

CUSTOMER SERVICE BULLETIN

Radio Shack® CUSTOMER SERVICE BULLETIN

400 Atrium—One Tandy Center, Fort Worth, Texas 76102

Bulletin No.	4504-2
Description	Accounts Receivable
Model	Model II
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Page 1 of	1

Problem

Customers are getting Error 94's in different places.
There are two known reasons for getting an Error 94 in a data file.

1. Right after setup the user has defined system capacity as 2 or 3 and did not have blank formatted disks in drives 2 and 3.
2. During normal operations (i.e. print function, posting, invoices) user hits the reset key or ends the job abnormally.

Solution

There are three solutions to the problems.

1. If the error occurs under condition 1 the only answer is to setup over again making sure the system capacity and number of drives desired to be used are equal and a blank formatted diskette is in the drives.
2. If the error occurs under condition 2, have the user list all 9 data files under TRSDOS. If Error 6 is encountered, list that file again until EOF appears. If this does not cure the problem use a good backup.
3. If the error occurs under condition 2 and an Error 31 is encountered when trying to list a file look in all Directories for the first file listed when the customer got the Error 94. If it is not found the file has been lost and the customer has to use a previous backup.