

软件工程概论

Software Engineering

刘伟

liuwei@xidian.edu.cn

88204608

CH10. Delivering the System

Content

- ❑ Training
- ❑ Documentation

Types of training 培训类型

- ❑ User training 用户培训
- ❑ Operator training 操作员培训
- ❑ Special training needs 特别培训需求:
 - ❑ infrequent vs. frequent users 偶尔与经常用户
 - ❑ new users vs. brush-up 新用户与温习用户
- ❑ Documents 文档
- ❑ Icons and on-line help 图标和在线帮助
- ❑ Demonstrations and classes 演示与分类
- ❑ Expert users 专家用户

用户与操作员职能

Table 10.1. User and operator functions.

<i>User functions</i> 用户职能	<i>Operator functions</i> 操作员职能
Manipulating data files 处理数据文件	Granting user access 授予用户访问全
Simulating activities 模拟活动	Granting file access 执行备份
Analyzing data 分析数据	Performing backups 执行备份
Communicating data 交流数据	Installing new devices 安装新设备
Drawing graphs and charts 绘制图表	Installing new software 安装新软件
	Recovering damaged files 恢复损坏的文件

Documentation文档

- ❑ Consider the audience考虑读者
- ❑ User manual用户手册
 - ❑ system purpose or objectives系统目的或宗旨
 - ❑ system capabilities and functions系统的性能与功能
 - ❑ system features, characteristics, advantages系统特点、特征和优点
- ❑ Operator manual操作员手册
- ❑ General system guide系统概况
- ❑ Tutorials and automated overviews指南与自动的系统纵览
- ❑ Programmer guide程序员指南

Guidelines for failure messages 出错信息指南

- ❑ the name of code component executing when the failure occurred 出错时正在执行的代码组件名
- ❑ the source code line number in the component that was executing 组件中正在执行的源代码行号
- ❑ the failure severity and its impact on the system 出错严重程度和它对系统的影响
- ❑ the contents of any relevant system memory or data pointers, such as registers or stack pointers 相关系统内存或数据指针的内容，如寄存器或堆栈指针
- ❑ the nature of the failure, or a failure message number (for cross-reference with the failure message reference guide) 出错属性或出错信息编号（以便交叉引用失效参考指南）

Example failure messages

> 3 x

Syntax error: name ("x") used illegally at this point:

3 x

> .5(2,4)

Error: "0.5" is not a function

FAILURE 345A1: STACK OVERFLOW

OCCURRED IN: COMPONENT DEFRECD

AT LINE: 12300

SEVERITY: WARNING

REGISTER CONTENTS: 0000 0000 1100 1010 1100 1010 1111 0000

PRESS FUNCTION KEY 12 TO CONTINUE

Failure 345A1: Stack overflow.

This problem occurs when more fields are defined for a record than the system can accommodate. The last field defined will not be included in the record. You can change the record size using the Record Maintenance function on the Maintenance menu to prevent this failure in the future.

Table 10.3. BASIC failure messages.

<i>Number</i>	<i>Message</i>
23	Line buffer overflow An attempt has been made to input a line that has too many characters.
24	Device time-out The device you have specified is not available at this time.
25	Device fault An incorrect device designation has been entered.
26	FOR without NEXT A FOR statement was encountered without a matching NEXT statement.
27	Out of paper The printer device is out of paper.
28	Unprintable error A failure message is not available for the condition that exists.
29	WHILE without WEND A WHILE statement was encountered without a matching WEND statement.
30	WEND without WHILE A WEND statement was encountered without a matching WHILE statement.
31-40	Unprintable error A failure message is not available for the condition that exists.