

Writing a message is the process of composing its header and body. *Sending* a message is the process of transmitting the message to its specified recipients. This chapter gives instructions for writing and editing messages, and chapter 10 tells you how to send them.

Lafite provides five kinds of forms you can use for writing messages. You may *compose* a new message, or *answer* one you have received, or *forward* existing messages to a new recipient. You can also use specialized message forms to *report* problems or suggestions regarding Interlisp, Lafite, or TEdit, or use message forms that you have personally composed.

All the message forms have the same essential structure, but they have different kinds and amounts of information already filled in when presented to you for further editing. Some message forms are built by browser commands; others from the Send Mail command. The characteristics common to every type of message form are described first, then the differences between the forms. Once you select a message form, the process of writing and sending each kind of message is the same.

The Message Composition Window

Each type of form is contained in a message composition window (see figure 13). The message composition window contains four regions. The topmost region is the prompt region, where Lafite gives you messages and sometimes prompts you for information. Below it is a menu with two commands, Deliver and Save Form; these are explained in chapter 10. The black title bar informs you that you are in the message editor. At the bottom is the message composition region, which has two parts separated by a blank line: the header and the body.

Figure 13. A message composition window showing a Standard message form. The top three lines of the text compose the skeleton message header; the text >>Message<< shows where you can begin the body of your message

The Message Header

The Standard form shown in figure 13 contains a *skeleton message header*. This header has two blank *fields* to be filled in that provide information to your recipient and enable Lafite to deliver your message. These are the Subject field and the To field. The third field, the CC field, is optional; Lafite automatically inserts your name in it.

The skeleton message header contains only the fields that you normally need to fill in yourself to send a message. There are a large number of fields that can possibly appear in a message header, as you can see from viewing the existing mail in your mail folders. Some fields (the date and sender information) are added automatically when Lafite delivers the message; some are added by mail servers along the way; and some are fields that you can add yourself if there is a need.

Each separate field of the header begins on a new line with a word immediately followed by a colon. The word preceding the colon specifies the meaning of the text following the colon. For example, To: specifies that the words following the colon are to be interpreted as recipient names, and Subject: specifies that the text following the colon is the subject of the message, which is of interest to the recipient but not part of the delivery information.

Lafite identifies items it expects you to replace by supplying keywords between reversed, double angle brackets. To make it easier to fill in these items, the first field is highlighted as a delete selection. Typing any text will cause the keyword and brackets to be deleted. You can then fill in the field with the text of your choice. Each successive field (except the CC field) can be reached by pressing the Next key on the 1108 or 1186 keyboard (or the middle blank key on the 1132 keyboard). The final item in most message forms is >>Message<<, where you can begin the body of your message. You can also select fields with the mouse.

Because Lafite allows you to edit any part of your outgoing messages, you must observe certain rules to keep them intelligible to Lafite. The header must contain at least one recipient, and the names of multiple recipients in one field must be separated by commas. Fields must be separated by single carriage returns, so that each begins on a different line. The header and body must be separated by a double carriage return, leaving a blank line between them when the message is displayed in the Lafite window. All of Lafite's initial message forms have a blank line following the header. Do not remove it or insert a blank line inside the header; otherwise information contained in the header will be misunderstood by Lafite.

The Subject Field

The Subject field is used to state the topic of your message (see figure 14). The topic should accurately express the content of your message so that interested people will take the time to read the message, but uninterested people can delete it without reading it. An accurate Subject field also facilitates differentiating the message later on from others in the same folder. For example, if your message contains ideas for improving Lafite, the topic might be "Suggestions for new printing features in Lafite," rather than "Lafite" or "Suggestions."

Deliver	Save Form
Message Editor	
Subject: REVIEW: Time's Arrows	
To: Books:PARC:Xerox	
Reply-to: JimDay:PASA:Xerox	
Title: Time's Arrows	
Author: Morris, Richard	
Publisher: Simon & Schuster	
Date: 1984	
<p>Richard Morris holds a Ph.D. in Theoretical Physics and is the author of five previous books on science. In this book he presents a fascinating overview of the attitudes toward time that have influenced Western thought, science, and technology. We all know what time is, don't we? It's what a clock measures. Nothing could be simpler. But considered in detail, the topic of time is seen to be very complex, with many puzzles for philosophers, psychologists, and physicists.</p>	

Figure 14. A message composition window showing several filled-in user-specified fields. Note that, because the message is addressed to a public distribution list, the sender has included a Reply-To field

The To Field

The To field (and the CC field, see below) is where you specify who is to receive your message. Lafite allows you to specify multiple recipients in the To field, provided their names are separated by commas. Conventionally, your main recipients are listed in the To field and the CC field is used to copy the message to additional recipients.

You need to know the registered address of each individual or group to whom you want to send a message. You can often discover these addresses by looking at the headers of incoming messages.

Recipient Addresses. NS recipient addresses have three parts—a *name*, a *domain*, and an *organization*—separated by colons, in the form “Cheryl Jones:PARC:Xerox.” A name can represent either a person or a group. Every name belongs to a particular domain, which is usually a small division of an organization that shares common resources, such as file servers and printers. And every domain belongs to an organization, which is usually a single company or a major division within a company. Thus, Cheryl Jones is an employee at PARC, a division of the company Xerox.

Within a domain, a person or group can have several alternative names known as *aliases*. An alias can always be used in place of a person or a group’s real name. Thus, if Cheryl Jones’s alias is Jones, her mail can be addressed to Jones:PARC:Xerox. If you want to create an alias for your name, see your network administrator.

Lafite allows you to omit the domain and/or organization for recipients who are in your own domain and organization, just as you may omit an area code when telephoning your neighbor across the street. However, you must include the domain and organization for other recipients. If a recipient’s domain or organization is left out and is not the same as your own, Lafite will redisplay the message, and the Interlisp prompt window will tell you which recipient’s address needs clarification.

Your default domain and organization (the variables CH.DEFAULTDOMAIN and CH.DEFAULTORGANIZATION) are usually set in your initialization file, or are set automatically if your network has only one accessible domain. You can change them by typing (DC INIT) to bring up a DEdit window on your initialization file, resetting the variables, then typing (MAKEFILE '{FILESERVER}<DIRECTORY>INITFILENAME) to save the new version of the file. For more information on DEdit and the MAKEFILE function, see the *Interlisp-D Reference Manual*.

Public Distribution Lists. The mail system provides a way to address messages to groups of recipients called *public distribution lists*. NS public distribution list addresses have the same form as individuals’ addresses. Using a distribution list as the recipient of a message causes the message to go to all the individuals included in the group. For example, the To line “To: AISBU:PARC:Xerox” will cause the message to be delivered to all the members of the Artificial Intelligence Systems Business Unit in the Palo Alto Research Center domain.

Public distribution lists are stored and maintained on a Clearinghouse by a list owner or a network administrator; individual members can add themselves to some lists. If you want to create, add your name to, or remove your name from a public distribution list, contact your list owner or administrator, or use the NS Maintain program (documented in the *Lisp Library Packages Manual*).

While you are permitted to address a message to any public distribution list, you should think very carefully about your choice of message and list so as not to bother recipients with messages they don’t care to read. Check with experienced users to see which lists should be used for which kinds of messages (see also appendix A, “Using Lafite Courteously”). Also, add a Reply-To field if appropriate (see below).

You need not worry about a recipient appearing in more than one distribution list. The mail system will detect duplicate names among recipients and ensure that each receives the message only once. Thus, you may use multiple distribution lists freely within the To and CC fields of the message header.

NS Maintain enables you to obtain lists of names, aliases, domains, organizations, and members of groups on your Clearinghouse network. For information, see the *Lisp Library Packages Manual*.

The CC Field

The CC field is used to list persons other than your main recipient(s) who are to receive your message. Names must be separated from each other by commas. When you send your message, these people will automatically receive it along with those specified in the To field. Lafite automatically puts your name in the CC field; you can delete it if you wish. If you wish to send no copies of the message, not even to yourself, delete the entire field.

The From and Sender Fields

Lafite automatically supplies a From field containing your name, which is not visible before the message is delivered. If you want the message to appear to be "from" someone else (e.g., if you are sending the message from somebody else's logged-in Lafite), or from more than one user, you can supply your own From field. In this case, Lafite will supply a Sender field to show who actually sent the message (see figure 15).

```
Message 84 from {ERIS}<GRIMBLE>MAIL>ACTIVE,
Date: 26 Jun 85 13:28
Sender: Frances
Grimble;PARC;xerox
Subject: I need help moving!
From: Cheryl Jones;PARC;Xerox
To: Frances.
Grimble;PARC;Xerox

I'm moving from a house in
Sunnyvale to an apartment in
Mountain View this weekend.
Some of my furniture is too
heavy for me to handle, so I am
having a moving party on
Sunday in the hopes of getting
some help. The address is 550
```

Figure 15. A message display window showing the From and Sender fields. In this case, the sender (Cheryl Jones) wrote and sent the message from the recipient's logged-in Lafite

The Date Field

During delivery, Lafite inserts a Date field in the form "Day Month Year Time [in international hours]." Thus, if you send a message on April 1, 1985 at 1:45 p.m., the Date field will read "1 Apr 85 13:45." You cannot supply your own Date field.

The Reply-To Field

When sending a message to a distribution list, or to a large number of individual users, it is important to keep in mind your audience and what you want to have happen if someone wishes to answer your message. Very often it is the case, especially with large distribution lists, that you want replies to be sent only to you, or to some small designated set of people. For example, you send a message announcing a meeting and want people to tell you if the

time is bad for them. Or you are taking a poll. Or you are simply making an announcement to which you don't even expect replies. Message system etiquette demands that messages not be inappropriately sent to large numbers of people, as would ordinarily occur if a recipient of your message used the Answer command and didn't take the time to notice that a distribution list was copied on the resulting message.

It is for this reason that the Reply-To field exists. If a message contains a Reply-To field, most message-handling systems, including Lafite, will compose answering messages addressed only to the user(s) named in the Reply-To field, not to the entire recipient list of the original message. To add a Reply-To field to your message, simply insert a line beginning "Reply-to:" followed by one or more addresses (in the same form as the To field), anywhere in the header (but conventionally at the end of the header). Be sure you still have a blank line between the header and the body of the message.

The In-Reply-To Field

When you use the Answer command (see below) to reply to a message, Lafite automatically adds an In-Reply-To field to the message form. This field contains your name and the date of the message you are answering, in the form "In-reply-to: Cheryl Jones:PARC:Xerox's message of 5 Mar 85 17:29." You can edit it if you wish.

The Message Editor

You have available to you the full power of TEdit when composing messages. Lafite message composition windows are TEdit windows and are used in the same way. Because TEdit has many more features than can be covered here, we will describe only the most basic procedures for writing and editing messages. If you are familiar with TEdit, you can skip this section. If, after reading this section, you want to know more about TEdit, see the TEdit documentation in the *Lisp Library Packages Manual*.

The Type-in Point

The blinking caret in the message composition window is called the *type-in point* (see figure 16). The Interlisp environment has only one type-in point active at a time; you tell the environment you want to type in the message composition window by clicking a mouse button on that window. Now whatever text you type will appear at the type-in point.

Deliver	Save Form
<p>Message Editor</p> <p>One of my earliest memories was going to see the film WAR OF THE WORLDS. I was not yet three years old and my parents, who usually hate science fiction, for some reason went to see it. I hated it. And we sat through it twice. By the time I was six, I would have sold both my parents into slavery to see the film again. I was bitten by science fiction early and hard. And the paragon of science fiction writers had to be H. G. Wells, I thought.</p> <p>Finding in the library the Dover book SEVEN SCIENCE FICTION NOVELS BY H. G. WELLS was a high point of my youth. I remember how.</p>	

Figure 16. A message composition window showing the type-in point and text wraparound. The caret after "how" is the type-in point. The text will be adjusted automatically when the window is reshaped or the message is printed

TEdit automatically breaks text between words and sends the overflow to the next line. Don't use a carriage return when you think you have reached the end of a line; use one only when you want to insert blank space between paragraphs or sections. TEdit automatically adjusts the text of your message to fit the width of your recipient's message display window or your printer's requirements, but it leaves blank lines in place.

Text Selection

You may want to change the text of your message after you type it in by deleting it, copying it, or moving it. To change the text of your message, you first say where you want the change made by making a selection. Then you say what you want done by giving a command. Just making a selection has no effect on the message; only commands can change it. Each selection supersedes the previous one; that is, there is only one selection at a time. Deletion and other operations are applied to the currently selected text. You can tell when text is selected because it is highlighted by underlining or reverse video (usually white-on-black); it may have a caret flashing at one end.

There are two regions within an editor window, and which region the mouse cursor is in determines what kind of selection happens. The regions are the area containing text and the line bar that forms the left border of the window (this is not the same as the scroll bar described in chapter 5).

You select text by first pointing with the mouse, then pushing one of its buttons. The left mouse button always selects the smallest units. In the text region, it selects the character you're pointing at; in the line bar, it selects the single line you're pointing at.

The middle mouse button selects larger units. In the text region, it selects the word the cursor is over, and in the line bar it selects the paragraph the cursor is next to.

The right mouse button always extends a selection. If you select a place in the text with the left or center mouse button, move the mouse cursor somewhere else, and click the right mouse button, all

the text in between the two points is selected. If the existing selection is a whole line or paragraph, the extended selection is also a whole line or paragraph.

Text Deletion

There are three ways you can select text for deletion. If you hold down the control key while selecting text, the selected text will be deleted when you release the key. You can also delete text by selecting it and then pressing the Delete key. You can delete text one character at a time by pressing the backspace key; the character to the left of the caret will disappear. Figure 13 shows some text highlighted as a delete selection.

Text Moving

To move text, first click the left mouse button to put the caret in the place you want the text moved to. Then select the text to be moved while holding down the Move key (or the control and shift keys on an 1132 workstation). When you release the key(s), the text will be moved to where the caret is. You can use this method to move text within a message composition window or to move it from one window to another.

Text Copying

If you want to copy text, first put the caret in the place you want the text copied to. Then hold the Copy key down while selecting the text to be copied. When you release the Copy key, the text will be copied to the location of the caret. You can copy text within a window or from one window to another. However, the most efficient way to copy an entire file from one window to another is to use the Include or the Get command; these are described below.

The Include Command

It is often desirable to electronically mail a document, such as a report, that is not a letter. You can conveniently do this by including that file in a Lafite message. First, you open a message composition window and fill in the header information. Next, you type in any covering message you want to send and place the blinking caret where you want to insert the file. Then put the mouse cursor on the black title bar of the window and press the left or middle mouse button.

The basic TEdit command menu will pop up; it contains the commands Put, Get, Include, Find, Looks, Substitute, Quit, and Expanded Menu (see figure 17). While you can use all these commands from within Lafite, only the Include, Put, and Get, commands are described in this manual. For detailed information you should consult the TEdit documentation.



Figure 17. The basic TEdit command menu. Selecting Expanded Menu will bring up a menu containing most of the commands on the

basic menu, plus commands that enable you to access additional menus—the Character Looks, Paragraph Looks, and Page Layout menus

To include a file in a message, select Include with the left mouse button. TEdit will ask you for the name of the file you want to load. Type the file name in the prompt region and press the carriage return. After a pause to read the file, your message composition window will fill up with the designated file. The entire file will be highlighted by underlining. To get rid of the underlining, simply click the left mouse button anywhere in the file.

Be careful to give TEdit the exact name of the file you want to include; do not change spacing or punctuation. If TEdit tells you that it can't find a file, check to see if you typed the name correctly.

The Put Command

You can save messages in TEdit files using the Put command and finish or deliver them later on. Bring up the TEdit command menu as described above and select Put with the left mouse button. TEdit will ask you for the name of the file to put to (see figure 18). The syntax for naming files stored on your disk is {DSK}FILENAME. For files stored on a file server, it is {FILESERVER}<DIRECTORY>FILENAME. You don't need to specify a file server or directory if you want TEdit to use your default file server and directory. Make sure that no blank spaces appear in your file name.

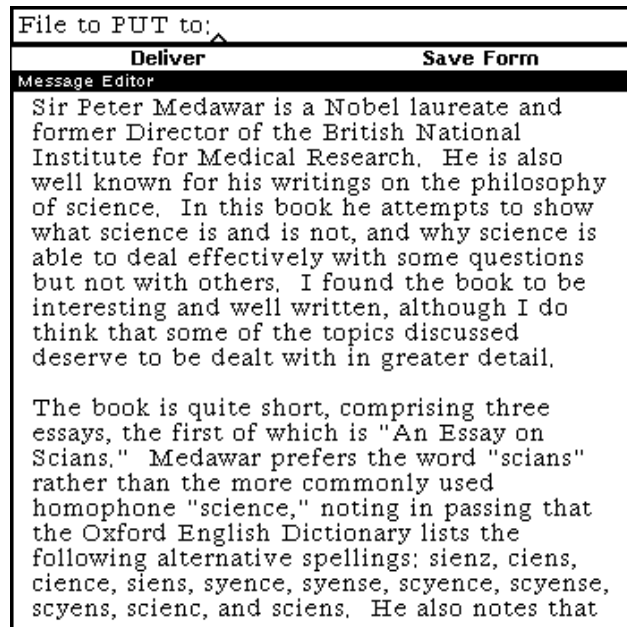


Figure 18. A message composition window after the user has chosen the Put command. The message will be saved and retrieved as a TEdit file

Type the file name in the prompt region and press the carriage return. If you have already saved the file, TEdit will prompt you with the file name you specified earlier. You can either change this file name or confirm the earlier name by pressing the carriage return. TEdit will tell you that it is putting the file, then that it is done. You can now close your message composition window and later retrieve the message with the Get command.

The Put and Get commands are very useful for saving messages that can't be delivered due to network problems. (Or you can shrink the message composition window like any other Interlisp window; the icon looks like an envelope and is labeled "Unsent.")

You can also save messages with the Save Form command and retrieve them from the middle-button Send Mail menu; see below.

The Get Command

To retrieve a previously composed, undelivered message, bring up a Lafite message form and select Get from the TEdit menu with the left mouse button. TEdit will prompt you for the file to get. Type its name in the prompt region and press the carriage return. The mouse cursor will change to an hourglass until TEdit finishes getting the file. Once the file is loaded, you can edit or send your message. If you get a Lafite mail folder into TEdit and edit it, change the file's name when you save it. If you continue to use the file as a Lafite folder, Lafite will be unable to parse the folder the next time you open it (see chapter 12, "Troubleshooting Lafite Problems").

The Hardcopy Command

You can use the Hardcopy command in the Interlisp-D window menu to print messages before you send them. You bring up the window menu by placing the mouse cursor on the title bar of a message composition window and pressing the right mouse button. The menu of window manipulation commands shown in figure 19 will appear. Select Hardcopy and wait for TEdit to tell you it is done formatting the message for print. You may have to wait a little longer before your printer has it ready for you.

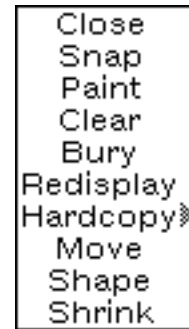


Figure 19. The Interlisp-D right-button window menu. The TEdit documentation in the Lisp Library Packages Manual fully describes how to use this menu with the text editor

Fancy Message Formats

Lafite supplies you with an attractive default message design. If you don't specify otherwise, your messages are displayed in a 12-point Times Roman font. They are printed in a 12-point Classic font on an Interpress printer or a 12-point Times Roman font on a Press printer. They have no line or paragraph leading, and the margins are set flush left and ragged right.

If you wish, you can change this design using TEdit's font and formatting options. (You can also change Lafite's default fonts by resetting global variables; see chapter 13, "Customizing Lafite.") These include several additional fonts and type sizes, boldface and italic type, justified margins, and tabs. Detailed instructions on designing documents with TEdit are contained in the TEdit documentation. You can send specially designed messages either formatted (containing the special format) or unformatted (in the default design). See chapter 10 for instructions on sending formatted messages.

Messages With Bit Maps

Bit maps can be included in messages sent to other Lafite users (see figure 20). To insert a bit map in a Lafite message, first get the picture onto your screen. Place the caret in the place in the message composition window where you want the image to appear. Hold down the shift key and depress the right mouse button in the background. This will bring up a rectangle for Snap, a window menu command that makes a copy of any portion of your screen and allows it to be placed elsewhere on the screen, for instance in a message composition window. Move the cursor into the rectangle, turning it white-on-black. When you release the key and button, the cursor changes from an arrow to a prompt design. Move the prompt (as if it were the cursor) to the bit map you want to include in the text. Press down the left button and outline the bit map as closely as possible, in the same way you would create a region for a window. When you let up the left button, the bit map will appear where you left the caret flashing in the message composition window.

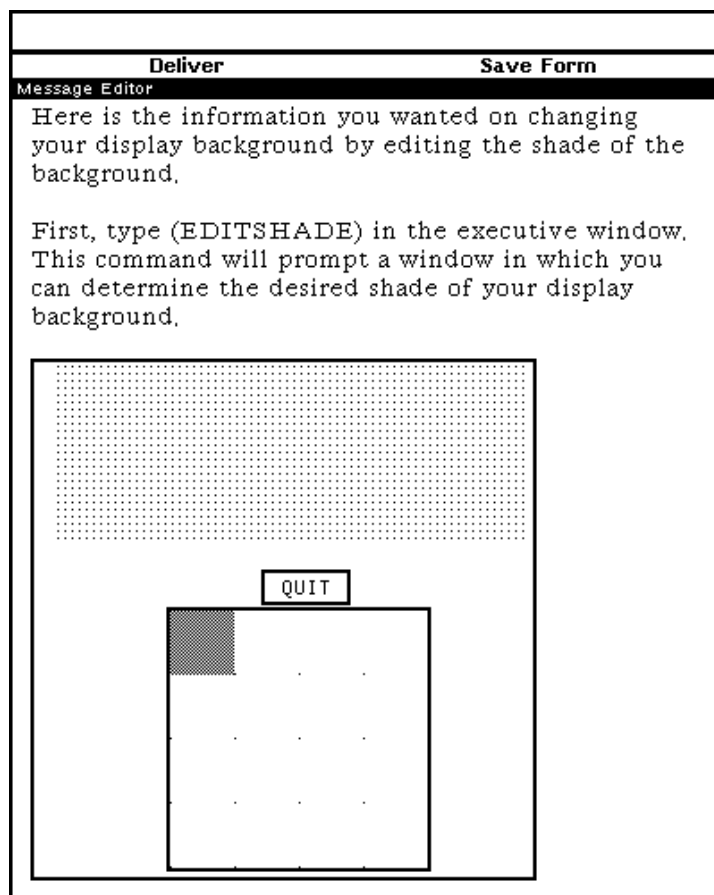


Figure 20. A Lafite message containing a bit map. It is often convenient to include a screen image in a Lafite message when you are giving technical information or reporting problems with the system

You can edit a bit map by clicking inside it with the left mouse button, which brings up a menu of editing operations. You can delete, copy, or move a bit map as if it were a single text character. If you insert a carriage return before and after a bit map, you can adjust its position with the TEdit paragraph-formatting menu (see the TEdit documentation). Bit maps are saved when you save a file, and they are printed when you hard-copy the message (providing your printer can print bit maps).

Messages containing bit maps are automatically sent as formatted messages; see chapter 10.

Message Forms

As described above, Lafite provides five kinds of forms you can use for writing messages, each of which is accessed by a different command or commands. The kinds of forms are the Standard form, the *Answer* form, the *Forward* form, the *Report* form, and the *Personally Created* (or saved) form. This section describes each form and how to use it.

The Standard Form

The Standard message form is a message composition window containing blank To and Subject fields and a CC field with your name in it (see figure 13). You can access the Standard message form in two ways. The first is to use the Send Mail command in the Lafite status window. If you click on this command with the left mouse button, Lafite will open a window containing the standard message form. If you click on Send Mail with the middle mouse button, Lafite will present you with a menu of several forms, including the names of any you have created yourself plus Lisp Report, TEdit Report, Lafite Report, Saved Form, and Standard Form (see figure 21). To access the Standard form, select it from the proffered menu. (Personally Created forms and Report forms are discussed below.)



Figure 21. The middle-button Send Mail menu. In this case the user has no Personally Created forms

You can also access this second menu without otherwise entering Lafite by clicking on your screen background menu with the right mouse button and selecting SendMail from the menu that pops up. If you choose SendMail without having entered Lafite from the executive window, you cannot read, move, or otherwise manipulate messages—only write and send them using the Standard, Personally Created, and Report forms.

The Answer Form

Selecting the Answer command from the browser window menu constructs a message form that is a skeleton reply to the selected message or to the first selected message if more than one is selected (see figure 22). The header of the form contains To and CC fields listing the sender of the message and its recipients, a Subject field of the form "Re: *Subject of selected message*," and an In-Reply-To field containing the name of the sender and the date and time the message was sent. For example, if you are replying to a message sent to you by Cheryl Jones on March 19, 1985 at 10:28 a.m., the field will be "In-Reply-To: Cheryl Jones:Domain:Organization's message of 19 Mar 85 10:28."

Deliver	Save Form
Message Editor	
Subject: Re: Gold of the Immigrants Bread In-reply-to: Fournier's message of Wed, 26 Jun 85 08:50 To: Fournier;PASA;Xerox cc: Grimbale,PARC;Xerox >>Message<<	

Figure 22. An Answer form, showing the skeleton message header created by Lafite. The user can edit the header as he or she desires

The form provided by the Answer command is not always exactly what you might want. Lafite takes the viewpoint that it is easier to delete than to add text, and therefore includes all information that seems to be relevant. For example, Lafite often includes your name in the CC field of the answer form, even though you may not want a copy of the message you are composing. You should not expect that the answer form will be exactly right; always examine the header to be certain it contains the desired information.

In particular, if you reply to a message that was directed to a distribution list, the Answer command will copy the distribution list name into the CC field of the Answer form (unless the sender included a Reply-To field). You should consider carefully whether it is appropriate for your reply to be sent to that distribution list, and if not delete the distribution list's name.

After you deliver the answer to a message, an *a* will appear in the browser window as that message's mark.

The Forward Form

Selecting the Forward command from the browser window menu constructs a message form containing the complete text of all the selected messages, and a message header whose subject is the sender and subject of the first selected message, in brackets. You should fill in the desired recipients and a covering message if you desire one. You can also change the subject if you wish.

After you deliver a forwarded message, an *f* will appear as that message's mark.

Specialized Report Forms

The Report forms are used to report problems or make suggestions regarding Interlisp or an application program. Although they always appear on the middle-button Send Mail menu, you cannot use them unless your organization has set up a local support address or addresses to which you can send the reports (see chapter 13, "Customizing Lafite," for instructions). If you choose one of the Report forms and an address has not been set up, a message will be printed in the prompt window saying that the address is not

available. If you cannot use the Report forms, please move on to the section below on creating customized message forms.

The following three sections describe the headers of the Report forms, including the information that is provided automatically and the fields you fill in. We have assigned meanings to the fields and made recommendations for reporting problems and requesting features. These guidelines are included because we have found them to be effective and feel they may be helpful to our users. However, they may differ from the policies of your local support organization, so check with that organization before using these forms.

The Lisp Report

The Lisp Report has a header similar to that of the Standard form, plus a section giving certain information about the hardware and software you are using and asking you to supply information about your problem or feature request. The Subject field is filled in with "Lisp: >>Terse summary of problem<<." Replace the words in reverse angle brackets with a subject that accurately identifies your problem or request. Subjects like "Floppy problem" are imprecise; instead, use subjects like "Attempt to write file when floppy door is open causes awful noise." Feature requests generally start with the word "Want," e.g., "Want to make windows circular rather than rectangular."

The To field contains the address of your local Lisp support. You do not need to modify it. The CC field initially contains your name.

Lafite automatically fills in the date your sysout was made, the kind of workstation you are using, the microcode version, and the memory size. In addition, there is a Frequency field containing the words ">>Always, Intermittent, Once<<." The Frequency field is used to report the reproducibility of a problem; it is usually irrelevant for feature requests. If the problem occurs every time you try to perform a task, choose Always and delete the angle brackets and the Intermittent and Once options. (This is most easily done by copy-selecting Always while the bracketed field is delete-selected.) If the problem doesn't always happen, choose Intermittent; if you saw it happen once, choose Once. If the Frequency field is irrelevant, leave it blank or delete the whole line.

Use the Impact field to describe how seriously a problem or the lack of a feature affects your ability to get work done. The names apply to bug reports, but feature requests should be rated along analogous lines. Choose Fatal if the problem causes system crashes, loss of work, etc., or if a feature is required for project completion. Choose Serious if the problem can be worked around but seriously interferes with your work. Choose Moderate if the problem is tolerable but clearly a problem. Choose Annoying for annoying problems and requests for features that "would be nice." Choose Minor for very minor feature requests or problems that may not even be bugs.

Replace the words "detailed problem description" with a description of the problem and what you were doing when you encountered it, plus any other information that might be useful. Always be as precise and detailed as possible; it is extremely difficult to solve a technical problem described only as "Floppy doesn't work."

The Lafite Report

The Lafite Report differs from the Lisp Report in that the Subject field is filled out as "Subject: Lafite: >>Terse summary of problem<<" and the Lafite system date appears above the Lisp system date (see figure 23). You should report problems and requests for new features in the same way as in a Lisp Report.

Deliver	Save Form
<p>Message Editor</p> <p>Subject: Lafite: >>Terse summary of problem<<</p> <p>To: LafiteSupport.pa</p> <p>cc: Grumble.pa</p> <p>Lafite System Date: 12-Mar-85 03:12:27</p> <p>Lisp System Date: 16-Apr-85 13:02:15</p> <p>Machine: Dandelion (131#61#)</p> <p>Microcode version: 26,24</p> <p>Memory size: 5777</p> <p>Frequency: >> Always, Intermittent, Once <<</p> <p>Impact: >> Fatal, Serious, Moderate, Annoying, Minor <<</p> <p>>>detailed problem description<<</p>	

Figure 23. The Lafite Report form, showing the fields you need to fill in and the ones Lafite fills in automatically

The TEdit Report

The TEdit Report is exactly like the Lafite Report, except that "TEdit" appears in the subject instead of "Lafite," and the TEdit system date is given instead of the Lafite system date.

Personal Message Forms

You can create, save, and reuse Personal message forms or form letters with Lafite's Save Form command. Simply write your message in the message composition window, then choose Save Form from the window's menu with the left mouse button. Lafite will print the following message in the prompt region: "Save form under name:." Type the name you want the form to have (it cannot contain a space) and press the carriage return. If no extension is given for the file name, Lafite defaults it to Lafite-Form. Lafite will print the full file name in the prompt region, then close the message composition window.

When composing your Personal form, you will probably want to use the same convention as the regular Lafite forms do for items that will need to be filled in when the form is used to send a message. That is, enclose a describing word or phrase in reverse angle brackets, so that TEdit's Next key can be used to easily skip from one such item to the next. In addition, if you include the text ">>Self<<" anywhere in the message, it will be automatically replaced with the name of the logged-in user when the form is requested. The most common use of this is to put the line CC: >>Self<< in the header. This is better than putting your own name there, since your form can be used by other people without having to edit the CC field. Of course, if you edit such a form and save it away again, you must remember to replace your name with >>Self<< again, since the >>Self<< is replaced with your name when you bring up the form.

There are two ways you can access Personally Created forms. After you save a form, its name is added to the middle-button Send Mail menu, and you can select it just as you would any of the other forms on that menu. You can also select Saved Form from the same menu; this brings up a small window asking for the file name. Type in the name of the form and press the carriage return.

When you select, edit, and deliver a Personally Created form, you are only editing a copy of the form; the original remains unchanged. Of course, if you want to change the actual form you can edit it and save it again with the Save Form command.

Note that Save Form is intended for the creation of new message *forms*. If you merely wish to save a partially composed message for later completion, TEdit's Put command is more appropriate.

The Forget Message Form Command

Once you have saved a form, its name will continue to appear in the middle-button Send Mail menu. If you no longer want that form in the menu, use the Forget Message Form command in the middle-button Browse menu to remove it. Select Browse with the middle mouse button, then Forget Message Form from the proffered menu (see figure 12). This brings up a menu of Personally Created forms; select the one you want to forget with the left mouse button. The Interlisp-D prompt window will tell you the form has been forgotten. Note that, as with the Forget Folder command, this does not delete the actual file. To delete the file, type `(DELFILE '{FILESERVER}<DIRECTORY>FILENAME.LAFITE-FORM)` in the executive window. You can also use the File Browser Lisp Library package.