DEALERSERV USER GUIDE

The DEALERSERV technical database is an on-line catalog of all known technical information on Altos computer systems and the software commonly utilized on these systems. It is obviously much more complete on older products because more is known about older products.

Computer Support makes no claims about the accuracy of the technical database, however we do use it ourselves and find it useful. It is provided without charge, other than the cost of a phone call. The information is available from other sources but your ability to locate it is substantially enhanced by using the computer.

Accessing the system is accomplished by calling (712-277-CSSC) anytime of the day or night. The computer is dedicated to this purpose and we will have it up at all times except for power outages or hardware failures. The login is automatic after entering the login name of "tech". The attached pages give you a general outline of how to search for the information you require.

If you utilize the system it seems fair that we ask you to add to the information available in the database. Please provide the information in a form similar to the screen forms.

Please direct all questions* and/or comments to:

DEALERSERV Administrator
Computer Support
701 Steuben St.
Sioux City, IA 51101

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TO SEARCH THE DEALERSERV TECHNICAL DATABASE:

1. Dial up at 1200 Baud to (712) 277-CSSC

2. Login to "tech".

3. You will automatically be placed in search mode.

4. When finished searching, enter ..o to leave database and logoff for the next user.

WHEN IN SEARCH MODE:

Type a word, or two or more words joined with BRS logical or positional operators (listed at the end of these instructions). For example:

1_ : PANIC <return>

     PANIC   8 Docs

ENTERING PRINT MODE:

After typing ..p <return> to enter the print mode, the following message will appear on the screen: BRS Format Mode -- Specify Documents : If you press the <return> key, you will see the next document (or screen 2 or 3 of long documents). When you wish to return to the search mode, type ..s <return>.

MORE ABOUT SEARCH MODE:

To combine the word TRAP with the results from the PANIC search, type 1 (for the results from search #1) and TRAP. This search will retrieve documents that contain both the word PANIC and the WORD trap.

2_: 1 and TRAP and <return>
             TRAP   8 docs
             1 and TRAP   3 docs

        After search terms and <return> are typed, the computer begins
searching and the search strategy is printed on the screen. The last line
shows the final result of the search and only the documents indicated
there can be printed to the screen. In order to look at any of the 8
documents that contain word PANIC, that word would have to be
searched again.

        To search for terms next to each other and in the order typed, use
the ADJ operator.

        3_: PANIC ADJ TRAP <return>
        PANIC   8 docs
        TRAP   8 docs
        PANIC ADJ TRAP   3 docs

        To search for terms next to each other but in any order, use the
NEAR operator. The following search will retrieve both PANIC TRAP and
TRAP PANIC.

        4_: PANIC NEAR TRAP <return>
        PANIC   8 docs
        TRAP   8 docs
        PANIC TRAP   3 docs

These are other search examples:

        5_: PANIC or TRAP <Return>
        PANIC   8 docs
        TRAP   8 docs
        PANIC or
        TRAP   13 docs

        6_: 5 and MEMORY <return>
        MEMORY   25 docs
        MEMORY & 5   6 docs

BRS Operators are processed in the following sequences unless parentheses are used to indicate otherwise.

ADJ,NEAR
WITH
SAME
AND, NOT
OR

The following examples demonstrate this principle.

7_: DATA with CORRUPT or DAMAGED <return>
DATA

61 docs
CORRUPT   1 docs
DAMAGED   3 docs
(CORRUPT with DATA)   3 docs
or DAMAGED   3 docs

8_: DATA with (CORRUPT or DAMAGED) <return>
DATA   61 docs
CORRUPT   1 docs
DAMAGED   3 docs
(CORRUPT OR DAMAGED)   1 docs
     w/DATA

This search retrieves a set with DATA. In each record and either DAMAGED or CORRUPT in the same sentence DATA.

Truncation for a word with the dollar sign ($) may be used to view a list of words in the database that begin with a certain combination of letters. Any of the words so retrieved may then be searched to create a set of documents that may be viewed. For example:

9_: BOOT$ <return>
     BOOT   19 docs
     BOOTED   1 docs
     BOOTING   3 docs
     BOOT$ 20 docs

BRS OPERATORS

Operator	Required Relationship

Standard Boolean or Logical Operators

OR	Either one or both terms must be in the document.
XOR	Either one or the other term, but not both, must be in the document.
NOT	The secondary term must not appear in any document in which the primary term appears.
AND	Both terms must be in the same document.

Positional or Free-Text Operators

SAME	Terms must be in the same paragraph.
WITH	Terms must be in the same sentence.
NEAR	Terms must be adjacent to one another, but in either order they are entered.

REMINDER:

Type: ..s (to search) & <cr>

Type: ..p (to print search to screen) & <cr> again to see all documents

Type: ..o (to quit) & <cr>