CUSTOMER SERVICE BULLETIN

Problem

A case may occur in Inventory Management where the number of items that the system has in it is wrong. This happens for several reasons.

1. Abnormal Exit from Program
2. Index File Damaged
3. When Recover is run on the 1.1 Version, the system comes up with the wrong number of inventory items if there were duplicate stock numbers.

Solution

To correct this problem follow the steps below.

1. At TRSDOS Ready, type IMS and press <ENTER>

2. At the Main Menu,
    1.Ø Version press <BREAK>
    1.1 Version press <CTRL> P then <BREAK>

3. When the program BREAKS type,
    NI=Actual Number of Items   <ENTER>
    CONT   <ENTER>

4. Press the R key. This causes the program to go into the Review/Edit mode. Next add a dummy item. Once this is done, press the <F1> key to return to the Main Menu. Check the total number of inventory items. It should be one greater than the number input.