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Getting Started
A Guide to Products and Services

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Congratulations!
You have just purchased a sophisticated software product that will make your
work much easier. A product that combines power, flexibility, and ease of use with
innovative database technology. A product that is used by thousands of people
like yourself in industry, government, and business organizations.

Informix Software offers a complete line of data management software for
UNIX™, MS™-DOS, VMS™, MVS, and local area networks. Our products run
on more than one hundred different computer systems, from personal computers
to mainframes, and are built on the latest industry standards for database
software. Some of our products, such as our C-ISAM™ file access method, have
become standards in their own right.

The product you have just acquired is designed to be easy for you to learn and use,
and at the same time takes full advantage of your computer resources. We know
you will be pleased with the performance of your Informix software.

Contents of This Booklet:
This booklet is designed to help you get started with your new software product. It
contains the following information:

- Customer Registration
- Customer Assurance Plan
- Warranty Services
- Replacement of Damaged Media

- Annual Maintenance Policies
- Informix Products and Services
- Customer Feedback
- Informix License Agreement

Contents of This Manual:
The following materials are contained in this manual or manual set:

- Shrink-wrapped manual and tabs
- Quick Reference Card (INFORMIX®-4GL and INFORMIX-SQL only)
- Reader Response Card

Overview

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The following materials are sent with the manual:

- Software product envelope that contains
    - Media
    - Installation Instructions
    - Branding Information

Getting Started
How do you start? The first thing you need to do is to carefully read this booklet. Pay special attention to the Customer Registration Card, the Customer Assurance Plan, and the Software License Agreement.

The Customer Registration Card is the key to all services. It is the only way we can keep you informed about product updates, new products, and new services. It also qualifies you for many other services, as described in the Customer Registration section of this booklet. The Customer Registration Card is attached to the back cover of this booklet. Take a moment now to fill it out and return it.

The Customer Assurance Plan describes the support services available to you as a registered customer. These services can help you use the software product to its full potential.

The Software License Agreement defines the terms and conditions you must comply with when you use your Informix software. Opening the software product envelope indicates you have agreed to all of the terms and conditions of the license agreement.

Now you are ready to install your software product. Check the outside label on the software product envelope to make sure the software is intended for your particular system configuration before you open it. Then carefully follow the installation instructions and branding information located inside the software product envelope.

In order to better serve you, our customer, we need to know some basic information about you. The information requested on the Customer Registration Card attached to the back cover of this booklet lets us know who you are and what you do. It helps us to tailor our product, promotion, and service programs to better meet your needs.

Providing us with this information also helps you. This information allows us to keep you informed about new products, product enhancements, training courses, compatible application software, and new programs. It opens up a line of communication between us, so that we can provide the products and services that you need to run your business and get the most out of your Informix software.

Why should you register your software product now?

- You will never have to worry about providing proof of purchase for disk replacements, special promotions, or product upgrades.

- You will receive our quarterly publication, the *Informix Update*. This publication will keep you informed about new products, product enhancements, training, and special programs and promotions. It also will provide you with tips on technical procedures and tell you how other companies use Informix products.

- You will receive a copy of each new edition of our Independent Vendor Catalog upon request. Our Independent Vendor Catalog contains information on application software compatible with our products. Hundreds of software products and services applicable to business, industry, service, government, and home use are listed. Each future edition will contain many more new products and services.

- You will receive information about special product promotions only offered to existing Informix customers.

Register now and receive a free 4GL book.

If you complete the Customer Registration Card in full and return it to Informix Software, you will receive a new book entitled, *Building Applications Using a 4GL.** This book provides both a general overview of the features of a fourth-

Customer Registration

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generation language and an in-depth look at how to build an application. It actually guides you through the steps of building an entire sales/prospect tracking application using INFORMIX-4GL, our fourth-generation language. Complete source code for the finished application is provided.

If you have just purchased INFORMIX-4GL, this book will teach you how to use it. If you are in the process of evaluating fourth-generation languages, this book will help you to better understand how a fourth-generation language works and the benefits it provides.

It pays to register your software product now!

*This offer is valid while supplies last and is subject to change without notice. One complimentary copy will be provided per company. To qualify, you must order at least one copy of an Informix software product and note the corresponding software serial number on the Customer Registration Card. Orders for manuals or demonstration copies do not qualify for this free offer.

Informix Software provides a variety of support services for registered customers. Some of the services are provided at no charge to you. Other services are available to you for an annual fee.

All support services are designed to help you get the most out of your Informix software product. The services you choose will depend on the product you have purchased, your familiarity with the product, your planned use of the product, and your level of technical expertise. Whatever your needs, we have a trained staff that can meet them.

The Informix technical support staff is comprised of knowledgeable professionals thoroughly familiar with the operation of Informix products. They can help you understand the functions of specific features and assist you with product installation, product syntax, and product operation.

Informix Software is continually enhancing its existing software products to add useful features, incorporate new technology, and improve existing operations. As a registered customer using our annual maintenance service, you can receive software updates and new releases for a nominal shipping and handling fee. These updates and releases are only available to customers who have purchased annual maintenance.

In addition to telephone support and product updates, maintenance customers receive *Tech Notes,* a quarterly technical publication designed to help you use and understand specific features of our products. These and other services offered through annual maintenance are described later in this booklet.

Warranty Period
The warranty period for all Informix products is ninety (90) days from the day you receive your software product. During this period, you are entitled to the following complimentary services:

1) You will receive software updates as they are available by paying media and shipping charges only.

2) You may contact Informix technical specialists for assistance with installation problems.

3) You will receive a replacement copy of any media damaged or lost during initial shipment.

Customer Assurance Plan

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Replacing Lost or Damaged Media
If you inadvertently lose or damage your media after installation, we will replace it for you under the following conditions:

1) In the event of damaged media, you immediately return the original media to Informix corporate headquarters and pay all associated return shipping charges.

2) The serial number of the product you return must match your registered serial number on file with Informix.

3) Only an exact duplicate of your original software will be provided. An exact duplicate is software produced for the same model of computer, software version, operating system version, and compiler as you initially ordered.

4) You are responsible for additional media and shipping charges.

To return media damaged during initial shipment or after installation as described above, you must contact your Informix dealer or the Informix Sales Department for a returned material authorization (RMA) number. Please provide your product serial number and be prepared to explain the problems you are experiencing.

We will provide you or your dealer with an RMA number that you need to enclose with the media. Also note the RMA number on the shipping label placed on the outside of the package.

Please enclose the following additional information with the media:

- Your name, company name, address, and phone number
- The Informix product name and version number
- A brief description of the problem

Annual Maintenance
As a registered customer, you may purchase an annual maintenance contract for any one of the Informix family of software products. Annual maintenance contracts provide you with the following special services:

1) You may use the Informix telephone hotline service for technical assistance.

2) You are eligible to receive all available software updates and new releases on request, at a nominal charge for materials and handling.

3) You will receive *Tech Notes,* a quarterly publication of technical tips for fine-tuning your Informix applications.

The maintenance coverage begins on the date of the Informix invoice and ends on the last day of the month, one year from the date of the invoice.

Telephone Hotline Service
Technical assistance via a telephone hotline is available to all annual maintenance customers. The technical assistance is limited to a reasonable amount of service provided to clarify the syntax and functions of specific features included in the software and to explain the general operation of the product.

Informix invites you to report any software behavior that appears to be contrary to the product documentation. We may request that you send a simple demonstration of the suspected discrepency to us for further study - any findings will be reported back to you.

While many Informix products interface with programming languages, the telephone hotline service does not include extensive effort on behalf of Informix to aid a programmer in developing or debugging a program written for use with Informix products. Any analysis of your programming code, other than that included in investigations where we agree that the problem merits further study, is not offered as part of the annual maintenance contract.

To ensure an efficient exchange of information between your firm and Informix, we request that you designate an authorized support contact from your firm. This person will initiate all contact with Informix and report all developments back to your firm. The authorized support contact you select should have experience in using Informix software as well as any programming language they need to use with the software. They should also be familiar with the Informix software product documentation.

Product Updates
As an annual maintenance customer, you will be provided with product updates on request, for media and shipping charges only. For major enhancements, a documentation surcharge may be applied.

Tech Notes

Tech Notes, a quarterly publication designed to help you take full advantage of your Informix software, is available to all annual maintenance customers. Produced by our Technical Publications Department, each issue provides examples and suggestions for effectively using Informix products.

Items covered are gleaned from customer questions and product manager suggestions. Suggested methods for achieving special effects are frequently included. Tech Notes is intended for customers with a working knowledge of their software product and is a valuable supplement to the manual.

Signing up for Annual Maintenance

To sign up for annual maintenance, simply complete the appropriate section on the enclosed Customer Registration Card. We will begin maintenance and invoice you immediately. If you would like more information regarding support, check the corresponding box and we will have a sales representative contact you.

Contacting Informix for Assistance

If you have registered for annual maintenance or warranty service and need assistance, we recommend that you do the following prior to contacting a technical support specialist.

- First, check to make sure the Informix software you received was intended for your particular system. The version of the software, the machine, and the operating system it supports are listed on the outside of the software envelope and on the diskette labels.

- Next, check the product documentation. All Informix manuals are designed to help you find the information you need as quickly as possible. The User Guides are provided to teach you the basic operations of the product. The Reference Manuals contain more comprehensive information about all aspects of the product. You will find these tools to be a very quick, easy, and useful resource.

- If you purchased software from a local dealer, contact them for assistance. Our dealers are also trained in the use of our products.

If you cannot find your answer by using the above techniques, and you are a registered customer under warranty or an annual maintenance customer, then our technical support specialists will be happy to help. They are available from 6 A.M. to 5 P.M. (Pacific time), Monday through Friday. They may be contacted by phone at (415) 322-4100, by telex at 361834, or by mail at:

Technical Support Department
Informix Software, Inc.
4100 Bohannon Drive
Menlo Park, California 94025

International Customers
Authorized Informix distributors around the world provide software support for our international customers. Conditions and costs are determined by each distributor.

Informix Software will provide support when a distributor is not available to a customer. In these cases, but with the following distinctions, the domestic fee schedule will apply.

1) Under normal conditions, Informix will respond by telex.

2) Telephone calls to Informix will be accepted from 6 A.M. to 5 P.M. (Pacific time) Monday through Friday if a support staff member is available when the call is received.

3) Support will be provided in English.

The update policy remains the same as for domestic customers.

Informix Software was founded in 1980 to develop and market data management software for commercial applications. In 1981, the company introduced the first commercially available and fully relational database management system for the UNIX environment. Today, Informix is the market leader, providing a complete line of sophisticated application development tools for UNIX, MS-DOS, VMS, MVS, and local area networks.

The Informix family of products satisfies the full spectrum of user needs, from the business professional to the systems programmer. All ISAM-based Informix products are built on C-ISAM, our industry standard file access method. In addition, our SQL-based products (INFORMIX-4GL, INFORMIX-SQL, INFORMIX-ESQL/C, INFORMIX-ESQL/COBOL, INFORMIX-TURBO, REPORT/DB2, and Informix Datasheet Add-In) use a common data dictionary. These common components ensure compatibility throughout our product line, so that you can use different Informix products to simultaneously access the same databases and easily migrate to more powerful Informix products as your requirements grow.

Informix products are available on more than one hundred computer systems. The list of computers is continually expanding and includes personal computers, microcomputers, minicomputers, and large mainframe systems. Informix products are marketed worldwide.

The Informix Family of Products

INFORMIX-4GL	SQL-based Application Development Language
INFORMIX-SQL	SQL-based Relational Database Management System
INFORMIX-ESQL/C	Embedded SQL for C
INFORMIX-ESQL/COBOL	Embedded SQL for COBOL
INFORMIX-TURBO	High Performance Database Server
REPORT/DB2	Report Writer
Informix Datasheet Add-In	Database Extension for Lotus 1-2-3
INFORMIX	Relational Database Management System
C-ISAM	Indexed Sequential Access Method

Informix and Its Products

Other Informix Programs and Services

Product Training
Informix provides training for many of its software products. Training classes are held monthly at the Informix Corporate Facility in Menlo Park, California. Product classes at your location may be scheduled upon request. For more information, prices, and class schedules, please contact our Training Department at (415) 322-4100.

Project Consulting Assistance
If you need assistance with your application, we can provide special consulting services on a time and materials basis. An Informix technical specialist can be made available to assist you with the design and implementation of your applications. For more information regarding these special consulting services, please contact your Informix sales representative.

Independent Vendor Catalog
Informix publishes a catalog of software products and services that are compatible with all Informix products. This catalog is published annually and contains information on hundreds of products and services applicable to business, industry, service, government, and home use. To list your products or services, please contact the Marketing Communications Department. To order a copy of the catalog, contact the Telemarketing Department.

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In order to continually improve our products, we need feedback from you, our customer. If you have suggestions for new features or product enhancements, we would like to hear about them. Send your ideas to:

Product Marketing
Informix Software, Inc.
4100 Bohannon Drive
Menlo Park, California 94025

Our product marketing group reviews and prioritizes all suggestions they receive. Those suggestions that are feasible, practical, and important to our users are forwarded to our research and development group for inclusion in future product releases.

The usefulness of our documentation is also very important to us. So important, in fact, that we have enclosed a reader response card at the end of the manual. Once you have read the manual, let us know what you think of our documentation. Your comments will help us to continue to produce high quality documentation tools.

We Listen

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END USER LICENSE AGREEMENT ("AGREEMENT")

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CAREFULLY READ ALL OF THE TERMS AND CONDITIONS OF THIS AGREEMENT PRIOR TO OPENING THE INFORMIX SOFTWARE PRODUCT ENVELOPE OR PACKAGE. OPENING THE INFORMIX SOFTWARE ENVELOPE OR PACKAGE INDICATES YOUR ACCEPTANCE OF THESE TERMS AND CONDITIONS.

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Each copy of INFORMIX SOFTWARE is contained in a sealed package on media bearing the INFORMIX logo. Each such copy is referred to in this Agreement as an "Original Copy." Subject to the terms and conditions of this Agreement:

(a) You may use in machine-readable object code format each Original Copy of INFORMIX SOFTWARE lawfully acquired by you on a single central processing unit ("CPU") or, in the case of software marketed for use in a licensed local area network ("LICENSED NETWORK"), solely in connection with your use of such LICENSED NETWORK. When used in this Agreement, LICENSED NETWORK shall mean, collectively, a single registered file server and the associated licensed workstations authorized by INFORMIX. The number of such licensed workstations shall not exceed the number of workstations authorized by INFORMIX, regardless of the total number of workstations in the network.

(b) You may use the Original Copy of INFORMIX SOFTWARE lawfully acquired by you on the single CPU or LICENSED NETWORK designated by you on the Customer Registration Card, which you must complete and return to INFORMIX immediately upon receipt of the INFORMIX SOFTWARE. If you wish to use the INFORMIX SOFTWARE on a CPU or LICENSED NETWORK other than the one designated by you on the Customer Registration Card, you must obtain a new and separate License from INFORMIX for each such additional CPU and/or LICENSED NETWORK.

Software License Agreement

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that you have fully and faithfully observed all of the terms and conditions of this
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equipment to verify that all of the terms and conditions of this Agreement are
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INFORMIX does not warrant that the functions contained in the INFORMIX SOFTWARE will meet your requirements or that the operation of the INFORMIX SOFTWARE will be uninterrupted or error free. However, INFORMIX warrants to the original user of the Original Copy of INFORMIX SOFTWARE that the media associated with such Original Copy (i.e, the disk, diskette or tape) is free from defects in materials and workmanship when given normal use for a period of ninety (90) days from the date of delivery of the Original Copy to you as the original user as evidenced by your completed and returned Customer Registration Card, which you must complete and return to INFORMIX immediately upon receipt of the INFORMIX SOFTWARE.

If within ninety (90) days following the delivery of an Original Copy of INFORMIX SOFTWARE to you as the original user thereof (as evidenced by your completed and returned Customer Registration Card) there should appear any such defect in materials or workmanship, INFORMIX at its expense shall replace such Original Copy upon its return to INFORMIX. INFORMIX shall have no obligation to replace any Original Copy of INFORMIX SOFTWARE which is returned to INFORMIX more than one hundred twenty (120) days following its delivery to you, or which becomes unusable as a result of any accident, abuse or misapplication subsequent to its distribution by INFORMIX. Any replacement copy obtained by you will be subject to this same limited warranty. Replacement of the INFORMIX SOFTWARE in accordance with this limited warranty shall be the sole liability of INFORMIX, and your sole remedy, on account of any claim relating to the quality or performance of the INFORMIX SOFTWARE, whether such claim be based upon principles of contract or warranty, negligence or other tort, breach of any statutory duty, or otherwise. If for any reason INFORMIX should fail to replace any Original Copy of INFORMIX SOFTWARE in accordance with this limited warranty, or if for any reason the limited remedy provided for by this paragraph should be determined to be invalid or inapplicable to any claim which is based upon the quality or performance of the INFORMIX SOFTWARE, the aggregate liability of INFORMIX and anyone else who has been involved in the creation, production or distribution of the INFORMIX SOFTWARE nevertheless shall be limited to the amount paid by you for the Original Copy thereof.

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SOME STATES DO NOT ALLOW THE LIMITATION OR EXCLUSION OF LIABILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

9. TRANSFERS.

This License Agreement is for the sole benefit of INFORMIX and you, and not for the benefit of another party. However, you may transfer to another party all of your rights and obligations under this Agreement, but only if the party to whom you transfer such rights and obligations agrees in advance to the terms and conditions of this Agreement, and completes and returns a Customer Registration Card to INFORMIX. INFORMIX will make available such a Customer Registration Card to the transferee upon request. Notwithstanding the foregoing, you will not transfer your rights and obligations under this Agreement to a person or entity located in any country in which U.S. copyrights are not enforceable. Any purported transfer except as provided for herein shall be null and void.

10. UPDATE POLICY.

INFORMIX may, in its sole discretion, advise you of, and license your use of PRODUCT UPDATES and NEW RELEASES of the INFORMIX SOFTWARE at the current prices for such PRODUCT UPDATES and NEW RELEASES. In order to be advised of or to be licensed for the use of such INFORMIX SOFTWARE, you must complete and return a Customer Registration Card to INFORMIX. All PRODUCT UPDATES and NEW RELEASES which are provided to you shall be governed by the same terms of this License Agreement.
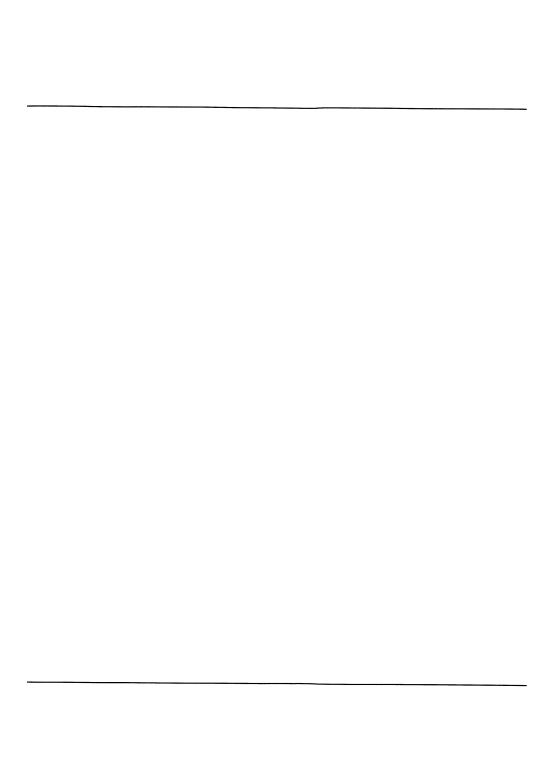
11. MISCELLANEOUS.

This License Agreement shall be governed by the laws of the State of California, and shall inure to the benefit of INFORMIX, its successors, administrators, heirs and assigns. If any legal action is brought by either party to this Agreement regarding the subject matter of this Agreement, the prevailing party shall be entitled to recover, in addition to any other relief, reasonable attorneys' fees and expenses. In case one or more of the provisions contained in this Agreement shall be unenforceable in any respect under any applicable statute, then such provision shall be considered inoperable to the extent of such enforceability and the remainder of this Agreement shall continue in full force and effect. The parties hereto agree to replace any such invalid or unenforceable provision with a new provision which has the most nearly similar permissible economic or other effect.

12. ACKNOWLEDGEMENT.
YOU ACKNOWLEDGE THAT YOU HAVE READ THIS AGREEMENT, UNDERSTAND IT, AND AGREE TO BE BOUND BY ITS TERMS AND CONDITIONS. YOU ALSO AGREE THAT THIS AGREEMENT IS THE COMPLETE AND EXCLUSIVE STATEMENT OF AGREEMENT BETWEEN THE PARTIES AND SUPERSEDES ALL PROPOSALS OR PRIOR AGREEMENTS, ORAL OR WRITTEN, AND ANY OTHER COMMUNICATIONS BETWEEN THE PARTIES RELATING TO THE SUBJECT MATTER OF THIS AGREEMENT.

Should you have any questions concerning this Agreement, please contact in writing:

INFORMIX SOFTWARE, INC.
4100 Bohannon Drive
Menlo Park, California 94025 U.S.A.

New Features in INFORMIX-4GL Version 1.10

The following enhancements have been made to INFORMIX-4GL Version 1.10.

Windows (provides window management facilities)

Your application programs can now devote different parts of the terminal screen to different activities. You can create applications that include windows for screen forms, displays, prompts, menus, or report output.

New termcap Entries (includes graphics characters)

On UNIX systems you can set three new termcap variables if you want INFORMIX-4GL to use graphics characters to draw window borders.

ACCEPT KEY Option (defines an alternate key)

The OPTIONS statement includes a new option called ACCEPT KEY that allows you to redefine the key that terminates the CONSTRUCT, DISPLAY ARRAY, INPUT, and INPUT ARRAY statements.

ON KEY Clause (enhances DISPLAY ARRAY)

You may include an ON KEY clause in a DISPLAY ARRAY statement if you want INFORMIX-4GL to execute a series of statements when the user presses a designated key.

Multiple-Page Menus (allows larger ring menus)

If the length of a ring menu exceeds the number of characters that can be displayed on a single line of the screen or window, INFORMIX-4GL displays the first "page" of options followed by an ellipsis (...) indicating that additional options exist on a previous or subsequent page.

FORM4GL Form Builder (enhances performance)

The new FORM4GL compiles all INFORMIX-4GL form specifications, including those that contain screens wider than 80 characters.

INSERT Cursor (permits efficient insertion of data)

You can associate a cursor with an INSERT statement as well as a SELECT statement. The INSERT cursor permits more efficient insertion of data into a database by buffering the data in memory and writing to the disk only when the buffer is full.

Audit Trails (increases data integrity)

An audit trail is a file that contains a history of all additions, deletions, updates, and manipulations to a database table. The audit trail file can be used to update backup copies of a table.

UPDATE Extensions (allows greater flexibility)

The syntax of the UPDATE statement has been expanded to allow greater flexibility when specifying the list of column-names and values.

SCROLL Cursor (permits random retrieval of rows)

You can declare a SCROLL cursor and fetch rows from the active list in a random order. New keywords in the FETCH statement are used to fetch a CURRENT, PREVIOUS (PRIOR), NEXT, FIRST, LAST, RELATIVE, or ABSOLUTE row.

Auto-Indexing (speeds unindexed queries)

If you execute a SELECT statement that includes a join between two tables and there are no indexes on the joined columns, RDSQL now creates a temporary index on the table with the larger number of rows. This enhancement results in a dramatic improvement in the speed of unindexed queries.

Cluster Indexing (physically orders data)

Since both UNIX and DOS extract information from the disk in blocks, the more rows that are physically on the same block and that are already in the same order as an index, the faster an indexed retrieval proceeds. A cluster index causes the physical order in the table to be the same as the order in an index.

Wait for Locked Row (waits on any locked row)

The new SET LOCK MODE statement can be used to determine whether RDSQL subsequently waits for a locked row to become unlocked.

The dbschema Utility (replicates a database)

You can use the **dbschema** utility to quickly produce an RDSQL command file containing the CREATE TABLE, CREATE INDEX, CREATE VIEW, CREATE SYNONYM, and GRANT statements required to replicate an entire database or a selected table.