

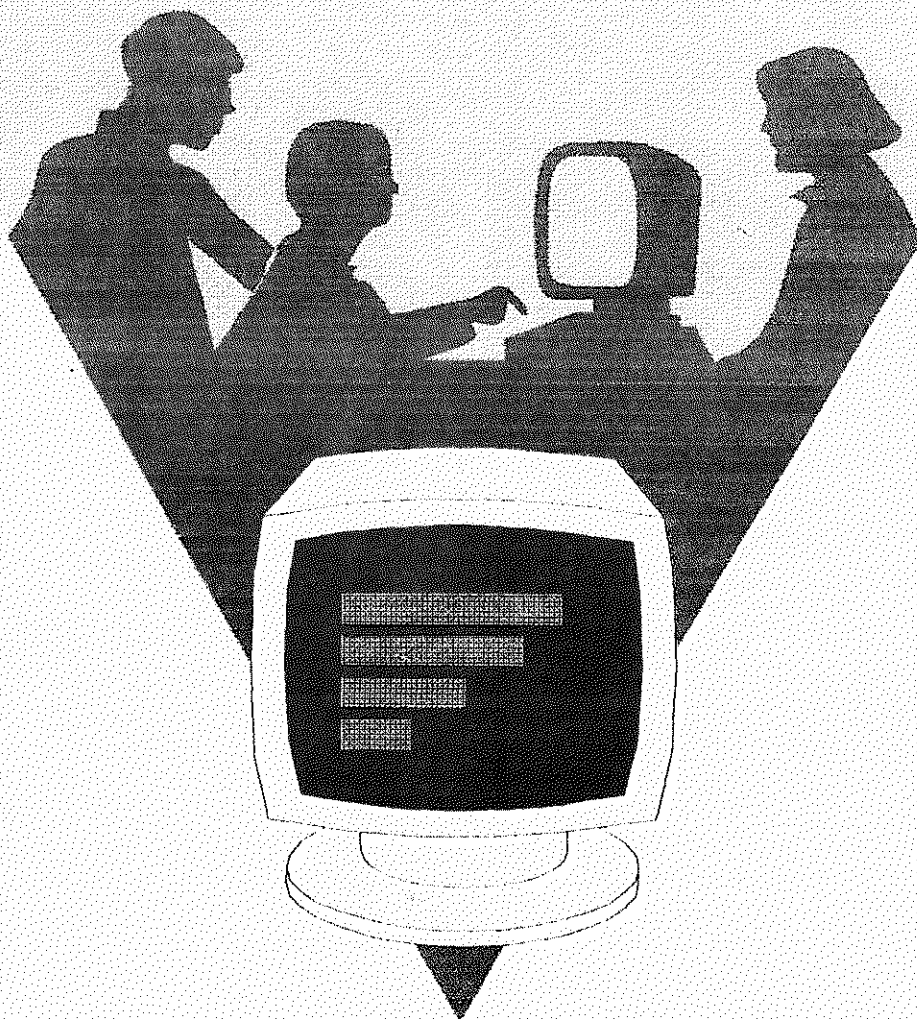
NEWS DIGEST

Focusing on the TI99/4A Home Computer

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Annual Family Dues \$35.00
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TiSHUG Sydney Meeting

The April Meeting will start at
2.0 pm on the 5th April 1997
at Ryde East Primary School,
Twin Road Nth. Ryde.

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**Reproduction of memo by,
John Hollow, Telstra Research Labs.**

Please pass this on, as this sort of thing has been happening in Melbourne and is moving to Sydney.

There has been a big scam going on where a person calls and says that they are doing a computer survey from a company. The company name that they give is usually a big well-known software company, and they usually say that they are doing the survey because they want to give out free software.

They want to know what would be a good time for someone to come from their company and install the software on your PC. They also ask questions about income, etc.

During their questioning, they (unknowingly to you) find out what time you are usually home, what kind of computer equipment you have and all sorts of other valuable information.

At a company where a friend of mine works, a co-worker of his received one of these calls, and he was robbed the very next day (of course, when he was not at home). I received a similar call yesterday afternoon. Fortunately, I knew about this ahead of time, and didn't provide them with any information.

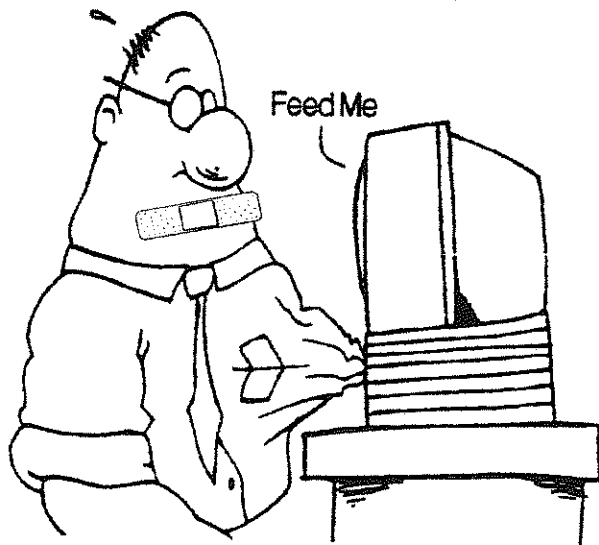
I want to make you all aware of the situation and the potential danger involved in giving out any information like this over the phone. The people sound very genuine, and very few people are going to question receiving free software.

I would advise you, however, to tell the people that if they have your phone number, they should have your address, and they can mail you any free software they may be offering.

If you have a home computer set-up, you should be familiar with installing your own software. You may even want to tell them you don't have a home computer. Whatever you're comfortable with.

Please don't give out any information that you may regret later. Pass this information along to friends and family members, as well. The fewer people they are able to burgle, the better.

John Hollow, Telstra Research Labs.



EDITORS COMMENTS

MMMmmmmmm MMmmmmmm

(See you all at the next meeting)
(ED)

GOODBYE FAREWELL

Sorry to see you go.

Welcome EDITOR to TEXPAC BBS

You are caller number 34790

The previous caller was:

14:43:07 SYSOP 15:15:49 02/03/97

TEXPAC BBS HAS CEASED OPERATION.

by Ross Mudie, 2nd March 1997.

TISHUG'S unique TEXPAC Bulletin Board System, the Texpac BBS ceased operation on 2nd March 1997, after 12 years and 7 months of operation. The reason for cessation of operations is that the usage has dropped to a point which indicates that it is no longer needed. (In January and February 1997, the system was used by 2 callers for a total of 8 minutes in the whole 2 month period and one of those callers is no longer a member of TISHUG).

The TEXPAC BBS which was initiated by TISHUG founder, Shane Andersen, commenced operations on 1st July 1984. Shane was the first SYSOP for 2 years. I became the second SYSOP in September 1986 when Shane found that the task of keeping the BBS going was just too demanding in addition to his work and being editor of the TISHUG News Digest.

When I took the BBS on, (after it wasn't possible for John Paine due to a change in work commitments), I found that its software was very susceptible to crashing due to users doing the "wrong" thing. The first major task was to bulletproof the software. Initially I had the BBS at work and transferred it to home in 1990 when I transferred to a different work location. since the BBS has been at home, my sons Sam and Peter have helped keeping it going when it failed.

In 1984, TISHUG held a software contest with a \$100 cash prize on offer to develop the BBS software. In the very early days of the TEXPAC BBS, Robert Crago and Shane Ferret were involved in the rather interesting combination of TI BASIC and TI assembly language software which allowed the BBS to download the unique memory image format TI BASIC programs and to read text files in addition to sending and receiving mail files. This was further modified later to include uploading in the memory image format.

In the early days there were always problems if the user's call was prematurely terminated during the reading of a file or the downloading of a program. I was able to develop the software to successfully clear down the BBS when the caller disconnected during file reading but the task was a little more difficult if the caller dropped out during a program download. One of TISHUG's long term guru's, Geoff Trott, came to the rescue here. Geoff provided a very well commented disassembly of the RS232 card ROM which allowed me to develop a small patch to achieve a clear down in program download. A copy of the RS232 ROM was then edited in an EPROM programmer and a new EPROM burnt which was placed in the RS232 card of the BBS. (I also placed a modified EPROM in my own RS232 card for simulation purposes). There have been some interesting hardware failures over the years. In about 1990, the TMS9902 failed in the console and had to be replaced. This American NTSC console again failed in 1996, (reason unknown, haven't had time to investigate). The TI logging printer failed in about 1993 due to a faulty print head driver transistor which also took out the power transformer. There was a lightning strike on the radio tower adjacent to the area housing the BBS early in 1992 which took out the disk drives and some chips in the disk controller. (The lightning surge entered the BBS via watchdog alarm system which was powered from the external disk drive 3). The modem, telephone and the rest of the BBS survived because it was protected by a FaxGuard. (Even the next door neighbours' telephones failed because they had no protection).

The major ongoing problem over the years was caused by power glitches. Those little "flickers" on the lights often meant that the BBS would have to be manually restarted. The watchdog system used to detect if the BBS had failed and would prevent the modem from answering further incoming calls until the BBS was again operational. The watchdog also provided an alarm in the house so that action could be taken to restore the BBS in many cases before the users rang in to complain.

I am amazed that the TEXPAC BBS maintained sufficient interest to keep it going for so long. 1994 showed a major downturn in usage until usage had virtually fizzled in 1997. There has been massive development in computer technology over these 12 years and the rapidly growing Internet has taken over the type of role which tiny Bulletin Board Systems like TEXPAC performed and provided much more.

The TEXPAC BBS performed a vital role in the development of a number of the members of TISHUG through the dissemination of information and programs. Many of the people who started off on the 16K TI99/4A computer have gone on to successful careers in computing or allied fields, armed with an understanding of computers which better prepared them for the technological development which has occurred since the pull out of Texas Instruments from the Home Computer marketplace in 1983. The TI99/4A was very advanced for its day and the support provided world wide by the TI users' groups maintained interest in this mighty little machine far beyond our wildest dreams or probably TI's expectations.

In the age of much more powerful and faster computers, there is still a place for the little old TI99/4A, even if its only writing files like this one, running model train sets (come along to the TISHUG meetings and see it occasionally) and providing a dedicated 6 port server for some sporting events.

In its 12 years, the Texpac BBS, capable of just 200 users, handled 34000 calls. The downloading of this article by the editor of the TISHUG News Digest is rather sadly one of the last calls that the BBS will handle.

From Ross Mudic, SYSOP of Textpac BBS from 1986 to 1997, that's all folks!

Ross, I would like to take this opportunity to thank you, both personally and on behalf of all the members of TISHUG, for the commitment and quality of workmanship you've shown in your operation of the BBS. I'm sure many of our members have appreciated the time you've put in to sort out our individual problems.

END OF ARTICLE

Seek and you will find the right search engine

By SUE LOWE

With thanks to the Sydney Morning Herald

The Internet has masses of information, but there's no way to find what you need, right? Wrong. SUE LOWE tried some search engines that deliver the goods.

TRY looking for a needle in a haystack. Now try looking for a needle in an industrial silo with enough hay to keep all the cattle in NSW fed for the winter. As the Internet grows, individual gems of information shrink as a proportion of the whole and become more elusive. There are already some 50 million pages on the World Wide Web, and according to some estimates that is doubling every six months. That's before Usenet archives and ftp resources are taken into account.

Surveys have shown that even those who regularly use the Internet, and are familiar with navigation techniques, say they feel swamped in information fodder.

Coming to the rescue, however, is a burgeoning industry dedicated to the development of search tools for the Internet. These take the form of indexes, in which references to portions of the Internet are archived, and they are usually called search engines.

True, some of these tools are better than others. In a recent example, a Net user searching for information on the PGA Golf Tournament, gleefully reported he'd found the Potato Growers of Alberta instead. Examples of erroneous search results based on single keywords with multiple meanings are almost certain to supersede spell checkers in demonstrating for technology sceptics the stunning lack of intelligence of computers.

But innate human intelligence isn't necessarily the most effective way to find answers to complex, or just plain large, problems. Throwing a huge amount of computer processing power at the problem can sometimes do the job just as well - maybe even better.

Eighteen months ago, the first Internet search tools were really just directories of interesting sites put together by pioneering Internet enthusiasts - often students.

The World Wide Web Virtual Library, EiNet Galaxy, and the Whole Internet Catalog all fell into this group. But the favourite was always Yahoo (<http://www.yahoo.com>).

While the others flagged under the strain of keeping up with the growth of the Web, Yahoo has continued to broaden in scope, categorising hundreds of thousands of Web pages under tens of thousands of hierarchical headings.

The task has grown to such an extent that the developers of Yahoo, now in their late 20s, modestly describe their task as the classification of human knowledge.

With almost a million Net users accessing their directory every day, Yahoo has remained one of the most popular sites, so much so that when the company floated on Wall Street last month it achieved a first day market valuation of \$US1.1 billion, making its founders into another pair of overnight Internet millionaires who make Bill Gates look old.

But is manual classification of every Internet site the most practical and effective way to go? Aside from the sheer scale of the task, human judgement on classification may differ. Humans are intelligent but have different perceptions of the world.

Enter Digital Equipment with hundreds of gigabytes worth of hard disk storage and very fast processor technology to throw at the problem.

In a project which started out in the middle of 1995 as a simple marketing exercise to showcase its latest 64-bit processor technology, Digital created the Alta Vista search engine (<http://www.altavista.digital.com>). The engine is now claimed by several independent sources to be the best on the Net.

Instead of categorising Web pages according to content, the Alta Vista engine merely looks for key words on every Web page.

Compared with Yahoo's directory of 200,000 Web sites in 20,000 categories, Digital claims Alta Vista has an index of 11 billion words, from 22 million Web pages. It also claims to cover 13,000 news groups, updated in real-time.

The only thing that prevents Digital's Internet Services business development manager, Paul Tanner, from claiming if it's on the Web you'll find it with Alta Vista, is that "it would sound like a guarantee".

In fact Alta Vista has been criticised for being too effective. The fact that it searches newsgroups means you could find every message a particular user has ever sent to newsgroups.

Not very useful to most people but certainly an invasion of privacy. Alta Vista was also far too good at reliably indexing private areas of Web sites.

Both problems have been fixed by leashing-in Digital's Super Spider.

The Spider is the component of any search engine that does the searching - looking for new Web pages and then following up all links to other pages until it can't find a page it hasn't already indexed. The Spider then refers all new pages to the Indexer. Digital claims its Spider is 100 times faster than any other search engine's Spiders.

Despite the speed, however, it wastes time and effort if the Spider is finding stuff that the Indexer isn't allowed to index, so now Digital provides server operators with advice on how to direct the Spider around excluded areas.

The other reason that Alta Vista has won so many guernseys is because it allows users to refine their search criteria more accurately than most competitors.

Typing in single words may eventually be rewarded with the specific site being searched for, but in most cases it'll be buried among hundreds or thousands of other references. To reduce the catch, there are a number of ways of phrasing more sophisticated queries.

The Boolean AND or OR options allow user to find pages with specific combinations of keywords. Alta Vista is also case-sensitive so if you type in "The Who", you may end up with a reference to a rock group, but if you typed "The WHO", you'd be more likely to get the World Health Organisation. Most search engines support some of these options, usually described in the on-line help - but most reviewers confirm that Alta Vista supports more than any other.

Then there's the speed of the search. Again this just comes down to the amount of hardware available. Tanner claims 6 Gb of the Alta Vista's 33 Gb index table is held in the Index Server's main memory.

Tanner claims that within three weeks of its release, Alta Vista was getting two million search requests a day. "That's now up to five to six million per day," he said.

So what's Digital's reaction to this accidental success. "Stunned," said Tanner. "It's made people sit up and take notice of how important this type of technology is."

But one policy he doesn't expect to see change is the decision not to sell advertising space on the Alta Vista home page. It's an interesting decision.

The huge popularity of these pages has allowed all search engine developers to command escalating rates for advertising banners on their pages. Internet advertising monitor, WebTrack, puts Yahoo's earnings from advertising in the fourth quarter of '95 alone at just over \$1 million. Lycos and InfoSeek, two rival search engines that are more similar to Alta Vista in function than to Yahoo, did even better.

Digital does, however, have other plans to make money out of Alta Vista. It is turning to the corporate Internet market, believed to be growing even faster than the Internet. Tanner says that Digital will soon start selling commercial versions of Alta Vista to corporations keen to develop searchable indexes of their own data. Tanner says Digital is also considering selling single-user versions of Alta Vista, allowing stand-alone PC users to build searchable indexes of their own hard disks.

Although it is different to the one Digital has planned, one company that is well ahead in this personal search engine business is Odyssey Developments, the Sydney-based developer of the Isys text retrieval package.

Instead of working on an all-of-the Internet search tool, developer Ian Davies describes his HindSite Internet search tool as addressing the issue of "I know I saw it somewhere, but damn where did I see it?"

HindSite automatically indexes only those pages Net users have been to. Davies estimates that one month of surfing would produce about 1Mb worth of indexing on your hard disk. The space needed "depends on how much you surf and how many weeks of surfing experience you want to index", said Davies.

Odyssey has developed HindSite as a plug-in to the Web's most popular browser, Netscape. It can be downloaded for free for between 30 and 90 days (<http://www.rmii.com/isys-dev>). There's also a link from the Netscape Plug-in page. A shrink-wrap version will be available in a few weeks for under \$50.

Davies predicts that the future of all types of Internet search engines will lie in adding value. "Ninety-nine per cent of what they bring back is useless," he says. "They need a squeelch knob to keep out the noise."

So while it is the Yahoos, Lycos and InfoSeeks that are milking the Internet advertising industry and taking Wall Street by storm, it is the companies working on Intranet and personal search engines, and who are really adding value to the technology, that may be the ones to watch.

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END OF ISSUE

Modern paperless office is just pulp fiction

By GAVIN GILCHRIST
Technology Writer

With thanks to the Sydney Morning Herald

As far as forecasts of the future go, this one seemed a fair bet: networked computers would drastically cut the volume of paper office-bound Australians devoured as they switched to electronic communication.

It would be farewell to the document, hello E-mail. The computer would become a tree's best friend.

In fact, a study published yesterday shows that the prediction of the paperless office has proved to be way out.

With the boom in photocopiers, fax machines and computer printers, Australia's consumption of office paper has risen four-fold in the past 10 years, the Australian Conservation Foundation study found.

On average, every Australian worker now uses 500 sheets of A4 paper a year.

And about 1.4 million disposable printer cartridges are thrown out every year - enough to cover the Sydney Cricket Ground.

"The environmental cost of the Australian office is higher than ever," the ACF's executive director, Mr Jim Downey, said.

"The science fiction-like fantasies that the dawn of the computer age and the paperless office will help save our forests are yet to be realised," he said.

Although concerned about the environmental impact of continued growth in paper use - only about one-third of paper is being recycled - the ACF is also concerned at the damage it is doing to the balance of payments.

The study found that last financial year, Australia exported \$580 million worth of woodchips then imported \$1,700 million worth of paper and paperboard products.

Mr Downey urged the paper industry to build a new paper mill - as long as it was fed with plantation timber and used clean production technologies.

"Like most Australians, I think we'd like to see value adding at home in paper products rather than sending woodchips off to Japan and then purchasing them back," he said.

The study called on the Federal Government to insist on recycled paper and to encourage the use of low-energy office equipment.

The ACF also wants State governments to ensure royalties from State forests better reflect the environmental costs of production and to tighten pollution controls on pulp and paper mills.

Mr Peter Kinrade, ACF's industries campaigner, called on the Howard Government to reverse Labor's failure to implement a policy of buying and promoting recycled paper.

"To this end, reapplying the sales tax exemption to recycled paper would be a great start," he said.

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HARD DISK PARTITIONS

info supplied by John Paine
typed by Cyril Bohlsen

When you partition a hard drive, it might be of interest to know the size of the clusters that will be used for that partition size.

As you can see from the chart below the most efficient partition size is up to 128mb, but with some new programmes the file size can be up to 177mb (as with Corel Draw 6) so it would be useless to set your partitions to 128mb. Also there are some programmes that can only be loaded into 'DRIVE C' so it can be soon filled, requiring a larger partition.

| Partition size | Cluster size created |
|----------------|----------------------|
| 10mb | 4K |
| 20 to 128mb | 2K |
| 128 to 256mb | 4K |
| 256 to 512mb | 8K |
| 512 to 1024mb | 16K |
| 1024 to 2048mb | 32K |
| 2048 to 4096mb | 64K |

LEAD BY DUSTY

SUDBURY 99'ERS NEWSLETTER V#3 #03 MARCH 1989

*With many thanks to **Bryant Krause**
for these articles*

RAVE MX01/HORIZON

Before I sent my Horizon away for repairs I had it working with my Rave MX01 card. I had to set the Horizon card at a different CRU address (1200 switch 3). I had the Rave card set at CRU address 1000. The only way I could get the Horizon to work with the Rave card was to use the original version "03" operating system. This version set up the Horizon ramdisk to act like a floppy drive. That meant you couldn't use any of John Johnson/Mike Ballmann "Ver Menu programs". The program would clash with the "Boot" program for the Rave MX01 card. I configured the Horizon card as drive #6 The Rave card was set up as drive 3 and 4. I left drive 5 untouched in case I needed it for the MX01 card. Everything worked fine until the Horizon card gave up the ghost and had to send it to Bob Boone for repairs.

Footnote (I believe you can use Version 04 of the Horizon ramdisk operating system to initialize the Horizon to work with the Rave card.)

When Bob sent the Horizon ramdisk back to me. I used my spare PEB box to load VER Menu V7.3 to check out the Horizon card. It loaded with no problem and worked fine. I left it in the PEB box a few days and tried to Call Menu and everything was ok. Now I wanted to get it back in the same PEB box with the Rave. I did a memory chip test to wipe out the Ver Menu or ROS and then loaded in the version "03" operating system, set the number of sectors to 992 (248k Horizon ramdisk) and initialized the disk as double sided double density so that it would initialize past the 720 sectors. (note I don't have a double density controller). I put the Horizon in with the Rave card and did a Call Boot. The led light flashed on the Rave card and then it went to the Horizon card. Then the screen hung up. Retried formatting the Horizon card still with no success. After several attempts I phoned John McDevitt of Rave 99. I explained to him what I was doing and he said that I had done the procedure correctly and should work. John also has a Horizon woaded from the Ottawa BBS but didn't solve my problem.

Most Ti'ers only have one brand of ramdisk in their PEB box. I have a unique problem. How do you get the two cards to work with each other? Any hint would be greatly appreciated to help solve this frustrating problem. Another footnote I have the 8k memory chips in my Horizon. The newer Horizons have the 32k memory chips. I did have the two cards working together before, why will they not work together now. It really puzzles me.

Here is one hen I tried to reset the computer I couldn't get the title screen. I tried removing the extended basic and plugging it in again but it still hung up. I removed the flex cable and was able to get the title screen back. That meant that the Rave card set at CRU address 1000 was the problem. I removed the U17 chip that contains all the special memory areas like the DSR and cartridge space memory. I reinstalled the U17 chip. At this time I thought I had lost all the files on the ramdisk. When I reconfig N/SOLUTION

As I was writing this newsletter I received a phone call from John McDevitt (RAVE 99). John had just returned from a business trip. When he turned on his computer system the Horizon card, due to battery condition, was giving him trouble. He decided to reload the operating system. He tried it without the Rave card in the same box. He was having the same problem as I was having. Once he installed the Rave card back in the Call Boot didn't work and his system was hungup. John found the sol. John selected to load the operating system by replacing a Y under the DSR for the Horizon. It loaded and John assigned the Horizon as drive #5. FCTN Q returned him back to the title screen. The Horizon ramdisk was initialized with DM1000. Back to basic to perform a CALL BOOT. This time everything worked ok.

Remember the Rave card has two DSRs. One already programmed for you and the one you can design yourself. Set at CRU 1000 and CRU 1700.

For some reason I had to do a CALL BOOT three times b in about 8 seconds. I would like to thank John McDevitt from Rave 99. He took the time to give me a call between business appointments. He had just returned from one business trip and was leaving the next day for another business trip. Now you know why I bought a Rave memory card and a keyboard from John. He supports what he sells.

▶ **END OF ARTICLE** ▶

SUDBURY 99'ERS NEWSLETTER V#3 #8 AUGUST 1989

With many thanks to *Bryant Krause*
for these articles

RAVE MX01 RAMDISK SOFTWARE

When I was talking to John McDevitt about the MX01 card and the Dijit 80 column card he mentioned about a new operating system for the memory card. I decided to buy.

MX01 Software Upgrade V1.1A.....11.95
Shipping and Handling.....02.50
Total.....14.45

Package includes a 15 page 8 1/2 x 11 manual
One single sided disk.

The manual is very well done and includes detailed documentation on the new operating system.

Loading the operating system is now simplified. It loads all the necessary files and takes care of saving ramdisk information. The last operating system you had to answer yes to load the operating system you had to enter yes to save the ramdisk information. All this is done automatically for you now. In a few minutes you have your new operating system loaded. You then can configure your BOOT menu to your liking.

Lets take it step by step.

If you already have a operating system make sure that none of your Ramdisks have been assigned drive #1. If you do you will have to reassign to a different drive number.

o Using the E/A cartridge choose option #5.
o Type in "DSK.RAVE99.LOADMX" and press enter.
You could simplify things by just typing in "DSK1.LOADMX".

The screen looks like this.
MX01 MEMORY ENHANCEMENT SYSTEM
COPYRIGHT 1988 BY RAVE 99 CO.
LOADING MX01 SYSTEM FILES...

LOADING MX01 ROS FILE.....

LOADING MX01 "MACRO"..
LOADING MX01 MENU FILE..

SAVING RAMDISK INFORMATION
RESTORING RAMDISK INFORMATION

My next step was to use FCTN 5 to reconfigure all the titles and program files that I wanted on the menu. If you just bought the memory card then you would have to initialize the ramdisk by selecting option #9 from the "SYSTEM PROFILE SCREEN". Once you initialized the ramdisk you would copy all files on the Rave diskette.

The new operating system has 3 screens.....1 Program menu screen
KEY ACTION SCREENS

D Toggles 48 different color combinations. 1,2,3
S Switches from Grom to Rom Cartridge 1,2,3
T Toggles Ramdisks through second drive. 1,2,3
X Loads Rave 99 version of Myarc XBII. 1,2,3

The following is the System Profile Screen.

RAVE 99 MX01 SYSTEM PROFILE SuperCart: ON
Ramdisks Size 5 CO Turns Supercart Off.
RAMDISKA 1440 6 128KOS Runs Rave 99
version of XB II.
RAMDISKB 360
RAMDISKC 119 7 DN Changes Drive #.
8 MEMCFG Changes # of User

Banks.

XB II requires 4 Users Banks.
9 RAMDSK Configure the Ramdisks.
Initialize Ramdisks.

There are a lot of nice features. The single key press, the system profile menu is really nice and it makes things so easy. The ease of loading in the DSR saves several steps. The 11.95 price tag is well worth the investment. John McDevitt has continued to support what he sells. They are currently working on a new version that will work with the DIJIT 80 column card. This should be released in June or July.

By the way I have just ordered the 80 column card from Bob Boone. He has consented to let me try the card first before buying it.

~~END OF ARTICLE~~

Merchants casting a wider net

By **BEN POTTER**

With thanks to the Sydney Morning Herald

ON-LINE commerce will soar this year, pundits argue. More people will have PCs, modems and Internet access, and secure on-line transactions will be backed by household names: Visa, Mastercard, Microsoft and IBM. What could stop the rush?

The merchants who are supposed to benefit are hastening slowly. A growing number have a presence on the Net, generating modest sales. Advance Bank launched Net access to bank statements last week, the first offer to Australian consumers of services secured by "encryption" over the Net.

These are mainly smaller retailers and service companies specialising in goods that do not require physical inspection: CDs, books, software, wine and financial services.

They're not making money on it. But they believe they need to be there. Some are winning export sales from customers they could not afford to market to conventionally. And a striking Web site offers a higher presence in cyberspace than they can buy in bricks and mortar.

Bigger, more conservative firms are concentrating on their physical franchises in the belief the Net is not ready for mass marketing but concede they'll eventually sell on-line.

Consultants to the Federal Government's Broadband Services Expert Group estimated home shopping revenue would reach \$24 billion by 2005, and home gambling revenues \$12 billion. PCs have conquered work and are conquering indoor leisure. Why not shopping, banking and gambling?

Mr John Hont, a director of STM Consultants, says: "We expect demand to keep on growing substantially, without any doubt". He points to the emergence of managed networks such as the Microsoft, AT & T and Novell networks as fresh spurs.

Mr David Ballantyne, managing director of Techway, the Sydney supplier of Advance Bank's encryption protocols, said he thought we would see a leap forward this year. "There's tremendous pressure from the market. The more informed merchants are very anxious to get rolling."

Mr Andrew Pipolo, Mastercard's vice-president acceptance Australia and New Zealand, said there was "certainly sufficient demand from the merchant side of the business".

But right now the market hardly justifies the expense. Polyester Books and Records, a Brunswick Street, Melbourne, retailer, has been on the Net for more than a year and gets "something like four orders" a week, plus lots of "just browsing" inquiries that make extra work, proprietor Mr Paul Elliott said. This hardly justifies the cost of the site - \$200 per month plus more for updates - but Mr Elliott likes his front-row seat in the evolving technology.

The tools for on-line commerce - PCs and modems - are pouring into homes. The number of Net users is also climbing sharply, although estimates are elastic because many Net users have access at work or university but rarely use it.

Due to security concerns, most on-line purchasers phone or fax credit card details. Mr Roger Mackell, a partner in Gleebooks, which has a catalogue on the Net and plans a database and ordering facilities, said: "Some people have used their credit cards but there's a feeling that it's insecure, so most people have to fax afterwards."

Most of Polyester's customers e-mailed credit card details, Mr Elliott said.

Credit card companies such as Visa and Mastercard, and software and computer firms such as Microsoft, IBM, Netscape and Techway, are feverishly working to perfect "encryption" protocols that will allay consumers' fears.

Encryption scrambles data to make it unreadable without a "key". Citing security, the US Government prohibits exports of encryption algorithms more than 40 bits long; Netscape's 40 bit "export" encryption was cracked in a week by a French computer student and a battery of PCs.

Techway supplied Advance Bank's encryption algorithms from a Swiss firm and embedded them in a series of protocols that enable bank and customer to "authenticate" each other. It employs 1024-bit encryption for authentication and 128-bit encryption for transactions, comparable to EFTPOS and ATM security. Mr Ballantyne said it would take a supercomputer 13 years to crack a single transaction by brute force.

Advance Bank intends to offer account transfers and mortgage repayments via the Net within months; it already does by phone. But its chief information officer,

Mr Chris Whitehead, said triangular transactions involving merchants - the on-line equivalent of EFTPOS - are a year or more off; a single mishap would trigger a lot of bad publicity.

Another reason to delay is that Visa and Mastercard plan to bring out their own protocols in the June quarter. Mastercard uses the 56-bit DES algorithm used in ATMs because banks "have 100 per cent faith" in it, its director of debit operations in Asia, Mr Steve Draper, said.

Mr Ballantyne says Techway could deliver protocols for merchant transactions tomorrow. "The banks are being a little bit more cautious but you'll see that stuff rolled out in the first half of the year." The giants of computing and finance are bearing down on tiny Techway (sales \$37 million) but he doesn't believe "any of them will be able to deliver for some time".

Mr Tim Pethick, marketing director of On Australia, Microsoft's on-line partnership with Telstra, said that ordinary people will take a bit longer to be convinced of the security.

Gleebooks' Web site already generates business from interstate and overseas. "We got two orders from the US in the last week or so, people who would never have found us otherwise ... It's not a big market but we are prepared to invest and see what happens," Mr Mackell said. Polyester also fills offshore orders, recently for a CD by local band Severed Heads.

The Melbourne books and music chain, Readings, also plans to launch on the Net. Partner Mr Mark Rubbo said: "We sell a lot of books to academics who have been using the Net for years." But it's a "suck-it-and-see" exercise.

Net sceptics include Australia's best-known retailers. The national recorded music chain Brashs plans to publish top 40 lists on the Net and offer samples of the latest film clips and CDs. But, national marketing manager Mr Grant Lee said the company was still grappling with how to make a sale on it.

The Net could also cater for obscure musical tastes and increased security would encourage growth, he said.

Food and discount stores giant Woolworths was "monitoring" it, managing director Mr Reg Clairs said. "We are 85 per cent food. The only area we'd be likely to do anything would be in the discount stores or Dick Smith - consumer electronics. It's on the drawing board but we have not taken it off yet."

Will they be left behind? STM's Mr Hont doubts it. "Does it matter that they are first? I don't think it's that important. There are very few people who really have access to the Net."

THE TOOLS FOR ON-LINE COMMERCE (ESTIMATES* OF PENETRATION) 1995 1996 PC penetration 36 to 40 41 to 48 (% of Australian homes) (June-Aug) % of home users n/a 20 expected to upgrade PCs Penetration of modems 6 15-21 (%) (Feb) CD ROM drives 9 31 (% of homes) (Feb) (Jan) Microsoft's Windows 95 n/a 660,000 (number of homes) (Net, Microsoft Network, other) On-line subscribers 150,000 400,000 homes 140,000 small businesses On-line users 500,000 1.5 million (*These estimates quoted in

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SUDBURY 99'ERS NEWSLETTER V#3 #10 OCTOBER 1989

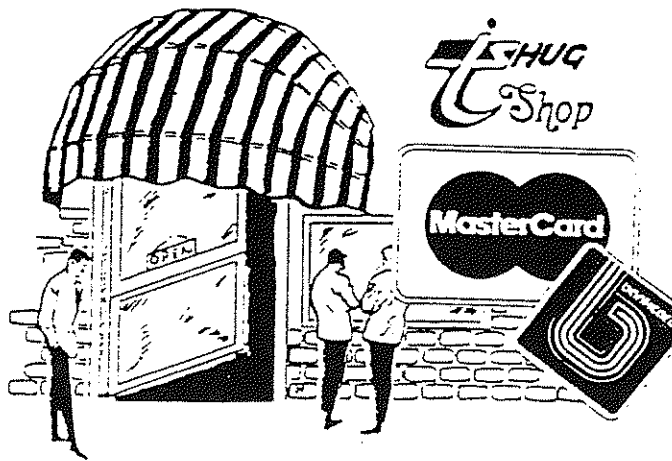
*With many thanks to Bryant Krause
for these articles*

MX01 RAMDISK SOFTWARE

Good news from John McDevitt. Rave 99 now has a working copy of their software that will work with the Dijit 80 column card. The Rave MX01 card was previously not compatible with the 80 column card. As soon as you did a Call Boot your system would hang up. They have also added some other features. You can now Show Directory and when you are in that area you can highlight a particular file and type R to run the file or type D to delete the file and V to view the file. All this can be accomplished from the Show Directory without going back to the main menu. John tells me they will add lower case so that you can type R or r to run. The MACRO program will also be greatly enhanced so the user can predefine key strokes to make things easier. These are just a few of the features of the new operating system for the MX01 ramdisk. John took my order for the new operating system for the MX01 and I believe the price was \$14.95.

Hopefully next month I will have a full review of the MX01 new operating system.

RAVE 99 CO.
112 RAMBLING ROAD
VERNON
CT 06066
USA
(203)871-7824



The IBM SHOP

with Cyril Bohlsen

| | |
|------------------------------------|-----------|
| 60mb 'NEC' hard dsk S/H | \$ 50.00 |
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or Phone (02) 639 5847

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These items can be posted to the above address or could be handed to the Editor or one of the Club Directors. Please put your name on the disk so it can be returned

INTRODUCTION TO NETWARE

By John Paine
(Part IV)

SEND MESSAGES TO OTHER USERS

You can communicate with other users on your network by sending messages from your workstation command line.

This section explains how to do the following:

- o Send a message to one or more users
- o Send a message to all workstations
- o Block/allow messages from other workstations

Send a Message to One or More Users

Suppose you want to send the following message to users CINDY and ERIC: "Meeting at 1:30 today." Also suppose that CINDY and ERIC are logged in to your default server. Type

```
SEND "MEETING AT 1:30 TODAY"  
CINDY, ERIC <Enter>
```

A confirmation message appears, telling you that the message was sent.

If CINDY is logged in to another file server called SALES, attach to that file server and type

```
SEND "MEETING AT 1:30 TODAY"  
SALES/CINDY <Enter>
```

Send a Message to All Workstations

Suppose you want to send the following message to all workstations: "Paychecks are here." Type

```
SEND "PAYCHECKS ARE HERE."  
EVERYONE <Enter>
```

A confirmation message appears listing all the users to whom the message was sent.

If you want to send a message to everyone on another file server, you must be attached to that file server and specify the name of the file server in the command.

Block/Allow Messages from Other Workstations

If you do not want to receive messages sent to you from any network stations, type

```
CASTOFF <Enter>
```

The following message appears on your screen:

Broadcasts from other stations will now be rejected.

To allow your workstation to again receive messages from other network users, type

```
CASTON <Enter>
```

The following message appears on your screen:

Broadcast messages from the console and other stations will now be accepted.

What If ...

.... I am unable to send a message to a user?

- o Is the user logged in? Type
USERLIST <Enter>
- o Is your message buffer full? You can only receive up to two messages. You must clear these messages from your screen (by pressing <Ctrl><Enter>) before you can receive others.
- o Did you type the SEND command properly? I am unable to send messages to users on another file server?
- o Did you attach to that file server?
- o Is the user logged in? Type
USERLIST <Enter>
- o Did you type the SEND command properly?

MANAGE FILES AND DIRECTORIES

You can manage your files and directories in a variety of ways. You can copy, delete, rename, view, write to, share, and print them. NetWare uses a system of file and directory rights and attributes to make sure that only authorized network users can access and handle network data.

Attributes are assigned to files and directories. They override rights, which are assigned to users. For example, suppose you have the right to rename files (the Modify right). However, the file you want to copy is flagged with the Rename Inhibit attribute. This prevents you from renaming it, even though you have the right to do so.

For more information, see "Attributes" and "Rights" in NetWare v3.11 Concepts.

Know Your Rights

To view your rights in your default directory, type

```
RIGHTS <Enter>
```

If your effective rights include all rights, the following information appears:
SERVER1\SYS:PUBLIC\UTIL>Your effective rights for this directory are [SRWCEMFA]

You have Supervisor Rights to Directory.

(S)

- *May Read from File. (R)
- *May Write to File. (W)
- May Create Subdirectories and Files. (C)
- May Erase Directory. (E)
- May Modify Directory. (M)
- May Scan for Files. (F)
- May Change Access Control. (A)

*Has no effect in directory.

Entries in Directory May Inherit [SRWCEMFA] rights. You have ALL RIGHTS to Directory Entry.

Copy a File to Another Network Directory
Suppose you want to copy a file called ACC.DAT from your default directory (for

example, F) to the SALEPROG directory in volume SYS on the file server SALES. First, make sure you have a drive (for example, G) mapped to SALEPROG as follows:

```
G:=SALES/SYS:SALEPROG
```

To copy ACC.DAT from your default directory to the SALEPROG directory, type

```
NCOPY F:ACC.DAT TO G: <Enter>
```

Suppose you want to copy a file called ACC.DAT from the SALEPROG directory in volume SYS on the file server SALES to your default directory. Also suppose drive G is mapped to SALEPROG as G:=SALES/SYS:SALEPROG. Type

```
NCOPY G:ACC.DAT F: <Enter>
```

Copy All of a Directory's Files to Another Directory

1. Type

```
FILER <Enter>
```

and select "Directory Contents" from the "Available Topics" menu.

2. Select the directory you want to copy from the "Directory Contents" window. The "Subdirectory Options" window appears.

3. Select "Copy Subdirectory's Files." The "Copy Subdirectory To:" window appears.

4. To copy subdirectory files, complete one of the following:

- o Copy to a subdirectory in your current directory. Type the name of the directory; then press <Enter>.

You can also use <Insert> to bring up the "File Servers/Local Drives" window, from which you can select your directory path by selecting file server, volume, and directory options.

After you select your directory path, press <Escape> to bring your cursor back

to the "Copy subdirectory To:" window. Then press <Enter> to copy your subdirectory's files.

- o Copy to a directory on another volume on your file server. Type in the name of the volume and directory; then press <Enter>.

You can also use <Insert> to bring up the "File Servers/Local Drives" window, from which you can select your directory path by selecting file server, volume, and directory options.

- o Copy to a directory to another file server. You must be attached to the file server you want to copy files to. Type in the name of the file server, volume, and directory; then press <Enter>.

Delete a File

1. Type
FILER <Enter>
2. Select "Directory Contents" from the "Available Topics" menu.
3. Highlight the file you want to delete from the "Directory Contents" window and press <Delete>. Answer "Yes" in the confirmation box.

To delete more than one file, use the Mark key (<F5>) to highlight multiple files; then press <Delete>. Answer "Yes" in the confirmation box.

Salvage a File You Just Deleted

1. Type
SALVAGE <Enter>
2. Select "View/Recover Deleted Files" from the "Main Menu Options" window. To change to another volume, you must select the directory path from the "Select Current Directory" option in the main menu.

Note: If you have too many salvageable files to fit on the screen, you will see the heading "Incomplete." Scroll through the list to see the

entire list, or use the Mark Pattern key <F6> to mark the file pattern. Then exit the list and reenter it.

3. To salvage files using wildcards or to salvage a specific file, type the information in the "Erased File Name Pattern To Match" window. To view all salvageable files, press <Enter>.
4. To salvage a file, complete one of the following:

- o Salvage a single file. Select the file you want to salvage. Select "Yes" from the "Recover This File" box.
- o Salvage multiple files. Use the Mark key (<F5>) to select multiple files. Select "Yes" from the confirmation box.
- o Salvage multiple files using wildcards. To match a filename pattern or extension, press the Mark Pattern key (<F6>) and type the pattern you want to match.

Once you match the pattern of the files you want to salvage, press <Enter> and select "Yes" from the "Recover ALL marked files?" confirmation box.

5. Press <Escape> to exit SALVAGE.

Find a Lost File

Suppose you don't remember the location of a file. The file is called FUTURE.DAT. You think it may be in the PROGRAMS directory, and drive G is mapped to that directory.

To find the location of the lost file, type

NDIR G: FUTURE.DAT <Enter>

If you don't know which directory the file is in, change directories back to the volume level.

Then type

NDIR filename sub <Enter>

The NDIR utility searches all those directories you have rights to on the volume for the file.

Rename a Directory

Suppose you want to change the name of the ACCT directory to PROGRAMS. Also suppose drive G is mapped to ACCT in volume SYS on file server RECORDS as follows:

Drive G: = RECORDS/SYS:ACCT

To rename the directory, type
RENDIR G: PROGRAMS <Enter>

Note: You must be attached to a file server before you can change the name of a directory on that file server.

You must also have the Modify right in the directory to rename subdirectories in that directory.

Drive mappings in login scripts (if they exist) must be changed to reflect the new name of the directory.

What If ...

I can't copy?

- o You may not have sufficient rights. Type RIGHTS <Enter>
You must have the Create right to copy files into a directory.
- o The file may be flagged "non-shareable" and may be in use. Type FLAG filename <Enter>
If it is flagged "non-shareable," try again at a later time, when the file is not in use.

.... I can't see a directory?

- o You may not have enough rights to that directory. Type RIGHTS <Enter>
- o The directory attribute may be set to "Hidden" or "System." Type FLAG filename <Enter>
- o The directory may have set disk space limitations. To view the directory restrictions, type

DSPACE <Enter>
- o The directory may have been deleted. Ask your supervisor.

PRINTING

Printing from a network workstation is similar to printing from a stand alone workstation. When you send a print job to a network printer, however, the job is routed first through the file server and then delivered to the printer by the print server.

When a print job leaves the workstation, it is stored temporarily in a print queue on the file server. This queue, which is a subdirectory on the file server, stores the print job until the print server can deliver it to the printer. When the printer is ready to service the job, the print server moves it from the queue to the printer.

Permanently Set Up Workstation Printing

If you want to print from a non-NetWare-compatible application or from the screen, you need to route print files from your local printer port (LPT1) to a file server queue.

1. Enter the SYSCON utility.
2. Select "User Information" from SYSCON's main menu.
3. Select your username.
4. Select "Login Script."
5. Insert the following command into the login script:

```
#CAPTURE Q=queueName TI=5
```

6. Exit SYSCON, saving changes when prompted.
7. Log back in to or reboot your workstation to allow the CAPTURE command to take effect.

Print Screens Using CAPTURE

Before you start printing screens using CAPTURE, you need to set the CAPTURE parameters in your login script. See "Permanently Set Up Workstation Printing" on the previous page. Also, your supervisor needs to set up a default queue.

1. At the command line, type
CAPTURE <Enter>

You can include any of the CAPTURE options except Show. Some of the most common CAPTURE options are the following:

L=n

Indicates which of your workstation's LPT ports (local parallel printing ports) to capture. Replace "n" with 1, 2, or 3. Default:

L=LPT1

Q=queuename

Indicates the queue the print job should be sent to. If multiple queues are mapped to a printer, you must include this option. Replace "queuename" with the name of the queue.

TI=n

Indicates the number of seconds between the last time the application writes to the file and the time it releases the file to the queue. Include this option if you want to print from an application without exiting the application. Replace "n" with a number of seconds (1-1000). Default: TI=0 (Timeout disabled)

2. Access the application containing the screen you want to print.
3. Press <Shift><Print Screen>.
4. If you want to print more screens, repeat steps 2 and 3.
5. When you have selected the screens you want printed, return to the DOS prompt and type

ENDCAP <Enter>

ENDCAP sends your print job to the default print queue of your default file server, and then the job is printed. ENDCAP also ends the capture of your LPT port.

Note: Your workstation might hang if you press the <Shift><Print Screen> keys when none of your LPT ports are captured and no local printers are attached to your workstation. To

prevent this, ask your supervisor to include the following line in the SHELL.DFG file on your workstation boot disk.

LOCAL PRINTERS = 0

List the Jobs in a Queue

A queue is a special directory where print files are stored while waiting for printer services. To see which jobs are waiting in a queue to be printed, complete the following steps:

1. Type

PCONSOLE <Enter>

2. Select your file server (if other than your current file server).
3. Select "Print Queue Information" from the "Available Options" menu.
4. Select the print queue whose print job you want to view. If you don't know the name of the print queue, ask your supervisor.
5. Select "Current Print Job Entries" from the "Print Queue Information" list. The print job entries are displayed.

Delete Your Print Job from a Queue

You can cancel your print job by deleting it from the print queue (even after the job has started printing). You can delete a print job only if you are the owner of the job or if you are the print queue operator.

To delete your print job, complete the following steps:

1. Type

PCONSOLE <Enter>

2. Select "Print Queue Information" from the "Available Options" menu.
3. Select the print queue whose entries you want to view. The "Print Queue Information" list is displayed.
4. Select "Current Print Job Entries."
5. Highlight the print job entry and press <Delete>.
6. Select "Yes" at the confirmation box. What If...

..... I send commands to print a screen, but it doesn't print?

Did you include the CAPTURE command in your login script? See a previous section called "Permanently Set Up Workstation Printing."

.... The application I'm using says that the print job was sent, but it doesn't print out?

- o Did you use CAPTURE to redirect output to a print queue first?
- o Are the LPT ports captured? Type CAPTURE SH <Enter>
- o Check PCONSOLE and find the appropriate queue. If the queue has a long list of jobs and none are marked "active," see your print server operator. If your job isn't in the queue, the application is not set up properly; check with the applications expert.

COMMON ERROR MESSAGES

Error messages point to a software or hardware error that doesn't allow further processing. An explanation of the nature of the message and a recommended course of action follow each message listed below.

"Access denied"

Explanation 1

This message indicates one of the following:

- o You entered your username, your password, or both incorrectly.
- o You tried to log in to a file server on which you are not defined as a user.

Action 1

Try to log in again and make sure you type the username and password correctly. Make sure you are logging in to a file server on which you are defined as a user or as a member of a group. You can log in to most file servers as GUEST because user GUEST seldom requires a password.

Explanation 2

You tried to copy, delete, rename, or modify the file attributes of a file for which you lack rights.

Action 2

Find out about your rights to this file by typing

RIGHTS filename <Enter>
or by asking your supervisor.

"A File Server could not be found"

Explanation

The shell tried to build a connection with the network, but no file server responded to the request in the given time limit.

Action

Check the cable connection and make sure at least one active file server exists on the network. Also ask your supervisor to make sure the IPX file and the network board have the same configuration.

"Message NOT sent to
<servername>/<username> (station number)"

Explanation

If a number of messages have been sent to the user or group and have not been cleared, either of the following may be true:

- o The workstation's buffer for incoming messages may be full.
- o The message was not sent to the user or group because the user or group used the CASTOFF utility.

Action

Send the message later, or try another method of communication.

"Network Error <cause> during <operation>.
File = <drive>:<filename> Abort, Retry or Fail?"
(or "Abort, Retry?")

Explanation 1

The shell called a function call or a DOS interrupt, but the specified operation could not be performed. The <drive>:<filename> specify the drive and filename on which the error condition occurred.

Action 1

Press the R key to retry the operation and, if necessary, repeat this several times. If the

problem persists, ask your supervisor or look up the specific message in NetWare v3.11 System Messages.

Explanation 2

Your file server may be down.

Action 2

Press the A key to abort the operation, and then try to connect to the file server again. If this attempt fails, contact your supervisor.

"Password has expired"

Explanation

This message indicates your password has expired.

The network supervisor can require users to periodically change their passwords on the file server to protect the file server from access by unauthorized persons. The network supervisor can also assign a number of grace logins during which users can still use their old passwords (after they have expired) before having to create new passwords.

Action

Use the SETPASS command to change your password. If you use the old password during your remaining grace logins, be sure to change it before you run out of grace logins, or else your network supervisor has to change it for you.

"Password has expired and grace period has also expired."

Explanation

This message indicates that your user account is locked because your password has expired and you have used all your grace logins.

After your password expires, you may have a number of grace logins during which you can still use your old password. If you do not change your password before your grace logins are used, you are denied access.

Action

Since you have run out of grace logins, you cannot access your account until your network supervisor or manager assigns you a new password.

"Server <servername> not found"

Explanation

This message indicates that you tried to attach to the file server <servername>, but the file server did not respond for one of the following reasons:

- o You mistyped the name of the file server.
- o You specified a file server not cabled to your network.
- o You specified a file server that is down for system maintenance.

Action

- o Type the file server name correctly.
- o Use the SLIST command to list all the available file servers.
- o If the file server is down for maintenance, try the command later when the file server has been brought back up.

If you still have problems, ask your network supervisor for help.

"Unable to attach to server <servername>"

Explanation

This message indicates one of the following:

- o You mistyped the name of the file server.
- o You specified a file server not cabled to your network.
- o You specified a file server that is down for system maintenance.

Action

- o Type the file server name correctly.
- o Use the SLIST command to list all available file servers.
- o If the file server is down for maintenance, try the command later when the file server has been brought back up.

If you still have problems, ask your network supervisor for help.

"User <fileserv>/<username> not found"

Explanation

This message indicates that you either specified a user who does not exist on <fileserver> or mistyped the user's name.

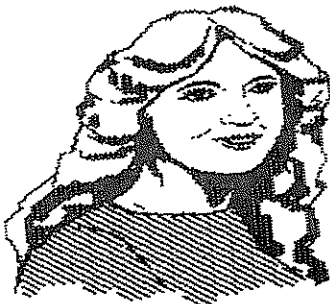
Action

- o Make sure you have typed the user's name correctly.
- o If you are not certain which users are established on the file server, use the SYSCON utility to view the list of network users.
- o You can also use the USERLIST command to view a list of currently attached users.

One of the most useful tools that any Novell Network user can have is access to Netwire on Compuserve. Netwire is a forum that contains messages, files, and access to Novell product information firsthand. You can submit questions to Novell technicians and hundreds of other Novell users. A must for any Netware user.

Another handy tool for those that do have access is the SALVAGE program. SALVAGE will let you undelete files throughout the system unless the directory is marked to be purged. PURGE is nice too because it will allow you to completely erase any files you created or copied. To use purge and or salvage make sure you are mapped to the public directory and execute them from any DOS prompt.

END OF ARTICLE



Game Demonstrations

By Larry Saunders

Starting next meeting I will be demonstrating the following games:

CORPS FLYING
DAYTONA USA
SEGA RALLY

Puzzle

Space Sci-Fi

```

D U F O D Y S S E Y N R Z L N
E B N U E K J O I K A T O T W
E R A T S E L T T A B G P X D
P S R E G O R K C U B D S O F
S I A R N S L L A B E C A P S
P E Y L J O L O J L R B N N J
A T B I I L Z S R A W R A T S
C I P M K E R T R A T S Z H F
E R M I A G N I H T E H T L L
N O I T A R E N E G T X E N J
I V A S O G R S A L I E N S M
N A I T R A M P M T O L U D Y
E F R S R E D A V N I I I P H
G A L A C T I C A I Q O G W R
N G R Q J G A E P W V D N S T

```

Below is a list of words that can be found in the puzzle above, they could be going in any direction. See if you can find them. GOOD LUCK

| |
|-----------------|
| Alien Nation |
| Aliens |
| Battlestar |
| Buck Rogers |
| Deep Space Nine |
| Favorite |
| Galactica |
| Invaders |
| Lost In Space |
| Martian |

| |
|-----------------|
| Next Generation |
| Odyssey |
| Outer Limits |
| Space Balls |
| Star Trek |
| Star Wars |
| The Thing |
| Twilight Zone |
| UFO |

Do You Have Any Dinosaurs Laying Around?

"Great, we just upgraded to 486s and now we have all these old 286s sitting around . . ."

"What? You can only give me \$50 for my 8088 computer? Are you kidding? I paid \$3000 for this 7 years ago!"

"Hmm, my company is giving away old 386SX machines. Can you use this at home?"

"How can we recoup money on these old PCs?"

Readables is happy to announce:
101 Uses for your PC Dinosaur

This booklet contains 101 uses for your old 8088 and above PC. Have you recently upgraded and are saddled with an old PC? Don't throw it away! You can use it immediately! Does your company have old, excess PCs? You can turn it into a goldmine with no additional money!

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The FUNNY SIDE of HELP-LINE

from PETER SCHUBERT

What if people knew (only) as much about the cars they buy, as they know about the computers they buy?

General Motors doesn't have a help line for people who don't know how to drive. Imagine if they did ... (Think of a computer software or hardware helpline)

HelpLine: "General Motors HelpLine, how can I help you?"

Customer: "I got in my car and closed the door and nothing happened!"

HelpLine: "Did you put the key in the ignition slot and turn it?"

Customer: "What's an ignition?"

HelpLine: "It's a starter motor that draws current from your battery and turns over the engine."

Customer: "Ignition? Motor? Battery? Engine? How come I have to know all these technical terms

Just to use my car?"

HelpLine: "General Motors HelpLine, how can I help you?"

Customer: "My car ran fine for a week and now it won't go anywhere!"

HelpLine: "Is the gas tank empty?"

Customer: "Huh!? How do I know?"

HelpLine: "There's a little gauge on the front panel with a needle and markings from 'E' to 'F'. Where is the needle pointing?"

Customer: "It's pointing to 'E'. What does that mean?"

HelpLine: "It means you have to visit a gasoline vendor and purchase some more gasoline. You can install it yourself or pay the vendor to install it for you."

Customer: "What? I paid \$12,000 for this car! Now you tell me that I have to keep buying more components? I want a car that comes with everything built in!"

HelpLine: "General Motors HelpLine, how can I help you?"

Customer: "Your cars suck!"

HelpLine: "What's wrong?"

Customer: "It crashed, that's what wrong!"

HelpLine: "What were you doing?"

Customer: "I wanted to run faster, so I pushed the accelerator pedal all the way to the floor. It worked for a while and then it crashed and it won't start now!"

HelpLine: "It's your responsibility if you misuse the product. What do you expect us to do about it?"

Customer: "I want you to send me one of the latest version that doesn't crash any more!"

"

HelpLine: "General Motors HelpLine, how can I help you?"

Customer: "Hi, I just bought my first car, and I chose your car because it has automatic transmission, cruise control, power steering, power brakes, and power door locks."

HelpLine: "Thanks for buying our car. How can I help you?"

Customer: "How do I work it?"

HelpLine: "Do you know how to drive?"

Customer: "Do I know how to what?"

HelpLine: "Do you know how to drive?."

Customer: "I'm not a technical person. I just want to go places in my car!"



Tracking Partitions. - A brief explanation .

by John Paine

The computer starts loading the operating system by loading the first sector of the disk (track 0, side 0, sector 1). On a floppy diskette, the computer loads the DOS boot sector. On a hard disk, the computer loads the master boot record of the disk.

The master boot record is similar to the DOS boot record. The master boot record contains the master bootstrap loader, which starts the active partition (the partition that has an 80 hex as its active partition marker). This brings in the normal DOS boot sector, which continues the start-up of DOS.

The description of the media differs between hard disks and floppy diskettes. The master boot record holds the following disk partition information:

- Active partition marker
- Starting side, sector, and cylinder numbers of the partition
- Partition type
- Ending side, sector, and cylinder numbers of the partition
- Number of sectors before the start of the partition
- Number of sectors held by the partition

This information is a table that contains four 16-byte entries. Table A.3 shows the layout of partition information.

