IRIS
CUSTOMER
SUPPORT
BULLETIN

October 10, 1984

POINT 4 Data Corporation

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TO: IRIS Subscription Service Customers   4444

FROM: IRIS Customer Support

DATE: October 10, 1984

SUBJ: CUSTOMER SUPPORT BULLETIN CONTENTS

I. IRIS SYSTEM UPDATES

    A.   CUSTOMER SUPPORT NEWS

    B.   SOFTWARE CHANGE ORDERS FOR R8.2 SYSTEMS - NONE

    C.   SOFTWARE CHANGE ORDERS FOR R7.5 SYSTEMS - NONE

II. PUBLICATIONS BULLETIN - NONE

POINT 4 DATA CORPORATION

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CUSTOMER SUPPORT NEWS

October 10, 1984

by

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Director, IRIS Customer Support

This month, there are three important notices I want to pass on to all users:

1. We have found a serious problem in DISCUTILITY 2.2 for the MARK 2. This problem only affects systems that have an Atasi 45MB drive. The problem causes format, save, and restore to work unreliably but no direct error indication is given. Save and restore will work properly if OPTS are used. The 20MB Atasi, the MARK 3, and the MARK 5/9 systems do not have this problem at all. Nor does MARK 2 DISCUTILITY Rev 1.2 have this problem.

   This is a very serious problem because backups of the whole 45MB Atasi drive (i.e., without using OPTS) will appear to be good and will even verify correctly. However, the tapes made will not be a valid backup of the disc drive.

   The solution is to enter the following patch into MARK 2 DISCUTILITY 2.2:

Location	New Contents	Old Contents
3365	41052	41152

   Then make a new set of backup tapes to make sure you have a good set.

2. Do not make discsub 151 memory resident as that can cause system crashes.

3. When using IRIS R8.2C on a MARK 9 system, make PSIZ (at 400 in CONFIG) a multiple of 2000 octal. Thus 20000 and 26000 are acceptable values for PSIZ whereas 25000 is not.