Radio Shack
Dealer/Franchise
UPDATE

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PRODUCT NEWS

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

UPGRADING TO TRSDOS 06.02.01 (700-2298)

The TRSDOS 06.02.01 Upgrade addendum does not include information on upgrading
applications to 06.02.01. This information is included in the Model 4D TRSDOS
(26-0613) addendum "UPGRADING TO TRSDOS 6.2.1 FLOPPY" (875-9742). The pertinent
information from this addendum is reprinted here for your use:

UPGRADING TO TRSDOS 6.2.1 FLOPPY
Cat. No. 26-0316

To take full advantage of the enhancements of Version 6.2.1, upgrade your diskettes
by following the appropriate procedure below. The procedures describe how to
upgrade single-sided diskettes that use earlier version of TRSDOS to single-sided
diskettes that use TRSDOS 6.2.1. You must have 2 disk drives to perform the
upgrade. If you have a single-drive system, contact your local Radio Shack or
Radio Shack dealer.
Do not upgrade the following packages. They are backup-limited diskettes.

    26-1517   PFS:Report
    26-1518   PFS:File

Applications on System Diskettes
The following procedure is for application program diskettes that contain the
operating system.

Before upgrading the diskettes, make backup copies of the TRSDOS Version 6.2.1
master diskette and your application diskettes. Store the masters in a safe place,
and use the backups.

1. If the application package is on a version of TRSDOS that is earlier than
   6.1.2, upgrade it to Version 6.1.2 before proceeding. If you no longer
   have the instructions for upgrading to 6.1.2, contact Radio Shack
   Customer Service.
2. Start your system with a Version 6.2.1 diskette in Drive 0.

   NOTE: If you are upgrading multiple diskettes, press RESET each time you
   start the upgrade procedure.

3. Insert a copy of your application diskette in Drive 1. First, be sure
   the diskette's write-protect notch is not covered.
4. At the TRSDOS Ready prompt, type:

   AUTO ?:1 <ENTER>

   If TRSDOS does not display an AUTO command line, go to Step 5 now. If it
   does, write the command down before proceeding.

(continued)

UPGRADING TO TRSDOS 06.02.01 (700-2298) (continued)

5. Before you can copy the Version 6.2.1 files to your application program diskette, you must create enough space for the files. At TRSDOS Ready, remove the HERTZ/JCL file from the application diskette by typing:

   PURGE HERTZ/JCL:1 (Q=N) <ENTER>

   If TRSDOS does not display Purging HERTZ/JCL:1, enter the command, being sure you type it correctly. If you enter the command correctly and the message still does not appear, the file has already been removed.

6. At TRSDOS Ready, remove the HERZ50/JCL file by typing:

   PURGE HERZ50/JCL:1 (Q=N) <ENTER>

   Again, reenter the command, if necessary.

7. If the application diskette you are upgrading is double-sided or has more than 9,000 (9K) bytes of space free, skip to Step 8. To display the amount of free space type:

   FREE :1 <ENTER>

   If the diskette is single-sided and has fewer than 9K bytes free, remove the SYS13/SYS file by typing:

   PURGE SYS13/SYS:1 (S,Q=N) <ENTER>

   Display the amount of free space by typing:

   FREE :1 <ENTER>

   If the diskette now has more than 7.5K bytes free, go to Step 8. If it still has fewer than 7.5K, remove the BACKUP/CMD file before proceeding. Type:

   PURGE BACKUP/CMD:1 (I,Q=N) <ENTER>

8. At TRSDOS Ready, copy the Version 6.2.1 files to your application diskette by typing:

   BACKUP :0 :1 (S,I,OLD) <ENTER>

9. If your screen did not display an AUTO command in Step 3, go to Step 10 now, if it did type:

   AUTO :1 *command* <ENTER>

   Inserting the AUTO command from Step 3 as indicated.

10. If your application program is listed below, it requires a CONFIG/SYS file. The existing CONFIG/SYS file was disabled by the BACKUP command in Step 8. Enter the appropriate commands below to create a new CONFIG/SYS.

(continued)

UPGRADING TO TRSDOS 06.02.01 (700-2298) (continued)

26-1539	W-2 Writer	26-1543	Payroll
26-1540	General Ledger	26-1544	Invoice Writer
26-1541	Accounts Receivable	26-1598	Videotex Plus
26-1542	Accounts Payable	26-1599	Xenix Console Emulator

For Videotex Plus or the Xenix Console Emulator, type these commands at
TRSDOS Ready:

```
SET *CL TO COM/DVR  <ENTER>
SYSGEN (DRIVE=1)  <ENTER>
```

For the other applications listed above, type:

```
SET *FF TO FORMS/FLT  <ENTER>
FILTER *PR *FF  <ENTER>
SYSGEN (DRIVE=1)  <ENTER>
```

11. Although your application diskette now contains the new operating system,
    it is not formatted for use under the new system. You must now format a
    blank diskette and backup the application to it. Insert a blank diskette
    into Drive 1. First, be sure the diskette's write-protect notch is not
    covered. At TRSDOS Ready, format the diskette by typing:

```
FORMAT :1 (Q=N)  <ENTER>
```

12. Enter the command to backup your application to the newly formatted
    diskette. Type:

```
BACKUP :0 :1 (X)  <ENTER>
```

When TRSDOS asks for the source diskette, insert your upgraded
application diskette in Drive 0, and press <ENTER>.

13. When the backup is complete, remove the diskette in Drive 1, and label it
    as your master diskette.
14. Because your Drive 0 diskette is now outdated, you can use it to make a
    backup of your upgraded master application diskette. To do so, move the
    Drive 0 diskette to Drive 1, and insert a system diskette that contains
    the BACKUP utility into Drive 0. Then repeat Steps 11 and 12, above.
15. After the backup, store your master application diskette in a safe place,
    and label the backup as your working diskette. Use the working diskette
    from now on.

Data Diskettes
The following procedure is for all diskettes that do not contain an operating
system, regardless of whether they contain application programs or are strictly for
data storage.

Before upgrading the diskettes, make backup copies of the TRSDOS Version 6.2.1
master diskette and your application diskettes. Store the masters in a safe place,
and use the backups.

(continued)

UPGRADING TO TRSDOS 06.02.01 (700-2298) (continued)

1. If the data diskette is formatted under a version of TRSDOS that is earlier than 6.1.2, upgrade it to Version 6.1.2 before proceeding. If you no longer have the instructions for upgrading to 6.1.2, contact Radio Shack Customer Service.

2. Start your system with a Version 6.2.1 diskette in Drive 0.

   NOTE: If you are upgrading multiple diskettes, press RESET each time you start the upgrade procedure.

3. Insert a blank diskette into Drive 1. First, be sure the diskette's write-protect notch is not covered. At TRSDOS Ready, format the diskette for use with Version 6.2.1 by typing:

   FORMAT :1 (Q=N) <ENTER>

4. When the formatting is complete, enter the command to backup your application to the newly formatted diskette. Type:

   BACKUP :0 :1 (X) <ENTER>

   When TRSDOS asks for the source diskette, insert your data diskette into Drive 0. and press <ENTER>.

5. When the backup is complete, remove the diskette in Drive 1, and label it as your master diskette.

6. Because your original data diskette (the Drive 0 diskette) is now outdated, you can use it to make a backup of your upgraded master diskette. To do so, repeat Steps 2 through 4, using your original data diskette instead of a blank diskette.

7. After the backup, store your master data diskette in a safe place, and label the backup as your working diskette. Use the working diskette from now on.

SCRIPSIT 16 (26-6431) - PRINTER DRIVERS

An install disk with the following printer drivers for SCRIPSIT 16 has been distributed to all ATSO's:

    DMP 105
    DMP 130
    DMP 2200
    DWP 220

TANDY 1200 HD MS-DOS 02.11.41 - LPDRVR DRIVER

MS-DOS 2.11.41 includes the LPDRVR driver in the conf.sys file. When using software that includes Radio Shack printer drivers the user must remove the LPDRVR driver from conf.sys. You may also want to remove LPDRVR when using an IBM graphics printer.

TANDY 1200 HD MONOCHROME TEXT ADAPTER (25-3040) - TO BE DISCONTINUED

TEW is out of stock on the Monochrome Text Adapter for the Tandy 1200 HD. This board is being discontinued. TEW will not receive any additional pieces. The Color Graphics Adapter can be used with the VM-3 Monochrome Monitor or CM-2 Color Monitor. We have a replacement board planned and will notify you when it becomes available.

TANDY 1200 HD DESKMATE (25-3166) - WITH 1200 BAUD PC MODEM (25-1013)

To operate DeskMate in Host mode with the 1200 Baud PC Modem, you may use either of the following methods:

1. Place the following commands in the "Define Modem For Host Answer Mode" file:
    DELAY: 2   (X is a numeric value corresponding to the number of
    SEND: ATS0=X^M   rings to wait before answering the phone.)

2. Set Dip Switch number 2 to the OPEN position. This causes the modem to Auto Answer on the first ring. (Same as setting S0=1).

AVAILABILITY OF CSR TRAINING PRODUCTS

CSR training products currently available are:

CAT #	TITLE	STATUS
CSR 0100	CSR Training Guidelines	IN STOCK
CSR 0110-0113	ViaNet Training	IN STOCK
CSR 1000	XENIX Training	IN STOCK
CSR 1010	Profile 16 Training	IN STOCK
CSR 1020	Communications Training	IN STOCK
CSR 1040	MS-DOS Support Training	IN STOCK
CSR 2005	dBase II Proficiency Test	IN STOCK

NOTE: These products are only available from: Computer Training Products, 1300 One Tandy Center, Fort Worth, TX. 76102.

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 **not required** 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 Group Manager before ordering.

EXPRESS ORDER RETURN POLICY

Under very few circumstances will Third Party Products authorize a return to TEW of Express Order Products. If approval is given from Express Order (at 817-390-3129), you must still follow your store operating manual on submitting an S.A.R. to TEW for a return authorization number from TEW. All Express Order will give you is the authorization number for sending an S.A.R. to TEW. Without the number from Express Order and the return authorization number from TEW, the warehouse will not accept any Products.

CONDOR 3 (90-0119) – FOR THE TANDY 1000/1200

Condor 3 is now available for the Tandy 1000/1200. Until warehouse stock is completely switched out you will have to call Condor to get the 1000/1200 version.

MIRACLE (90-0293) – SPECIAL PRICE OFFER

Miracle (90-0293) is on sale till the end of December for only $99.00* This program works great with the new Hayes-compatible 1200 bps modem card (25-1013) for the Tandy 1000/1200. The new price should help you sell both the modem card and the program Miracle.

R:BASE 5000 (90-0328) – WITH XRW (90-0138) & CLOUT (90-0271)

XRW and CLOUT 2 both work with R:BASE 5000.

*Suggested Retail

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.

CORRECTION UPDATE 1985-39: XENIX SCRIPT TO KILL OFF "IDLE" USERS

WARNING!! The shell script included in RSCC/PLUSCC Update 1985-39 to kill off "idle" users can cause serious, adverse affects. For example, if the "idle" user is actually running end of the month reports in one of the accounting packages, the script will log the user out. This will corrupt the user's data and force him to reinstall the package and reenter some of his data. Obviously this script should be used with extreme caution when running any of our Xenix applications.

MODEL 4/III GENERAL LEDGER (26-1540) - PROGRAM AND DATA DISKETTES

The General Ledger program diskette contains one data file, GLDTEMP/DTA, which includes unposted transactions. Therefore, do not place a write protect tab on the program diskette. When doing backups be sure to backup both the program diskette and the data diskette. These backups should be maintained as a set, not to be mixed and matched with other sets.

(D LONSFORD, ACCOUNTING)

MODEL I/III ACCOUNTS PAYABLE (26-1542, 02.01.01) - WITH 80 COLUMN PRINTERS

Accounts Payable version 02.01.01 or later prints checks incorrectly on 80 column printers. A change in the program module AP4CHPRT/COB has shifted all print right 4 places to allow for the vendor code on the item lines of the check stub. A correction will appear with version 02.02.00. For now, re-install the AP4CHPRT/COB module from a version 02.01.00 disk.

(DAVID CARRIG, ATSO #43-0736)

MODEL 4 INVENTORY CONTROL (26-1545) - SETTING UP WITH LEADING ZEROES

When a customer sets up information in Inventory Control, he must set up his items using leading zeroes. Otherwise, the sort places the items out of order (ex. 1,10...19,2,20...29,3,30...). The system is not designed to allow this change to the item number after set up, so be sure to set up with leading zeroes.

(J. HAWKINS, ACCOUNTING)

MODEL III MANUFACTURING INVENTORY CONTROL (26-1559) - ENTERING LARGE INVENTORY

Some customers have a large inventory of raw materials and they cannot be entered in one session. If they encounter this situation during the initialization setup routine follow this procedure:

1. Press <@> at the stock number prompt
2. Reply "End" to the prompt "Continue or End session (C/E)?"
3. Reply "Yes" to the prompt "Do you wish to continue in another session (Y/N)?"

(V OTTERBINE. ACCOUNTING

MODEL III MANUFACTURING INVENTORY CONTROL (26-1559) - ERROR MESSAGE LISTING

When running this program various error messages may occur, for example:

ACTIVE ITEM - CANNOT DELETE
FILE FULL - CANNOT ADD

Pages 35 and 36 (Appendix 3) list the error messages which occur in Manufacturing Inventory Control. The procedures necessary to alleviate the problems are also included.

(V. OTTERBINE. ACCOUNTING

MODEL III/4 SUPERSCRIPSIT (26-1590/26-1595) - CHANGING PRINTERS

When changing printers on SuperSCRIPSIT, you must adjust the document for the new printer driver. SuperSCRIPSIT embeds all printer control codes within its documents and changing the printer driver in the existing document will not automatically replace the old print codes with new ones.

To readjust a document follow this procedure:

1. Position the cursor at the beginning of the document.
2. Press <CONTROL> <Ø>.
3. When the cursor reaches the end of the document, press <BREAK>.

The following key sequence has been stored in User Key Ø to automatically block adjust the document and change printer codes.

(continued)

MODEL III/4 SUPERSCRIPSIT (26-1590/26-1595) - CHANGING PRINTERS (continued)

HOLD DOWN	TYPE
<CONTROL>	<S>
<RIGHT ARROW>	<G>
	<LEFT ARROW>
<CONTROL>	<E>
<CONTROL>	<B>
	<A>
<RIGHT ARROW>	<G>
<CONTROL>	<Ø>

This information is in the manuals (Model 4 Reference Manual - page 120 and Model III Reference Manual - page 120).

(R. MOORE, PRODUCTIVITY)

MODEL 4 DESKMATE (26-1608) - WRITING ALARM/ARM TO ANY AVAILABLE DRIVE

The following documentation is from Robert Winn, a loyal Radio Shack customer.

I have a Model 4 with 128K and I recently bought Deskmate 01.00.00. I like the program very much, however it has one drawback. Every time I use the ALARM/ARM files it tries to write it to drive 0, no matter where a older version of the file is. For people who use drive 0 to place their program disk this presents no problem. However, if like myself you keep your program and/or data disks on drives other than drive 0, this does present a problem. So I developed a series of patches for of the program modules to allow ALARM/ARM to be written on any available drive It was very easy and I have found no problems in doing so.

The files I have patched are as follows:

```
DMRES2/CMD          Patch DMRES2/CMD (DØ9,5E=ØD ØØ ØØ:FØ9,5E=3A 3Ø ØD)
DMALARM/CMD         Patch DMALARM/CMD (D1E,DA=ØD ØØ ØØ:F1E,DA=3A 3Ø ØD)
DMCALNDR/CMD        Patch DMCALNDR/CMD (D31,7C=ØD ØØ ØØ:F31,7C=3A 3Ø ØD)
```

NOTE   Apply these patches only to backup copies of Deskmate program files. These patches are only for version 01.00.00.

The following text is a JCL file to patch Deskmate 01.00.00 to allow ALARM/ARM to be written to any available drive. It is called DMFIX1A/JCL.

Examples:
```
    DO DMFIX1A (DR=2)           Patch all 3 files on drive 2
    DO DMFIX1A (DR=Ø,DMALARM)   Patch DMALARM/CMD on drive Ø
    DO DMFIX1A                  Patch all 3 files on drive 1
```

Drive 1 is the default drive. The utility file PATCH/CMD must be online to the system at the time the patch is applied.

(continued)

MODEL ⌐ DESKMATE (26-1608) - WRITING ALARM/ARM TO ANY AVAILABLE DRIVE (continu

```
.Deskmate                        FIX 01.00.00a
.
//IF -DR
//ASSIGN DR=1
//END
//RESET TRAP
.Fix to allow file ALARM/ARM to be written to any available drive.
.
.Insert Deskmate Program Disk in Drive #DR#
.
//PAUSE %1D%1E.PRESS [EN] to Continue or [BR] to Cancel ??
.
//IF DMRES2
//SET TRAP
//ASSIGN F=DMRES2/CMD
PATCH #F#:#DR# (D09,5E=0D 00 00:F09,5E=3A 30 0D)
//END
//IF DMALARM
//SET TRAP
//ASSIGN F=DMALARM/CMD
PATCH #F#:#DR# (D1E,DA=0D 00 00:F1E,DA=3A 30 0D)
//END
//IF DMCALNDR
//SET TRAP
//ASSIGN F=DMCALNDR/CMD
PATCH #F#:#DR# (D31,7C=0D 00 00:F31,7C=3A 30 0D)
//END
//IF -TRAP
//ASSIGN F=DMRES2/CMD
PATCH #F#:#DR# (D09,5E=0D 00 00:F09,5E=3A 30 0D)
//ASSIGN F=DMALARM/CMD
PATCH #F#:#DR# (D1E,DA=0D 00 00:F1E,DA=3A 30 0D)
//ASSIGN F=DMCALNDR/CMD
PATCH #F#:#DR# (D31,7C=0D 00 00:F31,7C=3A 30 0D)
//END
.
.All Patches Successfully Installed
.Stop
.Success
//EX T
```

EDITOR'S NOTE: This procedure has not been tested by Computer Customer Service and is not supported by Radio Shack.

(LARRY SHARP, STORE #11-7310)

PROFILE 16 (26-6412) - TRANSFERRING DATA FILES

Transferring a data file in Profile 16 from one system to another could cause the error message: "Key and Data Segments are uneven" to occur. If you expand the file by one record the error message should disappear.

(P. NGUYEN, PRODUCTIVITY)

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PROFILE 16 (26-6412, 01.01.00) - CHANGING NAME OF TERMCAP FILE

In the Profile 16 upgrade documentation, the user is instructed to change the name
of the termcap file that is in the pf directory from termcap to termcap.old. If
this is not done, the user will experience problems in getting the <CONTROL> <G> and
<CONTROL> <E> functions to work. They usually will not work at all if this has not
been done.

(A SNEARY, PRODUCTIVITY)

XENIX 03.01.00 - NEW OPTION FOR SAVING SYSTEM

03.01.00 Xenix has a new option for the tsh "save" command. You may now use "-all"
to save the entire system instead of the long command: "/[a-c]*/[e-z]*/[A-Z]*
etc. ". Example:

        save :0 -ds -all

(C FLEECE LANGUAGES)

TANDY 1000 (25-1000) - INSTALLING HARD DISK CONTROLLER BOARD (25-1007)

When installing the Tandy 1000 Hard Drive (external) with the Hard Disk Controller
Board Kit, you may need to order the ground lug to properly connect the ground wires
to the Tandy 1000. The part number for these ground lugs is AHC-0327.

NOTE This usually applies to the earlier Tandy 1000's.

(J PARRIS, PRODUCTIVITY)

MICRO ILLUSTRATOR (25-1120) - USING GRAPHICS PRINT FUNCTION ON 128K SYSTEM

To use the GRAPHICS function to print Micro Illustrator screens on a 128K system,
you need to first remove one of the following files (depending on the printer's
configuration) from your autoexec.bat file:

        MODE LFON   - or -   MODE LFOFF

Restart the system with this reconfigured autoexec file and your system should then
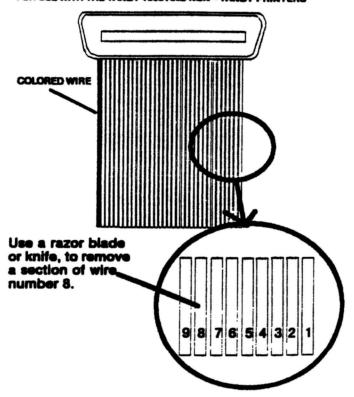work fine while in Micro Illustrator.

(C RINEY HOME LANGUAGES)

TANDY 1000 (25-1000) - WITH NON-RADIO SHACK PRINTERS

When using a non-Radio Shack printer with the Tandy 1000 and a Tandy 1000 printer cable (26-1401 or 26-1368), an extra line feed is generated. This is due to the fact that pin 14 on the Epson is the auto line feed signal and is connected to ground on the Tandy 1000. By clipping pin 14 on the "PRINTER END" of the 1401 cable, the problem should no longer exist. The diagram below explains how to do this:

MODIFICATION TO PRINTER CABLES 26-1401 & 26-1368.
FOR USE WITH THE TANDY 1000 AND NON - TANDY PRINTERS *

COLORED WIRE

Use a razor blade or knife, to remove a section of wire number 8.

9 8 7 6 5 4 3 2 1

* Note: This modification is specifically designed to address those printers which have an auto-linefeed control, tied to pin 14 on the printer. (EXAMPLE: EPSON FX 80/100)

NOTE This problem does not occur with the Tandy 1000A.

(C WOODARD, HARDWARE & COMMUNICATIONS)

DBASE III (26-5353) - CONVERTING DBASE II (26-5352) FILES

The dBase III dConvert program will convert all dBase II files. Database (.DBF) files, Memory Variable (.MEM) files and Report Format (.FRM) files are completely converted. COMMAND (.PRG) files may require some manual changes. dConvert will comment on the statements that are not changed. These comments are preceded with "*!!".   Index (.NDX) files will need to be recreated by USEing the data file and then typing 'DO indexname.RX'. The .RX file is a special command file dConvert creates. The only dBase III files that can be converted to dBase II format are .database files that meet dBase II capacities.

(V. SCEARSE, PRODUCTIVITY)

DBASE III (26-5353) - TRANSLATING .DBF DATA FILES TO LOTUS 1-2-3 (26-5300)

Lotus 1-2-3 will not translate dBase III .DBF files like it will dBase II files. You get the error "not a dBase II file". A way around this is to use the dBase III dConvert program which is on the master system disk #2. At the system prompt, type:

DCONVERT <source drive:> <destination drive:>

The program is loaded into memory. Select option 7 - Un-dConvert III -> II and enter the appropriate file name. The file will then be converted to the destination drive in dBase II format. The original dBase III file will now have a ".DBB" extension. You will need to rename it to "file.DBF" to use it with dBase III again. You can then use the Lotus translate .DBF to .WKS option to translate the file to Lotus format and load it in.

NOTE: The dBase III files can contain no more than 32 fields, record length of less than 1,000 and less than 65,535 records - dBase II capacities.

·V SCEARSE/R R LUDWIG, PRODUCTIVITY·

TANDY 2000 CORNERSTONE (26-5354) - HINTS AND TIPS

*   To "unsort" do a Select All.
*   When inputting records, CTRL D repeats the values from the previous record.
*   "Stacking" files (Viewing file after file without backing out of each previous file):
    A. Eventually slows down the speed of the program.
    B. Means you won't be able to Update records (you can perform most all other functions, though).
*   To globally update records you go through the Define option, not the Update option. Use the Initial Value feature under Re-define Attributes.
*   Select (by Form) always selects from the entire database, not the previous selection set.
*   Owner's Handbook II, Chapter 10 tells how to reinstall; gives tips on how you can rearrange files, etc. to obtain more disk space. Note: Cornerstone does use temporary files for some routines.
*   SETUPHD \pathname will set up the \Corner directory where you want it (otherwise it will be placed in the root directory).
*   To create a new database, CD into the \Corner directory and type in NEWDB filename and press <ENTER>. It will create the subdirectory for that database. In that subdirectory three files are automatically created:

    MS000000.DBF
    SY000000.DBF
    FF000000.DBF

*   The remaining data files (see page 240 of Owner's Handbook II for details) are created later, as the database is defined.
*   Type out the FILES.DBF file at DOS to reference the files in each database (each filename begins with a 2-letter prefix - see page 240 of Owner's Handbook II - followed by a unique number for that database).

(continued)

TANDY 2000 CORNERSTONE (26-5354) - HINTS AND TIPS (continued)

* If you only have 640K, a RAM/virtual disk will not increase speed efficiency, but Cornerstone will address a virtual drive above 640K.
* The Backup utility in Cornerstone not only backs up and restores, it also does a certain amount of cleanup (if the program has crashed, etc. See pages 205, 209 of Owner's Handbook II).
* Be sure to use the colon when specifying a drive under Utilities/Backup/Drive. (The program won't give an error until you try to execute the backup..."Can't find specified DRIVE" or "Can't find specified DIRECTORY".) Note: you have to restore in the same way that you backed up (with either the All-Files or Single-File option).
* If customer's program keeps crashing, make sure they're not using any memory-resident software (Sidekick, etc.).
* You will derive a substantial difference in speed as more memory is added to the system (even going from just 256K to 384K).
* Your right margin is set when you set up your report format - not under Printer Setup.

HINT ON SPEED
* Be sure to index attributes
  - on which relationships are built.
  - using UNIQUE_ID or unique = yes constraint.
  - which are often searched (SELECT) or sorted.
  - which are used in expressions in other files.
  - to which an attribute in another file is constrained.
* When SELECTing items meeting certain criteria, don't use a wildcard (*) in the first position if not absolutely necessary. It will not take advantage of the index.
* Don't display unnecessary DERIVED attributes. (Each time they are displayed, Cornerstone has to perform the calculations.)
* Don't sort your default VIEW screen. (You can always sort it after it's displayed when you need to.)
* Don't define a relationship on a DERIVED attribute if you can prevent it. (Owner's Handbook II, page 103.)

THINGS YOU CAN'T DO IN CORNERSTONE
* You CANNOT copy definitions over to another database - DOS copying of files is dangerous at best. You can copy the database, rename through Utilities, then globally delete the things you don't need.
* If printing mailing labels, you can't suppress blank lines (e.g. if there is no company name for one client, you still get a blank line printed).
* In the Define mode only, the program ejects a blank page before printing. This "feature" is, according to the vendor, "within the depths of the Cornerstone program and cannot be changed".
* Cornerstone can only print one-up labels - no columns.
* You can't change the Type or Number of Values features of an attribute once you've set them up.
* You can't Derive from either Subrecords or Multi-valued fields.
* You can only Convert if the file will fit completely on the disk being used (e.g. can't split it up over multiple disks).

(T. FARMER, PRODUCTIVITY)

COMPUTER CUSTOMER SERVICE

ATTENTION ATSO'S AND RADIO SHACK STORES

As you know, the goal of Computer Customer Service in Fort Worth is to provide solutions to questions concerning Radio Shack software and hardware. Every call we receive is as important to us as it is to the person placing the call, since you form the backbone of Radio Shack by creating sales and providing after-the-sale support. We need your help. In order to provide you with solutions on a _timely_ basis, please have the following information available for our CSR's when you call in on the 800 numbers:

1. Stock Number and Version Number of the software package you are calling about.

2. The model of computer the package is being run on.

3. A description of the problem.

4. How we can duplicate the problem (i.e., where in the software package is the problem encountered?).

5. Any error codes caused by the problem.

This information is vital to our ability to provide answers to your questions. If you do not have this information, we may not be able to provide you with an immediate answer. Please, help us to help you, by having this information ready when you call.

(M OVERBECK, ASSISTANT MANAGER COMPUTER CUSTOMER SERVICE)