

ASK DR. ALBERT Q.

On the Series 500, I installed an 8 port serial board which didn't work. I have heard that they are sometimes shipped jumpered as the second board. Is that all I need to change?

Α.

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User

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When they are shipped with the board number jumper in the wrong location, they are also shipped in the incorrect IRQ. Be sure to set it to either 12 or 15.

Q.

Can I pull out my 16 Mhz 386 and install a 20 Mhz CPU on my Series 2000? Will there be a big improvement?

On a Series 2000 it is recommended that you have Part #615-22111-XXX memory boards. I have found that #615-19708-XXX work also. There is an undocumented problem with just buying a 20 Mhz 386 CPU out of spare parts to upgrade. Be sure to check with tech support before purchasing the upgrade. On the second question, obviously any CPU related tasks will benefit areatly from the upgrade. The 20 Mhz does produce more RFI and more shielding is required.

Q.

My Series 1000 has started giving me "Out of C-List" messages on the console, and my system locks up. I reloaded the operating system, but this didn't help. What area of the hardware should I look at, the CPU?

If you have a modem attached to a Serial port, this is your problem. Disable all of the echoing and responses coming from the modem. Even go so far as to disable the port when not in use.

EDITORIAL COMMENTS

How much will you make this year? Whatever the answer, you can rest assured that as a VAR in this industry, I believe you earn it. I deliberately took two days this month and worked with our field people on routine customer calls, and it refreshed my memory a great deal.

Our clients are either very old friends who bought everything from us or "hardware only" people we work with as a team with someone else. The older users are pretty straight forward as they know us and are settled into a routine operation. Other than the occasional trauma of a system upgrade, we just do preventative maintenance calls and remind them about backups.

The "shared" clients are another story completely. We tend to wind up solving a lot of problems that aren't of our making, and it gets pretty hairy some days. Even though we intended to separate ourselves from the many vertical software packages out there, we still feel that a system that doesn't work correctly is a situation that must be rectified.

Our approach is to first run system diagnostics and satisfy ourselves that the system is fully functional. If the software support people still feel that it is "not their fault", we just tell them that we will resolve the problem, and if it is their fault, they will be billed. Since we are blessed with some very intuitive people, we have an excellent record of getting to the bottom of most problems.

Some of these problems still require assistance from the software suppliers, but if we get them close they can usually make a contribution. Our usual pattern is to keep the client totally involved as we work thru it so that whatever solution develops - it does so before their very eyes. Unless the software people are uncooperative, we just inform them of the solution and go on.

The fun ones are where we solve the problem in spite of the software vendor, and we can blame them fairly. We usually produce a huge bill for the client, and let them lean on the software vendor to improve their future assistance. If the vendor persists in creating problems, the bills become verv real.

After two days of these fun and games, I decided that people who set their sights on satisfying UNIX customers still deserved my respect. Some vendors provide more lip service than really effective support - I know - I've seen it with my own eyes.

THIS ISSUE

- Generic System Sells
- SMDS Announces New Release
- Duke's Free Classifieds

So You Want to be a Salesman

Last month I promised a write-up about the "generic" system we sell when performance is more important than brand name recognition. This system is configured for sale to either knowledgeable people who recognize brand names like INTEL, Micropolis, Wangtek, etc., or to people who wouldn't recognize any name at all.

We assemble the system in-house using a CPU board that is manufactured by INTEL (and warranted by them). Our "Believable Story" is that the company responsible for inventing the 80386 chip can probably build a "heckuva" board (and they can). We went with a 25 Mhz CPU because it is near the top of the performance curve and yet it is still economically attractive.

Since we wanted to stay compatible with Altos System V (as well as SCO XENIX) we had to choose between RLL drives or ESDI's. It was an easy choice because we have always felt that RLL drives were unreliable. We can start with an 80 Mb drive and go to a 170 or a 380 Mb very easily. Since our case has an extra drive slot, we can install two drives giving us a up to 580 Mb. The ESDI drives are very fast and directly supported by Altos System V and SCO XENIX.

Since we can handle bigger hard drives we go to a 125 Mb tape for backup. The extra capacity generally allows the 80 Mb or 170 Mb to be backed up on a single media. The drive is supported by all three operating system options (Altos, SCO, MS-DCS) and can read the earlier 60 Mb tapes. Under Altos System V, it writes tapes that are compatible with the "150" drive in the 1000 or 2000 Series.

We have found that this configuration is faster than the Series 1000 (25 Mhz) while it is priced like the 500. Another advantage of the unit is the additional compatibility with SCO, something the 1000 doesn't have. I couldn't imagine a circumstance when I would sell a Series 500 now that this choice is available. For those of you who sell Wyse, the comparisons are equally dramatic.

To give our clients additional security we developed a package of sales literature using the "SINAI" brand name. We have found that, to most people, four color sales literature is about all that they pursue when investigating a company. We have FCC tested three configurations and refer to them as the Plus, the Extended and the Network. This entry level model is the Plus, and we will detail the enhancements of the other two models next month.

If you want to participate in this program look over the data sheets included in this issue and make your own comparison. I think you'll like what you find.

LETTERS TO THE EDITOR



Dear Editor:

I wanted to thank you for having the Altogether. Altos must have been reading your newsletter, for their publication "Altosworld" has a format much like yours. Altos seems to be trying a little harder to get with their VAR's, for they are now starting to have new dealer meetings.

Thank you again for your work.

Sincerely, Bill DeGan Preferred Business Systems

V7 Release of Aide-De-Camp™ Software Management System

Concord, MA - Software Maintenance and Development Systems today announced the availability of Release 7.0 of the Aide-De-Camp software management system. The ADC system provides configuration management and full lifecycle support for software development.

The ADC software is available on the widest range of vendor systems of any CASE tool, including: DEC VAX VMS and ULTRIX systems, DECstation 3100, the full line of Sun Microsystems products, Megatek, HP9000 systems, Apollo, Gould, Pyramid, Silicon Graphics, Masscomp, MIPS, Stellar, NCR Tower, Prime, UNISYS, AT&T 3B series, and 386 based machines running SCO XENIX.

Support for managing binary and any other non-ASCII files is a new feature with the V7 release. Binary libraries can be managed either inside or outside an ADC database, enabling faster and more reliable build procedures. "It is not enough to have version control for source files if you are doing incremental builds," according to SMDS president Richard Harter. "Incremental builds depend on having valid binaries from the last build." With control of binary files, the ADC system automatically performs full or incremental builds for a development organization. The ADC system can track any binary, object, data, or library file on a version by version basis.

The new V7 ADC system offers enhanced support for parallel development paths, integrated problem report management, automated build procedures, and software structural scanning. Improved management reporting facilities enable better software project tracking. Relationship and dependency analysis provide useful information for developers during maintenance and enhancement efforts. Increased access control facilities provide optional levels of security for software data.

A key new feature of the software is an import/export capability which enables easy updating of development groups at different locations. Marketing vice president Mary Cole points out, "This functionally enables a development organization to transfer not only code, but history. The sending site can select which changes will be sent and the receiving site can select which changes to accept. Change transfer has been requested by many international organizations developing and supporting the same software around the world. The ADC system now enables them to send changes directly over communication lines, rather than endure the time, trouble and expense of sending whole programs over communication lines or - worse - shipping software from place to place on tape."

"Configuration management," according to SMDS president, Richard Harter, "is a process unique to each organization. A good 'CM' tool must provide the basic functions of change control, version control, access control, and synchronization control for parallel development efforts as a minimum. The local implementation of this process should not be forced by the limitations of tools. We believe the desired local functionality should be accessible through the tools." The ADC system provides flexibility for organizations to coordinate their development efforts across networks of similar or different machines.

The ADC system is available from Software Management and Development Systems, P.O. Box 555, Concord, Massachusetts, (508) 369-7398. Call for pricing and additional information.

THE SOFTWARE EXCHANGE

XENIX-386/GT from SCO

We have recently installed our first few systems running the "GT" version of SCO XENIX. This version fully supports both SCSI disk drives and SCSI tapes. Installation of the operating system is still completely menu-driven and SCSI accesses are fully transparent. SCO continues to add support for new peripherals on an on-going basis. It is a refreshing change from Altos System V for the Series 500 which runs on a standard 80386 clone yet supports only one serial board and only one memory expansion board.

Serial Boards Under SCO XENIX

We would like to hear from readers about their experiences with serial communications boards running under SCO XENIX. We have been less than pleased with the Wyse 995 board. The earlier release of the device drivers worked satisfactorily with most printers and terminals, but had two rather significant restrictions: it would not support hardware handshaking (DTR). and it would not work properly with VP/IX.

The current release of the WY-995 drivers supports hardware handshaking and VP/IX, but no longer works acceptably with printers. It seems that any output waiting to be sent to a printer is discarded when the port is closed. The solution proposed by Wyse is to add a sleep command to the interface file. This approach has two major drawbacks: it will not work with the programs which access the port directly (as opposed to going through the spooler), and it will not work if the printer is placed offline while printing. It would seem the company with the resources of Wyse would be able to write a better driver for their own board!

Please let me know what your experience has been with other intelligent serial boards. We will publish reader comments next month. Also next month; a review of the "Un-Terminal", a new product which allows use of monitor/keyboard combinations rather than terminals as workstations under SCO XENIX.



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WANTED: Used Altos equipment or excess inventory. Contact Ed Embree at (312) 860-5807.

BUY AND SELL USED ALTOS EQUIPMENT. Complete systems or parts. Call Peter Marcus, Marcus & Associates, (617) 655-7788.

BUSINESS BASIC Book for Sale. A terrific guide for both novice and experienced Business BASIC programmers. Over 500 pages, this tutorial has three sections: 1) "Plain Vanilla" transportable Business BASIC - how to program; 2)Full listings - heavily commented of actual commercial application software; 3)Reusable coding techniques and program generator building blocks. To order the book, "Business BASIC - What Do You Say After It Says: READY>", send \$65.00 plus \$5 for freight to Business BASIC Services, Department A, 9831 N.E. Skidmore, Maywood Park, OR 97220 or call (503) 254-3349.

FOR SALE: Altos 486 for \$750, Altos 886-T80 for \$3000, and Altos 986-40 for \$1000. Good Condition. Call Lisa at 716-385-6565.

HIGH-POWERED Suicide Pistol. Only fired 4 times. May not be absolutely accurate. For sale by owner. (800)FOR-DUKE.

HACKER SPECIAL. Single board 80386 computer, 16 Mhz, uses DIP memory (up to 8 mb). Phoenix BIOS. Uses Passive backplane. Sold new \$1000. As is, where is, what is only \$500. Call Harry at (712) 277-0095.

ORDER FULLFILLMENT SOFTWARE. This professionally written software package, (development cost over \$150,000), was developed for one of the country's largest television marketing companies by a top-rated software house. Software was in operation for over 3 years with 280,000 plus customers. Package was written in Informix on an Altos 2086 with XENIX OS. I AM LOOKING FOR A RESPONSIBLE SOFTWARE HOUSE OR VAR TO DEVELOP USER LEVEL DOCUMENTATION, SELL AND SUPPORT PACKAGE. I WILL SIGN AN EXCLUSIVE LI-CENSE AGREEMENT WITH ONE QUALIFIED AND MOTIVATED RESELLER. TERMS: \$6,000 good faith down payment plus 10% royalty on all future sales. Will include Altos 2086 (with 240 mb of disk), with software package and Informix development system up and running, (includes Informix manuals, etc.) for \$4,500 more. Contact George Reid. (515) 472-5551 days or (515) 472-3976 evenings.

ESPRIT TERMINAL ADAPTER CABLES. It's easy to use the extra serial port for both a second terminal connection and a printer at the same time with this "Y" adapter. Dealer cost just \$30.00. Call Steve at (712) 277-0095.

ALTOS (and related) EQUIPMENT. (2) Altos 8000-14 computer systems. 8" drive, 40 Mb hard disk. Used right up to the day they were replaced by a Novell Network. \$1000. each. (1) Altos MTU-2 tape backup. Used to back up the above computers. Cable was destroyed by workmen when moving the equipment. \$350. (2) Altos 580-20 computer systems. 5.25" drives, one floppy and one hard disk. Worked up to the day they were replaced by an AT multi-user system. Customer says one of these "whines, but works OK". Probably the static dissipater on the hard drive. \$500 each. Numerous televideo terminals 910, 910+, 912, 912C, 920, 920C, 925 and 950's. Each terminal will be tested prior to shipment. 910/910+/912/912C/920/920C all \$125. 925 -\$150. 950 -\$200. (1) QUME QVT 102 terminal. Nice tilt/swivel, separate keyboard, buffered printer port, screen saver. \$150. All equipment as it was shipped from manufacturer. No modifications. Central Computer Company, (317)398-6268.

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