

4. From the Conference Facility Menu, select option 1, *Join a Conference*.

The Conference Selection List panel is displayed.

5. Select a conference to join from the list by typing an S next to the conference name.

If you type a question mark (?) in the ZOOM Mode Key field, when you press Enter a panel listing possible zoom mode keys is displayed. From this panel you can select a zoom mode key.

6. Press Enter.

The conference participant's panel is displayed, showing the application session's screen. You can use the Conference Participant's panel features, but cannot interact with the application session unless the controller passes control to you.

**More information:**

[Conference Participant's Panel](#) (see page 57)

[Control of the Conference](#) (see page 59)

[Send a Question](#) (see page 60)

[Display List of Participants](#) (see page 60)

[End the Conference Session](#) (see page 60)

## Conference Participant's Panel

The Participant's panel, displayed to all conference participants except the controller, allows you to view the application session and use conference feature controls. The Participant's panel consists of the application session screen along with a frame that provides information fields and access to the Utility menu. You can zoom the panel to eliminate the frame and display only the application session screen.

You can use the Participant's panel to perform the following actions while participating in the conference session:

- View the application session screen.
- Access the Utility menu, from which you can perform various conference functions, such as sending questions to the controller or requesting control.

## Example

The following is an example of the Conference Participant's panel:

```
Controller: USR1 - ZOOM key: PA1 Utility menu
*****
ISPF/PDF PRIMARY OPTION MENU
OPTION ==> SCROLL ==> PAGE
ENVIRONMENT - ISPF 3.3MVS TSO SYSTEM - MVS1
DATE - 03/01/03 JULIAN - 03.003 USERID - USR2
TIME - 13:23
0 ISPF PARMs - Specify terminal and user parameters
1 BROWSE - Display source data or output listings
2 EDIT - Create or change source data
3 UTILITIES - Perform utility functions
6 COMMAND - Enter TSO Command, CLIST, or REXX exec
7 DIALOG TEST - Perform dialog testing
8 LM UTILITIES - Perform library administrator utility functions
9 SDSF - System Display and Search Facility
I IBM - IBM Applications
P IPCS - Interactive Problem Control Summary
S SYSTEM - System Applications
U USER - User Applications
VA ISMD - ISMD Applications (Old MA Panel)
***** TS008 MODE=CONF LASTAID=PF3 *****
Description: test
```

## The Participant's Utility Menu

You can access the Utility menu by placing the cursor in the Utility Menu field, located in the upper right-hand corner of the panel, and pressing Enter. The Utility menu box is then displayed in the upper right-hand corner of the screen, as shown in the following:

```
Controller: USR1 -
*****
ISPF/PDF PRIMARY OPTION M *****
OPTION ==> * Command ==> *
ENVIRONMENT - ISPF 3.3MVS TS * PF1 = Help *
DATE - 03/01/03 JULIAN - 03.003 * PF2 = List Participants *
* PF3 = End Utility Menu *
0 ISPF PARMs - Specify terminal and user * PF4 = Exit Conference *
1 BROWSE - Display source data or ou * PF5 = Ask Question *
2 EDIT - Create or change source d * PF6 = Enter Scroll Mode *
3 UTILITIES - Perform utility functions * PF10 = Request Control *
6 COMMAND - Enter TSO Command, CLIST, * Enter new ZOOM key: *
7 DIALOG TEST - Perform dialog testing * *****
8 LM UTILITIES - Perform library administr *
9 SDSF - System Display and Search *****
I IBM - IBM Applications
P IPCS - Interactive Problem Control Summary
S SYSTEM - System Applications
U USER - User Applications
VA ISMD - ISMD Applications (Old MA Panel)
***** TS008 MODE=CONF LASTAID=PF3 *****
```

From this menu you can perform the following actions by pressing the specified PF key. The PF keys have these functions only when the Utility menu is displayed on your screen.

Key	Function	Description
PF1	HELP	Displays panels of help information.
PF2	List Participants	Displays a list of all users currently participating in the conference.
PF3	End Utility Menu	Removes the utility menu from the panel. You cannot use the utility menu functions until you redisplay the menu.
PF4	Exit Conference	Ends your conference session.
PF5	Ask Question	Displays a panel on which you can enter text to be sent to the conference controller.
PF6	Enter Scroll Mode	Enters scroll mode, in which you can shift the screen display by using PF keys.
PF10	Request Control	Requests control of the conference. Controlling the conference allows you to interact with the application.

## Zoom the Control Panel

You can zoom the Control panel by pressing the currently defined zoom mode key. When you press the key, the frame around the application session screen is removed. You cannot use any conference feature functions while the frame is removed. When you press the zoom mode key again, the frame is redisplayed.

## Control of the Conference

You can request control of the conference, which allows you to interact with the application session. When you request control, the current controller can choose whether or not to pass control to you.

When the conference is started, the initiator may have specified the control break-in feature. If control break-in is set, your control request will immediately appear on the controller's screen. If control break-in is not set, the controller can review the requests at his or her discretion.

To send a control request to the controller, display the Utility menu and press PF10. The request is sent.

## Send a Question

Any conference participant can send a question to the controller.

When the conference is started, the initiator may have specified the question break-in feature. If question break-in is set, your question appears immediately on the controller's screen. If question break-in is not set, the controller can review the question at his or her discretion.

### To send a question to the controller

1. With the Utility menu displayed, press PF5.  
The Question Creation box is displayed, overlaying the Participant's panel.
2. Type the subject and question text.
3. Press Enter to send the question to the conference controller or press PF3 to cancel the question.

The Question Creation box clears from your screen.

## Display List of Participants

Conference participants and the controller can display a list of users currently participating in the conference.

### To display a list of participants

1. With the Utility menu displayed, press PF2.  
The Conference Participant List panel is displayed.
2. Press PF3 to return to the Conference panel.

The Conference panel is displayed.

## End the Conference Session

Any participant or controller can end their conference session any time without ending the conference. If the conference initiator ends his or her conference session, that ends the application session and the conference ends for all participants. The application session remains active for the conference initiator.

If a controller who is not the initiator ends their session, the conference continues and control reverts to the initiator.

**To end a conference session**

1. With the Utility menu displayed, press PF4.  
A Confirmation panel is displayed.
2. Press PF3 at the Confirmation panel to end your conference session:
  - If you are the conference initiator, the conference is ended for all participants. Participants receive a break-in message.
  - If you are a participant who is not the initiator, your conference session ends and other participants are not affected.



# Chapter 6: The Record/Playback Feature

---

This section contains the following topics:

[Introduction to the Record/Playback Feature](#) (see page 63)

[Record a Session](#) (see page 65)

[Record Panel](#) (see page 66)

[Select Session to Play Back](#) (see page 69)

[Playback Panel](#) (see page 70)

[Update or Delete Recorded Session Sequences](#) (see page 74)

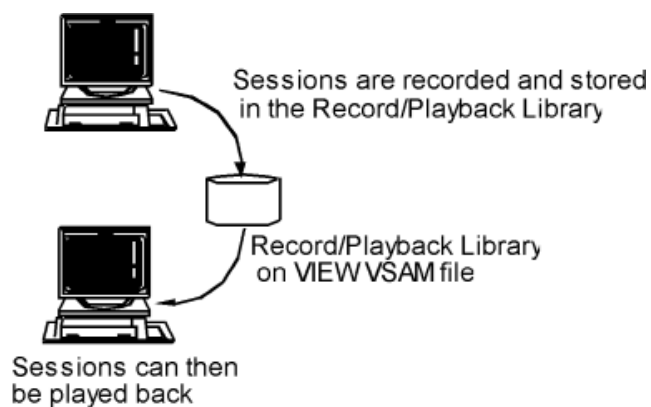
## Introduction to the Record/Playback Feature

The Record/Playback feature allows you to record application sessions and play them back at a later time. It is an advanced feature of the View facility. The recorded sessions are stored in the Record/Playback library. The library is saved on the VIEW file, one of the VSAM files.

As a session is recorded, CA TPX saves all terminal input and application output, and any narrative text that you add. When you play back the recorded session, the product does not execute an actual session (there is no interaction with the application), but all of the input and output, along with the narrative, is displayed on the screen. You can control the playback speed while viewing the playback.

This feature has many uses:

- You can record sessions to allow helpdesk experts to troubleshoot a problem at a later time.
- You can create basic tutorials, recording how to use an application and providing instructional text. Novice users can play back the recordings at any time.
- You can record examples of new or complex procedures to train personnel.



**More information:**

[Record a Session](#) (see page 65)

[Select Session to Play Back](#) (see page 69)

## Use Online Help

Press PF1 to display help information at the top and bottom of any panel. This information remains on the screen until you exit the panel or press PF1 again.

## Public and Private Playback

When you record a session, you can specify that the session will be available for public or private playback.

- If a session is available for *public* playback, any user can play back the session.
- If a session is available for *private* playback, only the user who recorded the session can play back the session.

## The Record/Playback Library

The recorded sessions are maintained in the Record/Playback library. Users can access the library to play back either sessions that they recorded or sessions that are available for public playback. You can also enter the library to modify the descriptions and the private or public status of a recorded sequence.

## Terms

The following terms are used in this chapter:

### **AID Key**

Defines a key that causes information to be sent to the application: Enter, PA1, PA2, PA3, or any of the PF keys. This input sent by the AID key is recorded by the record/playback facility.

### **Private Playback**

Defines a library entry that can only be played back by the user who recorded it.

### **Public Playback**

Defines a library entry that can be played back by any user.

### **Narrative Text**

Defines text that is recorded along with the session input and output, and displayed when the session is played back. Narrative text can be used to annotate the recording.

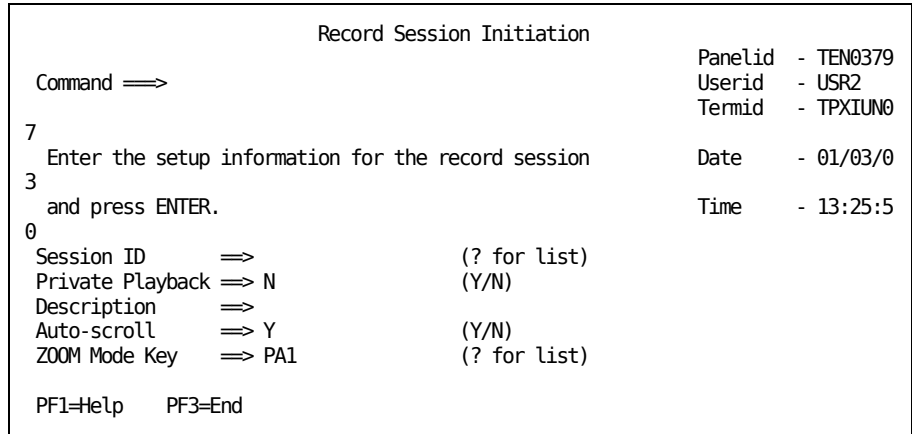
## Record a Session

You can record any session that is available on your menu, except the View session or other restricted sessions. While recording a session, you can interact with the application session as you normally would. CA TPX records all input to the terminal and all output from the application. As the session is being recorded, you can also insert narrative text, which will be recorded along with the session input and output.

### **To record a session**

1. Enter a TPXVIEW session as you would any other session.  
The VIEW Facility Menu is displayed.  
If the Record/Playback feature is not highlighted, you are not authorized to use it. Contact your administrator for authorization.
2. If you are authorized to use the Record/Playback feature, select option 4, *Record/Playback* from the VIEW Facility Menu.  
The Record/Playback Feature Menu is displayed.
3. From the Record/Playback Menu, select option 1, *Record Session*.

The Record Session Initiation panel is displayed, as shown in the following:



4. If you type a question mark (?) in a field under the column headed Session ID, you can press Enter to display a panel listing current sessions. From this panel you can select a session. After you make your selection, press Enter to return to the Record Session Initiation panel.

If you type a question mark (?) in the ZOOM Mode Key field, when you press Enter a panel listing possible zoom mode keys is displayed. From this panel you can select a zoom mode key.

5. Enter the required information on the Record Session Initiation panel.
6. Press Enter.

The application session begins, and the record panel is displayed. For information on using the panel, see Using the Record Panel in this chapter.

## Record Panel

The Record panel, displayed when you are recording a session, allows you to interact with the application session and use the Record feature controls. The panel consists of the application session screen surrounded by a frame that provides information fields and access to a Utility menu. To provide a fuller view of the application session screen, you can zoom the panel to eliminate the frame.

You can use the record panel to perform the following actions while recording the session:

- Interact with the application session screen.
- Access the Utility menu, from which you can perform various record functions, such as inserting narrative text.

## Example

The following graphic shows the panel:

```

Session record                                ZOOM key: PA1      _ Utility menu
*****
                ISPF/PDF PRIMARY OPTION MENU
OPTION ==>
                ENVIRONMENT - ISPF 3.3MVS      TSO
                DATE - 03/01/03  JULIAN - 03.003  TIME - 13:23
0 ISPF PARMs - Specify terminal and user parameters
1 BROWSE     - Display source data or output listings
2 EDIT       - Create or change source data
3 UTILITIES  - Perform utility functions
6 COMMAND    - Enter TSO Command, CLIST, or REXX exec
7 DIALOG TEST - Perform dialog testing
8 LM UTILITIES - Perform library administrator utility functions
9 SDSF       - System Display and Search Facility
I IBM        - IBM Applications
P IPCS       - Interactive Problem Control Summary
S SYSTEM     - System Applications
U USER      - User Applications
VA ISMD      - ISMD Applications (Old MA Panel)
*****TS008 MODE=RECORD*****
Description: ISPF demo

```

## The Record Panel Utility Menu

You can access the Utility menu by placing the cursor in the Utility Menu field, located in the upper right-hand corner of the panel, and pressing Enter. The Utility box is then displayed in the upper right-hand corner of the screen, as shown in the following:

```

Session record
*****
ISPF/PDF PRIMARY OPTION M*****
OPTION ==>                                * Command ==>                *
                                           *                          *
ENVIRONMENT - ISPF 3.3MVS      TS* PF1 = Help                    *
DATE - 03/01/03  JULIAN - 03.003* PF3 = End Utility Menu      *
                                           * PF4 = Exit Session Record *
0 ISPF PARMS - Specify terminal and user* PF6 = Enter Scroll Mode    *
1 BROWSE      - Display source data or ou* PF9 = Add Narrative        *
2 EDIT        - Create or change source d*
3 UTILITIES   - Perform utility functions* Enter new ZOOM key:        *
6 COMMAND     - Enter TSO Command, CLIST,*
7 DIALOG TEST - Perform dialog testing *****
8 LM UTILITIES - Perform library administrator utility functions
9 SDSF        - System Display and Search Facility
I  IBM        - IBM Applications
P  IPCS       - Interactive Problem Control Summary
S  SYSTEM     - System Applications
U  USER      - User Applications
VA ISMD       - ISMD Applications (Old MA Panel)
*****TS008 MODE=RECORD*****
Description: test
    
```

From this menu you can perform the following actions by pressing the specified PF key. The PF keys have these functions only when the Utility menu is displayed on your screen.

Key	Function	Description
PF1	HELP	Displays panels of help information.
PF3	End Utility Menu	Removes the Utility menu from the panel. You cannot use the Utility menu functions until you redisplay the menu.
PF4	Exit Session Record	Ends the recording session.
PF5	Enter Scroll Mode	Enters scroll mode, in which you can shift the screen display.
PF9	Add Narrative	Displays a panel on which you can enter text to be recorded as narrative. The text appears in the recorded session at the point you added it.

In addition, you can change the PF key used for the ZOOM function by entering the key name in the Enter New ZOOM Key field.

## Zoom the Record Panel

You can zoom the record panel by pressing the currently defined zoom mode key. When you press the key, the frame around the application session screen is removed. You cannot use any record/playback functions while the frame is removed. When you press the key again, the frame is redisplayed.

The current value for the zoom mode key is displayed in the upper right corner of the Control panel. You can change the zoom key field.

## Scroll Mode

To enter scroll mode, press PF6 when the Utility menu is displayed. When in scroll mode, you can use PF keys to shift the displayed portion of the application session screen up, down, left, and right. This allows you to view otherwise hidden portions of the application session.

To exit scroll mode, press PF3.

## Ending the Recording Session

### To stop recording a session

1. With the Utility menu displayed, press PF4.  
A Confirmation panel is displayed.
2. Press PF3 at the Confirmation panel to end your recording session.

## Select Session to Play Back

You can play back any public session recording or any private session recording that you recorded. Any number of users can view the same recorded session simultaneously.

### To select a session to play back

1. Enter a TPXVIEW session as you would any other session.  
The VIEW Facility Menu is displayed.

If the Record/Playback feature is not highlighted, you are not authorized to use it. Contact your administrator for authorization.

2. If you are authorized to use the Record/Playback feature, select option 4, *Record/Playback* from the VIEW Facility Menu.

3. From the Record/Playback Menu, select option 2, *Playback Session*.

The Playback Selection List is displayed.

4. At the Playback Selection List:

a. Type values for the Playback Mode, Auto-scroll, and ZOOM Mode Key fields. The default playback mode is R, recorded speed.

If you type a question mark (?) in the ZOOM Mode Key field, when you press Enter a panel listing possible zoom mode keys is displayed. From this panel you can select a zoom mode key. After you make a selection, press Enter to return to the Playback Selection List.

b. Select a session to play back by typing S next to the session.

c. Press Enter.

The playback session begins. The playback panel is displayed on the screen, showing the first panel of the recorded session.

## Playback Panel

The Playback panel, which is displayed when you are playing back a recorded session, allows you to view and control the playback. The panel consists of the application session screen along with a frame that provides information fields and access to a Utility menu. To provide a fuller view of the application session screen, you can zoom the panel to eliminate the frame.

## Example

The following graphic shows the panel:

```
Description: tso demo                ZOOM key: PA1      _ Utility menu
*****
----- EDIT - ENTRY PANEL -----
COMMAND ==>
ISPF LIBRARY:
  PROJECT ==> PROJ01
  GROUP   ==> TSTGROUP ==>           ==>           ==>
  TYPE    ==> MONITOR
  MEMBER  ==>                                     (Blank or pattern for member selection list)
OTHER PARTITIONED OR SEQUENTIAL DATA SET:
  DATA SET NAME ==>
  VOLUME SERIAL  ==>                                     (If not cataloged)
  DATA SET PASSWORD ==>                                 (If password protected)
  PROFILE NAME   ==>                                     (Blank defaults to data set type)
  INITIAL MACRO  ==>                                     LMF LOCK ==> YES   (YES, NO or NEVER)
  FORMAT NAME    ==>                                     MIXED MODE ==> NO   (YES or NO)
***** TS008 MODE=PLAYBACK LASTAID=ENTER *****
Playback mode/delay: M                Press ENTER to receive the next screen
```

## The Playback Panel Utility Menu

You can access the Utility menu by placing the cursor in the Utility Menu field, located in the upper right-hand corner of the panel, and pressing Enter. The Utility menu box is then displayed in the upper right-hand corner of the screen, as shown in the following:

```

Description: tso demo
*****
----- EDIT - ENTRY PAN*****
COMMAND ==> * Command ==> *
* * *
ISPF LIBRARY: * PF1 = Help *
PROJECT ==> PROJ01 * PF3 = End Utility Menu *
GROUP ==> TSTGROUP ==> * PF4 = Exit Playback *
TYPE ==> MONITOR * PF5 = Resume *
MEMBER ==> (Blank or pat* PF6 = Enter Scroll Mode *
* *
OTHER PARTITIONED OR SEQUENTIAL DATA SET: * Enter new ZOOM key: *
DATA SET NAME ==> * *
VOLUME SERIAL ==> (If not catal* Enter new Playback options *
* mode: (D/M/R) *
DATA SET PASSWORD ==> (If password * delay: (seconds) *
* *
PROFILE NAME ==> (Blank default*****
INITIAL MACRO ==> LMF LOCK ==> YES (YES, NO or NEVER)
FORMAT NAME ==> MIXED MODE ==> NO (YES or NO)
***** TS008 MODE=PLAYBACK LASTAID= *****
Playback mode/delay: M Playback is PAUSED when utility is selected
    
```

This menu includes the following actions that are carried out by pressing the specified PF key:

Key	Function	Description
PF1	HELP	Displays panels of help information.
PF3	End Utility Menu	Removes the Utility menu from the panel. You cannot use the Utility menu functions until you redisplay the menu.
PF4	Exit Playback	Ends the playback session.
PF5	Suspend/Resume	Temporarily suspends the playback. Press PF5 again to resume playback. (In the previous example, playback is suspended.)
PF6	Enter Scroll Mode	Enters scroll mode, in which you can shift the screen display.

## Zoom Record Panel

You can zoom the record panel by pressing the currently defined zoom mode key. When you press the key, the frame around the application session screen is removed. You cannot use any record/playback functions while the frame is removed. When you press the key again, the frame is redisplayed.

The current value for the zoom mode key is displayed in the upper right corner of the Control panel. You can change the zoom key by displaying the Utility menu and typing a new value in the Enter new ZOOM key field.

## Change Playback Mode

You can change the playback mode by entering a value in the Mode field. It can have one of the following values:

D

Indicates *Delay in Seconds*. You specify a time interval that will occur between each screen update. An update occurs whenever the user presses an AID key or PF key or when the application refreshes the screen.

You must also specify the time interval in seconds in the Delay field when you use this mode.

M

Indicates *Manual playback*. You press Enter to display the next screen update.

R

Indicates *Recorded speed*. The playback session plays back at the same speed at which it was recorded.

## End the Playback Session

### To end a playback

1. With the Utility menu displayed, press PF4.  
A Confirmation panel is displayed.
2. Press PF3 at the Confirmation panel to end your playback session.

## Update or Delete Recorded Session Sequences

Using library maintenance, you can delete recorded sessions and update the description and private or public status of recorded sessions. You can perform maintenance on any sessions that you recorded. If you are a user administrator, you can perform maintenance on sessions recorded by all users in the user groups that you administer.

### To change library information

1. Enter a TPXVIEW session as you would any other session.  
The VIEW Facility Menu is displayed.  
  
If the Record/Playback feature is not highlighted, you are not authorized to use it. Contact your administrator for authorization.
2. If you are authorized to use the Record/Playback feature, select option 4, *Record/Playback* from the VIEW Facility Menu.
3. From the Record/Playback Menu, select option 3, *Perform Library Maintenance*.  
The Record/Playback Maintenance List is displayed.
4. From this panel you can either select sequences to update or delete sequences.

### To update a sequence

1. Select the recorded session you want to change by typing S next to the session name and then press Enter.  
The Update Record/Playback Library Information panel is displayed.
2. Modify the Description field or Private Playback field as desired and press Enter.  
The new values are entered and the Record/Playback feature menu is displayed.

### To delete a sequence

1. Select one or more recorded sessions that you want to delete by typing D next to the session names.
2. Press Enter.  
The selected sessions are deleted.

# Chapter 7: The Trainer Feature

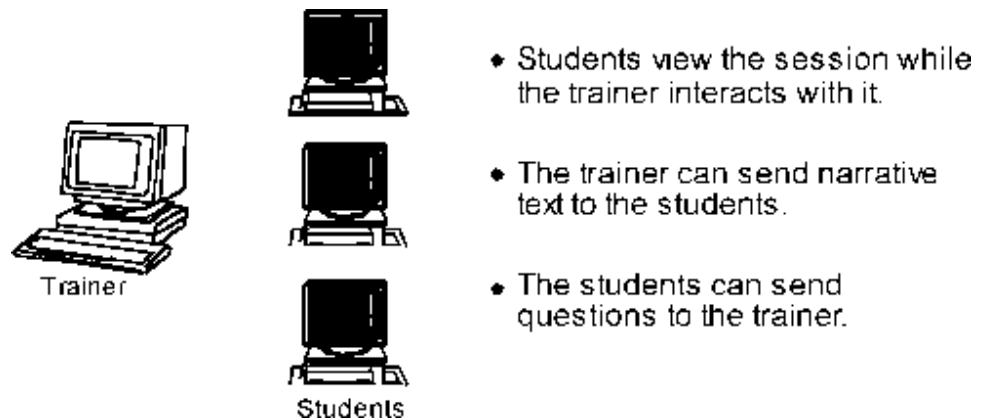
---

This section contains the following topics:

- [Introduction to the Trainer Feature](#) (see page 75)
- [How to Register for Training Session](#) (see page 78)
- [Join a Training Session](#) (see page 79)
- [Student's Panel](#) (see page 81)
- [How to Schedule Training Session](#) (see page 83)
- [How to Update Scheduled Training Sessions](#) (see page 85)
- [Start a Training Session](#) (see page 86)
- [Trainer's Panel](#) (see page 87)
- [Display List of Students](#) (see page 90)
- [Send Narrative Text](#) (see page 90)
- [How to Review Questions](#) (see page 90)
- [End the Training Session](#) (see page 91)

## Introduction to the Trainer Feature

The trainer feature uses the View facility to allow any number of users to view an application session while one user, the trainer, interacts with the session. All users including the Trainer must be logged on to the same instance of CA TPX. This allows an experienced user to demonstrate an application's features to a large number of users simultaneously. The trainer can send narrative text to the students while working with the application. Students can send questions to the trainer.



## The Training Session Process

A training session must be scheduled, users must register for it and the user designated as the trainer must start it. The complete process for setting up and executing a training session is shown in the following table:

Step	Action	Description
1	Schedule the training session	<p>When scheduling the session, the scheduling user selects the <i>Schedule a training session</i> from the Trainer menu and then specifies:</p> <ul style="list-style-type: none"> <li>■ The trainer for the session.</li> <li>■ The application session the training session will run on.</li> <li>■ The starting time of the session.</li> <li>■ The public or private status of the training session. If the session is private, the user scheduling the session must also specify the users who will participate as students.</li> </ul>
2	Register for the training session	<p>If the training session is public, users can register for the training session. They can select the <i>Register for a training session</i> option from the Trainer menu to access a list of available training sessions. One user can register other users by selecting the <i>Register other users for a training session</i> option.</p>
3	Modify session information	<p>If necessary, the training session scheduling information and registration lists can be updated by an authorized user. The user selects the <i>Update a scheduled training session</i> option from the Trainer menu.</p>
4	Remind trainer	<p>The system automatically sends a message to the trainer 15 minutes before the session is scheduled to begin.</p>
5	Start the training session	<p>The trainer starts the session by selecting the <i>Initiate a training session</i> option from the Trainer menu. Messages are automatically sent to all users registered for the session.</p>
6	Join the training session	<p>Registered users can join the training session now that it has started by selecting the <i>Join a training session</i> option from the Trainer menu.</p>

## Authorization

Command classes set by the administrator determine whether a user can schedule, register for, or start a training session.

## Public and Private Training Sessions

Training sessions can be public or private. Any user can register for a public training session, but only users specified when the training session was scheduled can register for private sessions.

## Terms

The following terms are used in this chapter:

### **Trainer**

The user participating in the training session who can interact with the application session. Each training session has one trainer.

### **Student**

Any user participating in the training session who is not the trainer.

### **Private Training Session**

A training session in which all students were registered when the session was scheduled. No other users can join the training session.

### **Public Training Session**

A training session for which any user can register.

### **Narrative Text**

Information that is sent from the trainer to all students participating in the session. This information is displayed temporarily on the students' screen.

### **Question Text**

Information that is sent from the students to the trainer. This information is displayed temporarily on the trainer's screen.

### **More information:**

[How to Schedule Training Session](#) (see page 83)

[How to Register for Training Session](#) (see page 78)

[How to Update Scheduled Training Sessions](#) (see page 85)

[Start a Training Session](#) (see page 86)

[Join a Training Session](#) (see page 79)

## How to Register for Training Session

You must be registered for a training session you want to join. To register for a session, display the Training Session Registration panel, as described in the following. This panel displays a list of all public training sessions for which you can register. This includes all public training sessions for which the trainer is in your user group. The panel indicates the trainer, when the session is scheduled to start, and includes a description for each session.

Another user can register you for a session. You will get a message informing you that you have been registered for the session.

You do not need to register for private training sessions. When a private training session is scheduled, the user scheduling the session registers users. You will get a message informing you that you have been registered for a private training session.

When a session that you have registered for begins, you will get a message informing you that the session is beginning.

## Register for Training Session

### To register yourself for a training session

1. Enter a TPXVIEW session as you would any other session.

The VIEW Facility Menu is displayed.

If the Trainer option is not highlighted, you are not authorized to use it. Contact your administrator for authorization.

2. If you are authorized to use the Trainer option, select option 3, *Trainer* from the VIEW Facility Menu.

The TRAINER Facility Menu is displayed.

If the *Register yourself for a training session* option is not highlighted, you are not authorized to use it. Contact your administrator for authorization.

3. Select option 2, *Register yourself for a training session*.

The Training Session Registration panel is displayed. This panel lists all available training sessions.

4. Select a training session by typing an S next to a session name and then press Enter.

You are now registered for the training session you selected. The View Facility Menu is displayed.

## Register Others

You can register other users for a training session.

### To register other users for a training session

1. Enter a TPXVIEW session as you would any other session.  
The VIEW Facility Menu is displayed.  
If the Trainer option is not highlighted, you are not authorized to use it. Contact your administrator for authorization.
2. If you are authorized to use the Trainer option, select option 3, *Trainer* from the VIEW Facility Menu.  
The TRAINER Facility Menu is displayed.  
If the *Register other users for a training session* option is not highlighted, you are not authorized to use it. Contact your administrator for authorization.
3. Select option 3, *Register other users for a training session*.  
The Training Session Registration panel is displayed.
4. Select a training session from the list by typing an S next to the session name and then press Enter.  
The PUBLIC Training Registration User Selection panel is displayed.
5. Specify user IDs, user names, or user lists to indicate the users you want to register for the training session.  
You can type question marks in any column and press Enter to display a list of possible entries for that column. You can then make selections from that list and press Enter to return to the PUBLIC Training Registration User Selection panel.
6. Press PF3 to register the users you have entered.  
The Training Session Student Confirmation panel is displayed.
7. Press PF3 to confirm your selections and return to the TRAINER Feature Menu.

The users you specified are now registered.

## Join a Training Session

You can join a training session only after you have registered for it and the trainer has started the session. After you receive a message informing you that the session has started, you can join the session by using the procedure described in the following.

**To join a training session**

1. Log on to the instance of CA TPX that is hosting your Training Session.
2. Enter a TPXVIEW session as you would any other session.  
The VIEW Facility Menu is displayed.  
If the Trainer option is not highlighted, you are not authorized to use it. Contact your administrator for authorization.
3. If you are authorized to use the Trainer option, select option 3, *Trainer* from the VIEW Facility Menu.  
The TRAINER Facility Menu is displayed.  
If the *Join a training session* option is not highlighted, you are not authorized to use it. Contact your administrator for authorization.
4. Select option 1, *Join a training session*.  
The Training Session Selection List is displayed.
5. Select a training session by typing an S next to a session name. You can also change the default values for the Auto-scroll and ZOOM Mode Key.
  - The Auto-scroll field specifies whether your panel view will shift so the current cursor location is always visible.
  - The ZOOM Mode Key field specifies the key you press to zoom the training session Student's panel.
6. Press Enter.  
The Student's panel is displayed.

## Student's Panel

The Student's panel is displayed on the screen of all students in the training session. It allows students to perform training facility functions while viewing the application session.

```
Trainer: USR1 -                ZOOM key: PA1      _ Utility menu
*****
                                ISPF/PDF PRIMARY OPTION MENU
OPTION ==>                                SCROLL ==> PAGE
                                SYSTEM - MVS1
                                USERID - USR1
                                TIME   - 13:29
                                ENVIRONMENT - ISPF 3.3MVS   TSO
                                DATE - 03/01/03  JULIAN - 03.003
0  ISPF PARMs   - Specify terminal and user parameters
1  BROWSE      - Display source data or output listings
2  EDIT        - Create or change source data
3  UTILITIES   - Perform utility functions
6  COMMAND     - Enter TSO Command, CLIST, or REXX exec
7  DIALOG TEST - Perform dialog testing
8  LM UTILITIES - Perform library administrator utility functions
9  SDSF        - System Display and Search Facility
I  IBM         - IBM Applications
P  IPCS        - Interactive Problem Control Summary
S  SYSTEM      - System Applications
U  USER       - User Applications
VA ISMD        - ISMD Applications (Old MA Panel)
***** TSO08 MODE=TRAINEE LASTAID= *****
Description: ISPF TRAINING
```

## Access Utility Menu

You can access the Utility menu by placing the cursor in the Utility Menu field, located in the upper right-hand corner of the panel, and pressing Enter. The Utility menu box is then displayed in the upper right-hand corner of the screen, as shown in the following:

```

Trainer: USR1 -
*****
                ISPF/PDF PRIMARY OPTION M *****
OPTION ==>                * Command ==>                *
                *                *
                ENVIRONMENT - ISPF 3.3MVS      TS * PF1 = Help                *
                DATE - 03/01/03  JULIAN - 03.003 * PF3 = End Utility Menu *
                *                *                * PF4 = Exit Trainer        *
0  ISPF PARMs - Specify terminal and user * PF5 = Ask Question      *
1  BROWSE    - Display source data or ou * PF6 = Enter Scroll Mode *
2  EDIT      - Create or change source d *                *
3  UTILITIES - Perform utility functions * Enter new ZOOM key:    *
6  COMMAND   - Enter TSO Command, CLIST, *                *
7  DIALOG TEST - Perform dialog testing *****
8  LM UTILITIES - Perform library administrator utility functions
9  SDSF      - System Display and Search Facility
I  IBM       - IBM Applications
P  IPCS      - Interactive Problem Control Summary
S  SYSTEM    - System Applications
U  USER     - User Applications
VA ISMD      - ISMD Applications (Old MA Panel)
***** TSO08 MODE=TRAINEE LASTAID= *****
Description: ISPF TRAINING
    
```

From this menu you can perform the following actions by pressing the specified PF key. The PF keys have these functions only when the Utility menu is displayed on your screen.

Key	Function	Description
PF1	HELP	Displays panels of help information.
PF3	End Utility Menu	Erases the utility menu from the panel. You cannot use the utility menu functions until you redisplay the menu.
PF4	Exit Trainer	Ends your trainer session.
PF5	Asks Questions	Displays a panel on which you can enter text to be sent to the trainer.
PF6	Enter Scroll Mode	Enters scroll mode, in which you can shift the screen display to show data that is not currently visible.

In addition, you can change the PF key used for the ZOOM function by entering the key name in the Enter New ZOOM Key field.

## Zooming the Screen

You can zoom the control panel by pressing the currently defined zoom mode key. When you press the key, the frame around the application session screen is removed. You cannot use any Trainer facility functions while the frame is removed. When you press the key again, the frame is redisplayed.

## How to Schedule Training Session

Any authorized user can schedule a training session. Your administrator specifies whether you are authorized to schedule training sessions.

When you schedule a session you must specify the following information:

- The trainer.
- The session you want the training session to be based on.
- Whether the training session is private or public. If it is private, you must also specify users who can join the training session.
- The starting date and time of the training session.
- The auto-scroll and question break-in status for the session.
- Whether the session is recorded or not.

You can either copy this information from other, scheduled training sessions, or you can specify your own information. Default values are provided for most information.

After you schedule a public training session, users can register for it. The trainer facility will automatically send the trainer a message 15 minutes before the session is scheduled to begin. When the trainer starts the session, messages are automatically sent to all users registered for the session.

## Schedule a Training Session

### To schedule a training session

1. Enter a TPXVIEW session as you would any other session.

The VIEW Facility Menu is displayed.

If the Trainer option is not highlighted, you are not authorized to use it. Contact your administrator for authorization.

2. If you are authorized to use the Trainer option, select option 3, *Trainer* from the VIEW Facility Menu.

The TRAINER Facility Menu is displayed.

If the *Schedule a training session* option is not highlighted, you are not authorized to use it. Contact your administrator for authorization.

3. If you are authorized, select option 4, *Schedule a training session*.

The Schedule Training Session panel is displayed, as shown in the following:

```

                                Schedule Training Session
Command ==>
                                Panelid - TEN0352
                                Userid  - USR2
                                Termid  - TPXIUN07
Enter information to schedule a training session and
press ENTER.                                Date  - 01/03/03
                                Time   - 13:43:30
Trainer      ==> USR2                                (? for list)
Session ID   ==>                                (? for list)
Private Training ==> N                                (Y/N)
Description  ==>
Start Date   ==>                                (MM/DD/YY)
Start Time   ==>                                (HH:MM 24 hour format)
Auto-Scroll  ==> Y                                (Y/N)
Question Break-in ==> Y                            (Y/N)
ZOOM Mode Key ==> PA1                            (? for list)
Record Session ==> N                            (Y/N)
PF1=Help    PF3=End
```

4. On the Schedule Training Session panel, type information about the training session. If you want to, you can copy information for this panel from other training sessions. For details, see Copying Training Information in this chapter.
5. Press Enter.
  - If you typed a question mark (?) in the trainer, session ID or zoom Mode Key fields, a panel listing users, current sessions and/or possible zoom mode keys is displayed. Select the desired values from these panels and press Enter.
  - If you typed Y in the Private Training field, the PRIVATE Training Session User Selection panel is displayed. Select users as desired from this panel and press Enter.

The training session is now scheduled and, if it is public, users can register for it. The TRAINER Facility Menu is displayed.

## Copy Training Information

You can copy the training session setup information from a training session that has already been scheduled. This can simplify the scheduling process and allow you to avoid entering duplicate information.

### To copy information

1. Access the Schedule Training Session panel by following steps 1-3 of the [Scheduling a Training Session](#) (see page 83) procedure in this chapter.
2. Type COPY at the command line and press Enter.

The Copy Training Session panel is displayed. This panel includes a list of all currently scheduled training sessions with trainers in your user group.

3. Select a training session by typing an S next to a session name.

The Schedule Training Session panel is displayed, containing setup information from the session you selected.

4. Modify the information as desired and continue with step 5 of the procedure.

## How to Update Scheduled Training Sessions

You can update schedule information for:

- Sessions you have scheduled
- Sessions for which you are a trainer
- Sessions that have a trainer who is in your user group

If you are an administrator, you can also update sessions that have a trainer who is in a user group that you administer.

When updating a scheduled session, you can either update the schedule information or the registered user list for that session.

### Update Schedule Information

#### To update the schedule information for a training session

1. Enter a TPXVIEW session as you would any other session.

The VIEW Facility Menu is displayed.

If the Trainer option is not highlighted, you are not authorized to use it. Contact your administrator for authorization.

2. If you are authorized to use the Trainer option, select option 3, *Trainer*, from the VIEW Facility Menu

The TRAINER Facility Menu is displayed.

If the *Update a scheduled training session* option is not highlighted, you are not authorized to use it. Contact your administrator for authorization.

3. If you are authorized, select option 5, *Update a scheduled training session*.

The Update Training Session List is displayed.

4. Select a session to update by typing S next to a session name and pressing Enter.

The Update Training Session Information Menu is displayed.

5. Select option 1, *Update schedule information*.  
The Update Training Session panel is displayed.
6. Make any desired changes to the schedule information and press Enter.  
The changes are made and the VIEW Facility Menu is displayed.

## Update Registered Users

### To update the registered users for a training session

1. Enter a TPXVIEW session as you would any other session.  
The VIEW Facility Menu is displayed.  
  
If the Trainer option is not highlighted, you are not authorized to use it. Contact your administrator for authorization.
2. If you are authorized to select the Trainer option, select option 3, *Trainer*, from the VIEW Facility Menu.  
  
The TRAINER Facility Menu is displayed.  
  
If the *Update a scheduled training session* option is not highlighted, you are not authorized to use it. Contact your administrator for authorization.
3. If you are authorized, select option 5, *Update a scheduled training session*.  
  
The Update Training Session List is displayed.
4. Select a session to update by typing S next to the session name and pressing Enter.  
  
The Update Training Session Information Menu is displayed.
5. Select option 2, *Update registered users*.  
  
The Update Training Session Registered Users panel is displayed.
6. Modify the list as desired.
7. Press Enter.  
  
The changes are made and the View Facility Menu is displayed.

## Start a Training Session

If you have been specified as a trainer for a training session, you can start that session by using the procedure described in the following. The session does not have to start at the time that was specified in the schedule information.

When you start the session, messages are automatically sent to users who are registered for the session. These users can then join the session.

**To start a training session**

1. Log on to the instance of CA Technologies-CA TPX that will host your Training Session.
2. Enter a TPXVIEW session as you would any other session.  
The VIEW Facility Menu is displayed.  
If the Trainer option is not highlighted, you are not authorized to use it. Contact your administrator for authorization.
3. If you are authorized to select the Trainer option, select option 3, *Trainer*, from the VIEW Facility Menu.  
The TRAINER Facility Menu is displayed.  
If the *Initiate a training session* option is not highlighted, you are not authorized to use it. Contact your administrator for authorization.
4. If you are authorized, select option 6, *Initiate a training session*.  
The Training Session Initiation panel is displayed.
5. Select a session to initiate by typing S next to the session name and pressing Enter.  
The training session begins, and the Trainer's panel is displayed, showing the application session screen.

**More information:**

- [Trainer's Panel](#) (see page 87)
- [Send Narrative Text](#) (see page 90)
- [How to Review Questions](#) (see page 90)
- [Display List of Students](#) (see page 90)
- [End the Training Session](#) (see page 91)

## Trainer's Panel

From the Trainer's panel you can interact with the application session and use Trainer Facility features. The panel consists of the application session screen along with a frame that provides information fields and access to a Utility menu. When the Trainer's panel is displayed, it can be zoomed to eliminate the frame and show only the application session screen.

From the panel you can:

- Interact with the application session screen.
- Access the Utility menu, which allows you to perform various training session functions.
- Find out if there are pending questions from students.

## Example

The following graphic shows the panel:

```
Training session                ZOOM key: PA1      Utility menu
*****
                ISPF/PDF PRIMARY OPTION MENU
OPTION ==>
                ENVIRONMENT - ISPF 3.3MVS    TSO
                DATE - 03/01/03  JULIAN - 03.003    TIME - 13:29
0 ISPF PARMs - Specify terminal and user parameters
1 BROWSE - Display source data or output listings
2 EDIT - Create or change source data
3 UTILITIES - Perform utility functions
6 COMMAND - Enter TSO Command, CLIST, or REXX exec
7 DIALOG TEST - Perform dialog testing
8 LM UTILITIES - Perform library administrator utility functions
9 SDSF - System Display and Search Facility
I IBM - IBM Applications
P IPCS - Interactive Problem Control Summary
S SYSTEM - System Applications
U USER - User Applications
VA ISMD - ISMD Applications (Old MA Panel)
*****TSO08 MODE=TRAINER*****
Description: ISPF TRAINING                Question: N
```

## The Utility Menu

You can access the Utility menu by placing the cursor in the Utility Menu field, located in the upper right-hand corner of the panel, and pressing Enter. The Utility menu box is then displayed in the upper right-hand corner of the screen, as shown in the following:

```

Training session
*****
ISPF/PDF PRIMARY OPTION M *****
OPTION ==>                                * Command ==>                                *
                                           *                                           *
ENVIRONMENT - ISPF 3.3MVS TS * PF1 = Help                                *
DATE - 03/01/03 JULIAN - 03.003 * PF2 = List Students                       *
                                           * PF3 = End Utility Menu                       *
0 ISPF PARMS - Specify terminal and user * PF4 = Exit Trainer                         *
1 BROWSE - Display source data or ou * PF5 = List Question                       *
2 EDIT - Create or change source d * PF6 = Enter Scroll Mode                     *
3 UTILITIES - Perform utility functions * PF9 = Add Narrative                       *
6 COMMAND - Enter TSO Command, CLIST, *                                           *
7 DIALOG TEST - Perform dialog testing * Enter new ZOOM key:                       *
8 LM UTILITIES - Perform library administr *                                           *
9 SDSF - System Display and Search *****
I IBM - IBM Applications
P IPCS - Interactive Problem Control Summary
S SYSTEM - System Applications
U USER - User Applications
VA ISMD - ISMD Applications (Old MA Panel)
*****TSO08 MODE=TRAINER*****
Description: ISPF TRAINING Question: N

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From this menu you can perform the following actions by pressing the specified PF key. The PF keys have these functions only when the utility menu is displayed on your screen.

Key	Function	Description
PF1	HELP	Displays panels of help information.
PF2	List Students	Displays a list of all students in the training session.
PF3	End Utility Menu	Erases the Utility menu. You cannot use the Utility menu functions until you redisplay the menu.
PF4	Exit Trainer	Ends the trainer session for all students.
PF5	Lists Question	Displays a list of any questions that have been sent to you by students. This option is available only if the Question break-in option was not specified when the training session was scheduled.
PF6	Enter Scroll Mode	Enters scroll mode, in which you can shift the screen display using PF key commands.

Key	Function	Description
PF9	Add Narrative	Displays a panel on which you can enter text to be sent to all students.

## Display List of Students

The trainer can display a list of all students currently participating in the training session.

### To display a list of students

1. With the Utility menu displayed, press PF2.  
The Training Session Student List is displayed.
2. Press PF3 to return to the Trainer panel.

## Send Narrative Text

The trainer can send text narratives to the students. The narrative text is a block of text that is displayed on all students' screens until they delete it.

### To send narrative text to students

1. With the Utility menu displayed, press PF9.  
The Narrative Creation panel is displayed.
2. Specify a narrative location, subject, and text and press Enter.

If you press Enter, the narrative text is sent to all students. If you press PF3 the narrative is canceled. In either case, the Trainer's panel is displayed.

## How to Review Questions

Students can send questions to the trainer. When the training session is scheduled, the scheduler may have specified the Question Break-in feature. If questions break-in is set, questions from students will appear on the trainer's screen when they are sent. Otherwise, the trainer can review questions by using an option on the utility menu, as described in the following.

After viewing the question, the trainer has the option of sending the question to all participants as a text narrative.

## If Question Break-in Is Off

You can view questions when the question break-in is off.

### To display questions when Question break-in is off

1. With the Utility menu displayed, press PF5.  
The Question Selection List is displayed.
2. Select a question to review by typing an S next to the question you want to review and then press Enter.  
The Question Review box is displayed.
3. From this box you can take one of the following actions by pressing the corresponding PF key:
  - PF3  
Erases the question.
  - PF5  
Sends the question to all conference participants as a text narrative.
  - PF6  
Displays the response panel, from which you can send a response to the user who sent the message.  
The Question Review box clears from your screen.

## End the Training Session

Only the trainer can end the training session. When the session ends, all students receive messages indicating that the training session has ended.

### To end a training session

1. With the Utility menu displayed, press PF4.  
A Confirmation panel is displayed.
2. Press PF3 to end the training session.



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