stt
Stamdard Text Tool

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Need for Standard Texts

- Why standard letters?
  - similar transactions
  - save time
  - reduce variation/errors
- How standard letters?
  - should not look like standard letter
  - save repetitive editing
  - easy to change
  - easy to use
  - always read-before-send

Previous Solutions

- private files with text parts
  - awkward to use/find
  - bad consistency across people
- common files with text parts and texts
  - better consistency
  - still hard to find (naming)
  - still awkward to use
- common scripts
  - easier to use
  - different user interfaces
  - insufficient header parsing

Design of STT

- Easy to use
  - common user interface, always edit!!!!!!
  - find texts by grep
  - clear prompts where necessary
  - command line arguments where desired
- Easy to make/change texts
  - can be done from same interface (grep)
  - automatic revision control
  - template
  - text can simply reference variables $xxx
  - commonly used variables already defined
  - can use in-line perl code

Example

```
stt -c about-ripe
name of recipient []: Joe User
mail address []: joe@nosy.people.int
```

```
To: Joe User <joe@nosy.people.int>
Cc:
From: Daniel Karrenberg <dfk@ripe.net>
Fcc: cur
Subject: RIPE Information
Reply-To: <ncc@ripe.net>

Dear Joe User,

you have asked for general information about RIPE and the RIPE NCC.
Please find our general information text below. ....

Kind regards
Daniel Karrenberg
RIPE NCC Duty Staff

About RIPE
----------
RIPE (Reseaux IP Europeens) is a collaborative organisation ....
```


stt Form

```
//TITLE send ripe boiler plate info

//TEMPLATE
To: $toname <$toaddr>
Cc: $cc
From: $myname <$logname@ripe.net>
Fcc: cur
Subject: $subject
Reply-To: <ncc@ripe.net>
X-Organization: RIPE Network Coordination Centre
X-Phone: +31 20 592 5065
X-Fax: +31 20 592 5090


Dear $toname,

you have asked for general information about RIPE and the RIPE NCC.
Please find our general information text below. ....

Kind regards
$signame
RIPE NCC Duty Staff

$about
/*
```



```
# definition of all variables
#
#     name          reply-deriv        default

//VAR toname       "from-name"        ""
//VAR toaddr       "from-addr"        ""
//VAR cc           "cc"               ""
//VAR subject      "subject"          "RIPE Information"
//VAR about        ""                 ""
//VAR logname      ""                 "BUILTIN" # login name
//VAR myname       ""                 "BUILTIN" # GCOS name
//VAR signame      ""                 "BUILTIN" # from environment

# variables to be taken from the command line (in this sequence)
//ARGS toname toaddr

# variables to be prompted (in this sequence)
//ASK toname toaddr

# prompt strings (descriptions) of the variables
//PRO toname "name of recipient"
//PRO toaddr "mail address of recipient"

# derivations of variables
//DERIV
$about=`cat /ncc/ftp/About-ripe`;
/*
```


Usage Examples

`stt -c about-ripe "Joe User" joe@nosy.int`

Given a current message of:

```
From: Joe User <joe@nosy.int>
To: ncc@ripe.net
Subject: What are you?
```

`stt about-ripe`

`stt -g "general information"`

Highlights

- addresses available as variables automatically
- external documents can be included
- can be used with role accounts
- can be used in originate and answer modes
- easy to find text by contents
- search texts in "path" of directories

Making Texts

- Use stt command

```
stt -n new-text
stt -e change-text
```

- can find with -g
- automatic revision control (SCCS only at present)
- -n uses local templates
- diagnostics for in-line perl written to file

Implementation

- lightweight perl (700 lines)

- mail user agent interface highly localised
  - get current message
  - send message
- currently supports MH

- revision control highly localised
- currently supports SCCS or none (autodetect)

Usage at NCC

- 30 different standard texts
  - forms
  - document announcements
  - forwarding of requests
- in line perl code usage
  - automatically find addresses (whois)
  - find local registry data (docstore)
  - find domain registry data (whois, InterNIC)
  - queue forms for fax transmission at night
  - select text blocks based on arguments
- frequently used

Availability

- From Docstore

`ftp.ripe.net:tools/stt.tar.Z`

- Distribution includes examples
- Distribution includes form to register
- ... and form to subscribe to mailing list

Enjoy!