

**IRIS
CUSTOMER
SUPPORT
BULLETIN**

April 10, 1984

1. The first part of the document discusses the importance of maintaining accurate records of all transactions and activities. It emphasizes that this is crucial for ensuring transparency and accountability in the organization's operations.

2. The second part of the document outlines the various methods and tools used to collect and analyze data. It highlights the need for consistent data collection procedures and the use of advanced analytical techniques to derive meaningful insights from the data.

3. The third part of the document focuses on the role of technology in data management and analysis. It discusses how modern software solutions can streamline data collection, storage, and processing, thereby improving efficiency and accuracy.

4. The fourth part of the document addresses the challenges associated with data management, such as data quality, security, and privacy. It provides strategies to mitigate these risks and ensure that the data remains reliable and secure throughout its lifecycle.

5. The fifth part of the document concludes by summarizing the key findings and recommendations. It stresses the importance of a data-driven approach in decision-making and the need for continuous monitoring and improvement of data management practices.

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TECHNICAL
MEMORANDUM

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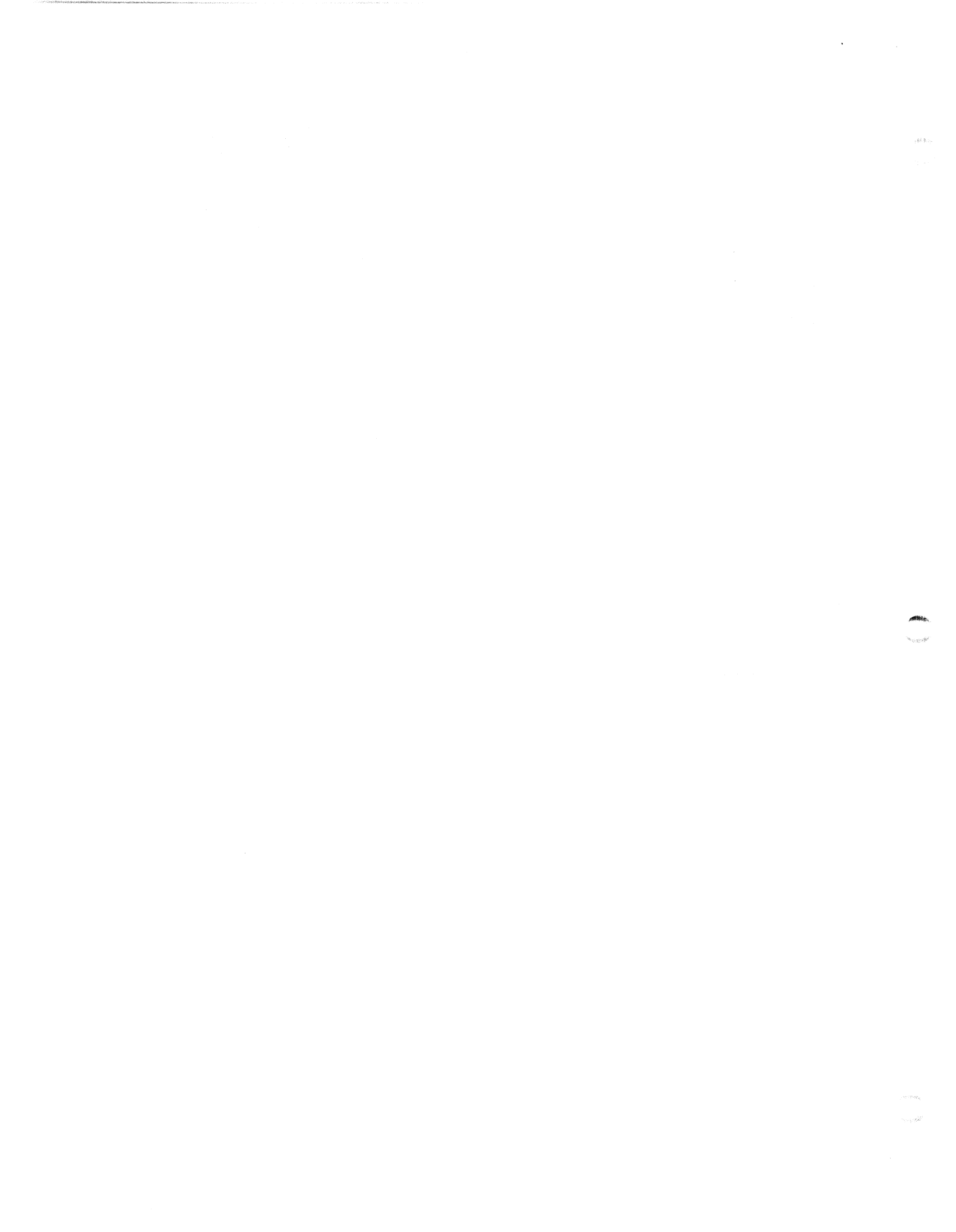
TO: IRIS Subscription Service Customers
FROM: IRIS Customer Support
DATE: April 10, 1984
SUBJ: CUSTOMER SUPPORT BULLETIN

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. DOCUMENTATION UPDATES

- A. IRIS R8 DOCUMENTATION
 - 1. IRIS R8.2B Peripherals Handbook Update Package, Rev 14
 - 2. New R8.2 Tech Memos:
 - a. Half-inch STREAMER Utility
 - b. New MARK 3 DISCUTILITY Flaw Mapping
 - c. Supplement to Business BASIC Manual
- B. PUBLICATIONS BULLETIN



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CUSTOMER SUPPORT NEWS

April 10, 1984

by

**Steven C. Moritsugu
Director, IRIS Customer Support**

INSIDE THIS MONTH'S BULLETIN

As I indicated last month, there are no patches for this month's bulletin. We are busy preparing the release of IRIS Rev R8.2C which will support the MARK 9 mapped memory. Release is planned for early May and the upgrade procedure will allow replacing any version of R8.2 with R8.2C. Use of the mapped memory option will require enabling a Pico-N bit, so please make arrangements with sales when ordering R8.2C and MARK 9's.

HALF-INCH STREAMER UTILITY

One new tech memo enclosed in this month's bulletin is on the "Half-Inch STREAMER Utility". We are in the process of publishing a definitive list that shows which POINT 4-supplied programs are fully supported and which are non-supported. Non-supported products are programs and utilities developed outside of POINT 4 that have proven useful and stable in actual use. They are non-supported because POINT 4 was not involved in the initial design specification and could not monitor standards of coding, documentation, support ability, and maintainability. They are provided as a service to our customers to use, modify, or borrow from, as the customer may find to be useful.

NEW MARK 3 DISCUTILITY FLAW MAPPING

The "New MARK 3 DISCUTILITY Flaw Mapping Tech Memo" contains important information. You will find on MARK 3 Systems, that more and more Winchester drives have such large numbers of allowed media flaws that those drives require DISCUTILITY 3.3 or later in order to be formatted.

DISCUTILITY 3.3 or later requires using IRIS R8.2A (or later), or R7.5A (or later). The tech memo gives more detailed information on this.

IRIS BUSINESS BASIC MANUAL SUPPLEMENTS

I have found the new R8.2 Business BASIC Manual a joy to use. It is missing some sections which will be supplied as supplements and tech memos over the next several months. Enclosed this month is the "Supplement to Business BASIC Manual" which documents many of the enhancements not available in Rev 7.5.

CTUTILITY

In last month's bulletin, I described problems in older versions of CTUTILITY. For R8, you should be using CTUTILITY Rev 5.6 or 5.7. (These are functionally identical.) If you ever find yourself in a spot where you need the newest version of CTUTILITY shipped to you by express mail, we will have to bill you for the shipping charges. Please read your bulletins carefully so that you can update your CTUTILITY, if necessary, at standard rates without having to pay additional express mail charges.

SECURITY

On any IRIS System, there are four passwords that you should change since everyone knows what the default passwords are. You should change:

1. Manager Account password
2. Utility Account password
3. DSP password
4. GUARD password

This is especially true on systems that allow dial-in modem access over phone lines.

REVISION NUMBERING

IRIS R8.2A is an enhanced version of IRIS R8.2; R8.2B is an enhanced version of R8.2A and R8.2C will be an enhanced version of R8.2B. It is not possible to upgrade from R8.2 to R8.2A or from R8.2A to R8.2B by applying patches. If you have been faithfully applying patches, then you have the most up-to-date version of your original revision of IRIS, but if you started with R8.2, it remains R8.2.

FEATURES OF IRIS REVISIONS

In past monthly bulletins, I have described the features of R8.2A and R8.2B and will continue to do so for future revisions of IRIS so you can decide if you want to order that revision. In our new newsletter, "The IRIS Connection", I have summarized the differences between IRIS R7.5, R8.2, R8.2A, and R8.2B in the article entitled "Thirty-four Ways Better". If you have not yet received your free copy of this newsletter, please contact our sales department.

