



Embedded Indexing

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If you don't index it, it doesn't exist.

It's out there but you can't find it, so it might as well not be there.

(Barbara Quint, ASI San Diego Conference, 1994)

Embedded indexing

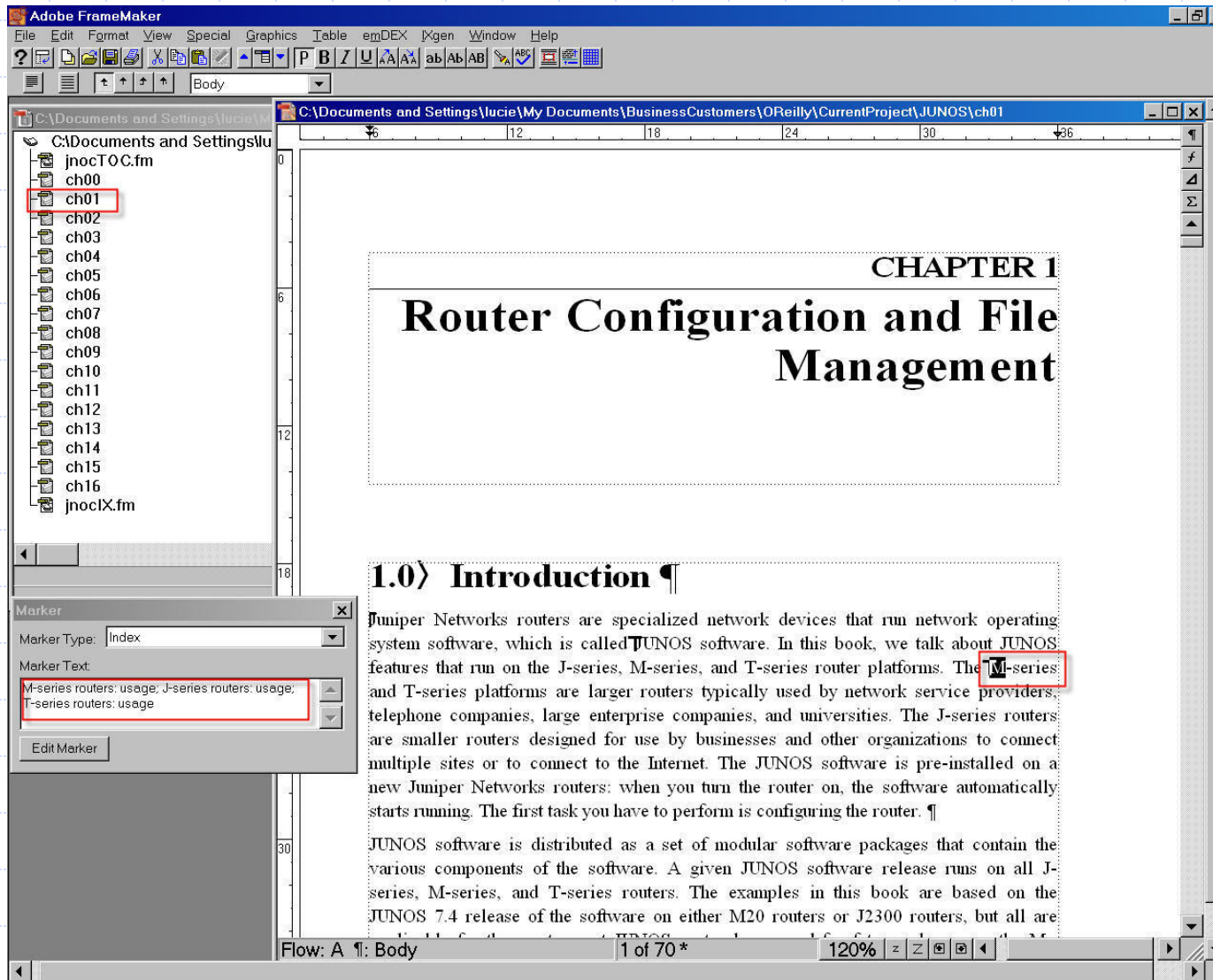
- ◆ FrameMaker

- ◆ Microsoft Word

FrameMaker

- ◆ Difficulties using FrameMaker alone
- ◆ Benefits and functionality of third-party utilities
- ◆ My embedding process

Difficulties using FrameMaker alone – data entry



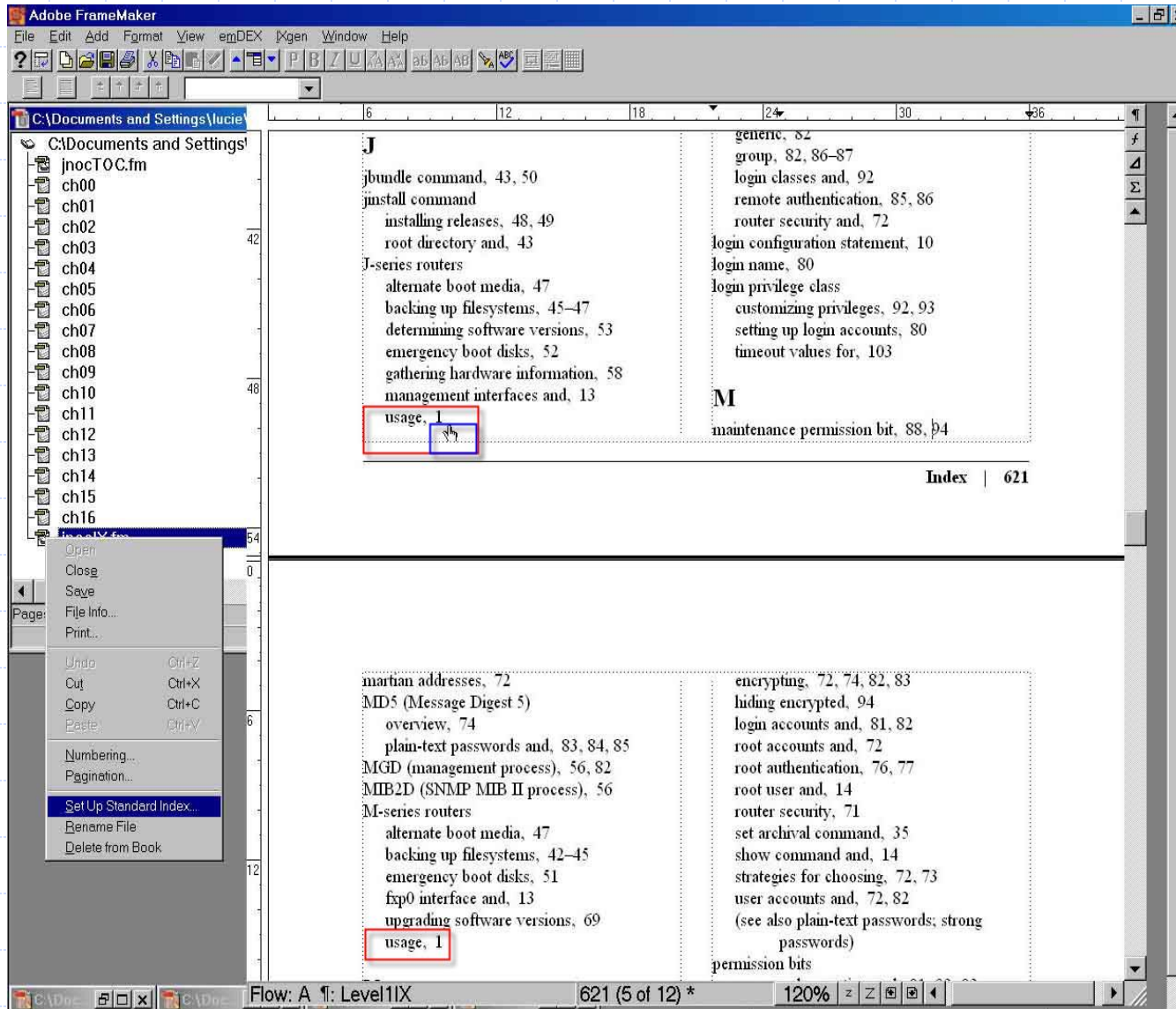
FM Process:

- open book
- open chapters
- index

Creating terms:

- index preview
- autocomplete
- marker box size
- special strings
- autogeneration

Difficulties using FrameMaker alone – editing



FM Process:

- generate index
- hyperlinks

Editing terms:

- change propagation
- index preview
- viewing entries

Third party utilities for FrameMaker

emDEX

<http://www.emdex.ca>

I Xgen

<http://www.fsatools.com>

Benefits/functionality of third party utilities

– index preview (emDEX)

The screenshot displays the emDEX utility interface. On the left is a yellow index preview with the following contents:

- IP addresses
 - backup routers 13
 - DNS name servers 14, 15
 - hostnames and 14, 16
 - redundant Routing Engines and 65, 66
 - bundle command 43, 50
 - install command 43
 - installing releases 45, 49
 - root directory and 43
- J-series routers
 - alternate boot media 47
 - backing up filesystems 45-47
 - determining software versions 53
 - emergency boot disks 52
 - gathering hardware information 58
 - management interfaces and 13
 - usage 1
- Juniper Networks
 - emergency boot disk 52
 - jinstall package 49
 - overview 1
- JUNOS Base OS Software Suite 54
- JUNOS Kernel Software Suite 54
- JUNOS operating system 54
- JUNOS Packet Forwarding Engine Support pack
- JUNOS Routing Software Suite 54
- JUNOS software
 - FreeBSD operating system 2, 54
 - installation locations 12
 - installing releases 48-51
 - Juniper Networks routers and 1
 - software releases 53, 54
- JUNOS Support Tools Package 54
- junos-js-series install package 50, 51
- J-Web browser
 - initial configuration 12
- keepalive messages 68
- keyboard sequences 8
- load command
 - override option 29
- load merge command
 - copying files from servers 29

The central part of the interface shows a file explorer window with a tree view of files and folders, including 'jnocTOC.fm' and various 'ch' subfolders. Below it is a 'Marker' dialog box with 'Index' selected as the marker type and 'bundle command' entered in the 'Marker Text' field. To the right, a document window displays text explaining the need to back up JUNOS filesystems, mentioning the flash drive, hard disk, and various partitions like /config, /var, /tmp, /altroot, and /altconfig. At the bottom, a terminal window shows the output of the 'show system storage' command:

```
aviva@router1> show system storage ¶
Filesystem Size Used Avail Capacity Mounted on¶
/dev/ad0s1a 77M 39M 32M 55% /devfs¶
16K 16K 0B 100% /dev/¶
/dev/vn0 13M 13M 0B 100% /packages/mnt/jbase¶
/dev/vn1 37M 37M 0B 100% /packages/mnt/kernel-7.4R1.7¶
/dev/vn2 12M 12M 0B 100% /packages/mnt/jpte-M40-7.4R1.7¶
/dev/vn3 2.3M 2.3M 0B 100% /packages/mnt/jdocs-7.4R1.7 ¶
/dev/vn4 14M 14M 0B 100% /packages/mnt/route-7.4R1.7¶
/dev/vn5 5.1M 5.1M 0B 100% /packages/mnt/jcrypto-7.4R1.7¶
/dev/ad0s1e 12M 16K 11M 0% /config¶
prodfs 4.0K 4.0K 0B 100% /proc¶
/dev/ad1s1f 9.4G 1.2G 7.4G 14% /var¶
```


Benefits/functionality of third party utilities

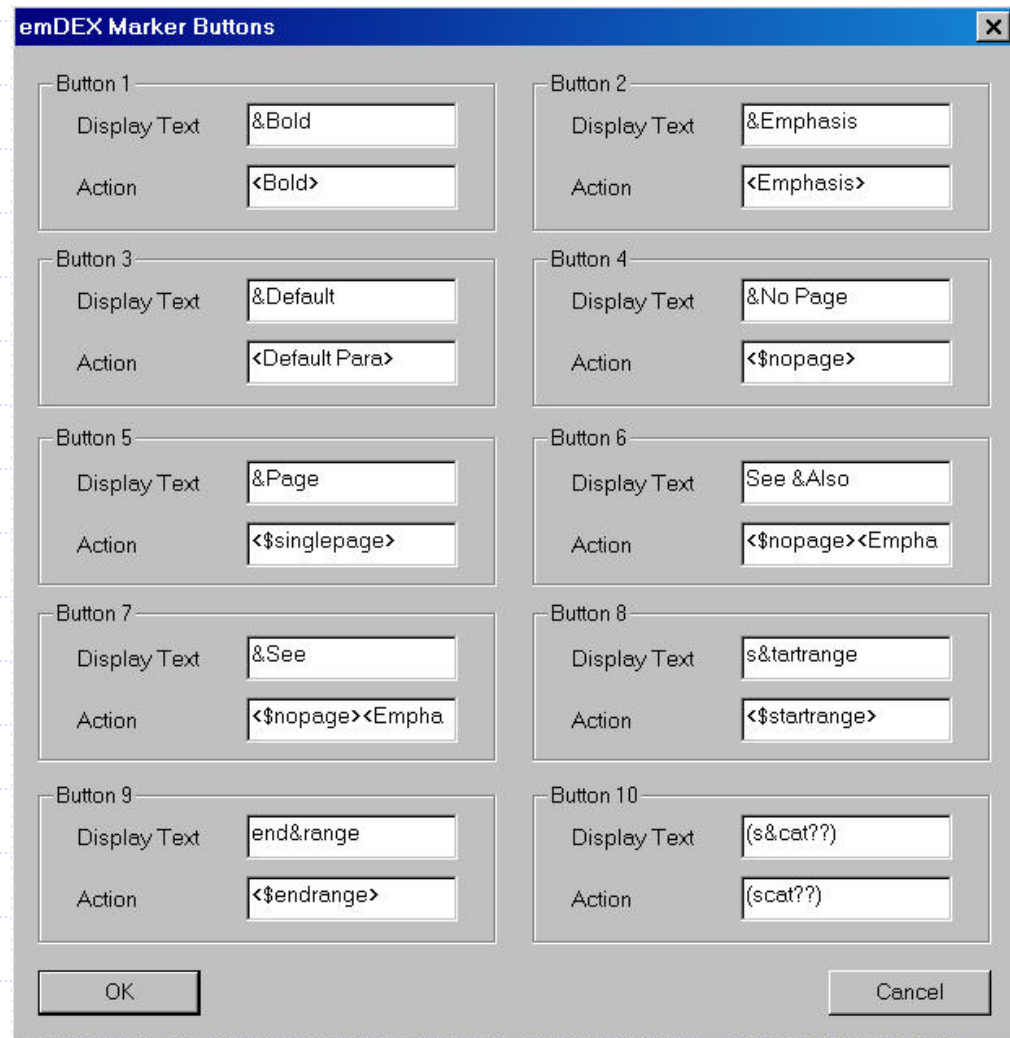
- autocomplete for entries (emDEX)

The screenshot displays three overlapping windows. On the left is a Windows Explorer window showing a directory tree with folders labeled ch00 through ch16 and files jnocTOC.fm and jnocIX.fm. In the foreground is the emDEX Marker utility window, which has a 'Marker Type' dropdown set to 'Index' and several buttons for text formatting (Bold, Emphasis, Default, No Page, Page, See Also, See, starange, endrange, (scat??)). The 'Marker Text' field contains the text: 'software releases: installing on J-series routers; installing: J-series router software releases'. On the right is a terminal window showing a Junos configuration document. The document text discusses the need to back up Junos filesystems and lists various partitions like /dev/ad0s1a, /dev/vn0 through /dev/vn5, /dev/ad0s1e, /dev/procfs, and /dev/ad1s1f. A red box highlights the word 'software' in the text. At the bottom of the terminal window, the command 'show system storage' is entered, and its output is shown as a table.

Filesystem	Size	Used	Avail	Capacity	Mounted on
/dev/ad0s1a	77M	39M	32M	55%	/devfs
	16K	16K	0B	100%	/dev
/dev/vn0	13M	13M	0B	100%	/packages/mnt/base
/dev/vn1	37M	37M	0B	100%	/packages/mnt/jkernel-7.4R1.7
/dev/vn2	12M	12M	0B	100%	/packages/mnt/jpfe-M40-7.4R1.7
/dev/vn3	2.3M	2.3M	0B	100%	/packages/mnt/docs-7.4R1.7
/dev/vn4	14M	14M	0B	100%	/packages/mnt/route-7.4R1.7
/dev/vn5	5.1M	5.1M	0B	100%	/packages/mnt/crypto-7.4R1.7
/dev/ad0s1e	12M	16K	11M	0%	/config
procfs	4.0K	4.0K	0B	100%	/proc
/dev/ad1s1f	9.4G	1.2G	7.4G	14%	/var

Benefits/functionality of third party utilities

- customizable marker box and special strings (emDEX)



Benefits/functionality of third party utilities

– autogeneration of entries (IXgen)

- ◆ from Keywords
- ◆ from Paragraph Tags
- ◆ from Character Tags
- ◆ permute (rotate) marker text

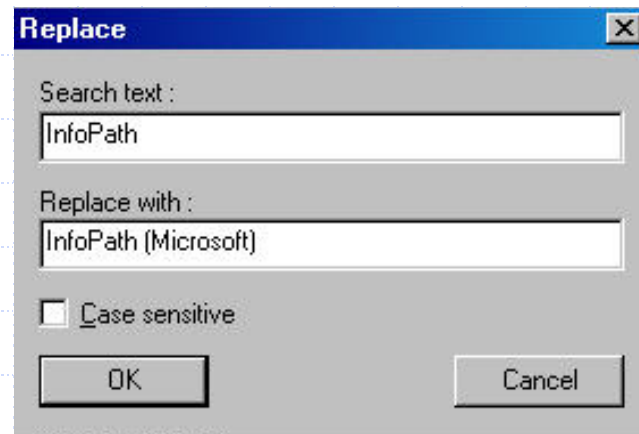
quick brown fox can be rotated to these two additional entries:

brown, fox quick

fox, quick brown

Benefits/functionality of third party utilities

- change propagation (emDEX)



OLD VERSION:

InfoPath

defined 215

Excel and 225-227

generating HTML output 261-263

linking forms 230-236, 245-247

populating controls 236-239

scripts and 243-245, 247-255

sharing data 227-230

NEW VERSION:

InfoPath (**Microsoft**)

defined 215

Excel and 225-227

generating HTML output 261-263

linking forms 230-236, 245-247

populating controls 236-239

scripts and 243-245, 247-255

sharing data 227-230

Benefits of third party utilities for FrameMaker

– change propagation (IXgen)

The screenshot shows the FrameMaker interface. On the left is a table of contents (TOC) with a yellow background, listing various topics and their page numbers. The main window displays a table of markers from a document titled 'Untitled1.fm'. The table has columns for 'NAVI-GATE', 'MARKER TYPE', 'SOURCE DOCUMENT', and 'EDIT MARKER TEXT IN THIS COLUMN'. Below the table, there is a copyright notice: 'Copyright 1996-2003 Frank Stearns Associates. All Rights Reserved.' and a page number '(r8) Page 1 of 16'.

Table of Contents (Left Panel):

- anonymous FTP 48
- apply-groups statement 62
- area statement
 - comments in 20
- backing up
 - filesystems 42-45
 - J-series routers 45-47
 - router configuration 33-36
- backup routers
 - IP addresses 13
- boot disk
 - emergency 51-52
- braces
 - as delimiters 5
- candidate configuration
 - committing changes and 22
 - copying 34
 - defined 22
 - rollback command and 40
- class configuration statement 10
- clear system commit command 37, 38
- CLI (command-line interface)
 - built-in help 7
 - configuring routers from 16-17
 - identifying modes 2-7
 - routers and 1, 7-9
- cli command
 - router configuration 13
- command-line interface (see CLI)
- commands
 - configuration mode 3
 - identifying for routers 2
 - recreating configurations 18-19
 - scrolling recently typed 8
- comment option (commit) 26

Table of Markers (Main Window):

NAVI-GATE	MARKER TYPE	SOURCE DOCUMENT	EDIT MARKER TEXT IN THIS COLUMN
	Index	...JUNOS\ch01	anonymous FTP
	Index	...JUNOS\ch01	apply-groups statement
	Index	...JUNOS\ch01	area statement: comments in
	Index	...JUNOS\ch01	<\$endrange>backing up: filesystems; M-series routers: backing up filesystems; T-series routers: backing up filesystems
	Index	...JUNOS\ch01	backup routers: IP addresses; IP addresses: backup routers
Copyright 1996-2003 Frank Stearns Associates. All Rights Reserved. (r8) Page 1 of 16			
NAVI-GATE	MARKER TYPE	SOURCE DOCUMENT	EDIT MARKER TEXT IN THIS COLUMN
	Index	...JUNOS\ch01	candidate configuration: committing changes and
	Index	...JUNOS\ch01	candidate configuration: copying
	Index	...JUNOS\ch01	candidate configuration:defined
	Index	...JUNOS\ch01	candidate configuration: rollback command and
	Index	...JUNOS\ch01	clear system commit command
	Index	...JUNOS\ch01	clear system commit command
	Index	...JUNOS\ch01	CLI (command-line interface):built-in help
	Index	...JUNOS\ch01	<\$endrange>CLI (command-line interface):identifying modes
	Index	...JUNOS\ch01	<\$startrange>CLI (command-line interface):identifying modes
	Index	...JUNOS\ch01	CLI (command-line interface):routers and; <\$nopage>command-line interface (see CLI)
	Index	...JUNOS\ch01	<\$endrange>CLI (command-line interface):routers and; routers: CLI and
	Index	...JUNOS\ch01	<\$startrange>CLI (command-line interface):routers and; routers: CLI and
	Index	...JUNOS\ch01	cli command: router configuration
	Index	...JUNOS\ch01	commands: configuration mode; configuration mode (CLI): components
	Index	...JUNOS\ch01	commands: identifying for routers
	Index	...JUNOS\ch01	comments: keeping records of configuration changes
	Index	...JUNOS\ch01	commit and-quit command
	Index	...JUNOS\ch01	commit at command
	Index	...JUNOS\ch01	commit at command

Benefits/functionality of third party utilities

- viewing index entries in document (IXgen)

Why do you need to back up the JUNOS filesystems? One seasoned administrator has said that the less you know about the JUNOS filesystems, the more sane you will be—but still, you have to know at least a little bit. Routers have two internal storage areas, the **Flash drive** (by default, the primary boot device) and the **Hard disk** (the secondary boot device). A copy of the JUNOS software is stored in both. The flash drive has two filesystems (or partitions): **config**, which contains the active and most recent backup configurations, the rescue configuration, and software licenses; and **root**, which contains the JUNOS software (everything installed by the **install** or **bundle** command), the router's **SSH** keys, and a few other files generated from the configuration. The hard disk has one filesystem, **var**, which is a large partition that contains system logfiles, diagnostic dump files, archived configuration files, and user home directories. (Also on the hard disk are the **altroot** and **altconfig** partitions, which contain a copy of the JUNOS software and related files, and a swap partition.) When booting from the flash drive, the router uses the software and files on the flash drive. If the boot fails, it automatically tries the software and files on the hard disk. For the boot failover process to work, you must have created a snapshot from a working version of the software at some time in the past.

There is one additional filesystem on the router, **tmp**, which is a RAM disk (a memory filesystem).

To verify that the snapshot was successful, you might want to list the contents of the filesystems (with the file list command). However, the **altroot** and **altconfig** filesystems are not mounted, so they are not visible even though the underlying directories are still present:

```
aviva@router1> show system storage
```

Filesystem	Size	Used	Avail	Capacity	Mounted on
/dev/ad0s1a	77M	39M	32M	55%	/devfs
	16K	16K	0B	100%	/dev
/dev/vn0	13M	13M	0B	100%	/packages/mnt/base
/dev/vn1	37M	37M	0B	100%	/packages/mnt/kernel-7.4R1.7
/dev/vn2	12M	12M	0B	100%	/packages/mnt/jpfe-M40-7.4R1.7
/dev/vn3	2.3M	2.3M	0B	100%	/packages/mnt/jdocs-7.4R1.7
/dev/vn4	14M	14M	0B	100%	/packages/mnt/jroute-7.4R1.7
/dev/vn5	5.1M	5.1M	0B	100%	/packages/mnt/jcrypto-7.4R1.7
/dev/ad0s1e	12M	16K	11M	0%	/config

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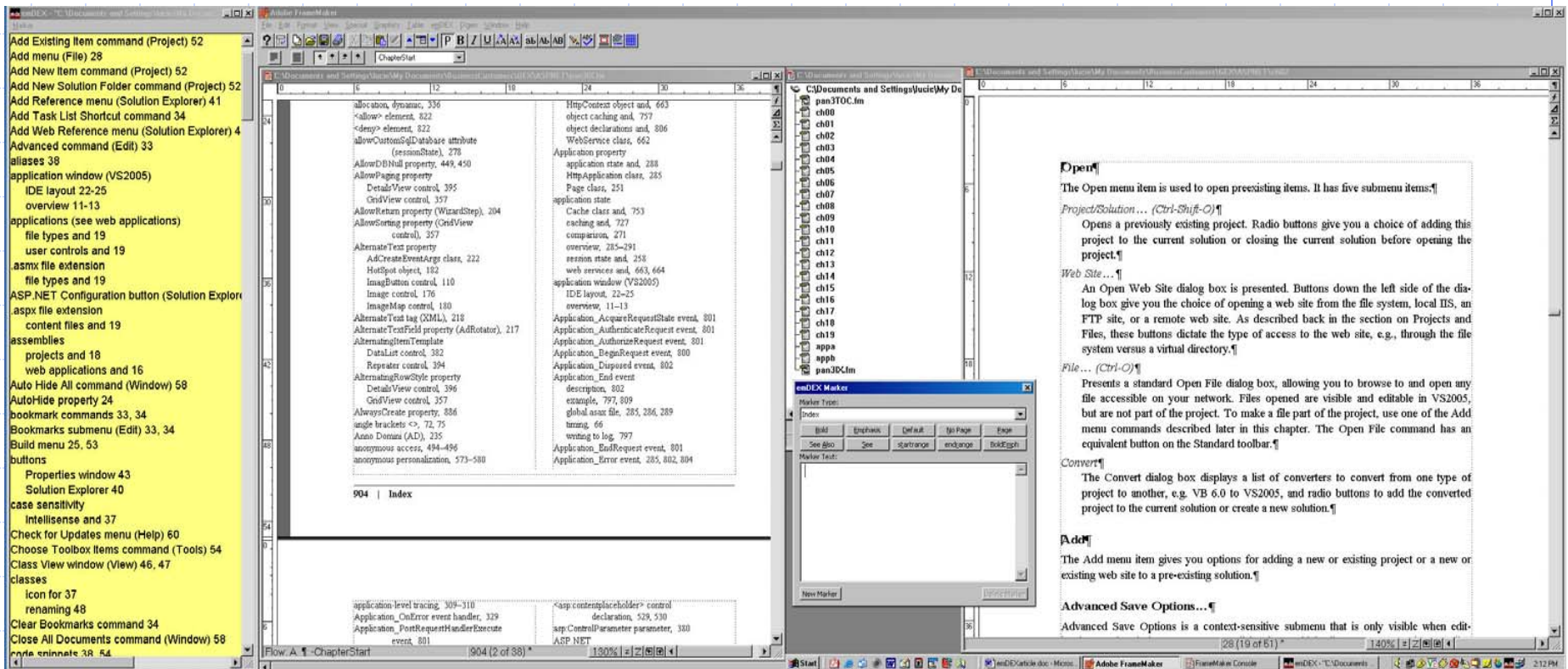
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To verify that the snapshot was successful, you might want to list the contents of the filesystems (with the file list command). However, the **altroot** and **altconfig** filesystems are not mounted, so they are not visible even though the underlying directories are still present:

```
aviva@router1> show system storage
```

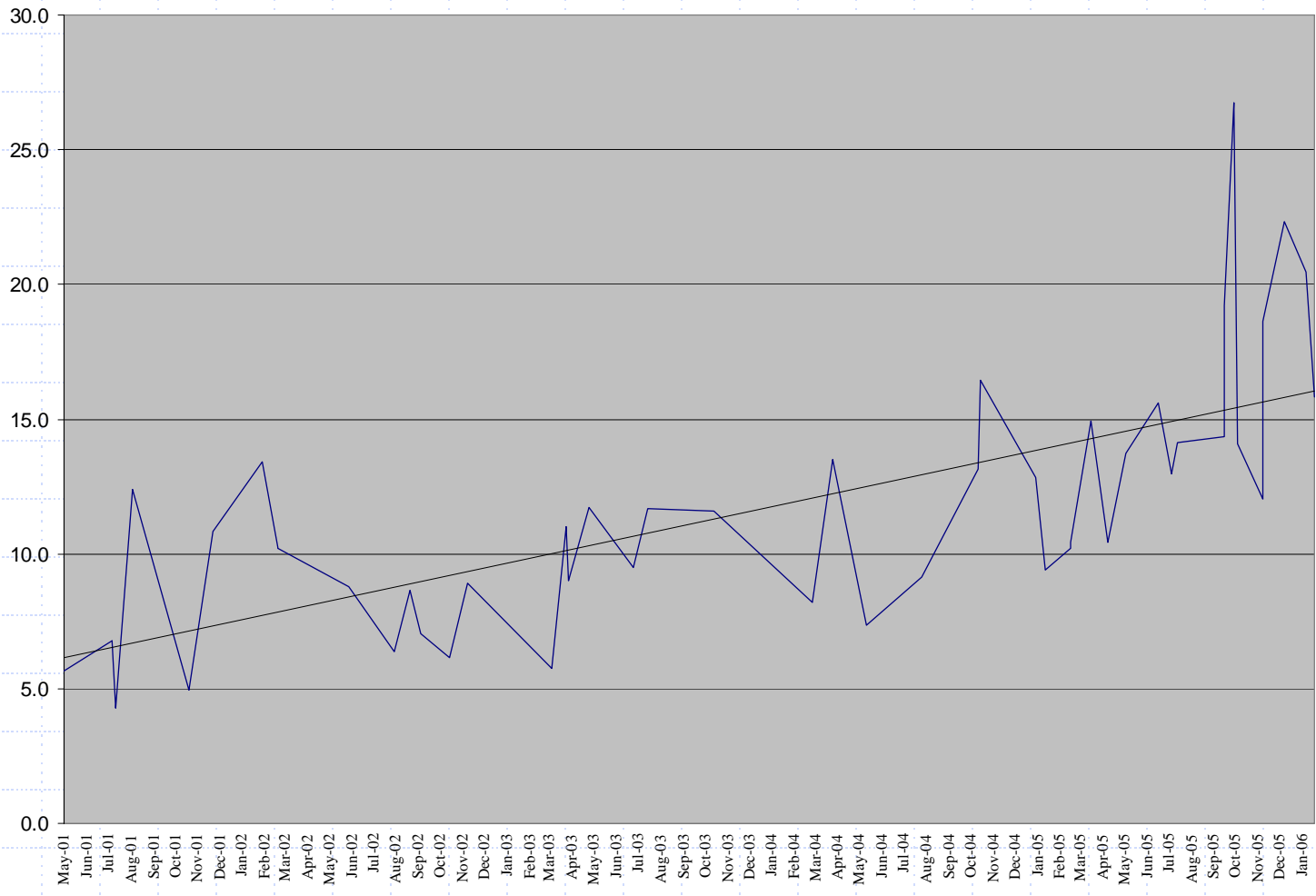
Filesystem	Size	Used	Avail	Capacity	Mounted on
/dev/ad0s1a	77M	39M	32M	55%	/devfs
	16K	16K	0B	100%	/dev
/dev/vn0	13M	13M	0B	100%	/packages/mnt/base
/dev/vn1	37M	37M	0B	100%	/packages/mnt/kernel-7.4R1.7
/dev/vn2	12M	12M	0B	100%	/packages/mnt/jpfe-M40-7.4R1.7
/dev/vn3	2.3M	2.3M	0B	100%	/packages/mnt/jdocs-7.4R1.7
/dev/vn4	14M	14M	0B	100%	/packages/mnt/jroute-7.4R1.7

My embedding process using FrameMaker and utilities

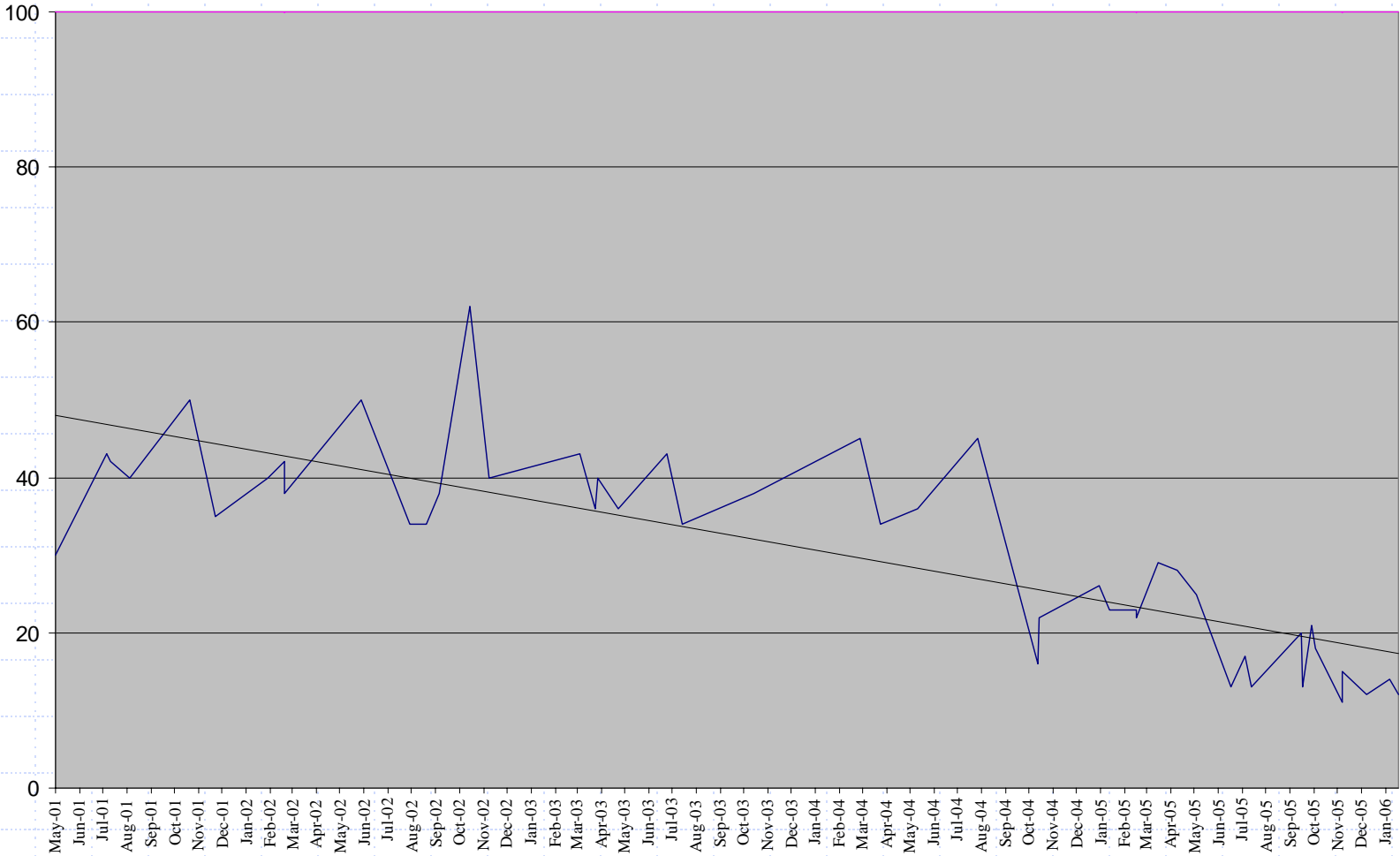


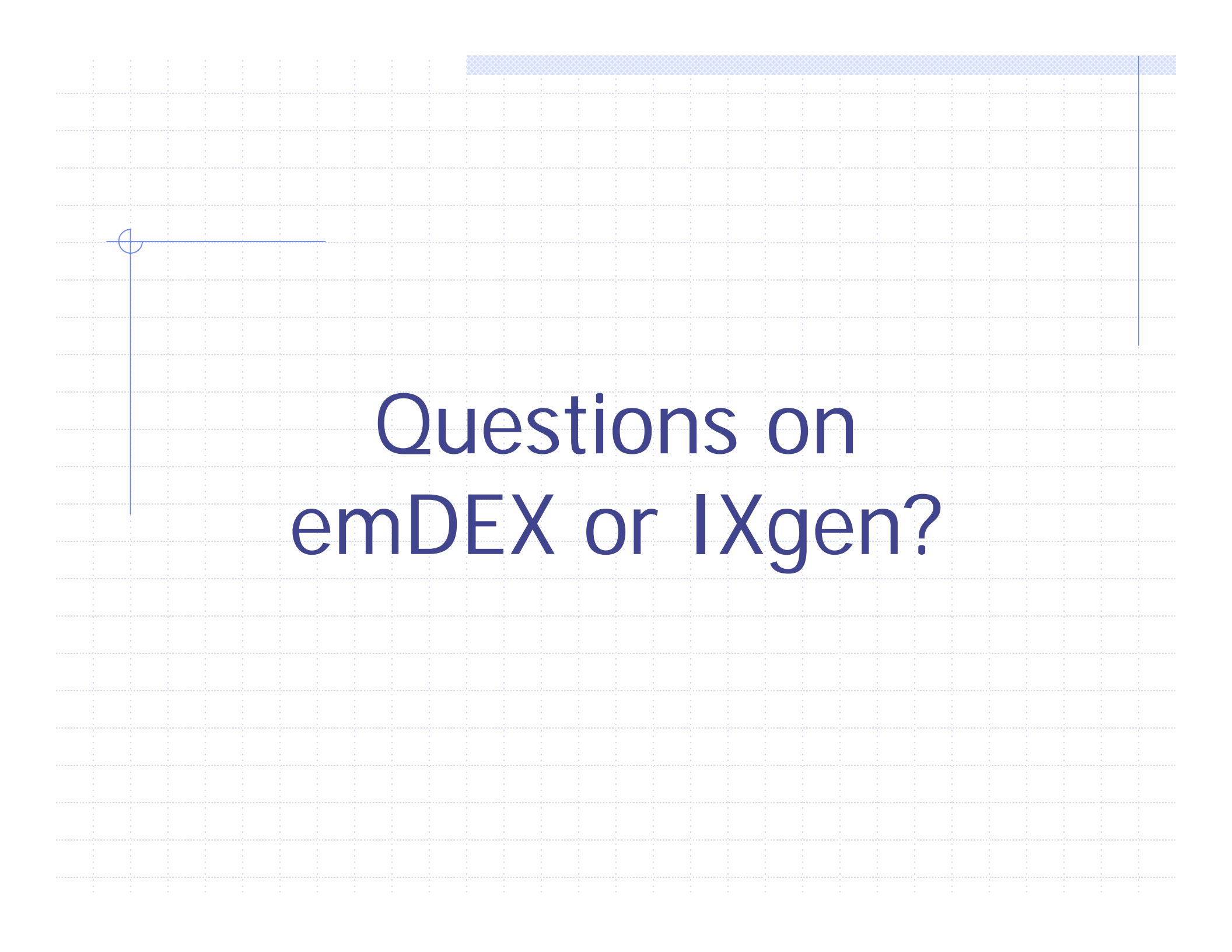
- ◆ two-screen layout
- ◆ use index as static (previous chapters) guide
- ◆ emDEX window as dynamic (current chapter) guide
- ◆ edit by hyperlinking from generated index

Pages per hour



Editing as percentage of time





Questions on
emDEX or IXgen?

Microsoft Word

- ◆ Difficulties embedding with Word alone
- ◆ Benefits of third-party utilities
- ◆ Processes for third-part utilities
 - DEXter process
 - WordEmbed process
- ◆ Client processes for embedded indexes
 - Apress process
 - Microsoft process

Difficulties embedding with Microsoft Word alone

- ◆ Creating/entering index terms
- ◆ Previewing the index
- ◆ Editing index terms

Third party utilities for Microsoft Word

DEXter

<http://www.editorium.com/DEXter.htm>

WordEmbed

<http://www.wordembed.jalamb.com>

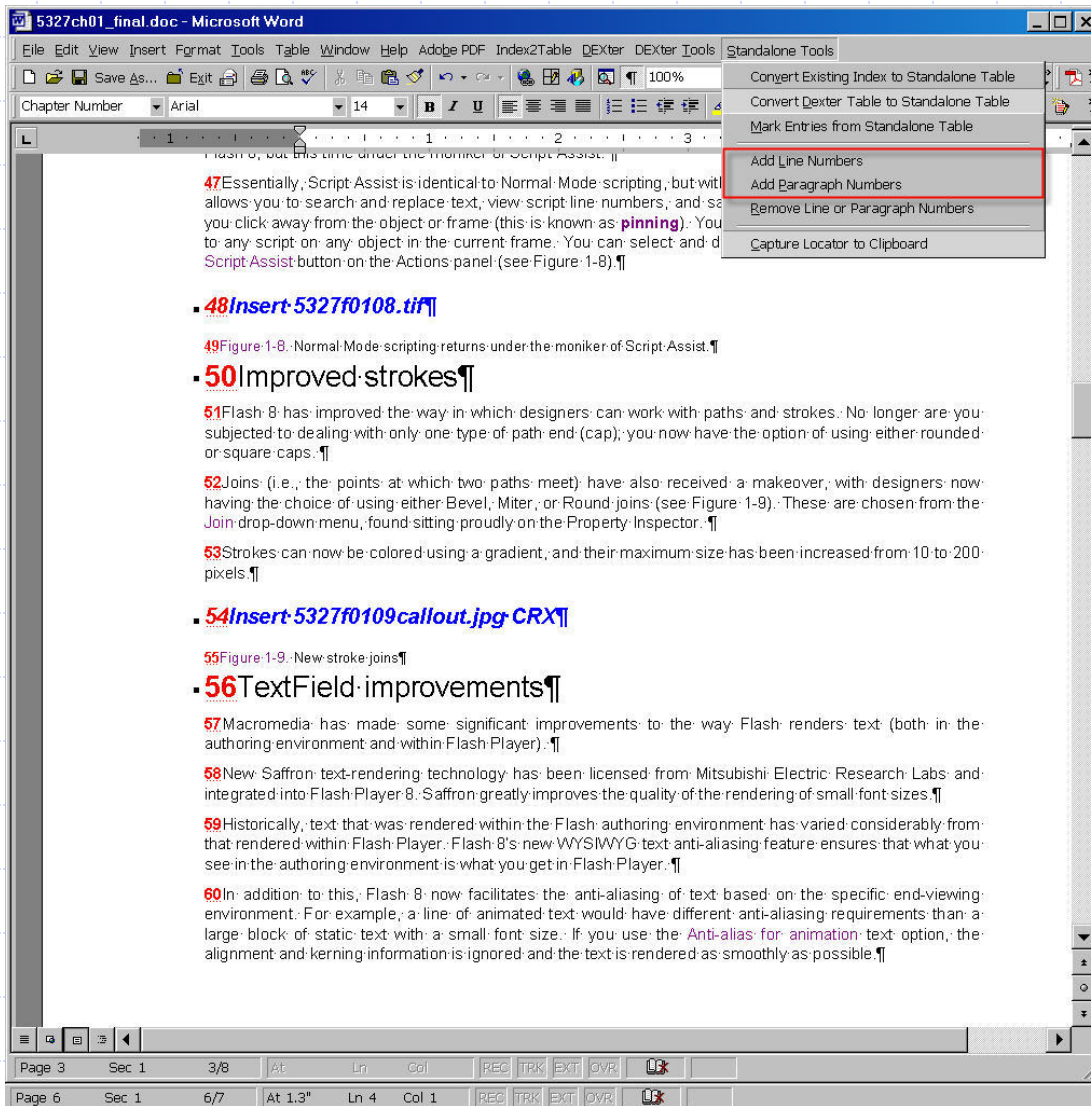
Embedding process in Microsoft Word with utilities

No need to index in Microsoft Word!

- ◆ index in proprietary software using:
 - line/paragraph/page locators (DEXter)
 - bookmarks as locators (WordEmbed)
- ◆ save index file as:
 - DAT file (DEXter)
 - RTF or MBK file (WordEmbed)
- ◆ import index file into Microsoft Word

Using locators in indexing program

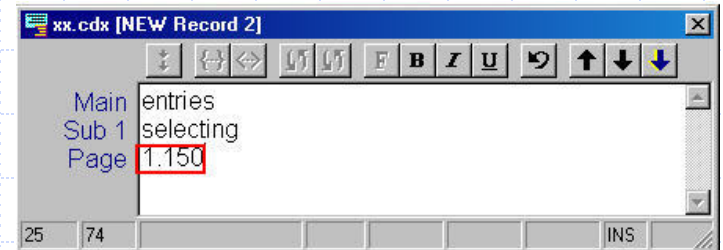
- DEXter



- WordEmbed

needs of producers and users of it debated, always with the overall a lucie: bility. These elements are the 1.150

With the inclusion of more precise r other guidelines on how to solve mo satisfactory solutions to the majority



Saving index for import into Microsoft Word

– DEXter DAT file

```
acceptsURL.method.(DriverManager) → opening.database.connections → 166¶  
autocommit.mode → connections.and → 441¶  
BatchUpdateException.class → functionality → 393¶  
CallableStatement.interface → functionality → 103¶  
CallableStatement.objects → creating → 94¶  
CallableStatement.objects → creating → 190¶  
CallableStatement.objects → creating → 203¶  
CallableStatement.objects → creating → 209¶  
CallableStatement.objects → ResultSet.objects.and → 105¶  
case.sensitivity → Java.and → 19¶  
checked.exceptions → defined → 370¶  
classes → See.also.utility.classes¶  
classes → cores → 82¶  
classes → importing → 134¶  
classes → initializing → 143¶  
CLASSPATH.environment.variable → registering.drivers → 149¶
```

Saving index for import into Microsoft Word

– WordEmbed formats

Putnam

Putnam's Italy, 2.160-2.30

Naples, 2.30

Scandinavians. See Norwegians

skills: uses of, 2.210



CMS (RTF file)

Putnam:Putnam's Italy, 2.160-2.30

Putname:Putnam's Italy:Naples, 2.30

Scandinavians ^see^ Norwegians

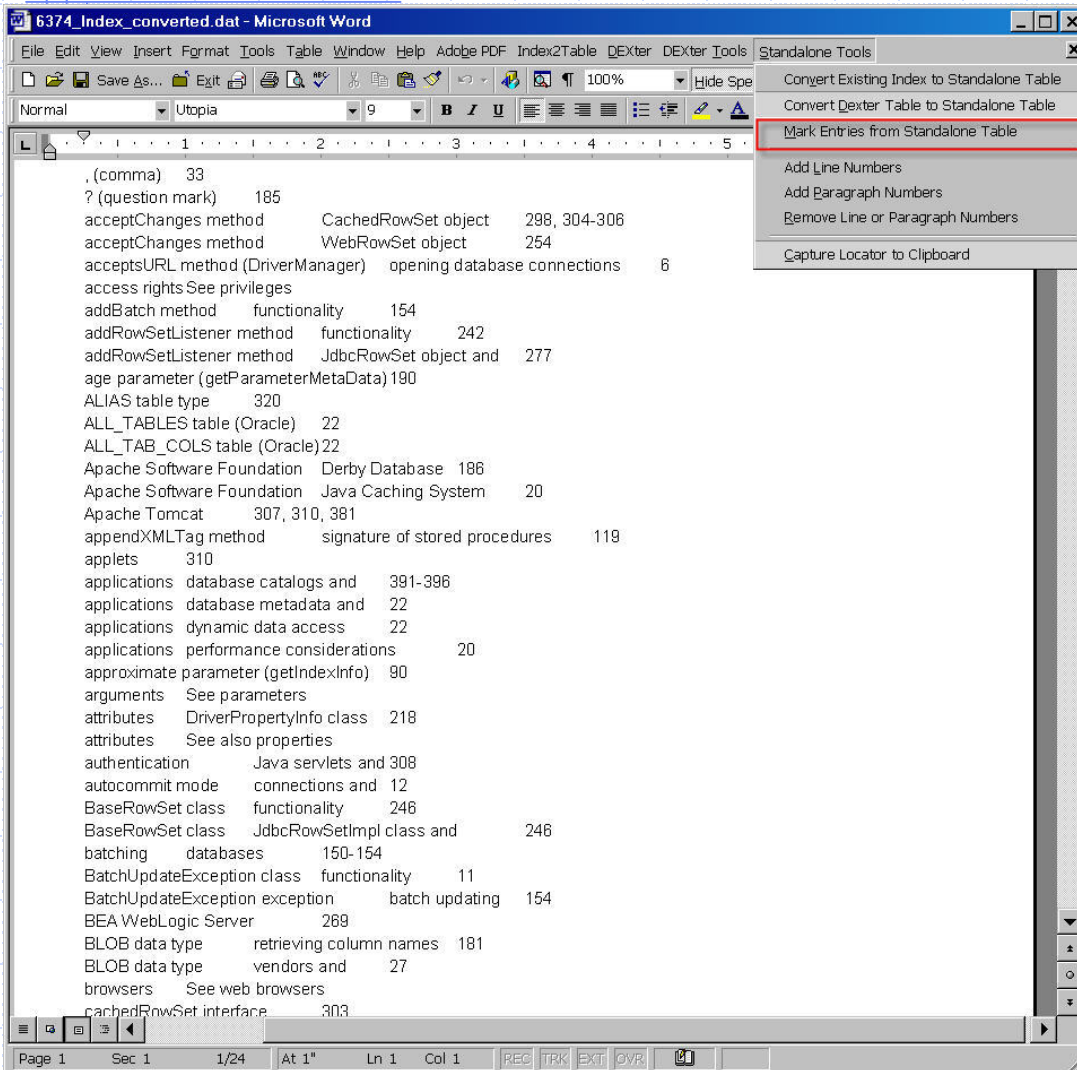
skills: uses of, 2.210



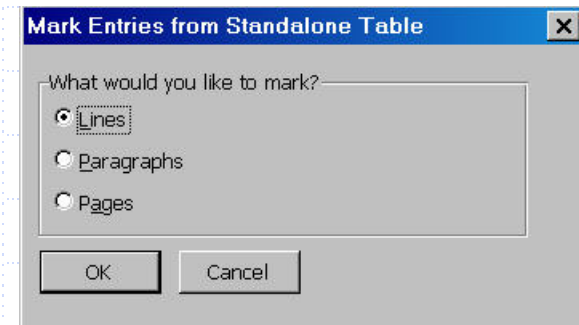
MBK (Macrex) style format

Importing index into Microsoft Word

- DEXter

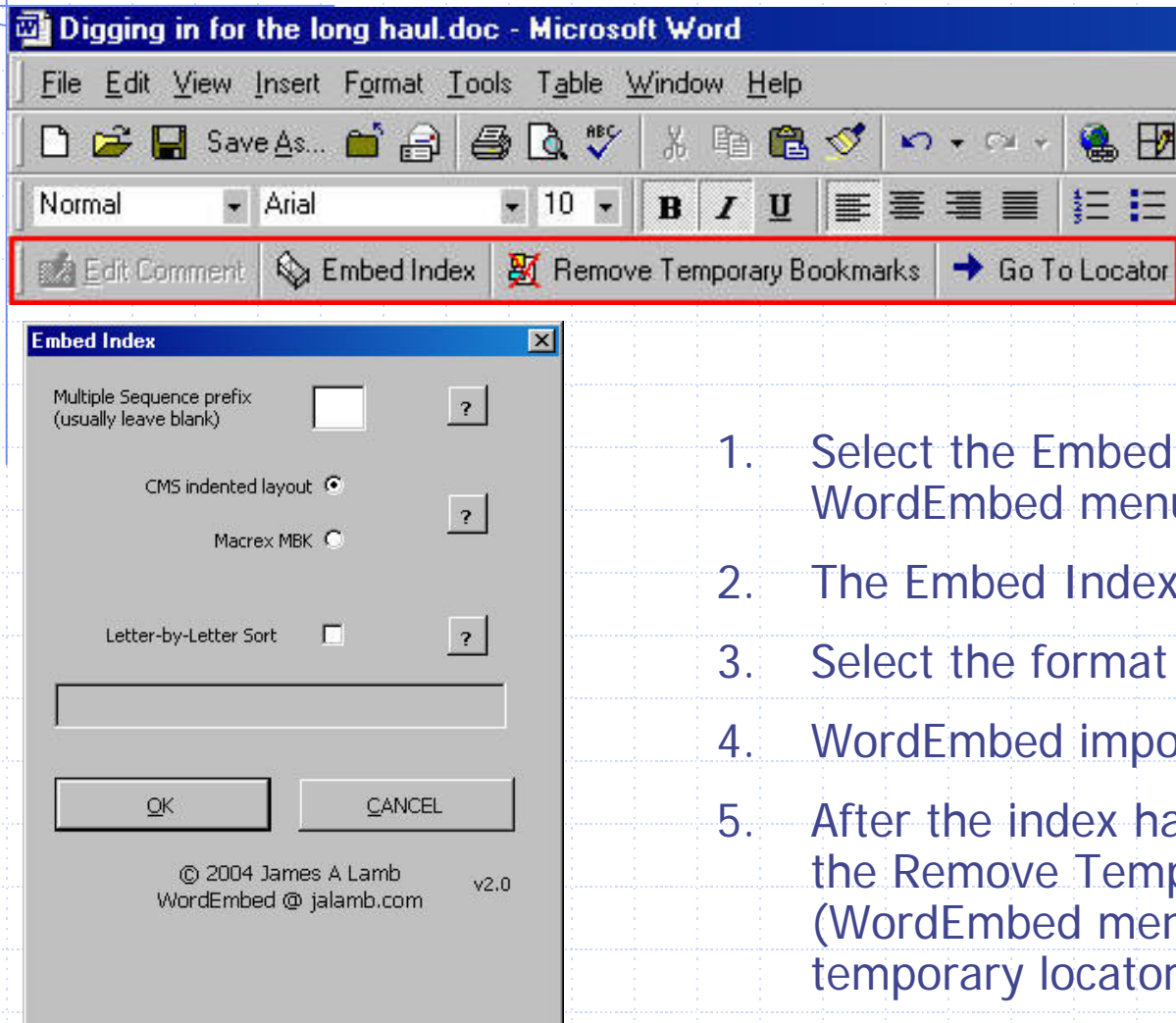


1. Open Word document.
2. Open DAT file.
3. Select Mark Entries from Standalone Table.
4. Select Lines, Paragraphs, Pages from Mark Entries dialog box.
5. Import process completes.



Importing index into Microsoft Word

- WordEmbed



1. Select the Embed Index button from the WordEmbed menu bar.
2. The Embed Index dialog box displays.
3. Select the format desired.
4. WordEmbed import process completes.
5. After the index has been embedded, press the Remove Temporary Bookmarks button (WordEmbed menu bar) to remove the temporary locators created earlier.

Embedded index in Microsoft Word

Servlets make use of the Java classes in these packages:

`{ XE "javax.servlet package" }` * **javax.servlet**: The basic Servlet framework

`{ XE "javax.servlet.http package" }` * **javax.servlet.http**: Extensions of the servlet framework for servlets that answer HTTP requests

`{ XE "HTTP (Hypertext Transfer Protocol):Java servlets" }` Typical uses for HTTP servlets include

`{ XE "HTML (Hypertext Markup Language):Java servlets and" }` `{ XE "dynamic content" }`
* Processing and/or storing data submitted by an HTML form

* Providing dynamic content, for example, returning the results of a database query to the client (as HTML, XML)

`{ XE "HTTP (Hypertext Transfer Protocol):Java servlets" }` * Managing state information on top of the stateless HTTP, for example, for an online shopping cart system that manages shopping carts for many concurrent customers and maps every request to the right customer

`{ XE "Java servlets:overview" }` `{ XE "Java servlet engine:defined" }` `{ XE "Apache Tomcat" }` A *Java servlet engine* is the Java application that executes the Java servlet. It is a mechanism by which a Java application can be written to provide dynamic web content. For example, Tomcat (<http://jakarta.apache.org/tomcat/>) has a servlet engine that you can use to execute Java servlets.



Questions on DEXter or WordEmbed?

Client processes for embedding in Microsoft Word

- ◆ Apress
- ◆ Microsoft

Apress process

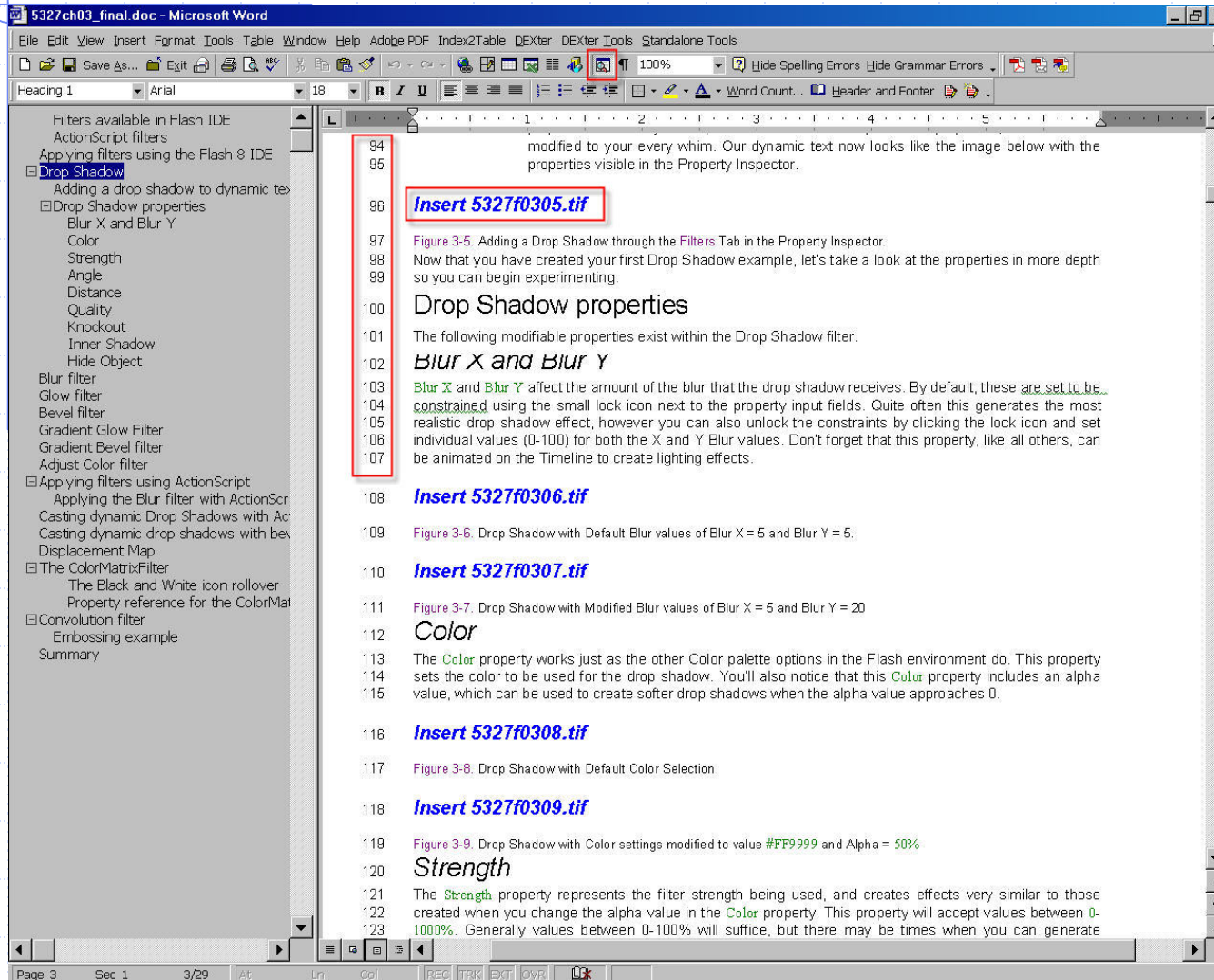
- ◆ Index one chapter at a time in proprietary indexing software
- ◆ Embed index entries one chapter at a time into Microsoft Word (using DEXter)
- ◆ Submit chapter containing embedded index entries to Apress
- ◆ At completion of book, edit final index and submit as RTF file

Initial learning curve with Apress process

- ◆ learning WordEmbed
- ◆ learning DEXter
- ◆ learning Word templates

Establishing a viable process for Apress projects

- training my eye to ignore clutter

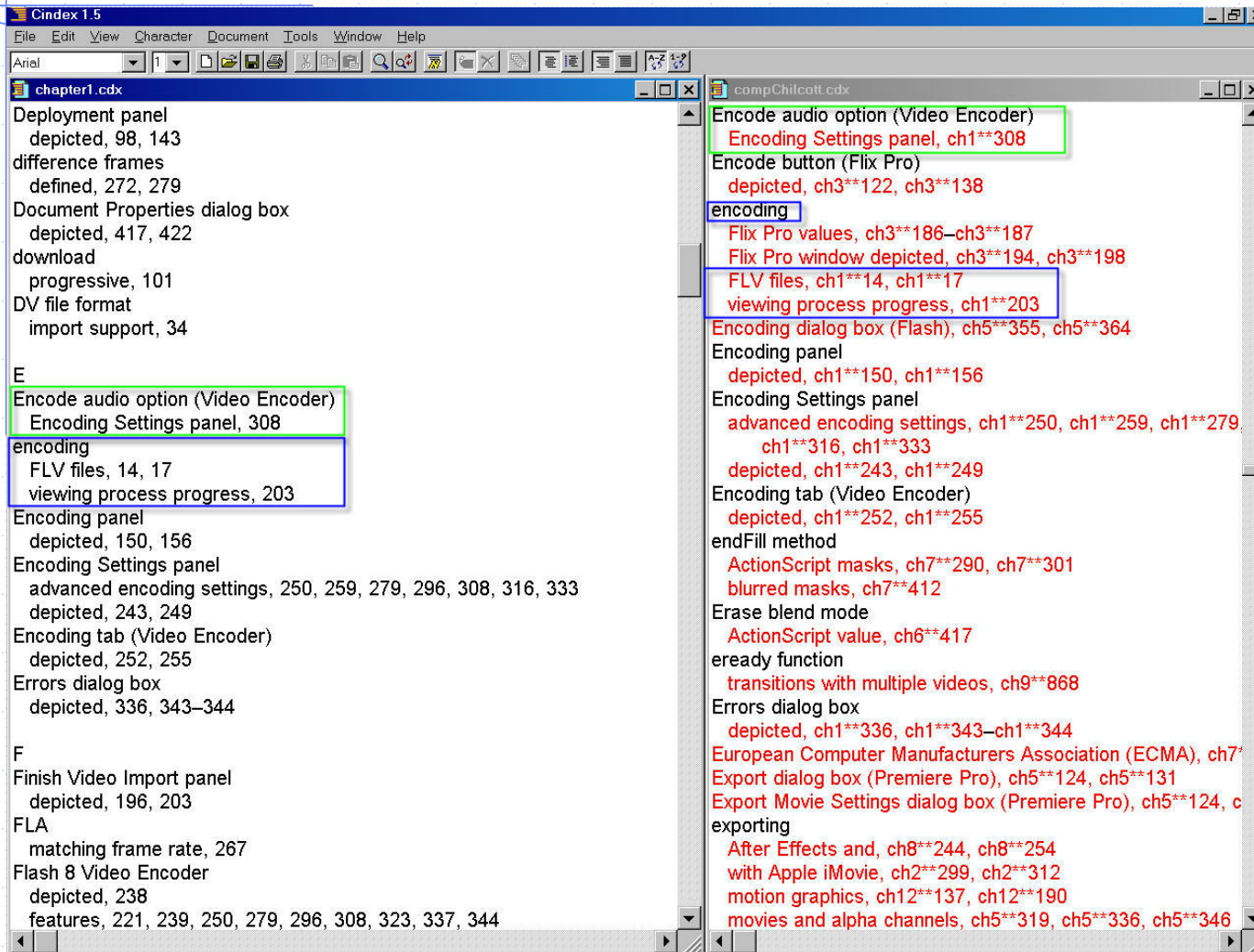


Clutter:

- line numbering
- document map
- instructions to compositor

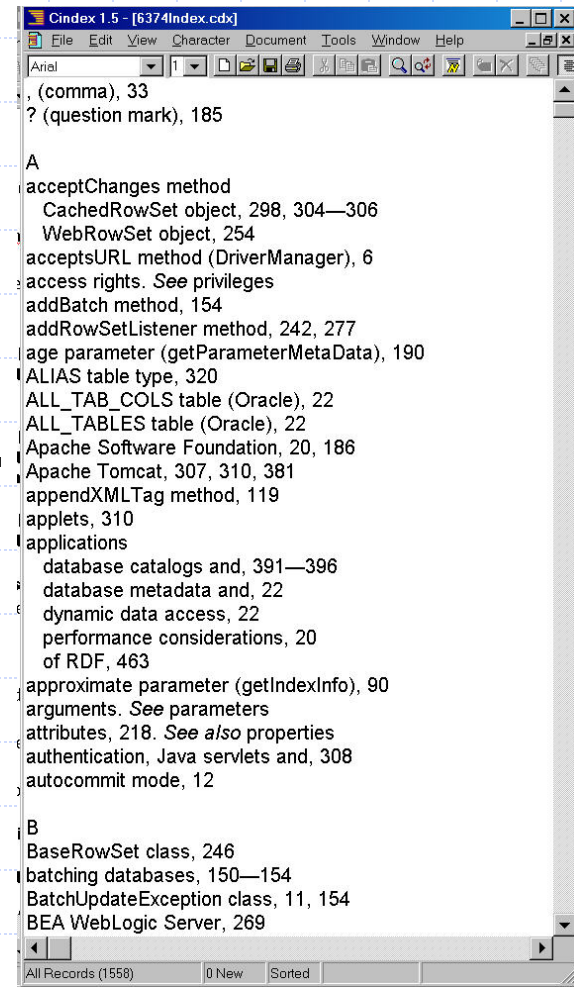
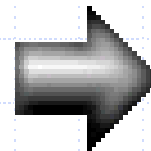
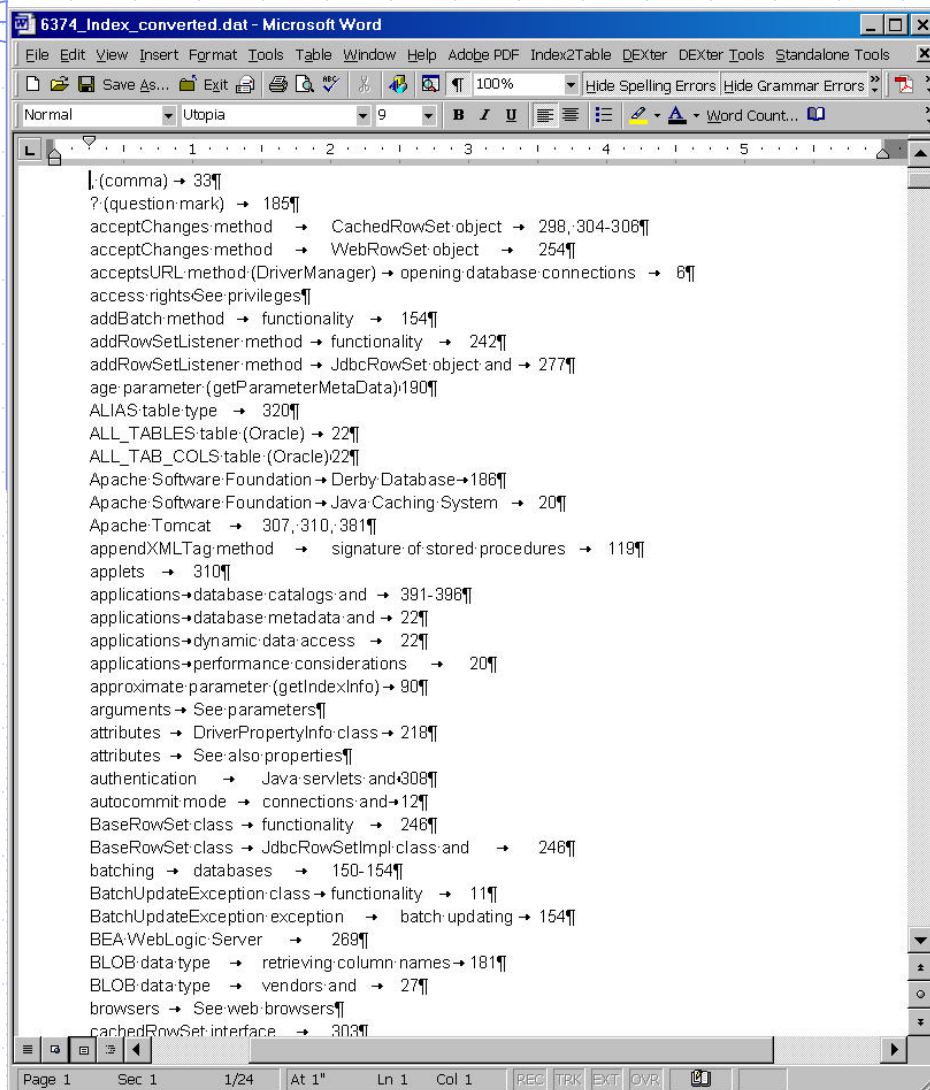
Establishing a viable process for Apress projects

- indexing one chapter at a time



Establishing a viable process for Apress projects

- final edit





Questions on Apress process?

Microsoft process

- ◆ Index in proprietary software package using special locator strings embedded in Microsoft Word document
- ◆ Submit DAT file to Microsoft
- ◆ Microsoft completes process of embedding using the special locator strings

Establishing a viable process for Microsoft projects

- training my eye to ignore clutter

2787A_01.doc - Microsoft Word

File Edit View Insert Format Tools Table Window Help Adobe PDF Index2Table DEXter DEXter Tools Standalone Tools

H5.Subheading Arial Narrow 11 B I U

Module 1: Introduction to Designing
Time estimated: 60 minutes

- Describe the process of design
Introduction
- Lesson 1: Principles of Database Security
Explain the principles of SQL Server Security
Introduction
- Principle of Least Privilege
Principle: Explain the principle
Introduction
Definition of the principle
Significance of the principle
How the principle can be applied
- International Common Criteria
Fact: Describe the International Common Criteria
Introduction
Purpose of Common Criteria
Benefits to customers
- C2 Compliance Requirements for SQL Server
Fact: Describe the C2 compliance requirements
Introduction
Introduction to C2 evaluation
C2 evaluation in SQL Server
- Lesson 2: Methodology for Designing Security
Describe the methodology for designing security
Introduction
- Benefits of a SQL Server Security Policy
Principle: Explain the benefits
Introduction
What is a security policy?
Benefits of a security policy
- Multimedia: The Process of Creating Security Policies
Process: Explain the process of creating security policies
Introduction
- Discussion: Discussing the Security Policy
Principle: Describe the principle
Introduction
- Discussion questions
References
- Lesson 3: Monitoring SQL Server Security
Explain the importance of monitoring SQL Server security

• << XE:2787A.1.00.00.063.1 Significance of the principle XE:2787A.1.00.00.063.9 >>

XE:2787A.1.00.00.064.1 Consider all the security compromises related to buffer overflows, privilege elevation, and data destruction. In any of these situations, an application running with the least privilege will be less damaged than if it were running with the privileges of a super user, such as root or administrator privileges. XE:2787A.1.00.00.064.9

XE:2787A.1.00.00.065.1 For example, when a worm such as Sasser runs on a system, it will expand itself with the same privileges as the calling process. If your account is a part of the local administrator group, the worm will gain complete access to the system. As a result, your system could be exposed to various types of security attacks. However, if a process running in a low-privilege security context is compromised, the damage to your system will be less than that in the previous scenario. Consequently, using non-privilege accounts to complete normal tasks offers you an additional protection level. XE:2787A.1.00.00.065.9

XE:2787A.1.00.00.066.1 The significance of the principle of least privilege is that a program that does not follow this principle will break if users attempt to run it with the least privilege (under normal, non-administrative user accounts). XE:2787A.1.00.00.066.9

• << XE:2787A.1.00.00.067.1 How the principle can be applied to SQL Server 2005 XE:2787A.1.00.00.067.9 >>

XE:2787A.1.00.00.068.1 The following new features of SQL Server enable you to apply the principle of least privilege on the server. XE:2787A.1.00.00.068.9

- << XE:2787A.1.00.00.069.1 A more granular permission schema. In earlier versions of SQL Server, a user needs administrative privileges to perform simple tasks such as creating a server trace from SQL Profiler. SQL Server 2005 provides you with a more granular permission schema, which enables you to assign only the permissions required to perform a particular task. XE:2787A.1.00.00.069.9 >>
- XE:2787A.1.00.00.070.1 Metadata security. The level of metadata security in earlier versions of SQL Server is low. A user with any type of access to a database can view the entire database structure. In SQL Server 2005, when a user queries a catalog view such as sys.tables, the database engine checks for user permissions and only shows those objects on which the user has permissions. XE:2787A.1.00.00.070.9 >>
- XE:2787A.1.00.00.071.1 Schema assignment to specific users. In earlier versions of SQL Server, when a user accesses a database object that is owned by a database owner (dbo), the user needs an elevated privilege that exceeds the actual access requirement of the user. In SQL Server 2005, you can create schemas to group database objects and assign schema ownership only to those users who need it. XE:2787A.1.00.00.071.9 >>
- XE:2787A.1.00.00.072.1 Context switching. This is another feature that can help you to apply the principle of least privilege in the database code. For example, if a developer needs to perform a task that requires a user context that is not the user's own, the developer can use the

Page 7 Sec 1 7/28 At 1.9" Ln 6 Col 55 REC TRK EXT OVR

Initial learning curve with Microsoft process

– making sense of special locator strings

{XE "2543A.**501**.00.00.**002.1**"} – long UID

|
501.

| |
002.1

– short UID

Establishing a viable process for Microsoft projects

– identifying indexable pages

Book Name	2274B: Managing in Microsoft Windows Server 2003 Environment			Date Rcv'd	11/23/2004	
Organization	Microsoft			DATE DUE	12/10/2004	
Contact				Rate:		
Phone						
Email					2900 to 3600 lines	
Chapter	From	To	Pages	Minus	Nonindexable Pages	Indexable Pages
1	3	39	37	5	11,18,25,35-36	32
2	2	77	76	25	13-15,24-25,32-34,40-41,48-49,55,57,64-65,69-77	51
3	2	63	62	19	17-18,21,24-25,27,33-36,41-42,45-46,58-59,61-63	43
4	2	64	63	20	3,6,20-21,35-37,41-42,44-45,49-50,58-64	43
5	2	51	50	17	3,15-16,22-23,30,44-54	33
6	2	29	28	12	8-9,13-14,20,22,24-29	16
7	3	29	27	9	15-17,24-29	18
8	3	38	36	14	8-9,15,20,28,30-38	22
9	2	56	55	23	8-10,15-17,27-29,35-37,40,44-45,48-56	32
10	2	65	64	18	10-11,23-25,29-30,42-43,46,58-65	46
		Total pgs	498	162	336	336
		Rate:				
		Total Fees				



Questions on Microsoft process?