



Dealer/Franchise

UPDATE

RSCC/PLUSCC UPDATE 1985-25
** Internal Distribution Only **
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TANDY...
Clearly Superior™

PRODUCT NEWS

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

CORRECTION: RSCC/PLUSCC UPDATE 1985-19 - HAVE YOU HEARD ABOUT THE ATSO'S?

Page 3 of the May 10, 1985 Update states that hardware installation includes delivery of the equipment by the ATSO's. **THIS IS INCORRECT!** It is still the responsibility of the stores to deliver the equipment to the customer site.

DISK VIDEO INTERFACE (26-3906) - WITH THE TANDY 200 (26-3860)

The Disk Video Interfaces currently in the field will not function with the Tandy 200. They need additional software and a different cable. The software is available from TEW as 700-2402. The cable (AW-3317) is available from National Parts.

The Disk Video Interfaces currently in the warehouse are being converted to be compatible with the Tandy 200 or Model 100. They will include the cables and software necessary to run on either system. If a Disk Video Interface includes a two piece cable then it has been converted.

Stores need to update the equipment which they presently have in stock



CSR GRAPEVINE



As indicated by the name, "Grapevine", this section is where Customer Service Representatives 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, or send your information to CompuServe ID number 70007,535. 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.

NEW ANNUAL STATE TAX TABLES FOR NEW YORK

The New York State Tax Tables have changed and will be effective July 1, 1985

New York State - Married

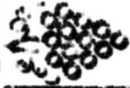
Exemption Allowance Amount = 850.00
Standard Deduction Amount = 2000.00

Tax \$ in	%	On-amt.-over
0	2%	0
40	3%	2000
140	4%	5000
170	5%	6000
220	6%	7000
340	7%	9000
480	8%	11000
640	9%	13000
820	9.5%	15000

New York State - Single

Exemption Allowance Amount = 850.00
Standard Deduction Amount = 1750.00

Tax \$ in	%	On-amt.-over
0	2%	0
20	3%	1000
80	4%	3000
160	5%	5000
260	6%	7000
380	7%	9000
520	8%	11000
680	9%	13000
860	9.5%	15000



PROFILE 4 PLUS (26-1635, 01.00.00) - USER MANUAL ERRORS

While examining the Profile 4 Plus manual. I came across several errors that need to be corrected in the next revision of the manuals.

1. Instant Profile Manual

Page 39: "Press 1 Enter" should not be in blue.

Page 53: There is a mis-printed formula.

Bad formula: $30. = 27 * 29$

Should read: $30. = 27 + 29$

Page 69: The numbers under the LC column were omitted.

They should be: 1, 2, 2, 4, 9, total = 20

2. The Sample File

Page 8: "press ENTER for the default Screen 1. and go to Record 1"
should read: "press ENTER for the default Screen 1."

Page 17: "Press 1 ENTER and Printing Begins"
should read: "Press 3 ENTER and Printing Begins"

Page 30: "smample file"
should read: "sample file"

(These errors have been verified by CCS and submitted as possible Publication Changes.)

3. Possible Program Errors

A. In "Inquire, Update, Add" mode, if you're examining any particular record at screen 2, and you press "3" twice and screen 3 does not exist, the program crashes. You must press <RESET> to restart.
(An SPR #1635-009 has been submitted.)

B. Profile 4 Plus will not allow the user to Build an Index under expanded selections for Inquiry, with no Select from Index, on Segment 1, in the first field column, and make it descend.
(An SPR has been submitted.)

Despite these few errors in the initial release of Profile 4 Plus, this is an excellent program - worth waiting for!

(JOHN HAMILTON, DNBP DIST #0665)

MODEL 11 PAYROLL (26-4503) - EMPLOYEE RECORDS REPORT

When an "employee records" report is printed, there is a column titled "hours". This will only have data in it if you print the report BEFORE you update employee records. It holds hours information for a specific pay period and not year-to-date information.

(L. POTTHRESS, 01-7879)



MODEL 12/16 GENERAL LEDGER (26-4601/6201) - BSNI CODE

The BSNI code is a General Ledger function that calculates Net Income (Loss) and allows that value to be entered onto a balance sheet type statement.

To calculate Net Income (Loss), BSNI checks the General Ledger Chart of Accounts for all type "P" (Profit and Loss) accounts and totals their balances to arrive at the YTD Net Income (Loss).

Common errors that can cause an incorrect Net Income figure on the Balance Sheet include:

1. Incorrect designation of Financial Statement Type (B = Balance Sheet, P = Profit and Loss) when defining a General Ledger Account.
2. Incorrect Paren Control Code when defining a General Ledger Account.

(C INLER, 01-7879)

XENIX ACCOUNTING - COMBINING 3.0 PROGRAMS

As the 3.0 Xenix accounting software begins to hit the field, please be aware that we do not support mixing different versions of Accounts Receivable (26-6204), Order Entry (26-6207), and Sales Analysis (26-6208). If you are running any combination of these three packages, DO NOT install 3.0 Accounts Receivable unless you also install 3.0 versions of Order Entry and Sales Analysis. If the versions are mixed the programs will no longer interface properly.

(J SPOTTS, 01-7879)

XENIX 3.0 ACCOUNTING - SETTING "/tmp" PERMISSIONS FOR USER ACCESS .

RUNMM uses /tmp to create the master menu, so if you don't have RWX permission on /tmp, users can not enter the 3.0 accounting software

(J SPOTTS 01-7879)

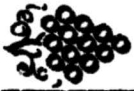
MANUFACTURING INVENTORY SYSTEM (26-6309, 3.0) - NO LOCAL PRINTING OPTIONS

The 3.0 version of MIS was released without the local printing options that come with the other 3.0 software for Xenix. Since MIS has no special forms, all of the reports can be locally printed. Just append the users profile, for example:

```
ed /usr/joe/.profile
a
PRINTER=local: export PRINTER
.
w
q
```

Now when the user logs on from the terminal, all reports will print at the terminal printer.

(J. SPOTTS 01-7879)



70 MEG PRIMARY (26-4173) AND SECONDARY (26-4174) HARD DISK SIZES

The following was developed from the information obtained on the media error map using the diskstat utility on 3.0.

HEADS = 8

CYLINDERS = 1024

OF BLOCKS = 136,765 (PRIMARY)
2,057 (SWAP)
138,822 (SECONDARY)

Note: Remember 1 block = 512 bytes (0.5 kilobytes).

(R RANDALL 01-7079)

XENIX 3.0 (700-3030) - PATCH TO USE WHEN INVOKING SUPER USER PRIVILEGES

When invoking "su" to gain super-user (root) privileges, SPATH is set to "/bin:/etc:/usr/bin". However, the 3.0 system does not search the current directory when executing files as did the Version 7 (1.3.5) system. The following patch to the /bin/su file will correct this problem until an official fix is received. (An SPR #3030-011 has been submitted.)

1. Login as root.
2. Type: `cd /bin <ENTER>`
`cp su su.old <ENTER>`
This retains original copy
3. Type: `patch su <ENTER>`
The display shows: `byte offset (<ENTER> to exit)?`

Type: `3655 <ENTER>`
The display shows: `3655: 00 1.1 >`

Type: `3a <ENTER>`
The display shows: `3656: 00 1.1 >`

Type: `2e <ENTER>`
The display shows: `3657: 00 1.1 >`

Type: `q`
The display shows: `byte offset (<ENTER> to exit)?`

Press: `<ENTER>`

Next time you invoke "su" for super-user (root) privileges, type "set" (which displays the current environment settings). You should see "PATH=/bin:/etc:/usr/bin:." displayed on your screen.

(R RANDALL 01-7079)



DIGI-MOUSE CONTROLLER/CLOCK-CALENDAR BOARD (25-1010) - BATTERY HOLDER PROBLEM

A problem occurred on two 25-1010 boards for the Tandy 1000 I received between April and May 1985. The battery holder was not making contact with the battery. An error statement appeared on the screen "Battery Low". When the lower contact is bent up and the battery is reinserted, the problem is corrected.

EDITOR'S NOTE: Tech Support is not aware of this problem, therefore we cannot verify this solution.

(DAVE HILGEMANN, #017-6007)

TANDY 2000 - PROCEDURE TO RESTORE A BACKUP SET

If a customer has a Tandy 2000 and can't restore a backup set, this procedure may work. From the 'C:' prompt type:

```
mkdir \repair
cd /repair
path=\                ††set path to find DEBUG.COM
```

For every diskette that would not restore, place the diskette in drive A, type:

COPY A:*.*

Delete the Backupid.### file, type: **Del BACKUPID.###**

Get a listing of all the files to be restored, type: **DIR>prn**

Perform the following procedure for each file to be restored:

```
Type:  DEBUG filename          ††filename is the name of the file to be restored
Type:  r cx
Response: cx nnnn              ††nnnn is a 4 digit hexadecimal number
:
Type:  xxxx                    ††where xxxx is nnnn-80 hexadecimal
Type:  w 180
Type:  q
```

Copy the files to the correct directories and remove the '\repair' directory.

This procedure will not recover files that were split between volumes of your backup set, but it will work most of the time with the rest of the files. There is no guarantee, however.

Editor's Note: This procedure is not supported by Customer Services.

(C PLEASE 01-7879)

