INTERDEPARTMENTAL

MASSACHUSETTS INSTITUTE OF TECHNOLOGY *CAMBRIDGE, MASS. 02139*

from the office of Information Processing Services

March 24, 1970

To: Multics Administrative Distribution

From: J. M. Grochow

Subject: Multics Policy Memoranda

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Enclosed are Drafts of "User Procedure Reference" documents:

1. Backup and Retrieval of User Files

2. Demonstrations

3. Refunds; Credits; Exchanges

Your comments and suggestions on these documents are solicited so that they can

be published as IPC - UPR documents.

Enclosures (3)

User Procedure Reference

Backup and Retrieval of User Files

IPC will endeavor to provide adequate backup of user files stored on secondary storage devices of the Multics time-sharing system on magnetic tape. The following points indicate the types of backup performed and the period of time that such magnetic tapes will be saved.

1. Incremental dump tapes of user files will be saved for a period of two weeks.

2. Complete dump tapes of user files (taken twice a week) will be saved for a period of six months except for the first set of tapes written each month, which will be saved for an additional year; that is, tapes as much as eighteen months old will be saved by IPC.

Note: Only one copy of each dump tape is written, except for the first series of tapes each month, where two copies are written and saved.

In addition, IPC maintains a number of tapes which may be checked out by users from the IPC Tape Librarian for the purpose of providing their own additional backup. Such tape checkouts must be reaffirmed every six months. In most cases, users will not find this necessary as IPC-provided backup will be sufficient. IPC cannot, however, be held responsible for such things as mechanical failure, fire, flood, acts of God, and so forth, that cause a particular tape to be destroyed or non-readable.

Retrieval of user files is discussed in Operations Procedure Memo _____.

In general, files will be retrieved by Operations at the request of a user from any

dump tape saved by IPC.   Users may also retrieve files from their own tapes as

they wish (see Multics Programmers' Manual section on retrieve).

Demonstrations

Requests for demonstrations of Multics are received from time to time, and in the interest of protecting the user, the following policy and procedures will be followed.

Demonstrations are, by purpose, either for the demonstration of Multics as a system, or for demonstration of a particular user program or subsystem which has been implemented under Multics.

IPC will usually not differentiate between purposes of demonstrations, but between the amount of planning and publicity that accompanies them.

Casual demonstrations, with no particular advance publicity, can, of course, be performed at any time with the usual risks of loading and system availability. Scheduled demonstrations, on the other hand, should always be approached with caution: some degree of coordination is imperative and the Information Processing Center will assume this responsibility.

Casual Demonstrations

1. User will, at his own risk, demonstrate those facilities of Multics that he feels are pertinent. No communication with or approval of Center personnel is required.

2. The Information Processing Center in no way guarantees service at the time of the demonstration and likewise makes no claim that the user's program or Multics, in general, will perform as expected at that particular time.

Planned Demonstrations

1. The user will notify the Information Processing Center, Manager of User Services, at least one week prior to the date of the demonstration, as to the nature and object of the demonstration.

2. The Manager of User Services will solicit the approval of the Manager of Operations and the Manager of Systems Assurance to ensure that a demonstration of this type at this particular time can be guaranteed and does not seriously impair previous commitments for service or machine availability.

3. Within three days of the initial request, and if the Manager of User Services receives the approvals of all involved with the concurrence of the Director, he will confirm with the user the time and nature of the proposed demonstration. If such approvals are not received, the user will likewise be notified that the Center cannot ensure the planned availability of the system.

4. With the assurance of the Information Processing Center, the user is now free to publicize the demonstration and the IPC will make every effort to guarantee the service and/or programs which are to be demonstrated.

It is assumed that demonstrators of the Multics System will accept response time, access, terminal support, and so forth as they are. Users giving demonstrations are encouraged not to request an artificial environment at the expense of other users.

There may, on occasion, be exceptional cases requiring special guaranteed access, unusually prompt response times, and so forth, which do not demonstrate Multics, but demonstrate a program or subsystem which happens at present to run in a Multics environment. Such special requests should be made directly to the Director of the IPC for his consideration. These are considered abnormal requests and the user should be prepared to provide sufficient justification for IPC to grant them.

D R A F T 2 -- March 23, 1970

User Procedure Reference

Refunds, Credits, Exchanges

Users of Multics are currently charged for disk space used and central processor time used (including that time used to process page faults for the particular user). The following general rules apply in considering requests for refunds or credits:

1. Refunds or credits will only be considered for problems relating to programs in the Multics supervisor, Multics Standard Service System, or hardware directly attached to the GE-645 and supported by IPC.

2. IPC cannot honor requests for refunds for problems caused by published bugs (published either by memo or by one of the on-line news files in >udd> message).

3. Time spent in debugging what turns out to be a system problem will be credited only if this time was spent at the request of a member of the IPC staff. In general, users are not asked to do such debugging but rather it is done by the staff member himself.