20 August 1984

Dear Service Center,

There is a subtle, but very important, change to the 'Latest ROM Releases' and the 'Current Software and Firmware Releases' in this Update; a bold typeface is used to denote new items and italics to denote changes from the previous list. The highlighting of changes to the lists is a direct response to a request by a Service Center. We appreciate the suggestion and remind you that you may send your comments or suggestions for the Update to the Customer Service Update Editor.

There are several 'Hot' items this month. Pages 6 and 12 describe software upgrades available from Customer Service. Ordering information on the new Extended Limited Warranties and an addendum to the Customer Service Price List are two other items which should be of special interest to you.

In next month's issue there will be some tips on the Utility and Printer Server operation. A note here: When using the Printer Server from an OmniDrive, it is necessary to initialize Pipes and spool a file prior to turning on the Printer Server. If this is not done, the Printer Server may not find the pipes area.

Regards,

George Amarandos
Product Support Manager
CUSTOMER SERVICE UPDATE 4.8 20 AUGUST 1984

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**LATEST ROM RELEASES**

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**MISCELLANEOUS**

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CURRENT SOFTWARE AND FIRMWARE RELEASES

Note: Additions to the July 1984 list are in bold face type. Changes to the July 1984 list are in *italics.*

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DEC RAINBOW

The 24 May 1984 release of utilities for the DEC Rainbow contains errors in two areas:

1) A problem has been discovered when using the Mirror program to restore an image. The program will continue to run and never return to indicate a successful restore.

2) The Omninet driver may occasionally report erroneous transmission failures. These will appear to the user as Omninet Errors 80, 82, or 83.

Both items have been corrected with the release of the Omninet driver. A single diskette is available from Customer Service at no charge. Specify Part Number 9000-00072-00 when ordering.

A separate item to note concerning the 24 May release of DEC Rainbow MS-DOS utilities: This release is intended for Omninet installation; although flat cable operation may work, it is not supported by Corvus.
APPLE II/Ile

When installing Constellation II on the Apple II/Ile, operating systems (i.e. DOS 3.3 or Pascal) are added after the drive has been “Sysgen-ed” for Constellation II use. If when installing an operating system the “Modify Existing Drive” option does not allow the addition of the four Apple operating systems (i.e. the options are not displayed), the Transporter card is probably not installed in slot 6 per the instructions in the System Generation Guide, or the floppy interface card is not in slot 4. Make the appropriate slot corrections and re-boot as A2MGR to install the desired operating system.

If the message “Corvus Volume Table Not Found” appears, the problem may be a non-standard floppy controller or drive.

When using The Bank in conjunction with the Apple II under Constellation II, note that to format a tape the Transporter card must be in slot 7. Attempting to use any other slot will cause the Apple to jump into the machine language monitor when format is selected.
UPDATE VOLUME 4.8

UTILITY SERVER

This month two issues will be addressed concerning the Utility Server. One involves difficulty installing the Printer Server software; the other, setting the time and date.

Numerous calls have been received from customers who are receiving Pascal “I/O Error #8” when attempting to install the Printer Server software. Failing to correctly create the PSERVER volume is normally the cause of this error. Instructions for creating the PSERVER volume can be found on page 6 of the *Utility Server Manager's Guide; Constellation II Printer Server (7100-04910)*.

Failure to correctly mount the PSERVER volume will result in the error message “I/O Error #9” when attempting to “Update Utilities” from the Maintenance Manager. The error appears when the update program fails to find either the Printer Server distribution diskette in the first available floppy drive or the PSERVER volume is not on the required mount unit. Instructions are given in step 5 on page 9 of the above mentioned *Utility Server Manager's Guide*.

The correct unit to mount volume PSERVER on by computer type is:

- Apple II/Ile 11
- DEC Rainbow 9
- IBM PC/XT 10
- Texas Instruments Professional 10
- Zenith Z100 10

As the PSERVER volume must be mounted on the unit specified above, the availability of that unit should be ascertained prior to mounting the volume. List the mounted volumes, and remount any volume currently mounted to the desired PSERVER unit.

Some users have reported difficulty in setting the time and date when using the Time Service portion of the Utility Server Manager software.

In most cases the difficulty was caused by the incorrect setting of a DIP switch within the Utility Server. Note that when position 8 of the DIP switch is “OFF” the time and date will be loaded from the disk drive at power-on. When position 8 is “ON” the time and date will be loaded from the internal clock chip.

It is recommended that once the time and date are loaded initially to the Utility Server, that position 8 be turned “ON” and that the server be left on to retain the current time and date.
IBM XT MIRROR

Some users have reported that when attempting to back-up using the XT Mirror card for the first time the computer "hangs." The problem has been traced to the incorrect setting of jumper "E1" on the XT Mirror card. (The jumper is located on the lower portion of the card between ICs U19 and U20). This jumper should be installed either on position A or position B, but not both. A number of cards were shipped from Corvus with both positions jumpered. For proper operation these cards should be checked before use.
DRIVE AND SERVER NAMES AND PASSWORDS

The April 1984 Service Update detailed a procedure to alter the names and passwords of both the disk server and disk drive. Following the use of the FIXIT program to modify drive or server names, or passwords, the users' attributes must be modified using Constellation II utilities to reflect the changes made.

It should be noted that with the release of multiple server software an additional step is now required to specify the "Home Server."
CONCEPT BUFFERED FLOPPY INTERFACE CARDS

Several calls have been received from customers who have removed jumpers which are installed on the buffered floppy interface and subsequently could not use the interface card.

The correct jumper settings are as follows:

**5 1/4’’ Double Sided Drive**

E1 — B & C
E3 — Jumpered
E5 — Jumpered
E7 — Jumpered
E10 — B & C
E11 — B & C

**8’’ Double Sided Drive**

E1 — A & B
E2 — Jumpered
E5 — Jumpered
E6 — Jumpered
E10 — A & B
SHUGART DRIVES WITH IBM PC'S AND ZENITH 150'S

IBM PC and Zenith 150 users with Shugart floppy disk drives have been unable to initialize their Corvus disk drives. This is the result of a slower step rate used by Shugart. To rectify this problem, a new set of CORMS diskettes has been released. These are CORMS21 and CORMS22, part number 9000-0070-00. This 3 August release is available through Customer Service as a no-charge upgrade to users who have previously purchased this Corvus software.
NEW EXTENDED LIMITED WARRANTY AVAILABLE

A new Extended Limited Warranty package is available (United States only). All Corvus products may be covered, and at more attractive prices. Coverage may be purchased for a period of 6 or 24 months and is renewable; there is no longer a 30-month limitation on warranty coverage. Each Warranty Agreement can be tailored to the individual customer’s needs which eliminates the need to stock product-specific warranties.

Further details on the new Extended Limited Warranty (Part Number 7100-06531-01) are available from Corvus Customer Service Administration at 408-559-5229.
UPDATE VOLUME 4.8
20 AUGUST 1984

CUSTOMER SERVICE PRICE LIST ADDENDUM

The prices below are additions or changes to the “Corvus Customer Service Administration Manual Supplement,” June 1984, Part Number 7100-06176-01. Price changes shall be effective 20 September 1984.

### Customer Service Retail Price Schedule

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### Customer Service Exchange Price Schedule

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C — Price Change
A — New Item