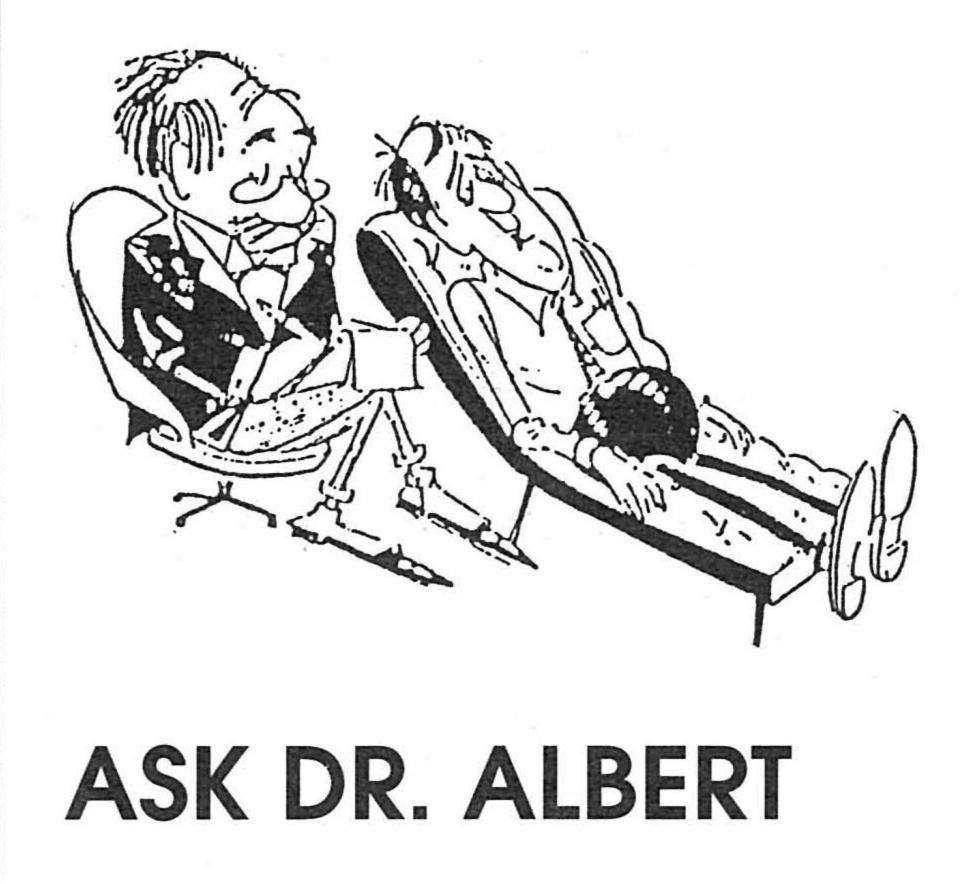
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Dear Dr. Albert,

I am trying to do a low-level format on my 1086 and the only SDX diagnostic disk I have is Version A1.1. It keeps configuring my 50 meg to an 80 meg. What can I do quickly to get my system going?

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*rh 030000 dd 00 00 00 01 <CR> (where dd is drive #00, 10, 20) *d 030016 <CR> (machine replies: 50) *a 030016 32 <CR> *d 030016 <CR> (machine replies: 32) *wh 030000 dd 00 00 00 01 <CR> *rh 040000 dd 00 00 00 01 <CR> *rh 040016 <CR> (machine replies: 32) Reset the machine and proceed with diagnos-

 Reset the machine and proceed with diagnostics.

Dear Dr. Albert,

Dear Low Level,

First of all, get Version V1.1 or later on the way to your office! In the meantime, this routine will get you by the problem:

- 1. Reset the machine, interrupt auto-boot, and select **debugger**.
- Enter the following data: (*indicates the debugger prompt)

I bought a 380 meg, third party hard disk for my Series 1000. When I try to install my UNIX Version 5.3e, the system hangs. I cannot even get it to boot from floppy. When I disconnect the hard disk, it boots! The strange part is that it will boot up on UNIX 5.3d.

Dear Hangs,

There are some major changes in Version 5.3e concerning the hard disk. This involves things like restart partition. You cannot put 5.3e on that hard disk.

UNIX Dateline

Italy - Banca d'Italia, Italy's central bank, handles operations that are at the heart of the Italian banking system. Starting next year, many of these operations will run on UNIX. The bank will be investing more than \$20 million in a branch automation system for its 102 regional offices throughout Italy. The new UNIX systems will replace proprietary IBM Series 30 1 minicomputers that transfer information to IBM mainframes. The bank made UNIX a requirement to gain increased hardware and supplier independence. UNIX Today!, Oct. 1, 1990.

\$1.1 million to use in a major upgrade of its Chinook helicopter flight simulator. UNIX Today!, Oct.1, 1990.

San Jose, CA - Altos Computer Systems Inc.

Tinton Falls, NJ - The US Army will buy UNIX systems worth



recently released a version of Novell Inc.'s Portable NetWare that integrates the network operating system with the Santa Cruz Operation Inc.'s version of UNIX. Ron Conway, President of Altos said that Netware for Altos UNIX is part of Altos' continuing DOS/UNIX integration strategy to enable resellers to offer a level of compatibility that was not available from Altos before.

EDITORIAL COMMENTS

This is a story about a little birdie in the coldest winter lowa ever had. This little bird fell out of his nest onto the freezing ground. He was 'sooo' cold that all he could do was peep.

He peeped and peeped until a cow heard the noise and came over to see what the problem was. Well, the cow thought of a solution and dropped a hot steaming cow pie on the little bird. The little bird was toasty warm and so happy he began chirping his favorite tune. A coyote heard the joyful tune and came to investigate. The coyote gently lifted the little bird out of the stench and brushed him clean. Then the coyote ate the little bird.

There are two morals to this story. The first is that sometimes it is hard to tell who your friends are, and the second is that sometimes it is better to keep your mouth shut. So far I am learning the first pretty well.

I have recently discovered the word "**coopetition**". What a great new word for my vocabulary! I have struggled a bit to find a proper descriptive word for the relationships that are evolving within the computer industry. This new word means that we may be a competitor today, a loyal customer tomorrow, and a joint partner the day after that. It may require a new way of thinking, but it seems to be the wave of the future.

TECH NOTES: Don't Say Oops, Say UPS

"Sags", unacceptable decreases in power, also called "brownouts" are the major cause (87 percent) of traditional power supply problems. The rest are "surges", an unacceptable increase in power. It doesn't take a hurricane or an earthquake to shake up your computer and corrupt your data. Do you sell UPS subsystems to handle these power fluctuations?

A UPS should be an integral part of the computer system. It should be on-line all the time, taking the alternating current (AC) from the utility company and converting it to the direct current (DC) the batteries use. A "rectifier", as its name implies, removes the eccentricities of the electricity and transforms the power to match what's coming out of the battery. On most UPSs the DC flowing from the battery and the rectifier then travels into an inverter and transformer, which transforms the power back into AC and ships it onto the CPU. Some UPSs take the inverter out of the normal operations loop and place it in an emergency operations loop. However, time constraints in keeping a UNIX system up and running dictate that the inverter should be on-line at all times. On an Altos subsystem the computer is actually

We, at Computer Support, are very proud of the new relationship we are developing with Altos Computer Systems. It really typifies what I think coopetition means. We have been something of a competitor to Altos in some of our actions, and yet we have invested hundreds of thousands of dollars to assist them in providing support to their dealers.

This new arrangement doesn't mean that they are going to be wild about everything we do, just as I reserve the right to pick at their actions. It does mean that both companies have arrived at the same conclusion; a symbiotic relationship is far better then perishing independently! I have never intended to do anything, even as a competitor, that was harmful to Altos' future, and I am comfortable that they have operated in the same manner. If we can play a useful role in supporting Altos dealers and customers, we will all benefit.

Perhaps the 90's may be as much about defining new relationships as it is about hot new technological trends. If we can learn to combine the best of the options available to us, and be a little more flexible on the rest, it may be the key to reaching the goals we all long to reach. Coopetition may be the first of a series of new business tactics that we will use in our efforts to serve our customers. Perhaps the little bird and the cow were the first to running on DC, eliminating one conversion step, and a number of problems!

There are basically four categories of UPS products: off-line, hybrid, line-interactive, and on-line. Each of these varies in terms of speed and its abilities to filter the impurities of power. The offline, or stand-by, power system, for instance, only kicks in when the power stops but has no facility for dealing with sags and surges.

The Altos UPS, designed specifcally for Altos Computers, is an on-line UPS, the best kind for UNIX systems. It combines the most secure power in terms of both switchover time and power conditioning.

What the Technical Support Person Needs:

The patience of Job and the wisdom of Solomon

define coopetition.

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and the technical brilliance of Einstein and the mind reading capability of Mr. Spock and the compassion of Mother Teresa and *a sense of humor doesn't hurt.*

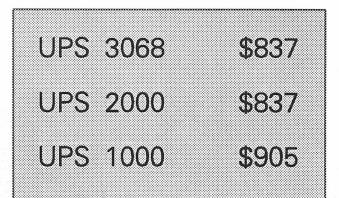


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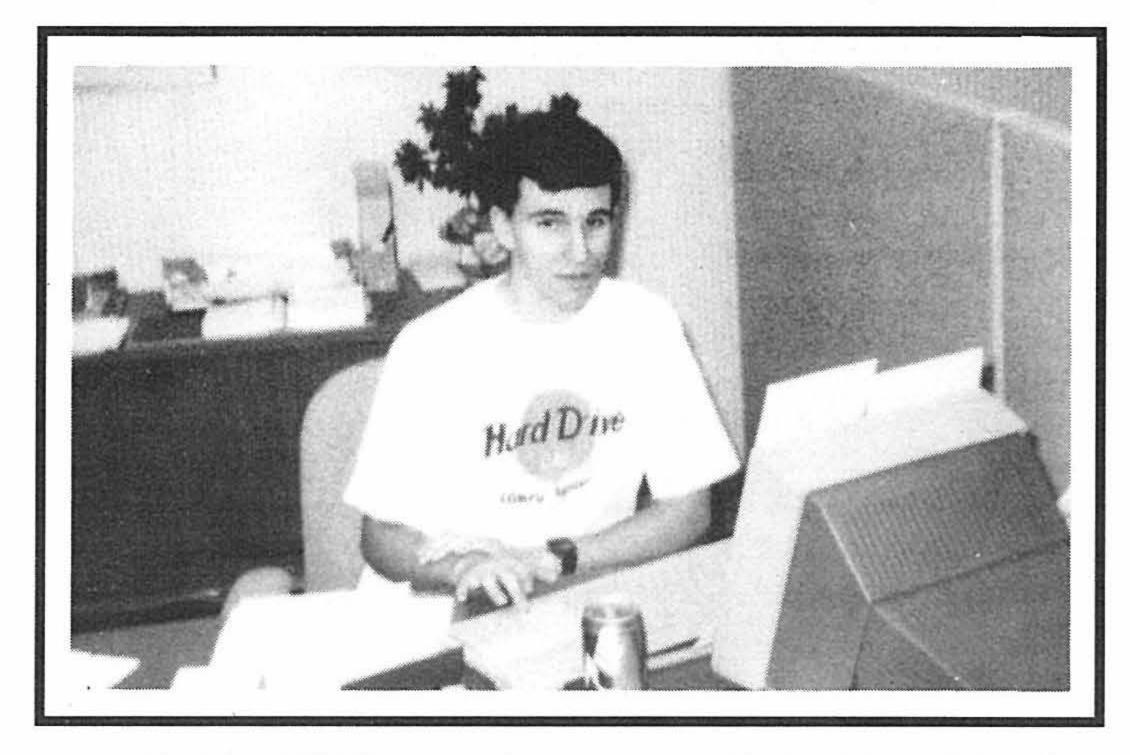
Thoughts From A Summer Intern

by James Hodgins

My first article covered some things I learned while I was a summer intern at Computer Support, but I didn't really tell you what it was like to work there.

I have worked in a variety of places. Most of my jobs have been manual labor. The theory is, learn your job, then do it. I've noticed that my co-workers didn't always "go the extra mile", because there was nothing to entice them to do so. I have always strived to have pride in my work, and I think supervisors recognized this, though little was said. The reward was going home feeling "I have done my fair share".

Computer Support has a different theory of management. They maintain a loose atmosphere and instill a sense of proprietorship in their employees. The attitude of the staff impressed me the most; they were happy with what they were doing, and this positive attitude affected everyone around them.



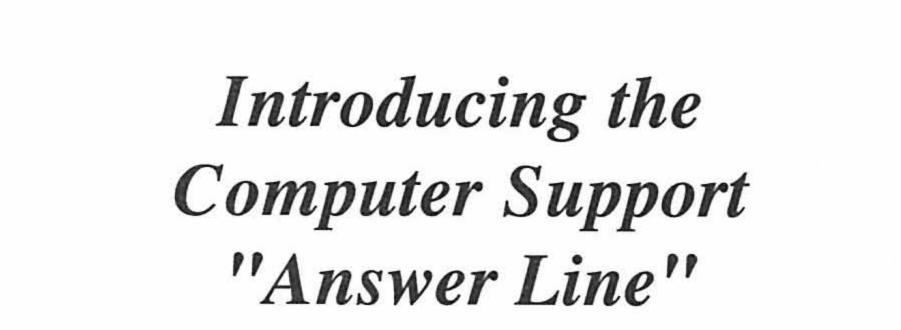
James Hodgins, CSSC summer intern, wearing his Hard Drive Cafe t-shirt.

around the CSSC golf course. Each person selects the working conditions suited to their own productivity.

Computer Support sponsors a party once a month so that employees can get together for fun in a non-working environment. They also have special lunches for birthdays (one for me, with a cake and balloons) or other special occasions. They show in many ways that their employees' welfare comes first. The relaxed environment produces productivity and instills a sense of proprietorship. Working at Computer Support makes you feel like part of a team, or a family. How amazing! Out of 27 employees there are 6 brothers and 2 sisters working there. Maybe that is the key: they work together like a family, fostering trust, loyalty, and dependability, and that is what it's like to work for Computer Support.

This positive attitude may be exemplified. The first day I heard, "You'll really like it here." People affirmed me for my good work. The employees keep the atmosphere light by the occasional joke, and people are happy and pleasant to be around. Management elicits this positive attitude from the employees. Not only did we have the classic Suggestion Box, but we had managers who would talk to employees.

The loose atmosphere at Computer Support relies on people's honesty; there is no clock to punch, no set break-time. We were encouraged to break up our work in the way it was best for each individual: shooting baskets, playing video games, taking a walk









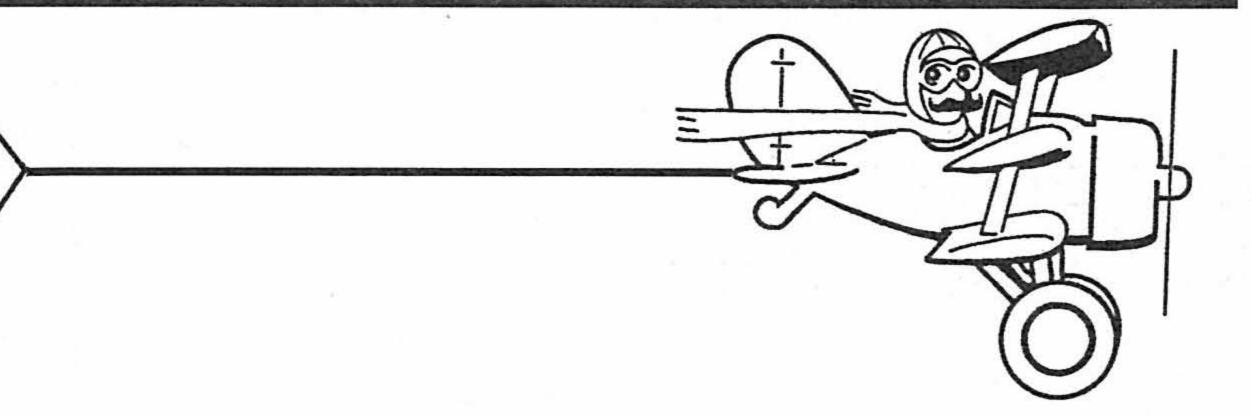
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"Your report isn't worth the floppy disk it's saved on!"





I have received several product announcements from SCO recently which I thought would be of interest to those of you who have customers interested in SCO. (Note that what follows is not a review — I haven't used or seen the product — but is condensed from product literature.) Next month, I'll highlight another SCO compatible product.

Lotus 1-2-3

Lotus 1-2-3 for UNIX System V is an advanced spreadsheet that integrates three-dimensional worksheets, business graphics and a database with relational capabilities. The three dimensional worksheet environment of 1-2-3 for UNIX System V provides relational data management capabilities and direct access to external databases from within the spreadsheet. 1-2-3 for UNIX System V retains the familiar 1-2-3 user interface and is compatible with all releases of 1-2-3, including Release 2.2. It will read all previous 1-2-3 and Symphony files, as well as link to all 1-2-3 Release 2.0, 2.01, 2.2 and Symphony 1.1, 1.2, 2.0 and 2.2 files. 1-2-3 for UNIX System V reads and writes

both .WK1 files and files with the new .WK3 format. This ensures compatibility in a workgroup or networked environment and allows organizations to standardize on training, support and applications.

Lotus 1-2-3 for UNIX System V is compatible with SCO UNIX System V/386 Release 3.2.0 and SCO XENIX System V/386 Release 2.3. It requires a Compaq, IBM or fully compatible personal computer, UNIX System V Release 3.2, 4 megabytes of RAM and 5 megabytes of disk space.

The Single-user Edition is priced at \$695. The Multi-user Edition, at \$1295, allows up to 10 additional terminals. An Additional-user Edition contains one set of documentation and licenses for four additional users in a multi-user configuration and is priced at \$495. The Documentation Edition, \$60, provides a complete user documentation set.

Registered Lotus 1-2-3 users will receive 90 days of free premium telephone support and may elect to purchase one year of Lotus Prompt premium support. Prompt includes premium telephone support and Lotus 1-2-3 for UNIX System V Tech Notes, a periodic publication addressing technical issues and questions.

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