

ATTACHMENT D-2



Information Retrieval from Hypertext Using Dynamically Planned Guided Tours

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Abstract

In using any hypertext system a user will encounter many technical problems which have been well-documented in the literature. Two of the more serious problems with using hypertext are user disorientation and the retrieval of information. Another less often addressed problem is that of the logical sequencing of nodes. In the work reported in this paper we address these three problems by combining Hammond and Allinson's guided tour metaphor and Frisse's information retrieval techniques to dynamically create guided tours for users in direct response to a user's query. One of the features of our method is that we take advantage of typing of information links in the hypertext to generate a tour which has a judicious sequencing of nodes rather than a simple presentation of hypertext nodes in order of similarity to the user's query. Our method was empirically tested on a population of 125 users who generated a total 973 individual tours and all user actions and responses to questions were logged. The results of this evaluation are presented in this paper.

Acknowledgement: CG would like to acknowledge the support of Telecom Éireann and the Irish-American partnership Scholars program for supporting her in this research. All correspondence regarding this work should be addressed to AFS.

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1 Introduction

In using any hypertext system an end-user or browser will encounter many technical problems which have been well-documented elsewhere [10]. Two of the more serious of these problems are disorientation and the quality of the information retrieved by the user from the hypertext. In disorientation a user may effectively get lost in the hypertext and not be able to return to a node they previously visited or follow a trail of nodes they found interesting. Related to this is the problem of actually retrieving relevant information from a hypertext. If a user is simply browsing around a hypertext with the sole purpose of finding any interesting or potentially useful information then the browsing metaphor which hypertext encourages is adequate. If, however, a user has a more definite purpose and seeks a specific piece of information from a hypertext then unless the hypertext has been very well-engineered then the user may not be able to retrieve relevant information [16].

In addition to the two problems with using hypertext mentioned above another, less often addressed problem is that of the logical sequencing of nodes as they are presented in a hypertext browse. An end-user of a hypertext has complete control of the sequence of nodes presented to him/her when browsing which is a facet of hypertext with much appeal which can also cause problems as that user tries to assimilate information contained in the nodes that have been viewed. If the logical sequence or the order of node presentation is askew or unbalanced in terms of information content then garnering an overview of the overall information presented will be made more difficult, even if the nodes that have been viewed are all relevant to the user's information requirements. For example, if a user is browsing a hypertext on database topics then it is much more

sensible for a user to examine overview and introduction nodes before nodes detailing examples and syntax of SQL !

In this paper we explore a method which we believe directly addresses the three problems with browsing through hypertext that we have mentioned above, disorientation, information retrieval and the logical sequencing of nodes. We propose a method for dynamically generating a guided tour through a hypertext in response to a user's query which will plan a tour through a hypertext covering all the nodes the system believes relevant to the user's information need as expressed in a natural language query, which eases disorientation problems by using the guided tour metaphor first proposed by Hammond and Allinson [8] and which takes advantage of typing of information links in the hypertext to present the nodes on the tour in a logical fashion. Effectively we extend the guided tour metaphor by including the information retrieval features proposed by Frisse [5] and we add in logical sequencing of nodes on the tour to complete the process.

The rest of this paper is structured as follows. In the next section we give a brief overview of related work on guided tours, incorporating information retrieval into hypertext browsing and we look at how typing of links and/or nodes has been used in other work. The subsequent section details the mechanism we have devised for dynamically planning tours. In section 4 we give an outline of our experimental environment and in section 5 we present some of our results. A concluding section summarises our work and gives some ideas for future work.

2 Retrieving Information from Hypertext

The metaphor of providing a guided tour through a hypertext to ease problems of disorientation was first proposed by Hammond and Allinson [8] and also used by Trigg [15] in the NoteCards system. In this approach, guided tours were created by the hypertext author and were fixed, static features of the hypertext. Problems of authoring such guided tours have been well documented in [9] and the notion of a guided tour has been extended and refined numerous times. For example, Zellweger has introduced the idea of scripted documents which are more complex than static guided tours in that scripted documents can have conditional and programmable paths, automated playback and active

entries [18] but the common denominator is the approach of offering to guide a user through a hypertext if the user wants to follow the guide.

Traditional information retrieval functionality of ranking a set of documents or texts in response to a users query as described in [12] has been around for a long time and is reasonably well understood. Hypertext-based retrieval of information, effectively by browsing around an information space following authored links, is comparatively recent in popularity. The former is useful for querying, for satisfying user information needs where users know exactly what they are looking for while the latter is more effective where users don't know exactly what they are looking for and are browsing [16]. In between the two extremes there are user information needs which have elements of both of the above and because of this there have been some previous attempts at combining information retrieval and hypertext.

Methods for searching for information in a hypertext have been developed by Frisse [5] who used statistically-based information retrieval techniques to choose a starting node in a hypertext from which users could commence a browsing session. The computation to find the best starting node is based on a user's initial query to the system and recommends a starting point for a user but does not then provide any further guidance to that user in finding relevant information in the hypertext. Dunlop and van Rijsbergen [3] have developed a method for retrieving non-textual information from a hypertext, again using statistically-based approaches.

Coombs [2] describes a system for searching through a hypertext network using natural language queries and boolean based retrieval. Searching in this system can also be restricted to a particular area of the network instead of encompassing the entire information base. These ideas have been implemented and tested in IRIS Intermedia. α -Trellis by Furuta and Stotts [6] is a prototype hypertext browsing and authoring system which incorporates the users browsing experience into the nodes and links structure of hypertext. Petri nets are employed to facilitate this two way specification. Finally, Shepherd et al [14] have developed a system of transient hypergraphs for their citation network whereby the entire hypertext is represented as a hypergraph or a labelled directed graph. Hypergraphs are generated dynamically in response to a users query and are discarded at the end of the query session. Different perspectives of

the hypertext can be gained by the user during each query session.

In order to increase the richness of knowledge representation in a hypertext the nodes and/or the links may be typed. The term *type* is somewhat overloaded as it can mean many things but in a hypertext context it means a classification of nodes and/or links into one of a pre-defined set of categories. Typing has become quite popular in hypertext systems because of the fact that in general it substantially enhances the quality of the representation of information in the hypertext. Typing has been used in systems like gIBIS, PHI, NEPTUNE, NoteCards and CONCORDE [1]. Ideally, a hypertext system incorporating typing should allow author-defined types as well as having a generic set of types common to most applications. Typing of nodes and/or links in the hypertext may subsequently prove useful in retrieval from hypertext and this is an active area of research in the field.

3 Dynamically Planning Guided Tours

The dynamic aspect of our guided tour comes from the fact that tour creation is postponed until the user enters a natural language search query. This differs from the static tour described earlier in which the hypertext author pre-defines all tours before any user has formulated any information requirements. The guided tour is also logically *planned* in such a way that attention is paid to the types on the information links connecting the individual nodes in the hypertext before a route through those selected nodes is computed.

The method used for selecting the nodes to be included in the tour is based upon the work done by Frisse described in [5]. However unlike Frisse's application, the hypertext we have used does not have a hierarchic topology but more of a network. Propagation of weights upwards as Frisse has done can not therefore apply directly in our case. However, as we shall see, the weights assigned to nodes do depend on the number of immediate neighbours and their weights so the concept of an extrinsic weight as proposed by Frisse still applies.

Upon entering the system the user is asked to input a natural language query from which all stopwords are removed and the remaining words stemmed using a standard algorithm from information retrieval research [11]. An inverse document frequency (*IDF*) weight is then calculated

for each query term which assigns a higher weight to terms which occur less frequently throughout the collection. Each node in the hypertext is given a score which is initially the product of the term frequency or number of times a term occurs in that node, and the *IDF* weight ($tf * IDF$), for each of the query terms. This term weighting strategy used to assign scores to nodes has been shown to have excellent performance in terms of effectiveness for information retrieval and is also relatively undemanding in terms of computing resources.

The number of connections from each node is also considered to be important in determining which hypertext nodes to include in the tour. Not only must each selected node be relevant to the user query but it must also be well connected to the other nodes in the hypertext to allow the user the option of deviating from the tour. The *goodness of an area* as opposed to the *goodness of a node* is considered to be more important for retrieval purposes. For example, if the weighting mechanism chose as the highest scoring node one which had no connections to any other node in the hypertext this would not be deemed as an appropriate starting point in a guided tour compared to a node which scored less but was immediately connected to many other medium scoring nodes. Therefore, some method of combining a node's score with its neighbour's scores had to be used.

One method of incorporating a neighbour's contents into each node as used by Frisse [5] is by calculating the average score of the neighbouring nodes and adding this figure to the current node to give a measure of the utility of each node. This procedure should be repeated for all nodes in the hypertext. In this way, some provision is made for calculating the *goodness of an area* as opposed to *goodness* of each individual node. Formally, the method of measuring the utility of a node can be given as

$$I_i = W_i + \frac{\sum_{j=1}^n W_j}{n}$$

where W_i is the $tf * IDF$ weight of node i and W_j is the $tf * IDF$ weight of one of the n nodes *connected* to node i via an authored information link. Having calculated a utility score for each node based on within-node query term frequency, inverse document frequency and contents of linked neighbours, one final adjustment is made to the node scores. In the hypertext we have used each node consists of a short descriptive title plus a body of text. If a node contains some of the query terms in its title then it is more likely that the con-

tents of that node relate specifically to the search query and so should be more certain of inclusion in the tour. Increasing the weight is one way of ensuring that the node is included in the top ranked nodes.

Once each of the nodes in the hypertext have been assigned a utility score based on the user's query, it is necessary to establish a cut-off point (μ) below which all nodes whose utility score is less than are discounted from inclusion in the tour. All nodes whose weight is greater than or equal to this cut-off or threshold value would be selected for inclusion in the tour.

Initially it was not known what would be the ideal threshold value so this was one of the parameters whose optimal value we determined empirically. The threshold value would also vary for each user query as the strengths of the query-node similarities would vary between queries depending on how close they were to the information in the hypertext. In our experiments reported later, every time a tour is generated for a user, a threshold value was randomly chosen as some fraction of the utility score of the highest-scored node. The fractions used initially came from the set {0.1, 0.2, 0.3, 0.4, 0.5, 0.6}. If, for example, $\mu = 0.3$ was randomly selected, then before a node is selected for inclusion in the guided tour its utility score must be at least 30% of the score of the highest scored node. Depending on which value from the set is selected the actual number of nodes in the tour can vary greatly so the threshold value chosen actually controls tour length.

At this stage, the nodes for the guided tour have been dynamically chosen in response to a user's query and some form of logical ordering has to be imposed on the selected tour nodes. We decided to exploit the relationships between the nodes to plan an ordered path. As part of the hypertext authoring process, the link types between nodes as shown in Table 1 had been used.

Type-1	is_a a_kind_of is_contained_in
Type2	consists_of contains preceeds
Type3	has facilitates refers_to is_related_to

Table 1. Node-node Link Types

A precedence order was established among link types. Higher precedence is given to those link types which define a clear parent-child relationship thereby indicating a distinct hierarchical association between the nodes. Link types in this category are of type-1. Second in order of precedence are type-2 links which indicate that the nodes from which these links emanate should logically precede the destination node where both nodes are to be shown to a user. Lastly, checks are made for the remaining link types, type-3 links.

Once the nodes selected for inclusion in the tour have been ranked by their utility weights, the highest scoring node is examined for links which indicate that it is the child of a parent node also in the tour. These are type-1 links. If a link of this type is present it is followed and the destination node is then examined in the same way provided it is included in the tour. This process continues until the node highest in the tour hierarchy is found. This node becomes the first to be displayed in the tour. It is then examined for type-2 links which indicate that a definite child node exists which should be displayed next. If none exists then type-3 nodes are examined in the following order, *has*, *facilitates*, *refers.to*, and then *is_related.to*. dependThis procedure is followed until every node selected for inclusion in the tour has been positioned correctly relative to each other node in the tour. This positioning is facilitated by means of the link types as mentioned above.

In the next section we shall describe the experiments we ran to determine the optimal value of μ the threshold value for determining inclusion of a node in the tour.

4 Experimental Details

The hypertext browser we developed runs on SUN SPARC workstations using OpenWindows version 2. We used the ORACLE R.DBMS for storage management and the system was written in C with embedded SQL commands. The hypertext we used consisted of 551 nodes of information about the undergraduate course on Databases at Dublin City University. Among these nodes there are a total of 1566 typed links. These links were created manually using the ten distinct link types given earlier which were deemed to encompass the most frequent and important relationships existing between the various nodes. Some of these link types may be applicable to all hypertexts but some will be application dependant. Depending

on the contents of each individual hypertext, the author will have to determine the relationships between the various nodes as there are no set guidelines on the creation and typing of links. Gray and Shasha devised links of type *example*, *critique*, *counter-argument*, *compared-with* and *continuation* for their NetBook system [7]. Yet another author might formulate different link types for the same system.

The browser we developed is meant to be used in tandem with the Databases lecture course. The user population consisted of 125 undergraduate students who used the system over a period of three months. Their usage of the browser was broken up into three separate batches or assignments. An initial assignment for students was used for familiarisation in which the user became acquainted with the material covered in the database and with how to actually use the browser tool. A user session consists of everything a user does *in one sitting*, including the search query and all the button presses made. A log file was maintained which contains details of every user action during each session. The familiarisation assignment was not logged and the results presented here are for what we term the first and second assignments. The log file details include username, the user's query, tour contents, button presses and their timestamps, etc.

At the end of each session, users were asked a series of questions about the generated tours to give us some feedback on what they thought of the guided tours. These questions asked about users' perceptions of tour length, information coverage and coherence and the responses were analysed. Responses to questions were mandatory in our browser in order to correctly exit the system.

Different tours, even for the same query, were generated by varying the threshold value at which nodes qualify for inclusion in the tour. In assessing and comparing the generated tours, three distinct characteristics can be identified.

- *Tour Length*: This deals with the number of nodes which have been selected for inclusion in the tour. Depending on the threshold value and on the search query the tour length can vary greatly. The more general is the users query, the wider the range of nodes which are eligible for inclusion in the tour while the more narrow or specific the query, the fewer nodes will qualify. Depending on the threshold value μ , which is randomly selected, the length of the tour can vary from consisting of

only a few nodes to as many as 50. If a high threshold, say $\mu = 0.5$, is chosen, then fewer nodes will meet the entry criteria of being at least 50% of the highest scoring node than if $\mu = 0.1$ in which case many more nodes will be selected as their utility score only has to be at least 10% of the highest scoring node. The same query entered by two different users at the same time can result in two different tours.

- *Information Coverage*: This characteristic of a guided tour also deals with long versus short tours but is more concerned with the relevance of the retrieved information. For each query, there exists a certain set of relevant nodes and a larger set of irrelevant nodes. The ideal hypertext system would select for inclusion in the guided tour only those nodes which belong in the relevant set. Unfortunately, statistically-based information retrieval techniques like $tf * IDF$ weighting are not sophisticated enough to guarantee this [13]. Obviously, the threshold value influences the information coverage also as the longer the tour the more general will be the information coverage and the shorter a tour, the more specific will be the information coverage.
- *Connectivity*: This characteristic deals with how well-connected or how fragmented is the presentation order of the nodes in the guided tour. The connectivity of a tour can be measured in terms of the existence of authored information links between tour nodes. A tour is considered to be well-connected if each node in the tour is linked via an authored link to the node that follows it on the tour. The hypertext author is the only person who can explicitly define an information link. A tour is considered to be fully fragmented if each node in the tour has no information links to any of its neighbours on the tour. The well-connected tour is the type considered to be ideal for a hypertext used as a learning aid. In this case, each node leads logically to the next in line and no concept is discussed in detail until it has been fully explained in a previous node. The fragmented type of tour consists of nodes plucked from different areas of the hypertext, many of which may have no logical ordering but appear in a random fashion. Again the threshold value can affect this

characteristic. If the tour is very long more nodes are included and so the chances of having a highly connected tour are greater. Conversely, if the tour is short, no avenue of discussion may be followed too deeply thus leading to a more fragmented type of tour. Theoretically, changing threshold values should have this effect but in reality, the situation may be very different.

To date, no tried and tested method of evaluating hypertext systems has been devised and so our results and analysis will be mainly based on observation of user behaviour and on the answers given to the questions asked at the end of the user session. The increased cognitive complexity of using hypertext systems makes them more difficult to evaluate than information retrieval systems [17]. Two of the characteristics of guided tours which we shall examine, tour length and information coverage will be evaluated by inspecting the users replies to the questions and so will be subject to human error and bias. However, it can be determined by examining these results if the tours have been useful to end users.

5 Experimental Results

There were 580 logged user sessions or tours generated in the first assignment and 393 in the second assignment. Each student on the course was expected to run at least 4 tours in each of the two assignments being logged though some students actually did more, some did less and some did none. Figures such as number of nodes visited and session length did not vary much across the two assignments. In both cases the pattern was that of an exponentially decreasing distribution, i.e. many users visited a few nodes and few users visited many nodes, a result which has been found elsewhere. The details are given below:

	Assign 1	Assign 2
Avg. total nodes seen	23.9	18.4
Avg. time per session	11.9 m	9.8 m

Table 2. Use of browser

Tour length was the first of the results we examined and the users answers to the questions in both assignments differ and are given in Table 3 with the responses *far too long*, *too long*, *just right*, *too*

short and *far too short*. The averaged tour length for different values of μ are given in Table 4.

	FTL	TL	JR	TS	FTS
Assign 1	5%	25%	57%	10%	3%
Assign 2	3%	10%	63%	19%	5%

Table 3. User responses to questions on tour length

μ	Assign 1	Assign 2
0.1	34.6	—
0.2	24	—
0.3	16.4	15.6
0.4	12	11.7
0.5	9.1	7.9
0.6	—	5.4

Table 4. Avg. tour lengths for threshold values

In the first assignment, when μ is in the range 0.1 to 0.5, a sizable percentage (43%) of users replied that the tour length was not satisfactory, it was either too long or too short. In the second assignment, 37% of users replied that tour length was unsatisfactory. This may not seem like a large difference in unsatisfactory tour lengths between the two assignments but the important feature to note is how these figures are made up. For example, in assignment 1, 30% of users replied that the tour length was too long and only 13% said that it was too short. In assignment 2, only 13% of users replied that the tour length was too long whereas 24% said that the tour was too short. It could be argued that users were even more familiar with the browser tool in assignment 2 but the shift in pattern could not have been caused by users familiarity with the hypertext as users queries and hence tours, differed across assignments. We believe that the shift could only be caused by the changed set of values for μ as this was the only parameter to be modified between assignment 1 and assignment 2. After the first assignment, tours were made shorter by removing $\mu = 0.1$ and $\mu = 0.2$ from the set of values actually used and $\mu = 0.6$ was added. In relation to tour length, the most suitable threshold value seems to lie between $\mu = 0.3$ and $\mu = 0.4$ but until the tour generation algorithm is tested against more hypertexts this value cannot be regarded as universal.

Information coverage is based on what the user deems to be relevant or irrelevant on a tour with

regard to their particular query. Trying to measure this characteristic exactly would be very difficult as it would be necessary to select all the nodes in the hypertext which were relevant to every user query. This is the same problem as faced in typical information retrieval experimentation where exhaustive relevance judgements on a collection of texts are ideal but not always available [12]. For this reason, it was decided to gauge information coverage based on user's replies to questions about the proportion of relevant nodes on the tour. A long tour is not necessarily better as it may contain a lot of information which is extraneous to the query thereby forcing the user to sift through all of the material in order to find the appropriate nodes. Likewise, even though a short tour may contain only those nodes which are relevant it may also omit several suitable nodes, thereby compelling the user to browse in order to find all the information relating to their query. Our task is to find a suitable mid-point between these two extremes. One pattern to notice in examining the user's replies to the question on information coverage is that as μ increases so does the number of users who replied that the tour nodes were highly relevant. Similarly, as μ increases, so does the number of users who replied that nodes visited outside the tour were relevant. This pattern adheres to the principle that as tours get shorter less irrelevant nodes are included in the tour. However, it also appears that some relevant nodes are being excluded from the tour. It seems that high threshold values do not lead to tours which contain enough information to satisfy the user's query. Likewise, when the tours were long, $\mu \in \{0.1, 0.2\}$, the proportion of users replying that a high percentage of tour nodes were relevant was lower than when a high threshold value, $\mu \in \{0.5, 0.6\}$, was used. By examining the results, it seems that when $\mu = 0.3$ the information coverage is enough to satisfy the users query but not too much that they are laden with material or too little that they have to go in search of it themselves.

In order to measure a third characteristic of guided tours, their connectivity, a scoring algorithm was devised which, using the link types between adjacent tour nodes, calculated a connectivity score for each generated tour in both assignments. The link types which were used to connect the nodes in the database were divided into three groups which represent how important each link type is deemed to be in providing a connected and logical path through the network of nodes.

Most important are the link types which determine where each node should appear in the tour relative to its neighbours. Links in this category are *is_a*, *a_kind_of*, *consists_of* and *contains*. If two nodes are connected by any of these links then it is immediately apparent which one should come first in a tour. Second in terms of link strength are links which more loosely determine an order of precedence which include *precedes*, *has* and *facilitates*. Finally are those links in which no attempt is made to establish the order in which links should be displayed.

Having thus ascertained the strengths of the various link types in a tour we then gave each generated tour a score based on its coherence. The formula to do this is based on assigning weights to each of the link categories; 3 for the first category, 2 for the second and 1 for the third. When all links in each tour have been taken into consideration the tour score is normalised by dividing by the total number of links in the tour. The following are the scores assigned to tours in each assignment. The scores are divided up into bands of 0.3, e.g. 0 to 0.3, 0.3 to 0.6, etc. and are given in Table 5.

μ value	Assign 1	Assign 2
0.0 - 0.3	8%	16%
0.3 - 0.6	28%	28%
0.6 - 0.9	43%	33%
0.9 - 1.3	15%	15%
1.3 - 1.6	5%	4%
1.6 - 3.0	1%	4%

Table 5. Connectivity scores for tours

In both assignments, the connectivity of most of the tours fell into the range 0.6 to 0.9. When these scores are compared with a control group of tours, we can see how ordering or sequencing the nodes on the tour using link types as outlined earlier, affects the connectivity of the tours. The control group was used to determine the connectivity scores which would be calculated without the logical ordering of nodes. More than 20% of the original user queries were taken as a sample for use in the control groups and tours were generated without paying attention to the link types described in section 3. The only criteria used for generating the control group tours were the individual nodes' similarity to the query. The nodes in the control group tours were presented in decreasing order of node weight only. The results of

this experiment can be seen in table 6 which compares connectivity scores between sequenced and unsequenced tours. Clearly, the overall scores are much lower for the control group than the assignments where sequencing of nodes was used.

μ value	User Sessions	Control Group
0.0 - 0.3	15%	63%
0.3 - 0.6	28%	21%
0.6 - 0.9	35%	7%
0.9 - 1.3	15%	3%
1.3 - 1.6	5%	2%
1.6 - 3.0	2%	4%

Table 5. Tour scores in user sessions v control

The figures in table 6 indicate that tours generated using the precedence ordering consistently obtain higher connectivity scores than those in the control groups suggesting that imposing a precedence order on a sequence of nodes improves their logical ordering.

By examining the patterns for each threshold value μ , it can be seen that the proportion of tours within each threshold value with connectivity scores above average generally increases as μ increases. This would indicate that the higher the value of μ the better. However, as μ increases the number of tours scoring below average also increases, e.g. 6% at $\mu = 0.1$ to 26% at $\mu = 0.6$. This indicates that as μ increases so does the number of low scoring tours. A suitable mid-point would seem to be where $\mu \approx 0.3$.

We cannot draw any definite conclusions just by examining users answers to the questions at the end of each session. However, we can gain some idea as to which type of tour is preferred by the users. From our users responses we see the tendency is towards short tours and then if necessary, deviate on their own. Our hypertext browser generated a recommended guided tour which users could follow if they chose and they could also deviate if they wished. In practice we found some of the user sessions (40%) contained no deviations from the recommended guided tour at all. However, on average, 7 deviations per session took place in the first assignment and 6 deviations per session in the second assignment. This suggests that users were using the hypertext browsing facility regularly in addition to following the guided tours.

6 Conclusions

Dynamically planning guided tours overcomes three problems with using hypertext in the following ways:

- *Getting lost:* Users don't need to worry about getting lost or confused in the hypertext as all they need to do is follow the tour which is generated in response to their query. If users want to digress and browse around the hypertext the option of returning to the tour at any time is always available.
- *Finding information:* When the user enters a search query in the form of a natural language statement it is matched to the nodes in the hypertext using standard information retrieval techniques. Unique hypertext characteristics such as connectivity and link types are also taken into account when determining which nodes should be included in the guided tour. By considering all characteristics of the hypertext we hope to incorporate the flexibility of browsing with the need to extract all relevant nodes.
- *Logical sequence of nodes:* When users are employing the hypertext as a learning aid it is important that there be a natural progression from the most basic information to the more complex so that the users do not become confused with the material. Our guided tours are planned so that the typed links between the nodes in the hypertext are considered in judiciously formulating the route. The most logical path through the network does not necessarily have to consist of nodes which are explicitly linked to one another but rather can be a combination of nodes selected from all parts of the hypertext. Selecting the nodes for inclusion is mainly an information retrieval task but planning the sequence of nodes depends on arranging the tour so that each node is positioned in the correct sequence relative to the other tour nodes.

User responses from nearly 1000 tours for 125 users have helped us refine our tour generation method. The present method generates a tour in response to a user's query irrespective of who the user is, their level of expertise or experience with the hypertext, and what he/she has seen already in the current or in previous sessions with

the browser. The next step is to use this kind of information which is already stored in the log file to generate a user model and to use this to generate what we believe would be even more intelligently-planned dynamic guided tours. We are also considering ways of including relevance feedback during the tour traversal to dynamically re-compute a guided tour as has been done in [4]. We will also considerably expand the information coverage in the hypertext we use to allow us to involve an even larger population of end users.

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[SIGOIS \(Group\)](#)

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OCLC : (OCoLC)31198446

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[ACM conference proceedings series 38.](#)

[ACM conference proceedings series ; 38](#)

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vii, 297 p. : ill. ; 29 cm.

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"Sponsored by SIGLINK, SIGIR, SIGOIS."

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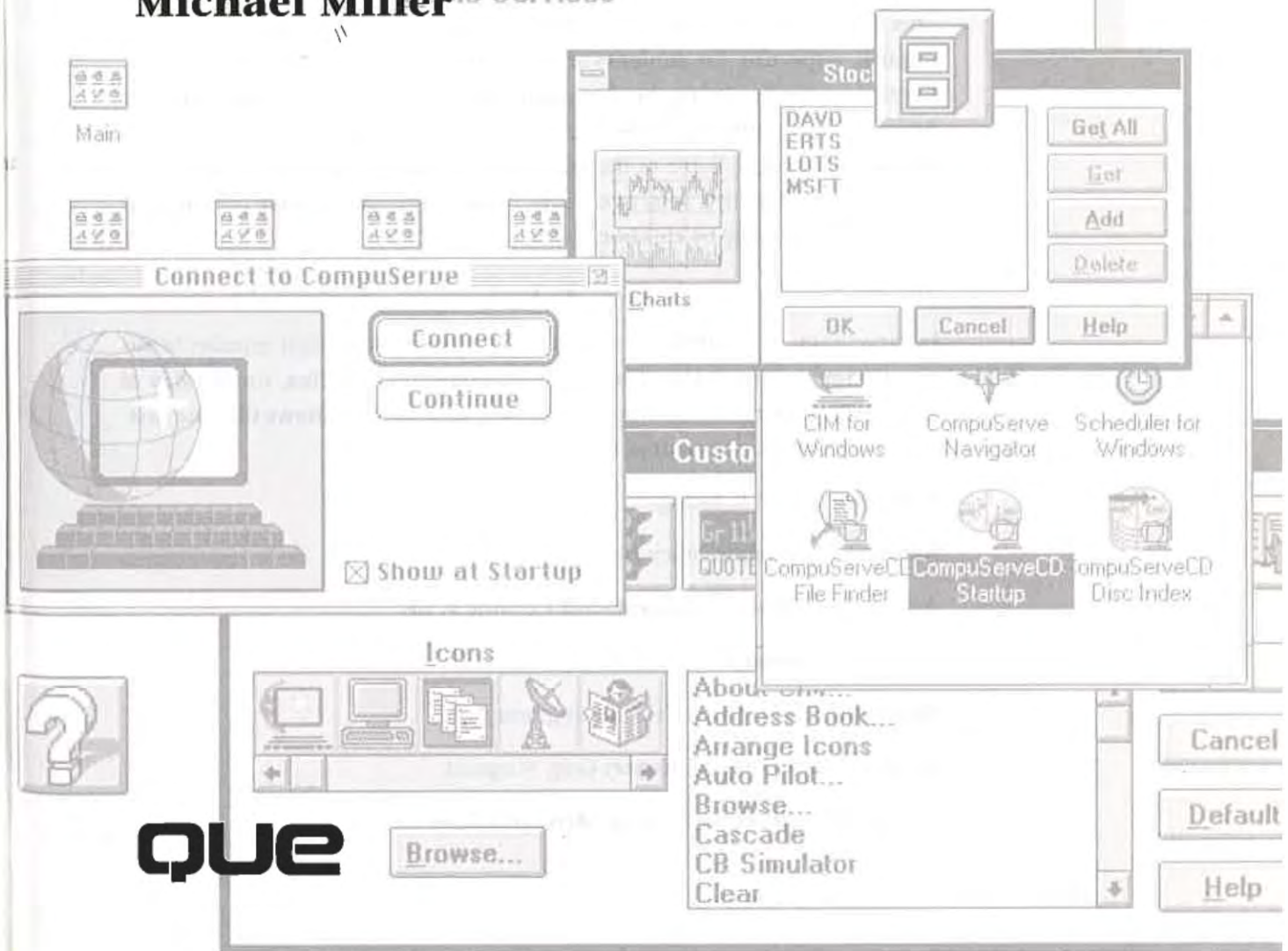
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Contents

Introduction	1
What Is CompuServe?	1
Why Would You Use CompuServe?	1
Why Should You Read This Book?	2
What Will You Find in This Book?	2
Conventions Used in This Book	3
 I Welcome to the On-line World: A Quick Tour of CompuServe	 5
1 Getting Started: Setting Up a CompuServe Account	7
Are You Ready to Sign Up?	8
Joining CompuServe with the CompuServe Membership Kit	8
Installing the CompuServe Information Manager	9
Finding the Right Number	11
The Privileges and Costs of Membership	13
Get More from CompuServe with the Executive Option	16
Changing Your User Options	17
From Here... ..	18
 2 Learning the Ropes: Basic CompuServe	 19
How CompuServe Is Organized	20
Getting There with GO Commands	22
Finding Things You Can't Find	24
Changing Your Membership Information	25
Help! Help! Help!	26
From Here... ..	28
 3 The Heart of CompuServe: Fun with Forums	 29
What Is a Forum, Anyway?	30
A Short List of Popular Forums	30
Joining a Forum	32
Parts Is Parts: Forum Organization	34
Browsing through Forum Messages	35
Searching for Specific Messages	37
Replying to Messages	38
Creating New Messages	40

Finding Forum Files	41
Conversing in a Forum Conference	43
Proper Conference Conduct	45
From Here... ..	46

4 Beyond the Basics: Even More Things You Can Do with CompuServe 47

Sending Non-Snail Mail	48
Reading All the News That's Fit to Print	49
Taking Stock of the Situation	52
Browsing the Stacks of the Electronic Library	53
Making Travel Reservations	54
Shopping Till You Drop in the Electronic Mall	55
Venturing onto the On Ramp of the Information Superhighway	56
From Here... ..	58

II Getting Around: CompuServe's Basic Software Tools 59

5 The Windows Connection: CompuServe Information Manager for Windows 61

Getting the Latest and Greatest Version of WinCIM	62
The Grand Tour of WinCIM	68
Customizing Your Desktop Ribbon	70
Making the Connection	70
Browsing Through Essential Services	71
Clicking Your Way to CompuServe with the Desktop Ribbon	73
Doing the E-Mail Thing	76
Calling It Quits	79
From Here... ..	79

6 The DOS Connection: CompuServe Information Manager for DOS 81

Getting the Latest and Greatest Version of DOSCIM	82
The Grand Tour of DOSCIM	86
Making the Connection	87
Browsing Through Essential Services	88
How to Get Going	89
Finding What You Can't Find	90
Your Favorite Places	90

Doing the E-Mail Thing	91
Calling it Quits	93
From Here... ..	94
7 The Mac Connection: CompuServe Information Manager for the Macintosh	95
Getting the Latest and Greatest Version of MacCIM	96
The Grand Tour of MacCIM	99
Making the Connection	101
Connecting to CompuServe for the First Time	101
Browse Through Essential Services	102
How to Get Going	104
Find What You Can't Find	104
Your Favorite Places	105
Doing the E-Mail Thing	107
Calling It Quits	109
From Here... ..	109
 III Getting Around for Less Money: CompuServe's Other Navigational Tools	 111
8 CompuServe on a Silver Platter: CompuServeCD	113
Do You Have the Right Stuff?	114
Let's Get Spinning: Obtaining and Installing CompuServeCD	115
Playing CompuServeCD	115
Between the Grooves: What's on CompuServeCD	117
Cutting CompuServe Access Time with File Finder	121
Searching for Files on CompuServeCD	124
Searching for CompuServe Services with the CompuServe Directory	125
From Here... ..	126
 9 Making Your Sessions Automatic with CompuServe Navigator	 127
What Is Navigator?	128
Getting Your Own Copy of Navigator—and Getting It to Work!	130
Launching and Exploring Navigator	131
Creating a Navigator Script	133
Going On-line with Navigator	138
Putting Navigator on a Daily Schedule	142
From Here... ..	144

10 Other Ways to Make Your Sessions Automatic	145
A Little Background Info on Autopilot Programs	146
Which Autopilot Should You Use?	147
The Best Autopilot Program for Windows: NavCIS for Windows	148
Another Good Windows Program: GoCIS for Windows	149
An Old DOS Friend in Windows Clothing: OzCIS for Windows	150
The Best Autopilot Program for DOS: NavCIS for DOS	152
The DOS Standard: TAPCIS for DOS	153
A Better Old Program than the Standard: OzCIS for DOS	153
Some More Autopilot Programs	154
From Here... ..	155
 IV Playing Postman with CompuServe's Electronic Mail	 157
11 Pushing the Virtual Envelope: Sending and Receiving E-Mail	159
A Little Background on CompuServe Mail	160
Dissecting an E-Mail Message	162
Using WinCIM to Send and Receive E-Mail	163
Using CSNav to Send and Receive E-Mail	167
Sending Files via E-Mail	168
From Here... ..	169
12 Beyond CompuServe: E-Mailing Other On-line Services	171
Sending Mail Through Other Networks	172
Sending Mail to Other On-line Services	173
Sending and Receiving Mail via the Internet	174
Sending Mail in Other Formats	176
From Here... ..	178
13 Minding Your Manners: E-Mail Etiquette	179
Is This a Formal Affair?	180
Showing a Little Emotion in Your Correspondence	181
Putting Out the Flames	183
Putting Your Own Personal Signature on Your Messages	183
Getting Quoted in a Reply	184
From Here... ..	185

V Surfing the Internet from CompuServe	187
14 Just What Is This Internet Thing?	189
What the Internet Is	190
What the Internet <i>Isn't</i>	190
Things You Can Do on the Net	191
Should You Connect to the Internet?	192
Interfacing to the Internet via CompuServe	193
From Here... ..	196
15 E-Mailing from CompuServe to the Internet	197
Understanding Internet Addresses	198
Sending E-Mail to Someone on the Net	199
E-Mailing <i>from</i> the Internet <i>to</i> CompuServe	200
Definitely Not Junk Mail: Internet Mailing Lists	202
From Here... ..	207
16 Forums on the Internet: USENET Newsgroups	209
What Is USENET?	210
If You Like Forums, You'll Love Newsgroups!	210
The Different Kinds of Newsgroups	212
The Internet Connection: Accessing USENET Newsgroups from CompuServe	214
From Here... ..	222
17 Files on the Internet: Using FTP	223
FTP: The Internet File Grabber	223
Using CompuServe's FTP Service	224
Miller's Recommended FTP Sites	232
From Here... ..	233
18 Other Internet Services: Now and in the Future	235
Operate Somebody Else's Computer with Telnet	235
Dig for Files with Gopher	236
The Future of the Internet—World Wide Web	238
Other Possible Internet Services from CompuServe	240
From Here... ..	242
VI CompuServe on the Road	243
19 Hooking Up from a Different Place	245
Preparing for a Trip	245
The Alien Connection: Using CompuServe in a Different Country	247
From Here... ..	251

20 Tips from an Old Road Warrior 253

Tip #1: Get the Number before You Leave.....	254
Tip #2: Pack a Toolkit to Make Your Connections	255
Tip #3: Pick the Right Hotel	256
Tip #4: Find the Number When You Get There	257
Tip #5: Connect to CompuServe via Cellular Modem	258
Tip #6: When You Can't Connect, Print and Fax	258
Tip #7: When All Else Fails, Leave Your Hotel to Connect	258
Tip #8: When You Can't Print, Send Yourself a Fax	259
Tip #9: Save Fax Charges with CompuServe	259
Tip #10: Use CompuServe to Check Weather and Flight Information	260
From Here... ..	262

VII Twenty Useful (and Fun!) Things to Do on CompuServe 263

21 Read Today's News, Sports, and Weather 265

Nothing Fancy: CompuServe's Plain-Vanilla News and Sports	265
Digging Deeper: More In-Depth News	269
How's the Weather?	274
From Here... ..	276

22 Get Help in Running a Small Business 277

Network with Other Business People in CompuServe Forums	277
Get Small Business Help from On-line Databases	280
From Here... ..	283

23 Manage Your Stock Portfolio 285

Get the Latest Quotes	285
Learn from History	291
Make Your Investments On-line	297
From Here... ..	297

24 Research Company Information 299

General News and Information	299
Information and Advice for Investors	302
Detailed Information for Mergers and Acquisitions	307
Information on International Companies	309
From Here... ..	310

25 Look Up Important Facts	311
What to Look Up	311
Where to Look It Up	312
How to Look It Up	319
From Here... ..	324
26 Find a Lost Phone Number	325
Finding Personal Phone Numbers	325
Use CompuServe's Electronic Yellow Pages for Business Numbers	328
From Here... ..	330
27 Get Help with Your Computer Hardware and Software	331
What Can You Find on a Company Forum?	332
Checking Out Other Official Company Forums	337
Checking Out Other Useful Forums	340
From Here... ..	342
28 Get the Latest Entertainment News—and Chat About Your Faves	343
Entertainment Tonight (and This Morning, and This Afternoon) with CompuServe Entertainment News	344
Meet Other Fans on CompuServe Entertainment Forums	350
Direct from the Studios to You: Entertainment Drive	359
Thumbs Up with Roger Ebert's Movie Reviews	360
The Ultimate Movie Database: Magill's Study of Cinema	361
The Ultimate Music Database: All-Music Guide	362
The Ultimate Book Database: Books in Print	364
From Here... ..	365
29 Experience an On-line Magazine	367
What Exactly Is an On-line Magazine?	367
What Magazine Resources Are Available on CompuServe?	368
A Tour of <i>PC World</i> Online	369
From Here... ..	373
30 Find Others Who Share Your Special Interests	375
Getting Artsy: Art, Music, and Literature Forums	375
Getting Off Your Hobby Horse: Hobbyist Forums	378
Be a Good Sport: Sports Forums	381
From Here... ..	383

31 Play a Game	385
Play Against CompuServe	385
Play Against Other CompuServers	390
From Here... ..	392
32 Talk with the White House	393
Speaking Your Mind on the White House Forum	393
Searching for Important White House Documents	395
Sending Mail to the White House	396
From Here... ..	398
33 Share Your Opinions on Important Issues	399
Rush to Debate the Issues on the Issues Forum	399
Solve All the World's Problems on the Global Crisis Forum	401
Make Strange Bedfellows on the Political Debate Forum	402
Declare Your Party Allegiances on the Democratic and Republican Forums	403
From Here... ..	403
34 Talk with Some On-line Friends	405
Hey, Good Buddy—All About CompuServe's CB Simulator	405
Using CB Simulator	409
From Here... ..	412
35 Download Some Neat New Software	413
Where to Find Good Software	414
Tracking Down Files with the PC File Finder	416
Searching Forum Libraries and Downloading Files	419
From Here... ..	421
36 Find a Pretty Picture	423
Get the Picture with CompuServe's Graphics Forums	423
Finding Graphics Files with the Graphics File Finder	433
Other Forums for Graphics Lovers	435
From Here... ..	437
37 Plan for Your Next Trip	439
Before You Go, Do Your Research	439
Booking Your Travel, with Reservations	442
From Here... ..	449

38 Go Shopping	451
Hitting the Mall	451
Shop Without Buying Anything	455
Get a Shopper's Advantage	455
Visit a Virtual New Car Showroom	456
Get New Software NOW!	461
Order CompuServe Stuff	461
Before You Buy, Check It Out First in <i>Consumer Reports</i>	462
From Here... ..	464
39 Place a Classified Ad	465
Browse the Classified Ads	465
Place Your Own Ad	467
Look for a Job via CompuServe	468
From Here... ..	469
40 Talk to Us at Que	471
About Macmillan Computer Publishing	471
And What Is the MCP Forum?	472
A Variety of Message Sections	473
Cool Stuff in Our Libraries	476
From Here... ..	477
Index	479

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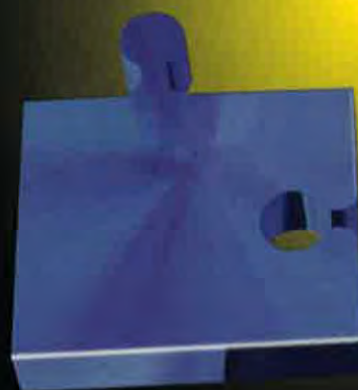
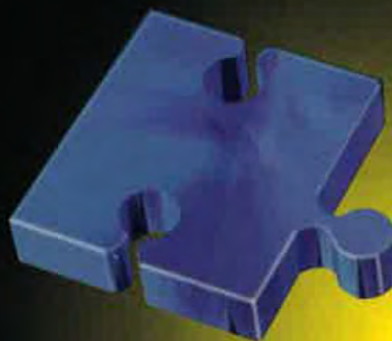
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1 What Is UNIX?	11
Why Use UNIX?	11
UNIX Versions Covered in This Book	12
USL UNIX SVR4.2	12
Flexible GUI	13
An Overview of UNIX Features	14
Multitasking	14
Multiprocessing	16
Multiuser	16
Programmable Shells	17
Device Independence	18
Communications and Networking	19
Open Systems Portability	20
A Brief History of UNIX	20
AT&T	21
BSD	21
USL	21
Standard Versions of UNIX	22
Summary	23
 II Installing UNIX	 25
2 Hardware Issues	27
Key Terms Used in This Chapter	28
Understanding System Hardware	31
The CPU	31
Memory	33
Controller Cards	34
Understanding Peripheral Hardware	35
Disk Drives	36
Tape Drives	39
CD-ROMs and Optical Drives	40

Terminals	41
Printers	42
Modems	44
The Mouse	44
Choosing the Right Level of Hardware	45
PCs (CISC)	47
Workstations (RISC)	49
Summary	49
3 Software Issues	51
An Introduction to Software	51
Key Terms Used in This Chapter	53
Understanding System Software	54
Operating System Software	55
Utilities	56
Understanding Development Software	58
Compilers	58
Source Code Control System (SCCS)	60
The <i>make</i> Program	61
Understanding Application Software	62
Word Processing	63
Accounting	64
Order Entry	64
Inventory Control	65
Machine Control	65
Database Management	65
Spreadsheets	66
CAD/CAM	66
Putting It All Together	67
Summary	67
4 Single-User Installations	69
Key Terms Used in This Chapter	70
Understanding the Single-User Concept	70
Multiuser versus Multitasking	71
UNIX on Personal Computers	73
RISC Workstations	74
Using the Single-User Installation Concept	75
Multiscreens and Additional Terminals	75
GUIs	77
Summary	78
III Controlling UNIX	79
5 Manipulating the GUI	81
Starting the GUI	82
Understanding the X Windows System	82

Selecting OPEN LOOK or Motif	83
Comparing Motif and OPEN LOOK	85
Starting the GUI Manually	89
Operating the Mouse	90
Mouse Types	90
Mouse Buttons	90
Mouse Functions	91
Mouse Attributes	93
Changing the Window with the Mouse	94
Using the Keyboard	95
Handling Windows	95
Working within a Window	96
Requesting Mouse Functions from the Keyboard	97
Changing Screen Resolution	98
Controlling Your Desktop	99
Changing the Backdrop and Colors	100
Changing the GUI Appearance	103
Changing GUI Resources	105
Automatic Application Startup	106
Using the GUI Tools	107
Using the Clock	107
Using the Calculator	109
Using the Terminal Window	109
Summary	113
6 Using the UNIX Command Environment	115
Understanding UNIX Command Processing	116
Shells	117
The Environment	117
Understanding the UNIX Process	124
Understanding UNIX Command Parsing	125
Commands, Flags, and Parameters	125
Filename Generation	127
Shell Variable Substitution	128
Command Substitution	129
Command Groups, Subshells, and Other Commands	130
Background Processing	131
Understanding Command Feedback	134
Summary	135
7 Understanding UNIX File and Directory Systems	137
Understanding Filenames	137
Looking at Types of Files	139
Ordinary Files	139
Directory Files	140
Links	140
Special Files	142
File Permissions	142

Looking at UNIX Standard Directories	147
Classic UNIX Directories	148
UNIX System V Release 4 and UnixWare Directories	150
Summary	150
8 Managing Files and Directories	151
Listing Files	151
Organizing Files	154
Copying Files	155
Moving and Renaming Files	156
Removing Files or Directories	156
Viewing the Contents of a File	158
Using <i>cat</i> To View a File	158
Using <i>more</i> To View a File	159
Using <i>pg</i> To View a File	159
Viewing Files in Other Forms	160
Searching for Files	161
Changing File Time and Date Stamps	163
Compressing Files	164
Manipulating Files with the GUI	165
Listing Files with the GUI	166
Organizing Files with the GUI	167
Copying Files in the GUI	168
Moving and Renaming Files in the GUI	168
Removing Files and Folders	168
Viewing the Contents of Files in the GUI	169
Summary	169
9 Printing	171
Sending a File to a Printer	171
Printing Files in the LP System	172
Checking Printer Status	176
Canceling a Print Job	178
Printing from the GUI	180
Summary	182
IV Working with UNIX Command-Line Tools	183
10 Understanding UNIX Shells	185
Examining UNIX Shells	186
Redirecting Input and Output	186
Completing Filenames with Wild Cards	188
Connecting Processes with Pipes	190
Arranging for Processes To Run in the Background	191

Looking at Different Shells	191
Which Shells Are Available?	194
Working with UNIX Shells	195
Creating a Shell Script	196
Using <i>echo</i>	197
Using Comments	198
Writing Programs with the Shell	199
Programming with Control	206
Customizing UNIX Shells	213
Exporting Variables to the New Shell	213
Defining Command Aliases	215
Summary	216

11 Managing Multiple Processes 217

Understanding Multitasking	218
Initiating Multiple Processes	219
Starting Multiple Processes	220
Starting a Background Process	220
Using Pipes To Start Multiple Processes	221
Using the Scheduling Commands	222
Running Commands at Specified Times with <i>at</i>	222
Running Long Tasks with <i>batch</i>	224
Scheduling Commands with <i>cron</i> and <i>crontab</i>	225
Reporting on and Monitoring the Multitasking	
Environment	229
Finding Out Who Is On the System with <i>who</i>	230
Reporting on the Status of Processes with <i>ps</i>	232
Controlling Multiple Processes	235
Using <i>nohup</i> with Background Processes	235
Scheduling the Priority of Commands with <i>nice</i>	236
Scheduling the Priority of Running Processes	
with <i>renice</i>	237
Terminating Processes with <i>kill</i>	238
Managing Processes in the GUI	241
Summary	242

12 Using the vi Editor 245

Introducing <i>vi</i>	246
What is <i>vi</i> ?	246
Understanding the Editing Process	247
Using <i>vi</i>	249
Looking at <i>vi</i> 's Two Modes	250
Creating Your First <i>vi</i> File	250
Starting <i>vi</i> by Using an Existing File	252
Exiting from <i>vi</i>	253
Undoing a Command	255
Writing Files and Saving the Buffer	256
Positioning the Cursor	258

Adding Text	262
Deleting Text	265
Changing and Replacing Text	266
Searching	268
Copying, Cutting, and Pasting	269
Repeating Commands	270
Setting the <i>vi</i> Environment	271
Using <i>set</i> To See and Set Options	272
Setting the <i>showmode</i> Option	273
Setting Toggle Options	274
Changing Options for Every <i>vi</i> Session	274
A Survey of Other Editors	274
Looking at UnixWare's Text Editor	275
Looking at <i>emacs</i>	276
Looking at <i>joe</i>	277
Looking at <i>pico</i>	277
Summary	278
13 Working with E-Mail	279
Understanding E-Mail	280
Sending E-Mail	282
Writing a Message while Sending E-Mail	283
Canceling a Message	284
Sending a Prepared Message	285
Sending the Result of a Command or Program by E-Mail	286
Reading Your Mail	287
Using <i>mail</i> To Read Mail	287
Using <i>mailx</i> To Read Mail	287
Reading E-mail from Other Files	290
Sending Mail while Reading	290
Printing Mail Messages	291
Quitting the Mail Program	291
Quitting and Saving Changes	291
Quitting and Not Saving Changes	292
Getting Help	293
Getting Help with <i>mail</i>	293
Getting Help with <i>mailx</i>	293
Filing and Saving Mail Messages	295
Saving Files with <i>mail</i>	296
Saving Files with <i>mailx</i>	296
Deleting Mail Messages	297
Deleting Messages with <i>mail</i>	297
Deleting and Undeleting Messages with <i>mailx</i>	297
Replying to Mail	298
Replying to Mail with <i>mailx</i>	299
Routing Mail to Others with <i>mailx</i>	300
Forwarding Messages	300

Sending a Copy with <i>mailx</i>	301
Using Aliases and Mailing Lists	303
Customizing Your <i>mailx</i> Environment	304
Using UnixWare's Mail Utility	306
Using the Manager Window	307
Using the Reader Window	307
Using the Sender Window	308
Using the Alias Manager Window	309
Summary	309

14 Using UNIX Remote Communications 311

Looking at Kinds of Networks	311
Using UUCP	312
Understanding UUCP	313
Finding Site Names	315
Using UUCP To Send Mail	316
Sending and Receiving Files with <i>uuto</i> and <i>uupick</i>	317
Using <i>uucp</i> To Transfer Files	319
Using <i>uustat</i>	324
Connecting to Other Systems Using <i>cu</i>	325
Using <i>rcp</i> for Remote Copying on the LAN	327
Copying a File from Your System with <i>rcp</i>	329
Copying Several Files from Your System with <i>rcp</i>	330
Copying Files from Another System to Your System with <i>rcp</i>	330
Copying Files from One Network System to Another Network System with <i>rcp</i>	331
Using Options with <i>rcp</i>	331
Logging in to Remote Systems with <i>rlogin</i>	332
Logging In and Logging Out with <i>rlogin</i>	332
Using a Different Login Name with <i>rlogin</i>	333
Executing Commands on Other Systems with <i>rsh</i>	333
Using <i>rsh</i> To Execute Multiple Commands	334
Using <i>rsh</i> with Pipes and I/O Redirection	334
Using Remote Communications from the GUI	335
Summary	337

V Using the Internet 339

15 Understanding the Structure of the Internet 341

A Dynamic Organization of Computers	341
The Name Structure	343
Labels	344
Subdomain Field	356
User or Account Field	358

IP Address	359
Aliases	362
The Data Storage Structure	363
File Structure	363
File Ownership and Access	364
An Overview of DNS Operation	366
Name Server	366
Resolver	367
Master Files	367
Zones	368
Host Registration	368
Finding and Verifying a Registered Host	369
Online Domain Information	372
The Flow of Information from Host to Host	372
Jumping across Network Boundaries	372
Layers of Software	374
Sharing the Interconnection Space	375
The Host Administrator	376
Establishing or Reconfiguring Accounts	376
Controlling Service Access	376
Handling Trouble	377
Summary	377

16 Finding and Using Internet Resources 379

Organizations that Set Internet Standards and Policies	380
The Internet Society (ISOC)	381
Internet Architecture Board (IAB)	382
Internet Engineering Task Force (IETF)	383
Online Internet Documentation	384
RFC: Request For Comments Series	385
FYI: For Your Information Series	386
STD: Standards Series	387
IMR: Internet Monthly Reports	388
I-D: Internet Drafts	388
Major Internet Nodes You Can Access	389
Defense Data Network Network Information Center (DDN NIC)	390
SRI, International Network Information Systems Center (SRI NISC)	390
Merit Network, Inc. Network Information Center (Merit NIC)	390
SURAnet Network Information Center (SURAnet NIC)	391
InterNIC Directory and Database Services	391
Corporation for National Research Initiatives (CNRI)	391
Mac Internet Tour Guide Visitors Center	392

Computer-Based Tutorials for Using the Internet	392
Merit's Cruise of the Internet	392
NNSC's Internet Tour	393
Several Books and Periodicals of Special Interest	394
<i>The Whole Internet User's Guide & Catalog</i>	394
<i>Internet: Getting Started</i>	395
<i>Connecting to the Internet</i>	395
<i>The Internet Companion</i>	395
<i>The Matrix</i>	396
<i>TCP/IP Network Administration</i>	396
<i>Using UUCP and Usenet</i>	397
<i>!%@:: A Directory of Electronic Mail Addressing</i> <i>and Networks</i>	397
<i>The Mac Internet Tour Guide</i>	397
<i>Internet World Magazine</i>	398
<i>Internet Society News Newsletter</i>	398
CD-ROMs Useful to Internet Users	398
Atlantis Internet CD-ROM	399
SRI International Internet CD-ROM	400
InfoMagic Internet CD-ROMs	401
Summary	402

17 Using Internet E-Mail 403

What Is E-Mail?	403
The Format of an E-Mail Message	404
Destination Header Lines	405
Originator Header Lines	406
Other Mandatory Headers	407
Optional Mail Headers	408
Addressing E-Mail Messages	408
User and Host Names	408
How To Find the E-Mail Address for a User	410
Direct Contact	411
The <i>whois</i> Databases	412
USENET Addresses Server	413
Looking Up Addresses at Colleges and Universities	414
Other Tools and Techniques for Finding Addresses	415
Determining the Host Address	416
Getting Access to Electronic Mail	417
Public Access Sites	417
Off-Line Mail Readers	419
Setting up a Local Mail System	420
Integrating with Existing Networks	421
Examples of Different Mail Systems	423
Examples of the Pine Mail System	423
Examples of the MH System	425
Examples of the WinNET Mail System	426

Using Electronic Mail	428
Mailing Lists	428
Moderated Mailing Lists	429
Mailing List Digests	430
Finding Mailing Lists	430
Mailing List Etiquette	430
Sending Non-Text Data	431
Multimedia Electronic Mail	432
Retrieving Files Using Electronic Mail	433
Other Services by Electronic Mail	434
Common Problems with Electronic Mail	435
Mail Addressing Problems	436
Mail Configuration Problems	438
Unwanted Mail Messages	438
Mail Security Issues	439
Forging of Mail Messages	440
Mail Message Authentication and Privacy	441
Summary	442

18 Using *ftp* and *telnet* with the Internet **443**

Using <i>ftp</i> To Access Files of Remote Network Computers	444
Anonymous <i>ftp</i>	446
A Sample <i>ftp</i> Session	447
Summary of <i>ftp</i> Commands	450
Starting an <i>ftp</i> Session	451
Getting Help on <i>ftp</i> Commands	451
Establishing and Terminating an <i>ftp</i> Connection	452
Changing Directories and Examining Their Contents	453
Getting Files from a Remote Computer	454
Putting Files on a Remote Computer	456
Selecting the File Transfer Mode	457
Deleting Files on a Remote Computer	458
Getting Status Information	458
Executing Commands on the Local Computer in an <i>ftp</i> Session	460
Non-Interactive <i>ftp</i> through E-Mail	460
Capabilities and Limitations of <i>ftpmail</i>	461
A Sample <i>ftpmail</i> Request	462
Summary of <i>ftpmail</i> Commands	463
Typical Problems Encountered with <i>ftp</i>	465
Logging in to Remote Network Computers Using <i>telnet</i>	467
Summary of <i>telnet</i> Commands	469
Starting a <i>telnet</i> Session	470
Establishing a Connection with a Remote Computer	471
Ending a <i>telnet</i> Session	471
Exiting <i>telnet</i>	471
Suspending <i>telnet</i>	471

Obtaining Help on Using <i>telnet</i> Commands	472
Selecting Character or Line Mode	472
Showing the Current Status of a <i>telnet</i> Session	472
Sending One or More Special Character	
Sequences to the Remote Host	472
Showing the Settings of One or More <i>telnet</i> Variables	472
Setting the Value of a <i>telnet</i> Variable	473
Unsetting the Value of a <i>telnet</i> Variable	473
Toggling the Value of a <i>telnet</i> Variable	473
Summary	474

19 Using USENET

475

What Is the Network News?	475
The Structure of Netnews	476
News Group Organization	476
Contributing to a News Group	477
News Distributions	478
The Process of Reading and Posting News	480
Subscribing to News Groups	480
Reading News Articles	480
Posting a Follow-Up Article	481
Replying to an Article with E-mail	481
Posting an Original Article	482
The Culture of USENET	484
The Culture of a Particular News Group	486
Problems with News Group Discussions	488
Netiquette	488
Expressing Emotions without Visual Cues	490
Using Abbreviations in Your Articles	491
Dealing with Problem Users	491
How Do You Access USENET?	492
Examples of News Readers	492
Common News Reader Features	492
Expiring Articles	492
The <i>rn</i> News Reader	493
The <i>tin</i> News Reader	495
The WinNET Mail News Reader	496
The PSILink News Reader	498
A Brief History of Netnews	500
News Transport Systems	500
News Reader Systems	502
News Group Creation	502
How To Receive Netnews	505
Public-Access News Sites	506
Remotely Reading News with NNTP	507
Getting a Limited Number of Groups through	
Electronic Mail	508
Getting a Full or Partial News Feed from NNTP	510
Summary	512

20 Determining the Level of Internet Service You Need	515
Deciding Which Internet Services You Need	516
Electronic Mail	516
Network News	517
Interactive Access to Remote Computers	518
Network Navigation Aids	518
Real-Time Textual Chatting	518
Teleconferencing over the Internet	519
Allowing Network Users To Access Your Computer	519
You Already May Have Internet Access and Not Know It	520
Educational Institutions	520
Employers	521
Professional Societies	522
Local Users' Groups	523
Types of Internet Service Providers	524
BBS, UUCP, and Other Polled Services	524
Online Services and Terminal Servers	525
SLIP and PPP Service	526
Dedicated Connections	527
Determining the Network Performance You Need	528
Who Will Use Your Internet Connection?	529
What Data Transfer Rate Will Work for You?	529
How Often and How Long Will You Connect to the Network?	530
What Systems Administration Burdens Can You Handle?	531
Evaluating a Specific Provider	532
Summary	534
21 Making Connections Beyond the Internet	535
The Internetwork Cross-Reference	536
Getting the Cross-Reference from the Internet	536
Using This Chapter's Network Cross-Reference	537
Summary	551
VI Working with Applications	553
22 Loading UNIX Applications	555
Key Terms Used in This Chapter	556
Loading Major Applications	557
Understanding the System Administrator and Superusers	558
Installing Software	560
Looking for Supported Software	562

Reviewing File Permissions	563
Solving Problems	563
Updating Applications	564
Removing Applications	564
Loading Small Applications	565
Summary	566
23 Running DOS Applications	567
Key Terms Used in This Chapter	568
Understanding and Using DOS-under-UNIX	569
Looking at DOS Emulations on Sun Systems	570
Looking at DOS Emulation on the Intel Platform	572
Device Drivers	573
The Virtual PC	574
Merge 386/486 for UNIX	575
VP/ix	577
Understanding Memory Management for DOS Emulation	577
Summary	579
24 Running Windows Applications	581
Key Terms Used in This Chapter	582
Understanding UNIX-over-Windows	582
Wabi	584
SoftWindows	585
Other Windows-under-UNIX Products	586
Running Windows with DOS Emulation	587
Summary	589
VII UNIX Networking	591
25 UNIX Networking Concepts	593
What is Networking?	594
Open Systems Interconnection Model	594
Department of Defense Model	597
Understanding UNIX Networking Protocols	598
Process/Application Layer Protocols	599
Host-to-Host Layer Protocols	606
Internet Layer Protocols	608
Network Access Layer Protocols	611
Internetworking	612
Repeater	612
Bridge	612
Router	614
Brouter	614
Gateway	615
Looking at an IP Routing Example	615
Summary	616

26 UNIX in a NetWare World	617
Integrating UNIX and NetWare Services	617
Connecting NetWare Clients to UNIX Servers	618
LAN WorkPlace for DOS	619
LAN WorkGroup for DOS	622
NetWare NFS Gateway	626
Connecting UNIX Clients to NetWare Servers	627
NetWare NFS and NetWare FLeX/IP	627
UnixWare	631
Other UNIX-to-NetWare Networking Options	632
NOVIX	632
Ipswitch	633
SoftNet Client	634
NetWare for UNIX	634
PopTerm/NVT	635
Summary	636
27 TCP/IP	637
History of TCP/IP	637
Internet Terminology	638
Looking at the TCP/IP Protocol Stack	639
IP Addresses	641
IP Address Classes	641
Network Naming	646
Subnetworks	648
Subnet Masks	649
Routing	650
Routing Information Protocol (RIP)	650
Network Segmentation	651
Setting Up Internet Networks	652
Types of Connections	652
Choosing a Networking Configuration	655
Network Configuration Guidelines	656
Routers and Bridges	657
Summary	658
28 UNIX Administration in a Networked Environment	661
Defining the Role of the Network Administrator	662
Hardware and Software Issues	662
Common Networking Administrative Tasks	663
Training the Administrator	665
Managing Users	666
Adding Users	666
Moving Users	668
Deleting Users	669

Configuring Peripherals	669
Printers	669
Communications	670
Optimizing UNIX Performance	672
Choosing the Right Hardware	672
Tuning System Performance	673
Setting the Sticky Bit	673
Altering Internal Parameters	674
Developing a Secure System	676
Controlling the Root	676
Daily Routines for the Computer	676
Bringing Down the System	677
Working Smart	678
Security Issues	679
Backups	683
Summary	687

VIII UNIX Multiuser Systems 689

29 Understanding Multiuser Concepts 691

Understanding Centralized Processing Systems	692
Elements of the Centralized Processing Model	693
Understanding Distributed Processing Systems	694
Elements of the Distributed Processing Model	695
Looking at Topologies	696
Star Topology	696
Bus Topology	697
Ring Topology	698
Hybrid Topology	698
Understanding the Client/Server Model	698
Summary	699

30 UNIX Administration in a Multiuser Environment 701

Looking at the Importance of Proper Administration	701
Common Administrative Tasks	703
Understanding User Management	704
Working with Users	704
Working with Groups	711
Adding Users with UnixWare's Graphical Desktop	712
Working with Serial Devices—Terminals and Modems	714
Adding a Serial Device	714
Modifying Configuration Files	714
Working with Printers	717
Performing System Backups	718
Considering Backup Tips	720
Planning a Backup Schedule	720
Performing Backups and Restoring Files	722

Training	728
System Administrator Training	728
User Training	728
Implementing a Training Program	729
Shutting Down the System	730
Using shutdown	731
Shutting Down from the UnixWare Desktop	732
Understanding System Security	733
Physical Security	734
Password Security	734
Login Security	737
Security Threats	739
Summary	740
IX Command Reference	741
Command Reference	743
Appendix	927
Resources for UNIX Users and Administrators	927
Index	941

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Print Book, English, ©1994

Edition: Special ed [View all formats and editions](#)

Publisher: Que Corp., Indianapolis, Ind., ©1994

Physical Description:

xxvi, 963 pages :
illustrations ; 24
cm

ISBN:

9781565296190,
1565296192

OCLC Number / Unique Identifier:

30578452

Subjects:

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LCCN Permalink <https://lcn.loc.gov/94065890>

Description xxvi, 963 p. : ill. ; 24 cm.

ISBN 1565296192 :

LC classification QA76.76.O63 U74 1994

Related names [Ackermann, Ernest C.](#)

LC Subjects	UNIX (Computer file)
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042	— a lccopycat
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082	00 a 005.4/3 2 20
245	00 a Using UNIX / c Ernest Ackermann ... [et al.] ; with contributing authors, Keith Blanton ... [et al.].
250	— a Special ed.
260	— a Indianapolis, Ind. : b Que Corp., c c1994.
300	— a xxvi, 963 p. : b ill. ; c 24 cm.
500	— a Includes index.
630	00 a UNIX (Computer file)
700	1_ a Ackermann, Ernest C.

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PUBLISHED BY
Microsoft Press
A Division of Microsoft Corporation
One Microsoft Way
Redmond, Washington 98052-6399

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Library of Congress Cataloging-in-Publication Data pending.

Printed and bound in the United States of America.

1 2 3 4 5 6 7 8 9 QMQM 0 9 8 7 6 5

Distributed to the book trade in Canada by Macmillan of Canada, a division of Canada Publishing Corporation.

A CIP catalogue record for this book is available from the British Library.

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Contents

Welcome to the Microsoft Office for Windows 95 Resource Kit ix

What's in the Office for Windows 95 Resource Kit x

Conventions xi

A Guided Tour to Microsoft Office for Windows 95 1

Windows 95 Support 2

Focus on Your Work, Not Your Software 5

Share Information Easily Between Applications 22

Communicate in a Connected World 28

Building Solutions with Microsoft Office 30

Part 1 Architecture

Chapter 1 Microsoft Office Architecture 35

Coordination of Applications 35

Implementation of OLE 36

Interoperability with Electronic Mail 42

Shared Application Tools 44

Shared Code 46

Shared Services 56

Chapter 2 Microsoft Access Architecture 61

Application Layer 61

Database Layer 66

Database Objects 68

Where Microsoft Access Components Reside 70

How Microsoft Access Resolves Conflicts 71

Chapter 3 Microsoft Excel Architecture 73

Overall Structure 73

Where Components Are Stored 79

Microsoft Excel Data Map 84

How Microsoft Excel Resolves Conflicts 88

Chapter 4 Microsoft PowerPoint Architecture 91

Application Layer 91

Understanding Templates 92

Presentation Layer 95

How PowerPoint Resolves Conflicts 95

Chapter 5 Microsoft Schedule+ Architecture 97

- Schedule+ Components 98
- Running Schedule+ in Stand-Alone Mode 105
- Running Schedule+ in Group-Enabled Mode 105
- How Schedule+ Resolves Conflicts 107
- How Schedule+ Works with Microsoft Exchange Server 108

Chapter 6 Microsoft Word Architecture 111

- Template Layer 112
- How Word Resolves Conflicting Settings 118
- Where Components Are Stored 119
- Managing Styles, AutoText Entries, Macros, and Toolbars 126
- Wizards 126
- Add-ins 127

Part 2 Installing Microsoft Office for Windows 95**Chapter 7 Guide to Deploying Microsoft Office for Windows 95 131**

- Overview of the Process 131
- Review and Install Windows 133
- Review Office for Windows 95 136
- Assemble the Planning Team and Tools 137
- Specify the Preferred Client Configuration 139
- Conduct the Lab Test 144
- Plan the Pilot Rollout 148
- Conduct the Pilot Rollout 152
- Finalize the Rollout Plan 153
- Roll Out Office for Windows 95 155
- Maintenance and Support 156

Chapter 8 Installing Microsoft Office 157

- Installation Planning 157
- Client Installation from Physical Media 166
- Client Installation Over the Network 170
- Installation Issues 179
- Client Installation Example 187

Chapter 9 Customizing Client Installations 189

About the Setup Program 189

Modifying Client Setup with the Network Installation Wizard 192

Giving Users Access to the Modified STF File 203

Client Customization Installation Example 211

Chapter 10 Upgrading to Office for Windows 95 215

Upgrading to Microsoft Office for Windows 95 215

Upgrading to Microsoft Access for Windows 95 219

Upgrading to Microsoft Excel for Windows 95 254

Upgrading to Microsoft PowerPoint for Windows 95 258

Upgrading to Microsoft Schedule+ for Windows 95 265

Upgrading to Microsoft Word for Windows 95 267

Part 3 Maintaining and Supporting Microsoft Office**Chapter 11 Maintaining, Customizing, and Optimizing Office 279**

Updating Software 279

Customizing the User Environment 283

Optimizing Microsoft Access for Windows 95 284

Optimizing Microsoft Excel for Windows 95 303

Optimizing Microsoft PowerPoint for Windows 95 305

Optimizing Microsoft Schedule+ for Windows 95 305

Optimizing Microsoft Word for Windows 95 306

Chapter 12 Support and Troubleshooting 309

Supporting Microsoft Office 309

Supporting Microsoft Excel 320

Supporting Microsoft PowerPoint 330

Supporting Microsoft Schedule+ 349

Supporting Microsoft Word 351

Registry Settings and .Ini Files 359

Long Filenames 360

Porting Your 16-Bit Office-Based Solutions to 32-Bit Office 360

Frequently Asked Questions 377

Part 4 Running Multiple Versions of Office and Using Office in a Workgroup

Chapter 13 Running Multiple Versions of Microsoft Office 381

- Running Multiple Versions of Microsoft Access in a Workgroup 381
- Running Multiple Versions of Microsoft Excel in a Workgroup 386
- Running Multiple Versions of Microsoft PowerPoint in a Workgroup 391
- Running Multiple Versions of Microsoft Schedule+ in a Workgroup 395
- Running Multiple Versions of Microsoft Word in a Workgroup 398

Chapter 14 Coexistence with Microsoft Office for the Macintosh 403

- Microsoft Office Binders 403
- Microsoft Access 404
- Microsoft Excel 405
- Microsoft PowerPoint 405
- Microsoft Word 406

Chapter 15 Using Workgroup Features and Applications with Office 413

- Finding and Managing Documents within a Workgroup 413
- Interoperability with Electronic Mail 418
- ODBC and Client/Server Operations 427
- Using External Data with Office for Windows 95 436
- Workgroup Features for Microsoft Access 442
- Workgroup Features for Microsoft Excel 473
- Workgroup Features for Microsoft PowerPoint 476
- Workgroup Features for Microsoft Word 480

Chapter 16 Microsoft Access Database Replication 485

- Why Replicate Databases? 485
- Tools for Implementing Replication 489
- Architecture of Database Replication 490
- Planning for Replication 498
- Managing Replicas 500
- Troubleshooting Conflicts 502

Part 5 Switching from Other Applications

Chapter 17 Switching to Microsoft Access 509

- Using Microsoft Access 509
- Switching from dBASE 524
- Switching from FoxPro 532
- Switching from Paradox 535
- Running Multiple Data Access Applications 541
- Built-in Drivers and ODBC Drivers 542

Chapter 18 Switching to Microsoft Excel 545

- Converting File Formats 545
- Switching from Lotus 1-2-3 548
- Borland Quattro Pro for MS-DOS Compatibility 587
- Borland Quattro Pro for Windows Compatibility 588
- Multiplan Compatibility 589
- Microsoft Works Compatibility 593

Chapter 19 Switching to Microsoft PowerPoint 595

- Translating Presentations Created in Other Programs 595
- Harvard Graphics Translation Features 596
- Lotus Freelance Translation Features 608

Chapter 20 Switching to Microsoft Word 619

- Using Microsoft Word 620
- Converting File Formats 621
- Switching from Word for MS-DOS 631
- Switching from WordPerfect 650
- Switching from DisplayWrite 695
- Switching from MultiMate 704
- Switching from Microsoft Write for Windows 719
- Switching from RFT-DCA Format Documents 719
- Switching from Text with Layout Format Documents 723
- Switching from Microsoft Works 725
- Switching from WordStar 730
- Importing Documents from Microsoft Excel 733
- Importing Documents from Lotus 1-2-3 734
- Troubleshooting 735

Appendixes

Appendix A Setup Command Line Options and File Format 739

Setup Command Line Options 739

Setup Process Flow 741

Setup File Formats 742

Appendix B Registry Keys and Values 789

Using the Registry Editor 790

Microsoft Access Registry Keys and Values 790

Microsoft Excel Registry Keys and Values 817

Microsoft Office Registry Keys and Values 830

Microsoft PowerPoint Registry Keys and Values 835

Schedule+ Registry Keys and Values 846

Microsoft Word Registry Keys and Values 855

Find Fast Registry Keys and Values 858

Appendix C List of Installed Components 861

Custom Installation 861

Typical Installation 872

Compact Installation 877

Run from Network Server 878

Run from CD 879

Appendix D Contents of the Office Resource Kit CD 881

Appendix E System Requirements for Office for Windows 95 883

Microsoft Office Standard 883

Microsoft Office Professional 884

Individual Office Applications 885

Appendix F Resources 889

Getting Support from Microsoft 889

The Microsoft Support Network 891

Microsoft Download Service (MSDL) 895

Microsoft Knowledge Base 898

Microsoft Consulting Services 905

Microsoft Developer Network 907

Training Resources 915

Reference Materials 917

Welcome to the Microsoft Office for Windows 95 Resource Kit

The *Microsoft Office for Windows 95 Resource Kit* is written for administrators and MIS professionals. It provides the information required for rolling out, supporting, and understanding Microsoft® Office for Windows® 95. This book is being published both in bound form and on CD, and it is posted in the Microsoft Office Resource Kit forum on the Microsoft Network (MSN). For late-breaking, up-to-date information about Office for Windows 95, MSN is the place to look. MSN has a forum for each of the Office applications, and one for Office for Windows 95, too. For information about accessing MSN, see Appendix F, "Resources."

In the past three to five years, much has changed in terms of how an MIS department treats desktop applications. Five years ago, departmental LANs were sprouting up all over organizations. Individual departments, and even individual users, were deciding which applications they would use. In choosing an application, their primary criterion was the set of tasks the application could do. Today, however, departments are increasingly interested in how well an application allows people within a workgroup to share data.

Two factors have contributed to this change. First, the use of LANs and WANs is much more widespread, and MIS departments are now managing them centrally rather than departmentally. Second, in the autumn of 1993, Microsoft Office 4.0 was launched. Office 4.0 provided much more consistency and ease of use than has been available before in a group of integrated desktop applications. This spurred many organizations to standardize on Office. In standardizing on a single, integrated solution, MIS organizations appreciate the control they have over their departmental desktops, yet they also recognize the importance of supporting and maintaining this software to reap the benefits that standardization provides.

The purpose of this Resource Kit is to provide the information that the MIS professional or administrator needs to support Microsoft Office for Windows 95. This includes planning for deployment of Office for Windows 95, deciding which configurations are best for your organization, and understanding issues regarding migrating from earlier versions of Office or from competitive applications.

Complete Technical Information for the Support Professional

The MICROSOFT® OFFICE FOR WINDOWS® 95 RESOURCE KIT provides you with all of the information necessary to plan for and implement Microsoft Office for Windows 95 in your organization. This book includes coverage of all the Microsoft Office for Windows 95 Professional Edition applications, including Microsoft Word 95, Microsoft Excel 95, Microsoft PowerPoint® 95, and Microsoft Access 95. Details about how to install, configure, and support Microsoft Office for Windows 95 will save you hours of time and will help ensure that you get the most from your computing investment.

This exclusive Microsoft publication, written in cooperation with the Office for Windows 95 development team, is the perfect technical companion for network administrators, support professionals, systems integrators, consultants, advanced users, and other computer professionals. Whether you support Office for Windows 95 within an organization or just want to know more about it, the MICROSOFT OFFICE FOR WINDOWS 95 RESOURCE KIT is a valuable addition to your reference library.

Inside the MICROSOFT OFFICE FOR WINDOWS 95 RESOURCE KIT, you'll find:

Office for Windows 95 Architecture—an overview of the structure of Office and its applications, including details on components shared between applications.

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Upgrading to Office for Windows 95—techniques for upgrading users from previous versions to the current version of Office for Windows 95, whether the organization is upgrading all users to Microsoft Office at one time or only groups at a time.

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Using Microsoft Office in a Workgroup—information to help MIS managers and technical support personnel when their workgroups include multiple platforms and/or multiple versions of Office applications.

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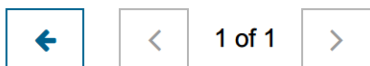


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