TANDY COMPUTER PRODUCTS

Radio Shack
Dealer/Franchise
UPDATE

FECC PLESCC UPDATE 1986-27
** Internal Distribution Only **
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27 February 1986 Page 1

GENERAL INTEREST

Software Registration - Transferring Ownership 2

THIRD PARTY PRODUCTS - EXPRESS ORDER

Accounting Partner II - Demo 3
C.O.D. Packages 2
EOS - Programs Discontinued/Cancelled 3
Great Plains HD Accounting - With the Tandy 3000 3
Volkswriter 3.0 - Availability Status 3

TANDY 6000/MODELS 16/12/II

Profile 16 - Killing Data Bases 4
Profile 16 - Running Reports With Users in Inquire/Update/Add 5
Xenix 3.0 Development System - vi Editor 4
Xenix 3.1 - Command to Read Directory From tsh 5

MS-DOS COMPUTERS

Managing Your Money - Tandy 1000 Key Sequence 6
Tandy 1000 - Available Memory 5
Tandy 1000 - With Microsoft's Quick BASIC 6
ViaNet - Status 2

PRODUCT NEWS

The following information is provided by Technical Support, Computer Customer Service, and Computer Merchandising.

SOFTWARE REGISTRATION - TRANSFERRING OWNERSHIP

If a package is registered by the original owner and later sold, the second owner should send in the CHANGE OF ADDRESS card in order to have the registration transferred. The original owner's name, address, etc. should be under OLD ADDRESS; the new owner's name, address, etc. should be under "NEW ADDRESS". The new owner will be registered when this card is received if the original owner's registration is on file.

If for some reason, the original owner is not shown as being registered, then the new owner can send in the title page of the manual and thus be registered.

VIANET (26-1220 & 26-1221) - STATUS

As of January 30, 1986, ViaNet is in final testing and receiving the full attention of the people involved. This phase of testing usually takes about four weeks. During the process, we can usually get a good feel for how the product is doing and when it will be in the warehouse and available for sale.

We will use the SOS system, followed by a detailed memo, to advise stores of ViaNet's exact availability date between now and March 1. It is conceivable that the availability date could be after March 1.

Our beta test sites are still going very well with few, if any, problems. I know this has been a long process and appreciate your frustration. But in the end, I believe we are going to have a good product that you can sell with confidence of customer satisfaction.

THIRD PARTY PRODUCTS - EXPRESS ORDER

C.O.D. PACKAGES

Under no circumstances is a store required to accept an unsolicited C.O.D. package from an Express Order vendor! Stores are <u>not required</u> to carry Express Order product demos or sales brochures. Some vendors may charge for these items. If you wish to purchase these items consult with your DMBP before ordering.

EOS - PROGRAMS DISCONTINUED/CANCELLED

The following EOS programs have been discontinued or cancelled, as indicated:

CAT NO	PROGRAMS	STATUS	HARDWARE
90-0149	Electric Pencil	DISCONTINUED	I/III
90-0152	Pencil Tip	DISCONTINUED	I/III
90-0160	Attache AR	DISCONTINUED	MS-DOS
90-0161	Attache AP	DISCONTINUED	MS-DOS
90-0162	Attache GL	DISCONTINUED	MS-DOS
90-0163	Attache IC	DISCONTINUED	MS-DOS
90-0164	Attache INVC/SA	DISCONTINUED	MS-DOS
90-0165	Attache Business Pack I	DISCONTINUED	MS-DOS
90-0166	Attache Business Pack II	DISCONTINUED	MS-DOS
90-0179	Software Models - Real Estate	DISCONTINUED	MS-DOS
90-0268	Electric Webster Correct	DISCONTINUED	I/III
90-0269	Electric Webster Spell Checker	DISCONTINUED	I/III
90-0275	The Landlord	DISCONTINUED	MS-DOS
90-0311	In-House Accountant	CANCELLED	2000
90-0312	Einstein Writer	CANCELLED	2000
90-0411	Attache Payroll	DISCONTINUED	MS-DOS

Do not place any orders for these products.

GREAT PLAINS HD ACCOUNTING (90-0169 - 90-0174) - WITH THE TANDY 3000 (25-4001)

Great Plains HD Accounting software DOES run on the Tandy 3000. (It was previously reported in the Tandy 3000 Software Directory that these programs would not work with the Tandy 3000.)

ACCOUNTING PARTNER II (90-0211) - DEMO (FC-0927)

The Accounting Partner II Demo consists of the Accounting Partner II demo script with sample reports and demo discs (enclosed in a plastic binder), P.O.P. stand, five Accounting Partner II brochures, two DB Partner brochures, and two "Embracing The Small Businessman" brochures.

The demo script will lead the salesman through each module, AR, AP, GL, Payroll, and Inventory, in a step-by-step sequence. Example data is already installed within the demo program. Additional data may also be temporarily entered and then voluntarily purged when the demonstration is complete. All basic screen displays are illustrated within the demo script, which affords the salesman exceptional ease in reviewing the system.

In addition to demonstrating system operation, this demo acts as a sales tool by describing features and benefits that will assist any non-accounting oriented salesperson in emphasizing pertinent accounting functions for a customer. The Accounting Partner II brochure has a very clearly defined 72-point function comparison sheet that can act as a concise ready reference for illustrating accounting capabilities.

VOLKSWRITER 3.0 (90-0515) - AVAILABILITY STATUS

Volkswriter 3.0 is now available as catalog number 90-0515. It requires 256K to operate.

CSR GRAPEVINE

As indicated by the name, "Grapevine", this section allows Customer Service representatives to share information with each other. It is here you can communicate your latest findings and "bits of wisdom" to all CSR's. If you wish to contribute to the CSR Grapevine use the Submission Form attached to the last Update of each month. Please be sure to include your Name and Store Number.

NOTE: We attempt to separate fact from fiction but not being omniscient we may occasionally goof. If so, let us know about it. We'll gladly correct ourselves.

WARNING: The information contained in the CSR Grapevine is made available on an "as is" basis for the use of store personnel only. Much of the information will not be supported by Computer Customer Service and in no way shall Tandy Corporation be responsible for any problems caused by the use of this information.

All articles which do not include a by-line came from Computer Customer Service.

XENIX 3.0 DEVELOPMENT SYSTEM (26-6402, 03.00.00) - VI EDITOR

If a file is being edited with vi and power is lost or the terminal is shut off, a file exists in /tmp which contains a copy of the editor buffer. This file will be no older than 30 seconds before the crash.

In order to access the "saved" file the user must create the directory /usr/preserve with full permissions before the power is lost. Also, the files /usr/lib/ex3.17preserve and /usr/lib/ex3.17recover must be executable. The system finds the file and saves it in the directory /usr/preserve. Mail is sent to the user announcing that there are files in /usr/preserve to be recovered and giving instructions on their recovery. After logging back in (as "root" or "su"), type "vi -r" to get a list of saved files. Type "vi -r filename" to retrieve the saved file.

(M. BRUMLIK, 01-7879)

PROFILE 16 (26-6412, 01.01.00) - KILLING DATA BASES

In Profile 16, the user is not prompted for the creation password when killing data bases that are on a drive other than the primary hard drive. In answer to SPR #6412-034, we have been provided with written procedures to correct this problem. The procedures can be obtained by calling Computer Customer Service; however, the modification is not supported by Tandy Corporation nor do we take responsibility in its use.

(C. NATION, 01-7879)

PROFILE 16 (26-6412, 01.01.00) - RUNNING REPORTS WITH USERS IN INQUIRE/UPDATE/ADD

If it is absolutely imperative to run reports from Profile 16 while other users are in Inquire/Update/Add, this procedure can be followed:

1. Make sure no one is accessing the file
2. log in as root
3. 'cd' to the data file directory, type:

```
chown root lockfile
chmod 000 lockfile
```

Profile will no longer be able to access lockfile. It will not generate any error messages when a user runs a report with other users in Inquire/Update/Add mode.

NOTE: There is a potential for data integrity problems in the reports generated this way.

(M. BRUMLIK, 01-7879)

XENIX 3.1 (700-3030) - COMMAND TO READ DIRECTORY FROM TSH

UPDATE 1985-46 (November 22, 1985) noted that this command to read a directory from tsh doesn't work:

```
restore :0 -ds -d
```

However, this does:

```
restore :0 -d -ds
```

This may be easier than using the tar command suggested in the UPDATE.

EDITOR'S NOTE: SPR #3030-016 has been submitted concerning the first restore command listed above.

(D. STEVENSON, ATSO #43-0785)

TANDY 1000 (25-1000) - AVAILABLE MEMORY

The MS-DOS utility "CHKDSK" reports the amount of available memory. On the Tandy 1000 the utility will report a number that is approximately 16K less than the total available memory of the computer. This can cause confusion for users who have used "CHKDSK" on other IBM/PC compatible computers (on the PC version, the command will report the full memory of the computer). This confusion is due to the fact that the Tandy 1000 Operating System resides in RAM and the majority of our competition's operating systems reside in read only memory (ROM). This is one reason that some IBM/PC compatible programs will require more physical memory on the Tandy 1000 than on other MS-DOS computers.

(F. McCLOY, 01-7879)

TANDY 1000 (25-1000) - WITH MICROSOFT'S QUICK BASIC

Microsoft's Quick BASIC Compiler generates programs that will give the error message "BASIC can not be run as a child process of BASIC" under the conditions listed below:

1. Running on a Tandy 1000 with a hard disk attached.
2. Operating under MS-DOS version 02.11.22 for the Tandy 1000.

After booting, an area of memory (starting at location 50:0) is left with some non zero values that are generated when the hard disk partition information is being processed during hard disk initialization. This area is supposed to be "reserved for MS-DOS and BASIC" but we do not know exactly what it is used for. Programs compiled by Quick BASIC look at address 50:F, and if the value of this byte is not 0, then it displays the error message and terminates.

For MS-DOS 02.11.22, the following procedure can be used to store a 0 at address 50:F which will then allow programs compiled by Quick BASIC to be executed. This procedure needs to be done only once each time MS-DOS 02.11.22 is booted and before the Quick BASIC compiled program(s) is executed.

```
A>DEBUG
-E 50:F 0
-Q
A>
```

(R. WAITS, 44-0069)

MANAGING YOUR MONEY (25-1159, 01.52.00) - TANDY 1000 KEY SEQUENCE

In Managing Your Money, you are at times requested to press the <SCROLL LOCK> key. This works for the Tandy 1200 HD. However, the key sequence needed for the Tandy 1000 is <ALT> <BREAK>.

(M. BARNER 01-7879)