

XA0291S  
00.00.00

WANG LABORATORIES INC.  
PROBLEM TRACKING AND REPORTING  
COMPLETE DETAIL REPORT  
HEADER INFO  
PROBLEM NUMBER M800023719

PAGE: 1  
18 JAN 1994  
16:26:42

PROBLEM NUMBER: M800023719 CUST NAME: JOHNSON PAPPERS AB, BERNDT  
PRIORITY P1 CUST NUMBER: S1 00001199001  
PROBLEM TYPE: ESC CUST CONTACT: TORBJORN SAGNER (WANG)  
LINK TO PROB NO: CUST CONT PHONE: 46-8 -705-8678  
CUST ADDRESS 1: CYPRESSV[GEN 21  
CUST ADDRESS 2: ANDERS OLSSON  
CUST ADDRESS 3:  
SYSTEM MODEL NO: CUST CITY: MALM\  
GEN SYST MODEL: CPU CUST ST/PROV:  
O. S. VERSION: 01 29 CUST ZIP: 21363- CUST RDB: S2400  
HW MODEL NUMBER: CS/386-400N CUST COUNTRY:  
SW MODEL NUMBER: OS  
SW VERSION: 01 29  
RDB ASSIGNED: 8760  
PERSON ASSIGNED: BAHIA MICHAEL E  
ALL INFO. AVAILABLE: Y ORIG NAME: SAGNER TORBJORN  
ORIG EMPL NO: S1-00449  
SERIAL NUMBER: ORIG PHONE: - - -  
ORIG RDB: S2400  
CALL TRKG DATE: 00/00/00 00:00 DATE ENTER PTR: 11/18/93  
ALL TRKG NO: RES DEPLOYED:  
STATUS DATE: 01/18/94 DATE TO R&D: 11/24/93  
STATUS CODE: S C 595 WKDAYS IN R&D: 55.00  
STATUS ABBREV: PERM FIX TOT WKDAYS OPEN: 61.00  
STATUS DESC: PERMANENT FIX - GENERAL RELEASE

PROBLEM STATEMENT :SAGNER TORBJORN DATE: 11/18/93 TIME: 04:13  
Performance problem after upgrade to os 1.29  
If users exit application with RESET the system becomes slow, it  
looks like the cpu is "looping". The system becomes more slower after  
each performed exit using RESET insted of by the program deffind exit.  
There are three ways to get around this.  
1. Wait aprox 1/2 hour the the system is ok  
2. Reboot system  
3. Tell all users to avoid the RESET exit. (they are used to use RESET and it  
worked before with the old system)  
I can't tell if they have this problem before with the TURBO and OS 1.10

RESOLUTION TEXT :BAHIA MICHAEL E DATE: 01/18/94 TIME: 16:21  
SC595. System is running satisfactory with release 1.30.00. Close call per  
eld.

XA0291S  
00.00.00

WANG LABORATORIES INC.  
PROBLEM TRACKING AND REPORTING  
COMPLETE DETAIL REPORT  
PROBLEM DETAIL  
PROBLEM NUMBER M800023719

PAGE: 3  
18 JAN 1994  
16:26:42

ASSIGNED: SAGNER TORBJORN DATE: 01/10/94 TIME: 05:31  
Yes, for the moment, please return call for closure.

ASSIGNED: BAHIA MICHAEL E DATE: 12/15/93 TIME: 16:26  
Torbjorn, is customer satisfied with current operation and performance of system?

ASSIGNED: SAGNER TORBJORN DATE: 12/15/93 TIME: 06:49  
We have decided to stay with version 1.3. IF there be a future fix then we go with that one. Please close call.

ASSIGNED: BAHIA MICHAEL E DATE: 12/09/93 TIME: 10:03  
Did some more testing with 1.30.01 concerning performance. Performance slow downs we have reproduced occur when using the old bus with heavy disk access while also doing a lot of screen I/O to the MXF. Performance was about the same if using disk through the 22C11-HS Controller on either O/S. However, any heavy activity on the old bus for example with TC may also create a performance problem w/ 1.30.01. You will need to weigh the trade-offs between the 2. If you are experiencing performance problems since upgrading from 1.1, is it more of a problem than what terminal hangs may have occurred on 1.1. We are looking at the MXF code now but it is highly unlikely we will be able to make much progress against these problems unless a change of heart occurs and the contract for our R&D person is extended. If this is going to create a serious issue for you, you should make your concerns known.

ASSIGNED: SAGNER TORBJORN DATE: 12/09/93 TIME: 07:07  
Mike, i don't know what is best. I think we should stay with 1.3. do you have any suggestions.

ASSIGNED: BAHIA MICHAEL E DATE: 12/07/93 TIME: 13:47  
Have a new Turbo O/S, what we are calling 1.25. It is the same as the latest Turbo Rel 1.30.01 but without the MXF terminal hang fix done between 1.1 and 1.18. Basically 1.25 gives you the same performance as 1.1 with all the latest bug fixes in 1.30.01. However, with 1.25 rel you can expect that the terminal hang problem will be back. This gives you the choice of either 1.30.01 with possible performance issue or 1.25 with possible intermittent terminal hang. Let me know if you would like to try 1.25. We are currently looking at the MXF code. Unfortunately, come January we will likely lose our 1 R&D engineer needed to fix bugs as it is currently planned to let the contract expire. If you have concerns about this they should probably be addressed with any or all of the following people:

Don Casey, Executive Director of R&D  
Gene Roy, Manager of Continuation Engineering  
Bob Trottier, Director of Continuation Engineering

ASSIGNED: SAGNER TORBJORN      DATE: 12/07/93      TIME: 08:06

Sorry for update delay.

No there is no particular program running when the problem occure

No can't duplicate problem, it seams that you need 16-20 active terminals to duplicate problem.

Yes it's only occures after RESET, the system has now been running error free for two weeks after i suggested the customer to ONLY use the right way of ending an execution and NOT use RESET as an ending routine.

It seams to me that the problem can have something to do with the RESET sequense that resets disk and cash.

ASSIGNED: BAHIA MICHAEL E      DATE: 11/24/93      TIME: 10:14

Can this problem be duplicated? What kind of programs are running when the system slowdowns occur? Any information you can supply that may help to reproduce the problem would be helpful. Does it only seem to occur after RESET is keyed or is someone keying RESET because the system appears to be hung or extremely slow?

XA0291S  
00.00.00

WANG LABORATORIES INC.  
PROBLEM TRACKING AND REPORTING  
COMPLETE DETAIL REPORT  
HEADER INFO  
PROBLEM NUMBER M900007256

PAGE: 1  
18 JAN 1994  
17:15:09

PROBLEM NUMBER: M900007256 CUST NAME: HUTCHISON PAGING LTD  
PRIORITY P1 CUST NUMBER: HH 00000001370  
PROBLEM TYPE: ESC CUST CONTACT: VICTOR LAU  
LINK TO PROB NO: CUST CONT PHONE: 88-047-26 -  
CUST ADDRESS 1:  
CUST ADDRESS 2:  
CUST ADDRESS 3:  
SYSTEM MODEL NO: CS/386-800N CUST CITY:  
GEN SYST MODEL: 2200 CS 386 CPU CUST ST/PROV:  
O. S. VERSION: 01 18 CUST ZIP: - CUST RDB: H9906  
HW MODEL NUMBER: CUST COUNTRY:  
SW MODEL NUMBER: OS  
SW VERSION: 01 18  
RDB ASSIGNED: 8760  
PERSON ASSIGNED: BAHIA MICHAEL E  
ALL INFO. AVAILABLE: Y ORIG NAME: LAU VICTOR  
ORIG EMPL NO: HH-99123  
SERIAL NUMBER: ORIG PHONE: - - -  
ORIG RDB: H9906  
CALL TRKG DATE: 00/00/00 00:00 DATE ENTER PTR: 07/23/92  
CALL TRKG NO: RES DEPLOYED:  
STATUS DATE: 01/18/94 DATE TO R&D: 07/27/92  
STATUS CODE: S C 410 WKDAYS IN R&D: 540.00  
STATUS ABBREV: ANOMALY-C TOT WKDAYS OPEN: 543.00  
STATUS DESC: KNOWN ANOMALY - CONFIRMED

PROBLEM STATEMENT :LAU VICTOR DATE: 07/23/92 TIME: 23:34  
PROB: Two CS/TURBO multiplex to a DS. When one CPU running CPU diagnostic  
from @BOOT menu, the other CPU can't access the same disk drive.  
H/W: CS/386-800N x2, 2275MUX x2, 22C80 x2, 2236MXF x4  
DS x2 ( 1.2M + 150M tape + 140M + 140M + R3E PROM )  
S/W: TURBO OS 1.18, Diagnostic Rev 1170  
Note: CPU PROM: L50-R2xx Checksum 91F8  
L64-R2xx Checksum 6664  
MXF PROM L 7-R3xx Checksum B7F9  
L14-R3xx Checksum 9B7C

RESOLUTION TEXT :BAHIA MICHAEL E DATE: 01/18/94 TIME: 17:05  
HC410. Known anomaly. If the customer level diagnostics are run from the  
boot screen through a 22C80 to a 2275MUX, other CPUs sharing the same disk  
are locked out. There is no plan to fix this problem at this time. There is  
a real circumvention to this issue, only to avoid this scenario. A  
preferred way to test the CPU would be to run on-line diagnostics such as the  
Instruction Exerciser program. Not an issue at this site at this time as  
the system is being moved. Closing call as requested by field.

---

ASSIGNED: BAHIA MICHAEL E DATE: 01/18/94 TIME: 17:04  
Unlinked call for purpose of closing as requested by field.

ASSIGNED: BAHIA MICHAEL E DATE: 11/05/92 TIME: 17:11  
Update acknowledged.

ASSIGNED: CHUI SIMON DATE: 11/04/92 TIME: 03:10  
To R&D: Michael, update ack'd. Will use this as circumvention to verify the CPU after system fail or any hardware replacement.  
Pls keep us informed if there is any progress in this case.

ASSIGNED: BAHIA MICHAEL E DATE: 10/23/92 TIME: 12:24  
Nothing new here. R&D will be needed to fix this problem. However, this specific issue should not be that critical. The on-line diagnostics are the suggested tools for testing the Turbo.

ASSIGNED: BAHIA MICHAEL E DATE: 09/11/92 TIME: 10:11  
Update acknowledged.

ASSIGNED: CHUI SIMON DATE: 09/10/92 TIME: 20:54  
To R&D: Michael, ack'd update, thanks. Pls push for the fix.

ASSIGNED: BAHIA MICHAEL E DATE: 09/10/92 TIME: 09:19  
Still waiting on fix. Have resent list of bugs for Turbo of which this is one.

ASSIGNED: BAHIA MICHAEL E DATE: 08/18/92 TIME: 09:55  
Product PTR P2/17527 opened on this problem. R&D has a list of the open bugs against 1.18 including this problem. Hope to have something by next week but it will depend on how difficult each of these bugs are to fix.

ASSIGNED: CHUI SIMON DATE: 08/13/92 TIME: 02:41  
Michael, any status update on new OS?

ASSIGNED: BAHIA MICHAEL E DATE: 08/12/92 TIME: 11:11  
Additional information. If using the 22C11-HS Controller MUX port instead of the 210-7715 22C80 Board, the 2275MUX board will be locked up by the Turbo if the MUX is accessed at all during a boot. The 2275MUX remains hogged until the @GENPART screen comes up or the Turbo comes READY. This problem should be corrected on the next release.

ASSIGNED: BAHIA MICHAEL E DATE: 08/05/92 TIME: 08:55  
We hope to have this fix rolled into the next release of the O/S. We hope to possibly get a new O/S next week.

ASSIGNED: LAU VICTOR DATE: 08/04/92 TIME: 19:04

ASSIGNED: LAU VICTOR                      DATE: 08/04/92    TIME: 19:04  
Any update?

ASSIGNED: BAHIA MICHAEL E                DATE: 07/29/92    TIME: 16:59  
Problem has been duplicated. Product PTR P2/17527 opened with R&D to resolve this issue.

ASSIGNED: CHUI SIMON                      DATE: 07/27/92    TIME: 21:34  
To R&D: Update ack'd. Pls keep us informed of the test result.

ASSIGNED: BAHIA MICHAEL E                DATE: 07/27/92    TIME: 16:42  
Will test out & update you. This should not be a big problem to fix.

ASSIGNED: CHUI SIMON                      DATE: 07/27/92    TIME: 02:06  
To R&D: Problem had been verified in OS 1.15, 1.17 as well.

ASSIGNED: CHUI SIMON                      DATE: 07/27/92    TIME: 01:43  
Initial escalate to R&D for assistance. Problem was occurred during in-house testing. Pls advise.

ASSIGNED: LAU VICTOR                      DATE: 07/23/92    TIME: 23:34  
Q: Solid

DUP : 1)Boot up CPU1 and run the a program as follow:

10 LIST DCT/D21: GOTO 10

2)Run Diagnostic from CPU2 from @BOOT menu from the same disk drive  
Then the program of CPU1 will hang. RESET CPU2 WS will not resume  
program of CPU1. It need to for CPU2 to access the disk again by  
pressing SF'3 before the CPU1 program can resume.  
No problem for CS/386.

XA0291S  
00.00.00

WANG LABORATORIES INC.  
PROBLEM TRACKING AND REPORTING  
COMPLETE DETAIL REPORT  
HEADER INFO  
PROBLEM NUMBER M900006920

PAGE: 1  
18 JAN 1994  
17:01:52

PROBLEM NUMBER: M900006920 CUST NAME: HUTCHISON PAGING LTD  
PRIORITY P1 CUST NUMBER: HH 00000001370  
PROBLEM TYPE: ESC CUST CONTACT: VICTOR LAU  
LINK TO PROB NO: CUST CONT PHONE: 88-047-26 -  
CUST ADDRESS 1:  
CUST ADDRESS 2:  
SYSTEM MODEL NO: CS/386-800N CUST ADDRESS 3:  
GEN SYST MODEL: 2200 CS 386 CPU CUST CITY:  
O. S. VERSION: 01 15 CUST ST/PROV:  
HW MODEL NUMBER: CS/386-800N CUST ZIP: - CUST RDB: H9906  
SW MODEL NUMBER: CUST COUNTRY:  
SW VERSION:

RDB ASSIGNED: 8760  
PERSON ASSIGNED: BAHIA MICHAEL E  
ALL INFO. AVAILABLE: Y ORIG NAME: LAU VICTOR  
SERIAL NUMBER: ORIG EMPL NO: HH-99123  
ORIG PHONE: - - -  
ORIG RDB: H9906

CALL TRKG DATE: 00/00/00 00:00 DATE ENTER PTR: 05/03/92  
ALL TRKG NO: RES DEPLOYED:

STATUS DATE: 01/18/94 DATE TO R&D: 05/07/92  
STATUS CODE: H C 410 WKDAYS IN R&D: 621.00  
STATUS ABBREV: ANOMALY-C TOT WKDAYS OPEN: 624.00  
STATUS DESC: KNOWN ANOMALY - CONFIRMED

PROBLEM STATEMENT :CHUI SIMON DATE: 05/04/92 TIME: 03:40  
PROB: Two CS/386 Turbo multiplex to a DS. If one CPU (either contains 2275MUX or 22C80 controller) power OFF and then ON again, the CPU can't bootstrap and hang at "Loading OS .....". The other CPU can't access the DS too. It is necessary to power OFF DS and ON again before the CPU can bootstrap. There is no such problem for CS/386. It is not allowed at the user environment.  
Circumvention: After power ON the CPU and before press the "RESET" key, access the DS from another CPU.  
H/W: CS/386-800N x2, 2275MUX x2, 22C80 x2, 2236MXF x4  
2200DS (1.2M+150M tape drive +140M+140M + R4 PROM )  
S/W: CS/TURBO OS 1.15

RESOLUTION TEXT :BAHIA MICHAEL E DATE: 01/18/94 TIME: 16:54  
HC410. Known Anomaly. If 2275MUX is installed in a Turbo, when Turbo is powered on the board is not properly reset. Secondary CPU's cannot access drive until RESET is keyed from that CPU or the Turbo housing the board accesses the drive. Either way provides an adequate circumvention. Cust is moving system so problem is no longer an issue. Closing call as requested by field.

---

ASSIGNED:    BAHIA MICHAEL E                      DATE: 01/18/94    TIME: 16:53  
Unlinked call for purpose of closing as requested by field.

ASSIGNED:    BAHIA MICHAEL E                      DATE: 01/04/94    TIME: 09:40  
At this time we are no longer expecting to fix this problem. If you have concerns please contact Sustaining Engineering.

ASSIGNED:    BAHIA MICHAEL E                      DATE: 11/09/92    TIME: 15:30  
What proms are you referring to? Retested this problem on 1.18 with the new proms and still existed. These CPU proms were as follows:  
          L50 - checksum 91F8                      L64 - checksum 6664  
If you are using something different please identify, otherwise I believe the problem still exists. See my 8/6/92 update for details.

ASSIGNED:    CHUI SIMON                              DATE: 11/05/92    TIME: 21:05  
To R&D: Michael, the problem have not been reported any more at the site after replacing the proms. Therefore would you pls to sent the call back for our closure. Thanks.

ASSIGNED:    BAHIA MICHAEL E                      DATE: 10/16/92    TIME: 16:49  
Need R&D to resolve. This would not appear to be that big a problem. If master CPU is powered off, key RESET as soon as screen diags start from system console to circumvent as quickly as possible.

ASSIGNED:    BAHIA MICHAEL E                      DATE: 08/06/92    TIME: 15:41  
Retested with Maint Rel 1.18 and new proms. Still have problem if have 2 CPU's Mux'd to the same disk. If the CPU housing the 2275MUX is a Turbo & it is powered off & on secondary CPUs cannot access the disk on the Mux unless RESET is keyed on the CPU or until the Turbo housing the 2275MUX accesses any disk. It appears the Turbo is not correctly issuing a RESET to the 2275MUX & therefore the disk attached to the 2275MUX is Not Ready. We are trying to fix this issue via Product PTR P2/17452.

ASSIGNED:    BAHIA MICHAEL E                      DATE: 07/27/92    TIME: 16:59  
Just back from vacation. Hope to test this week.

ASSIGNED:    CHUI SIMON                              DATE: 07/15/92    TIME: 19:26  
To R&D: Update ack'd.

ASSIGNED:    BAHIA MICHAEL E                      DATE: 07/10/92    TIME: 14:47  
Proms on order. On vacation for 2 weeks. If need assistance in meantime contact Gene Roy or Michael Riley. Back 7/27.

ASSIGNED:    BAHIA MICHAEL E                      DATE: 06/18/92    TIME: 10:42  
Update acknowledged. Want to test fix here before returning call. Have not received new proms yet.



XAO291S  
00.00.00

WANG LABORATORIES INC.  
PROBLEM TRACKING AND REPORTING  
COMPLETE DETAIL REPORT  
PROBLEM DETAIL  
PROBLEM NUMBER M900006920

PAGE: 4  
18 JAN 1994  
17:01:52

ASSIGNED: LAU VICTOR DATE: 06/16/92 TIME: 21:28

The 2 problem of 1) Have to power OFF/ON DS if power OFF/ON CPU with 2275MUX  
2) Have to press RESET at WS to access 2nd disk after power  
OFF/ON CPU

are fixed by 2nd update of CPU R2 PROM from Duncan.

378-9509 R2 2nd update Check sum 91F8

378-9508 R2 2nd update Check sum 6664

Call can be closed. Tk.

ASSIGNED: BAHIA MICHAEL E DATE: 05/26/92 TIME: 10:39

Cannot update the header on this call to upgrade to CRITICAL because it is  
locked.

ASSIGNED: LAU VICTOR DATE: 05/21/92 TIME: 22:19

Call requested to raise to CRITICAL

ASSIGNED: BAHIA MICHAEL E DATE: 05/21/92 TIME: 15:16

Product PTR P2/17452 opened on this issued. Linked this call to PTR P2/17452

ASSIGNED: BAHIA MICHAEL E DATE: 05/20/92 TIME: 13:11

He duplicated your problem. Will escalate from this side.

ASSIGNED: LAU VICTOR DATE: 05/20/92 TIME: 01:10

The problem can be duplicated by 1 CPU with 2 2275MUX and 2 DS. The CPU PROM  
and MXF PROM is updated from Duncan. The exact revision unknown. Before  
update, same symptom.

The checksum of MXF PROM are 378-9511 (B421) & 378-9510 (9418)

CPU PROM 378-9509 (7E58) & 378-9508 (5722)

Duplicate procedure as follow:

- 1) power on 2 DS
- 2) power on CPU
- 3) IPL from 1st disk address 320
- 4) LISTDCT/D31 -----> Hang
- 5) Have to press RESET to LISTDCT/D31 again.

ASSIGNED: BAHIA MICHAEL E DATE: 05/18/92 TIME: 12:19

Will advise R&D of current status but I cannot duplicate. Can this problem  
be duplicated with 1 CPU? What are the board & prom revisions of the Turbo  
boards being used; CPU, MXF, 22C11-HS?

ASSIGNED: LAU VICTOR DATE: 05/17/92 TIME: 19:40

There was only one set PROM from Duncan, after install, the 1st problem of  
having to power DS to access disk is solved. The other problem of having  
to press RESET in order to access second DS other than the IPL DS still  
remain. The problem can be simulated after power OFF/On CPU, no problem for

XAO291S  
00.00.00

WANG LABORATORIES INC.  
PROBLEM TRACKING AND REPORTING  
COMPLETE DETAIL REPORT  
PROBLEM DETAIL  
PROBLEM NUMBER M900006920

PAGE: 5  
18 JAN 1994  
17:01:52

---

ASSIGNED: LAU VICTOR                      DATE: 05/17/92      TIME: 19:40  
warm boot.

ASSIGNED: BAHIA MICHAEL E                  DATE: 05/14/92      TIME: 13:42  
Explained to Taiwan R&D that a problem still existed after installing new CPU  
proms & they indicated new CPU prom code was sent to you to resolve. Did you  
receive new proms for CPU to fix this 2nd problem? What is current status?  
If problem still exists, can it be reproduced with 1 CPU cabled to the 2 DS's  
only. What are the board & prom revisions of the Turbo boards; CPU, MXF,  
22C11-HS?

ASSIGNED: BAHIA MICHAEL E                  DATE: 05/13/92      TIME: 15:34  
Cannot reproduce your problem. May have older proms or revision boards in my  
lab unit. Please supply board & prom revisions for MXF & Turbo CPU boards  
with which you duplicated the problem.  
If both 2275MUX boards are in CPU A & CPU B is not connected, is there still  
a problem?

or

Do you need to have both CPUs cabled together to reproduce current problem?

ASSIGNED: LAU VICTOR                      DATE: 05/13/92      TIME: 03:19  
Two CS/TURBO PROM (R??) installed to user site, it solved the problem of  
power OFF DS in order to access DS after power OFF CPU contains 2275MUX and  
2236MXF as console.

The user config as follow:

CPU 1 : 2275MUX-address 320, 22C80 --address 330 .  
CPU 2 : 22C80 --address 320, 2275MUX-address 330 .

But another problem remains, i.e.

Boot up CPU1 and CPU2 from address 320, with both disk address 320 & 330 in  
the config file. After system ready, both CPU1 & CPU2 can't access disk 330,  
until press RESET at either CPU1 or CPU2.

There is no such problem for CS/386 at user site. As user's application have  
to R/W both disk, and use a particular data on both disk to synchronize 4  
CPUs together. User can't accept the RESET circumvention to call the other  
disk. User schedules to replace 2 existing CS/386 with 2 CS/TURBO (continue

ASSIGNED: LAU VICTOR                      DATE: 05/13/92      TIME: 03:19  
Comment For Last Lines Of Earlier Comment Of Old Format  
next week. URGENT !!

ASSIGNED: CHUI SIMON                      DATE: 05/11/92      TIME: 20:00  
To R&D: Mike, the fix had been provided from Taiwan R&D to field. Pls  
de-escalate the call back for area monitor.

ASSIGNED: CHUI SIMON                      DATE: 05/08/92      TIME: 03:02

ASSIGNED: CHUI SIMON DATE: 05/08/92 TIME: 03:02

To R&D: Mike, have tried in two Turbo Systems again, finally we found out that:

1. When CPU power OFF/ON, cannot bootup until DS power OFF/ON.
2. When we change the MXF to MXE, then power OFF/ON both CPUs, both Turbo systems can be IPL without necessary to OFF/ON the DS.

Two sets of MXF/MXE/2275MUX have been used in this testing.

Problem is solid and can be duplicated in any Turbo with MXF. Pls verify.

ASSIGNED: BAHIA MICHAEL E DATE: 05/07/92 TIME: 11:13

Unable to duplicate this problem with 1 CPU. You have indicated with just 1 CPU using the 2275MUX the problem still existed. Have tested this several times with 2 different CPUs with completely different boards, with 3 different disk drives, 2 DS's & a 2275. System booted properly every time. Never had to shut off the DS. One DS had a 3E prom, the other a 3A prom. Used O/S 1.15.

Did you remove all boards from the CPU except 1 terminal controller & the 2275MUX Controller? If this fails replace the 3 boards (CPU, Terminal Cont, & 2275MUX) with 3 different boards that have not been involved with this hardware before. Do you have a 2275 Disk Unit you can test this problem with? Test with a standard DS prom (rev 3) using only the floppy.

ASSIGNED: CHUI SIMON DATE: 05/06/92 TIME: 01:24

Continue... Also have tried the followings:

1. After bootup both CPUs.
  2. Then switch OFF/ON CPU2 which contains MUX controller.
  3. Try to bootup the CPU2 via 320/330, it hang at @@/320 or 330.
- Repeat step 1 & 2, before step 3, just press RESET at the console of CPU1, then there will be no problem to bootup CPU2.
- This has been done by interchange the MUX and 22C80 between CPU1 & CPU2. Pls advise.

ASSIGNED: CHUI SIMON DATE: 05/05/92 TIME: 23:57

To R&D: Tests had been done in-house as follow:

1. Disconnect CPU1 (disk multiplexing) from CPU2. CPU2 contains 1 MUX, 1 MXF.
2. Power OFF/ON CPU2 with 1 mux (addr320) and DS remain ON.
3. Hang at " @@ /320", (i.e. hang at loading OS)
4. Power OFF/ON DS.
5. OS can be loaded at that time.

This condition is same for (i) one 330 mux in CPU2.  
(ii) both 320/330 mux in CPU2  
(iii) one 320 mux in CPU1.  
(iv) one 330 mux in CPU1.  
(v) both 320/330 mux in CPU1.

As what we did is just turn off/on the DSs, then it can access the DSs via the console.

WITH 1 CPU

ASSIGNED: CHUI SIMON

DATE: 05/05/92

TIME: 23:57

Continue ....

ASSIGNED: CHUI SIMON

DATE: 05/05/92

TIME: 22:47

Update from R&amp;D:

" You did not indicate what the error was. I will assume it was a hang or disk related error, I9x. Sounds to me like RESET is not working properly on CPU2 & powering CPU2 ON is creating some noise on the disk lines.

My suggestion would be to:

1. Disconnect CPU1 and try to boot CPU2 from both 2275MUX controllers. If this fails removed 1 2275 MUX and try 1 at a time. If still not working remove all other I/O controllers except 1 2275MUX & terminal controller, & try a new 2275MUX. Hopefully you will isolate the bad board.
2. Place 2 2275MUX boards in CPU1 & repeat procedure. If bad board is found instep 1, most likely this will work.

This is most likely a problem with the CPU board in CPU 2 if I had to make a guess. Could also be a motherboard problem.

ASSIGNED: CHUI SIMON

DATE: 05/05/92

TIME: 22:40

Case 3:

Case 3A:

- |  |  |
|--|--|
| <ol style="list-style-type: none"> <li>1. Power ON/OFF CPU2</li> <li>2. Bootstrap from D21/D31,</li> <li>3. CPU cannot bootstrap</li> <li>4. Then press RESET on CPU1 to List D21/D31.</li> <li>5. It can list D21 but not D31.</li> </ol> | <ol style="list-style-type: none"> <li>1. POWER ON/OFF CPU2</li> <li>2. Press RESET on CPU1 console (IPLed)</li> <li>3. CPU can boot from both D21/D31.</li> </ol> |
|--|--|

Remark: CPU1 already IPLed.

In case 2 & 3, it seems that the mux controller cannot be RESET by its own CPU via power on reset or by pressing the RESET (or SHIFT RESET) during bootstrap/IPL. It need external reset from other CPU via console.

ASSIGNED: CHUI SIMON

DATE: 05/05/92

TIME: 22:32

To R&amp;D: Following is the set up to verify the case.

Case 1:

1. Put 2\*22C80 in CPU1. (Addr 320/330 respectively)
2. Put 2\*2275MUX in CPU2 (MUX is E-rev 4, 22C80 is E-rev 10)
3. Power ON both CPUs at the same time.
4. Then there will be no way to boot from DS (320/330) via both console until power OFF and ON the DSs again.

Case 2:

Case 2A:

- |  |   |
|--|---|
| <ol style="list-style-type: none"> <li>1. Power ON/OFF CPU2. (Contain MUX)</li> <li>2. List DCT/D21 or D31 on CPU1 console not work.</li> <li>3. List OK after press RESET on CPU1 console.</li> </ol> | <ol style="list-style-type: none"> <li>1. Power ON/OFF CPU2</li> <li>2. Press RESET on CPU1 console</li> <li>3. List D21/D31 OK.</li> </ol> |
|--|---|

Conitnue ....

ASSIGNED: CHUI SIMON

DATE: 05/04/92

TIME: 03:52

Initial escalate to R&amp;D for assistance. This was verified in-house with

ASSIGNED: CHUI SIMON

DATE: 05/04/92

TIME: 03:52

the Turbo systems. Currently there are 4\*Turbo systems in HKCSO and this will be delivered to the customer within this month. Pls advise.

ASSIGNED: LAU VICTOR

DATE: 05/03/92

TIME: 20:30

As above

FREQ: Solid

ACTION TAKEN: Same problem for another set CPU CS/386-400N x2 and DS x2

PROBLEM NUMBER: M900006979 CUST NAME: HUTCHISON PAGING LTD  
 PRIORITY P1 CUST NUMBER: HH 00000001370

PROBLEM TYPE: ESC CUST CONTACT: VICTOR LAU  
 LINK TO PROB NO: CUST CONT PHONE: 88-047-26 -  
 CUST ADDRESS 1:  
 CUST ADDRESS 2:  
 SYSTEM MODEL NO: CS/386-800N CUST ADDRESS 3:  
 GEN SYST MODEL: 2200 CS 386 CPU CUST CITY:  
 O. S. VERSION: 01 16 X CUST ST/PROV:  
 HW MODEL NUMBER: CS/386-800N CUST ZIP: - CUST RDB: H9906  
 SW MODEL NUMBER: CUST COUNTRY:  
 SW VERSION:  
 RDB ASSIGNED: 8760  
 PERSON ASSIGNED: BAHIA MICHAEL E  
 ALL INFO. AVAILABLE: Y ORIG NAME: LAU VICTOR  
 SERIAL NUMBER: ORIG EMPL NO: HH-99123  
 ORIG PHONE: - - -  
 ORIG RDB: H9906

CALL TRKG DATE: 00/00/00 00:00 DATE ENTER PTR: 05/15/92  
 CALL TRKG NO: RES DEPLOYED:

STATUS DATE: 03/09/94 DATE TO R&D: 05/26/92  
 STATUS CODE: H C 122 WKDAYS IN R&D: 462.00  
 STATUS ABBREV: DEV REPLAC TOT WKDAYS OPEN: 663.00  
 STATUS DESC: DEVICE REPLACEMENT

PROBLEM STATEMENT :LAU VICTOR DATE: 05/15/92 TIME: 00:59  
 PROB: CS/TURBO intermittently hang ,after RESET, only cursor remains for all  
 20 terminals. OK after power OFF/ON CPU.  
 H/W: CS/386-800N x1, CS/386 x3, 2275MUX x2, 22C80 x6  
 2200DS x2 (1.2M + 140M x2, 150M Tape + R 3E PROM )  
 S/W: CS/TURBO OS 1.16x  
 Note: 1)The CS/TURBO encounter hang afte on-line for 14 Hrs. The CPU room  
 temperature OK.  
 2)The above symptom was also encounter in 2 out of 4 CPUs during  
 burnt in test before the 4 machine installed to users.

RESOLUTION TEXT :BAHIA MICHAEL E DATE: 03/09/94 TIME: 11:28  
 HC122. Original CPU hangs may have been CPU & MKF related. After updating to  
 CPU brd w/ new caching chips & adding 2nd MKF, found hangs would occur with 1  
 of 2 MKFs only. MKF problem appeared to be resolved at site when new MKF  
 de installed by Duncan? Never received copy of microcode. System removed  
 a problem never reported at any other sites. Closing call as requested by  
 field.

XA0291S  
00.00.00

WANG LABORATORIES INC.  
PROBLEM TRACKING AND REPORTING  
COMPLETE DETAIL REPORT  
PROBLEM DETAIL  
PROBLEM NUMBER M900006979

PAGE: 3  
09 MAR 1994  
11:39:18

---

ASSIGNED: BAHIA MICHAEL E DATE: 03/09/94 TIME: 11:38  
System removed from site. Closing call as requested by field.

ASSIGNED: CHUI SIMON DATE: 03/04/94 TIME: 03:17  
Michael, please de-escalate this call as system already removed from this site.

ASSIGNED: BAHIA MICHAEL E DATE: 11/19/93 TIME: 15:40  
What is current status of system? Has anyone heard from Duncan or seen the source code.

ASSIGNED: BAHIA MICHAEL E DATE: 10/25/93 TIME: 08:41  
Update acknowledged. Anyone there who knows Duncan well and could call him at home to see what the delay is?

ASSIGNED: CHUI SIMON DATE: 10/25/93 TIME: 00:15  
Michael, have checked with Victor, we still didn't receive any source code from Duncan. Also, I have sent him two fax, one was a month ago and the other was two weeks ago, but have not got any replu from him.

ASSIGNED: BAHIA MICHAEL E DATE: 10/21/93 TIME: 12:28  
Received FAX from Duncan indicating he would mail source code to Hong Kong for additional fixes done for Hutchison and you could then mail on to us. Has Hong Kong received source code from Duncan?

ASSIGNED: BAHIA MICHAEL E DATE: 09/20/93 TIME: 12:55  
No have not received the source code yet. Do you know if he has mailed it? Sorry for the delay in responding. Was very busy testing some Turbo fixes that we have made. Have already fixed several bug the most important of which is a failure to execute commands following a DEFFN' in a Global if the Global partition is a higher number than the calling partition. See PTR M8/22721 & M5/17018.

ASSIGNED: CHUI SIMON DATE: 09/14/93 TIME: 23:52  
Michael, have you rec'd the source code yet?

ASSIGNED: BAHIA MICHAEL E DATE: 09/08/93 TIME: 09:36  
Have been in contact with Duncan and he has indicated he will send us source code for this fix. Has not been received as of yet.

ASSIGNED: BAHIA MICHAEL E DATE: 08/18/93 TIME: 09:11  
Sent FAX off to Duncan on Friday, August 6th. Just back from a weeks vacation Monday and have not heard back from Duncan yet.

ASSIGNED: BAHIA MICHAEL E DATE: 08/05/93 TIME: 15:26  
Simon, have been trying to FAX Duncan but have not been successful. Can not

ASSIGNED: BAHIA MICHAEL E DATE: 08/05/93 TIME: 15:26  
get an answer on either his phone or Fax, just keeps ringing. Have tried 3  
different FAX numbers, one I had used last fall, one you gave me, and a third  
from Mike Riley today. Those numbers are:  
886-2-9343751 old number which I used last fall successfully  
886-2-7328197 from you  
886-2-7387371 from Mike Riley  
Maybe Duncan is shutting his FAX machine off. Could you verify that one of  
these numbers is correct and whether he keeps the FAX machine on. Otherwise  
could you provide me with his mailing address or forward my memo.  
Again, I am reluctant to close the call since we do not have the fix here.  
Will be on vacation next week so if you can get me an answer tomorrow I will  
try to respond tomorrow. If you need assistance while I am away please  
contact Gene Roy via Wang Office. Thank you very much for your help on this  
matter.

ASSIGNED: CHUI SIMON DATE: 08/04/93 TIME: 22:04  
Michael, had you contacted Duncan with the phone and fax # provided.  
Meanwhile, can you de-escalated the call for closure.

ASSIGNED: BAHIA MICHAEL E DATE: 07/26/93 TIME: 11:15  
you ask Duncan for the source code for this @MXF code and the latest O/S  
installed? If this code fixes a problem, it may return if we don't have the  
source when we send out a maintenance release. If there is a problem getting  
the source code, how can we work it out?

ASSIGNED: WONG TAK LAM DATE: 07/13/93 TIME: 20:54  
New microcode @MXF@ from Duncan was installed in this site.

ASSIGNED: BAHIA MICHAEL E DATE: 07/09/93 TIME: 15:48  
Was this @MXF microcode the standard microcode we have been sending out with  
1.18 or is it code Duncan has modified that we may not have the source code  
to? On vacation for 2 weeks. Back July 26. If need any assistance in  
meantime please send Wang Office to Gene Roy.

ASSIGNED: CHUI SIMON DATE: 07/08/93 TIME: 16:11  
Michael, Cursor hang problem was cleared after installed the @MXF@ in the  
system. Pls de-escalated the call back for our closure. Thanks..

ASSIGNED: BAHIA MICHAEL E DATE: 06/21/93 TIME: 13:55  
Have any problems occurred since installing latest O/S from Duncan. Can you  
get the source from Duncan for it? Have requested same through business  
partner of Duncan's but have not heard back.

ASSIGNED: BAHIA MICHAEL E DATE: 05/25/93 TIME: 11:53  
Update acknowledged.

XA0291S  
00.00.00

WANG LABORATORIES INC.  
PROBLEM TRACKING AND REPORTING  
COMPLETE DETAIL REPORT  
P R O B L E M   D E T A I L  
PROBLEM NUMBER            M900006979

PAGE:        5  
09 MAR 1994  
11:39:18

---

ASSIGNED: LAU VICTOR                      DATE: 05/20/93    TIME: 23:27

As the system is on-line system, not trying to duplicate again at user site. A new OS 1.1Ax that solved th AC command problem from Duncan was installed to user on 19/05. Under monitoring.

ASSIGNED: BAHIA MICHAEL E                DATE: 05/07/93    TIME: 10:33

Warm boot does reload ucode to MKF so if properly updated the cold boot should make no difference. Were any proms involved? If the problem occurs again, request they make note of the program, the line to be edited, and the change. There may be something unique with the lines creating problems. Can the problem be duplicated by repeating the exact same edit?

ASSIGNED: CHUI SIMON                      DATE: 05/04/93    TIME: 21:59

Suspect the user was still using the old MKF code by warm boot. Cold boot on 19/4, under monitoring.

ASSIGNED: BAHIA MICHAEL E                DATE: 04/26/93    TIME: 11:51

Did quite a bit of editing this AM with new O/S on long lines. Did not have any problems. Were any proms included with the O/S? How often would a hang occur?

ASSIGNED: LAU VICTOR                      DATE: 04/26/93    TIME: 03:12

Mich: Reported from users, when they edit a multi-line statement, moving cursor up and down, inserting and deleting some characters, it will cause the MKF hang. (Users are using the new MKF code and OS I had sent to you. No problem when editing single line statement.)  
As I have no machine, would you test it at your side?

ASSIGNED: BAHIA MICHAEL E                DATE: 04/08/93    TIME: 09:35

Update acknowledged.

ASSIGNED: CHUI SIMON                      DATE: 04/06/93    TIME: 05:19

Still monitor the status after @MKF@ was installed. We will keep you informed and updated Duncan if there this problem reported at site.

ASSIGNED: BAHIA MICHAEL E                DATE: 04/05/93    TIME: 12:55

Did not see any changes involving MKF. What is status of this call? Is problem affect with new O/S from duncan?

ASSIGNED: BAHIA MICHAEL E                DATE: 03/26/93    TIME: 08:48

See previous comment. Plan to do more testing today w/ O/S.

ASSIGNED: BAHIA MICHAEL E                DATE: 03/26/93    TIME: 08:47

Update acknowledged. Have done only limited testing testing so far with new O/S. Ran disk test over weekend from multiple terminals and ok. Did have problem with SCSI controller but that should not be a factor with rest of



---

ASSIGNED: BAHIA MICHAEL E      DATE: 03/26/93      TIME: 08:47  
system.

ASSIGNED: CHUI SIMON      DATE: 03/25/93      TIME: 04:52  
The new MXF code and new OS from Duncan was installed to user on 22/3, under monitoring.

ASSIGNED: BAHIA MICHAEL E      DATE: 02/19/93      TIME: 11:21  
Update acknowledged.

ASSIGNED: LAU VICTOR      DATE: 02/14/93      TIME: 21:03  
The problem was trapped on 11/02, Duncan found out it was due to some value divided by 0. He is investigating the problem and waiting for next occurrence to get more information.

ASSIGNED: BAHIA MICHAEL E      DATE: 02/12/93      TIME: 08:42  
Any progress hear. Have any problems been trapped?

ASSIGNED: BAHIA MICHAEL E      DATE: 02/04/93      TIME: 14:00  
Update acknowledged.

ASSIGNED: LAU VICTOR      DATE: 02/03/93      TIME: 03:15  
The ICE-286 was installed to the 2nd MXF of CPU1 to monitor the cursor only problem on 21/01

ASSIGNED: BAHIA MICHAEL E      DATE: 02/02/93      TIME: 10:48  
Update acknowledged.

ASSIGNED: WONG TAK LAM      DATE: 02/02/93      TIME: 00:37  
ICE-286 installed onsite. Duncan can monitor & get system info via TC link, after problem occurrence.

ASSIGNED: BAHIA MICHAEL E      DATE: 12/10/92      TIME: 16:46  
Update acknowledged. Still suggest the 2nd CPU board updated so both have the faster cacheing chips. Has any date been scheduled yet for Duncan's return?

ASSIGNED: LAU VICTOR      DATE: 12/07/92      TIME: 20:52  
Duncan found there were two problems at customer site.

1) Intermittently disk hang: suspected to be disk do not return ready signal to OS during microprocess of disk operation. Duncan update an OS that abort the disk operation by RESET after a time out if not received a ready signal during a disk operation. User's site no problem for 5 days. But found that this version created an I92 error when formatting a floppy. Under observation.

2) Intermittently MXF no response with cursor only: by using a testing

XA0291S  
00.00.00

WANG LABORATORIES INC.  
PROBLEM TRACKING AND REPORTING  
COMPLETE DETAIL REPORT  
PROBLEM DETAIL  
PROBLEM NUMBER M900006979

PAGE: 7  
09 MAR 1994  
11:39:18

---

ASSIGNED: LAU VICTOR DATE: 12/07/92 TIME: 20:52  
version OS, it was found the MXF do not response to direct OS command and  
keyin from terminal. It may due to MXF ucode looping or not running.  
The problem requires an ICE-286 to monitor the MXF controller next time.

ASSIGNED: BAHIA MICHAEL E DATE: 12/04/92 TIME: 17:08  
Has Duncan made any progress on this problem? Do both CPU's have the newer  
15 nanosec cache chips? One CPU had not been updated yet.

ASSIGNED: GILBERT EDWARD J DATE: 12/02/92 TIME: 12:15  
per Mike Bahia

ASSIGNED: LAU VICTOR DATE: 11/19/92 TIME: 22:25  
The symptom (hang with cursor only) began at the very first beginning (i.e. OS  
1.15). Initially, it was suspected to be the heat problem of cache RAM. The  
CPU was updated to the latest version and replacing all controller in both  
CPUs, same symptom.  
After splitting WSs evenly to two MXFs, it was found that cursors symptom  
sometimes happened to only one MXF with other MXF working normally, sometimes  
happened to both MXFs. It occurred for both CPUs. OK after reboot.  
The problem was narrowed down to MXF and OS.

ASSIGNED: WONG TAK LAM DATE: 11/17/92 TIME: 02:18  
To R&D: Onsite support of Duncan delayed due to Visa application process.

ASSIGNED: BAHIA MICHAEL E DATE: 11/12/92 TIME: 15:31  
Call came to RDB 8760 in error. Returning to originating RDB as requested.

ASSIGNED: WONG TAK LAM DATE: 11/12/92 TIME: 03:15  
To R&D: Duncan will go onsite next Monday (11/16). Modified OS with monitor  
feature will be loaded onto system for problem diagnosis.

ASSIGNED: BAHIA MICHAEL E DATE: 11/09/92 TIME: 15:23  
Both CPU's should have the faster 15ns cache memory chips. Please update 2nd  
CPU as this may possibly confuse the issue causing some hangs on it's own.  
Also, this problem seemed to start when 1.18z was installed, at least that  
was the first time documented in the call. Did this problem start after  
1.18z was installed or before? Have seen this problem occur at times from  
disconnecting a terminal cable although in most cases disconnecting a cable  
will not cause a problem unless it occurs while the terminal is actively  
communicating. Is Duncan scheduled to come in to look at this or is he alrea  
dy working on the problem?

ASSIGNED: CHUI SIMON DATE: 11/06/92 TIME: 03:04  
To R&D: Michael, Swapping the cable to second CPU is to allocate the w/s for  
operators to continue their work. When the problem appear,

---

ASSIGNED: CHUI SIMON                      DATE: 11/06/92      TIME: 03:04  
the LED on the board is OFF. Customer has two turbo systems,  
one is having 15ns cache, other is 20ns. But both encounter  
this int. problem - cursor only in w/s in MKF.  
(This is the 1st priority issue that needs to be solved for  
this customer.)

ASSIGNED: BAHIA MICHAEL E                DATE: 10/16/92      TIME: 14:35  
Must have CPU boards with 15 Nanosec Cache Memory chips installed!!!  
Please indicate if this has been done. If not order boards immediately.  
Starting 8/27 it was indicated O/S 1.18z was installed and from that time on  
many of the hangs affected only terminals connected to a specific MKF board.  
If terminal cables are not properly connected and loosen up may cause  
problem. When problem is isolated to MKF does MKF led come on. This questio  
n has not been answered. MKF isolated problems may be related to O/S 1.18z.  
First though, update CPU boards and see if that helps.

ASSIGNED: BAHIA MICHAEL E                DATE: 10/02/92      TIME: 14:02  
Update acknowledged. Do not understand what was done by moving first MKF  
cable to a 2nd CPU. That would be the cable for the number 1 terminal on  
that board. Does the LED on the board come on? This problem is not being  
reported anywhere else. Do you have a terminal you can run @PSTAT from? I  
think there may be some type of an environmental issue unless Duncan has  
issued you a fix that we may not be using here.

ASSIGNED: CHUI SIMON                      DATE: 09/29/92      TIME: 21:09  
Michael: Cursor only problem still exist at customer site as below:  
9/29 10:xx CPU2 1st MKF showed cursor only.  
Action: Move CPU2 1st MKF cable to CPU1.  
17:xx CPU1 all terminals showed cursor only.  
Action: Reboot CPU1  
9/30 00.xx  
Action: Reboot CPU2 at midnight and move back terminals to original MKF  
9/30 8:45 CPU2 all terminals showed cursor only.

ASSIGNED: BAHIA MICHAEL E                DATE: 09/21/92      TIME: 07:32  
Update acknowledged. Lai Lai has a large number of ungrounded terminals  
which could account for their problems. Might be a good idea to have 1 term  
on each system constantly running @PSTAT. @PSTAT may help identify which  
terminal was last to use the system. If so we can document what was occurring  
at that terminal and maybe we can find out what is going on.

ASSIGNED: LAU VICTOR                      DATE: 09/17/92      TIME: 19:25  
WS properly grounded, LED not ON when problem.

ASSIGNED: BAHIA MICHAEL E                DATE: 09/17/92      TIME: 08:09

ASSIGNED: BAHIA MICHAEL E DATE: 09/17/92 TIME: 08:09

Are all terminals on this system properly grounded both to the AC building ground and to the CPU via screwing down the terminal cables? Is the LED on the MXF on when this problem occurs? Have not heard of this happening at any other sites.

ASSIGNED: CHUI SIMON DATE: 09/14/92 TIME: 01:01

Michael, Below are the occurrence of MXF hang with cursor only at Hutchison after upgrade OS to 1.18z on 24/Aug:

28/8 CPU1 1st MXF  
2/9 CPU2 2nd MXF  
8/9 CPU2 1st MXF  
9/9 CPU1 1st MXF

After bootup CPU, most likely the Queue Background partition will encounter problem of File # change from D3X to 33x immediately or after a while, so the background task stop and cause queue full.

Above status had been informed to Duncan Chou. Per feedback from him, similar occurrence had been reported from Lai lai as well and he is trying to investigate the possible cause of this problem.

ASSIGNED: BAHIA MICHAEL E DATE: 09/11/92 TIME: 14:47

Has this issue been resolved? The faster Cache Memory chips appear to resolve the heat related hangs. Upgraded CPU boards can now be sent to you thru normal Logistic channels if needed. Still having a problem from Towers. If you still want the 3 Turbo CPU boards, order them P1 through normal Logistic channels & send a Wang Office to Donna Johns referencing the order #. Copy Phil Murphy of Logistics & myself on the order. Hong Kong must agree to pay the expenses for the boards. I will get the boards to Logistics & they will send them over.

ASSIGNED: BAHIA MICHAEL E DATE: 08/31/92 TIME: 16:20

Update acknowledged.

ASSIGNED: LAU VICTOR DATE: 08/27/92 TIME: 22:44

After using OS 1.18z, no problem for 65 Hrs. Report CPU1 1st MXF display cursor only, 2nd MXF OK on 27/8. 1st MXF replaced, under observation.

ASSIGNED: BAHIA MICHAEL E DATE: 08/27/92 TIME: 12:23

Update acknowledged.

ASSIGNED: LAU VICTOR DATE: 08/24/92 TIME: 21:45

After CS/TURBO on-line on 16/8, up to 24/8, CPU1 encounter hang 4 times and CPU2 encounter hang 3 times, each time display cursor only on all WS after RESET.

On 25/8, OS was updated to 1.18z and @2236MXF was updated too.

CPU1's CPU board is using 15ns cache. CPU2 is using 20ns cache but with an

---

ASSIGNED: LAU VICTOR DATE: 08/24/92 TIME: 21:45  
additional fan under the CPU board. Under the user's cold environment, the heat problem should not be the concern.  
Under observation.

ASSIGNED: BAHIA MICHAEL E DATE: 08/18/92 TIME: 08:56  
Do you have a CPU board on order for the CPU that hung. All boards now coming out of stock should have the faster 15ns Cache Memory chips. Just to let you know there is a problem using the 22C11-HS Mux port. I know you are not using it here but just in case this comes up in trying to fix a problem. See PTR P2/17594 for more information if needed.

ASSIGNED: LAU VICTOR DATE: 08/17/92 TIME: 00:18  
Two CS/TURBO & two DS were on-line on 16/8, they were totally separated from the existing 4 CS/386.  
Each CS/TURBO configed with 2 MXF and one 2275MUX and one 22C80 and one MXE for TC purpose. OS was 1.18 and configed with 36 partition, 2 TC port & 17 WS on each CPU. CPU board with updated PROM 378-9509 R2xx checksum 91F8  
378-9508 R2xx checksum 6664

but 20ns Cache.

MXF with updated PROM 378-9511 R3xx checksum B7F9  
378-9510 R3xx checksum 9B7C

After running for 10 hrs, CPU 1 hung up, CPU 2 hung up due to disk hogged by CPU1. Reset WS of CPU1, show cursor only. Power OFF/ON CPU1, CPU2 running after disk dehogged. CPU1 resume to normal after reboot.  
Up to now, the system is running for another 24 hrs after the hang.

ASSIGNED: BAHIA MICHAEL E DATE: 08/12/92 TIME: 10:48  
Update acknowledged.

ASSIGNED: CHUI SIMON DATE: 08/12/92 TIME: 01:31  
To R&D: Michael, not at the customer site, only one updated board that is running in-house to verify the heat problem.

ASSIGNED: BAHIA MICHAEL E DATE: 08/11/92 TIME: 12:40  
Status changed from CRIT to ESC as requested. Do you have any Turbo systems installed with the updated boards yet?

ASSIGNED: CHUI SIMON DATE: 08/11/92 TIME: 02:03  
To R&D: Pls change the status of this call from CRIT to P1 ESC, thanks.

ASSIGNED: BAHIA MICHAEL E DATE: 08/05/92 TIME: 13:08  
At the sites where we sent updated CPU boards all heat related issues seem to be resolved. At 1 site we were still having some problems but they appeared to be O/S related.

---

ASSIGNED: CHUI SIMON                      DATE: 08/05/92    TIME: 04:01  
To R&D: Michael, pls confirm whether any problem reported from other location after updated ECO 60545. Will further verify the heat problem.

ASSIGNED: BAHIA MICHAEL E                DATE: 08/04/92    TIME: 15:25  
It appears then that you are now probably seeing similar results with the boards in testing to what we saw in our testing here. Would feel much more comfortable with multiple terminals to test. ECO 60545 upgrades the Cache Memory chips to the faster 15 nanosecond chips and has now been in place for 3 weeks. If boards now test out how do you want to precede? If your boards now pass under the same conditions we used for testing we may be able to close this issue as resolved.

ASSIGNED: CHUI SIMON                      DATE: 08/03/92    TIME: 02:22  
To R&D: Running the heat test in one of the CPU over the week end and today when we were back it is still up and running.

ASSIGNED: CHUI SIMON                      DATE: 07/31/92    TIME: 01:52  
To R&D: The 4 Turbo systems is running the diagnostics over 4 hrs with one fan (on top of I/O cards) and is still working. This is tested under single w/s per CPU due to lack of cabling.

ASSIGNED: BAHIA MICHAEL E                DATE: 07/30/92    TIME: 08:16  
Update acknowledged.

ASSIGNED: CHUI SIMON                      DATE: 07/30/92    TIME: 04:02  
To R&D: There are 4 turbo CPUs (1\*15ns,3\*20ns) under testing for an hour with unplug the fan on top of CPU board and is still running. Will further test it on tomorrow.

ASSIGNED: CHUI SIMON                      DATE: 07/29/92    TIME: 21:10  
To R&D: Michael, We will re-test the CPU board and update result later. Pls keep us informed what will be the ultimate solution for this issue.

ASSIGNED: BAHIA MICHAEL E                DATE: 07/29/92    TIME: 13:21  
Yes, I would suggest retesting at least 2 or 3 of the updated CPU boards with the 15 nanosec chips with just the fan over the CPU board unplugged. 1 hour with several terminals should be enough. The CPU should never get as hot with the fan running as it would after an hour with the fan off. Mike Riley who handles most of the communication with Taiwan has indicated that Taiwan is still working on the PAL logic but they have indicated it is not a simple job.

ASSIGNED: BAHIA MICHAEL E                DATE: 07/29/92    TIME: 09:02

ASSIGNED: BAHIA MICHAEL E DATE: 07/29/92 TIME: 09:02

We are doing a cost study on the feasibility of adding a fan to the CPU cabinet. It will probably be another week or 2 before we have some numbers. At this time I would say the likelihood of adding a fan is small but a final decision will not be made until all information is in. We do expect that Taiwan R&D is still looking at the PAL logic to further correct this issue.

ASSIGNED: CHUI SIMON DATE: 07/29/92 TIME: 04:01

To R&D: Pls review the last update and give and advice. Should we need to retest the boards.

Secondly, have you addressed to Taiwan R&D for the PAL fix?

ASSIGNED: CHUI SIMON DATE: 07/27/92 TIME: 19:49

Our heat test was performed with both CPU & I/O fans unplugged.

ASSIGNED: BAHIA MICHAEL E DATE: 07/27/92 TIME: 15:50

Just back from 2 weeks vacation as indicated on 7/10 update. ECO 60545 has been written to update the 20 nanosec Cache RAM chips in locations L1,L2,L7, L8,L13,L14,L20, & L21 with 15 nanosec chips. This ECO seems to resolve the heat problem at the domestic sites where the problem had been occurring. In testing in the 2200 Lab we have all covers on with the CPU fan only disconnected. The fan on the I/O side is still operating. It is important to test w/ as many terminals as possible. I have been using 8 spread across 37 ports using both new & old style controllers. At this time we do not expect any modifications to be made to the CPU cabinet. This would not be cost or time effective and would really only be circumventing the problem instead of fixing it. Do not know where Taiwan R&D currently stands on this but we need them to look at the board. We think the problem may be fixable by a change to a PAL chip. Will re-address Taiwan on this issue.

ASSIGNED: CHUI SIMON DATE: 07/23/92 TIME: 03:54

To R&D: Pls refer to my 15/Jul update and advise status of this call.

ASSIGNED: WONG TAK LAM DATE: 07/20/92 TIME: 00:17

To R&D: We are waiting for your feedback on this CPU warm-up problem. Please update status at earliest. Regards.

ASSIGNED: CHUI SIMON DATE: 07/15/92 TIME: 03:43

To R&D: Pls confirm the followings:

1. Base on the TSB HWT 9705, pls advise the latest progress of this problem and is there any schedule for the fix?
2. When trying to verify the heat problem, what is the exact procedure to test it? Should all the cover of the CPU cabinet be covered up?

ASSIGNED: CHUI SIMON DATE: 07/13/92 TIME: 03:44

Per Wang Office from Duncan (dated 7/7):

---

ASSIGNED: CHUI SIMON DATE: 07/13/92 TIME: 03:44

It is still failed when use 10ns chip. We need to take time to modify circuit then modify cabinet. Therefore I just suggest US to do cabinet modification ASAP. Fields can add a fan under CPU for temp. solution until modification finished.

ASSIGNED: BAHIA MICHAEL E DATE: 07/10/92 TIME: 13:45

Have updated 8 bad boards with the heat problem which would fail usually within 15 min & all but 1 would not fails running the same tests with the fan off for 6-24 hours. Two domestic sites where boards were installed because of failures have not had a problem since. On vacation for 2 weeks. If need assistance in meantime contact Michael Riley via Wang Office. Back 7/27.

ASSIGNED: BAHIA MICHAEL E DATE: 07/06/92 TIME: 10:17

Victor, you indicated you had 1 Turbo running 12 days with 1 terminal running running the diagnostics. Where did that board come from? Should test with multiple terminals. We have boards where 1 terminal will run while on other terminals a failure could occur. How many CPU boards do you have that will run with fans on?

ASSIGNED: CHUI SIMON DATE: 07/02/92 TIME: 02:39

To R&D: Michael: Below is the message that we got from Duncan (dated July/2): Unfortunately, faster cache memory still cannot fix heat problem of Turbo CPU Right now, we have two approach to fix this problem, one is to modify our cabinet to solve heat problem and the other is tried to change our circuits logic to fix problem.

I suggest to add a fan under CPU board before heat problem have been solved. (PS Tried -15 on the board and still failed in 5 min. This week, we will continue try -10.)

ASSIGNED: CHUI SIMON DATE: 07/02/92 TIME: 02:33

Following is the reply from Michael Bahia via Office: Obviously we don't know exactly what the difference is. We think that possibly the climate may be a factor or possibly your power if it's 50Hz. Anyway right now we are looking at a PAL chip that works with Cache as a possibility. Taiwan R&D is working the issue. They think the PAL chip which controls timing for Cache may needed to be altered.

ASSIGNED: LAU VICTOR DATE: 06/30/92 TIME: 22:24

Mike, for your reference, the detached TURBO is running Basic-2 Diag for 12 days without any error in the user computer room under the same previous environment. (With only one WS)

ASSIGNED: LAU VICTOR DATE: 06/30/92 TIME: 21:48

The CPU board with 15ns cache just received failed in heat test too within 5 min.



---

ASSIGNED: LAU VICTOR DATE: 06/30/92 TIME: 21:48

The testing environment as followed:

- 1) Room temp 23c
- 2) CPU fan unplug
- 3) CPU chassis side & top cover, CPU board cover, and I/O slot covers all covered up.
- 4) Fail in both case with MKF or MXE as console
- 5) Configed with 32 partition with only one WS attached running the 2200 Basic-2 Diagnostic
- 6) There are 7 controllers in the Chassis.

Note: If with fan cooling, the CPU can run overnight.

Any different in set up from your side?

ASSIGNED: BAHIA MICHAEL E DATE: 06/30/92 TIME: 13:24

Have you people received the updated board? The ECO is being held up until we have verification from you that the updated board worked. We need this information immediately. We are out of boards. We must have feedback from you by tomorrow morning. Please do what ever is necessary to get the updated board heat tested with multiple terminals. If you tell us the board works the ECO will be written & we can start to get good boards out to the field. This is an emergency. Please help.

ASSIGNED: LAU VICTOR DATE: 06/30/92 TIME: 01:02

CPU board just received and under testing.

ASSIGNED: BAHIA MICHAEL E DATE: 06/24/92 TIME: 14:44

Tested CPU board with updated cache memory chips mailed out last night via DHL Express, airbill # 151 4423 757. Board had been failing before update. After changing chips ran board from 4:30 Monday afternoon to 1:30 Tuesday with fan off without error. Chips used were:

Toshiba 9136HEK  
TC5588P-15

Please provide feedback as soon as possible on receipt of board & test results with it.

ASSIGNED: CHUI SIMON DATE: 06/23/92 TIME: 04:04

To R&D: Michael, Currently Duncan is trying to sourcing the chips and it the lead times is around 10 days via Taiwan Toshiba Ltd.

ASSIGNED: BAHIA MICHAEL E DATE: 06/22/92 TIME: 16:44

We have a CPU board which we have updated with the faster cache memory chips. If this boards runs overnight with the fan off we will send it to you for testing. Looks good so far. Please provide a mailing address.

ASSIGNED: LAU VICTOR DATE: 06/21/92 TIME: 20:47

The detached TURBO cpu board and two MKF board were inserted to another e

---

ASSIGNED: LAU VICTOR                      DATE: 06/21/92    TIME: 20:47  
spare CPU chassis with single terminal running BASIC-2 diagnostic with fans cooling under the same environment as previous on-line case. It has run fine for 84 hours and is still running.

ASSIGNED: BAHIA MICHAEL E                DATE: 06/18/92    TIME: 10:38  
Update acknowledge. When heat testing CPU board how many terminals are running test. It is important to run with multiple terminals. Would suggest minimum of 6 spaced over the number of terminal ports expected to be used by customer. Use more if available. Sometimes only 1 terminal will come up with an error. At this point it is probably best not to use any of the Turbos until we get the fix.

ASSIGNED: CHUI SIMON                     DATE: 06/17/92    TIME: 03:26  
To R&D: Have connected the 5th CPU (i.e Turbo CPU) to their existing on this Monday 14:00 and only runs for about 48 hrs and reported hang again. The symptom is that only cursor remains in the screen of the 17 w/s which connected to Turbo. One additional fan had been added at the bottom of cabinet. This CPU card had been tested for 40 passes without fan. The computer room temperature of the site is controlled to 20C. Terminals connecting to other 4 CS/386 CPU is still working fine at that time. Per customer request, turbo system is to be disconnected from their live system.

ASSIGNED: CHUI SIMON                     DATE: 06/15/92    TIME: 20:49  
To R&D: Michael, Per Wang Office reply from Mawsan Jau, the board had been arrived at the airport on 12 Jun. But it takes 2-3 days to clear custom. Believe he should already get this two boards. Also, there were two more new turbo systems arrived in last week and adds up to 8 systems. However, the cache memory of these two CPU boards are still using -20ns cache. Both fail 2200 diagnostic with fan unplug at passes 9 and 7.

ASSIGNED: BAHIA MICHAEL E                DATE: 06/12/92    TIME: 13:49  
Back from Training. A CPU board that failed within 15 min was updated with new chips for heat problem & so far looks good. We only had enough chips for 1 board so we would like to verify on a few more before totally jumping on this as a fix but so far it looks very good. Have any boards been sent to Mawzan Jau in Taiwan yet. The plan was for him to update 2 boards from you & test them. please let us know if that is happening. We expect more chips (locations L1,L2,L7,L8,L13,L14,L20,& L21) beginning of next weeks. If fix is good may have boards available at middle to end of next week.

ASSIGNED: WONG TAK LAM                    DATE: 06/12/92    TIME: 04:02  
To R&D: After getting the new memory chips CY7C1A5-15 at end of this week, could you manage to test out 6 CS386 Turbo CPU boards (with new chips) ? If

---

ASSIGNED: WONG TAK LAM                      DATE: 06/12/92      TIME: 04:02

the warm-up test OK, could you manage to send these 6 PCBs directly to Hong Kong before end of next week? Customer dead line on this is 6/19/92. Await for your acknowledgement to this ASAP !! Regards.

ASSIGNED: CHUI SIMON                      DATE: 06/11/92      TIME: 03:54

To R&D: The airway bill # of the boards that shipped to Taiwan is 023-071-07951.

Had rec'd the two boards sent from Mike Riley, however, this two boards fails under heat testing after 3 diagnostic pass.

ASSIGNED: CHUI SIMON                      DATE: 06/09/92      TIME: 04:01

To R&D: Two PCBs had been ship out today to Taiwan: Will update you when rec'd AWB#.

ASSIGNED: CHUI SIMON                      DATE: 06/09/92      TIME: 03:56

W.O. rec'd dated Jun 8 from Mike Riley as below:

Stephen C. and I came up with a plan to replace the 6 bad Turbo CPU boards.

1. H.O. CSO have sent 2 tested Turbo CPUs AirBill Number 12535599252 on ADC today.
2. Ricky, I need you to send two bad Turbo CPU boards to Mawzan Jau in Taiwan (Wang Computers LTD in Taipei) W.O. Air Bill Number to me.
3. Mawzan, I need you to update these boards with the new memory chips, (Wang Part number 377-1168) and test to verify that this change will fix the problem, You requested some bad Turbo CPU boards. Once you feel that the new memory chips fixed the problem, send the two boards back to Ricky in H.K. (I hope that my memory chips comes in today so I can test this fix out tomorrow.) W.O. Air Bill Number to me when shipping.
4. Ricky, As soon as the CPU fix is confirm and you get the boards back from Taiwan, send the last two CPU boards to Mawzan to get updated. I will also try to get two CPU boards updated as backup.

ASSIGNED: BAHIA MICHAEL E                      DATE: 06/05/92      TIME: 17:41

Received Wang Office indicating 6 bad CPU boards. A Pl currently exists for 2 boards. Because of shortage of CPU boards & SELECT H problem, suggest try to co-ordinate shipment of final 4 boards with expected SELECT H fix as brds should not be critical until SELECT H problem resolved.

Will be in Training next week. Please contact Michael Riley if need assistance. Please contact Duncan Chou in Taiwan to arrange shipment of some of the bad CPU boards direct to his group for problem resolution & testing.

ASSIGNED: BAHIA MICHAEL E                      DATE: 06/03/92      TIME: 12:01

Not every CPU is failing when hot. Your 'Problem Summary' indicated 2 of 4 CPU's seemed to have the heat problem. Currently there is a limited number of these boards available. Spoke to Stephen Chung this morning about this problem. We need you to heat test each of the CPU boards as per TSB HWT 9705

---

ASSIGNED: BAHIA MICHAEL E DATE: 06/03/92 TIME: 12:01  
from 4/28/92 (see Corrective Action). All boards recently made have been heat tested & those that failed obviously set aside. R&D has not identified a resolution at this time. After heat testing the boards you will obviously know exactly how many you will need to order. It is critical not to order more than you actually really need due to the limited availability of the board and our needs to fill orders and P1 requests. As per Stephen request, I have spoken to Logistics and made them aware of your possible needs for this board.

Taiwan R&D is looking for boards with the heat problem as described in the TSB for testing. I have asked Stephen if you could possibly send at least 1 of the heat sensitive with which you have verified the problem to them. The

ASSIGNED: BAHIA MICHAEL E DATE: 06/03/92 TIME: 12:01  
Comment For Last Lines Of Earlier Comment Of Old Format  
contact would be Duncan Chou. Will be in training next week. If need assistance from Home Office please contact Mike Riley via Wang Office.

ASSIGNED: CHUI SIMON DATE: 06/03/92 TIME: 02:18  
To R&D: Michael, for the CPU board request in regard to action plan, at least 6 CPU cards is needed. However, if possible, send 2 cards for backup purpose in case of any failure.

ASSIGNED: CHUI SIMON DATE: 06/02/92 TIME: 21:20  
To R&D: Michael, Are you going to send out the new boards to us? If yes, are those PCBs already implemented the fix for the heat problem and/or the cache problem (problem that was identified by Duncan)? Other than that, is there any other enhancement for those new boards that you will ship out?  
Meanwhile, field had added a fan at the bottom of one Turbo cabinet which is mainly blowing to CPU board. Then disconnected the fans on the top and ran the diagnostic for more than an hour without any failure.

ASSIGNED: BAHIA MICHAEL E DATE: 05/26/92 TIME: 09:32  
Update acknowledged. The heat problem can be circumvented by keeping the 386 chip from getting too hot. Manufacturing has just built new boards & will heat test all of them. Boards from Logistics should be good as all previously made boards have been used. We are working on a fix.

ASSIGNED: CHUI SIMON DATE: 05/26/92 TIME: 00:32  
Initial escalate to R&D for assistance. Call had been raised to P1 Critical as this failure will impact to customer business. Due to this reason, customer had already disconnected the Turbo from their existing CS/386 config and added terminals are all idle.

---

ASSIGNED: CHUI SIMON                      DATE: 05/24/92    TIME: 21:27

To R&D: Michael, pls refer to previous update, should this be related to heat problem.

ASSIGNED: CHUI SIMON                      DATE: 05/22/92    TIME: 22:58

To R&D: Michael, SELECT H ON is used when hangs occur.

Also, had follow the TSB HWT 9705 and tested another new

Two Turbo systems which arrive a few days ago. Got the following result:  
after uplug the fans:

System 1 hang in \$PACK/\$UNPACK after 11 diagnostic pass in around 10 minutes.  
System 2 shows 1 error in \$PACH/\$UNPACK and hang after 14 pass in around 15 minutes.

ASSIGNED: LAU VICTOR                      DATE: 05/21/92    TIME: 21:54

Call requested to raise to CRITICAL.

ASSIGNED: BAHIA MICHAEL E                DATE: 05/20/92    TIME: 13:30

Is SELECT H ON being used when the system hangs occur? AS per TSB SMT 9351 from 5/12/92, SELECT H is not working correctly at this time but it does not blow the O/S in any case we have seen yet. May have bad CPU board. See TSB HWT 9705 from 4/28/92. Use the information in the "CORRECTIVE ACTION" section of the TSB to determine if the CPU board is good or not. PTR P2/17422 has been opened for the heat sensitivity problem. Taiwan has indicated they were hoping to have a fix shortly.

ASSIGNED: CHUI SIMON                      DATE: 05/18/92    TIME: 20:39

CC: Michael Bahia.

Status: Await another copy of OS from Duncan to verify this case.

Seeking advice from Duncan is there any recommendation/bug to use SELECT H ON statement.

Action: Will arrange testing at user site with our testing program that previous test CS386 machines for this customer.

Ordering CPU/MKF spare parts.

ASSIGNED: LAU VICTOR                      DATE: 05/17/92    TIME: 21:50

After on-line for 14 hrs, encounter hang and after press RESET, only cursor for all terminals of CS/TURBO. Other CS/386 terminal still working. After power OFF/ON CS/TURBO, ok again. Encounter 2 more occurrence 4 hrs later, cursor only for all terminals of CS/TURBO, other CS/386 terminals hang up, have to power OFF/ON CS/TURBO and DS to recover.

As the system is on-line enquiry and very busy, user's operation dept can't take the responsibility of further hang. User refuse to swap CPU board for observation, and detach the CS/TURBO from system and swap back to CS/386 again.

ASSIGNED: CHUI SIMON                      DATE: 05/17/92    TIME: 20:02

XA0291S  
00.00.00

WANG LABORATORIES INC.  
PROBLEM TRACKING AND REPORTING  
COMPLETE DETAIL REPORT  
PROBLEM DETAIL  
PROBLEM NUMBER M900006979

PAGE: 19  
09 MAR 1994  
11:39:18

---

ASSIGNED: CHUI SIMON  
To HKCSO: Call ack'd.

DATE: 05/17/92 TIME: 20:02

ASSIGNED: LAU VICTOR

DATE: 05/15/92 TIME: 00:59

On line with heavy disk access for 32 partitions ( 1 foreground & 31 background ). The disk is Multiplexed to 2 more CS/TURBO each with 32 partition with heavy disk access.

FREQ: The burnt-in test seldom last for 2 days.

XA0291S  
00.00.00

W A N G L A B O R A T O R I E S I N C .  
P R O B L E M T R A C K I N G A N D R E P O R T I N G  
C O M P L E T E D E T A I L R E P O R T  
H E A D E R I N F O  
P R O B L E M N U M B E R M800020511

PAGE: 1  
01 FEB 1994  
10:03:20

PROBLEM NUMBER: M800020511 CUST NAME:  
PRIORITY P2 CUST NUMBER:  
PROBLEM TYPE: PROB CUST CONTACT:  
LINK TO PROB NO: CUST CONT PHONE: - - -  
CUST ADDRESS 1:  
CUST ADDRESS 2:  
CUST ADDRESS 3:  
SYSTEM MODEL NO: CS/386-1600M CUST CITY:  
GEN SYST MODEL: 2200 CS 386 CPU CUST ST/PROV:  
O. S. VERSION: 1 18 CUST ZIP: - CUST RDB:  
HW MODEL NUMBER: CS/TURBO-CK-NL CUST COUNTRY:  
SW MODEL NUMBER: CS/TURBO-CK-NL  
SW VERSION: 1 18  
RDB ASSIGNED: 8760  
PERSON ASSIGNED: BAHIA MICHAEL E  
ORIG NAME: HENDRIKS TOM  
ORIG EMPL NO: N1-00227  
ORIG PHONE: - - -  
ORIG RDB: BPSYS  
ALL INFO. AVAILABLE: Y  
SERIAL NUMBER:  
CALL TRKG DATE: 00/00/00 00:00 DATE ENTER PTR: 11/05/92  
CALL TRKG NO: RES DEPLOYED:  
STATUS DATE: 02/01/94 DATE TO R&D: 11/09/92  
STATUS CODE: S C 595 WKDAYS IN R&D: 449.00  
STATUS ABBREV: PERM FIX TOT WKDAYS OPEN: 453.00  
STATUS DESC: PERMANENT FIX - GENERAL RELEASE

PROBLEM STATEMENT : HENDRIKS TOM DATE: 11/05/92 TIME: 10:10  
When using an software controlled scratch and save mechanism on a CS Turbo  
you lose program data when the program has to be saved as an new file.  
scratching and saving in the same file area is working fine.

RESOLUTION TEXT : BAHIA MICHAEL E DATE: 02/01/94 TIME: 10:00  
SC595. RESAVE bug when enlarging file corrected with Turbo Rel 1.29.00.  
Closing call.

XAO291S  
00.00.00

WANG LABORATORIES INC.  
PROBLEM TRACKING AND REPORTING  
COMPLETE DETAIL REPORT  
PROBLEM DETAIL  
PROBLEM NUMBER M800020511

PAGE: 3  
01 FEB 1994  
10:03:20

ASSIGNED: HENDRIKS TOM DATE: 02/01/94 TIME: 09:04

Problem solved in beta 1.29.

ASSIGNED: BAHIA MICHAEL E DATE: 01/07/94 TIME: 11:50

Still awaiting confirmation of fix. Please update.

ASSIGNED: BAHIA MICHAEL E DATE: 11/19/93 TIME: 15:20

Still awaiting confirmation of fix. Please update. Sent Wang office message to Tom on Wednesday.

ASSIGNED: BAHIA MICHAEL E DATE: 10/28/93 TIME: 12:21

Please update. Has new O/S been installed? Any problems? Can you verify problem has been resolved?

ASSIGNED: BAHIA MICHAEL E DATE: 10/21/93 TIME: 12:22

Has new O/S been installed yet? Any feedback? Have new Turbo Maintenance rel 1.30 with additional fixes now available for beta test. Please update.

ASSIGNED: BAHIA MICHAEL E DATE: 09/23/93 TIME: 12:06

Mailed out copy of Turbo Rel 1.29.00 yesterday via DHL which has fix for this problem. Please keep me posted on when received, installed, and any problems

ASSIGNED: BAHIA MICHAEL E DATE: 09/14/93 TIME: 16:02

Have new Turbo rel 1.29.00 which fixes this problem. We are currently in process of fixing several other bugs. Can send you a copy now but would prefer to roll a few more fixes in. If want copy right away please provide mailing address.

ASSIGNED: BAHIA MICHAEL E DATE: 09/08/93 TIME: 09:28

This fix has been rolled into CS/386 Maint Rel 1.30 which I am currently testing in house. This fix is now being rolled into the Turbo. Should have new Turbo Rel in near future.

ASSIGNED: BAHIA MICHAEL E DATE: 08/30/93 TIME: 09:37

Have a CS/386 fix for this problem in maintenance release 1.29.01. This O/S has been installed at 2 sites for a week now with no problems. Currently testing in house 1.29.02 which fixes a operator stack problem (M2/17416) and also includes a design change concerning SELECT NEW. SELECT NEW has been changed so that it will no longer default back to OLD on a CLEAR or LOAD RUN. All 3 of these changes will be rolled into the Turbo O/S in the next week or 2 at which time we will begin working on the Turbo bugs.

ASSIGNED: BAHIA MICHAEL E DATE: 07/30/93 TIME: 10:51

Have new release of 386 O/S received today which fixes this bug on the 386. Doing system testing on this new release at this time. If all goes well 386



---

ASSIGNED: BAHIA MICHAEL E DATE: 07/30/93 TIME: 10:51  
maintenance release will be available next week. Hope to have fix rolled over to Turbo shortly thereafter.

ASSIGNED: BAHIA MICHAEL E DATE: 07/26/93 TIME: 12:45  
R&D had problem reproducing while I was away. Does not fail if all commands on separate lines. Working on fix at this time.

ASSIGNED: BAHIA MICHAEL E DATE: 07/06/93 TIME: 17:20  
This problem also exists on the 386. Will be looking at this to fix on 386 at this time. It could then be easily rolled into the next Turbo release. Hope to have new 386 release very shortly. On vacation for 2 weeks starting July 10th. If need any help during that time please send Wang Office to Gene Roy.

ASSIGNED: BAHIA MICHAEL E DATE: 04/05/93 TIME: 12:49  
Nothing new at this time. New R&D man in Lowell coming up to speed.

ASSIGNED: BAHIA MICHAEL E DATE: 03/12/93 TIME: 16:35  
Nothing new to report. Waiting on R&D.

ASSIGNED: BAHIA MICHAEL E DATE: 11/17/92 TIME: 15:26  
Line 1 the command SAVE DCT(R\$)S\$,1 on line 40 signifies to delete all all lines beyond line 1 in the program so in your example as the first command started at line 10, no program would be saved. Will add this to our bug list.

ASSIGNED: HENDRIKS TOM DATE: 11/16/92 TIME: 10:19  
The SCRA000 file is not interesting the line is just there to wipe out the old program name from the index.  
The problem lies in the new created program "TEST" as i understand you also get an A01 this is because the program is totaly empty while there should be program data in it.

ASSIGNED: BAHIA MICHAEL E DATE: 11/11/92 TIME: 15:03  
Please see previous comment. Additionally on VLSI, TEST was saved correctly after enlarging but SCRA0000 had no text. It would load but nothing was there to LIST out. What are you expecting to see in SCRA0000?

ASSIGNED: BAHIA MICHAEL E DATE: 11/11/92 TIME: 14:58  
Have tested this out on a VLSI, 386, & Turbo. Both the 386 & Turbo respond the same way. Two questions:  
1. On line 40, (command SAVE DCT(R\$)S\$,1) what does the trailing 1 do? Does it mean to start saving program beginning with line 1?  
2. When SCRA0000 is created because of an error on line 20, what should be in it?

---

ASSIGNED: BAHIA MICHAEL E      DATE: 11/11/92      TIME: 14:58  
On the Turbo and 386 after increasing the size of the program as you said  
TEST was saved in the index again with an extra sector but you get A01 if you  
try to load. At the same time SCRA0000 is created and it contains only lines  
10 through 40 as given in the original program. The program was enlarged by  
adding 4 REM statments at 50, 60, 70, & 80 followed by a line of characters.

ASSIGNED: BAHIA MICHAEL E      DATE: 11/09/92      TIME: 18:09  
Will try to duplicate and update with results.

ASSIGNED: HENDRIKS TOM      DATE: 11/05/92      TIME: 10:10  
the configuration is a CS Turbo with 22c11-HS and a DS cabinet plus MXF for  
the terminals.

the program used to reproduce is as follows :

```
10 R$="TEST" : S$="SCRA0000"  
20 SCRATCH T R$ : SAVE DCT () R$: ERROR GOTO 40  
30 STOP "RESAVED"  
40 SCRATCH T R$: SAVE DCT(R$)S$,1: SAVE DCT (1)R$
```

Step 1 is to create a program called "TEST"

running the above program works fine till now.

Step 2 add some program lines to "TEST" till it wont fit anymore in the  
existing area.

running the above program correctly scratches the old area and creates a new  
one with the same name BUT WITHOUT THE PROGRAM DATA.

entering the last save command by hand however works O.K.

XA0291S  
00.00.00

WANG LABORATORIES INC.  
PROBLEM TRACKING AND REPORTING  
COMPLETE DETAIL REPORT  
HEADER INFO  
PROBLEM NUMBER M200017446

PAGE: 1  
04 JAN 1996  
10:10:06

PROBLEM NUMBER: M200017446  
PRIORITY P1

CUST NAME:  
CUST NUMBER:

PROBLEM TYPE: ALRT  
LINK TO PROB NO:

CUST CONTACT:  
CUST CONT PHONE: - - -

SYSTEM MODEL NO: CS/386-400N  
GEN SYST MODEL: 2200 CS 386 CPU  
O. S. VERSION: 01 18  
HW MODEL NUMBER:  
SW MODEL NUMBER: OS  
SW VERSION: 01 18

CUST ADDRESS 1:  
CUST ADDRESS 2:  
CUST ADDRESS 3:  
CUST CITY:  
CUST ST/PROV:  
CUST ZIP: - CUST RDB:  
CUST COUNTRY:

ALL INFO. AVAILABLE: Y

SERIAL NUMBER:

RDB ASSIGNED: 8760  
PERSON ASSIGNED:  
ORIG NAME: BAHIA MICHAEL E  
ORIG EMPL NO: 00-04238  
ORIG PHONE: - - -  
ORIG RDB: 8760

CALL TRKG DATE: 00/00/00 00:00 DATE ENTER PTR: 04/22/92  
CALL TRKG NO: RES DEPLOYED:

STATUS DATE: 01/04/94 DATE TO R&D: 04/22/92  
STATUS CODE: S C 595 WKDAYS IN R&D: 481.00  
STATUS ABBREV: PERM FIX TOT WKDAYS OPEN: 622.00  
STATUS DESC: PERMANENT FIX - GENERAL RELEASE

PROBLEM STATEMENT :BAHIA MICHAEL E DATE: 04/22/92 TIME: 15:15  
Running a particular routine with the customers softwre hangs the system requiring the CPU to be rebooted. Problem seems to be related to coming in & out of a Global program as it fails consistently every time at a point where it re-enters the Global.

RESOLUTION TEXT :BAHIA MICHAEL E DATE: 01/04/94 TIME: 10:03  
SC595. Problem of failing to execute multiple commands on the same line following a jump to a DEFFN command in a global program resolved with Turbo release 1.29.00 and above. Problem only occurred if global program in a higher partition # than the calling partition.

---

ASSIGNED: BAHIA MICHAEL E DATE: 01/04/94 TIME: 10:02  
PTR M2/21498 opened against problem 1 reported in previous comment: System appears to ignore \$BREAK if following a KEYIN command.  
PTR M2/21541 opened against problem 2 reported in previous comment: Hang problem occurring with MATMOVE on large sort.  
Refer to these 2 new PTRs for all updates on these issues.  
The problem this call was opened against has been resolved. This call can be closed.

ASSIGNED: BAHIA MICHAEL E DATE: 11/19/93 TIME: 11:57  
Talked with cust this AM. Original problems with Global resolved. Has run into several new issues with current O/S.  
1. System seems to ignore a BREAK command if it follows a KEYIN if used with the MKF. The program involved displays the time on the screen very rapidly ignoring a BREAK'255 used to limit CPU time. No prob after HALT/STEP. Have duplicated and will open new call.  
2. Running a large involved sort the system hangs during merge. Unable to duplicate w/ cust's s/w. Data file to be sorted may be too small. Customer sending larger data file.

ASSIGNED: BAHIA MICHAEL E DATE: 11/10/93 TIME: 16:51  
Customer successfully installed Turbo Maint Rel 1.30.01 last Saturday, 11/6. The global problem reported in this calls appears to be resolved. Will monitor for a couple of weeks before closing.

ASSIGNED: BAHIA MICHAEL E DATE: 10/28/93 TIME: 15:57  
Turbo Rel 1.30.01 along with proms and documentation mailed to cust site today via Federal Express, air bill 221 2029 066. Should arrive on site tomorrow AM.

ASSIGNED: BAHIA MICHAEL E DATE: 10/28/93 TIME: 11:01  
Have proms ready. Will ship today along with new Turbo Maint Rel 1.30.01 along with complete utilities. To install new O/S strongly suggest all data currently on SCSI drives used with Turbo SCSI Controller be backed up to another disk device or tape. Will not be able to read properly from Turbo SCSI Disk devices with new O/S and proms and new O/S is not compatible to old SCSI proms. Once all SCSI data is backed up to external device, replace proms on all Turbo boards with proms mailed. Can then boot off new O/S. Once O/S is loaded, do a LOAD RUN from O/S diskette sent. Select DISK MANAGEMENT UTILITIES, then SCSI Configuration. Recreate SCSI config. Reformat all SCSI addresses, then restore data from backups.

ASSIGNED: BAHIA MICHAEL E DATE: 10/21/93 TIME: 11:10  
Spoke with customer Monday, 10/18. They would like to upgrade to the new Turbo Maint rel 1.30 which has fix for this problem. Must also upgrade proms. Need proms for CPU, 1 HS, 1 SCSI, and 3 MKFs. Waiting for proms to be

---

ASSIGNED:    BAHIA MICHAEL E            DATE: 10/21/93    TIME: 11:10  
returned from field to update this customer.

ASSIGNED:    BAHIA MICHAEL E            DATE: 09/30/93    TIME: 17:08  
Tested Global bug with new software sent in today. No problem on either the Turbo or CS/386 releases 1.30 when booted from floppy. At @GENPART, keyed RESET, SELECTDISKD11: LOADRUN"@GENPART".  
Could not get boot screen on CS/386 where select O/S or diags from customers software, would hang with 'LOADING: 2200 SYSTEM MENU'. When typed in @129 from Key SF & keyed SF'0, screen indicated O/S 1.1z loading. When ran thru steps to duplicate problem, system hung before displaying printout on screen. Appears O/S file is messed up. Called cust but unavailable at time.

ASSIGNED:    BAHIA MICHAEL E            DATE: 09/30/93    TIME: 10:07  
Received diskettes yesterday containing up-to-date Alpha Color software. Retested existing software once more using Turbo Maint Rel 1.30 & no problem. Backing up existing software to tape before copying diskettes on to hard drives.

ASSIGNED:    BAHIA MICHAEL E            DATE: 09/23/93    TIME: 10:49  
Mailed diskette with copies of files "AR-ATB" & "UT-GLB+" to customer on 9/22  
airbill # 862-0537-642. Customer sending in copy of software to test with new fixes. Expected to mail 9/22. Problem appears to be resolved with both Turbo & 386 with releases 1.29.00 & 1.30.00 respectively.

ASSIGNED:    BAHIA MICHAEL E            DATE: 09/20/93    TIME: 15:27  
Received call from Steve Shoemsmith today. Is having problems running this same program now on both 1.1z and 1.29.01. Retested in my lab with both 1.1z and 1.30.00 and no problems. His version is slightly different but is duplicated using the exact same steps. Can also use screen instead of local printer by keying SF5 for screen instead of SF4 for Local printer. Just use return to step through all screens back to menu. With the version he is currently using the program hangs before printing out. If do a STOP 7520 by using Halt before selecting Screen or Local for printing, the program stops at line 7520 of the Global, does a SELECT @PART" " & a GOSUB '202(1) back to the calling partition. There it execute several instructions starting on line 7700 & on 7710 returns to the Global at line @7520. It hangs on the next command, SELECT @PART B8\$ which is @PART COMMON, and with RESET all you get is a cursor. Steve is sending in a copy of the software he is using which consistently fails with this problem. Sending files "AR-ATB" and "UT-GLB+" back to Steve to see if that makes a difference.

ASSIGNED:    BAHIA MICHAEL E            DATE: 09/14/93    TIME: 16:09  
Retested on Turbo using address D11 due to Global bug where O/S fails to execute subsequent commands following a GOSUB when jumping into the Global. Retested today with new fix for Global problem and program ran through.

ASSIGNED: BAHIA MICHAEL E DATE: 09/14/93 TIME: 16:09  
Called customer. Would like us to test O/S on latest software before going through major process of upgrading O/S and proms. Programmer to mail us copy of software.

ASSIGNED: BAHIA MICHAEL E DATE: 09/08/93 TIME: 17:17  
Tested on CS/386 Rel 1.30 and no hang. Will retest on Turbo tomorrow. May have had problem running due to using a disk address other than D11.

ASSIGNED: BAHIA MICHAEL E DATE: 09/08/93 TIME: 08:50  
Have begun work on Turbo problems. Need to contact customer to reproduce problem.

ASSIGNED: BAHIA MICHAEL E DATE: 07/06/93 TIME: 16:50  
Nothing new to report at this time. On vacation for 2 weeks starting 7/10. If need assistance during that time please contact Gene Roy via Wang Office.

ASSIGNED: BAHIA MICHAEL E DATE: 06/22/93 TIME: 11:22  
Talked with programmer. This should be a Turbo bug and not a 386 bug. Could not remember the reason for the problem I was getting and did not have time at moment to look into. Programmer asked me to get back to him when we are ready to look at this bug. Will try to correct header to indicate Turbo bug.

ASSIGNED: BAHIA MICHAEL E DATE: 06/02/93 TIME: 17:10  
continued from previous comment: then LOAD RUN "@GENPART" from customer's s/w. Same problem. P56 on line @457.  
@457 LIMITS T#T8, STR(D9\$(D9),12,8)  
where T8 = 0, T#0 = 310, D9\$ = 20202020202020, D9=0  
Will need to talk with programmer to find out what is happening here.

DISK AT WRONG ADDRESS

ASSIGNED: BAHIA MICHAEL E DATE: 06/02/93 TIME: 17:01  
Tested on Turbo today. When tried to use 1.15, the RETURN key would not respond. This was probably due to a prom mismatch as I have all 1.18 proms installed. When booted with 1.18 from customer's disk using @118, would fail after entering the system password with a P56 (subscript out of range) on line @457 pointing at the comma after STR(D9\$(D9). Booted system on my 1.18Q floppy to insure proper ucode loaded & when @GENPART loaded, cleared program, did a SELECT DISK D11: LOAD RUN"

ASSIGNED: BAHIA MICHAEL E DATE: 05/27/93 TIME: 14:29  
Tested this problem today and unable to reproduce with either 1.1z or with the compiled source code brought back from Taiwan by R&D. Left message at ALPHA COLOR.

ASSIGNED: BAHIA MICHAEL E DATE: 04/02/93 TIME: 15:44  
New man in Lowell coming up to speed on O/S to fix bugs. Nothing new here at

---

ASSIGNED: BAHIA MICHAEL E DATE: 04/02/93 TIME: 15:44  
this time.

ASSIGNED: BAHIA MICHAEL E DATE: 02/12/93 TIME: 09:07  
No fix yet. Steps are being taken to address open bug issues. No time table available at this point.

ASSIGNED: BAHIA MICHAEL E DATE: 09/10/92 TIME: 14:23  
Taiwan has software to duplicate problem. Have not issued a fix yet.

ASSIGNED: BAHIA MICHAEL E DATE: 08/05/92 TIME: 13:35  
Still waiting on a fix for this problem. Any update?

ASSIGNED: BAHIA MICHAEL E DATE: 04/22/92 TIME: 16:01  
Sending to RDB 8332 for resolution. Software on DS cassette given to Mike R today.

ASSIGNED: BAHIA MICHAEL E DATE: 04/22/92 TIME: 15:15  
COPY the customers software from the Tape provided to surfaces D11 & D12. D11 will require a 10 meg surface. D12 according to the index is only using 10 sectors but not sure if there isn't more out there. Once loaded use the following steps: 1. Connect printer to Terminal 1 & READY. Boot from D11.  
2. Key SF'0 AUTO START from 1st menu  
3. First time through need to change the CPU ID# using SF'3 to edit and SF'0 to save as shown on the bottom of the screen. Do not change name here. This will bring you back to the menu where again select SF'0 AUTO START.  
4. Screen will come up asking for date, enter 03/31/92 RETURN key. Enter time & RETURN or just key RETURN.  
5. System then asks for password. Enter SYSTEM and key RETURN.  
6. Main Menu comes up. Key SF'1 for Accounts Receivable Menu.  
7. From Accounts Recvble Menu key SF'7 for End-of-Month Reports Menu.  
8. From End-of-Month Menu key SF'6 for Print Aged Receivables Report.  
9. Will ask for 1st # or key. Enter 1 and RETURN.

ASSIGNED: BAHIA MICHAEL E DATE: 04/22/92 TIME: 15:15  
Comment For Last Lines Of Earlier Comment Of Old Format  
10. Will then ask for last #. Enter 9999999 and RETURN.  
11. Key RETURN 3 times. This sets up printer.  
12. Key SF'0 to PRINT. Key HALT, the SF'4 to select LOCAL 204 printer.  
13. Key in STOP 7520 and RETURN. This will allow you to HALT/STEP to the hang. CONTINUE RET. HALT/STEP to hang. Occurs when 7710 returns to Global.

XA0291S  
00.00.00

WANG LABORATORIES INC.  
PROBLEM TRACKING AND REPORTING  
COMPLETE DETAIL REPORT  
HEADER INFO  
PROBLEM NUMBER M800022721

PAGE: 1  
24 NOV 1993  
09:30:48

PROBLEM NUMBER: M800022721 CUST NAME: JOHNSON PAPPERS AB, BERNDT  
PRIORITY P1 CUST NUMBER: S1 00001199001  
PROBLEM TYPE: ESC CUST CONTACT: TORBJORN SAGNER (WANG)  
LINK TO PROB NO: CUST CONT PHONE: 46-870-586-78  
CUST ADDRESS 1: CYPRESSV[GEN 21  
CUST ADDRESS 2: ANDERS OLSSON  
SYSTEM MODEL NO: CUST ADDRESS 3:  
GEN SYST MODEL: CPU CUST CITY: MALM\  
O. S. VERSION: 01 18 q CUST ST/PROV:  
HW MODEL NUMBER: CS/386-400N CUST ZIP: 21363- CUST RDB: S2400  
SW MODEL NUMBER: OS CUST COUNTRY:  
SW VERSION: 01 18 q  
RDB ASSIGNED: 8760  
PERSON ASSIGNED: BAHIA MICHAEL E  
ALL INFO. AVAILABLE: Y ORIG NAME: SAGNER TORBJORN  
ORIG EMPL NO: S1-00449  
SERIAL NUMBER: ORIG PHONE: - - -  
ORIG RDB: S2400  
CALL TRKG DATE: 00/00/00 00:00 DATE ENTER PTR: 07/07/93  
CALL TRKG NO: RES DEPLOYED:  
STATUS DATE: 11/24/93 DATE TO R&D: 07/30/93  
STATUS CODE: S C 741 WRDAYS IN R&D: 117.00  
STATUS ABBREV: TEMP FIX-I TOT WRDAYS OPEN: 140.00  
STATUS DESC: CUSTOMER RESOLVED BY INSTALLING TEMP FIX @ S

PROBLEM STATEMENT :SAGNER TORBJORN DATE: 07/07/93 TIME: 05:33  
When upgrade operating system from maint. version 1.10 to 1.18q to correct  
a MXF hanging problem an other problem occured. Open a file in background  
results that next statement in program not was executed, cupu jumped down to  
next program line.  
CPU: CS386 TURBO 4MB, one MXF and three MXE's no HS controler is installed  
Customer runs KFAM software.  
I can send you a trace of the program where you exactly can se what is going  
wrong, please provide me with your fax number

RESOLUTION TEXT :BAHIA MICHAEL E DATE: 11/24/93 TIME: 09:08  
SC741. Problem of not recognizing commands on the same line & following a  
DEFFN in a Global partition with a higher partition # than the calling  
partition resolved with Maint Rel 1.29.00. Customer now experiencing  
intermittent performance problems. See PTR M8/23719. Closing call.  
Original problem defined in this call resolved.



XA0291S  
00.00.00

WANG LABORATORIES INC.  
PROBLEM TRACKING AND REPORTING  
COMPLETE DETAIL REPORT  
PROBLEM DETAIL  
PROBLEM NUMBER M800022721

PAGE: 3  
24 NOV 1993  
09:30:48

ASSIGNED: BAHIA MICHAEL E DATE: 11/19/93 TIME: 10:34  
Update acknowledged. Sorry for delay in responding. Is the RESET problem duplicatable? It is likely either certain programs or a certain activity level or a combination of both are involved if this is the case. I will do some testing on this to try to reproduce in the lab. If you can provide any additional info on how I may reproduce, system activity level, what kinds of programs were in progress, I/O activity at time, it could be very helpful. We are thinking of creating a 1.1 Turbo Rel with all the latest fixes except the terminal hang. The terminal hang/performance issue may take a while to fix and the choice of one or the other with all the other fixes may be beneficial to some customers. Would this be of any help to you? Which problem is more troublesome? Obviously this may depend on the customer and that is why it may be helpful. We can also then see what changes were made between the 2 O/S's which may help us fix the problem.  
Do you want to open a 2nd call for the performance issue with RESET.

ASSIGNED: SAGNER TORBJORN DATE: 11/18/93 TIME: 04:10  
Please resend call to originator for closure. Will open a new call for performance problem after upgrade.

ASSIGNED: SAGNER TORBJORN DATE: 11/15/93 TIME: 07:17  
OS 1.29 has been installed, the hanging problems with MXF are solved and the KFAM problems that occurred when upgraded to 1.18q are also solved. So far so good. Now they have discovered a decrease of CPU performance and they have traced it down, the decrease of CPU performance occurs when the user terminates the program with SHIFT+RESET, it looks like the CPU is looping and the system becomes very slow, after REIPL or just approx half hour wait the system is back on speed.

ASSIGNED: BAHIA MICHAEL E DATE: 11/11/93 TIME: 15:49  
Has new O/S, Rel 1.30 been installed at this site? If so when? Please update.

ASSIGNED: BAHIA MICHAEL E DATE: 10/21/93 TIME: 10:35  
Update acknowledged. Sorry for delay. Out sick last week. Maint Rel 1.30 mailed Tuesday via DHL, air bill # 921 512 410. Looking forward to any feedback you can provide.

ASSIGNED: SAGNER TORBJORN DATE: 10/11/93 TIME: 11:40  
The new OS has now been tested inhouse OK! We will BETA install it at customer site next week.

ASSIGNED: BAHIA MICHAEL E DATE: 09/23/93 TIME: 10:37  
There will not be a formal release for quite a while. Have you done any testing with the new release? We have done several additional fixes and should have an updated release in a week or 2. Any feedback you can provide

ASSIGNED: BAHIA MICHAEL E            DATE: 09/23/93    TIME: 10:37  
would be helpful.

ASSIGNED: SAGNER TORBJORN            DATE: 09/21/93    TIME: 03:06  
Received Beta verison of new Turbo OS Sept 17. Wait for general version  
before installation at site.

ASSIGNED: BAHIA MICHAEL E            DATE: 09/14/93    TIME: 15:58  
Have new release of Turbo O/S which appears to fix this bug. Need to run  
some additional sytem tests. Should be available by end of week. Do you wan  
t a copy right away or do you want to wait until a few more fixes are rolled  
in. Need mailing address.

ASSIGNED: BAHIA MICHAEL E            DATE: 09/08/93    TIME: 09:31  
Currently working on Turbo O/S. This will be addressed as soon as possible.

ASSIGNED: BAHIA MICHAEL E            DATE: 08/25/93    TIME: 11:04  
Expect to finish up on the CS/386 bugs this week and start up on the Turbo bu  
gs next week. This will be the top priority for fixing. Hopefully by the  
end of September or October with a little luck we'll have a new maintenance  
release to test.

ASSIGNED: BAHIA MICHAEL E            DATE: 08/18/93    TIME: 09:07  
Nothing new to reporetr at this time.

ASSIGNED: BAHIA MICHAEL E            DATE: 07/30/93    TIME: 17:16  
Did additional testing today and have greatly narrowed down code needed to  
reproduce. Using 3 partitions, 2 terminals, 100K each, program "A" is auto-  
loaded to partition 1, program "B" to partition 3:

program "A"	program "B"
1 SELECT @PART"KFAM"	10 DEFFN'@PART"KFAM"
2 STOP: GOSUB'230	20 DEFFN'230: PRINT"line 20"
	30 PRINT"line 30": GOTO 50
	40 PRINT"line 40"
	50 PRINT"line 50": STOP

When program "A" maks the GOSUB callto the DEFFN'230 in program "B" all  
commands following the DEFFN on line 20 are ignored. It appears the problem  
can be circumvented by moving all commands following the DEFFN'230 in the  
GLOBAL to a new line. If you HALT/STEP through the GLOBAL there appears to  
be a problem on any line with multiple commands. Either get P36 or ignored.

ASSIGNED: BAHIA MICHAEL E            DATE: 07/29/93    TIME: 09:04  
Again, please send this call to RDB 8760 for resolution. Have duplicated  
problem with programs and documention provided by field. When 1 particular  
program jumps into the KFAM global program "KFAM02/" on a GOSUB '230 it  
correctly begins at line 2091 DEFFN'230. However instead of executing

XA0291S  
00.00.00

W A N G L A B O R A T O R I E S I N C .  
P R O B L E M T R A C K I N G A N D R E P O R T I N G  
C O M P L E T E D E T A I L R E P O R T  
P R O B L E M D E T A I L  
P R O B L E M N U M B E R M 8 0 0 0 2 2 7 2 1

PAGE: 5  
24 NOV 1993  
09:30:48

---

ASSIGNED: BAHIA MICHAEL E DATE: 07/29/93 TIME: 09:04  
subsequent commands on the same line as it should, the program jumps out to  
the next command line which is 2174. Have narrowed the calling program to a  
couple of COM statements followed by:

```
50 SELECT @PART "KFAM"  
55 S2=#PART  
210 STOP: GOSUB'230(1,1,2,1,J5$,3," ",J1$(9),J1$(9))
```

Have also found that the problem can be circumvented by taking line 2091 of  
"KFAM02/" and splitting it into several single command lines, at least for  
the first few commands. Problem appears to involve calling a global program  
with a DEFFN where on the 1st line of the global there are several commands.

ASSIGNED: BAHIA MICHAEL E DATE: 07/26/93 TIME: 12:53  
Please send to RDB 8760 for resolution. Just back from vacation. Have  
recieved tape cassette with software to reproduce but have not had chance to  
install yet.

ASSIGNED: SAGNER TORBJORN DATE: 07/07/93 TIME: 10:02  
Please transfer this call to Mike Bahia at R&D, he is waiting for it!!!

XA0291S  
00.00.00

WANG LABORATORIES INC.  
PROBLEM TRACKING AND REPORTING  
COMPLETE DETAIL REPORT  
HEADER INFO  
PROBLEM NUMBER M200017599

PAGE: 1  
25 OCT 1993  
08:59:17

---

PROBLEM NUMBER: M200017599 CUST NAME:  
PRIORITY P3 CUST NUMBER:  
PROBLEM TYPE: DCR CUST CONTACT:  
LINK TO PROB NO: CUST CONT PHONE: - - -  
CUST ADDRESS 1:  
CUST ADDRESS 2:  
CUST ADDRESS 3:  
SYSTEM MODEL NO: CS/386-400N CUST CITY:  
GEN SYST MODEL: 2200 CS 386 CPU CUST ST/PROV:  
O. S. VERSION: 01 18 CUST ZIP: - CUST RDB:  
HW MODEL NUMBER: CUST COUNTRY:  
SW MODEL NUMBER: OS  
SW VERSION: 01 18  
RDB ASSIGNED: 8760  
PERSON ASSIGNED:  
ALL INFO. AVAILABLE: Y ORIG NAME: BAHIA MICHAEL E  
ORIG EMPL NO: 00-04238  
SERIAL NUMBER: ORIG PHONE: - - -  
ORIG RDB: 8760  
CALL TRKG DATE: 00/00/00 00:00 DATE ENTER PTR: 08/12/92  
LL TRKG NO: RES DEPLOYED:  
STATUS DATE: 10/21/93 DATE TO R&D: 08/12/92  
STATUS CODE: S C 595 WKDAYS IN R&D: 406.00  
STATUS ABBREV: PERM FIX TOT WKDAYS OPEN: 435.00  
STATUS DESC: PERMANENT FIX - GENERAL RELEASE

PROBLEM STATEMENT :BAHIA MICHAEL E DATE: 08/12/92 TIME: 09:55  
SELECT NEW defaults to OLD after aCLEAR or LOAD RUN. Customers are spending  
money having all programs converted to NEW format. Because the system keeps  
defaulting back to OLD they start building up a number of programs in OLD  
format if any development work or changes are being made.

RESOLUTION TEXT :BAHIA MICHAEL E DATE: 10/21/93 TIME: 11:31  
SC595. SELECT NEW has now been corrected to remain selected once executed  
until a SELECT OLD command is issued from the same partition. SELECT NEW  
will not default back to OLD after a CLEAR or LOAD RUN. Fix is included in  
Maint Releases 1.30 of both the CS/386 and Turbo. Closing call.

XA0291S  
00.00.00

WANG LABORATORIES INC.  
PROBLEM TRACKING AND REPORTING  
COMPLETE DETAIL REPORT  
PROBLEM DETAIL  
PROBLEM NUMBER M200017599

PAGE: 3  
25 OCT 1993  
08:59:17

---

ASSIGNED: BAHIA MICHAEL E DATE: 09/23/93 TIME: 10:59  
Have fix for this on both 386 & Turbo w/ rel 1.30 & 1.29.00 respectively.  
Both releases have gone out for beta testing. Waiting for feedback.

ASSIGNED: BAHIA MICHAEL E DATE: 09/14/93 TIME: 16:15  
Now have new Turbo rel 1.29.00 which includes this fix. Need to field test  
O/S before closing.

ASSIGNED: BAHIA MICHAEL E DATE: 09/08/93 TIME: 09:07  
Have rolled this fix into new CS/386 Maint Rel 1.30 which we are currently  
testing. Should go out for beta test next week. Currently rolling this fix  
into the Turbo.

ASSIGNED: BAHIA MICHAEL E DATE: 08/30/93 TIME: 09:48  
Now have new CS/386 Maint Rel 1.29.02 which includes this change. Have been  
testing in house since the middle of last week. Will send out for beta test  
by the end of next week, the latest. This change will be rolled into the  
next Turbo rel which we will be working on by next week.

ASSIGNED: BAHIA MICHAEL E DATE: 07/09/93 TIME: 16:07  
We expect to implement this change on both the 386 and Turbo although it may  
not be on the next release.

ASSIGNED: BAHIA MICHAEL E DATE: 07/06/93 TIME: 17:00  
This is also true on the 386 and should be fixed there. Will request this be  
implemented.

ASSIGNED: BAHIA MICHAEL E DATE: 04/05/93 TIME: 11:38  
New R&D man on board. This should be fixed in next release.

ASSIGNED: BAHIA MICHAEL E DATE: 08/12/92 TIME: 10:45  
Sending to RDB 8332 for resolution.

ASSIGNED: BAHIA MICHAEL E DATE: 08/12/92 TIME: 09:55  
Type in SELECT NEW return.  
Do a LIST SELECT to verify NEW is selected.  
Do a CLEAR or LOAD RUN.  
Do a LIST SELECT to see OLD is now selected.

PROBLEM NUMBER: M200017416  
PRIORITY P3

CUST NAME:  
CUST NUMBER:

PROBLEM TYPE: INFW  
LINK TO PROB NO:

CUST CONTACT:  
CUST CONT PHONE: - - -  
CUST ADDRESS 1:  
CUST ADDRESS 2:  
CUST ADDRESS 3:

SYSTEM MODEL NO: CS386 TURBO  
GEN SYST MODEL: 2200 CS CPU  
O. S. VERSION: 01 1Z 1.18Q  
HW MODEL NUMBER:  
SW MODEL NUMBER: OS  
SW VERSION: 01 1Z

CUST CITY:  
CUST ST/PROV:  
CUST ZIP: - CUST RDB:  
CUST COUNTRY:

RDB ASSIGNED: 8760  
PERSON ASSIGNED:

ALL INFO. AVAILABLE: Y

ORIG NAME: BAHIA MICHAEL E  
ORIG EMPL NO: 00-04238  
ORIG PHONE: - - -  
ORIG RDB: 8760

SERIAL NUMBER:

CALL TRKG DATE: 00/00/00 00:00 DATE ENTER PTR: 11/22/91  
CALL TRKG NO: RES DEPLOYED:

STATUS DATE: 10/21/93 DATE TO R&D: 11/22/91  
STATUS CODE: S C 595 WKDAYS IN R&D: 406.00  
STATUS ABBREV: PERM FIX TOT WKDAYS OPEN: 699.00  
STATUS DESC: PERMANENT FIX - GENERAL RELEASE

PROBLEM STATEMENT :BAHIA MICHAEL E DATE: 11/22/91 TIME: 13:26  
In program or immediate mode, the O/S can be blown up by a PRINT command followed by a long list of additions or subtractions. Using a single digit #, the 87th number will consistently blow the O/S. The 86th number will sometimes blow the O/S but when it does, usually you will see an A01 error, Not Enough Mem. The 87th number always seems to cause a hang. Strangely, the 88th, 89th, & 90th and possibly some numbers beyond that return an A04 error, Operator Stack Overflow in immediate mode and fail to print a number in program mode but due return the cursor. At some point within 3 full lines of single digit additions or subtractions again the O/S will blow usually with a hang where RESET clears the screen. This problem also exists on Turbo but not until the 94th character.

RESOLUTION TEXT :BAHIA MICHAEL E DATE: 10/21/93 TIME: 10:52  
02595. This problem has been corrected on both the CS/386 & Turbo with rel of both. Both releases are currently in beta test with no serious problems reported. Closing call.



XA0291S  
00.00.00

WANG LABORATORIES INC.  
PROBLEM TRACKING AND REPORTING  
COMPLETE DETAIL REPORT  
HEADER INFO  
PROBLEM NUMBER M200017750

PAGE: 1  
21 OCT 1993  
11:50:41

---

PROBLEM NUMBER: M200017750 CUST NAME:  
PRIORITY P3 CUST NUMBER:  
PROBLEM TYPE: PROB CUST CONTACT:  
LINK TO PROB NO: CUST CONT PHONE: - - -  
CUST ADDRESS 1:  
CUST ADDRESS 2:  
SYSTEM MODEL NO: CS/386-400N CUST ADDRESS 3:  
GEN SYST MODEL: 2200 CS 386 CPU CUST CITY:  
O. S. VERSION: 01 18 CUST ST/PROV:  
HW MODEL NUMBER: CUST ZIP: - CUST RDB:  
SW MODEL NUMBER: OS CUST COUNTRY:  
SW VERSION: 01 18  
RDB ASSIGNED: 8760  
PERSON ASSIGNED: BAHIA MICHAEL E  
ORIG NAME: BAHIA MICHAEL E  
ORIG EMPL NO: 00-04238  
SERIAL NUMBER: ORIG PHONE: - - -  
ORIG RDB: 8760  
CALL TRKG DATE: 00/00/00 00:00 DATE ENTER PTR: 10/26/92  
ALL TRKG NO: RES DEPLOYED:  
STATUS DATE: 10/21/93 DATE TO R&D: 10/26/92  
STATUS CODE: S C 595 WKDAYS IN R&D: 360.00  
STATUS ABBREV: PERM FIX TOT WKDAYS OPEN: 360.00  
STATUS DESC: PERMANENT FIX - GENERAL RELEASE

PROBLEM STATEMENT :BAHIA MICHAEL E DATE: 10/26/92 TIME: 18:04  
If a COPY is done from addr A to addr B and in the process the last sector at  
addr B is reached before the COPY is finished, an I98 will occur which is  
normal. However, any other partition that now tries to access the same  
address of disk B will hang. To clear the hang, RESET must be keyed from the  
partition which did the COPY. If another partition is currently hung at the  
address in question of disk B, either you must RESET that partition or the  
partition which did the COPY must reaccess the address to again allow access.  
Other addresses in the same disk until as B are not affected & there is no  
indication of a problem in the Device Table.

RESOLUTION TEXT :BAHIA MICHAEL E DATE: 10/21/93 TIME: 11:46  
SC595. This problem with COPY where if an error occurs the output address  
could be hung unless the partition executing the command issues a RESET or  
accesses the same address is fixed with Turbo Maint Rel 1.30. Closing  
call.



---

ASSIGNED: BAHIA MICHAEL E DATE: 09/23/93 TIME: 11:04  
A fix has been made for this bug in R&D. Will be doing system testing on this release shortly, then send out for beta test.

ASSIGNED: BAHIA MICHAEL E DATE: 09/08/93 TIME: 09:15  
Working on Turbo bugs at this time. Hope to have fix for this bug soon.

ASSIGNED: BAHIA MICHAEL E DATE: 07/09/93 TIME: 16:11  
Nothing new on this problem at this time.

ASSIGNED: BAHIA MICHAEL E DATE: 03/26/93 TIME: 11:28  
Additional information: 2 ways to clear problem.  
1. Access the address that is hung from the terminal which caused the hang.  
2. Key RESET on the terminal that caused the hang. The first partition that accesses the hung address after the RESET will clear the hang and all hung terminals will resume operation.

ASSIGNED: BAHIA MICHAEL E DATE: 10/26/92 TIME: 18:04  
This problem is duplicatable with any disk controller, old bus or new. To duplicate use any surface with no data in the last 1000 sectors. For example using a 16 Meg surface as the drive to be copied to use the following COPY statement copying from a floppy:  
COPYT/D10, (0,100)tot/D11, (65000)  
An I98 error, (Illegal sector address or no platter), will occur at D11 when sector 65024 is needed as 65023 is the last sector. This is ok.  
From a 2nd terminal:  
LIST DCT/D11  
This will hang until a RESET is done from the 1st terminal where the COPY was done. At that time you will either also have to RESET the 2nd terminal or access D11 from the 1st terminal to enable access. This error should not lock out access from other partitions.

XA0291S  
00.00.00

W A N G L A B O R A T O R I E S I N C .  
P R O B L E M T R A C K I N G A N D R E P O R T I N G  
C O M P L E T E D E T A I L R E P O R T  
H E A D E R I N F O  
P R O B L E M N U M B E R M200017601

PAGE: 1  
21 OCT 1993  
11:43:04

PROBLEM NUMBER: M200017601  
PRIORITY P3

CUST NAME:  
CUST NUMBER:

PROBLEM TYPE: PROB  
LINK TO PROB NO:

CUST CONTACT:  
CUST CONT PHONE: - - -  
CUST ADDRESS 1:  
CUST ADDRESS 2:  
CUST ADDRESS 3:

SYSTEM MODEL NO: CS/386-400N  
GEN SYST MODEL: 2200 CS 386 CPU  
O. S. VERSION: 01 18  
HW MODEL NUMBER:  
SW MODEL NUMBER: OS  
SW VERSION: 01 18

CUST CITY:  
CUST ST/PROV:  
CUST ZIP: - CUST RDB:  
CUST COUNTRY:

ALL INFO. AVAILABLE: Y

RDB ASSIGNED: 8760  
PERSON ASSIGNED:  
ORIG NAME: BAHIA MICHAEL E  
ORIG EMPL NO: 00-04238  
ORIG PHONE: - - -  
ORIG RDB: 8760

SERIAL NUMBER:

CALL TRKG DATE: 00/00/00 00:00 DATE ENTER PTR: 08/12/92

CALL TRKG NO: RES DEPLOYED:

STATUS DATE: 10/21/93 DATE TO R&D: 08/12/92  
STATUS CODE: S C 595 WKDAYS IN R&D: 406.00  
STATUS ABBREV: PERM FIX TOT WKDAYS OPEN: 435.00  
STATUS DESC: PERMANENT FIX - GENERAL RELEASE

PROBLEM STATEMENT :BAHIA MICHAEL E DATE: 08/12/92 TIME: 10:18

The MOVE command causes the Catalog End to become equal to the Current End on the output disk. To add more files to that disk the End then needs to be MOVEd. In the past the Catalog End was not changed on MOVE.

RESOLUTION TEXT :BAHIA MICHAEL E DATE: 10/21/93 TIME: 11:39

SC595. The problem with MOVE which results in setting the End Catalog to Current End on the output disk has been fixed with Turbo Maint Rel 1.30. Close call.

XA0291S  
00.00.00

W A N G   L A B O R A T O R I E S   I N C .  
P R O B L E M   T R A C K I N G   A N D   R E P O R T I N G  
C O M P L E T E   D E T A I L   R E P O R T  
P R O B L E M   D E T A I L  
P R O B L E M   N U M B E R                      M200017601

PAGE:            3  
21 OCT 1993  
11:43:04

---

ASSIGNED:    BAHIA MICHAEL E            DATE: 09/23/93    TIME: 11:01  
We have a fix for this bug but we need to do system integration testing on this new release.

ASSIGNED:    BAHIA MICHAEL E            DATE: 09/08/93    TIME: 09:11  
Currently working on Turbo bugs. Hope to have fix for this problem shortly.

ASSIGNED:    BAHIA MICHAEL E            DATE: 07/09/93    TIME: 16:09  
No change at this time.

ASSIGNED:    BAHIA MICHAEL E            DATE: 04/05/93    TIME: 11:41  
Nothing new here at this time. New R&D man on board in Lowell.

ASSIGNED:    BAHIA MICHAEL E            DATE: 08/12/92    TIME: 10:47  
Sending to RDB 8332 for resolution.

ASSIGNED:    BAHIA MICHAEL E            DATE: 08/12/92    TIME: 10:18  
SCRATCH a disk surface setting the END to a number greater than the size of a disk catalog to be MOVED.  
SCRATCHDISKT/340, END = 10000  
Use the MOVE command to bring the contents of an existing floppy to 340.  
MOVET/D10,TOT/340,  
When you list 340 you will see the Current End & Catalog End are the same.  
The Catalog End should ~~have remained at 10000.~~

BE THE SAME AS THE INPUT DISK.

XA0291S  
00.00.00

WANG LABORATORIES INC.  
PROBLEM TRACKING AND REPORTING  
COMPLETE DETAIL REPORT  
HEADER INFO  
PROBLEM NUMBER M200017460

PAGE: 1  
09 JUL 1993  
15:59:35

PROBLEM NUMBER: M200017460 CUST NAME:  
PRIORITY P3 CUST NUMBER:  
PROBLEM TYPE: INFW CUST CONTACT:  
LINK TO PROB NO: CUST CONT PHONE: - - -  
CUST ADDRESS 1:  
CUST ADDRESS 2:  
SYSTEM MODEL NO: CS/386-400N CUST ADDRESS 3:  
GEN SYST MODEL: 2200 CS 386 CPU CUST CITY:  
O. S. VERSION: 01 10 CUST ST/PROV:  
HW MODEL NUMBER: CUST ZIP: - CUST RDB:  
SW MODEL NUMBER: OS CUST COUNTRY:  
SW VERSION: 01 10  
RDB ASSIGNED: 8760  
PERSON ASSIGNED:  
ALL INFO. AVAILABLE: Y ORIG NAME: BAHIA MICHAEL E  
ORIG EMPL NO: 00-04238  
SERIAL NUMBER: ORIG PHONE: - - -  
ORIG RDB: 8760  
CALL TRKG DATE: 00/00/00 00:00 DATE ENTER PTR: 07/06/92  
ALL TRKG NO: RES DEPLOYED:  
STATUS DATE: 07/09/93 DATE TO R&D: 07/06/92  
STATUS CODE: S C 595 WKDAYS IN R&D: 302.00  
STATUS ABBREV: PERM FIX TOT WKDAYS OPEN: 368.00  
STATUS DESC: PERMANENT FIX - GENERAL RELEASE

PROBLEM STATEMENT :BAHIA MICHAEL E DATE: 07/06/92 TIME: 11:12  
If a Katakana Dakuon character (lower case left bracket ([) in Katakana char set is used after a REM % all other commands on that line will be ignored.

RESOLUTION TEXT :BAHIA MICHAEL E DATE: 07/09/93 TIME: 15:52  
SC595. This problem is resolved with Maint Rel 1.18Q. Problem involved the failure of the system to execute commands on the same line that followed a REM statement with a HEX 7E or 7D character in it. The HEX 7E & 7D are not used normally in the US, but the problem was reported from both Japan and Sweden. Maint Rel 1.18Q is currently running at several sites successfully.

---

ASSIGNED: BAHIA MICHAEL E DATE: 04/05/93 TIME: 11:08  
Have source code for this O/S so it can go out on beta test if needed. Need to do more testing in-house first.

ASSIGNED: BAHIA MICHAEL E DATE: 09/10/92 TIME: 15:17  
Problem is corrected in special rel 1.18Q sent to field & forwarded to me for verification. Have not heard from R&D on this release.

ASSIGNED: WONG TAK LAM DATE: 09/01/92 TIME: 19:51  
To R&D: Installation schedule in customer site is upheld because of this problem. Please provide the fix schedule at earliest. Regards.

ASSIGNED: BAHIA MICHAEL E DATE: 07/29/92 TIME: 17:11  
Same problem has now been reported by Sweden in a Wang Office titled 'Bug 25'. With the Swedish character set if a REM% followed by a lower case left or right bracket [] (hex 7D or 7E) precedes other commands on the same line, the following commands on that line will be ignored. Only the hex 7D or 7E have been found so far to cause the problem.

ASSIGNED: BAHIA MICHAEL E DATE: 07/27/92 TIME: 17:14  
P1 indicates problem brings system down, no circumvention. You want to change status instead to CRITICAL?

ASSIGNED: WONG TAK LAM DATE: 07/21/92 TIME: 02:00  
To R&D: Request to upgrade PTR call status to P1, as customer wants to know fix schedule at earliest. Regards.

ASSIGNED: WONG TAK LAM DATE: 07/17/92 TIME: 02:10  
To R&D: Please update time frame for the fix of this problem. Customer is concerning much about this problem.

ASSIGNED: BAHIA MICHAEL E DATE: 07/06/92 TIME: 11:26  
Sending to RDB 8332 for Resolution.

ASSIGNED: BAHIA MICHAEL E DATE: 07/06/92 TIME: 11:12  
The following program can be used to duplicate the problem:

```
10 PRINT "ABC"  
20 REM % dakoun: PRINT"OK"          dakoun is a lower case left bracket in  
30 PRINT"XXX"                       Katakana
```

RUN Return

ABC

XXX

OK should also print out but does not. This same problem was fixed on the 386.

XA0291S  
00.00.00

WANG LABORATORIES INC.  
PROBLEM TRACKING AND REPORTING  
COMPLETE DETAIL REPORT  
HEADER INFO  
PROBLEM NUMBER M900007387

PAGE: 1  
04 MAY 1993  
17:11:26

PROBLEM NUMBER: M900007387 CUST NAME: HUTCHISON PAGING LTD  
PRIORITY P1 CUST NUMBER: HH 00000001370  
PROBLEM TYPE: ESC CUST CONTACT: VICTOR LAU  
LINK TO PROB NO: CUST CONT PHONE: 88-047-26 -  
CUST ADDRESS 1:  
CUST ADDRESS 2:  
SYSTEM MODEL NO: CS/386-800N CUST ADDRESS 3:  
GEN SYST MODEL: 2200 CS 386 CPU CUST CITY:  
O. S. VERSION: 01 18 Z CUST ST/PROV:  
HW MODEL NUMBER: CS/386-800N CUST ZIP: - CUST RDB: H9906  
SW MODEL NUMBER: OS CUST COUNTRY:  
SW VERSION: 01 18 Z  
RDB ASSIGNED: 8760  
PERSON ASSIGNED: BAHIA MICHAEL E  
ALL INFO. AVAILABLE: Y ORIG NAME: LAU VICTOR  
ORIG EMPL NO: HH-99123  
SERIAL NUMBER: ORIG PHONE: - - -  
ORIG RDB: H9906  
CALL TRKG DATE: 00/00/00 00:00 DATE ENTER PTR: 08/26/92  
L TRKG NO: RES DEPLOYED:  
STATUS DATE: 05/04/93 DATE TO R&D: 09/10/92  
STATUS CODE: S C 741 WKDAYS IN R&D: 236.00  
STATUS ABBREV: TEMP FIX-I TOT WKDAYS OPEN: 251.00  
STATUS DESC: CUSTOMER RESOLVED BY INSTALLING TEMP FIX @ S

PROBLEM STATEMENT :LAU VICTOR DATE: 08/26/92 TIME: 02:29  
PROB: User's 2 CS/TURBO multiplexed to 2 DS, configured with 36 partitions,  
and 25 WS. Each time reboot system, found a background partition, the  
file # was changed from normal D32 to 332, or from D23 to 323.  
LISTDT show  
#0 D31  
#1 332 at 00003013 in 00000313 to 00003015.  
CLEARP only can't reselect #1 to D32, SELECT #1/000 will changed to  
/300, resume normal after CLEAR ( both program and data )  
Most frequent at bootup time, intermittently in normal running  
H/W: CS/386-800N x2, 2275MUX x2, 22C80 x2, DS x2 (1.2M+140M+R3E PROM )  
S/W: OS 1.18z

XA0291S  
00.00.00

WANG LABORATORIES INC.  
PROBLEM TRACKING AND REPORTING  
COMPLETE DETAIL REPORT  
PROB. RESOLUTION  
PROBLEM NUMBER M900007387

PAGE: 2  
04 MAY 1993  
17:11:26

PROBLEM NO: M900007387

STATUS CODE: S C 741 STATUS ABBR: TEMP FIX-I DATE ENTERED: 05/04/93

ORIGINAL	MODEL NUMBER	GENERIC MODEL	VERSION
SYSTEM :	CS/386-800N	2200 CS 386 CPU	O.S: 01 18 Z
HARDWARE:	CS/386-800N	2200 CS 386 CPU	
SOFTWARE: OS		WANG VS OS SYST	SWR: 01 18 Z

VERSION  
O.S: 01 18

SWR:

RESOLUTION TEXT :BAHIA MICHAEL E DATE: 05/04/93 TIME: 16:37  
SC741. Intermittently customer would get a P48 error, illegal device specification, and find in the Device Table address D32 shown as 332. Problem was circumvented by using different #numbers when selecting disk addresses. Was switching back and forth between 340 and D32. Cannot duplicate this problem with any regularity. Have seen it occur. Many times the address will not make a difference. 310 & B10 will work with D11 & D10. One time addresses in the Device Table for both #0 & #1 were B10 and even after typing in SELECT #0/D10, #0 remained B10. However, this did not cause a problem. After rebooting was able to change first byte of address from B to D or 3 and back again. Cannot identify circumstances which result in a problem.

---

ASSIGNED: LAU VICTOR                      DATE: 12/07/92    TIME: 23:10  
The problem occurred when select file number say #1 to RAM disk 340, after certain disk operation, reselect the file #1 to disk D32, then from the LISTDT status, the first bit can not be set, hence the D32 was changed to 332, that caused P48 error and stop the background program.  
The program was circumvented by select RAM disk 340 and other disk platter to different file #.

ASSIGNED: BAHIA MICHAEL E                DATE: 10/23/92    TIME: 15:13  
Current status please. How often does this problem seem to occur? When it does occur are any disk addresses hung? How often does it occur when powering up the customer's CPU? How many CPUs have shown this problem? If there is any frequency to the problem, 1 out of 10 or even 20 times, maybe we can duplicate it by booting off the customer's software. If only occurring with 1 CPU may be some kind of hardware problem. Try CPU board.

ASSIGNED: BAHIA MICHAEL E                DATE: 09/17/92    TIME: 12:14  
Don't think as I have stated that the address in the Device Table beginning with 3 is the problem although it may be a symptom. Most likely a problem exists related to the background task that is running. Will send a Wang Office to Duncan to see if he has any ideas. We need more information.

ASSIGNED: LAU VICTOR                      DATE: 09/15/92    TIME: 21:19  
The problem can't be duplicated in house, but occurs intermittently at user site. The OS 1.18z was sent from Duncan with heading as 1.18k, but show 1.18z at the first line when boot up CPU. Don't know whether it is 1.18k or 1.18z.

ASSIGNED: BAHIA MICHAEL E                DATE: 09/11/92    TIME: 10:00  
Are you saying that whenever a disk address starts with 3 in the Device Table, that surface is no longer accessible? I am not sure this is really the problem, although it may be a symptom. Be sure the only disk addresses in @GENPART are 310, 320, 330, & 340. No other disk or DS tape related addresses should be in @GENPART. I have no idea in the world how to duplicate this problem since I am not getting any hangs other than those we have identified concerning SELECT H and MUXing. Did this problem exist with 1.18? Do not have a 1.18z. I do have 1.18Q and 1.18K.

ASSIGNED: LAU VICTOR                      DATE: 09/10/92    TIME: 20:33  
If the problem surface, it will stop the user's CRITICAL background program ( which is used to transmit message to subscriber's beeper ). However the user will not aware of the problem until RAMDISK buffer is filled up by incoming message and full, which is 1/2 hr later after the problem surface ( hence the subscriber's message will be delayed by 1/2 hour ).  
This will affect the user's operation. The user pushes for solution.

ASSIGNED: BAHIA MICHAEL E                DATE: 09/10/92    TIME: 09:43  
Is this actually causing any problem? If not shouldn't this be a P3 priority  
?



XA0291S  
00.00.00

W A N G L A B O R A T O R I E S I N C .  
P R O B L E M T R A C K I N G A N D R E P O R T I N G  
C O M P L E T E D E T A I L R E P O R T  
P R O B L E M D E T A I L  
P R O B L E M N U M B E R M 9 0 0 0 0 7 3 8 7

PAGE: 3  
04 MAY 1993  
17:11:26

---

ASSIGNED: CHUI SIMON DATE: 05/02/93 TIME: 21:18  
Michael, Call can be closed at this satge as user accepts the circumvention.  
Pls de-escalate the call back, thanks.

ASSIGNED: BAHIA MICHAEL E DATE: 04/27/93 TIME: 10:45  
No change in status. At this time we cannot duplicate this problem.

ASSIGNED: BAHIA MICHAEL E DATE: 04/08/93 TIME: 09:53  
Did some more testing with the DS config program but cannot get it to fail.  
Had made some minor changes to the program and now seems to work every time.  
Do not need to open floppy door. Tested on both the Turbo & 386 & with 3  
DS Cabinets with 3 different prom levels and no problem. This means that  
again this problem cannot be reproduced and therefore there is no way of know  
ing how to fix it without more information on what makes it occur.

ASSIGNED: CHUI SIMON DATE: 04/06/93 TIME: 05:44  
Michael, have you done the test again? Meanwhile, will try to contact  
customer whether they will accept the circumvent to close this call.  
If not, then will have your help to fix this problem.

ASSIGNED: BAHIA MICHAEL E DATE: 03/26/93 TIME: 09:46  
Believe I may have run into this problem this week but could not reproduce it  
a 2nd time. With the new R4 prom there is a utility program built into  
@DSCFIG that allows you to assign addresses of user defined size to the Winche  
ster drives. Once the configuration is saved, it is stored in a data file on  
the disk. If the same data file name is used when rerunning the program a  
second time an I98 occurs consistently. You must open the floppy door and  
close it to get around the error or key RESET and rerun. One time when the  
I98 occurred I did find address 320 in the Device Table instead of D20. Did  
not check the Device Table everytime but the 3 or 4 times I did the address  
was correct. Will go back to this and test to see if the change in address  
will come back with this with any kind of consistency, even if only 1 out of  
10 times.

ASSIGNED: BAHIA MICHAEL E DATE: 03/12/93 TIME: 16:29  
Need more information. Cannot reproduce this problem.

ASSIGNED: BAHIA MICHAEL E DATE: 02/12/93 TIME: 10:25  
Still unable to duplicate this problem. Wrote program to SELECT#1/340 then  
SELECT#1/D36 and keep on changing reading and writing to both surfaces. No  
problem. Can you provide any additional information which may help to  
duplicate this problem?

ASSIGNED: BAHIA MICHAEL E DATE: 12/10/92 TIME: 17:11  
Still cannot duplicate your problem. Will Duncan be addressing this? Is  
there any way to duplicate?

XA0291S  
00.00.00

WANG LABORATORIES INC.  
PROBLEM TRACKING AND REPORTING  
COMPLETE DETAIL REPORT  
HEADER INFO  
PROBLEM NUMBER M900006980

PAGE: 1  
29 APR 1993  
08:45:42

PROBLEM NUMBER: M900006980 CUST NAME: HUTCHISON PAGING LTD  
PRIORITY P1 CUST NUMBER: HH 00000001370  
PROBLEM TYPE: ESC CUST CONTACT: VICTOR LAU  
LINK TO PROB NO: CUST CONT PHONE: 88-047-26 -  
CUST ADDRESS 1:  
CUST ADDRESS 2:  
CUST ADDRESS 3:  
SYSTEM MODEL NO: CS/386-400N CUST CITY:  
GEN SYST MODEL: 2200 CS 386 CPU CUST ST/PROV:  
O. S. VERSION: 01 16 X CUST ZIP: - CUST RDB: H9906  
HW MODEL NUMBER: CS/386-400N CUST COUNTRY:  
SW MODEL NUMBER:  
SW VERSION:  
RDB ASSIGNED: H9936  
PERSON ASSIGNED: CHUI SIMON  
ALL INFO. AVAILABLE: Y ORIG NAME: LAU VICTOR  
ORIG EMPL NO: HH-99123  
SERIAL NUMBER: ORIG PHONE: - - -  
ORIG RDB: H9906  
CALL TRKG DATE: 00/00/00 00:00 DATE ENTER PTR: 05/15/92  
ALL TRKG NO: RES DEPLOYED:  
STATUS DATE: 04/27/93 DATE TO R&D:  
STATUS CODE: H C 495 WKDAYS IN R&D: 0.00  
STATUS ABBREV: NEW PROBLM TOT WKDAYS OPEN: 348.00  
STATUS DESC: NEW PROBLEM

PROBLEM STATEMENT :LAU VICTOR DATE: 05/15/92 TIME: 01:25  
PROB: Intermittently can't show the memory testing counting down screen on  
console when power ON CPU. Sometimes have to 1) power OFF/ON several  
times or 2) re-sit CPU board or 3) after fail for more than 10 times,  
power down for half hours, then power UP again then OK.  
H/W : CS/386-400N x2, 2275MUX x2, 22C80 x2  
2200DS x2 ( 1.2M + 140M x2, + 150M Tape + R3E PROM )  
S/W : CS/TURBO OS 1.16x

RESOLUTION TEXT :CHUI SIMON DATE: 04/27/93 TIME: 21:51  
Hardware problem, replaced marginal MXF.

---

ASSIGNED: BAHIA MICHAEL E DATE: 04/26/93 TIME: 12:00  
Call can be closed per field. Problem resolved by replacing marginal MXF boards. Cannot enter a resolution as problem comes up as locked to me.

ASSIGNED: LAU VICTOR DATE: 04/26/93 TIME: 03:18  
Problem resolved after replacing marginal boards, call can be closed.

ASSIGNED: BAHIA MICHAEL E DATE: 04/08/93 TIME: 09:57  
Have not seen this problem at other sites. Was the problem resolved by replacing the marginal MXF boards?

ASSIGNED: CHUI SIMON DATE: 04/06/93 TIME: 05:29  
Michael, Pls confirm whether this MXF fail on boot problem (LED remain on) had been reported from other sites. Since we had two out of eight pcbs still exist this problem. Then we may go ahead to replace these marginal boards.

ASSIGNED: BAHIA MICHAEL E DATE: 03/26/93 TIME: 10:05  
Anything new on this problem. Have found that often if you run the boot diagnostics, then IPL, more likely to fail on boot. This was happening with 2 MXFs, an MXE, & a MXD. Usually the MXE LED would be on. The MXE seems to work fine otherwise but may be something marginal about it. Additionally there can be problems using MXEs & MXDs with the SCSI Controller. Could not get the MXD to work on boot from SCSI and some otherwise perfectly running MXEs will fail intermittently on boot. There seems to be some tight timing margins here. Thought this might be of some related interest to the problem. Please let me know where things stand on this problem.

ASSIGNED: BAHIA MICHAEL E DATE: 03/12/93 TIME: 16:31  
Status please. Never able to duplicate.

ASSIGNED: BAHIA MICHAEL E DATE: 02/12/93 TIME: 08:45  
What is the status of this problem? Is it still failing? Has anything been done recently?

ASSIGNED: BAHIA MICHAEL E DATE: 12/01/92 TIME: 15:08  
Have you tried swapping MXFs with 1 that never has a problem? If yes, did problem follow failing MXF? How many CPUs are involved? If possible, try failing MXF in a CPU which has not had a problem. Have replacement MXFs been ordered. If you have not already verified that the problem will follow the bad MXF from 1 CPU to another, you may need a motherboard.

ASSIGNED: LAU VICTOR DATE: 11/19/92 TIME: 23:14  
The 2 problem MXFs have no problem as long as not power off the CPU. After power on again, it intermittently can't pass the build in test, power on off again does not help, has to power down and wait for 5 min before to power

---

ASSIGNED: LAU VICTOR                      DATE: 11/19/92    TIME: 23:14  
again to resume normal. Other boards had replaced, it was narrowed down to the MXF boards.  
As 2 out of 8 MXFs have problem, consider chance of getting good one from logistic.

ASSIGNED: BAHIA MICHAEL E                DATE: 11/12/92    TIME: 15:46  
If problem is reproducible even 1 out of 10 times we should go in and just resolve this problem. Again would suggest if still fails after replacing MXF to remove all boards except MXF and CPU and test again. If still fails be prepared to replace CPU and motherboard. Also if having problems remove all but terminal 1 from the MXF in case the remote possibility of a terminal or cable causing the problem exists.

ASSIGNED: WONG TAK LAM                    DATE: 11/12/92    TIME: 03:22  
To R&D: CPU mothboards are at new version. Field will try swap in MXF PCBs (2 of them) to verify problem.

ASSIGNED: BAHIA MICHAEL E                DATE: 10/23/92    TIME: 09:03  
Have read through the call again. This problem with the MXF LED staying on too long was a problem earlier with the motherboard which was fixed with the version of the motherboard. How many CPU's are currently exhibiting this problem? Test CPU by powering off & on with just CPU & MXF installed. MXF LED should go out in 3 seconds. If fails replace MXF & CPU 1 at a time and retest. If still fails replace motherboard. If does not fail with just CPU & MXF install other controllers 1 by 1 retesting power up with each. Please update with results.

ASSIGNED: BAHIA MICHAEL E                DATE: 09/11/92    TIME: 15:20  
This call appears to be for just a bad board. Can we close this call? If not, please explain.

ASSIGNED: BAHIA MICHAEL E                DATE: 08/27/92    TIME: 11:08  
If you have 2 MXF boards failing power up diagnostics I suggest you order replacements & return the 2 bad ones to repair. These boards can fail to pass bit test for multiple reasons. It does not appear to me we need to have this call open. Can we close this call?

ASSIGNED: LAU VICTOR                      DATE: 08/20/92    TIME: 03:48  
Due to user's CS/TURBO on-line system hang, have to power OFF/ON user's CPU. But the 1st MXF can't pass the BIT test, hence can't boot up the CPU again. Power OFF/ON for 4 times, still fail. Take out the 1st MXF from the CPU chassis for 2 min for cool down or voltage discharge and then reinstall to the chassis. It pass the BIT.  
This is 2nd MXF out of total 12 MXF ( with new PROM checksum B7F9 & 9B7C ) exhibit the problem. There are 2 more MXF (have old PROM ) also have the

XAO291S  
00.00.00

WANG LABORATORIES INC.  
PROBLEM TRACKING AND REPORTING  
COMPLETE DETAIL REPORT  
PROBLEM DETAIL  
PROBLEM NUMBER M900006980

PAGE: 5  
29 APR 1993  
08:45:42

ASSIGNED: LAU VICTOR DATE: 08/20/92 TIME: 03:48

above problem.

User can't afford to wait for several minute in order to reboot the system.

ASSIGNED: BAHIA MICHAEL E DATE: 08/10/92 TIME: 09:39

Are all MXFs showing this problem where they need to be off for several minutes to properly reboot or is only 1 MXF board having the problem still where it has to be off several minutes before you can successfully reboot? If all MXF boards are exhibiting this problem is Duncan aware of it? We can not reproduce this problem.

ASSIGNED: LAU VICTOR DATE: 08/06/92 TIME: 00:47

It is normal warm up with 2 fans cooling.

Since the MXF board works fine as long as not to power OFF/ON the machine again after warm up, it is not to assume the MXF board is bad. Furthermore the symptom is intermittent and similar as before with only difference the frequency is lesser.

ASSIGNED: BAHIA MICHAEL E DATE: 08/05/92 TIME: 08:52

What do you mean by heating up the board. Is this normal warm up from just turning the CPU on or are you unplugging the fan? If only 1 of 6 boards is failing with the new prom it would seem to me that 1 MXF is bad. It is very common to see a board that seems to work when it is cold but has problems as components heat up. I think the failing board should be replaced. If none of the boards are still failing then we should be able to close this call. We never did see this problem here.

ASSIGNED: LAU VICTOR DATE: 08/04/92 TIME: 21:17

Before update the MXF PROM, the MXF BIT problem ( can't show the memory self test ) was quite obvious especially when the machine was heat up.

After update the MXF PROM to L7 R3xx checksum B7F9  
L14 R3xx checksum 9B7C

the MXF BIT problem improved a lot, out from 8 MXF, there was still one MXF exhibit the problem. But after power off the machine for 10 min to let the machine cool down or voltage discharge, the MXF could up and OK as long as not to power OFF/ON again after machine warm up. Since the symptom is same as before ie resume normal after cool down the machine for a while, the MXF board is not assumed to be faulty. And as the PROM update improves a lot, further modification of MXF PROM may fix the problem.

ASSIGNED: BAHIA MICHAEL E DATE: 07/10/92 TIME: 14:57

What is status of this problem? Has Duncan given you a fix? If yes, what was the fix, microcode, prom, &/or O/S? On vacation 2 weeks. If need assistance contact Gene Roy or Michael Riley. M. Riley on vacation week of 7/20. Back 7/27.

ASSIGNED: BAHIA MICHAEL E DATE: 06/12/92 TIME: 13:51  
Update acknowledged. What is prom revision on MXF board? On CPU board?

ASSIGNED: CHUI SIMON DATE: 06/11/92 TIME: 03:43  
Michael, There are 5 out of 6 Turbo System having this MXF BIT problem.  
Two of them are still at HKCSO office (refer to 25/may update).  
Also, this problem had been seen by Duncan in these two in-house  
machine. According to his opinion, it seems to be related to MXF  
BIT problem.

(Note: HKCSO have rec'd another two new turbo systems today, there are  
totally 8 Turbo system in HK (4 at user, 4 in-house). Will keep you  
informed whether this issue will be found in the two new CPUs.)

ASSIGNED: BAHIA MICHAEL E DATE: 06/03/92 TIME: 12:31  
Talked with Stephen Chung this morning by telephone. He is under the  
impression that this problem is occurring with multiple CPUs. From reading  
the PTR, I am under the impression only 1 CPU has this problem. How many  
CPUs are giving this problem?

To answer your questions:

1. No other region has reported this problem. We have seen similar  
symptoms & they are usually just a matter of replacing the bad board, in this  
most likely the MXF or something cabled to it or once replaced the  
motherboard. Other boards in the CPU in odder cases may have an effect.
2. Have 3 Turbos in our lab which we constantly power down & up with no  
problem. Cannot reproduce.
3. No recent ECOs to the motherboard. If the motherboard is R1 it is the  
latest. All customer orders should have come with R1 motherboards.
4. Do not know if R&D has supplied you with newer proms that we are not  
yet using. As of today you should have R2 proms on your CPU board at L50 &

ASSIGNED: BAHIA MICHAEL E DATE: 06/03/92 TIME: 12:31  
Comment For Last Lines Of Earlier Comment Of Old Format  
L64, R3 proms on the MXF at L7 & L14, & R1 proms at L7 & L14 of the 22C11-HS.  
In Training next week. Contact Mike Riley via Wang Office if need assistance

ASSIGNED: CHUI SIMON DATE: 06/03/92 TIME: 02:29  
To R&D: Did this problem happened or reported by other region?  
Have you tried to duplicated this problem?  
Also, is there any ECO imply to the motherboard? Will it be any  
difference in between yours and ours.  
Field have not yet placed the order for the motherboard.  
Meanwhile, will follow your update on May/20 to verify again.

ASSIGNED: BAHIA MICHAEL E DATE: 06/01/92 TIME: 08:33  
Does problem occur with just CPU board & 1 MXF present? If it does & a 2nd  
CPU board & MXF make no difference, replace motherboard. See update from

XA0291S  
00.00.00

WANG LABORATORIES INC.  
PROBLEM TRACKING AND REPORTING  
COMPLETE DETAIL REPORT  
PROBLEM DETAIL  
PROBLEM NUMBER M900006980

PAGE: 7  
29 APR 1993  
08:45:42

---

ASSIGNED: BAHIA MICHAEL E DATE: 06/01/92 TIME: 08:33  
5/20.

ASSIGNED: LAU VICTOR DATE: 05/31/92 TIME: 22:26  
Resolder motherboard, same problem. This time the second MXF's LED turn  
OFF before the 1st MXF's LED. Press "LOAD LOAD LOAD" at console can display  
the baud rate screen, but can't reset the screen by pressing RESET.

ASSIGNED: LAU VICTOR DATE: 05/28/92 TIME: 22:09  
There seems no problem for MXE.  
The problem seems apparent if the CPU was warmed up for MXF. But it was  
also report problem for MXF and cold CPU.

ASSIGNED: BAHIA MICHAEL E DATE: 05/26/92 TIME: 10:53  
Unable to upgrade to CRITICAL as problem is locked. You may be able to  
upgrade the status yourself. Waiting for feedback on followup to my update  
of 5/20.

ASSIGNED: CHUI SIMON DATE: 05/26/92 TIME: 01:28  
Recap the information that sent on May 23:  
Status: have tested in two new Turbo systems and this problem also int.  
happen in these two new systems. Both systems contain four controller  
(22C11, MXF\*2, 2275MUX). When the problem occur, the LED of all the  
MXF in the Turbo systems will continue light up but 22C11 can be off.  
Action: 1. Will refer to recommendation from Michael Bahia to identify the  
problem area.  
2. Try to get a MXE to see any difference.

ASSIGNED: LAU VICTOR DATE: 05/21/92 TIME: 22:14  
Call requested to raise to CRITICAL.

ASSIGNED: BAHIA MICHAEL E DATE: 05/20/92 TIME: 13:51  
MXF LED should go out in approximately 3 seconds after power on as should  
LEDs on all new Turbo High Speed Controllers. If not, something is wrong &  
this is why fails to start diagnostics. MXE LED usually takes around 5 sec.  
Try the following to isolate problem:  
1. Check CPU voltages. Remove all I/O controllers except MXF.  
2. Power CPU OFF & ON 10 or 12 times to see if MXF LED consistently goes out  
within 3 seconds & self-test diags start on screen. If ok go to 4.  
3. If fails at all, try 2nd MXF. Still fails try 2nd CPU. Still fails,  
replace motherboard. If using CS chassis see TSB HWT 9694 from 4/7/92.  
4. Put other controllers in 1 at a time & test power on with each multiple  
times to insure still working. May have 1 controller affecting MXF. If do  
find a controller which seems to cause failure, remove other controllers to  
verify.  
This should enable you to isolate the problem. Be sure all I/O boards are

XA0291S  
00.00.00

WANG LABORATORIES INC.  
PROBLEM TRACKING AND REPORTING  
COMPLETE DETAIL REPORT  
PROBLEM DETAIL  
PROBLEM NUMBER M900006980

PAGE: 8  
29 APR 1993  
08:45:42

ASSIGNED: BAHIA MICHAEL E DATE: 05/20/92 TIME: 13:51  
evenly seated in the motherboard connectors. Sometimes when tightening the

ASSIGNED: BAHIA MICHAEL E DATE: 05/20/92 TIME: 13:51  
Comment For Last Lines Of Earlier Comment Of Old Format  
screw on one end of the controller the other end can be forced up.

ASSIGNED: LAU VICTOR DATE: 05/20/92 TIME: 00:59  
Replace power supply, same problem.  
Replace MXF, same problem.  
Replace CPU board, same problem.

Have to retry power OFF/ON many time to get the BIT screen.  
The 2 CPU both install a MXF & a MXE, MXF as console. Found that every time  
it fail, the diagnostic LED of MXF turn OFF after LED of MXE after power ON  
CPU. Every time it is OK, the diagnostic LED of MXF turn OFF before that of  
MXE after power ON CPU.  
The MXE is switched as console, under observation.

ASSIGNED: CHUI SIMON DATE: 05/18/92 TIME: 20:33  
CC: Michael Bahia. Pls advise whether there is any similar problem reported  
from other site?

ASSIGNED: CHUI SIMON DATE: 05/18/92 TIME: 20:26  
Field plan to verify at customer site and replaced SPS of the suspect failure  
CPU unit.

ASSIGNED: CHUI SIMON DATE: 05/17/92 TIME: 21:56  
To HKCSO: Call ack'd.

ASSIGNED: WONG PANDA DATE: 05/17/92 TIME: 20:23  
PTR is accepted in ASC at May 18, 92.

ASSIGNED: LAU VICTOR DATE: 05/15/92 TIME: 01:56  
After swapping CPU board, MXF, same problem. Schedule to replace power supply  
. Encounter same problem for another CPU out from total of 4 CS/TURBO but OK  
after re-sit CPU board.  
PTR is raised to isolate problem, as user can't tolerate to power OFF/ON CPU  
several times.

ASSIGNED: LAU VICTOR DATE: 05/15/92 TIME: 01:25  
FREQ: Intermittent



XA0291S  
00.00.00

WANG LABORATORIES INC.  
PROBLEM TRACKING AND REPORTING  
COMPLETE DETAIL REPORT  
HEADER INFO  
PROBLEM NUMBER M500017942

PAGE: 1  
18 JAN 1993  
08:42:25

PROBLEM NUMBER: M500017942  
PRIORITY P1

CUST NAME: WESTERN GARD N WISE CO INC  
CUST NUMBER: 00 00000323147

PROBLEM TYPE: ESC  
LINK TO PROB NO:

CUST CONTACT: STEVE WISE  
CUST CONT PHONE: -303-371-9790  
CUST ADDRESS 1: 11600 E 51ST AVE

SYSTEM MODEL NO: CS-40  
GEN SYST MODEL: 2200 CS CPU  
O. S. VERSION: 1 15  
HW MODEL NUMBER: TURBO  
SW MODEL NUMBER:  
SW VERSION:

CUST ADDRESS 2:  
CUST ADDRESS 3:  
CUST CITY: DENVER  
CUST ST/PROV: CO  
CUST ZIP: 80239-0000 CUST RDB: 3561  
CUST COUNTRY:

ALL INFO. AVAILABLE: Y

RDB ASSIGNED: 8760  
PERSON ASSIGNED: BAHIA MICHAEL E  
ORIG NAME: SCHUSTER STEVEN B  
ORIG EMPL NO: 00-06298  
ORIG PHONE: - - -  
ORIG RDB: 3561

SERIAL NUMBER:

CALL TRKG DATE: 00/00/00 00:00 DATE ENTER PTR: 11/09/92  
L TRKG NO: RES DEPLOYED:

STATUS DATE: 11/09/92 DATE TO R&D: 11/09/92  
STATUS CODE: H 0 513 WKDAYS IN R&D: 70.00  
STATUS ABBREV: N-REP-UD-P TOT WKDAYS OPEN: 70.00  
STATUS DESC: NOT REPRODUCIBLE/UNABLE TO DUPLICATE - PROP.

PROBLEM STATEMENT :SCHUSTER STEVEN DATE: 11/09/92 TIME: 12:33  
Three turbo systems will not IPL when a second MXE controller is present. The CPU will blank out screen when @genpart is suppose to run. MXE's have been moved around. System will IPL with one MXE.

XA0291S  
00.00.00

W A N G L A B O R A T O R I E S I N C .  
P R O B L E M T R A C K I N G A N D R E P O R T I N G  
C O M P L E T E D E T A I L R E P O R T  
P R O B . R E S O L U T I O N  
P R O B L E M N U M B E R M 5 0 0 0 1 7 9 4 2

PAGE: 2  
18 JAN 1993  
08:42:25

---

PROBLEM NO: M500017942  
STATUS CODE: H 0 513 STATUS ABBR: N-REP-UD-P DATE ENTERED: 01/18/93

ORIGINAL	MODEL NUMBER	GENERIC MODEL	VERSION
SYSTEM : CS-40		2200 CS CPU	O.S: 1 15
HARDWARE: TURBO		SYSTEM SERVICES	SWR:
SOFTWARE:			

	VERSION
O.S:	
SWR:	

RESOLUTION TEXT :BAHIA MICHAEL E DATE: 01/18/93 TIME: 08:37  
HC305. Hang problem during boot caused be using Magna disk drive. Had 3  
different Magna units and all had the same symptoms. No problem with 2275  
using same controller. Magna units seem to work ok if using Magna's disk  
controller. Close call.

XA0291S  
00.00.00

WANG LABORATORIES INC.  
PROBLEM TRACKING AND REPORTING  
COMPLETE DETAIL REPORT  
PROBLEM DETAIL  
PROBLEM NUMBER M500017942

PAGE: 4  
18 JAN 1993  
08:42:25

---

ASSIGNED: BAHIA MICHAEL E      DATE: 11/09/92      TIME: 14:59  
Customer is using non-Wang disk drives. Believe problem may be a timing issue with the drives as problem occurs with 3 different CPU's using different boards. Additional MXE boards may require additional time to communicate with the CPU after initial load of O/S. The additional time is causing a timeout to occur with these non-Wang drives. Tested configuration in Lab using Wang drives and no problem. Testing 2275 to be shipped to field to isolate problem.

ASSIGNED: SCHUSTER STEVEN B      DATE: 11/09/92      TIME: 12:33  
The MXE that was set for the first was set for number two with the same symptom. If I set an MXE for #1 and #3 the system will IPL but only the ws on MXE #1 load.

XA0291S  
00.00.00

WANG LABORATORIES INC.  
PROBLEM TRACKING AND REPORTING  
COMPLETE DETAIL REPORT  
PROBLEM DETAIL  
PROBLEM NUMBER M500017942

PAGE: 3  
18 JAN 1993  
08:42:25

---

ASSIGNED: SCHUSTER STEVEN B DATE: 01/14/93 TIME: 19:09  
ALL problems have been resolved lets close this call.

ASSIGNED: BAHIA MICHAEL E DATE: 01/14/93 TIME: 15:41  
Update acknowledged. Waiting confirmation all Wang issues have been resolved

ASSIGNED: GOLDMAN ALAN R DATE: 01/13/93 TIME: 10:59  
Requested confirmation from Wayne Crosby, BM.

ASSIGNED: BAHIA MICHAEL E DATE: 01/04/93 TIME: 09:20  
Please verify any Wang hardware problems have been resolved. We can then close the call with a clean conscience.

ASSIGNED: GOLDMAN ALAN R DATE: 12/30/92 TIME: 17:23  
Asked Schuster to either update or close the call. If you hear nothing in a few days, return it for closure. Thanks.

ASSIGNED: BAHIA MICHAEL E DATE: 11/20/92 TIME: 18:07  
The 2275 was received back here today and it still works too. Do we need to keep this problem open any longer since the Wang hardware seems to be functioning properly?

ASSIGNED: BAHIA MICHAEL E DATE: 11/17/92 TIME: 14:54  
Update acknowledged.

ASSIGNED: SCHUSTER STEVEN B DATE: 11/12/92 TIME: 16:09  
Turbo systems will IPL with the 2275, but when I tried to move OS software to Magna drive I got 190 errs. We were able to 1.18 s/w on the Magna, but the system still hung in @GENPART. The Magna will successfully IPL when connected to a Magna Controller that we took from the customers MVP.

ASSIGNED: BAHIA MICHAEL E DATE: 11/11/92 TIME: 14:45  
Tested 2275 on both a standard 22C11 (210-9746) and a 22C11-HS for several hours running random R/Ws to both the 10M and floppy & no errors. Unit was brought to mailroom last night and should have arrived this AM via Federal Express Air Bill 719 9625 517. Turbo O/S 1.18 with utilities is loaded on the 10M. A 1.18 boot floppy was also enclosed. Please update with status as soon as possible.

ASSIGNED: BAHIA MICHAEL E DATE: 11/09/92 TIME: 18:20  
Did not ship 2275 today due to problem booting off floppy where system would hang with blank screen just before loading @GENPART. Problem was due to having 22C11-SCSI board installed and no ucode for it on O/S. Removed SCSI board and no problem. Booted several times with 3 MXE and 1 MXD. Will ship tomorrow.

XA0291S  
00.00.00

W A N G L A B O R A T O R I E S I N C .  
PROBLEM TRACKING AND REPORTING  
COMPLETE DETAIL REPORT  
H E A D E R I N F O  
PROBLEM NUMBER M410009844

PAGE: 1  
04 JAN 1993  
10:03:13

---

PROBLEM NUMBER: M410009844 CUST NAME:  
PRIORITY P2 CUST NUMBER:  
PROBLEM TYPE: ESC CUST CONTACT:  
LINK TO PROB NO: CUST CONT PHONE: - - -  
CUST ADDRESS 1:  
CUST ADDRESS 2:  
CUST ADDRESS 3:  
SYSTEM MODEL NO: CS/386-400N CUST CITY:  
GEN SYST MODEL: 2200 CS 386 CPU CUST ST/PROV:  
O. S. VERSION: 01 07 00 CUST ZIP: - CUST RDB:  
HW MODEL NUMBER: CUST COUNTRY:  
SW MODEL NUMBER: OS  
SW VERSION: 01 07 0  
RDB ASSIGNED: 8760  
PERSON ASSIGNED: BAHIA MICHAEL E  
ALL INFO. AVAILABLE: Y ORIG NAME: GREENBERG KELLIE L  
SERIAL NUMBER: ORIG EMPL NO: 00-61161  
ORIG PHONE: - - -  
ORIG RDB: 7755  
CALL TRKG DATE: 00/00/00 00:00 DATE ENTER PTR: 07/08/92  
CALL TRKG NO: RES DEPLOYED:  
STATUS DATE: 07/08/92 DATE TO R&D: 07/08/92  
STATUS CODE: S O 495 WKDAYS IN R&D: 180.00  
STATUS ABBREV: NEW PROBLEM TOT WKDAYS OPEN: 180.00  
STATUS DESC: NEW PROBLEM

PROBLEM STATEMENT :GREENBERG KELLIE DATE: 07/08/92 TIME: 09:35  
2200//INTERMITTENT HEAT PROBLEM CAUSING A SYSTEM HANG  
\*\*NEEDS TO BE SENT TO MIKE BAHIA IN PRODUCT SUPPORT\*\*  
\*\*NEEDS TO HAVE PTR# OPENED FOR THIS CALL\*\*  
8760-RDB  
\*\*\*\*please note that the ptr wouldn't accept 2200  
that's why it states vs7310\*\*\*\*\*

RESOLUTION TEXT :BAHIA MICHAEL E DATE: 01/04/93 TIME: 09:58  
SC595. Per Wang Office from K. Greenberg on 12/23, no problems at customer  
site with updated CPU board to resolve heat related failures. Closing call  
as requested.

ASSIGNED: BAHIA MICHAEL E DATE: 01/04/93 TIME: 09:57  
Per Wang Office from K. Greenberg on 12/23. No problems since replacing CPU  
brd with updated version to fix heat related failures. Closing call as  
requested by field.

ASSIGNED: BAHIA MICHAEL E DATE: 12/22/92 TIME: 18:59  
Please confirm the hang problem is resolved with the updated CPU Board.

ASSIGNED: GREENBERG KELLIE L DATE: 12/22/92 TIME: 15:56  
Mr. Bahia,  
Could you please close this ptr.

Thanks,  
Kellie

ASSIGNED: BAHIA MICHAEL E DATE: 08/05/92 TIME: 13:16  
Customer's original board has been received. Talked with VAR on Monday. Is  
not aware of any problems at this time. ECO 60545 has been written and  
implemented for this problem. If there are no problems over the next 2 weeks  
we will move ahead & close this call.

ASSIGNED: BAHIA MICHAEL E DATE: 07/27/92 TIME: 17:09  
Updated CPU board sent out 7/8. When was it installed? Need bad CPU board s  
ent back to me with completed repair tag. My address is:

Wang Labs  
1 Industrial Ave  
Lowell, MA 01851  
Attn: Mike Bahia  
Mailstop 019-690

CE's name should then have been entered as originator but the call should  
still be a Customer call with Customer name & address attached.

ASSIGNED: GREENBERG KELLIE L DATE: 07/13/92 TIME: 12:42  
Mr. Verhine requested that this call be opened under his name.  
Checked status 7/13/92

ASSIGNED: BAHIA MICHAEL E DATE: 07/08/92 TIME: 16:24  
This call should have been opened as a Customer call not a Product Call. It  
is also a hardware problem (HO495) not software which now can't be changed.  
Corrected the model # as shown. Need to use a 2200 model just as you enter a  
VS model, not just VS. An updated & tested board was mailed out via Fed  
Express. It will be there tomorrow morning, air bill 151 4427 975. Board wa  
s heat heat tested with 8 terminals for 16 hours, no failures. Please send  
customer's board back to me with completed repair tag. Update call when new  
board is installed. Will be on vacation from 7/11 thru 7/24. If need  
assistance in that time please contact Michael Riley at 508-967-0524 or via  
Wang Office.

ASSIGNED: GREENBERG KELLIE L DATE: 07/08/92 TIME: 09:36  
THE PTR PROBLEM C410009842 WAS COPIED TO PTR PROBLEM P410009844  
ON 07/08/92 @ 10:35 BY PTR USER: GREENBERG KELLIE L

ASSIGNED: GREENBERG KELLIE L DATE: 07/08/92 TIME: 09:35  
PROBLEM DESCRIPTION CHANGE. OLD DESCRIPTION WAS:  
2200//INTERMITTENT HEAT PROBLEM CAUSING A SYSTEM HANG

\*\*NEEDS TO BE SENT TO MIKE BAHIA IN PRODUCT SUPPORT\*\*

\*\*NEEDS TO HAVE PTR# OPENED FOR THIS CALL\*\*

XA0291S  
00.00.00

WANG LABORATORIES INC.  
PROBLEM TRACKING AND REPORTING  
COMPLETE DETAIL REPORT  
HEADER INFO  
PROBLEM NUMBER M200017422

PAGE: 1  
04 JAN 1993  
10:12:57

PROBLEM NUMBER: M200017422  
PRIORITY P1

CUST NAME:  
CUST NUMBER:

PROBLEM TYPE: ALERT  
LINK TO PROB NO:

CUST CONTACT:  
CUST CONT PHONE: - - -

SYSTEM MODEL NO: CS/386-1600N  
GEN SYST MODEL: 2200 CS 386 CPU  
O. S. VERSION: 01 07  
HW MODEL NUMBER: TURBO  
SW MODEL NUMBER: OS  
SW VERSION: 01 07

CUST ADDRESS 1:  
CUST ADDRESS 2:  
CUST ADDRESS 3:  
CUST CITY:  
CUST ST/PROV:  
CUST ZIP: - CUST RDB:  
CUST COUNTRY:

ALL INFO. AVAILABLE: Y

RDB ASSIGNED: 8760  
PERSON ASSIGNED:  
ORIG NAME: BAHIA MICHAEL E  
ORIG EMPL NO: 00-04238  
ORIG PHONE: - - -  
ORIG RDB: 8760

SERIAL NUMBER:

CALL TRKG DATE: 00/00/00 00:00 DATE ENTER PTR: 02/13/92  
ALL TRKG NO: RES DEPLOYED:

STATUS DATE: 02/13/92 DATE TO R&D: 02/13/92  
STATUS CODE: S O 333 WKDAYS IN R&D: 116.00  
STATUS ABBREV: REPRODUCED TOT WKDAYS OPEN: 326.00  
STATUS DESC: PROBLEM DUPLICATED AND WORKING WITH ESCALATI

PROBLEM STATEMENT :BAHIA MICHAEL E DATE: 02/13/92 TIME: 16:53

There appears to be a timing issue with Terminal 21 & probably 22 and possibly others as yet unknown. Terminal 21 will intermittently fail with an error. With each board that has displayed the error, the error has been consistent but with each board the failure is different. For example:  
Brd 1 in my cube. Fails with a P56 on MATSORT. If stop fan over CPU board will fail in 10 min. Have run other brds over an hour without failure.  
Brd 2 in M Riley's cube. Fails with P40 with \$UNPACK command. Will fail within 15 minutes with fan connected. May need to heat board by unplugging fan to reproduce if environment is cool.  
Brd 3. Dan Collins customer in NY. Intermittently fails on a PRINT AT command.  
Brd 4. From A&L Agriculture in Richmond. When heat tested Terminal 21 failed with S19 right after checking OK on I/O Statement Syntax after 40 minutes. All other terminals continued to run.

RESOLUTION TEXT :BAHIA MICHAEL E DATE: 01/04/93 TIME: 10:09

SC595. Heat related failures with CPU board resolved with ECO 60545. All related customer calls closed. ECO replaces the 8 SRAM chips on the 210-9576. Close call.

ASSIGNED: BAHIA MICHAEL E DATE: 11/13/92 TIME: 17:15  
Comment For Summary's Last Lines Of Old Product ProblemHeader  
Brd 1, 2, & 4 where all running the Basic-2 Instruction Exerciser when failed  
. Terminal 21 can be tied to a different partition & will still fail.

ASSIGNED: BAHIA MICHAEL E DATE: 09/10/92 TIME: 14:19  
ECO 60545 released in July to upgrade Cache Memory chips from 20 nanosec to  
15 nanosec. Fix looks good although a few sites who felt they had this  
problem have some lingering issues. Will be closing this call if no concrete  
evidence comes up that the heat issue is still there.

ASSIGNED: BAHIA MICHAEL E DATE: 07/10/92 TIME: 17:03  
Alpha Color is still experiencing intermittent hang but less frequently &  
does not appear due to heat. Problem in most cases seems to start when a  
background partition involved with bar code reading somehow loses an address  
resulting in a P48. Shortly thereafter the system usually freezes. Waiting  
to test with 1.18. Unable to reproduce the P48 problem in lab running custom  
er program over weekend.  
2nd site, Fortress Manufacturing has been running error free since 7/1.  
Updated boards also sent to Construction Data in NJ, C41/9785, & Adrea Rubin  
Marketing in NYC, PTR P41/9844. These boards are not installed yet.

ASSIGNED: BAHIA MICHAEL E DATE: 06/30/92 TIME: 13:46  
Have had an updated board installed at Alpha Color (C5/17018) for a week now  
without a hang. Sending out 2nd updated board today to Fortress Manufacturing  
(C5/16971). A 3rd board was sent to Hong Kong but have received no feedback.  
Situation has become super critical as apparently there are no good boards  
available and there are 4 P1s open with a 5th on the way. Pushing Hong Kong  
for response.

ASSIGNED: BAHIA MICHAEL E DATE: 04/14/92 TIME: 13:14  
Provided another board from Equity in Virginia Beach that was heat sensitive.  
Board ran for 3 hours without failure but when disconnected fan failed within  
15 min. Term 25 failed 1st w/ a P34 on MATSEARCH. The entire system hung  
during pass 3 of the CPU Instruction Test.

ASSIGNED: BAHIA MICHAEL E DATE: 04/03/92 TIME: 15:42  
Several boards have now been given to R&D which reproduce this problem. The  
last board came from Bunn Coffee in New York. There may be a relationship to  
the failures with the MXD board. Terminal 21 & 23 are on my MXD & are always  
1st to fail although other terminals on MXF & MXE also eventually fail.  
Need board back to do testing with MXD moved so that it supports different te  
rминаl numbers.

ASSIGNED: BAHIA MICHAEL E DATE: 02/13/92 TIME: 17:27  
Sending to RDB 8332 for resolution.

ASSIGNED: BAHIA MICHAEL E DATE: 02/13/92 TIME: 16:53  
Used board 1 or 2. Have hardware to support 21 terminal at least. Use board  
1 or 2 as mentioned in SUMMARY. Unplug fan over CPU board while running  
Basic-2 Instruction Exerciser on terminal 21. All tested with terminal 20 &  
22 & on board tested terminal 22 failed with same error that 21 had. Appears  
to be some timing sensitive issue where term 21 is the weak link. If a  
certain signal is not 100% terminal 21 seems to be the first place to see a  
problem. There may be other terminals which could display a similar fate as  
only 6 terminals are being used to test my Turbo. Terminals which don't  
appear to be a problem include 1 through 17, & 25. The problem has shown up  
with both using an MXF or an MXE/MXD with terminal 21.



XA0291S  
00.00.00

WANG LABORATORIES INC.  
PROBLEM TRACKING AND REPORTING  
CUSTOMER COMPLETE DETAIL REPORT  
HEADER INFO  
CUSTOMER PROBLEM NUMBER C410009785

PAGE: 1  
19 OCT 1992  
17:33:29

PROBLEM NUMBER: C410009785 CUST NAME: CONSTRUCTION DATA CORPORATION  
PRIORITY P1 CUST NUMBER: 00 00002962579  
PROBLEM TYPE: ESC CUST CONTACT: TIM  
LINK TO PROB NO: NOT LINKED CUST CONT PHONE: -609-394-4800  
CUST ADDRESS 1: 1911 PRINCETON AVE  
CUST ADDRESS 2:  
SYSTEM MODEL NO: CS386 Turbo CUST ADDRESS 3:  
GEN SYST MODEL: 2200 CS CPU CUST CITY: LAWRENCE  
O. S. VERSION: CUST ST/PROV: NJ  
HW MODEL NUMBER: UJ-6060 CUST ZIP: 08648-0000 CUST RDB: 3234  
SW MODEL NUMBER: CUST COUNTRY:  
SW VERSION:

RDB ASSIGNED: 8760  
PERSON ASSIGNED: BAHIA MICHAEL E  
ORIG NAME: DILIBERTO FRANK W  
ORIG EMPL NO: 00-59790  
ORIG PHONE: - - -  
ORIG RDB: 3234

ART NUMBER:  
ART NUM REV:  
SERIAL NUMBER:

CALL TRKG DATE: 06/26/92 10:00 NETWORKED: N  
LL TRKG NO: RES DEPLOYED:

ORG ACT/SYM/ACN: DATE ENTER PTR: 06/26/92  
STATUS DATE: 07/10/92 DATE TO R&D: 019920629  
STATUS CODE: H O 750 WKDAYS IN R&D: 78.28  
STATUS ABBREV: TESTING TOT WKDAYS OPEN: 80.58  
STATUS DESC: TESTING

PROBLEM SUMMARY :DILIBERTO FRANK DATE: 06/26/92 TIME: 09:52  
NEW INSTALL, CPU BD OVERHEATING AND HANGS SYS. LARRY HAVENS SCE IN CONTACT  
WITH MIKE BAHIA. PTR OPENED AS PER MIKE'S DIRECTION

RESOLUTION MODEL NUMBER	GENERIC MODEL	VERSION
SYSTEM : CS386-400N	2200 CS CPU	O.S:
HARDWARE: UJ-6060	MEMORY 2200 CPU	
SOFTWARE:		SWR:

PART NO. PART NO. REVISION

RESOLUTION TEXT :BAHIA MICHAEL E DATE: 10/19/92 TIME: 17:32  
HC160. No system hangs in over a month. Problem basically resolved with  
related CPU boards with faster Cache Mem chips per ECO 60545. Sending call  
back to field to be closed as requested.

XA0291S  
00.00.00

W A N G   L A B O R A T O R I E S   I N C .  
P R O B L E M   T R A C K I N G   A N D   R E P O R T I N G  
C U S T O M E R   C O M P L E T E   D E T A I L   R E P O R T  
P R O B L E M   D E T A I L  
C U S T O M E R   P R O B L E M   N U M B E R   C 4 1 0 0 0 9 7 8 5

PAGE:   4  
19 OCT 1992  
17:33:29

---

ASSIGNED:   SMITH DAVID P                      DATE: 10/19/92      TIME: 15:20  
MIKE YOU CAN RETURN THIS PTR TO REGION FOR CLOSURE THERE HAVE BEEN NO MORE FAILURES

ASSIGNED:   BAHIA MICHAEL E                      DATE: 10/16/92      TIME: 12:50  
Update acknowledged. Please keep me posted. Thanks.

ASSIGNED:   DILIBERTO FRANK W                      DATE: 10/16/92      TIME: 10:49  
The customer was receiving information from their software vendor. Several misleading facts from rev levels of the new turbo bds being wrong and what versions of operating system should be on the turbo system. As per our conversations the bds are correct and the op sys is at correct level. This info was passed onto the cust when I was on site. Larry put in place a tracking system that would track system hangs. Since that date no additional problems relating to sys hanging were reported.

ASSIGNED:   BAHIA MICHAEL E                      DATE: 09/25/92      TIME: 10:52  
They were complaining of intermittent hangs. Have those problems gone away? If so, how was the problem resolved?

ASSIGNED:   DILIBERTO FRANK W                      DATE: 09/25/92      TIME: 08:40  
no additional problems relating to cpu upgrade.  
if no problems reported by end of next week, close ptr. Will open PTR if a problem arises.

ASSIGNED:   BAHIA MICHAEL E                      DATE: 09/23/92      TIME: 14:05  
Any news on status of this account? Has customer been documenting problem? Please update.

ASSIGNED:   BAHIA MICHAEL E                      DATE: 09/10/92      TIME: 09:05  
Talked with CE & BM on site last Wed or Thurs, the 2nd or 3rd. Both systems have experienced some intermittent problems but we do not really have any details. Need customer to document problems to find out what is going on. Talked to CE about what should be done in case of a hang & what info to try & get. Problem could be O/S related, environmental, or possibly hardware. Need to find out what is happening at time of failure.

ASSIGNED:   BAHIA MICHAEL E                      DATE: 08/31/92      TIME: 17:19  
Upgrade acknowledged. Have not heard from CE yet.

ASSIGNED:   DILIBERTO FRANK W                      DATE: 08/31/92      TIME: 15:58  
BOTH CPU'S UPGRADED. CUSTOMER STILL EXPERIENCING INT SYSTEM HANGS. SCE LARRY HAVENS WORKING ISSUE. WITH MIKE BAHIA.

ASSIGNED:   BAHIA MICHAEL E                      DATE: 08/18/92      TIME: 11:43  
Has 2nd CPU been updated with new CPU board. What is current customer status

---

ASSIGNED:   BAHIA MICHAEL E                      DATE: 08/18/92                      TIME: 11:43

?

ASSIGNED:   BAHIA MICHAEL E                      DATE: 08/12/92                      TIME: 09:31  
Update acknowledged on 2nd CPU board.

ASSIGNED:   BAHIA MICHAEL E                      DATE: 08/11/92                      TIME: 14:51  
Still have not received defective board for which replacement was sent. Left message at office for BM to call.

ASSIGNED:   DILIBERTO FRANK W                      DATE: 08/11/92                      TIME: 10:07  
2nd CPU UPGRADED WITH BD. please keep call open to monitor.

ASSIGNED:   BAHIA MICHAEL E                      DATE: 07/30/92                      TIME: 09:15  
The 2nd updated board can be obtained through a P1 through standard logistic channels. Boards are in the process of being upgraded at this time for the heat fix. My address is:

Wang Laboratories  
1 Industrial Ave  
Lowell, MA 01851  
Attn: Mike Bahia  
Mailstop 019-690

ASSIGNED:   DILIBERTO FRANK W                      DATE: 07/29/92                      TIME: 16:09  
NEED INFO TO RETURN CPU BD BACK TO YOU.

ASSIGNED:   DILIBERTO FRANK W                      DATE: 07/29/92                      TIME: 16:07  
TURBO WITH UPGRADED BD WORKING WITH NO REPORTED PROBLEMS. 2 TURBOS ON SITE MACHINE WITOUT UPGRADE EXPERIENCING HEAT RELATED PROBLEMS, NEED ANOTHER UPGRADED CPU DB.

ASSIGNED:   BAHIA MICHAEL E                      DATE: 07/29/92                      TIME: 08:48  
Called BM. Updated CPU board installed last Wednesday, 7/22. There have been no problems reported as of this time. BM to make arrangements to send the heat sensitive CPU board back to me with completed repair tag.

ASSIGNED:   BAHIA MICHAEL E                      DATE: 07/27/92                      TIME: 16:18  
When was updated CPU board installed, 7/12? Have not recieved old board back from you yet. Please attach completed repair tag. Do you have address and mailstop for returning?

ASSIGNED:   DILIBERTO FRANK W                      DATE: 07/24/92                      TIME: 15:18  
NEW CPU BD INSTALLED, SYSTEM HAS NOT EXPERIENCED ANY PROBLEMS SINCE NEW BD INSTALLED.

ASSIGNED:   BAHIA MICHAEL E                      DATE: 07/10/92                      TIME: 14:21

XAO291S  
00.00.00

WANG LABORATORIES INC.  
PROBLEM TRACKING AND REPORTING  
CUSTOMER COMPLETE DETAIL REPORT  
PROBLEM DETAIL  
CUSTOMER PROBLEM NUMBER C410009785

PAGE: 6  
19 OCT 1992  
17:33:29

---

ASSIGNED: BAHIA MICHAEL E DATE: 07/10/92 TIME: 14:21  
On vacation for 2 weeks. Back 7/27. If need assistance in meantime contact Michael Riley via Wang Office. Please see previous comment.

ASSIGNED: BAHIA MICHAEL E DATE: 07/08/92 TIME: 17:10  
Update acknowledged. Is 2nd CPU installed? If yes is it failing?

ASSIGNED: DILIBERTO FRANK W DATE: 07/08/92 TIME: 15:31  
RECEIVED BD, CUST WILL NOT GIVE US SYS TIME UNTIL FRI AFTERNOON, LARRY WILL INSTALL BD AND RETURN CPU CARD TO YOU. MOTHER BD WITH SOLDER BRIDGES WAS REPLACED AND RETURNED FOR REPAIR. IF THIS BD FIXES PROBLEM CUST HAS 2ND TURBO THAT WILL REQUIRE UPDATED BD.

ASSIGNED: BAHIA MICHAEL E DATE: 07/07/92 TIME: 17:16  
Updated board tested with 8 terminals with fan disconnected for 7 hours, no failures. Same board was failing in 5 minutes. Called Jack Coscia filling in for BM out on road. Updated board mailed out via Fed Express overnite, air bill 151 4427 652. Would like to get installed this week. Need customer's board mailed back to me with completed repair tag. On vacation starting 7/11. Back 7/27.

ASSIGNED: BAHIA MICHAEL E DATE: 06/30/92 TIME: 14:38  
Unable to link as Product PTR incorrectly opened as software problem. Will put you in line for updated board.

ASSIGNED: BAHIA MICHAEL E DATE: 06/30/92 TIME: 14:30  
Call accepted. Linking to P2/17422.

ASSIGNED: DILIBERTO FRANK W DATE: 06/26/92 TIME: 10:14  
FORWARD TO RDB 8760, MIKE BAHIA WAITING FOR PTR

XAO291S  
00.00.00

WANG LABORATORIES INC.  
PROBLEM TRACKING AND REPORTING  
CUSTOMER COMPLETE DETAIL REPORT  
HEADER INFO  
CUSTOMER PROBLEM NUMBER C900007013

PAGE: 1  
15 OCT 1992  
12:33:30

PROBLEM NUMBER: C900007013 CUST NAME: HUTCHISON PAGING LTD  
PRIORITY P1 CUST NUMBER: HH 00000001370  
PROBLEM TYPE: ESC CUST CONTACT: VICTOR LAU  
LINK TO PROB NO: NOT LINKED CUST CONT PHONE: 88-047-26 -  
CUST ADDRESS 1:  
CUST ADDRESS 2:  
CUST ADDRESS 3:  
SYSTEM MODEL NO: CS/386-800N CUST CITY:  
GEN SYST MODEL: 2200 CS 386 CPU CUST ST/PROV:  
O. S. VERSION: 01 16 X CUST ZIP: - CUST RDB: H9936  
HW MODEL NUMBER: CS/386-800N CUST COUNTRY:  
SW MODEL NUMBER:  
SW VERSION:

PART NUMBER: RDB ASSIGNED: 8760  
PART NUM REV: PERSON ASSIGNED: BAHIA MICHAEL E  
SERIAL NUMBER: ORIG NAME: LAU VICTOR  
ORIG EMPL NO: HH-99123  
ORIG PHONE: - - -  
ORIG RDB: H9906

CALL TRKG DATE: 06/26/92 10:00 NETWORKED: N  
L TRKG NO: RES DEPLOYED:

ORG ACT/SYM/ACN: DATE ENTER PTR: 05/25/92  
STATUS DATE: 07/10/92 DATE TO R&D: 019920601  
STATUS CODE: H O 331 WKDAYS IN R&D: 96.93  
STATUS ABBREV: INVESTIGAT TOT WKDAYS OPEN: 101.54  
STATUS DESC: INVESTIGATING

PROBLEM SUMMARY :LAU VICTOR DATE: 05/25/92 TIME: 22:19  
PROB: 2 CS/TURBO multiplexed to 2 DS, with 1 foreground running @PSTAT, and  
several background partition running the testing program in C9-7008.  
from both CS/TURBO.

If the number of background partition config on each TURBO running the  
testing programme is small, say 5, execution of the testing from each  
TURBO concurrently will increase the total disk I/O per minute ( judged  
from the sound generated from DS and the increment counter in the  
testing programme )

If the number of partitions running the testing programme increase for  
each TURBO, say 30, the total disk I/O per minute do not increase  
accordingly as expected.

It seemed that the total disk I/O is saturated. But compared with the  
average disk access time of 27ms, it should not be the case. It seemed  
that the total disk I/O is bounded by some unknwn overhead.

XA0291S  
00.00.00

W A N G L A B O R A T O R I E S I N C .  
P R O B L E M T R A C K I N G A N D R E P O R T I N G  
C U S T O M E R C O M P L E T E D E T A I L R E P O R T  
H E A D E R I N F O  
C U S T O M E R P R O B L E M N U M B E R C 9 0 0 0 0 7 0 1 3

PAGE: 2  
15 OCT 1992  
12:33:30

---

H/W: CS/386-800N x2, MXF x2, 2275MUX x2, 22C80 x2  
2200DS x2 (1.2M +140M x2 +150M tape, R-3E PROM )  
S/W: CS/TURBO OS 1.16x

XA0291S  
00.00.00

W A N G L A B O R A T O R I E S I N C .  
P R O B L E M T R A C K I N G A N D R E P O R T I N G  
C U S T O M E R C O M P L E T E D E T A I L R E P O R T  
P R O B . R E S O L U T I O N  
C U S T O M E R P R O B L E M N U M B E R C 9 0 0 0 0 7 0 1 3

PAGE: 3  
15 OCT 1992  
12:33:30

---

PROBLEM NO: C900007013  
STATUS CODE: H O 331 STATUS ABBR: INVESTIGAT DATE ENTERED: 10/15/92

ORIGINAL	MODEL NUMBER	GENERIC MODEL	VERSION
SYSTEM :	CS/386-800N	2200 CS 386 CPU	O.S: 01 16 X
HARDWARE:	CS/386-800N	2200 CS 386 CPU	
SOFTWARE:			SWR:

RESOLUTION	MODEL NUMBER	GENERIC MODEL	VERSION
SYSTEM :	CS/386-800N	2200 CS 386 CPU	O.S: 01 16 X
HARDWARE:	CS/386-800N	2200 CS 386 CPU	
SOFTWARE:			SWR:

PART NO. PART NO. REVISION

RESOLUTION TEXT :BAHIA MICHAEL E DATE: 10/15/92 TIME: 12:31  
HC318. Performance issues when muxing ok with maint rel 1.18 if not using  
SELECT H ON. The SELECT H ON performance issue is documented in PTRs  
C(/6982 and P2/17457. Sending call back to field for closing as agreed to by  
field.

ASSIGNED:   CHUI SIMON                      DATE: 10/14/92    TIME: 06:11  
To R&D: Michael, call can be de-escalated as field agree to closed.

ASSIGNED:   BAHIA MICHAEL E                DATE: 09/11/92    TIME: 16:03  
Disk performance with 1.18 seems improved as noted in PTR C9/6982. However, major bug exists with /SELECT H as documented in PTR P2/17451. Should test this again after that bug is resolved as SELECT H is unusable at this time.

ASSIGNED:   BAHIA MICHAEL E                DATE: 07/10/92    TIME: 15:04  
Have received nothing from R&D yet on this problem. On vacation for 2 weeks starting tomorrow. Back 7/27. If need assistance in meantime contact Michael Riley via Wang Office.

ASSIGNED:   BAHIA MICHAEL E                DATE: 06/03/92    TIME: 13:07  
Update acknowledged. Will be in Training next week. If need assistance please send Wang Office to Michael Riley.

ASSIGNED:   LAU VICTOR                      DATE: 06/02/92    TIME: 05:58  
Further investigation, summarize as follow:

Environment	Total DISK I/O With SELECT H ON	With SELECT H OFF
PU with 30 partition each running disk I/O	17.38	36.8
1 CPU with 30 partition running disk I/O	27.5	31.9

ASSIGNED:   LAU VICTOR                      DATE: 06/01/92    TIME: 22:25  
With SELECT H OFF & \$OPEN/\$CLOSE, the total disk I/O back to around 35 I/O per second compared with 36.5 I/O per second without \$OPEN/\$CLOSE.

ASSIGNED:   BAHIA MICHAEL E                DATE: 06/01/92    TIME: 14:49  
This problem appears to be the same as C9/7008. SELECT H is not working properly. If you run your test with SELECT H OFF does the I/O seem to perform as you would expect?

ASSIGNED:   BAHIA MICHAEL E                DATE: 06/01/92    TIME: 09:23  
This sounds similar to the problem reported in C9/6982 & Product PTR P2/17457. Will test out to get a better understanding.

ASSIGNED:   LAU VICTOR                      DATE: 05/31/92    TIME: 23:28  
The timing is approximately the same for DATASAVE.

ASSIGNED:   LAU VICTOR                      DATE: 05/28/92    TIME: 22:52  
Mike, as we have no CS/386 in our office, would you find out is the total I/O per second consistent on CS/386?

XA0291S  
00.00.00

W A N G   L A B O R A T O R I E S   I N C .  
P R O B L E M   T R A C K I N G   A N D   R E P O R T I N G  
C U S T O M E R   C O M P L E T E   D E T A I L   R E P O R T  
P R O B L E M   D E T A I L  
C U S T O M E R   P R O B L E M   N U M B E R   C 9 0 0 0 0 7 0 1 3

PAGE:     6  
15 OCT 1992  
12:33:30

---

ASSIGNED:   CHUI SIMON                    DATE: 05/26/92    TIME: 21:36  
Initial escalate to R&D for advice.

ASSIGNED:   LAU VICTOR                    DATE: 05/26/92    TIME: 03:31  
Further investigation found that

- 1) If the program is modified with only Read access to only one disk platter without \$OPEN platter, with 30 partition in each TURBO multiplexd running the program, there are average total 36.5 disk I/O per sec.
- 2) If the above procedure is further modified with a \$OPEN platter before Read access and a \$CLOSE platter command after disk read access, the total disk I/O drop to 17.38 I/O per seconds.

ASSIGNED:   YEUNG ADA                     DATE: 05/26/92    TIME: 02:50  
PTR is accepted in ASC at May 26, 92.

ASSIGNED:   LAU VICTOR                    DATE: 05/25/92    TIME: 22:19  
Same as above by changing the number of partition running the testing program and changing the number of CPUs. Take note of the total number of counter for all partition per minute.



XA0291S  
00.00.00

W A N G L A B O R A T O R I E S I N C .  
P R O B L E M T R A C K I N G A N D R E P O R T I N G  
C U S T O M E R C O M P L E T E D E T A I L R E P O R T  
H E A D E R I N F O  
C U S T O M E R P R O B L E M N U M B E R C 9 0 0 0 0 7 1 6 9

PAGE: 1  
02 OCT 1992  
15:10:03

PROBLEM NUMBER: C900007169  
PRIORITY P1

CUST NAME: CTC  
CUST NUMBER: HJ 90000000000

PROBLEM TYPE: INFW  
LINK TO PROB NO: NOT LINKED

CUST CONTACT: RYOUKI OYAMA  
CUST CONT PHONE: 01-813-770-9749  
CUST ADDRESS 1: 25 KOWA BLDG.  
CUST ADDRESS 2: 3-8-7 CHIYODA-KU

SYSTEM MODEL NO: CS/386-800N  
GEN SYST MODEL: 2200 CS 386 CPU  
O. S. VERSION: 01 15  
HW MODEL NUMBER: CS/386-800N  
SW MODEL NUMBER:  
SW VERSION:

CUST ADDRESS 3: TOKYO 102  
CUST CITY: JAPAN  
CUST ST/PROV:  
CUST ZIP: - CUST RDB: H9919  
CUST COUNTRY:

PART NUMBER:  
PART NUM REV:  
SERIAL NUMBER:

RDB ASSIGNED: 8760  
PERSON ASSIGNED: BAHIA MICHAEL E  
ORIG NAME: OYAMA RYOUKI  
ORIG EMPL NO: HJ-99406  
ORIG PHONE: - - -  
ORIG RDB: H9919

CALL TRKG DATE: 00/00/00 00:00  
L TRKG NO:

NETWORKED: N  
RES DEPLOYED:

ORG ACT/SYM/ACN:  
STATUS DATE: 07/27/92  
STATUS CODE: H O 750  
STATUS ABBREV: TESTING  
STATUS DESC: TESTING

DATE ENTER PTR: 06/29/92  
DATE TO R&D: 019920727  
WKDAYS IN R&D: 47.40  
TOT WKDAYS OPEN: 67.22

PROBLEM SUMMARY :OYAMA RYOUKI DATE: 06/29/92 TIME: 23:41  
TO ASC: Initial escalation to ASC by WANG/CTC.

I92 Error frequently happens in CS/386 Turbo with using 2200DS.  
Customer Configuration: CS/386 Turbo with OS 1.15 and 1.1.  
22C11 (210-9746 E0)  
DPU (210-8826-A E0, PROM 8500R3)  
2200DS

XA02918  
00.00.00

WANG LABORATORIES INC.  
PROBLEM TRACKING AND REPORTING  
CUSTOMER COMPLETE DETAIL REPORT  
PROB. RESOLUTION  
CUSTOMER PROBLEM NUMBER C900007169

PAGE: 2  
02 OCT 1992  
15:10:03

---

PROBLEM NO: C900007169  
STATUS CODE: H O 750      STATUS ABBR: TESTING      DATE ENTERED: 10/02/92

ORIGINAL      MODEL NUMBER      GENERIC MODEL      VERSION  
SYSTEM : CS/386-800N      2200 CS 386 CPU      O.S: 01 15  
HARDWARE: CS/386-800N      2200 CS 386 CPU  
SOFTWARE:      SWR:

RESOLUTION      MODEL NUMBER      GENERIC MODEL      VERSION  
SYSTEM : CS/386-800N      2200 CS 386 CPU      O.S: 01 15  
HARDWARE: CS/386-800N      2200 CS 386 CPU  
SOFTWARE:      SWR:

PART NO.      PART NO. REVISION

RESOLUTION TEXT :BAHIA MICHAEL E DATE: 10/02/92 TIME: 15:08  
HC522. Intermittent I92 using the 9746 board in Turbo with DS not reproducib  
le. Believe problem exist with DS being used.

---

ASSIGNED: CHUI SIMON DATE: 10/01/92 TIME: 03:55  
Michael, pls de-escalate the call back. Problem also cannot be duplicated in HKCSO.

ASSIGNED: BAHIA MICHAEL E DATE: 09/10/92 TIME: 08:43  
Has someone replaced the DS board or tried a different DS cabinet? Cannot reproduce this problem.

ASSIGNED: CHUI SIMON DATE: 09/01/92 TIME: 02:00  
To R&D: Michael, pls de-escalate the call back as CTC using the short cable to circumvent this problem. Thanks.

ASSIGNED: BAHIA MICHAEL E DATE: 08/18/92 TIME: 10:01  
This problem at this time appears to be most likely in the DS as this has been the common factor. Most likely DS board. Waiting for field to troubleshoot DS.

ASSIGNED: OYAMA RYOUKI DATE: 08/12/92 TIME: 21:30  
TO ASC: The person in charge at CTC is taking vacation.

ASSIGNED: CHUI SIMON DATE: 08/12/92 TIME: 20:32  
Japan: Oyama, Pls advsie status. Does CTC swap any DS's controller to test it again?

ASSIGNED: BAHIA MICHAEL E DATE: 08/10/92 TIME: 10:29  
Please try another DS board as we cannot reproduce this problem.

ASSIGNED: CHUI SIMON DATE: 08/06/92 TIME: 03:39  
To R&D: Per call conference, CTC have only 1 DS and the PROM version of DS is R3.

ASSIGNED: BAHIA MICHAEL E DATE: 08/04/92 TIME: 16:34  
How many DS Cabinets have you used in testing for this problem? What is the prom revision level in the DS? If have been using the same DS Cabinet with 3 different Turbo CPUs the problem may be with the DS even if no problems before the upgrade. Make sure you are using a revision R3 DS prom. If using an R3 prom but only 1 DS, replace the DS board.

ASSIGNED: OYAMA RYOUKI DATE: 08/03/92 TIME: 21:54  
TO ASC: All the CS386/Turbo are at CTC. If the problem is fixed, they will ship them to customer. They uses the 210-9578 (Motherboard) with the CS-D/N. Also problem occured at all platters.

ASSIGNED: CHUI SIMON DATE: 07/31/92 TIME: 02:45  
To Japan: Oyama, are the equipment all in CTC or at user site? Have you read the 29/7 04:23 update from R&D and verify for that?

---

ASSIGNED: CHUI SIMON                      DATE: 07/31/92      TIME: 02:45  
Also, have CTC verified all the platters?

ASSIGNED: OYAMA RYOUKI                      DATE: 07/31/92      TIME: 01:57  
TO R&D/ASC: CTC has three CS/386 turbo in Japan. All turbo have same problem.

ASSIGNED: BAHIA MICHAEL E                      DATE: 07/30/92      TIME: 11:58  
Ran continuous LIST to disk through the 9746 Dual Controller all night using the longer 220-0364 I/O cable. No problems. How many systems has this problem been seen with?

ASSIGNED: BAHIA MICHAEL E                      DATE: 07/29/92      TIME: 14:57  
Original test of LISTing DS surfaces with 9746 Controller was done with the shorter 220-0365 cable. Rerunning test now with longer 220-0364 Cable. Will run overnight from 2 terminals. Has now been running 5 minutes.

ASSIGNED: OYAMA RYOUKI                      DATE: 07/28/92      TIME: 19:27  
TO ASC: YES, short cable(P/N 220-0365 2.5M) is used between 22C11 to DS-cabinet, no problem occurs.

ASSIGNED: BAHIA MICHAEL E                      DATE: 07/28/92      TIME: 13:23  
Ran continual LIST of disk all night from 2 terminals using the 9746 Dual Controller. No problems. Most likely have CPU board problem affecting old bus or possibly problem with motherboard. If using a 210-9582 motherboard insure R7 is insulated with tape from chassis. See TSB HWT 9694. Suggest removing all I/O controllers except 9746 & terminal controller to help isolate problem.

ASSIGNED: CHUI SIMON                      DATE: 07/28/92      TIME: 05:00  
To Japan: Does the short cable fix the problem? Pls confirm. Is it possible to use the short cable as a solution?

ASSIGNED: OYAMA RYOUKI                      DATE: 07/28/92      TIME: 01:40  
TO ASC/R&D: They checked two CS386/Turbo, both CS cause problem. But if short cable(P/N 220-0365 2.5M) is used between 22C11 to DS cabinet, no problem occurs. Only problem occurs when long cable(P/N 220-0364 3.73M) is used between 22C11 to DS cabinet. The short cable was delivered if DS-cabinet was ordered in the past, but long cable is delivered with DS-cabinet now.

ASSIGNED: BAHIA MICHAEL E                      DATE: 07/27/92      TIME: 17:32  
This should work. Suspect may have problem with old bus with Turbo. Most likely CPU board or possibly motherboard. Will run a continuous LIST to disk with the 210-9746 overnight to verify no problem. Will update on results tomorrow.

ASSIGNED: CHUI SIMON DATE: 07/23/92 TIME: 04:06  
Initial escalate to R&D for technical assistance.  
Field had already tried both cables in 2275Mux and they can be worked properly. Pls advise whether this is a known problem in 22C11-HS.

ASSIGNED: OYAMA RYOUKI DATE: 07/23/92 TIME: 01:24  
TO ASC: They checked both cables.  
LONG CABLE P/N 220-0364 3.73M (12')  
SHORT CABLE P/N 220-0365 2.5M (8')

ASSIGNED: CHUI SIMON DATE: 07/22/92 TIME: 23:19  
To Japan: Oyama, does the 2275Mux test with different long and short cables?  
Pls confirm.

ASSIGNED: OYAMA RYOUKI DATE: 07/15/92 TIME: 01:15  
TO ASC: They tested I92 problem on 2275MUX, no problem occurs.  
The problem occurs only on 22C11.  
Pls. fix it on 22C11.

ASSIGNED: CHUI SIMON DATE: 07/12/92 TIME: 22:49  
To Japan: Oyama, Recap what we have discussed via call conference. Would recommend to use other type of controller (2275MUX) to substitute the 22C11-HS (210-9746) to pin-point the problem area. Pls try and let me know the result before further action should be taken.

ASSIGNED: OYAMA RYOUKI DATE: 07/08/92 TIME: 19:36  
TO ASC: They only used 22C11 , not use 22C11HS. They already replace 22C11.

ASSIGNED: CHUI SIMON DATE: 07/07/92 TIME: 20:59  
To Japan: Oyama, did they try to replace the 22C11HS with 2275MUX in Turbo?

ASSIGNED: OYAMA RYOUKI DATE: 07/07/92 TIME: 02:04  
TO ASC: 1) The problem happens on the platters randomly.  
2) To duplicate this problem is to use "LISTDCT" command or to use "Peripheral Diag. for 2200".  
3) They replaced 22C11 controller already.  
If DS is attached on the CS386, the proble does not occur.  
4) The voltage on CS386/Turbo and DS are as follows:

	CS386/Turbo	DS
AC Voltage	118.3V	118.3V
DC +5	+5.03	+5.01
-5	-5.04	N/A
+12	+12.13	+12.04
-12	-12.04	-12.06

5) The problem happens with OS 1.1 and 1.15.

XA0291S  
00.00.00

WANG LABORATORIES INC.  
PROBLEM TRACKING AND REPORTING  
CUSTOMER COMPLETE DETAIL REPORT  
PROBLEM DETAIL  
CUSTOMER PROBLEM NUMBER C900007169

PAGE: 7  
02 OCT 1992  
15:10:03

---

ASSIGNED: OYAMA RYOUKI                      DATE: 07/07/92      TIME: 02:04

5) The problem happens on the platters randomly.

ASSIGNED: CHUI SIMON                      DATE: 07/05/92      TIME: 23:11

To Japan: Oyama, Pls provide the followings:

1. Does the problem occur on a specific platter, i.e what is I92 pointed to?
2. Can you provide the duplication procedures?
3. Is there any hardware changes?
4. When did this problem first happen? Is it happened after OS upgrade?

Suggestion:

1. Replace the 22C11HS with 2275Max to isolate the problem area.
2. If problem always occur in a single disk surface or drive within the DS, try to reformat it.
3. Check the voltages of CPU and DPU.

ASSIGNED: OYAMA RYOUKI                      DATE: 07/02/92      TIME: 02:45

TO ASC: CTC people checked cable between 22C11 to DS cabinet.

    If 3M cable is used , problem happens once per 50 times.

    And if longer than 3M cable is used , problem happens 5 per 10 times.

ASSIGNED: CHUI SIMON                      DATE: 06/30/92      TIME: 05:06

To Japan: Call ack'd. Will investigate.

XA0291S  
00.00.00

WANG LABORATORIES INC.  
PROBLEM TRACKING AND REPORTING  
CUSTOMER COMPLETE DETAIL REPORT  
HEADER INFO  
CUSTOMER PROBLEM NUMBER C900006982

PAGE: 1  
24 SEP 1992  
08:38:06

PROBLEM NUMBER: C900006982      CUST NAME: HUTCHISON PAGING LTD  
PRIORITY: F1      CUST NUMBER: HH 00000001370  
  
PROBLEM TYPE: ESC      CUST CONTACT: VICTOR LAU  
LINK TO FROB NO: NOT LINKED      CUST CONT PHONE: 88-047-26 -  
CUST ADDRESS 1:  
CUST ADDRESS 2:  
CUST ADDRESS 3:  
SYSTEM MODEL NO: CS/386-800N      CUST CITY:  
GEN SYST MODEL: 2200 CS 386 CPU      CUST ST/PROV:  
O. S. VERSION: 01 16 X      CUST ZIP: -      CUST RDB: H9906  
HW MODEL NUMBER: CS/386-800N      CUST COUNTRY:  
SW MODEL NUMBER:  
SW VERSION:  
  
RDB ASSIGNED: 8760  
PERSON ASSIGNED:  
PART NUMBER:      ORIG NAME: LAU VICTOR  
PART NUM REV:      ORIG EMPL NO: HH-99123  
SERIAL NUMBER:      ORIG PHONE: - - -  
ORIG RDB: H9906  
  
CALL TRKG DATE: 06/26/92 10:00      NETWORKED: N  
CALL TRKG NO:      RES DEPLOYED:  
  
ORG ACT/SYM/ACN:      DATE ENTER PTR: 05/17/92  
STATUS DATE: 07/10/92      DATE TO R&D: 019920601  
STATUS CODE: H O 331      WKDAYS IN R&D: 81.20  
STATUS ABBREV: INVESTIGAT      TOT WKDAYS OPEN: 91.56  
STATUS DESC: INVESTIGATING

PROBLEM SUMMARY :LAU VICTOR      DATE: 05/17/92      TIME: 21:00  
PROB: After connecting the CS/TURBO to the existing three CS/386, all  
terminal of all 4 CPUs response time drop down from the normal 4 sec to  
more than 12 sec. User suspects the DISK R/W access time of CS/TURBO  
is much greater than CS/386, or any OTHER reason, hence make all disk  
access from 3 CS/386 queue up and delayed.  
H/W: CS/386-800N x1, CS/386-20 x3, 2275MUX x2, 22C80 x6  
2200DS x2 (1.2M + 140M x2 + 150M tape + R3E PROM )  
S/W: CS/TURBO OS 1.16x, CS/386 OS 1.1z.

RESOLUTION TEXT :BAHIA MICHAEL E      DATE: 09/24/92      TIME: 08:36  
HC634. Performance problem at this site appears to have been caused by too  
many partitions requiring the same disk. Rearrange software so that it was  
more evenly distributed between drives and problem has gone away.

---

ASSIGNED: CHUI SIMON                      DATE: 09/23/92    TIME: 21:43  
To R&D: Michael, pls de-escalate the call back for closure, thanks.

ASSIGNED: BAHIA MICHAEL E                DATE: 09/21/92    TIME: 08:38  
Since this problem appears to be resolved can we close this call?

ASSIGNED: LAU VICTOR                     DATE: 09/17/92    TIME: 23:37  
The user's slow performance was due to increasing loading of the system. The previous application heavily loaded one particular platter by all WSs, hence the response time slowed down as the system loading increased. After shared the disk platter loading to 4 individual CPU's RAM disk, the WS's response time improves a lot with an average response time of 2s and maximum of 6s.  
User is aware of the coexist problem of SELECT H ON & H OFF, and are now using only SELECT H OFF, ( as SELECT H ON will improve average response time, but however worse in maximum response time).

ASSIGNED: BAHIA MICHAEL E                DATE: 09/11/92    TIME: 15:51  
Should probably keep this call open until SELECT H is working properly so we can retest. Performance seems to be more even but still problems if disk is being accessed by a non-hogging program or command. See PTR P2/17591.

ASSIGNED: BAHIA MICHAEL E                DATE: 08/12/92    TIME: 11:55  
Performance with SELECT H seems to be better with 1.18. However, there is still a problem where if 2 partitions are heavily accessing the same DS and 1 is doing a \$OPEN & \$CLOSE with SELECT H ON and the 2nd is not, the partition using the \$OPEN will hang until the 2nd partition pauses or ends it's access. See PTR P2/17451.

ASSIGNED: BAHIA MICHAEL E                DATE: 07/29/92    TIME: 14:29  
Isn't the use of the device hog instead of platter hog creating a performance problem as indicated earlier? Where do we stand with the customer on this issue? Are they waiting for us to correct the platter hog problem? Have you any feedback from Duncan on this issue?

ASSIGNED: CHUI SIMON                     DATE: 07/27/92    TIME: 20:59  
CS/TURBO haven't on-line yet. But adding one more CS/386 to their existing 4 CS/386 system. Their 5 CS/386 connected with 48 WS, are using hog device.

ASSIGNED: BAHIA MICHAEL E                DATE: 07/27/92    TIME: 16:59  
Just back from vacation. Did response time slow down during peak periods with the Turbo using a device hog as opposed to the CS/386 doing a platter hog? Is this an issue?

ASSIGNED: CHUI SIMON                     DATE: 07/12/92    TIME: 20:41  
To R&D: Currently they are using the Hog device instead of Hog platter.



---

ASSIGNED: CHUI SIMON                      DATE: 07/12/92    TIME: 20:41  
This had been changed for about three weeks.

ASSIGNED: BAHIA MICHAEL E                DATE: 07/10/92    TIME: 14:48  
Is customer still running with SELECT H ON using Turbo? On vacation for 2 weeks. Back 7/27. If need assistance in meantime contact Mike Riley via Wang Office.

ASSIGNED: BAHIA MICHAEL E                DATE: 07/06/92    TIME: 11:42  
Changed problem type from CRIT to ESC as requested by field.

ASSIGNED: CHUI SIMON                      DATE: 07/02/92    TIME: 04:02  
To Michael, The problem was caused by the user A/P queue file.  
and this situation have been already changed by adding two more PC to share the loading. Therefore, we are agreed to downgrade this call to P1 ESC. Pls change the call status for that.  
Currently field is still trying to help them to fine tune the system.

ASSIGNED: BAHIA MICHAEL E                DATE: 06/03/92    TIME: 13:04  
Update acknowledged. In training next week. If need to contact someone during my absense please Wang Office Michael Riley.

ASSIGNED: CHUI SIMON                      DATE: 06/03/92    TIME: 04:09  
To R&D: Call status have been changed to Critical at our end.  
Per Wang office memo that you sent to Stephen, knowing that this problem will wait for the fix from Duncan. In regard to C9-7013, the purpose is provided more data for R&D to further identify the SELECT H ON problem.

ASSIGNED: BAHIA MICHAEL E                DATE: 05/26/92    TIME: 13:01  
Cannot update status to CRITICAL as call is LOCKED & I am not the current owner. You can probably do this for yourself.

ASSIGNED: CHUI SIMON                      DATE: 05/22/92    TIME: 22:41  
To R&D: Michael, pls change this call status to P1 Critical.  
The reason behind is that all two Turbo systems and 20 w/s had been delivery to customer and cannot be used due to two major problems. Secondly, the loading was already upto the limit of CS386 and the connectivity of W/S, so they urge to have more W/S to handle the phone call.  
First major problem is related to this case. As the slow performance will directly impact to their business. Also, they will not accept to modify their program (SELECT H ON) as it is just stable in their existing working environment (4\*CS386 case in C9-5029).  
Second problem is related to C9-6979 CPU intermittently hang.

ASSIGNED: LAU VICTOR                      DATE: 05/21/92      TIME: 22:52  
Call requested to raise to CRITICAL

ASSIGNED: BAHIA MICHAEL E                DATE: 05/21/92      TIME: 15:40  
Did some testing today with SELECT H in a multiplexed environment with a Turbo & 2 386 CPUs cabled to 1 DS. Did not use the HS Mux port. Was able to recreate erratic performance and uneven performance depending on the number of terminals running the test from each system. Will open a Product PTR on this problem and report it to Taiwan.

ASSIGNED: LAU VICTOR                      DATE: 05/20/92      TIME: 21:48  
At the time the CS/TURBO was attached, both CS/386 & CS/TURBO were using SELECT H ON, but CS/TURBO did not use 22C11-HS, with only 2xMXF, 2x22C80 2x2228B.

ASSIGNED: BAHIA MICHAEL E                DATE: 05/20/92      TIME: 15:05  
What has the status of SELECT H on each system, the CS/386s & the Turbos. SELECT H has problem on Turbo so if using on Turbo this could be problem. Problem is mentioned in TSB SWT 9351 dated 5/12/92. PTR P2/17451 has been opened on SELECT H with Turbo. Problem has been escalated to Taiwan. If SELECT H is on for CS/386 & off for Turbo this will also cause slow down because Turbo would be hogging entire DS instead of just 1 surface. If SELECT H was ON & is now OFF for all CPUs this would also account for slow down. Same as above.  
Please update on status of SELECT H before & while Turbo CPU's were attached.

ASSIGNED: CHUI SIMON                      DATE: 05/18/92      TIME: 21:46  
CC: Michael Bahia.  
Status: Solicite advice from Duncan as below:  
Any possibility that will cause this problem.  
Any ways to diagnosis this problem.  
Action: Will try to test it at site. Think we can only allow to connect two turbo systems at site to verify the performance as customer already taken out the turbo CPU fro their live system due to hang problem.  
So may be unable to reproduce the problem.

ASSIGNED: CHUI SIMON                      DATE: 05/17/92      TIME: 22:57  
To HKCSO: Call ack'd.

ASSIGNED: YEUNG ADA                      DATE: 05/17/92      TIME: 21:56  
PTR is accepted in ASC at May 18, 92.

ASSIGNED: LAU VICTOR                      DATE: 05/17/92      TIME: 21:27  
Each CS/386 is configured with 16 partition and 12 terminals.  
The CS/386-800N is configured with 32 partition and 12 terminals.  
As user has detached the CS/TURBO from the system due to problem PTR C9-6979,

ASSIGNED: LAU VICTOR                      DATE: 05/17/92      TIME: 21:27  
and no machine in office, can't take exact reference data for both CS/386 and CS/TURBO.

ASSIGNED: LAU VICTOR                      DATE: 05/17/92      TIME: 21:00  
As above  
FREQ: Solid

XA0291S  
00.00.00

WANG LABORATORIES INC.  
PROBLEM TRACKING AND REPORTING  
CUSTOMER COMPLETE DETAIL REPORT  
HEADER INFO  
CUSTOMER PROBLEM NUMBER C900007166

PAGE: 1  
17 SEP 1992  
10:39:38

PROBLEM NUMBER: C900007166 CUST NAME: CTC  
PRIORITY: P1 CUST NUMBER: HJ 90000000000  
PROBLEM TYPE: INFW CUST CONTACT: M. OKADA  
LINK TO PROB NO: NOT LINKED CUST CONT PHONE: 01-813-770-9748  
CUST ADDRESS 1: 25 KOWA BLDG.  
CUST ADDRESS 2: 3-8-7 CHIYODA-KU  
SYSTEM MODEL NO: CS/386-800N CUST ADDRESS 3: TOKYO 102  
GEN SYST MODEL: 2200 CS 386 CPU CUST CITY: JAPAN  
O. S. VERSION: 01 15 CUST ST/PROV:  
HW MODEL NUMBER: CUST ZIP: - CUST RDB: H9919  
SW MODEL NUMBER: OS CUST COUNTRY:  
SW VERSION: 01 15  
RDB ASSIGNED: 8760  
PERSON ASSIGNED: BAHIA MICHAEL E  
PART NUMBER: ORIG NAME: OKADA MARIKO  
PART NUM REV: ORIG EMPL NO: HJ-99402  
SERIAL NUMBER: ORIG PHONE: - - -  
ORIG RDB: H9919  
CALL TRKG DATE: 00/00/00 00:00 NETWORKED: N  
L TRKG NO: RES DEPLOYED:  
ORG ACT/SYM/ACN: DATE ENTER PTR: 06/28/92  
STATUS DATE: 06/28/92 DATE TO R&D: 019920706  
STATUS CODE: S O 495 WKDAYS IN R&D: 51.82  
STATUS ABBREV: NEW PROBLM TOT WKDAYS OPEN: 57.20  
STATUS DESC: NEW PROBLEM

PROBLEM SUMMARY :OKADA MARIKO DATE: 06/28/92 TIME: 23:31  
System: CS386 TURBO, O/S 1.15 & 1.1 (1.07)  
Problem: Same as C900004686  
The initial escalation to ASC is by CTC/WCL.  
Rgds.  
Mariko

RESOLUTION TEXT :BAHIA MICHAEL E DATE: 09/17/92 TIME: 10:22  
SC595. Failure to execute instructions on the same line following a  
REM% hex 7D or 7E resolved with maintenance rel 1.18Q.

XA0291S  
00.00.00

W A N G   L A B O R A T O R I E S   I N C .  
PROBLEM TRACKING AND REPORTING  
CUSTOMER COMPLETE DETAIL REPORT  
P R O B L E M   D E T A I L  
CUSTOMER PROBLEM NUMBER C900007166

PAGE:     4  
17 SEP 1992  
10:39:38

---

ASSIGNED:   BAHIA MICHAEL E            DATE: 09/11/92    TIME: 11:08  
Unlinking call for purpose of transferring back to field for closing as requested.

ASSIGNED:   WONG TAK LAM             DATE: 09/10/92    TIME: 21:51  
To R&D: Test result of Turbo OS 1.18Q from Japan is positive also. Please transfer call back for closure. Regards.

ASSIGNED:   BAHIA MICHAEL E            DATE: 09/10/92    TIME: 10:14  
The REM problem is resolved with the 1.18Q O/S you sent to me. Have not done any extensive testing on this O/S as R&D has not given me any word on it.

ASSIGNED:   WONG TAK LAM             DATE: 09/07/92    TIME: 00:33  
Turbo OS 1.18Q (from Taiwan R&D) sent to Mike Bahia for verification.

ASSIGNED:   WONG TAK LAM             DATE: 09/01/92    TIME: 20:44  
To R&D: Machine installation schedule for customer is upheld because of this problem. Japan wants to know the fix schedule on this problem.

ASSIGNED:   BAHIA MICHAEL E            DATE: 08/27/92    TIME: 13:10  
Tested this bug against 1.18z (label 1.18k on Wang Office) and problem is not fixed. Still waiting for R&D.

ASSIGNED:   CHUI SIMON                DATE: 08/25/92    TIME: 02:26  
Michael, Have rec'd OS version 1.18k from Duncan, would like to forward this OS to you via WO to see whether it can solve this "REM" issue or not as we don't have the KATAKANA w/s to test it. Pls verify it at your earliest as the machine delivery is being held up till the problem resolved.

ASSIGNED:   BAHIA MICHAEL E            DATE: 08/18/92    TIME: 10:50  
R&D has moved to a new location within their building which has cost us some time. We are still expecting this fix in the next release. R&D has a list of a dozen or so bugs to fix of which this is one. We are still hoping to get a new O/S shortly but it will depend on how difficult each of these problems is. We then need to test to insure no major problems. Earliest possibility would be the end of next week if we receive by end of this week, but again we really can't tell exactly how long it will take.

ASSIGNED:   WONG TAK LAM             DATE: 08/13/92    TIME: 23:33  
To R&D: Please update whether fix will be available next week. Regards.

ASSIGNED:   OKADA MARIKO             DATE: 07/29/92    TIME: 19:25  
To Mike:  
Thank you for the info.

XAO291S  
00.00.00

WANG LABORATORIES INC.  
PROBLEM TRACKING AND REPORTING  
CUSTOMER COMPLETE DETAIL REPORT  
P R O B L E M   D E T A I L  
CUSTOMER PROBLEM NUMBER C900007166

PAGE: 5  
17 SEP 1992  
10:39:38

ASSIGNED: OKADA MARIKO                      DATE: 07/29/92      TIME: 19:25

Looking forward to getting it.

Rgds.

Mariko

ASSIGNED: BAHIA MICHAEL E                      DATE: 07/29/92      TIME: 18:03

We are hoping this problem is fixed with the next O/S release which we expect in the next week or 2. The problem has also been reported by Sweden.

ASSIGNED: OKADA MARIKO                      DATE: 07/28/92      TIME: 01:04

To: Mike & HK

Thank you for the update.

Rgds.

Mariko

ASSIGNED: BAHIA MICHAEL E                      DATE: 07/27/92      TIME: 18:02

Will try to get you an answer this week on how long.

ASSIGNED: OKADA MARIKO                      DATE: 07/16/92      TIME: 01:30

To Hong Kong:

This problem has become very critical issue. Could we know how long it will take to fix this by R&D?

Rgds.

Mariko

ASSIGNED: BAHIA MICHAEL E                      DATE: 07/06/92      TIME: 12:29

Problem PTR P2/17460 opened to resolve this issue. Linking to P2/17460.

ASSIGNED: BAHIA MICHAEL E                      DATE: 07/06/92      TIME: 12:12

Problem duplicated. For future calls please provide full information for SUMMARY & DUPLICATION. If REM & followed by a Katakana Dakuon all subsequent commands on that same line are ignored.

ASSIGNED: WONG TAK LAM                      DATE: 06/30/92      TIME: 04:16

To R&D: Escalated for assistance.

ASSIGNED: OKADA MARIKO                      DATE: 06/28/92      TIME: 23:31

Same as C900004686

XA0290S  
00.00.00

W A N G   L A B O R A T O R I E S   I N C .  
P R O B L E M   T R A C K I N G   A N D   R E P O R T I N G  
P R O D U C T   C O M P L E T E   D E T A I L   R E P O R T  
H E A D E R   I N F O  
P R O D U C T   P R O B L E M   N U M B E R   P 2 0 0 0 1 7 4 5 6

PAGE:   1  
10 SEP 1992  
16:03:53

---

PROBLEM NUMBER: P200017456      NUMBER OF RELATED  
PRIORITY            P3                            CUSTOMER PROBLEMS:      0  
PROBLEM TYPE:      PROB                        PRODUCT PROBLEMS:      0  
PRE-RELEASE PROB:                    LINKED TO PROBLEM:  
  
SYSTEM MODEL NO: CS/386-400N      ORIGINATOR NAME:      BAHIA MICHAEL E  
GEN SYST MODEL:    2200 CS 386 CPU      ORIG EMPLOYEE NO:    00-04238  
O.S. VERSION:      01 16                    ORIGINATOR PHONE:    - - -  
HW MODEL NUMBER:                    ORIGINATOR RDB:      8760  
SW MODEL NUMBER: OS  
SW VERSION:        01 16

PART NUMBER:                            RDB ASSIGNED:            8760  
PART NUM REV:                            PERSON ASSIGNED:

STATUS DATE:        09/10/92 16:03      DATE ENTER PTR:        05/20/92  
STATUS CODE:        S C 595                    DATE TO R&D:            019920520  
STATUS ABBREV:      PERM FIX                    WKDYS IN R&D:            80.26  
STATUS CLOSE LVL: ALL                    TOT WKDYS OPEN:        80.26  
STATUS DESC :      PERMANENT FIX - GENERAL RELEASE

PROBLEM SUMMARY :BAHIA MICHAEL E    DATE: 05/20/92      TIME: 16:36  
Address 405 does not suppress linefeeds as it does on the CS/386 or VLSI CPUs

ASSIGNED:    BAHIA MICHAEL E            DATE: 08/06/92    TIME: 17:34  
This problem is corrected with Maint Rel 1.18. this call can be closed.

ASSIGNED:    BAHIA MICHAEL E            DATE: 05/20/92    TIME: 16:48  
Sending to RDB 8332 for resolution.

ASSIGNED:    BAHIA MICHAEL E            DATE: 05/20/92    TIME: 16:36  
Run the following program:  
10 SELECT PRINT 405  
20 PRINT "ABCD":PRINT "ABCDEFGH"  
30 GOTO 20  
RUN return

On the Turbo each print command will appear on a new line. On the CS/386 or VLSI the same program will place all printouts on the same line.

RESOLUTION TEXT :BAHIA MICHAEL E    DATE: 09/10/92      TIME: 16:03  
SC595. Incorrect spacing problem with address 405 resolved with O/S 1.18.  
Closing call.

XA0291S  
00.00.00

WANG LABORATORIES INC.  
PROBLEM TRACKING AND REPORTING  
CUSTOMER COMPLETE DETAIL REPORT  
HEADER INFO  
CUSTOMER PROBLEM NUMBER C500016971

PAGE: 1  
18 AUG 1992  
08:36:55

---

PROBLEM NUMBER: C500016971      CUST NAME:      RJ CLEMENS FORTRESS MFG  
PRIORITY      P2      CUST NUMBER:      00 00001857879

PROBLEM TYPE:      ESC      CUST CONTACT:      MARK CLEMENS  
LINK TO PROB NO: NOT LINKED      CUST CONT PHONE:      -414-797-7520  
CUST ADDRESS 1:      2175 S 170TH ST  
CUST ADDRESS 2:  
CUST ADDRESS 3:

SYSTEM MODEL NO: 2200-CS-386      CUST CITY:      NEW BERLIN  
GEN SYST MODEL: 2200 CS 386 CPU      CUST ST/PROV:      WI  
O. S. VERSION:      1 10      CUST ZIP:      53151-0000      CUST RDB: 3657  
HW MODEL NUMBER: 2200-CS-386      CUST COUNTRY:  
SW MODEL NUMBER:  
SW VERSION:

PART NUMBER:  
PART NUM REV:  
SERIAL NUMBER:      SQ0421

RDB ASSIGNED:      8760  
PERSON ASSIGNED: BAHIA MICHAEL E  
ORIG NAME:      MIFFLIN RONALD D  
ORIG EMPL NO:      00-04104  
ORIG PHONE:      - - -  
ORIG RDB:      3670

CALL TRKG DATE: 06/26/92 10:00      NETWORKED:      N  
CALL TRKG NO:      RES DEPLOYED:      BCE

ORG ACT/SYM/ACN:  
STATUS DATE:      07/10/92      DATE ENTER PTR:      06/12/92  
STATUS CODE:      H O 750      DATE TO R&D:      019920618  
STATUS ABBREV:      TESTING      WKDAYS IN R&D:      41.19  
STATUS DESC:      TESTING      TOT WKDAYS OPEN:      45.39

PROBLEM SUMMARY :MIFFLIN RONALD D DATE: 06/12/92      TIME: 13:00  
CPU FAILS AT OPERATING TEMPERATURE (OVERHEATS).

RESOLUTION TEXT :BAHIA MICHAEL E DATE: 08/18/92      TIME: 08:35  
HC160. Intermittent hangs due to heat resolved with ECO 60545. No problem  
since installing updated board.

XA0291S  
00.00.00

WANG LABORATORIES INC.  
PROBLEM TRACKING AND REPORTING  
CUSTOMER COMPLETE DETAIL REPORT  
PROBLEM DETAIL  
CUSTOMER PROBLEM NUMBER C500016971

PAGE: 4  
18 AUG 1992  
08:36:55

---

ASSIGNED: MIFFLIN RONALD D      DATE: 08/17/92      TIME: 16:09  
Customer is running with no problems. System is running even after running s  
ystem in hot environment. Thanks for the assist. Please send PTR back for  
closure.

ASSIGNED: BAHIA MICHAEL E      DATE: 08/05/92      TIME: 09:02  
ECO 60545 has been written & signed off to document this fix. If customer is  
still running without any problems we should be able to close this call.  
What is the customer's current status?

ASSIGNED: BAHIA MICHAEL E      DATE: 07/10/92      TIME: 14:30  
On vacation for 2 weeks. Back 7/27. If need assistance in meantime please  
send Wang Office to Michael Riley. ECO in works for incorporated fix in  
updated board sent out.

ASSIGNED: BAHIA MICHAEL E      DATE: 07/07/92      TIME: 17:12  
Updated board shipped out Fed Express Tues, 6/30. Installed 7/1. Did get a  
P56 shortly there after on 1 terminal but did not affect system & terminal wa  
s still functional. Talked with CE & customer today & still running error  
free. CPU is properly closed up. Last week AC went out & room temperature r  
eached 90 & no problems. Customer seems very pleased so far.

ASSIGNED: BAHIA MICHAEL E      DATE: 06/22/92      TIME: 17:56  
We have updated 2 boards with the faster cache memory chips & the fix looks  
good so far. Hope to have board for you by end of week if no problems.

ASSIGNED: BAHIA MICHAEL E      DATE: 06/18/92      TIME: 10:07  
Call accepted. Waiting for chips to arrive to update problem boards to  
verify fix. Chips expected today.

ASSIGNED: MIFFLIN RONALD D      DATE: 06/12/92      TIME: 13:09  
MIKE BAHIA IN WANG H.O. HAS BEEN WORKING WITH THE LOCAL CE - GEORGE GRIFFIN  
TO TRY AND RESOLVE THIS PROBLEM. OPENING PTR TO REQUEST REPLACEMENT CPU  
CARD THAT HAS NEW CHIPS AND HEAT SINKS.

ASSIGNED: MIFFLIN RONALD D      DATE: 06/12/92      TIME: 13:00  
RUN THE SYSTEM UNDER HEAVY LOAD



XA0291S  
00.00.00

WANG LABORATORIES INC.

PAGE: 1

PROBLEM TRACKING AND REPORTING  
CUSTOMER COMPLETE DETAIL REPORT

10 AUG 1992

10:24:35

HEADER INFO  
CUSTOMER PROBLEM NUMBER C900007133

PROBLEM NUMBER: C900007133 CUST NAME: HUTCHISON PAGING LTD  
PRIORITY P1 CUST NUMBER: HH 00000001370  
PROBLEM TYPE: ESC CUST CONTACT: VICTOR LAU  
LINK TO PROB NO: NOT LINKED CUST CONT PHONE: 88-047-26 -  
CUST ADDRESS 1:  
CUST ADDRESS 2:  
CUST ADDRESS 3:  
SYSTEM MODEL NO: CS/386-800N CUST CITY:  
GEN SYST MODEL: 2200 CS 386 CPU CUST ST/PROV:  
O. S. VERSION: 01 17 CUST ZIP: - CUST RDB: H9906  
HW MODEL NUMBER: CS/386-800N CUST COUNTRY:  
SW MODEL NUMBER:  
SW VERSION:

RDB ASSIGNED: 8760  
PERSON ASSIGNED: BAHIA MICHAEL E  
PART NUMBER: ORIG NAME: LAU VICTOR  
PART NUM REV: ORIG EMPL NO: HH-99123  
SERIAL NUMBER: ORIG PHONE: - - -  
ORIG RDB: H9906

CALL TRKG DATE: 06/26/92 10:00 NETWORKED: N  
CALL TRKG NO: RES DEPLOYED:

ORG ACT/SYM/ACN: DATE ENTER PTR: 06/19/92  
STATUS DATE: 07/10/92 DATE TO R&D: 019920619  
STATUS CODE: H O 331 WKDAYS IN R&D: 36.72  
STATUS ABBREV: INVESTIGAT TOT WKDAYS OPEN: 37.15  
STATUS DESC: INVESTIGATING

PROBLEM SUMMARY :LAU VICTOR DATE: 06/19/92 TIME: 03:45  
PROB: When pressing "RESET" key consecutively and "rapidly" at any workstatio  
connected to MKF controller, the workstation will hang and has cursor  
only. All other workstation on the same MKF or other MKF will also hang  
. If a workstation is \$OPEN a disk drive at that moment, the disk drive  
will hang and not released to other WS or another multiplexed CPUs.  
H/W: CS/386-800N x2, 2275MUX x2, 22C80 x2, MKF x4  
S/W: CS/386 TURBO OS 1.17  
Note: The hang can then be resolved by power off the WS or press "LOAD LOAD  
LOAD" and then "?"

RESOLUTION TEXT :BAHIA MICHAEL E DATE: 08/10/92 TIME: 10:22  
Problem where repeatedly keying RESET could hang system resolved with new  
mode for MKF. Unable to reproduce with maint rel 1.18 & latest proms, R3x.

ASSIGNED: BAHIA MICHAEL E      DATE: 08/05/92      TIME: 09:39  
Tested this problem again with Maintenance Rel 1.18 with the new proms & unable to reproduce. If you are satisfied this problem is resolved we will send this call back to you for closing. Is this agreeable?

ASSIGNED: BAHIA MICHAEL E      DATE: 07/06/92      TIME: 11:47  
Update acknowledged. Want to keep call open until have chance to test new microcode myself. Have just received.

ASSIGNED: LAU VICTOR              DATE: 06/30/92      TIME: 20:09  
The fix is @2236MKF file in OS.

ASSIGNED: BAHIA MICHAEL E      DATE: 06/29/92      TIME: 09:05  
Was that a new microcode file for the O/S (@2236MKF) or new proms? If new proms what was the revision?

ASSIGNED: LAU VICTOR              DATE: 06/24/92      TIME: 03:47  
The problem was solved with an update version of 2236MKF from Duncan. No problem with OS 1.15. Both OS 1.16x & OS 1.17 have the "RESET" problem. Call can be closed. Tks!

ASSIGNED: BAHIA MICHAEL E      DATE: 06/22/92      TIME: 17:49  
Have 2 MKFs in my system with an MKE & cannot get to fail. Did not answer 1 of my questions. Does it fail if nothing else is happening on system? All other partitions idle. Also, what proms are on the CPU board & MKF that are being used?

ASSIGNED: CHUI SIMON              DATE: 06/21/92      TIME: 23:29  
The config is TURBO with 2 MKF. It can be easily dup by pressing RESET "VERY VERY VERY" rapidly. Beside it can be resumed by power OFF, "LOAD LOAD LOAD" & "?", it can also be resumed by unplug terminal cable for a while. No problem by RESET on terminal on MKE, however if there are MKF & MKE, RESET terminal on MKF will also hang terminals on MKE.

ASSIGNED: BAHIA MICHAEL E      DATE: 06/19/92      TIME: 18:02  
Unable to duplicate problem. Need more information. If you are using test proms from Taiwan this may be reason. Please test problem with 1 MKF installed & only 1 disk controller. Remove all other I/O boards.

1. Can problem be duplicated with all partitions not running and just holding down RESET?
2. What proms are being used on the CPU board & the MKF?

ASSIGNED: BAHIA MICHAEL E      DATE: 06/19/92      TIME: 18:02  
Tested here on 1.10 & 1.17. Tested with very little activity on other terminals & with heavy activity on other terminal & could not get to fail. Held or continually pressed RESET for over a minute.

ASSIGNED: CHUI SIMON              DATE: 06/19/92      TIME: 04:51  
Initial escalate to R&D for assistance. Problem had been informed to Taiwan R&D. Pls push a quick fix for this issue.

ASSIGNED: CHUI SIMON              DATE: 06/19/92      TIME: 04:47  
To HKCSO: Call is accepted as P1 ESCalation in ASC.

ASSIGNED: LAU VICTOR              DATE: 06/19/92      TIME: 03:56  
Call requested to raise to CRITICAL. User will not allow TURBO online before all problem fixed.

ASSIGNED: LAU VICTOR              DATE: 06/19/92      TIME: 03:27  
Solid

XA0291S  
00.00.00

WANG LABORATORIES INC.  
PROBLEM TRACKING AND REPORTING  
CUSTOMER COMPLETE DETAIL REPORT  
HEADER INFO  
CUSTOMER PROBLEM NUMBER C900006967

PAGE: 1  
26 MAY 1992  
11:13:53

PROBLEM NUMBER: C900006967 CUST NAME: HUTCHISON PAGING LTD  
PRIORITY P2 CUST NUMBER: HH 00000001370  
PROBLEM TYPE: ESC CUST CONTACT: VICTOR LAU  
LINK TO PROB NO: NOT LINKED CUST CONT PHONE: 88-047-26 -  
CUST ADDRESS 1:  
CUST ADDRESS 2:  
CUST ADDRESS 3:  
SYSTEM MODEL NO: CS/386-400N CUST CITY:  
GEN SYST MODEL: 2200 CS 386 CPU CUST ST/PROV:  
O. S. VERSION: 01 16 X CUST ZIP: - CUST RDB: H9906  
HW MODEL NUMBER: CS/386-400N CUST COUNTRY:  
SW MODEL NUMBER: OS  
SW VERSION: 01 16 X  
RDB ASSIGNED: 8760  
PERSON ASSIGNED: BAHIA MICHAEL E  
PART NUMBER: ORIG NAME: LAU VICTOR  
PART NUM REV: ORIG EMPL NO: HH-99123  
SERIAL NUMBER: ORIG PHONE: - - -  
ORIG RDB: H9906  
CALL TRKG DATE: 00/00/00 00:00 NETWORKED: N  
TRKG NO: RES DEPLOYED:  
ORG ACT/SYM/ACN: DATE ENTER PTR: 05/13/92  
STATUS DATE: 05/26/92 DATE TO R&D: 019920514  
STATUS CODE: S O 732 WKDAYS IN R&D: 6.02  
STATUS ABBREV: TEMP FIX-C TOT WKDAYS OPEN: 7.03  
STATUS DESC: TEMPORARY FIX - CONFIRMED TESTED AND INSTALL

PROBLEM SUMMARY :LAU VICTOR DATE: 05/13/92 TIME: 04:57  
PROB: When generate with more than 32 terminal, it show partition 32 is not  
attaching any terminal with status 00-W in the @PSTAT. The 32 terminal do  
not show "READY BASIC " untile press RESET. If there are several  
background partition, the 32th terminal may assign to wrong partition.  
H/W: CS/386-400N x2, 2275MUX x2, 22C80 x2  
2200DS x2(1.2M +140M x2 +150M tape + R3E PROM )  
S/W: CS/TURBO OS 1.16x

RESOLUTION TEXT :BAHIA MICHAEL E DATE: 05/26/92 TIME: 11:10  
595. Problem with partition 32 not coming up with READY until keying RESET  
caused by old version of @GENPART. Updated to latest @GENPART and tested  
OK. Close call /field.

ASSIGNED: CHUI SIMON DATE: 05/22/92 TIME: 03:54

The @GENPART from OS 1.00 can duplicate the problem.  
After change to @GENPART from OS 1.15 ( copy sent to ASC, dated 3/11/92 )  
solved the problem.  
Call can closed, Tks!

ASSIGNED: LAU VICTOR DATE: 05/21/92 TIME: 23:31

The @GENPART program dated at 7/20/91 By PLS (mod by KKB)

ASSIGNED: BAHIA MICHAEL E DATE: 05/21/92 TIME: 09:40

The indication of 00-W in PSTAT indicates the port is not responding properly  
to the CPU. This can be reproduced by creating a configuration of 64 termina  
ls & 64 partitions without having the 4 MXF boards to support them. In this  
case every non-existing port will show up as 00-W. For example: if only had  
1 MXF board but created 64 partitions & terminals, all partitions from 17 to  
64 would show 00-W. Other possible causes would be:

2. Bad MXF port not responding correctly to CPU.
  3. Old copy of @GENPART. Be sure to use the latest copy of @GENPART. The  
last update was done 3/11/92 and can be verified on line 5 of @GENPART. Some  
old versions did not count the ports correctly & the last port assigned a  
terminal could come up with the problem you have described. The newest  
@GENPART is on the latest Turbo O/S, 1.1 or 1.15. See TSB SWT 9351 from  
5/12/92, page 2, if you need to order the O/S.
  4. Possibly a miswired terminal cable or 1 plugged in backwards may cause  
this problem. Swap cables with working cable.
  5. Problem with terminal. Swap the terminal.
- Has this problem occurred with more than 1 CPU?

ASSIGNED: LAU VICTOR DATE: 05/20/92 TIME: 22:02

The MXF PROM is R3, CPU PROM is R2  
The @PSTAT program with program size 16 sector and 5 sector free. Create  
date 07/09/91 by PLS (TBO).

ASSIGNED: BAHIA MICHAEL E DATE: 05/14/92 TIME: 15:55

Cannot duplicate your problem. Tested with 1.15 & 1.16.  
For hardware had CS-D Turbo with 2 MXF, 1 MXD, 1 Triple Controller, 1 9746  
Dual Controller, & the CS-D DPU board.  
CPU board has R2 prom, MXF R3 prom.  
In @GENPART created a simple configuration with 37 terminals, 37 partitions,  
100K memory per partition, with addresses 310, 320, 330, 340, 215, 216, & 217  
in the device table.  
Set up similar configuration with 2 MXF boards, 1 MXE or MXD, & 1 disk  
controller, and create 36 terminals & 36 partitions, 100K memory for every  
partition and see if this fails. Otherwise need to know exact configuration  
in @GENPART & prom rev levels to see if that is factor in problem.

ASSIGNED: CHUI SIMON DATE: 05/14/92 TIME: 03:20

Initial escalate to R&D for advice. Problem was verified in-house with OS  
1.15 & 1.16x.

ASSIGNED: WONG PANDA DATE: 05/13/92 TIME: 21:05

To HKCSO: Call ack'd. (Simon Chui)

ASSIGNED: LAU VICTOR DATE: 05/13/92 TIME: 04:57

As above  
FREQ: Solid

XA0290S  
00.00.00

WANG LABORATORIES INC.  
PROBLEM TRACKING AND REPORTING  
PRODUCT COMPLETE DETAIL REPORT  
HEADER INFO  
PRODUCT PROBLEM NUMBER P200017421

PAGE: 1  
03 APR 1992  
15:36:50

PROBLEM NUMBER: P200017421      NUMBER OF RELATED  
PRIORITY      P1      CUSTOMER PROBLEMS: 0  
PROBLEM TYPE: ALRT      PRODUCT PROBLEMS: 0  
PRE-RELEASE PROB:      LINKED TO PROBLEM:

SYSTEM MODEL NO: CS/386-1600N      ORIGINATOR NAME: BAHIA MICHAEL E  
GEN SYST MODEL: 2200 CS 386 CPU      ORIG EMPLOYEE NO: 00-04238  
O.S. VERSION: 01 07      ORIGINATOR PHONE: - - -  
HW MODEL NUMBER: TURBO      ORIGINATOR RDB: 8760  
SW MODEL NUMBER:  
SW VERSION:

PART NUMBER:      RDB ASSIGNED: 8332  
PART NUM REV:      PERSON ASSIGNED:

STATUS DATE: 03/20/92 07:04      DATE ENTER PTR: 02/13/92  
STATUS CODE: H C 643      DATE TO R&D: 000000000  
STATUS ABBREV: RP SU FAIL      WKDYS IN R&D:  
STATUS CLOSE LVL: ALL      TOT WKDYS OPEN:  
STATUS DESC : REPLACE SUSPECTED FAILURE

PROBLEM SUMMARY :BAHIA MICHAEL E DATE: 02/13/92 TIME: 16:42  
VLSI CPU board will not work in a CS/386-N/D Turbo Motherboard. Cannot get  
Mount System Platter. Tested in 2 different chassis with several tested VLSI  
CPU boards.

RESOLUTION TEXT :RILEY J MICHAEL DATE: 03/19/92 TIME: 12:24  
I have tested ~~MXE~~  
VLSI and they work with Turbo CPU....

ASSIGNED: BAHIA MICHAEL E DATE: 02/13/92 TIME: 17:26  
Sending to 8332 for resolution.

ASSIGNED: BAHIA MICHAEL E DATE: 02/13/92 TIME: 16:42  
Install VLSI CPU board in a CS-N/D with a Turbo motherboard & w/ a MXE or MXD  
to support terminal 1. Power On.

## ~~3270 PROBLEM~~ BOOT PROBLEM ON 386

CANNOT BOOT W/ MXD FOR TERM 1. HANGS W/ EITHER "LOADING" FLASHING OR BLANK SCREEN BEFORE CBOOT MENU DISPLAYED.

CIRCUMVENTION: KEY SF' C MVP

- NO BOOT PROBLEM FROM MY 1.12 DISK

o COPIED CBOOT FROM MY 1.12 TO FAILING NW MUTUAL & BOOTS OK.

o LOADED CPSTAT FROM D11 NO PROBLEM

SHOWED ERR 77 ON PARTITION 1 & 3 & HOSTPING STILL RUNNING

o LOAD MAIN MENU FROM FLOPPY & NO PROB

o LOADED CBOOT FROM FLOPPY & NO PROBLEM.

o ADDED 1.12 TO LINE 9020 <sup>OF CBOOT</sup> & RESAVED & STILL RUNNING OK.

o REBOOTED & NO PROBLEM

CONCLUSION: MOST LIKELY MARGINAL READ PROBLEM W/ CBOOT? NOT LIKELY AS HAD

PREVIOUSLY REMOVED % FROM LINES 9000 & 9005, RESAVED, & STILL FAILED.

→ SOMETHING IN CBOOT SLIGHTLY DIFFERENT.

- HANG ON BOOT FROM 2<sup>ND</sup> NML DISK BEFORE CBOOT MENU

## \* RESOLUTION

LENGTH OF DATA LINES RESTRICTED WITH THE MXD

THE DISPLAYED LENGTH OF LINE 9020 FOR TAG O/S RELEASE IS RESTRICTED IN THIS CASE TO 24 CHARACTERS. IF OTHER LINES ARE MADE SHORTER THIS LINE CAN BE LONGER.

16

# CBOOT



16 0 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16

1

2

3

4

5

6

7

8

9

10

43

4D

11	53	2F	33	38	36	20	4D	75	6C	74	69	75	73	65	72	20
	75	6C	74	69	75	73	65	72	20	42	41	53	49	43	2D	32
12	42	41	53	49	43	2D	32	20	52	65	6C	20	51	28	32	3F
	20	31	2E	31	7A	22	2C	22	50	22	0D	00	00	FF	90	40
13	22	2C	22	20	22	2C	22	20	22	2C	22	42	22	00	00	FF
	97	22	20	22	2C	22	20	22	2C	22	42	22	00	00	00	FF
14	22	20	22	2C	22	42	22	0D	00	00	FF	90	50	97	22	40
	90	80	97	22	40	44	47	31	22	2C	22	44	69	61	67	6E
15	44	47	31	22	2C	22	44	69	61	67	6E	6F	73	74	69	63
	6F	7B	74	69	63	73	22	2C	22	50	22	0D	00	00	FD	00
16	73	22	2C	22	50	22	0D	00	00	FD						
	00	00	00	00	00	00	00	00	00	00						

CMVP "CS/386 MULTUSER BASIC-2 REL 1.2?", "P"<sup>196</sup> FAIL  
 CMVP "MULTUSER BASIC-2 1.12", "P"<sup>85</sup>

11 BIGGER HANGS ON MXD

DELETED REL. 7 BIGGER HANGS

DELETED CS/. 4 BIGGER HANGS

ADDED CS/ + REL. DELETED MULTUSER, 2 BIGGER WORKED.

ADDED 1 CHAR. 3 BIGGER WORKED.

24 IS MAX SIZE



FUNCTIONS AS DESIGNED

IF THEN ELSE

CAN HAVE NOTHING IN BETWEEN

FAILS IF REM IS PLACED BETWEEN ENDDO & ELSE DO

EXCEPT

1. LINE #
2. DO GROUP
3. STATEMENT

REM IS A COMMAND, NOT A STATEMENT

```

: listd 9000,
9000 K=1
: IF K=2 THEN DO
: PRINT 'results K=2'
: ENDDO

```

A

```

9010 ELSE DO
: PRINT 'results K=1'
: ENDDO

```

```

: run9000
results K=1

```

```

: listd 9000.
9000 K=1
: IF K=2 THEN DO
: PRINT 'results K=2'
: ENDDO

: REM *** remark statement ***
9010 ELSE DO
: PRINT 'results K=1'
: ENDDO

```

B

```

: run9000

```

THE ~~END~~ DO STATEMENT WORKS FOR EXAMPLE "A"

BUT DOES NOT WORK FOR EXAMPLE "B"

BECAUSE THE REMARK LINE WAS ADDED

I HAVE RELEASE 1.1Z

FROM: DEL HORTON  
 Correll Co.  
 9655 S. 78<sup>th</sup> Av.  
 Hickory Hills IL.  
 60457  
 (708) 599-5200



XA0291S  
00.00.00

WANG LABORATORIES INC.  
PROBLEM TRACKING AND REPORTING  
COMPLETE DETAIL REPORT  
HEADER INFO  
PROBLEM NUMBER M200020092

PAGE: 1  
24 NOV 1993  
10:41:08

PROBLEM NUMBER: M200020092  
PRIORITY P2

CUST NAME:  
CUST NUMBER:

PROBLEM TYPE: PROB  
LINK TO PROB NO:

CUST CONTACT:  
CUST CONT PHONE: - - -  
CUST ADDRESS 1:  
CUST ADDRESS 2:  
CUST ADDRESS 3:

SYSTEM MODEL NO: CS/386-10N  
GEN SYST MODEL: 1MB CS/386 CPU  
O. S. VERSION: 01 1z  
HW MODEL NUMBER:  
SW MODEL NUMBER: OS  
SW VERSION: 01 1z

CUST CITY:  
CUST ST/PROV:  
CUST ZIP: - CUST RDB:  
CUST COUNTRY:

ALL INFO. AVAILABLE: Y

RDB ASSIGNED: 8760  
PERSON ASSIGNED: BAHIA MICHAEL E  
ORIG NAME: BAHIA MICHAEL E  
ORIG EMPL NO: 00-04238  
ORIG PHONE: - - -  
ORIG RDB: 8760

SERIAL NUMBER:

CALL TRKG DATE: 00/00/00 00:00 DATE ENTER PTR: 06/14/93  
CALL TRKG NO: RES DEPLOYED:

STATUS DATE: 11/24/93 DATE TO R&D: 06/14/93  
STATUS CODE: S C 595 WKDAYS IN R&D: 163.00  
STATUS ABBREV: PERM FIX TOT WKDAYS OPEN: 163.00  
STATUS DESC: PERMANENT FIX - GENERAL RELEASE

PROBLEM STATEMENT :BAHIA MICHAEL E DATE: 06/14/93 TIME: 12:49

If a program saved in NEW format using 'wrap' mode contains a DEFFN' statemnt for a SF key is loaded into memory but not executed, keying that SF' key could blow the O/S. Problem does not occur if in OLD format or if 'wrap' is not specified in SAVE statement.

To duplicate key in the following program:  
10 DEFFN/10: E9=1: RETURN

RESOLUTION TEXT :BAHIA MICHAEL E DATE: 11/24/93 TIME: 10:30

SC595. Problem where if a program saved in NEW format in wrap mode contained a DEFFN for a SF key, loading that program and hitting that SF key before executing the program could blow the O/S is resolved with Maint Rel 1.29.01 & higher. Customer currently running 1.30 release.

---

ASSIGNED: BAHIA MICHAEL E DATE: 11/24/93 TIME: 10:40  
Customer has had CS/386 Maint Rel 1.30.00 installed for approx 2 weeks w/out problems. The screen problem that was mentioned after loading 1.29.01 happened twice & cannot be reproduced at this time. Call is being closed. New call will be opened for the screen problem should it reoccur.

ASSIGNED: BAHIA MICHAEL E DATE: 11/19/93 TIME: 12:30  
Sent Wang Office to field 11/17 to see if rel 1.30.00 installed yet. Have not received reply. Have no details on screen problem reported with 1.29.01 which we are also waiting for.

ASSIGNED: BAHIA MICHAEL E DATE: 10/28/93 TIME: 16:01  
Ce delivered Maint Rel 1.30 for the CS/386 to the site today. The regular system administrator, Steve Marney, was out on vacation. O/S will not be installed until he returns. No one else there knew details on screen problem

ASSIGNED: BAHIA MICHAEL E DATE: 10/25/93 TIME: 08:57  
Received Wang Office from CE last week. Will be installing Maint Rel 1.30 this week. Maint rel 1.30 also sent to John Howser of the RSC last Friday.

ASSIGNED: BAHIA MICHAEL E DATE: 10/21/93 TIME: 11:54  
John Howser of the RSC has talked with customer this week and problem appears to be fixed. Customer would like to test 1.30. Can we close this call? New O/S 1.29.01 in approx 2 months & this problem appears resolved.

ASSIGNED: BAHIA MICHAEL E DATE: 09/23/93 TIME: 11:07  
Talked to CE a few days ago. Will check with customer again before closing call. Have asked them if they would like to test 386 rel 1.30.00. Waiting for word back from CE.

ASSIGNED: BAHIA MICHAEL E DATE: 09/14/93 TIME: 15:52  
Left message for CE to call me. Would like to verify customer still running error free and also to find out if would like to test out new rel 1.30.

ASSIGNED: BAHIA MICHAEL E DATE: 08/30/93 TIME: 09:24  
CE John Pardoe called in. Cust has been on new O/S for a week and no problems. This bug appears to be fixed. If no problems in the next week will close call.

ASSIGNED: BAHIA MICHAEL E DATE: 08/24/93 TIME: 17:00  
Maint Rel 1.29.01 for the CS/386 installed 8/23. No problems to date.

ASSIGNED: BAHIA MICHAEL E DATE: 08/05/93 TIME: 17:05  
Mailed maintenance rel 1.29.01 to John Pardoe of the Baltimore office as will be on vacation next week and had not heard back from RSC on where to send.

XA0291S  
00.00.00

W A N G   L A B O R A T O R I E S   I N C .  
P R O B L E M   T R A C K I N G   A N D   R E P O R T I N G  
C O M P L E T E   D E T A I L   R E P O R T  
P R O B L E M   D E T A I L  
P R O B L E M   N U M B E R                      M200020092

PAGE:        4  
24 NOV 1993  
10:41:08

---

ASSIGNED:    BAHIA MICHAEL E                      DATE: 08/05/93    TIME: 17:05  
Mailed via Fed Xpress 2 day, air bill # 862 0517 552. Please keep updated on when received, installed, and on test results. If need assistance while I am away please contact Gene Roy.

ASSIGNED:    BAHIA MICHAEL E                      DATE: 07/30/93    TIME: 10:45  
Have new release which I am testing today which fixes this bug. If all goes well, will send out to customer next week.

ASSIGNED:    BAHIA MICHAEL E                      DATE: 07/26/93    TIME: 11:20  
R&D believes has fix for this problem. Will be testing this week.

ASSIGNED:    BAHIA MICHAEL E                      DATE: 07/06/93    TIME: 17:06  
Trying to wrap up 386 bugs at this time. Hope to have fix shortly.  
Providing copy of call to R&D for fix.

PROBLEM NUMBER: M410011192	CUST NAME: THE BALTIMORE SIGN CO
PRIORITY P2	CUST NUMBER: 00 00000267518
PROBLEM TYPE: ESC	CUST CONTACT: RON MCNALLY
LINK TO PROB NO:	CUST CONT PHONE: -410-276-1500
	CUST ADDRESS 1: 201 N HAVEN ST
	CUST ADDRESS 2:
SYSTEM MODEL NO:	CUST ADDRESS 3:
GEN SYST MODEL: CPU	CUST CITY: BALTIMORE
O. S. VERSION: 00 01 01 Z	CUST ST/PROV: MD
HW MODEL NUMBER:	CUST ZIP: 21224-0000 CUST RDB: 3410
SW MODEL NUMBER: VSOS	CUST COUNTRY:
SW VERSION: 00 01 01 Z	

RDB ASSIGNED: 8760  
PERSON ASSIGNED: BAHIA MICHAEL E  
ORIG NAME: HOWSER JOHN P  
ORIG EMPL NO: 00-02468  
ORIG PHONE: - - -  
ORIG RDB: 3169

ALL INFO. AVAILABLE: Y

SERIAL NUMBER:

CALL TRKG DATE: 06/24/93 10:39 DATE ENTER PTR: 06/24/93

CALL TRKG NO: E919152 RES DEPLOYED:

STATUS DATE: 10/21/93	DATE TO R&D: 06/24/93
STATUS CODE: S O 732	WKDAYS IN R&D: 123.00
STATUS ABBREV: TEMP FIX-C	TOT WKDAYS OPEN: 123.00
STATUS DESC: TEMPORARY FIX - CONFIRMED TESTED AND INSTALL	

PROBLEM STATEMENT :HOWSER JOHN P DATE: 06/24/93 TIME: 10:53  
2200 386CS-5 PROB: WHEN PROG USES THE COMMAND "MAT SEARCH" IS O  
UTPUTTING TO A PRINTER THE PRINTER WILL STOP IN THE MIDDLE OF TH  
E PRINTOUT AND TERMINAL WILL NOT HALT/STEP. THE TERM. HAS TO BE  
RESET. THIS PROBLEM IS SUPPOSEDLY DUPLICATED WHEN PRINTING FROM DATA 3500 WP  
VER. 2.3 USING THE GENERIC PRINTER DRIVER, PROGRAM 'WP 485 2 (LINE NUMBER 34  
10). THE PROBLEM HAPPEN WHEN THE "MAT SEARCH" COMMAND IS USED ON A SUBSTRING  
OF A VARIABLE OR ARRAY. THE LENGTH OF THE SUBSTRING HAS TO BE 62 BYTES IN L  
ENGTH. IF THE LENGTH IS CHANGED TO 61 OR 63 THE PROBLEM WILL NOT OCCUR..

2200 OS = 1.1Z

CUSTOMER PROVIDED SAMPLE: (CREATE DOC AS SHOWN)

CARRAGE RETURN AT POSITION 63-----<

1ST POSITION-----63RD POSITION

RESOLUTION TEXT :BAHIA MICHAEL E DATE: 10/21/93 TIME: 10:25

Hang problem to printer appears to be due to a problem that occurs if the  
system is pointing to a variable stack address ending in FF. When this  
occurred the system would incorrectly check the printer address to see if it  
was under a platter hog which a printer address does not support. This would  
cause the hang. This problem appears to be resolved with CS/386 pre-release  
1.29.01 installed at the site over a month ago.

XA0291S  
00.00.00

W A N G   L A B O R A T O R I E S   I N C .  
P R O B L E M   T R A C K I N G   A N D   R E P O R T I N G  
C O M P L E T E   D E T A I L   R E P O R T  
P R O B L E M   D E T A I L  
P R O B L E M   N U M B E R                      M410011192

PAGE:        3  
25 OCT 1993  
08:33:44

ASSIGNED:    HOWSER JOHN P                      DATE: 10/22/93        TIME: 07:53

Please send ptr back to close call.

ASSIGNED:    BAHIA MICHAEL E                      DATE: 10/21/93        TIME: 10:22

Update acknowledged. Do you want to close this call since this problem appears to be resolved. A new call should be opened for the display problem.

ASSIGNED:    HOWSER JOHN P                      DATE: 10/20/93        TIME: 16:17

\*\*\*\*\* COMMENT FROM CTS 06/25/93 00:04:33 \*\*\*\*\*

M410011192 ALTERED BY HOWSER JOHN P                      6/24/93 11:04

called customer and requested duplication material requested by Mike Bahia. He will provide as soon as he can...

\*\*\*\*\* COMMENT FROM CTS 10/20/93 16:08:57 \*\*\*\*\*

TALKED WITH STEVE, HE REPORTS THE PROBLEM HAS BEEN RESOLVED WITH THE 1.29.01 VERSION, BUT ANOTHER PROBLEM IS PRESENTED.. HE DESCRIBES THIS AS IF HE LISTS A SECTION OF CODE IN A PROGRAM IT DOES NOT DISPLAY PROPERLY ON THE SCREEN. HE IS

\*\*\*\*\* COMMENT FROM CTS 10/20/93 16:23:02 \*\*\*\*\*

FAKING ME A SAMPLE OF THE SCREEN... HE STATES IT ONLY OCCURS ON OCCASIONALLY AND IN CERTAIN PROGRAMS. >??? YES HE IS INTERESTED IN INSTALLING THE 1.30 VERSION..

ASSIGNED:    BAHIA MICHAEL E                      DATE: 09/23/93        TIME: 12:02

Talked with CE a few days ago. CE to check with customer to insure no problem and ask about installing 386 rel 1.30.

ASSIGNED:    BAHIA MICHAEL E                      DATE: 09/14/93        TIME: 15:54

Left message for CE to call. Want to verify customer still running error free & to find out if would like to use new rel 1.30.

ASSIGNED:    BAHIA MICHAEL E                      DATE: 08/30/93        TIME: 09:27

CE called in. No problems with new O/S as of today. This bug appears to be resolved. Will give it 1 more week and if ok will close call.

ASSIGNED:    BAHIA MICHAEL E                      DATE: 08/24/93        TIME: 16:58

Maint Rel 1.29.01 was installed 8/23. No problems encountered.

ASSIGNED:    BAHIA MICHAEL E                      DATE: 08/18/93        TIME: 09:04

RSC has call into John Pardoe for status.

ASSIGNED:    BAHIA MICHAEL E                      DATE: 08/18/93        TIME: 09:03

ASSIGNED:    BAHIA MICHAEL E                      DATE: 08/05/93        TIME: 17:00

Sent copy of CS/386 Maint Rel 1.29.01 to Balt office, attention John Pardoe who I talk to as had not heard back from RSC and on vacation next week. O/S sent with Test Site Agreement via Fed Express 2 day, air bill 862 0517 552.

XA0291S  
00.00.00

WANG LABORATORIES INC .  
PROBLEM TRACKING AND REPORTING  
COMPLETE DETAIL REPORT  
PROBLEM DETAIL  
PROBLEM NUMBER M410011192

PAGE: 4  
25 OCT 1993  
08:33:44

ASSIGNED: BAHIA MICHAEL E DATE: 08/05/93 TIME: 17:00

Please keep updated on when received, installed, and tested. If need assistance while I am away next week please contact Gene Roy via office or phone.

ASSIGNED: BAHIA MICHAEL E DATE: 08/02/93 TIME: 08:37

John, where do you want me to send the new O/S, to you, the customer, or both of you. Please provide mailing address/es. On vacation next week for just that week just so you will know.

ASSIGNED: HOSWER JOHN P DATE: 08/02/93 TIME: 07:25

\*\*\*\*\* COMMENT FROM CTS 08/02/93 07:29:25 \*\*\*\*\*  
I AGREE.. I AM AWAITING SOFTWARE RELEASE...

ASSIGNED: BAHIA MICHAEL E DATE: 07/30/93 TIME: 16:56

At this late date I think we should have them try the new O/S first. Should be ready to send next week if no problems found in my tests.

ASSIGNED: BAHIA MICHAEL E DATE: 07/30/93 TIME: 10:57

Have new release which appears to fix all the problems reported by Balt Sign. You have still not given us a program to reproduce this problem so we are not 100% certain of fixing it. If all goes well new maintenance release will be available next week.

ASSIGNED: HOSWER JOHN P DATE: 07/30/93 TIME: 10:40

\*\*\*\*\* COMMENT FROM CTS 07/30/93 05:37:32 \*\*\*\*\*  
M410011192 ALTERED BY BAHIA MICHAEL E 7/26/93 11:07  
Back from vacation. Do you have program to reproduce?

\*\*\*\*\* COMMENT FROM CTS 07/30/93 10:42:40 \*\*\*\*\*  
NO I DO NOT HAVE ANY CODE TO REPRODUCE THE PROBLEM.. I DID NOT KNOW YOU NEEDED ANY. THE LAST UPDATE BEFORE YOU WENT ON VACATION WAS THAT YOU HAVE A FIX FOR THE PROB (BUT DID NOT KNOW IF IT WAS EXACTLY THE SAME) BUT YOU INDICATED YOU WOULD

\*\*\*\*\* COMMENT FROM CTS 07/30/93 10:44:22 \*\*\*\*\*  
POSSIBLY HAVE SOME S/W FOR ME A WEEK OR SO AFTER YOUR RETURN ... I CAN APPROACH THE CUSTOMER AND REQUEST IF YOU NEED IT THOUGH...

ASSIGNED: BAHIA MICHAEL E DATE: 07/26/93 TIME: 11:04  
Back from vacation. Do you have program to reproduce?

ASSIGNED: HOSWER JOHN P DATE: 07/16/93 TIME: 07:57  
Awaiting Mike Bahia's return from vacation....

ASSIGNED: BAHIA MICHAEL E DATE: 07/09/93 TIME: 16:36  
We have fix for this problem as we discovered it. Since we have not received

---

ASSIGNED: BAHIA MICHAEL E DATE: 07/09/93 TIME: 16:36  
any specific code from you to determine if the problem described is one in the same, we do not know for sure if it will fix your problem. We still want to roll a couple more fixes into this and still need to do some more extensive testing before sending out for beta release. On vacation for 2 weeks. Hope to have an O/S to send you the end of the week I come back or hopefully the week after. If have any concerns in meantime please send Office message to Gene Roy.

ASSIGNED: BAHIA MICHAEL E DATE: 07/06/93 TIME: 17:16  
Would like test program to duplicate if possible. Believe problem related to PTR M41/10576 as relates to the variable stack but would like program to dupe to be sure. Working on 386 fixes right now and expect new release very shortly. On vacation for 2 weeks starting 7/10. If get additional info during that time please forward it to my manager, Gene Roy, and indicate 2200 bug and PTR #.

ASSIGNED: BAHIA MICHAEL E DATE: 06/25/93 TIME: 10:58  
Would still like duplication program from customer to verify my assumption that the 2 problems are related to the variable stack. See previous comment if not read already.

ASSIGNED: BAHIA MICHAEL E DATE: 06/25/93 TIME: 10:57  
Have been playing around with this as it struck me that this problem could be related to the first problem reported by this customer. Have been able to duplicate a printer hang using the same variable conditions causing the problem in PTR M41/10576. I believe what is happening is if the variable stack ends at address FF and the system ends up pointing at that address via the MATSEARCH, the FF somehow is interpreted as some type of printer hog resulting in a hang. Duplicated the problem with the following program:  
10 DIM H\$(2)2,L\$2,N8  
20 DIM L9\$(248)1  
30 MATSEARCHSTR(L9\$( ),,32),<>HEX(00 00)TO L\$  
40 SELECT PRINT 204  
50 HEXPRINT L\$  
60 STOP "END OF PROGRAM"

This program hangs on the HEXPRINT command. Does not fail to the CRT, probably because the CRT is exclusive to the partition & cannot be hogged.

ASSIGNED: HOWSER JOHN P DATE: 06/24/93 TIME: 11:04  
called customer and requested duplication material requested by Mike Bahia. He will provide as soon as he can...

XA0291S  
00.00.00

WANG LABORATORIES INC.  
PROBLEM TRACKING AND REPORTING  
COMPLETE DETAIL REPORT  
HEADER INFO  
PROBLEM NUMBER M410010576

PAGE: 1  
25 OCT 1993  
09:07:59

PROBLEM NUMBER: M410010576  
PRIORITY P2

CUST NAME: THE BALTIMORE SIGN CO  
CUST NUMBER: 00 00000267518

PROBLEM TYPE: ESC  
LINK TO PROB NO:

CUST CONTACT: LOCKE DEBRA NOS  
CUST CONT PHONE: -410-625-5757  
CUST ADDRESS 1: 201 N HAVEN ST  
CUST ADDRESS 2:

SYSTEM MODEL NO: CS-10 386  
GEN SYST MODEL: 2200 CS CPU  
O. S. VERSION: ?  
HW MODEL NUMBER:  
SW MODEL NUMBER: OS 1.1.2  
SW VERSION: ?

CUST ADDRESS 3:  
CUST CITY: BALTIMORE  
CUST ST/PROV: MD  
CUST ZIP: 21224-0000 CUST RDB: 7705  
CUST COUNTRY:

ALL INFO. AVAILABLE: Y

RDB ASSIGNED: 8760  
PERSON ASSIGNED: BAHIA MICHAEL E  
ORIG NAME: HOWSER JOHN P  
ORIG EMPL NO: 00-02468  
ORIG PHONE: - - -  
ORIG RDB: 3169

SERIAL NUMBER:

CALL TRKG DATE: 12/03/92 12:53 DATE ENTER PTR: 12/04/92  
LL TRKG NO: 864839 RES DEPLOYED:

STATUS DATE: 03/12/93 DATE TO R&D: 12/04/92  
STATUS CODE: S O 333 WKDAYS IN R&D: 325.00  
STATUS ABBREV: REPRODUCED TOT WKDAYS OPEN: 325.00  
STATUS DESC: PROBLEM DUPLICATED AND WORKING WITH ESCALATI

PROBLEM STATEMENT :HOWSER JOHN P DATE: 12/04/92 TIME: 09:45

2200 CS-5/ NON WANG PROGRAM FREEZING, COMPATIBILITY PROBLEM

\*\*SHE HAS BEEN IN TOUCH WITH SOMEONE IN HO, SHE NEEDS TO GET

A PTR # OPENED

CE CONTACTED H.O. MIKE BAHIA AND DISCUSSED PROBLEM... THE CUSTOMER IS SENDIN  
G PROGRAMS TO HIM FOR TESTING.....

what: customer application program freezing

when: unknown... ce did not describe if intermittent or immediate.

where: running on a 2200cs

what extent: always

RESOLUTION TEXT :BAHIA MICHAEL E DATE: 10/25/93 TIME: 08:49

SC595. This problem where if the system is pointing to address of FF in the  
variable stack when accessing 340 a hang could occur is resolved in Maint Rel  
29.01 tested on site since August.



XA0291S  
00.00.00

W A N G   L A B O R A T O R I E S   I N C .  
P R O B L E M   T R A C K I N G   A N D   R E P O R T I N G  
C O M P L E T E   D E T A I L   R E P O R T  
P R O B L E M   D E T A I L  
P R O B L E M   N U M B E R                      M410010576

PAGE:            3  
25 OCT 1993  
09:07:59

ASSIGNED:    BAHIA MICHAEL E            DATE: 10/25/93    TIME: 08:54  
Sending call back to field to be closed. Problem resolved with Maint rel 1.29.01.

ASSIGNED:    BAHIA MICHAEL E            DATE: 10/21/93    TIME: 12:12  
This problem appears to be resolved with Turbo pre-release 1.29.01 installed in August. RSC talked with customer this week and this problem appears to be resolved. Would like to close call if agreeable. Cust wants to test 1.30 which was mailed to the CE last month.

ASSIGNED:    BAHIA MICHAEL E            DATE: 09/23/93    TIME: 12:00  
Talked to CE a few days ago. Was going to check with customer 1 more time to insure OK & ask about testing 386 rel 1.30.00. Have not heard back yet.

ASSIGNED:    BAHIA MICHAEL E            DATE: 09/14/93    TIME: 16:13  
Left message for CE to call me. Want to verify customer still running error free. Also want to find out if cust will test new 386 rel 1.30 for us which includes a couple of additional fixes.

ASSIGNED:    BAHIA MICHAEL E            DATE: 08/30/93    TIME: 09:29  
CE called in. No problems with new O/S as of today. Will monitor 1 more week. This issue appears to be resolved.

ASSIGNED:    BAHIA MICHAEL E            DATE: 08/24/93    TIME: 16:56  
John Pardoe called in. O/S has been installed and no problems encountered.

ASSIGNED:    BAHIA MICHAEL E            DATE: 08/20/93    TIME: 10:23  
Copy of CS/386 Beta Rel 1.29.01 mailed out to RSC attention John Howser this AM via Fed Xpress airbill # 862-0524-123. Called Baltimore office and left message for John Pardoe to call me concerning status of beta test of new O/S.

ASSIGNED:    BAHIA MICHAEL E            DATE: 08/18/93    TIME: 08:54  
Update acknowledged. O/S will be mailed out to you this week.

ASSIGNED:    HOWER JOHN P                      DATE: 08/16/93    TIME: 16:17  
\*\*\*\*\* COMMENT FROM CTS 08/16/93 16:22:02 \*\*\*\*\*  
I HAVE NOT HEARD... I CALLED LEFT MESSAGE FOR JOHN PARDOE  
TO CALL OR SEND W/O ON STATUS... PLEASE SEND S/W TO  
WANG LABS, 2300 LAKE PARK DR. , SMYRNA, GA. 30080... THANKS

ASSIGNED:    BAHIA MICHAEL E            DATE: 08/16/93    TIME: 10:07  
John, I need your mailing address to send the new maintenance release. Has the new O/S been installed yet? Any feedback from customer?

ASSIGNED:    BAHIA MICHAEL E            DATE: 08/06/93    TIME: 17:55  
John, please provide me with your mail to address and I will send you a copy

---

ASSIGNED: BAHIA MICHAEL E DATE: 08/06/93 TIME: 17:55  
of this new CS/386 release when I get back.

ASSIGNED: BAHIA MICHAEL E DATE: 08/05/93 TIME: 15:55  
Need mail to address for new O/S. Left message at RSC for John Howser.  
Called Baltimore office and spoke with John Pardoe. Mailing CS/386 Pre-rel  
to him. On vacation next week. If need assistance in my absense contact  
Gene Roy via office or phone.

ASSIGNED: BAHIA MICHAEL E DATE: 07/30/93 TIME: 10:54  
Have new release received today which fixes all 3 problems reported by Balt  
Sign. Running system tests at this time. If all goes well hope to have new  
release available next week.

ASSIGNED: BAHIA MICHAEL E DATE: 07/09/93 TIME: 16:29  
We have an O/S that fixes this problem. Need to do system testing. On  
vacation for 2 weeks. Back July 26. There are a couple of more fixes we hop  
e to implement. Hope to have O/S ready to send out end of week I return for  
beta test. If have any concerns while I am away, please contact Gene Roy via  
Wang Office.

SIGNED: BAHIA MICHAEL E DATE: 07/06/93 TIME: 17:09  
Working on fix to problem at this time. Hope to have release to test shortly  
. On vacation for 2 weeks starting 7/10. If need help in meantime please  
contact Gene Roy via Wang Office.

ASSIGNED: BAHIA MICHAEL E DATE: 06/18/93 TIME: 17:38  
The problem only occurs with address 340. If the program ends up looking at  
an FF address on a DATALOAD command it automatically checks to see if any  
other partition may be hogging the same address. In the case of address 340,  
platter hogging is not supported, the code drops out of the loop but  
inadvertently retains the FF which the partition interprets as the address  
being hogged resulting in a hang. Expect to have fix shortly. Please see  
previous comments.

ASSIGNED: BAHIA MICHAEL E DATE: 06/16/93 TIME: 13:20  
We have further narrowed down problem. When the variable stack ends on a  
divisible of 256 & a pointer ends up at the last byte (FF) (via the MAT SEARCH  
in this case) a hang occurs during disk I/O due to possibly a pointer problem  
or timing issue resulting from this condition we believe. Program has been  
trimmed to the following:

```
10 DIM H$(2)2,L$2,N8
20 DIM L9$(248)1
30 MATSEARCH (L9$( ),,32),<>(00 00)TO L$
40 DATALOADBMT/340,(0)H$( )
50 STOP
```

---

ASSIGNED: BAHIA MICHAEL E DATE: 06/16/93 TIME: 13:20  
Again please open new PTR for the MATSEARCH/PRINT problem with 62 characters.  
Will need to get program from customer because we cannot duplicate. Please  
try to get this done as soon as possible as we may hope to have these fixes  
done in the next few weeks.

ASSIGNED: BAHIA MICHAEL E DATE: 06/14/93 TIME: 15:06  
PTR M2/20092 opened against SAVE problem with 'wrap' mode in NEW format 1st  
reported in this call. Please see previous comment for additional new inform  
ation.

ASSIGNED: BAHIA MICHAEL E DATE: 06/14/93 TIME: 11:21  
We have isolated the problem reported in this call to 5 lines.  
Line 10 COM ,,,,,,N8 (original COM statement. If any variable is  
deleted, problem may not be reproducible.)  
70 COM L9\$(2300)2  
100 MATSEARCHSTR(L9\$(),,32),<HEX(00 00)TO L\$ STEP2  
110 DATALOADMT/340,(0)06\$()  
120 COMCLEARL9\$()

Lines 70-120 are new line numbers and the lines have been simplified where  
possible. If any of these lines is altered the problem is affected and may  
not reoccur. All variables defined on line 10 are still in place though not  
shown.

Have been able to reproduce problem involving SF key defined in NEW format &  
saved in Wrap mode. Will open up separate PTR for this. Cannot dupe prob w/  
MATSEARCH w/ 62 character string. Please get prog to dupe & open new PTR.

ASSIGNED: BAHIA MICHAEL E DATE: 06/08/93 TIME: 11:07  
John, please open separate calls for these 2 other issues. Now would be a  
good time while we are in the process of fixing the 386 bugs. Once we fix  
the current bugs on the 386, we will be quite involved with the Turbo bugs &  
it could be quite awhile before any new 386 bugs were fixed. From your  
descriptions of the 2 problems, it would help tremendously if I could get s/w  
from the customer to duplicate the problems, otherwise it will be very  
difficult to duplicate and therefore fix.

ASSIGNED: HOWSER JOHN P DATE: 06/04/93 TIME: 08:20  
\*\*\*\*\* COMMENT FROM CTS 06/04/93 08:17:17 \*\*\*\*\*  
SUBSTRING HAS TO BE 62 BYTES IN LENGTH. IF THE LENGTH IS CH  
ANGED TO 61 OR 63 THE PROBLEM WILL NOT OCCUR."  
THIS INFO PROVIDED BY THE CUSTOMER.... ALSO, ANOTHER PROB  
HAS CROPPED UP AND IS DESCRIBED AS FOLLOWS: QUOTE " A PROB  
\*\*\*\*\* COMMENT FROM CTS 06/04/93 08:19:02 \*\*\*\*\*  
IS ENCOUNTERED WHEN A PROGRAM IS LOADED INTO MEMORY WITH THE  
FOLLOWING LINE -- 10 DEFFN'XX (XX= 0 - 31) :E9=1: RETURN.  
IF THE PROGRAM WAS SAVED IN NEW (386) FORMAT ALONG WITH THE

XAO291S  
00.00.00

WANG LABORATORIES INC.  
PROBLEM TRACKING AND REPORTING  
COMPLETE DETAIL REPORT  
PROBLEM DETAIL  
PROBLEM NUMBER M410010576

PAGE: 6  
25 OCT 1993  
09:07:59

---

ASSIGNED: HOWSER JOHN P DATE: 06/04/93 TIME: 08:20  
<W> PARAMETER AND THE DEFINED SF' KEY IS KEYED BEFORE THE  
\*\*\*\*\* COMMENT FROM CTS 06/04/93 08:20:29 \*\*\*\*\*  
PROGRAM IS RUN, THE CPU WILL HANG... THIS PROBLEM WILL NOT OC  
CUR IF THE FILE IS SAVED IN NEW (386) FORMAT WITHOUT THE <W>  
PARAMETER. THE SYSTEM WILL CORRECTLY FLAG A P55 ERROR INSTE  
AD (UNDEFINED VARIABLE)

ASSIGNED: HOWSER JOHN P DATE: 06/04/93 TIME: 08:20  
\*\*\*\*\* COMMENT FROM CTS 06/04/93 08:11:08 \*\*\*\*\*  
MIKE, I RECEIVED SOME ADDITIONAL INFORMATION ON THE PRINTER  
HANG PROBLEM WHEN PRINTING A 62 CHARACTER LINE: IF WE NEED  
TO OPEN ANOTHER PTR ON THIS ISSUE LET ME KNOW. THE PROB. IS  
IDENTIFIED AS FOLLOWS:: PRINTER LOCK-UP PROBLEM "A PROBLEM  
\*\*\*\*\* COMMENT FROM CTS 06/04/93 08:12:50 \*\*\*\*\*  
IS ENCOUNTERED WHEN A PROGRAM THAT USES THE COMMAND --MAT SE  
ARCH-- IS OUTPUTTING TO A PRINTER. THE PRINTER WILL STOP IN  
THE MIDDLE OF THE PRINTOUT AND THE TERMINAL WILL NOT HALT/S  
TEP. THE TERMINAL HAS TO BE RESET. THIS PROBLEM ALSO  
\*\*\*\*\* COMMENT FROM CTS 06/04/93 08:14:28 \*\*\*\*\*  
OCCURS WHEN PRINTING FROM DATA 3500 WP VER. 2.3 USING THE GE  
MIC PRINTER DRIVER, PROG 'WP 4485 2' (LINE NUMBER 3410).  
THE PROBLEM HAPPENS WHEN THE MAT SEARCH COMMAND IS USED ON A  
SUBSTRING OF A VARIABLE OR ARRAY. THE LENGTH OF THE

ASSIGNED: HOWSER JOHN P DATE: 06/03/93 TIME: 09:30  
Keep me posted>>>> Thanks..

ASSIGNED: BAHIA MICHAEL E DATE: 06/02/93 TIME: 15:48  
Currently working on the 386 bugs. Nothing yet.

ASSIGNED: BAHIA MICHAEL E DATE: 05/27/93 TIME: 13:13  
Now at the debugging stage. Hopefully will have a handle on this shortly.

ASSIGNED: BAHIA MICHAEL E DATE: 05/14/93 TIME: 16:27  
Nothing new yet to report.

ASSIGNED: BAHIA MICHAEL E DATE: 04/27/93 TIME: 10:35  
No change since last update.

ASSIGNED: BAHIA MICHAEL E DATE: 04/05/93 TIME: 11:48  
Nothing new at this time.

ASSIGNED: BAHIA MICHAEL E DATE: 03/26/93 TIME: 08:51  
No news at this time. New R&D man coming up to speed.

XA0291S  
00.00.00

WANG LABORATORIES INC .  
PROBLEM TRACKING AND REPORTING  
COMPLETE DETAIL REPORT  
PROBLEM DETAIL  
PROBLEM NUMBER M410010576

PAGE: 7  
25 OCT 1993  
09:07:59

---

ASSIGNED: BAHIA MICHAEL E DATE: 03/12/93 TIME: 16:34

Nothing new to report. Waiting on R&D.

ASSIGNED: BAHIA MICHAEL E DATE: 02/16/93 TIME: 13:17

Found the N8 variable. See update of 2/2. Called customer to inform that we have duplicated the problem and now are basically waiting for the problem to be fixed. We have a new person coming up to speed on the O/S to resolve this so it could be couple of months before a fix is available but we are moving forward to resolve the problem.

ASSIGNED: HOWSER JOHN P DATE: 02/16/93 TIME: 10:02

\*\*\*\*\* COMMENT FROM CTS 02/16/93 10:05:27 \*\*\*\*\*

CALLED CUSTOMER BACK AND HE REQUESTED THAT MIKE CALL HIM DIRECTLY AND HE WILL SHOW HIM WHERE THE VARIABLE IS LOCATED OVER THE PHONE.... I THEN CALLED MIKE AND LEFT DVX TO THIS AFFECT...

ASSIGNED: BAHIA MICHAEL E DATE: 02/02/93 TIME: 11:34

My error. N8 variable was last variable on line 11 of "SD TEMP1". Did additional testing yesterday. Found did not need to load initial program to cause hang. If directly loaded "SD SORT1" which is the program that hangs & added line: 1 COM N8

Other numeric variables will also cause the hang and once the hang occurs you must clear the partition and reload the program to have any chance of getting the program to run again. Sorry ,about the mixup on the N8 variable.

ASSIGNED: BAHIA MICHAEL E DATE: 01/27/93 TIME: 08:38

Update acknowledged. Thanks John.

ASSIGNED: HOWSER JOHN P DATE: 01/26/93 TIME: 10:23

\*\*\*\*\* COMMENT FROM CTS 01/26/93 10:25:25 \*\*\*\*\*

CALLED CUSTOMER AND ASKED HIM ABOUT THE N8 VARIABLE... HE WILL RESEARCH AND CALL ME BACK WITH THE DETAILS. AWAITING CUSTOMER CALL BACK.

ASSIGNED: BAHIA MICHAEL E DATE: 01/25/93 TIME: 16:06

Have duplicated the problem. Have 1 question. Note included indicated if variable N8 was removed from line 11 the program would not fail. N8 was suppose to be a common variable not used with this program.

Unfortunately N8 does not exist. Can you find out which variable the customer really meant. Line 11 has a number of variables on it and that information may make it easier to resolve.

ASSIGNED: BAHIA MICHAEL E DATE: 01/25/93 TIME: 08:37

Diskette has been received. Will try to test today or tomorrow.

XA0291S  
00.00.00

WANG LABORATORIES INC.  
PROBLEM TRACKING AND REPORTING  
COMPLETE DETAIL REPORT  
PROBLEM DETAIL  
PROBLEM NUMBER M410010576

PAGE: 8  
25 OCT 1993  
09:07:59

ASSIGNED: HOWSER JOHN P DATE: 01/21/93 TIME: 14:09  
\*\*\*\*\* COMMENT FROM CTS 01/21/93 14:11:23 \*\*\*\*\*  
FORWARDED CUSTOMER APPLICATION TO H.O. ATTN MIKE BAHIA..  
OPERATION INSTRUCTIONS INCLUDED.....

ASSIGNED: BAHIA MICHAEL E DATE: 01/21/93 TIME: 12:13  
The printer problem just to let you know looks like a printer problem.  
Normally we just send to the printer if a ready condition is given. See the  
previous comment for my mailing address to send the software.

ASSIGNED: BAHIA MICHAEL E DATE: 01/21/93 TIME: 12:05  
Yes, send the application to me. Hopefully it includes instructions on  
exactly what steps to take or keys to hit to duplicate the problem. My  
mailing address is:  
Wang Labs  
1 Industrial Ave  
Lowell, MA 01851  
Attn: Mike Bahia  
M/S 019-690

ASSIGNED: HOWSER JOHN P DATE: 01/19/93 TIME: 14:27  
\*\*\*\*\* COMMENT FROM CTS 01/19/93 14:24:42 \*\*\*\*\*  
E, THE CUSTOMER DESCRIBED THE PRINTER PROBLEM AS WHEN  
HE PRINTS A LINE OF 62 CHARACTERS OR GREATER INTERMITTENTLY  
THE PRINTER WILL HANG.... IT DOES NOT ALWAYS OCCUR... THIS  
PROBLEM IS SECONDARY AND WE REALLY WANT TO CONCENTRATE ON  
\*\*\*\*\* COMMENT FROM CTS 01/19/93 14:26:10 \*\*\*\*\*  
SYSTEM HANG IN HIS APPLICATION. I READ THE PTR YOU DIRECTED  
ME TO AND I AGREE THIS SOUNDS THE SAME... THE CUSTOMER FINA  
LLY SENT HIS APPLICATION TO ME, MAY I SEND IT TO YOU FOR FUR  
THER ANALYSIS AND POSSIBLE PROBLEM DUPLICATION (I HAVE NOT  
\*\*\*\*\* COMMENT FROM CTS 01/19/93 14:27:07 \*\*\*\*\*  
GOT THE EQUIPMENT HERE) ALSO, THIS MAY ASSIST IN THE RESOLU  
TION OF THE OTHER PTR (M200017446) LET ME KNOW....

ASSIGNED: BAHIA MICHAEL E DATE: 01/14/93 TIME: 15:38  
Update acknowledged. Unclear what you are trying to say on the printer  
problem. Are you indicating if a line is longer than 62 characters it causes  
their printer/s to hang? That would not seem to make sense. Please clarify  
. Don't understand what you mean with 62 character > line.  
The 2nd problem may be related to a problem already reported, M2/17446. We  
could not break down this problem but we did find a hang would occur with 1  
customer's software when going back and forth from a global partition to the  
local partition.

ASSIGNED: HOWSER JOHN P DATE: 01/13/93 TIME: 11:02  
\*\*\*\*\* COMMENT FROM CTS 01/13/93 11:02:21 \*\*\*\*\*

XA0291S  
00.00.00

WANG LABORATORIES INC.  
PROBLEM TRACKING AND REPORTING  
COMPLETE DETAIL REPORT  
PROBLEM DETAIL  
PROBLEM NUMBER M410010576

PAGE: 9  
25 OCT 1993  
09:07:59

---

ASSIGNED: HOSWER JOHN P DATE: 01/13/93 TIME: 11:02  
THE MOST CURRENT VERSION OF S/W AND SAYS HE REQUIRES THE  
FIXES PRESENT IN 1.1Z BUT HAS THESE OTHER PROBLEMS THAT CAUS  
E HIM DIFFICULTIES. HE IS SENDING A DISKETTE WITH THE APPLI  
CATION THAT WILL GENERATE PROB. #2 TO ME.... I DO NOT HAVE  
\*\*\*\*\* COMMENT FROM CTS 01/13/93 11:03:23 \*\*\*\*\*  
A 2200-386CS TO TEST SO I WILL PROBABLY FORWARD TO H.O. ON T  
HE ABOVE PTR.... WILL SEND THIS UPDATE TO MIKE BAHIA....

ASSIGNED: HOSWER JOHN P DATE: 01/13/93 TIME: 11:02  
\*\*\*\*\* COMMENT FROM CTS 01/13/93 10:58:13 \*\*\*\*\*  
STEVE (SYSTEM PROGRAMMER) CALLED AND DESCRIBED TWO PROBLEMS  
HE IS SEEING. 1) HIS PRINTERS HANG INTERMITTENTLY WHEN PRINT  
ING A 62 CHAR OR GREATER LINE, (NON WANG PRINTERS NOT USING  
PRINTER DRIVER) 2) THE CPU HANGS WHEN USING A COMMON  
\*\*\*\*\* COMMENT FROM CTS 01/13/93 11:00:17 \*\*\*\*\*  
VARIABLE ACCESSING RAM DISK 340, IN ANY OF HIS APPLICATION  
PROGRAMS THAT PERFORM THIS FUNCTION. THESE SYMPTOMS OCCUR  
ON 2200 OS VER 1.1Z BUT NEITHER OCCUR ON OS 1.1T. (BUT 1.1T  
HAS A PROBLEM WITH RENUMBER) THE CUSTOMER WANTS TO BE ON  
\*\*\*\*\* COMMENT FROM CTS 01/13/93 11:02:20 \*\*\*\*\*  
PROBLEM DESCRIPTION CHANGE. OLD DESCRIPTION WAS:  
2200 CS-5/ NON WANG PROGRAM FREEZING, COMPATIBILITY PROBLEM  
\*\*SHE HAS BEEN IN TOUCH WITH SOMEONE IN HO, SHE NEEDS TO GET  
A PTR # OPENED

ASSIGNED: BAHIA MICHAEL E DATE: 01/04/93 TIME: 10:17  
Has anyone talked to this customer yet to find out what the problem is?  
Please update.

ASSIGNED: BAHIA MICHAEL E DATE: 12/21/92 TIME: 09:18  
No, nothing has been recieved yet. We should also then verify if they have  
mailed anything yet. Will be out next week. If you need to reach call me at  
the office, 508-656-0256, and I will leave a number on my DVX where I can be  
reached. Happy Holidays.

ASSIGNED: HOSWER JOHN P DATE: 12/18/92 TIME: 15:25  
\*\*\*\*\* COMMENT FROM CTS 12/18/92 15:24:39 \*\*\*\*\*  
MIKE, I'M SORRY FOR THE PROBLEM THIS CALL CAUSED YOU.... THE  
ONLY REASON I OPENED IT THIS WAY IS THAT DEBRA ADVISED ME  
THAT SHE HAD DISCUSSED THE ISSUE WITH YOU AND YOU WERE ALREA  
DY AWARE OF THE PROBLEM AND THAT YOU REQUESTED SHE OPEN A  
\*\*\*\*\* COMMENT FROM CTS 12/18/92 15:25:50 \*\*\*\*\*  
PTR.... OBVIOUSLY THIS IS NOT THE CASE... I WILL CONTACT DEB  
RA AND GET MORE INFORMATION FROM HER OR THE CUSTOMER.... IN  
THE MEANTIME HAVE YOU RECEIVED ANYTHING FROM THE CUSTOMER???

ASSIGNED: BAHIA MICHAEL E DATE: 12/08/92 TIME: 17:31  
Before opening a call the field should take it upon themselves to get the details of that problem to properly open the PTR. If Debra does not have the expertise on the system to get a handle on the problem, then someone else more comfortable in that area should whether it be the District, Region, or RSC. If no one feels capable of making the call, the field should arrange a conference call. I don't want to circumvent the escalation procedure so that people in the field are taken out of the loop on 2200 calls. The same procedure that applies to all other calls applies to 2200. Let's get someone on the phone to the customer who can get a handle on the problem to get it properly documented. I hope you can see the problem that this can cause if we no longer have the field involved in 2200 calls. If every customer deals directly with me the field will lose any chance to improve it's knowledge or expertise which is dwindling fast enough already.

ASSIGNED: HOWSER JOHN P DATE: 12/07/92 TIME: 14:16  
\*\*\*\*\* COMMENT FROM CTS 12/07/92 12:49:16 \*\*\*\*\*  
PAGED CE..... HOME OFFICE REPLIED TO THE PTR STATING THAT THEY NEED MORE INFO... 1) 2200 O.S. VERSION 2) DETAILED INFO ON THE S/W PACKAGE/S FAILING 3) WHAT IS THE SYMPTOM 4) WHAT, WHEN, WHERE AND TO WHAT EXTENT?????

\*\* COMMENT FROM CTS 12/07/92 14:14:40 \*\*\*\*\*  
CALLED DEGRA BACK REQUESTING THE ABOVE INFORMATION... SHE DOES NOT HAVE THE INFO ONLY THAT THE OS IS 1.1z... SHE EXPLAINED THAT THE CUSTOMER IS SENDING THE APPLICATION AND A COMPLETE DESCRIPTION OF ITS OPERATION AND THE DUPLICATION  
\*\*\*\*\* COMMENT FROM CTS 12/07/92 14:15:51 \*\*\*\*\*  
PROCESS WITH SYMPTOM TO MIKE BAHIA..... MIKE IF UPON RECEIPT OF THE CUSTOMER MATERIAL YOU REQUIRE MORE INFORMATION PLEASE LET ME KNOW AND I WILL ADDRESS WITH DEBRA AGAIN....

ASSIGNED: BAHIA MICHAEL E DATE: 12/04/92 TIME: 17:18  
Can we get some specific information in this call. Believe the O/S is 1.1z. I think the field needs to be involved. To say there is a problem, here it is, is not enough. If you need my help that is fine, but the field needs to do their job. Define the problem.

ASSIGNED: HOWSER JOHN P DATE: 12/04/92 TIME: 09:43  
problem escalated to the Home Office for problem determination at the request of Mike Bahia.... Customer sending application programs to Mike for testing.



XA0291S  
00.00.00

WANG LABORATORIES INC.  
PROBLEM TRACKING AND REPORTING  
COMPLETE DETAIL REPORT  
HEADER INFO  
PROBLEM NUMBER M200017599

PAGE: 1  
25 OCT 1993  
08:59:17

---

PROBLEM NUMBER: M200017599 CUST NAME:  
PRIORITY P3 CUST NUMBER:  
PROBLEM TYPE: DCR CUST CONTACT:  
LINK TO PROB NO: CUST CONT PHONE: - - -  
CUST ADDRESS 1:  
CUST ADDRESS 2:  
SYSTEM MODEL NO: CS/386-400N CUST ADDRESS 3:  
GEN SYST MODEL: 2200 CS 386 CPU CUST CITY:  
O. S. VERSION: 01 18 1.12 CUST ST/PROV:  
HW MODEL NUMBER: CUST ZIP: - CUST RDB:  
SW MODEL NUMBER: OS CUST COUNTRY:  
SW VERSION: 01 18  
RDB ASSIGNED: 8760  
PERSON ASSIGNED:  
ALL INFO. AVAILABLE: Y ORIG NAME: BAHIA MICHAEL E  
ORIG EMPL NO: 00-04238  
SERIAL NUMBER: ORIG PHONE: - - -  
ORIG RDB: 8760  
CALL TRKG DATE: 00/00/00 00:00 DATE ENTER PTR: 08/12/92  
CALL TRKG NO: RES DEPLOYED:  
STATUS DATE: 10/21/93 DATE TO R&D: 08/12/92  
STATUS CODE: S C 595 WKDAYS IN R&D: 406.00  
STATUS ABBREV: PERM FIX TOT WKDAYS OPEN: 435.00  
STATUS DESC: PERMANENT FIX - GENERAL RELEASE

PROBLEM STATEMENT :BAHIA MICHAEL E DATE: 08/12/92 TIME: 09:55  
SELECT NEW defaults to OLD after aCLEAR or LOAD RUN. Customers are spending money having all programs converted to NEW format. Because the system keeps defaulting back to OLD they start building up a number of programs in OLD format if any development work or changes are being made.

RESOLUTION TEXT :BAHIA MICHAEL E DATE: 10/21/93 TIME: 11:31  
SC595. SELECT NEW has now been corrected to remain selected once executed until a SELECT OLD command is issued from the same partition. SELECT NEW will not default back to OLD after a CLEAR or LOAD RUN. Fix is included in Maint Releases 1.30 of both the CS/386 and Turbo. Closing call.

XAO2918  
00.00.00

W A N G L A B O R A T O R I E S I N C .  
P R O B L E M T R A C K I N G A N D R E P O R T I N G  
C O M P L E T E D E T A I L R E P O R T  
P R O B L E M D E T A I L  
P R O B L E M N U M B E R M 2 0 0 0 1 7 5 9 9

PAGE: 3  
25 OCT 1993  
08:59:17

---

ASSIGNED: BAHIA MICHAEL E DATE: 09/23/93 TIME: 10:59  
Have fix for this on both 386 & Turbo w/ rel 1.30 & 1.29.00 respectively.  
Both releases have gone out for beta testing. Waiting for feedback.

ASSIGNED: BAHIA MICHAEL E DATE: 09/14/93 TIME: 16:15  
Now have new Turbo rel 1.29.00 which includes this fix. Need to field test  
O/S before closing.

ASSIGNED: BAHIA MICHAEL E DATE: 09/08/93 TIME: 09:07  
Have rolled this fix into new CS/386 Maint Rel 1.30 which we are currently  
testing. Should go out for beta test next week. Currently rolling this fix  
into the Turbo.

ASSIGNED: BAHIA MICHAEL E DATE: 08/30/93 TIME: 09:48  
Now have new CS/386 Maint Rel 1.29.02 which includes this change. Have been  
testing in house since the middle of last week. Will send out for beta test  
by the end of next week, the latest. This change will be rolled into the  
next Turbo rel which we will be working on by next week.

ASSIGNED: BAHIA MICHAEL E DATE: 07/09/93 TIME: 16:07  
We expect to implement this change on both the 386 and Turbo although it may  
not be on the next release.

ASSIGNED: BAHIA MICHAEL E DATE: 07/06/93 TIME: 17:00  
This is also true on the 386 and should be fixed there. Will request this be  
implemented.

ASSIGNED: BAHIA MICHAEL E DATE: 04/05/93 TIME: 11:38  
New R&D man on board. This should be fixed in next release.

ASSIGNED: BAHIA MICHAEL E DATE: 08/12/92 TIME: 10:45  
Sending to RDB 8332 for resolution.

ASSIGNED: BAHIA MICHAEL E DATE: 08/12/92 TIME: 09:55  
Type in SELECT NEW return.  
Do a LIST SELECT to verify NEW is selected.  
Do a CLEAR or LOAD RUN.  
Do a LIST SELECT to see OLD is now selected.

XAO291S  
00.00.00

W A N G L A B O R A T O R I E S I N C .  
PROBLEM TRACKING AND REPORTING  
COMPLETE DETAIL REPORT  
H E A D E R I N F O  
PROBLEM NUMBER M200017416

PAGE: 1  
21 OCT 1993  
10:58:00

PROBLEM NUMBER: M200017416 CUST NAME:  
PRIORITY P3 CUST NUMBER:  
PROBLEM TYPE: INFW CUST CONTACT:  
LINK TO PROB NO: CUST CONT PHONE: - - -  
CUST ADDRESS 1:  
CUST ADDRESS 2:  
CUST ADDRESS 3:  
SYSTEM MODEL NO: CS386 CUST CITY:  
GEN SYST MODEL: 2200 CS CPU CUST ST/PROV:  
O. S. VERSION: 01 1Z CUST ZIP: - CUST RDB:  
HW MODEL NUMBER: CUST COUNTRY:  
SW MODEL NUMBER: OS  
SW VERSION: 01 1Z  
RDB ASSIGNED: 8760  
PERSON ASSIGNED:  
ALL INFO. AVAILABLE: Y ORIG NAME: BAHIA MICHAEL E  
ORIG EMPL NO: 00-04238  
SERIAL NUMBER: ORIG PHONE: - - -  
ORIG RDB: 8760  
CALL TRKG DATE: 00/00/00 00:00 DATE ENTER PTR: 11/22/91  
CALL TRKG NO: RES DEPLOYED:  
STATUS DATE: 10/21/93 DATE TO R&D: 11/22/91  
STATUS CODE: S C 595 WKDAYS IN R&D: 406.00  
STATUS ABBREV: PERM FIX TOT WKDAYS OPEN: 699.00  
STATUS DESC: PERMANENT FIX - GENERAL RELEASE

PROBLEM STATEMENT :BAHIA MICHAEL E DATE: 11/22/91 TIME: 13:26  
In program or immediate mode, the O/S can be blown up by a PRINT command followed by a long list of additions or subtractions. Using a single digit #, the 87th number will consistently blow the O/S. The 86th number will sometimes blow the O/S but when it does, usually you will see an A01 error, Not Enough Mem. The 87th number always seems to cause a hang. Strangely, the 88th, 89th, & 90th and possibly some numbers beyond that return an A04 error, Operator Stack Overflow in immediate mode and fail to print a number in program mode but due return the cursor. At some point within 3 full lines of single digit additions or subtractions again the O/S will blow usually with a hang where RESET clears the screen. This problem also exists on Turbo but not until the 94th character.

RESOLUTION TEXT :BAHIA MICHAEL E DATE: 10/21/93 TIME: 10:52  
86595. This problem has been corrected on both the CS/386 & Turbo with rel 10 of both. Both releases are currently in beta test with no serious problems reported. Closing call.



---

PROBLEM NUMBER: P900006126      NUMBER OF RELATED  
PRIORITY: F1      CUSTOMER PROBLEMS: 0  
PROBLEM TYPE: PROB      PRODUCT PROBLEMS: 0  
PRE-RELEASE PROB:      LINKED TO PROBLEM:

SYSTEM MODEL NO: CS/386-10D      ORIGINATOR NAME: TOOTH NEIL  
GEN SYST MODEL: 2200 CS 386 CPU      ORIG EMPLOYEE NO: A1-50132  
O.S. VERSION: 01 1T      ORIGINATOR PHONE: - - -  
HW MODEL NUMBER: CS/386-10D      ORIGINATOR RDB: A6568  
SW MODEL NUMBER: CS/386-10D  
SW VERSION: 01 1T

PART NUMBER:      RDB ASSIGNED: 8760  
PART NUM REV:      PERSON ASSIGNED:

STATUS DATE: 09/17/92 13:23      DATE ENTER PTR: 11/19/91  
STATUS CODE: S C 741      DATE TO R&D: 019911120  
STATUS ABBREV: TEMP FIX-I      WKDYS IN R&D: 215.19  
STATUS CLOSE LVL: ALL      TOT WKDYS OPEN: 215.88  
STATUS DESC : CUSTOMER RESOLVED BY INSTALLING TEMP FIX @ S

PROBLEM SUMMARY :TOOTH NEIL      DATE: 11/19/91      TIME: 20:00  
The GIO statements discribed in how to dup will hang the system. All they do  
is check the status of the printer & if it not ready put this up on the  
operator's screen. For the S/W house to change all there progs would require  
mutch work. These GIOs work on other 2200s.  
O/S rev level is 01.1t.

RESOLUTION TEXT :BAHIA MICHAEL E      DATE: 09/17/92      TIME: 13:23  
SC741. Problem resolved at site with workaround. Have also provided a 2nd  
alternative solution per update on 9/14.

ASSIGNED: KESHISHIAN CARMEN DATE: 09/15/92 TIME: 23:40

We agree to close in Australia - I cannot see any other LINKED calls. I will wait till Friday 18th Sept '92 and if there are no other comments I will close this call.

ASSIGNED: BAHIA MICHAEL E DATE: 09/10/92 TIME: 17:07

Have a program that will work correctly to test printer ready on the 386. It is as follows:

```
10 DIM C9$(16)
20 C9$="215"
30 IF ON/215,40: ERROR GOTO 100
40 $OPEN 100,/215: $IF OFF/215,100: $GIOREADPRINTERSTATUS/215,(0100 0201 1212
4000 4000 4000 4000, C9$(2)): IF STR(C9$(2),8,1)=HEX(10)THEN E=1: ELSE E=0:
PRINT"READY":GOTO 200
100 E=-2: PRINT"NOT READY": GOTO 200
200 GOTO 10
```

This should provide a working solution to the issue. Would like to close this call at this time if agreeable?

ASSIGNED: BAHIA MICHAEL E DATE: 05/14/92 TIME: 17:03

Update acknowledged.

ASSIGNED: GLOSTER LEONIE DATE: 05/07/92 TIME: 03:09

As per PTR reprioritisation criteria this call is a category D. (we have workaround in place).

ASSIGNED: BAHIA MICHAEL E DATE: 04/22/92 TIME: 16:00

Recopying call for R&D. Need fix for this problem.

ASSIGNED: BAHIA MICHAEL E DATE: 04/03/92 TIME: 16:47

Call is 4 months old. Still waiting for fix. Please help!!

ASSIGNED: BAHIA MICHAEL E DATE: 02/13/92 TIME: 17:09

Thanks. Nothing new yet. On vacation for 2 weeks starting 2/17. If need assistance during that time please send Wang Office to Mike Riley.

ASSIGNED: TOOTH NEIL DATE: 02/09/92 TIME: 18:27

no problem here with that.

ASSIGNED: BAHIA MICHAEL E DATE: 02/07/92 TIME: 16:31

Would like to keep this open to get this issue resolved. Is that a problem. This is another reason to open calls from the field as customer calls. Because a customer name is attached they get more attention and can be individually closed while the parent product call remains open for resolution.

ASSIGNED: TOOTH NEIL DATE: 02/05/92 TIME: 19:29

We have circumvented the problem by using an \$IFOFF command and the cust is happy with this. I guess the \$GIO is going to have to be fixed some time probley next release so I can't see keeping this call open. If you send it a back to me I will close this.

ASSIGNED: TOOTH NEIL DATE: 12/16/91 TIME: 00:32

Nice going, this is the only problem we know off todate with \$GIO's.

ASSIGNED: BAHIA MICHAEL E DATE: 12/12/91 TIME: 16:07

Sending to RDB 8332 for resolution. Will hand deliver program to duplicate p  
roblem. On VLSI CPU's the test program will only give the 'PRINTER NOT READY  
' message if the printer is not READY. On a CS/386 the 'PRINTER NOT READY'  
message prints with the printer in either condition.

Field: Please indicate if there are problems beyond just getting the 'NOT  
READY' message with the printer READY as OTHERWISE THIS IS THE ONLY PROBLEM T  
HAT WILL BE FIXED.

ASSIGNED: BAHIA MICHAEL E DATE: 12/12/91 TIME: 16:00

Duplicated your problem. On a VLSI CPU the printer only gives the NOT READY  
message if the printer is not ready. On the CS/386, the PRINTER NOT READY me  
ssage is displayed both if the printer is ready or isn't. There is no hang.  
Will escalate problem for a fix.

ASSIGNED: BAHIA MICHAEL E DATE: 12/11/91 TIME: 19:41

Will try to test this tomorow on a VLSI CPU to see if it works there. If it  
doesn't work correctly there either will need more info. If works OK then  
have reproduced the problem as it always prints "PRINTER NOT READY" on the  
386 but does not hang. Sorry about delay. Extremely busy with release of  
Turbo but should know tomorow if problem can be reproduced.

ASSIGNED: GLOSTER LEONIE DATE: 12/11/91 TIME: 00:52

Can we please have a status update on this call. Branch CSO Manager informs  
that customer is getting extremely anxious - have you had any luck in  
re-producing this prob?? Regards, Leonie Gloster, Sth Reg Support Centre Mgr.

ASSIGNED: TOOTH NEIL DATE: 12/06/91 TIME: 00:37

talked to the people again, found out it does not hang the system it just  
keeps putting the status "printer not ready" up on the screen weather it is  
ready or not. Also got more of the failing part of the program out of the  
S/w house. "Getting info out of them is like pulling teeth." May have some  
bearing on the problem. Here it is.

```

-8540 FOR U=1 TO 5
: SELECT F2
: GOSUB '117("PRINTER NOT AVAILABLE") -8543 V5$()="215"
: U8=23
: GOSUB 8290
: NEXT U
: SELECT F
: U1=1
: GOTO 8310
-8542 DATA LOAD DA T( V9+19+#TERM)U4$,V0
: IF U4$=" " AND V0=OTHER 8540
: GOSUB '108
: GOSUB "100(U4$,-24,1,1,3,0,1,1)
: V0=U

```

```

: U1=1
: ON U4-8GOTO 151
: IF V0=2THEN V5$()="216"
: IF V0=3THEN V5$()="204"
: SELECT #15<V5$()>
: $OPEN 8540,#15
THE NEXT STATEMENT STARTS AT
8544 WHICH YOU ALREADY HAVE

```

START AGAIN ON OTHER HALF OF PAGE. (UP)

ASSIGNED: BAHIA MICHAEL E DATE: 12/05/91 TIME: 18:28  
Unable to duplicate your problem with the 2235. Tested today. Need more information. Results matched those found with the PM010.

ASSIGNED: BAHIA MICHAEL E DATE: 12/04/91 TIME: 19:11  
Can try it with the 2235 tomorrow. Any printer built for 2200 that begins with 22xx (21W/63/73) will not require drivers as they are directly compatible. The PM0xx printers require drivers because they do not have specific 2200 interfaces. Did these GIOs ever work with the printer being used? Some printers may not work with these GIO. From what you gave me it appeared the PM010 used didn't respond properly but it did not cause any failure. In both cases it ran the same way but would take much longer if the printer was not selected.

ASSIGNED: TOOTH NEIL DATE: 12/03/91 TIME: 20:54  
Can you test this with a 2235 none driver loadable printer?  
With this new system do we require print drivers loaded for all printers?

ASSIGNED: BAHIA MICHAEL E DATE: 12/02/91 TIME: 18:52  
Unable to duplicate your problem on 1.1t with information provided. Used GIO statements as given. Eliminated the GOSUB and used a PM010 printer with the @PM010V2 driver installed. Please provide more info. If printer is SELECTED programs completes in about a second. If DESELECTED it takes 15 seconds to complete.

ASSIGNED: TOOTH NEIL DATE: 11/28/91 TIME: 18:11  
Any thing happening with this. Give me a sign.

ASSIGNED: BAHIA MICHAEL E DATE: 11/20/91 TIME: 19:02  
Will try to duplicate this problem with the information given. I believe this should work but am not certain. Will talk to R&D and try to duplicate.

ASSIGNED: TOOTH NEIL DATE: 11/19/91 TIME: 20:01  
THE PTR PROBLEM C900006125 WAS COPIED TO PTR PROBLEM P900006126  
ON 11/20/91 @ 11:00 BY PTR USER: TOOTH NEIL

ASSIGNED: TOOTH NEIL DATE: 11/19/91 TIME: 20:00

-8544 MAT REDIM U\$(4) 64

: U3\$=HEX(0001)

: U\$( )=U3\$+STR(U\$( ),1)

: \$GIO#15, (HEX(1212A000),U3\$)U\$( ) \*\*\*THIS IS ONE OF THEM\*\*\*

: FOR U1=3000 TO 0STEP -1

: NEXT U1

-8545 U3\$=HEX(00FF)

: \$GIO#15, (HEX(1010E00712124000D0072020D00808102020),U3\$) \*\*THIS ONE TO\*

: IF STR(U3\$,8,1)=HEX(10) THEN 8560

: U3\$=" "

: GOTO 153

-8560 SELECT F2

: GOSUB 1117("PRINTER NOT READY")

: U8=23

: GOSUB 8290

: SELECT F

: GOTO 8544

\*\*\*MORE\*\*

\*\*\* This is the part of the program that fails\*\*\*



XA0291S  
00.00.00

W A N G L A B O R A T O R I E S I N C .  
PROBLEM TRACKING AND REPORTING  
CUSTOMER COMPLETE DETAIL REPORT  
H E A D E R I N F O  
CUSTOMER PROBLEM NUMBER C500016932

PAGE: 1  
28 JUL 1992  
11:01:38

PROBLEM NUMBER: C500016932 CUST NAME: NORTHEAST MEDICAL MANAGEMENT  
PRIORITY P1 CUST NUMBER: 00 00003243474  
PROBLEM TYPE: ESC CUST CONTACT: IRIS PEDASKI )  
LINK TO PROB NO: NOT LINKED CUST CONT PHONE: -214-644-0660  
CUST ADDRESS 1: 8131 LBJ FWY STE 765  
CUST ADDRESS 2:  
CUST ADDRESS 3:  
SYSTEM MODEL NO: 2200-CS-386 CUST CITY: DALLAS  
GEN SYST MODEL: 2200 CS 386 CPU CUST ST/PROV: TX  
O. S. VERSION: 01 00 CUST ZIP: 75251-0000 CUST RDB: 3521  
HW MODEL NUMBER: 2200-CS-386 CUST COUNTRY:  
SW MODEL NUMBER:  
SW VERSION:  
RDB ASSIGNED: 8760  
PERSON ASSIGNED: BAHIA MICHAEL E  
PART NUMBER: ORIG NAME: GOLDMAN ALAN R  
PART NUM REV: ORIG EMPL NO: 00-41428  
SERIAL NUMBER: Y03302 ORIG PHONE: - - -  
ORIG RDB: 3520  
CALL TRKG DATE: 00/00/00 00:00 NETWORKED: N  
L TRKG NO: RES DEPLOYED: BCE  
ORG ACT/SYM/ACN: DATE ENTER PTR: 06/08/92  
STATUS DATE: 06/19/92 DATE TO R&D: 019920609  
STATUS CODE: H O 750 WKDAYS IN R&D: 34.73  
STATUS ABBREV: TESTING TOT WKDAYS OPEN: 35.32  
STATUS DESC: TESTING

PROBLEM SUMMARY :GOLDMAN ALAN R DATE: 06/08/92 TIME: 14:36  
CS/386-10N SYSTEM HAS HAD I92 ERRORS ONGOING FOR SEVERAL MONTHS. ALSO, HAVE  
EXPERIENCED TERMINAL HANGS. DPU AND DISK CONTROLLER HAVE BEEN REPLACED SEVERA  
L TIMES AS HAVE SEVERAL OTHER COMPONENTS. CUSTOMER SITUATION DICTATES THAT A  
SYSTEM REPLACEMENT BE PROCESSED SHOULD CSO BE UNABLE TO RESOLVE THIS SITUATIO  
N DURING THE NEXT 24-48HRS. CONTACT NAME FOR HOME OFFICE IS THE BRANCH MANAGE  
R, LEROY BAKER AT 214-851-7777 OR PAGER AT 214-909-1398. SPECIFIC CONFIGURATI  
ON DETAILS WILL BE PROVIDED BY LEROY IN THIS CALL. THIS PLAN IS APPROVED BY T  
HE REG DIRECTOR, JIM MESSER.

RESOLUTION TEXT :BAHIA MICHAEL E DATE: 07/28/92 TIME: 11:00  
HC789. Intermittent I92 problem resolved by removing extra addresses for  
same disk unit from Device Table. Problem caused by keying RESET when heavy  
disk access occurring. Because a RESET is a s/w function which needs to go  
to each address in the device table, too much time was being taken by the  
RESET due to multiple entries for the same address.

XA0291S  
00.00.00

WANG LABORATORIES INC.  
PROBLEM TRACKING AND REPORTING  
CUSTOMER COMPLETE DETAIL REPORT  
PROBLEM DETAIL  
CUSTOMER PROBLEM NUMBER C500016932

PAGE: 4  
28 JUL 1992  
11:01:38

---

ASSIGNED: GOLDMAN ALAN R DATE: 07/28/92 TIME: 09:52  
Please return the call to 3520 and thanks for your support.

ASSIGNED: BAHIA MICHAEL E DATE: 07/27/92 TIME: 16:23  
Just back from vacation. If still agreeable will return call for closing since all Wang issues appear to be resolved & problem has not re-occurred since correcting address issue with device table.

ASSIGNED: GOLDMAN ALAN R DATE: 07/27/92 TIME: 15:37  
Workstation repaired and new power supply installed. There appear no remaining Wang hw issues. It would seem all that is left are data corrections and sw enhancements by the VAR (Dick Nobles). Conference call scheduled for Wed to inform customer of this status.

ASSIGNED: GOLDMAN ALAN R DATE: 07/23/92 TIME: 12:07  
Two additional terminals added along with another 1 meg memory. BM has requested two 50 foot ws cables from Wang Express. The original 2 meg memory board did not powerup but we had another onhand.

ASSIGNED: GOLDMAN ALAN R DATE: 07/21/92 TIME: 17:51  
Loaning customer 2 workstations/cables and 1 meg memory to get caught up on database corrections. Scheduled for installation tonight.

ASSIGNED: GOLDMAN ALAN R DATE: 07/20/92 TIME: 12:44  
System returned to Lowell last week. No further I92 errors. Remaining issues are between VAR and customer. Please return call to 3520 and thanks!

ASSIGNED: BAHIA MICHAEL E DATE: 07/10/92 TIME: 14:27  
Going on vacation for 2 weeks. Back 7/27. If need assistance in meantime send Wang Office to Michael Riley. If still no errors when return suggest we close call if agreeable.

ASSIGNED: BAHIA MICHAEL E DATE: 06/24/92 TIME: 15:34  
Update acknowledged.

ASSIGNED: WILLITS STEPHEN E DATE: 06/24/92 TIME: 11:50  
CUSTOMER HAS RECEIVED SPARE EQUIPMENT ON 6-22-92. SYSTEM HAS NOT DISPLAYED ANOTHER I-92 ERROR SINCE IMPROPER DISK ADDRESS ENTRIES IN @GENPART WERE CORRECTED ON 6-15-92. SPARE EQUIP TO BE MOVED TO WANG OFFICE BY 6-26 IF NOT NEEDED ON SITE. THANKS, STEVE WILLITS BM

ASSIGNED: BAHIA MICHAEL E DATE: 06/19/92 TIME: 18:12  
Downgraded to ESC per Alan Goldman. Cheryl Jennings called me last night indicating exchange equipment would ship today. Order was packed at 4PM but had not shipped yet. Dennis Daigle should be able to confirm shipment status Monday. Cheryl is out Monday & Tuesday.

ASSIGNED: BAHIA MICHAEL E DATE: 06/18/92 TIME: 11:30  
Mike Bahia is not doing the shipping. Cheryl Jennings is handling the order for the exchange equipment. Used hardware was not available. Called Cheryl this AM. Current ESD was July 1. Asked Cheryl in field's behalf to expedite order. Need shipped ASAP. Have asked Cheryl to call me if there are any problems. Will update with new ship date when available.

ASSIGNED: GOLDMAN ALAN R DATE: 06/17/92 TIME: 15:25  
PUT PLAN TOGETHER WITH SW VENDOR TO CLEANUP DATAFILES AND REMOVE DUPLICATE RECORDS. WILL RETURN CALL TO REGION WHEN MIKE BAHIA SHIPS CONTINGENCY REPLACEMENT HW. THANKS FOR YOUR SUPPORT.

ASSIGNED: GOLDMAN ALAN R DATE: 06/16/92 TIME: 14:12  
WE HAVE DISCOVERED THE CUSTOMER HAD IMPROPER DISK ADDRESS ENTRIES IN @GENPART WHICH ARE KNOWN TO CAUSE SPURIOUS I92 ERRORS. OF COURSE, WE CANNOT CONFIRM THIS IS THEIR PROBLEM SINCE IT IS INTERMITTENT AND NOT TRACEABLE. HOWEVER, WE WILL MONITOR THE SITUATION AND WORK WITH THE VAR TO CLEANUP DATAFILES WHICH IS THE REAL CONCERN TO THE CUSTOMER AS INTEGRITY OF DATA IS POOR (DUE TO I92 ERRORS).

ASSIGNED: GOLDMAN ALAN R DATE: 06/15/92 TIME: 19:00  
K, DISREGARD PREVIOUS UPDATE. WE HAVE NOT IDENTIFIED SOURCE OF THE I92 ERRORS WHICH CAUSE DATA CORRUPTION. WE HAVE REQUESTED A SYSTEM REPLACEMENT VIA LINDA FIELDING/MIKE BAHIA AND NEED IT SHIPPED ASAP. WE ARE WORKING WITH THE VAR TO WRITE SOME ROUTINES TO REMOVE DUPLICATE RECORDS FROM CUSTOMERS FILES AND MINIMIZE THE IMPACT OF THE I92 ERRORS. RUNNING MIKES READ/WRITE TEST ROUTINE TONITE.

ASSIGNED: GOLDMAN ALAN R DATE: 06/12/92 TIME: 22:39  
Jack, seems the hw has been stabilized and remaining issues relate to sw which are to be addressed by a VAR. Please return call to 3520 for monitor. Thanks to Riley and Bahia for phone assistance.

ASSIGNED: BAHIA MICHAEL E DATE: 06/12/92 TIME: 14:00  
Talked with Dennis Redwine today. He has been working problem at site. Customer was intermittently getting I92 errors to a DS. It appears after the error occurred they would just restart the same job thus creating double entries for those records that may have been updated before the I92 occurred on the first run. The double records were due to improper operator procedure following the error. When the error occurred steps needed to be taken to insure files were updated properly. Operator should have talked to programmer to find out what steps were needed to insure no problem. Continuing I92 was our problem. Dennis replaced the CPU board, Dual Controller, disk cable, DS board, internal DS cables, & a Winc drive earlier this week. So far no problems. I92 with this hardware would usually be the Controller, DS board, or cabling between. Dual Controller should be a 210-9746. The 210-7342 Dual

---

ASSIGNED: BAHIA MICHAEL E      DATE: 06/12/92      TIME: 14:00  
Controller had a problem which made it prone to I92, I90, and hangs under heavy access with a DS or Phoenix.

ASSIGNED: BAHIA MICHAEL E      DATE: 06/12/92      TIME: 13:19  
Why wasn't this call escalated month's ago if the problem has been ongoing. This is very disappointing. Need more details on problem. Just back from Training. Please do not let these customers hang out there with on-going problems. We want to help. If a customer has a problem, there is no reason why we shouldn't be able to isolate that problem and if it is a Wang problem resolve it. Left message at office for Branch Manager to call me.

ASSIGNED: BAKER LEROY A      DATE: 06/12/92      TIME: 12:17  
The CE has changed out the DPU bd. in the DS cabinet, duel controller, internal cables (A&B), Duel controller in CS, CPU card and external cable between the CS & DS cabinets. The system appears to be stable at this time, however, we have been unable to load the correct operation system and are waiting on the customers analysis to modify application software before we will know if the problems have been resolved.

ASSIGNED: GOLDMAN ALAN R      DATE: 06/08/92      TIME: 15:02  
ESCALATING PER CSO POLICY REGARDING EXCHANGES.

ASSIGNED: GOLDMAN ALAN R      DATE: 06/08/92      TIME: 15:01  
THIS IS A CONTINGENCY PLAN SHOULD WE BE UNABLE TO REPAIR THE SYSTEM TO THE CUSTOMERS SATISFACTION IN THE NEXT 24-48 HRS. RECENT INFO INDICATES THEIR OS MAY BE SUSPECT. CE IS TO RELOAD OS AND RE-EXAMINE HW TOMORROW. MIKE RILEY IS SENDING A NEW OS VIA FEDEX AND OFFICE (BOTH).

ASSIGNED: GOLDMAN ALAN R      DATE: 06/08/92      TIME: 14:55  
EQUIPMENT REPLACEMENT PAPERWORK IS BEING COMPLETED BY LEROY BAKER.

XA0291S  
00.00.00

WANG LABORATORIES INC.  
PROBLEM TRACKING AND REPORTING  
CUSTOMER COMPLETE DETAIL REPORT  
HEADER INFO  
CUSTOMER PROBLEM NUMBER C900006267

PAGE: 1  
09 APR 1992  
08:52:22

PROBLEM NUMBER: C900006267 CUST NAME: S G E S C O  
PRIORITY P2 CUST NUMBER: A1 00412130001  
PROBLEM TYPE: ESC CUST CONTACT: BOB DORSETT  
LINK TO PROB NO: NOT LINKED CUST CONT PHONE: 07-617-251-7441  
CUST ADDRESS 1: 1334 IPSWICH ROAD  
CUST ADDRESS 2:  
CUST ADDRESS 3:  
SYSTEM MODEL NO: 2200-CS-386 CUST CITY: ROCKLEA  
GEN SYST MODEL: 2200 CS 386 CPU CUST ST/PROV:  
O. S. VERSION: CUST ZIP: QLD - 410 CUST RDB: A6552  
HW MODEL NUMBER: CS/386-40D CUST COUNTRY:  
SW MODEL NUMBER:  
SW VERSION:  
RDB ASSIGNED: 8760  
PERSON ASSIGNED: BAHIA MICHAEL E  
PART NUMBER: ORIG NAME: DORSETT BOB  
PART NUM REV: ORIG EMPL NO: A1-40297  
SERIAL NUMBER: ORIG PHONE: - - -  
ORIG RDB: A6538  
CALL TRKG DATE: 00/00/00 00:00 NETWORKED: N  
L TRKG NO: RES DEPLOYED: DTSE  
ORG ACT/SYM/ACN: DATE ENTER PTR: 12/15/91  
STATUS DATE: 12/15/91 DATE TO R&D: 019911223  
STATUS CODE: H 0 331 WKDAYS IN R&D: 76.84  
STATUS ABBREV: INVESTIGAT TOT WKDAYS OPEN: 82.21  
STATUS DESC: INVESTIGATING

PROBLEM SUMMARY :DORSETT BOB DATE: 12/15/91 TIME: 23:00  
CS-386 CLOCK LOSES TIME OVERNIGHT

RESOLUTION TEXT :BAHIA MICHAEL E DATE: 04/09/92 TIME: 08:51  
HC318. Inaccurate time problem resolved by replacing clock chip with new RTC  
chip (377-1137) with built-in battery and adding jumper wire from L20 pin 1  
to L20 pin 24 and L28 pin 20. An ECO is not planned at this time as it is  
not cost justifiable.

---

ASSIGNED: DORSETT BOB DATE: 04/08/92 TIME: 21:23  
PLEASE RETURN CALL AS IT IS STILL LOCKED THKS BOB.

ASSIGNED: BAHIA MICHAEL E DATE: 04/02/92 TIME: 16:24  
Unlinking call for purpose of closing as requested by field.

ASSIGNED: DORSETT BOB DATE: 03/31/92 TIME: 23:05  
ok have got that. will order the chip to do the upgrade. Might as well close the call and i will reopen it if I have further problems.. Thanks Bob D

ASSIGNED: BAHIA MICHAEL E DATE: 03/09/92 TIME: 18:59  
The new all in 1 clock/battery chip is part number 377-1137. This chip is currently used on the new 2200 CS/386 Turbo CPU Board. Replacement instructions:

1. Remove old clock chip at location L20 of the daughterboard.
2. Unsolder and remove chip bed used at location L20.
3. Solder in new clock/battery chip (377-1137).
4. Add jumper wire from L20 pin 1 to L20 pin 24.
5. Add jumper from L20 pin 1 to L28 pin 20.

ASSIGNED: DORSETT BOB DATE: 03/08/92 TIME: 20:09  
could you please supply me of the details of how to modify the board. There is no saying we can even get the component needed but if I have details management might have to make a decision. Thanks Bob

ASSIGNED: BAHIA MICHAEL E DATE: 03/03/92 TIME: 17:04  
At this time it is unlikely an FCO would be approved because of the cost. Only 3 sites have complained of problems out of problem 2000 installs. Have a board for you that I am currently testing. Alternatively I could also give you the information needed to unofficially upgrade a board with a new clock chip. The procedure will require removing the current clock chip, unsoldering the chip bed it was installed in, soldering in the new clock/battery chip, and adding 2 jumpers. Please let me know which way to proceed?

ASSIGNED: DORSETT BOB DATE: 02/25/92 TIME: 19:32  
The answer of the logistics manager is that swapping boards would be a problem. His suggestion is could we get a FCO raised that could be implemented in Australia Bob

ASSIGNED: DORSETT BOB DATE: 02/16/92 TIME: 20:15  
Michael please delay sending this. There could be some problems with shipping boards to/from Australia. I am contacting the Australian logistics manager so he can give the go-ahead

ASSIGNED: BAHIA MICHAEL E DATE: 02/13/92 TIME: 17:05  
Have upgraded CS/386 daughterboard with new Real Time Clock chip with battery

---

ASSIGNED: BAHIA MICHAEL E      DATE: 02/13/92      TIME: 17:05  
built in. Testing at this time. This should resolve your clock problem.  
After testing board will send it to you with information on how to replace  
the clock on another board should it be necessary to replace this board. A  
good board must be returned to me as a replacement. Please provide mailing  
address. Will be on vacation from 2/17 through 2/28. If need assistance dur  
ing this time please send Wang Office to Mike Riley.

ASSIGNED: BAHIA MICHAEL E      DATE: 01/31/92      TIME: 11:08  
Ignore linking comments, already linked. Please see 1st comment for this t  
date.

ASSIGNED: BAHIA MICHAEL E      DATE: 01/31/92      TIME: 11:05  
Cannot link call as I am not the owner. Please see previous update.

ASSIGNED: BAHIA MICHAEL E      DATE: 01/31/92      TIME: 11:03  
Hope to have board ready next week. Can you supply a mailing address?  
Linking to product call P2/16998 opened on this problem.

ASSIGNED: BAHIA MICHAEL E      DATE: 01/02/92      TIME: 16:28  
After we make up a board with the new clock chip we will need a replacement b  
oard sent back to us. If all is agreeable we will move forward on updating  
a board for you.

ASSIGNED: DORSETT BOB              DATE: 12/29/91      TIME: 18:39  
cant get a hold of the software house at the moment but i believe that this w  
ill be acceptable.

ASSIGNED: BAHIA MICHAEL E      DATE: 12/23/91      TIME: 11:48  
There is a known problem with the clock on thew 386 board loosing 3-5 minutes  
a week. We also have a new clock chip with a built-in battery which is being  
used on the new 2200 Turbo CPU which can be soldered on the 386 board to  
correct the problem. An ECO has not been written because there has only been  
1 other call on this problem. Does this problem relate to just 1 system?  
How accurate does the customer require the clock to be? The new clock chip  
will probably be accurate to within a minute or less per week. Is this  
acceptable?

ASSIGNED: DORSETT BOB              DATE: 12/15/91      TIME: 23:00  
MEASURABLE CUMULATIVE TIME LOSS, WHEN LINKED TO A BUNDY TIME CLOCK  
SYSTEM CAUSES PROGRAMS TO ERROR. SYSTEM IS UP 100% OF DAY, IT IS JUST LEFT  
TO RUN.

XA0290S  
00.00.00

WANG LABORATORIES INC.  
PROBLEM TRACKING AND REPORTING  
PRODUCT COMPLETE DETAIL REPORT  
HEADER INFO  
PRODUCT PROBLEM NUMBER P200017401

PAGE: 1  
08 APR 1992  
10:43:01

PROBLEM NUMBER: P200017401  
PRIORITY P2  
PROBLEM TYPE: ALRT  
PRE-RELEASE PROB:

NUMBER OF RELATED  
CUSTOMER PROBLEMS: 0  
PRODUCT PROBLEMS: 0  
LINKED TO PROBLEM:

SYSTEM MODEL NO: CS-386  
GEN SYST MODEL: 2200 CS 386 CPU  
O.S. VERSION: 01 1T  
HW MODEL NUMBER:  
SW MODEL NUMBER: 0S  
SW VERSION: 01 1T

ORIGINATOR NAME: BAHIA MICHAEL E  
ORIG EMPLOYEE NO: 00-04238  
ORIGINATOR PHONE: - - -  
ORIGINATOR RDB: 8760

PART NUMBER:  
PART NUM REV:

RDB ASSIGNED: 8332  
PERSON ASSIGNED:

STATUS DATE: 04/06/92 11:52 DATE ENTER PTR: 10/17/91  
STATUS CODE: S C 741 DATE TO R&D: 000000000  
STATUS ABBREV: TEMP FIX-I WKDYS IN R&D:  
STATUS CLOSE LVL: ALL TOT WKDYS OPEN:  
STATUS DESC : CUSTOMER RESOLVED BY INSTALLING TEMP FIX @ S

PROBLEM SUMMARY :BAHIA MICHAEL E DATE: 10/17/91 TIME: 09:08

The RENUMBER command is not working properly in some instances. Appears under certain unique conditions some program cross references cannot be found using the LIST# command. When this happens, the RENUMBER command does not change the line addresses that it could not find with the LIST#. In the particular case that we have duplicated, the problem is triggered by having a DATA .5 at line 1225. If this command is moved to another line the problem disappears. If DATA is changed to REM the problem disappears. If the period is removed the problem disappears. The number after the period is not significant.

It appears that there are other possibilities that cause similar problems as the customer has other programs that will not RENUMBER properly which do not have a DATA .5 command at line 1225. This problem does not occur with Maint Rel 1.1C.

RESOLUTION TEXT :RILEY J MICHAEL DATE: 04/06/92 TIME: 11:41  
Will fix in release 2.00

FIXED in 1.12.



XA0290S  
00.00.00

WANG LABORATORIES INC.  
PROBLEM TRACKING AND REPORTING  
PRODUCT COMPLETE DETAIL REPORT  
PROBLEM DETAIL  
PRODUCT PROBLEM NUMBER P200017401

PAGE: 4  
08 APR 1992  
10:43:01

---

ASSIGNED: BAHIA MICHAEL E      DATE: 04/03/92    TIME: 17:20  
This problem has been resolved. Please send back for closing.

ASSIGNED: BAHIA MICHAEL E      DATE: 03/20/92    TIME: 18:49  
Talked with VAR who was sent this fix. This problem is resolved but there is another problem with this released that they have not yet been able to isolate. This new but as of yet unidentified problem did not exist with rel 1.1t. The customer is currently using 1.1t to run with but 1.1z to do RENUMBER. This call can be closed. Problem corrected with 1.1z.

ASSIGNED: BAHIA MICHAEL E      DATE: 01/31/92    TIME: 13:13  
Talked with S/W vendor. Still has not tested on site. Waiting for confirmation of fix from site to close.

ASSIGNED: BAHIA MICHAEL E      DATE: 11/08/91    TIME: 16:48  
This problem appears to be corrected with maintenance rel 1.1z. Sending Maint Rel 1.1z to customer site for testing.

ASSIGNED: BAHIA MICHAEL E      DATE: 10/17/91    TIME: 09:13  
Sending to RDB 8332 for resolution.

ASSIGNED: BAHIA MICHAEL E      DATE: 10/17/91    TIME: 08:36  
LOAD a program such as @MRTIAN or @GENPART.  
Execute a LOAD# command and count the number of screens the cross referenced line numbers occupy.  
Insert the following command at line 1225.  
1225 DATA .5 return  
Execute the LOAD# command & count the number of screens the cross referenced line numbers occupy. It is significantly less.  
Have program that has been shortened to demonstrate problem if needed.

XA0290S  
00.00.00

W A N G L A B O R A T O R I E S I N C .  
P R O B L E M T R A C K I N G A N D R E P O R T I N G  
P R O D U C T C O M P L E T E D E T A I L R E P O R T  
H E A D E R I N F O  
P R O D U C T P R O B L E M N U M B E R P 2 0 0 0 1 7 3 8 1

PAGE: 1  
08 APR 1992  
10:40:50

PROBLEM NUMBER: P200017381  
PRIORITY P3  
PROBLEM TYPE: INFW  
PRE-RELEASE PROB:

NUMBER OF RELATED  
CUSTOMER PROBLEMS: 0  
PRODUCT PROBLEMS: 0  
LINKED TO PROBLEM:

SYSTEM MODEL NO: CS-386  
GEN SYST MODEL: 2200 CS 386 CPU  
O.S. VERSION: 01 1T  
HW MODEL NUMBER:  
SW MODEL NUMBER: 0S  
SW VERSION: 01 1T

ORIGINATOR NAME: BAHIA MICHAEL E  
ORIG EMPLOYEE NO: 00-04238  
ORIGINATOR PHONE: - - -  
ORIGINATOR RDB: 8760

PART NUMBER:  
PART NUM REV:

RDB ASSIGNED: 8332  
PERSON ASSIGNED:

STATUS DATE: 04/06/92 11:52 DATE ENTER PTR: 09/06/91  
STATUS CODE: S C 741 DATE TO R&D: 000000000  
STATUS ABBREV: TEMP FIX-I WKDYS IN R&D:  
STATUS CLOSE LVL: ALL TOT WKDYS OPEN:  
STATUS DESC : CUSTOMER RESOLVED BY INSTALLING TEMP FIX @ S

PROBLEM SUMMARY :BAHIA MICHAEL E DATE: 09/06/91 TIME: 15:23  
LIST' command incorrectly identifies multiple line numbers for some GOSUB  
commands listing line numbers where another GOSUB command is found. On the  
program provided there are REM commands following the GOSUB commands on each  
of these lines. This is true on most of the GOSUB lines but only these 3  
show the problem. Making a change to the REM statement can change the  
problem but it doesn't seem to consistently follow a specific character in th  
e REM. All the characters in the REMs are Katakana.

RESOLUTION TEXT :RILEY J MICHAEL DATE: 03/19/92 TIME: 11:28  
This is fixed in latest O.S. Release...

XA0290S  
00.00.00

W A N G L A B O R A T O R I E S I N C .  
PROBLEM TRACKING AND REPORTING  
PRODUCT COMPLETE DETAIL REPORT  
P R O B L E M D E T A I L  
PRODUCT PROBLEM NUMBER P200017381

PAGE: 3  
08 APR 1992  
10:40:50

---

ASSIGNED: BAHIA MICHAEL E DATE: 04/03/92 TIME: 16:27  
Please send call back to RDB 8760 so it can be closed.

ASSIGNED: BAHIA MICHAEL E DATE: 01/31/92 TIME: 13:10  
This problem is resolved. Please send back for closing.

ASSIGNED: BAHIA MICHAEL E DATE: 12/23/91 TIME: 15:01  
Maint Rel 1.1y has corrected this problem where LIST' does not correctly identify all GOSUB line references. However the 2 customers who were sent 1.1y are both experiencing hangs intermittently. This call can be closed. A new call will be opened for the hang problem if need be.

ASSIGNED: BAHIA MICHAEL E DATE: 10/29/91 TIME: 11:23  
This problem appears to be resolved with Maint Rel 1.1y. Sending 1.1y to field for testing.

ASSIGNED: BAHIA MICHAEL E DATE: 10/16/91 TIME: 10:10  
Customer waiting for fix. When can we get a time frame?

ASSIGNED: BAHIA MICHAEL E DATE: 09/06/91 TIME: 15:55  
Sending to 8332 for rewsolution.

ASSIGNED: BAHIA MICHAEL E DATE: 09/06/91 TIME: 15:23  
Use the "TISEKI" program provided with PTR P2/17376, the Katakana RENUMBER problem. LOAD DCT"TISEKI" then CLEARP1,1599:CLEARP 1631,1840  
LIST'

???? DEFFN' 76

- 1600

???? DEFFN' 78

- 1600 1605 1610

???? DEFFN' 84

- 1600 1605

For DEFFN' 78 line numbers 1600 & 1605 should not be listed. Only GOSUB' 76 can be found on line 1600. Only GOSUB' 84 can be found on 1605. DEFFN' 84 incorrectly lists line number 1600. Again the only GOSUB on that line is GOSUB' 76. Making a change to the REM statements that follow the GOSUB commands on each of these lines can affect the problem.

XA0290S  
00.00.00

W A N G L A B O R A T O R I E S I N C .  
PROBLEM TRACKING AND REPORTING  
PRODUCT COMPLETE DETAIL REPORT  
H E A D E R I N F O  
PRODUCT PROBLEM NUMBER P200017376

PAGE: 1  
08 APR 1992  
10:39:10

PROBLEM NUMBER: P200017376      NUMBER OF RELATED  
PRIORITY      P1      CUSTOMER PROBLEMS: 0  
PROBLEM TYPE: PROB      PRODUCT PROBLEMS: 0  
PRE-RELEASE PROB:      LINKED TO PROBLEM:

SYSTEM MODEL NO: CS-386      ORIGINATOR NAME: BAHIA MICHAEL E  
GEN SYST MODEL: 2200 CS 386 CPU      ORIG EMPLOYEE NO: 00-04238  
O.S. VERSION: 01 1T      ORIGINATOR PHONE: - - -  
HW MODEL NUMBER:      ORIGINATOR RDB: 8760  
SW MODEL NUMBER: OS  
SW VERSION: 01 1T

PART NUMBER:      RDB ASSIGNED: 8332  
PART NUM REV:      PERSON ASSIGNED: RILEY J MICHAEL

STATUS DATE: 04/06/92 11:52      DATE ENTER PTR: 08/22/91  
STATUS CODE: S C 741      DATE TO R&D: 000000000  
STATUS ABBREV: TEMP FIX-I      WKDYS IN R&D:  
STATUS CLOSE LVL: ALL      TOT WKDYS OPEN:  
STATUS DESC : CUSTOMER RESOLVED BY INSTALLING TEMP FIX @ S

PROBLEM SUMMARY :BAHIA MICHAEL E DATE: 08/22/91 TIME: 13:07  
RENUMBER command fails to correctly change line numbers used with GOTO  
statements under certain conditions. The program provided to duplicate the  
problem uses Katakana characters which may or may not be a factor.  
The program provided has 199 lines of code with a high number of GOTO  
statements. Have only identified 3 GOTO statements within the program that  
fail. The 3 GOTO statements are found on lines 1530, 1550, and 1570 and all  
point to line 1630. The problem consistently will occur as the program curre  
ntly stands. Each of the 3 lines is preceded by a line with a GOSUB command  
followed by a REM statement which contains Katakana characters. Removal of  
almost any character or command from any of the 3 lines, 1520, 1540, or 1560  
will cause the GOTO to come up with the correct line number after RENUMBER.  
\*\*\*\*When the failure occurs the line # following each of the 3 GOTOs is  
always the new line number of the line where the correct command ended up.  
For Example: Before RENUMBER, GOTO command gives address 100. Address 100  
becomes 200 after RENUMBER. The line that was 200 is now 300 after RENUMBER  
and that is where the GOTO points, 300.

RESOLUTION TEXT :RILEY J MICHAEL DATE: 04/06/92 TIME: 11:43  
Will be fixed in General Rev. 2.00

XA0290S  
00.00.00

W A N G L A B O R A T O R I E S I N C .  
PROBLEM TRACKING AND REPORTING  
PRODUCT COMPLETE DETAIL REPORT  
P R O B L E M D E T A I L  
PRODUCT PROBLEM NUMBER P200017376

PAGE: 4  
08 APR 1992  
10:39:10

---

ASSIGNED: BAHIA MICHAEL E DATE: 04/03/92 TIME: 17:13  
Please send this call back for closing!!!!!!!

ASSIGNED: BAHIA MICHAEL E DATE: 01/31/92 TIME: 13:01  
Please send call back for closing. This problem has been resolved.

ASSIGNED: BAHIA MICHAEL E DATE: 12/23/91 TIME: 15:05  
The Katakana RENUMBER problem appears to be fixed with Maint Rel 1.1y.  
However, since installing 1.1y, both customers receiving it have been experie  
ncing intermittent hangs. This call can be closed. anew call will be opened  
for the hang problem if necessary.

ASSIGNED: BAHIA MICHAEL E DATE: 10/29/91 TIME: 11:16  
Problem appears to be corrected with Maint Rel 1.1y. Sending 1.1y out to  
field for testing today.

ASSIGNED: BAHIA MICHAEL E DATE: 10/16/91 TIME: 10:01  
Still waiting for fix on this problem. Customer is waiting. When can we  
expect fix?

ASSIGNED: BAHIA MICHAEL E DATE: 08/22/91 TIME: 13:46  
Sending to RDB 8332 for resolution.

ASSIGNED: BAHIA MICHAEL E DATE: 08/22/91 TIME: 13:07  
A 5 1/4" diskette has been provided with the program "TISEKI" on it. Suggest  
using a 2536DW with Katakana character set.

LOADDCT"TISEKI"  
LIST 1500,1630

note: GOTOs on lines 1530, 1550, & 1570 point to line 1630, PRINT" "

RENUMBER  
LIST 1620,1790

note: these are the exact same lines as above after renumbering  
Will now see that the GOTO commands which are now on lines 1630, 1650, 1670  
point to address 1940. The PRINT command to which the GOTOs should point is  
on line 1790.

note: the command on line 1940 now being indicated by the GOTOs was  
line 1790 before the RENUMBER which is now the address of the PRINT command.

XA0290S  
00.00.00

W A N G L A B O R A T O R I E S I N C .  
PROBLEM TRACKING AND REPORTING  
PRODUCT COMPLETE DETAIL REPORT  
H E A D E R I N F O  
PRODUCT PROBLEM NUMBER P200017270

PAGE: 1  
08 APR 1992  
10:34:06

PROBLEM NUMBER: P200017270      NUMBER OF RELATED  
PRIORITY      P2      CUSTOMER PROBLEMS:      0  
PROBLEM TYPE:      PROB      PRODUCT PROBLEMS:      0  
PRE-RELEASE PROB:      LINKED TO PROBLEM:

SYSTEM MODEL NO: CS386      ORIGINATOR NAME:      BAHIA MICHAEL E  
GEN SYST MODEL:      2200 CS CPU      ORIG EMPLOYEE NO:      00-04238  
O.S. VERSION:      01 1M      ORIGINATOR PHONE:      - - -  
HW MODEL NUMBER:      ORIGINATOR RDB:      8760  
SW MODEL NUMBER:      OS  
SW VERSION:      01 1M

PART NUMBER:      RDB ASSIGNED:      8332  
PART NUM REV:      PERSON ASSIGNED:      RILEY J MICHAEL

STATUS DATE:      04/06/92 12:23      DATE ENTER PTR:      05/30/91  
STATUS CODE:      S C 741      DATE TO R&D:      000000000  
STATUS ABBREV:      TEMP FIX-I      WKDYS IN R&D:  
STATUS CLOSE LVL: ALL      TOT WKDYS OPEN:  
STATUS DESC :      CUSTOMER RESOLVED BY INSTALLING TEMP FIX @ S

PROBLEM SUMMARY :BAHIA MICHAEL E      DATE: 05/30/91      TIME: 14:40  
A TC address can be hogged by 1 partition, but a 2nd partition can issue a  
\$CLOSE & terminate the hog. A hog condition should only be clearable with a  
\$CLOSE from the partition that initiated the hog.

ASSIGNED: BAHIA MICHAEL E      DATE: 05/30/91      TIME: 14:40

From 1st Workstation run following program:

10 SELECT #1 01C

20 \$OPEN #1

30 KEYIN A\$

On 2nd Workstation do a LIST DT to verify address hogged and then key in:

\$CLOSE /01C

Do another LISTDT & the address can now be seen as unhogged.

RESOLUTION TEXT :RILEY J MICHAEL      DATE: 04/06/92      TIME: 12:13  
This will be fixed in General Rev. 2.0

---

ASSIGNED: BAHIA MICHAEL E DATE: 04/03/92 TIME: 16:56  
Please send this call back for closing so that we don't have to keep looking at it.

ASSIGNED: BAHIA MICHAEL E DATE: 03/16/92 TIME: 18:35  
Field has verified problem resolved with Maint Rel 1.1y. Cust call has been unlinked. This call can be closed.

ASSIGNED: BAHIA MICHAEL E DATE: 10/29/91 TIME: 11:13  
Problem appears fixed with Maint Rel 1.1y. Sending 1.1y to field today.

ASSIGNED: BAHIA MICHAEL E DATE: 10/16/91 TIME: 09:56  
Still waiting on fix for this problem. When can we expect a fix?

ASSIGNED: RILEY J MICHAEL DATE: 08/09/91 TIME: 10:38  
Fix will be in Rev. 1.2 of the CS386 O.S. ...

ASSIGNED: BAHIA MICHAEL E DATE: 08/07/91 TIME: 15:21  
Any word on when we can expect to see a fix?

ASSIGNED: BAHIA MICHAEL E DATE: 07/12/91 TIME: 18:09  
This problem also exists on VLSI CPUs with the MXE port. Need to know if this is by design or just a problem that has gone unnoticed.

ASSIGNED: BAHIA MICHAEL E DATE: 07/05/91 TIME: 11:36  
Field has tested this problem against maint rel 1.1s and still has a problem. If using standard TC addresses such as 01C or 01D problem is corrected, but not if using a MXE TC port. To duplicate problem:  
Boot system with MXE board. When setting up @GENPART assign only 3 terminals & 3 partitions leaving the 4th port of the MXE unused.  
Run the following program from 1st terminal:

```
10 SELECT TC A04  
20 $OPEN /A04  
30 KEYIN A$
```

On 2nd terminal:

```
LISTDT          verify address A04 is hogged. Then:
```

```
$CLOSE /A04     return
```

```
LISTDT          can now see address A04 is unhogged.
```

Only the terminal that hogs the address should be able to clear it.

ASSIGNED: BAHIA MICHAEL E DATE: 06/26/91 TIME: 15:18  
Maintenance rel 1.1s fixes this problem and was sent via Wang Office this AM to the field.

ASSIGNED: BAHIA MICHAEL E DATE: 06/17/91 TIME: 11:21  
Tested this problem against 1.1Q. With 1.1Q cannot hog 01C with SELECT H ON or OFF. Also can only hog disk with SELECT H ON. SELECT H OFF is not working.

ASSIGNED: BAHIA MICHAEL E DATE: 05/30/91 TIME: 15:00  
Sending call to RDB 8332 for resolution.

---

PROBLEM NUMBER: P200017139      NUMBER OF RELATED  
PRIORITY      P2      CUSTOMER PROBLEMS:      0  
PROBLEM TYPE:      PROB      PRODUCT PROBLEMS:      0  
PRE-RELEASE PROB:      LINKED TO PROBLEM:

SYSTEM MODEL NO: CS-386      ORIGINATOR NAME:      BAHIA MICHAEL E  
GEN SYST MODEL: 2200 CS 386 CPU      ORIG EMPLOYEE NO:      00-04238  
O.S. VERSION:      01 1A      ORIGINATOR PHONE:      - - -  
HW MODEL NUMBER:      ORIGINATOR RDB:      8760  
SW MODEL NUMBER:      OS  
SW VERSION:      01 1A

PART NUMBER:      RDB ASSIGNED:      8332  
PART NUM REV:      PERSON ASSIGNED:      RILEY J MICHAEL

STATUS DATE:      04/06/92 12:23      DATE ENTER PTR:      03/29/91  
STATUS CODE:      S C 741      DATE TO R&D:      00000000  
STATUS ABBREV:      TEMP FIX-I      WKDYS IN R&D:  
STATUS CLOSE LVL: ALL      TOT WKDYS OPEN:  
STATUS DESC :      CUSTOMER RESOLVED BY INSTALLING TEMP FIX @ S

PROBLEM SUMMARY :BAHIA MICHAEL E      DATE: 03/29/91      TIME: 09:59  
Intermittently if 2 different print drivers are actively being used at the same time and use different hex codes for example to turn on and off 'expanded print', the O/S somehow gets the turn on or off code from the wrong driver. In the customer call initially resulting in this call, the customer was using the PM017V3 driver and a custom driver made for a NEC Pinwriter. The PM017V3 driver uses a hex 1B 57 01 to turn on expanded print & 1B 57 00 to turn it off. The NEC Pinwriter driver used 1C 45 02 to turn on expanded print and 1C 45 00 to turn it off. With all O/Ss through 1.1C the code to turn off expanded print was also sent at the end of every line with these drivers. If both drivers were in use at the same time, intermittently the 1C 45 would be sent to the PM017 printer instead of the 1B 57. As this was not a recognized sequence, the 1C was ignored as an unrecognized character & the 45 would be printed resulting in a capital E on the end of a line. With the latest 1.2 386 O/S, the code to turn off expanded print is no longer sent at the end of every line. But, by repeatedly turning expanded print on and off with 2 different drivers using the same code sequences, 1b 57 & 1C 45, at the same time, intermittently an E will be generated on the PM017 immediately before or after the start of expanded print. If before print is not expanded & if after print remains in expanded. Any partition can be used and it doesn't seem to matter if the printers are run from the system or terminal.

RESOLUTION TEXT :RILEY J MICHAEL      DATE: 04/06/92      TIME: 12:10  
This will be fixed in release 1.2 of the O.S.



XA0290S  
00.00.00

W A N G L A B O R A T O R I E S I N C .  
PROBLEM TRACKING AND REPORTING  
PRODUCT COMPLETE DETAIL REPORT  
P R O B L E M D E T A I L  
PRODUCT PROBLEM NUMBER P200017139

PAGE: 4  
08 APR 1992  
10:32:26

---

ASSIGNED: BAHIA MICHAEL E DATE: 04/03/92 TIME: 16:53  
This problem has been resolved for 6 months. Please send it back for closing

ASSIGNED: BAHIA MICHAEL E DATE: 01/31/92 TIME: 12:49  
Please close call. Problem is resolved.

ASSIGNED: BAHIA MICHAEL E DATE: 10/30/91 TIME: 12:36  
Please close this call or send it back for closing.

ASSIGNED: BAHIA MICHAEL E DATE: 09/16/91 TIME: 11:20  
Problem resolved with Maint Rel 1.1s. This call can be closed. Please send call back for closing.

ASSIGNED: BAHIA MICHAEL E DATE: 09/12/91 TIME: 11:39  
Talked with customer yesterday. "E" problem has not reoccurred since installing maintenance release 1.1s. Will be unlinking call to allow this call to be closed.

ASSIGNED: BAHIA MICHAEL E DATE: 08/07/91 TIME: 15:19  
Maint Rel 1.1s installed on site about 3 weeks ago & looks good so far. If no problems in the next few weeks we will be closing this call.

ASSIGNED: BAHIA MICHAEL E DATE: 07/12/91 TIME: 18:03  
Maint rel 1.1s has been delivered to the cust but not installed yet. It should fix this problem.

ASSIGNED: BAHIA MICHAEL E DATE: 06/26/91 TIME: 15:17  
This problem appears to be fixed with maintenance rel 1.1s. In process of making arrangements to have fix installed on site.

ASSIGNED: BAHIA MICHAEL E DATE: 06/20/91 TIME: 15:54  
Duplicated problem in 8th floor lab with O/S 1.12x as described in this call for Taiwan R&D. Taiwan R&D to modify O/S to capture E problem with ICE.

ASSIGNED: BAHIA MICHAEL E DATE: 05/30/91 TIME: 14:39  
has this problem been corrected in the latest 386 maint rel?

ASSIGNED: BAHIA MICHAEL E DATE: 03/29/91 TIME: 12:32  
Sending to R&D for resolution.

ASSIGNED: BAHIA MICHAEL E DATE: 03/29/91 TIME: 12:25  
How to Duplicate continued. On terminal 2 run following program:

```
10 SELECT PRINT 204(80)
20 DIM A$(5),B$(8)
30 A$() = "COMPANY X, ABC STREET, ANYTOWN, STATE"
40 B$() = "ABCDEFGHIJKLMN OPQRSTUVWXYZ 1234567890 !@#$$%"
50 PRINT HEX(OE);A$()
60 PRINT HEX(OF)
70 PRINT B$();
80 Y=Y+1: IF Y<3 THEN 70
```

XA0290S  
00.00.00

W A N G L A B O R A T O R I E S I N C .  
P R O B L E M T R A C K I N G A N D R E P O R T I N G  
P R O D U C T C O M P L E T E D E T A I L R E P O R T  
P R O B L E M D E T A I L  
P R O D U C T P R O B L E M N U M B E R P 2 0 0 0 1 7 1 3 9

PAGE: 5  
08 APR 1992  
10:32:26

---

ASSIGNED: BAHIA MICHAEL E      DATE: 03/29/91    TIME: 12:25  
90 Y=0: PRINT HEX(0D)  
100 GOTO 50

Run both programs at the same time. Within a few pages on the PM017 a capital E in expanded print will be seen after the zip code in the expanded print line. We did not see it with this program, but you may also see an E in front of WANG on the expanded print line and the line in all small letters instead of expanded print.

ASSIGNED: BAHIA MICHAEL E      DATE: 03/29/91    TIME: 09:59

To duplicate the problem we did find you must print from an array as opposed to a simple PRINT "ABCD" command. Using 2 @PM017V3 drivers, and converting only the code to turn expanded print on and off to 1C 45 02 and 1C 45 00 on 1 we duplicated the problem using the latest 1.2 O/S which has the expanded print code removed from the end of the line. Running the following program intermittently an E is printed on the end of the expanded print line within a few pages. The system was configured w/ 4 100 Meg terminals/partitions. To dupe on term 1 run the following program w/ the @PM017V3 driver & PM017:

```
10 SELECT PRINT 216 (132)
20 DIM A$(5), B$(8)
30 A$() = "WANG LABS, 1 INDUSTRIAL AVE< LOWELL, MASSACHUSSETTS 01851"
40 B$() = "ABCDEFGHJKLMNOPQRSTUVWXYZ 1234567890 !@#$$%"
50 PRINT HEX(0E);A$()
60 PRINT HEX(0F)
70 PRINT B$();
80 Y=Y+1: IF Y<15 THEN 70
90 Y=0: PRINT HEX(0D)
100 GOTO 50
```

Modify the @PM017V3 driver so that 1C 45 02 turns on expanded print & 1C 45 00 turns it off and install it for address 204 on terminal 2. On term 2 run:

XAO290S  
00.00.00

W A N G L A B O R A T O R I E S I N C .  
P R O B L E M T R A C K I N G A N D R E P O R T I N G  
P R O D U C T C O M P L E T E D E T A I L R E P O R T  
H E A D E R I N F O  
P R O D U C T P R O B L E M N U M B E R P 2 0 0 0 1 6 9 9 8

PAGE: 1  
08 APR 1992  
10:30:12

PROBLEM NUMBER: P200016998  
PRIORITY P2  
PROBLEM TYPE: ESC  
PRE-RELEASE PROB:

NUMBER OF RELATED  
CUSTOMER PROBLEMS: 0  
PRODUCT PROBLEMS: 0  
LINKED TO PROBLEM:

SYSTEM MODEL NO: CS386  
GEN SYST MODEL: 2200 CS CPU  
O.S. VERSION: 01 08  
HW MODEL NUMBER: CS386  
SW MODEL NUMBER:  
SW VERSION:

ORIGINATOR NAME: BAHIA MICHAEL E  
ORIG EMPLOYEE NO: 00-04238  
ORIGINATOR PHONE: - - -  
ORIGINATOR RDB: 8760

PART NUMBER:  
PART NUM REV:

RDB ASSIGNED: 8332  
PERSON ASSIGNED: RILEY J MICHAEL

STATUS DATE: 04/06/92 12:23  
STATUS CODE: H C 792  
STATUS ABBREV: NOT ECONOM  
STATUS CLOSE LVL: ALL  
STATUS DESC : NOT ECONOMICALLY JUSTIFIED

DATE ENTER PTR: 02/13/91  
DATE TO R&D: 000000000  
WKDYS IN R&D:  
TOT WKDYS OPEN:

PROBLEM SUMMARY :BAHIA MICHAEL E DATE: 02/13/91 TIME: 11:00  
System clock is not accurate. At system site originating call time runs 2 to 3 minutes slow a week. In testing in house, lost 15 seconds in 48 hours. Reset & reran with program from 6th floor lab and from Friday at 5PM until Tuesday morning, 3 1/2 days lost over 10 minutes. Two sites concerned with problem are police stations and time is critical as it is used in documenting all incoming calls to the station. The system is up at all times. Problem also duplicated in District office & 6th floor lab.

RESOLUTION TEXT :RILEY J MICHAEL DATE: 04/06/92 TIME: 12:06  
Modify CS386 CPU clock for this account..

ASSIGNED: BAHIA MICHAEL E DATE: 04/03/92 TIME: 16:51  
This call can be closed. All attached customer calls have been resolved.

ASSIGNED: BAHIA MICHAEL E DATE: 12/24/91 TIME: 11:23  
Now have 2nd call opened by Australia on clock problem. See PTR C9/6237.  
Field for original call would also like to get 2nd CPU brd upgraded for on-site emergency backup so there call can be closed. So at this time we need 2 boards, the backup & at least 1 more for Australia. When can we get the boards?

ASSIGNED: BAHIA MICHAEL E DATE: 11/08/91 TIME: 16:50  
Field needs decision on ECO. Has backup board been made yet?

ASSIGNED: BAHIA MICHAEL E DATE: 10/29/91 TIME: 11:08  
Clock is running very well. Over last few weeks only lost 9 seconds. Need to pursue ECO. Also need to have 2nd board for backup.

ASSIGNED: BAHIA MICHAEL E DATE: 10/16/91 TIME: 09:47  
Updated CS/386 with new battery clock installed at customer site back in September. Seems to be workings. Have not had update from field in week & 1/2.

ASSIGNED: RILEY J MICHAEL DATE: 08/09/91 TIME: 10:34  
Getting CS386 CPU soon, will modify with new clock unit and test a customer location....

ASSIGNED: BAHIA MICHAEL E DATE: 08/07/91 TIME: 15:16  
When will testing be done on new clock chip?

ASSIGNED: BAHIA MICHAEL E DATE: 07/12/91 TIME: 18:02  
Still waiting for fix. When can we expect something?

ASSIGNED: BAHIA MICHAEL E DATE: 06/05/91 TIME: 15:37  
Update acknowledged. When might we have a fix available?

ASSIGNED: RILEY J MICHAEL DATE: 06/05/91 TIME: 10:19  
This requires a Hardware fix... Working on it... JMR

ASSIGNED: BAHIA MICHAEL E DATE: 05/30/91 TIME: 14:36  
Need fix for this problem. The particular S/W vendor involved has several police stations concerned about this problem. Expecting a 2nd PTR to be opened shortly for same prob.

ASSIGNED: RILEY J MICHAEL DATE: 04/05/91 TIME: 09:53  
Taiwan is working on a fix to the RTC circuit...JMR

ASSIGNED: BAHIA MICHAEL E DATE: 04/04/91 TIME: 17:59  
Have heard back from customer. Requires clock to be accurate to less than a minute a week.

ASSIGNED: BAHIA MICHAEL E DATE: 03/22/91 TIME: 11:46

ASSIGNED: BAHIA MICHAEL E DATE: 03/22/91 TIME: 11:46  
Please provide a forecasted date for fix.

ASSIGNED: BAHIA MICHAEL E DATE: 02/13/91 TIME: 11:12  
Sending to R&D for resolution.

ASSIGNED: BAHIA MICHAEL E DATE: 02/13/91 TIME: 11:00  
Run a clock program against an accurate clock.

XA0291S  
00.00.00

WANG LABORATORIES INC.  
PROBLEM TRACKING AND REPORTING  
CUSTOMER COMPLETE DETAIL REPORT  
HEADER INFO  
CUSTOMER PROBLEM NUMBER C900006277

PAGE: 1  
07 APR 1992  
17:08:49

PROBLEM NUMBER: C900006277  
PRIORITY P1

CUST NAME: RIKUCHI CONSULTANT  
CUST NUMBER: HJ 90000000025

PROBLEM TYPE: INFW  
LINK TO PROB NO: NOT LINKED

CUST CONTACT: M. OKADA  
CUST CONT PHONE: 01-813-770-9748

SYSTEM MODEL NO: CS386  
GEN SYST MODEL: 2200 CS CPU  
O. S. VERSION: 01 20  
HW MODEL NUMBER: CS-10  
SW MODEL NUMBER: OS  
SW VERSION: 01 20

CUST ADDRESS 1:  
CUST ADDRESS 2:  
CUST ADDRESS 3:  
CUST CITY:  
CUST ST/PROV:  
CUST ZIP: - CUST RDB: H9919  
CUST COUNTRY:

PART NUMBER:  
PART NUM REV:  
SERIAL NUMBER:

RDB ASSIGNED: 8760  
PERSON ASSIGNED: BAHIA MICHAEL E  
ORIG NAME: OKADA MARIKO  
ORIG EMPL NO: HJ-99402  
ORIG PHONE: - - -  
ORIG RDB: H9919

CALL TRKG DATE: 00/00/00 00:00  
CALL TRKG NO:

NETWORKED: N  
RES DEPLOYED:

ORG ACT/SYM/ACN:  
STATUS DATE: 04/07/92  
STATUS CODE: H O 495  
STATUS ABBREV: NEW PROBLEM  
STATUS DESC: NEW PROBLEM

DATE ENTER PTR: 12/17/91  
DATE TO R&D: 019911224  
WKDAYS IN R&D: 74.73  
TOT WKDAYS OPEN: 79.42

PROBLEM SUMMARY :OKADA MARIKO DATE: 12/17/91 TIME: 20:53  
Re: C900005238 & C900005627  
System config: CS386, O/S 1.1y  
Problem: CPU hangs intermittently  
The initial escalation to ASC is by CTC/WCL/  
Rgds.  
Mariko

RESOLUTION TEXT :BAHIA MICHAEL E DATE: 04/07/92 TIME: 17:07  
HC643. CPU hang problem corrected by replacing the 386 CPU board. Returning  
call to field to be closed as requested.

XA0291S  
00.00.00

WANG LABORATORIES INC.  
PROBLEM TRACKING AND REPORTING  
CUSTOMER COMPLETE DETAIL REPORT  
PROBLEM DETAIL  
CUSTOMER PROBLEM NUMBER C900006277

PAGE: 4  
07 APR 1992  
17:08:49

ASSIGNED: WONG TAK LAM                   DATE: 04/07/92    TIME: 03:37  
To R&D: Michael, please transfer call back for closure. Regards.

ASSIGNED: OKADA MARIKO                   DATE: 04/02/92    TIME: 20:45  
To Mike & HK:  
The system has been running OK for 5 weeks after CPU board replaced. CTC agreed that the problem was residing on the hardware and accepted to close this call. Thank you for your help and pl. de-escalate this call to close.  
Rgds.  
Mariko

ASSIGNED: BAHIA MICHAEL E               DATE: 03/11/92    TIME: 18:52  
Update acknowledged.

ASSIGNED: OKADA MARIKO                   DATE: 03/10/92    TIME: 20:51  
To HK:  
It's been 2 weeks. So far good.  
Mariko

ASSIGNED: WONG TAK LAM                   DATE: 03/09/92    TIME: 02:08  
To Japan: Mariko, how is the problem status after replacing CPU board & check cables ?

ASSIGNED: BAHIA MICHAEL E               DATE: 03/03/92    TIME: 16:53  
Update acknowledged. If 1.1z does not correct would still suggest going back to the last O/S that worked without hangs for just 1 week to verify problem is O/S related. This would be fastest way to isolate problem to h/w or s/w.

ASSIGNED: OKADA MARIKO                   DATE: 02/21/92    TIME: 03:08  
To Peter & HO:  
1. The customer is not using 'Hog Platter'  
2. CTC is now replacing CPU board & checking cables.  
If problem remains after this, they agree to upgrade to 1.1z a.s.a.p.  
Rgds.  
Mariko

ASSIGNED: WONG TAK LAM                   DATE: 02/16/92    TIME: 22:56  
To Japan: Mariko, does customer use "Hog Platter" ? OS 1.1z has the fix on OS dead lock on platter open under some "Select H ON" conditions.

ASSIGNED: OKADA MARIKO                   DATE: 02/16/92    TIME: 21:50  
To Miochael:  
Verified with customer that they are still experiencing the hang once every two days.  
Rgds.  
mariko

ASSIGNED: OKADA MARIKO DATE: 02/16/92 TIME: 21:18

To Michael:

Thank you for the release notice for 1.1z.

Rgds.

Mariko

ASSIGNED: BAHIA MICHAEL E DATE: 02/13/92 TIME: 15:40

It sounds like the hang problem does not concern the customer which seems very odd to me. How often does it hang?

All these operating systems work basically the same. If a problem is found it is corrected but sometimes in fixing one thing something else gets damaged. There is no SRN for 1.1z as it is only a maintenance release. Will resend you the Release notes for 1.1z. It lists all the bugs fixed since the last general release, 1.1, and indicates which O/s the fix came in. You can see all the fixes made since 1.0b since they are all in order. Assuming the hang is an O/S bug which I am not sure we know for certain, it obviously resulted in fixing something else. On vacation from 2/17 through 2/28. If need assistance send Wang Office to Mike Riley.

ASSIGNED: OKADA MARIKO DATE: 02/09/92 TIME: 21:27

To Michael:

Sorry to reply you so late.

I've talked to the vendor regarding the O/S downgrade. Regarding them that the customer doesn't want to downgrade the O/S because 1.1y fixed the GOSUB & RENUMBER problem and also they are satisfied with it. They are wondering how 1.1z works that's why they haven't done the upgrade. Is it possible to obtain the SRN of 1.1z? Also 1.0B which is the former O/S to 1.1y and they have used for 2 years without intermittent hang problem.

Rgds.

Mariko

ASSIGNED: BAHIA MICHAEL E DATE: 01/24/92 TIME: 12:39

Need details on how to duplicate problem to proceed with fix. Could we go back to the last O/S that did not have this problem for a short period just to insure this is a new problem that was caused in fixing 1 of the last few problems.

ASSIGNED: WONG TAK LAM DATE: 01/24/92 TIME: 04:32

To Japan: Mariko, please verify whether it is terminal/cable problem by swapping the terminal connections between the two terminal controller.

ASSIGNED: OKADA MARIKO DATE: 01/15/92 TIME: 21:53

To Michael:

They've swapped the 1st & 2nd board already and the problem remained then replaced the 2nd one with new one. On the 2nd board, they can't specify the workstation which hangs.

---

ASSIGNED: OKADA MARIKO                      DATE: 01/15/92      TIME: 21:53  
Rgds.  
Mariko

ASSIGNED: BAHIA MICHAEL E                  DATE: 01/10/92      TIME: 18:33  
This could be a problem with the 2nd MXE board, a terminal connected to that board, or an environmental problem at 1 of the terminals. Replace the 2nd MXE again if the problem keeps occurring but change the 1st MXE to be the 2nd board if it has never failed and make the new MXE the 1st board. If the problem seems to be generated from a particular terminal on the 2nd MXE, if possible swap the terminal cable with a port on the 1st MXE. This should help isolate the problem.

ASSIGNED: OKADA MARIKO                      DATE: 01/07/92      TIME: 22:23  
To Michael  
The followings are the answer for your question on 12/25/91.  
1. No application, operation, user can be specified for this problem  
2. The problem is happening always on the w/s on the second interface.  
They have two 2236MXE and this problem only occurs on the w/s connected to the second interface. The board is replaced but problem stays.  
3. If hang occurs & RESET is pressed, the screen goes blank except cursor.  
Rgds.  
Mariko

ASSIGNED: BAHIA MICHAEL E                  DATE: 01/02/92      TIME: 16:07  
Maint Rel 1.1z has been brought to the mailroom. It should be received y early next week. Need to provide details on problem as previously requested to go farther.

ASSIGNED: WONG TAK LAM                      DATE: 12/27/91      TIME: 00:39  
To Japan: Please answer the questions in Michael's 12/25 update.

ASSIGNED: OKADA MARIKO                      DATE: 12/26/91      TIME: 22:12  
To: Michael  
Update akn'd.  
The mailing address for 1.1z will be sent via Wang Office.  
Rgds.  
Mariko

ASSIGNED: BAHIA MICHAEL E                  DATE: 12/24/91      TIME: 10:30  
Need more specifics on problem. When system hangs, we need to know what users were doing what & if the problem seemed to be related to 1 specific user, When the hang occurs, what happens if you key RESET? We do have a later O/S, 1.1z I could send you but I have know idea if it will resolve your problem s ince we do not know exactly what your problem is. If you want the new O/S provide me with a mailing address.



XA0291S  
00.00.00

WANG LABORATORIES INC.  
PROBLEM TRACKING AND REPORTING  
CUSTOMER COMPLETE DETAIL REPORT  
PROBLEM DETAIL  
CUSTOMER PROBLEM NUMBER C900006277

PAGE: 7  
07 APR 1992  
17:08:49

---

ASSIGNED: WONG TAK LAM DATE: 12/20/91 TIME: 01:55

To H.O.: Problem frequency is around 1 to 3 times a day. Problem started to happen 3 weeks ago after OS was updated to 1.1y to fix problem in C9-5238 & C9-5627. Need to power off/on CPU to recover. Regards.

ASSIGNED: WONG TAK LAM DATE: 12/18/91 TIME: 22:16

To Japan: Call ack'd. Will investigate. (Simon Chui)

ASSIGNED: YEUNG ADA DATE: 12/17/91 TIME: 22:24

To: CSO/Japan, PTR is accepted in ASC at Dec 18, 91.

ASSIGNED: OKADA MARIKO DATE: 12/17/91 TIME: 20:53

Running O/S 1.1y and CPU intermittently hangs.

XA0291S  
00.00.00

W A N G L A B O R A T O R I E S I N C .  
P R O B L E M T R A C K I N G A N D R E P O R T I N G  
C U S T O M E R C O M P L E T E D E T A I L R E P O R T  
H E A D E R I N F O  
C U S T O M E R P R O B L E M N U M B E R C 8 0 0 0 1 4 5 0 6

PAGE: 1  
19 MAR 1992  
08:51:56

PROBLEM NUMBER: C800014506 CUST NAME: BLOEDTRANSFUSIEDIENST CENTRAA  
PRIORITY P2 CUST NUMBER: N1 00101375001  
  
PROBLEM TYPE: PROB CUST CONTACT: TOM HENDRIKS  
LINK TO PROB NO: NOT LINKED CUST CONT PHONE: - -031-3450 70303  
CUST ADDRESS 1: PLESMANLAAN 125  
CUST ADDRESS 2:  
CUST ADDRESS 3:  
SYSTEM MODEL NO: CS386 CUST CITY: AMSTERDAM  
GEN SYST MODEL: 2200 CS CPU CUST ST/PROV:  
O. S. VERSION: 1 01 M CUST ZIP: 1066 -CX CUST RDB: N2300  
HW MODEL NUMBER: CUST COUNTRY:  
SW MODEL NUMBER: CS386  
SW VERSION: 1 01 M  
  
RDB ASSIGNED: 8760  
PERSON ASSIGNED: BAHIA MICHAEL E  
PART NUMBER: ORIG NAME: HENDRIKS TOM  
PART NUM REV: ORIG EMPL NO: N1-00227  
SERIAL NUMBER: ORIG PHONE: - - -  
ORIG RDB: N2300  
  
CALL TRKG DATE: 00/00/00 00:00 NETWORKED: N  
CALL TRKG NO: RES DEPLOYED:  
  
ORG ACT/SYM/ACN: DATE ENTER PTR: 05/23/91  
STATUS DATE: 05/23/91 DATE TO R&D: 019910530  
STATUS CODE: S O 333 WKDAYS IN R&D: 209.74  
STATUS ABBREV: REPRODUCED TOT WKDAYS OPEN: 214.80  
STATUS DESC: PROBLEM DUPLICATED AND WORKING WITH ESCALATI

PROBLEM SUMMARY :HENDRIKS TOM DATE: 05/23/91 TIME: 07:57  
When hogging a TC device in one partition, you are able to remove the hog  
in an other partition using \$close.

RESOLUTION TEXT :BAHIA MICHAEL E DATE: 03/19/92 TIME: 08:50  
SC595. Reported problem of being able to unhog a MKE TC port from a differen  
t partition than the one which hogged the port resolved with Maint Rel 1.1y.

---

ASSIGNED:   BAHIA MICHAEL E            DATE: 03/16/92    TIME: 17:31  
Thanks Willem.   Unlinking call for purpose of returning to field for closing.  
Problem resolved with new O/S.

ASSIGNED:   SLOEP WILLEM                DATE: 03/13/92    TIME: 05:21  
Thanks for your input on this one. You can sebd call back.  
I've verified with Field and problem seems to be solved. Appol. for delay.

ASSIGNED:   BAHIA MICHAEL E            DATE: 03/03/92    TIME: 16:07  
Please update.    Has fix been verified on site????

ASSIGNED:   BAHIA MICHAEL E            DATE: 02/13/92    TIME: 15:59  
Please respond.   Has fix been tested on site?

ASSIGNED:   BAHIA MICHAEL E            DATE: 01/31/92    TIME: 09:56  
Please update.    Has fix been verified on site?   Would like to get this call closed.

ASSIGNED:   BAHIA MICHAEL E            DATE: 01/03/92    TIME: 09:16  
Please update call.   Has O/S been installed on site & has customer verified t  
the problem is corrected?

ASSIGNED:   BAHIA MICHAEL E            DATE: 12/12/91    TIME: 10:10  
Has new O/S been installed on site?   Have all problems been resolved?

ASSIGNED:   BAHIA MICHAEL E            DATE: 11/06/91    TIME: 12:07  
Let's keep this open until you verify the fix in case there is a problem with  
the O/S sent.    Want to make sure the fix is confirmed in case there was  
something a little different in the way I was testing.

ASSIGNED:   SLOEP WILLEM                DATE: 11/05/91    TIME: 03:31  
Have received the release through WO. Have seen in the readme file that the  
problem is fixed. Will download it to 2200 format and test it ASAP.  
Meanwile, thanks for the follow up and you may close this call.

ASSIGNED:   BAHIA MICHAEL E            DATE: 10/30/91    TIME: 11:17  
Maint Rel 1.1y sent to you via Wang Office this AM.   Please update when received.

ASSIGNED:   BAHIA MICHAEL E            DATE: 10/29/91    TIME: 09:22  
Have a fix for your problem.   New maintenance release 1.1y corrects.   Will  
send 1.1y to you via Wang Office.

ASSIGNED:   BAHIA MICHAEL E            DATE: 10/16/91    TIME: 08:04  
Still waiting on fix.   R&D is here now & we may be able to get this resolved  
shortly.

---

ASSIGNED:   BAHIA MICHAEL E                      DATE: 08/15/91      TIME: 09:43  
Awaiting fix from Taiwan R&D.

ASSIGNED:   BAHIA MICHAEL E                      DATE: 08/01/91      TIME: 14:54  
Request has been made to Taiwan R&D to fix this problem.

ASSIGNED:   BAHIA MICHAEL E                      DATE: 07/12/91      TIME: 16:51  
This problem also exists on the VLSI. Right now we are researching our existing documentation to determine if there was a reason for this to work this way. We do not think there is but we want to make sure so that people upgrading to the 386 do not have unnecessary problems. On vacation for next 2 weeks. If have any immediate concerns or problems please contact Mike Riley by Wang Office.

ASSIGNED:   BAHIA MICHAEL E                      DATE: 07/09/91      TIME: 16:22  
Expect to have fix for this problem this week. Will keep you posted.

ASSIGNED:   HENDRIKS TOM                          DATE: 07/08/91      TIME: 09:40  
Mike,  
I tested the problem the way you described.  
sorry for the inconvenience assuming you used Axx addresses.

ASSIGNED:   BAHIA MICHAEL E                      DATE: 07/05/91      TIME: 09:26  
Was testing this with addresses 01C & 01D with the following program.  
10\$OPEN /01C  
20KEYIN A\$  
This failed as indicated with 1.1m & is fixed with 1.1s. That is if a \$CLOSE was issued from a 2nd terminal the hog could be cleared.  
Tested with an MKE port used for TC and it does still fail.  
10SELECT TC A04  
20\$OPEN /A04  
30KEYIN A\$  
With 1.1s a \$CLOSE from a 2nd partition will still clear the hog. This is why it is critical to complete the 'How To Duplicate' section. Please explain how you are testing problem if different from what I have indicated in this 'Status Comment'.

ASSIGNED:   HENDRIKS TOM                          DATE: 07/04/91      TIME: 10:04  
I'm sorry but the problem is still the same under 1.1S

ASSIGNED:   BAHIA MICHAEL E                      DATE: 06/26/91      TIME: 11:33  
This problem is fixed with Maintenance rel 1.1s sent to you this AM via Wang Office. Please update when received.

ASSIGNED:   BAHIA MICHAEL E                      DATE: 06/18/91      TIME: 08:47  
We are expecting a new O/S, 1.1R this week. Taiwan R&D is expected here today

---

ASSIGNED: BAHIA MICHAEL E      DATE: 06/18/91      TIME: 08:47  
y or tomorrow so this should speed up a resolution.

ASSIGNED: SLOEP WILLEM      DATE: 06/18/91      TIME: 04:30  
Please update us with your results with 1.1Q. If solved when will we receive the fixes?

ASSIGNED: BAHIA MICHAEL E      DATE: 06/17/91      TIME: 10:21  
Tested this problem against 1.1Q. With 1.1Q cannot hog 01C with SELECT H ON or OFF. Also can only hog disk with SELECT H ON. SELECT H OFF is not working.

ASSIGNED: BAHIA MICHAEL E      DATE: 06/12/91      TIME: 14:20  
This problem may be resolved in maintenance rel 1.1Q received today. Will test out & forward O/S if ok. Otherwise Taiwan R&D will be in Lowell on Monday & would expect to have this problem fixed shortly thereafter.

ASSIGNED: BAHIA MICHAEL E      DATE: 05/30/91      TIME: 14:03  
Product PTR P200017270 opened against this problem & sent to R&D for resolution. Linking this call to P200017270.

ASSIGNED: BAHIA MICHAEL E      DATE: 05/30/91      TIME: 10:51  
Ignore previous 2 comments. Was able to duplicate problem. Problem may have been already reported, so may have fix soon. Upgraded call to P2 as asked. Please complete 'How to Duplicate' field on all future calls.

ASSIGNED: BAHIA MICHAEL E      DATE: 05/30/91      TIME: 10:12  
Could not reproduce problem. Ran following program on workstation 1:  
10 SELECT H ON  
20 SELECT #1 D#0  
30 \$OPEN #1  
40 KEYIN A\$  
Did a list DT from w/s 2 to verify D32 hogged which it was: /D32-01  
Then keyed in \$CLOSE /D32 & RETURN but D32 remained hogged as verified by LIST DT & a hang on LISTDCT/D32  
Please always fill in how to duplicate. It usually will save time. Await your response on how to duplicate.

ASSIGNED: BAHIA MICHAEL E      DATE: 05/30/91      TIME: 10:05  
Could not reproduce problem on 1.1M. On workstation 1 ran following program:  
10 SELECT H ON  
20 SELECT #1 D32

ASSIGNED: HENDRIKS TOM      DATE: 05/30/91      TIME: 04:13  
This problem was created under P3 priority due to customer pressure please upgrade to p2

ASSIGNED: SLOEP WILLEM      DATE: 05/27/91      TIME: 07:43  
problem found in 1.1M as well as on older CS386 releases.

ASSIGNED: VAN BEUSICHEM BERT      DATE: 05/23/91      TIME: 07:57  
see problem.

XA0291S  
00.00.00

WANG LABORATORIES INC.  
PROBLEM TRACKING AND REPORTING  
CUSTOMER COMPLETE DETAIL REPORT  
HEADER INFO  
CUSTOMER PROBLEM NUMBER C900005627

PAGE: 1  
24 DEC 1991  
10:13:19

---

PROBLEM NUMBER: C900005627      CUST NAME: RIKUCHI CONSULTANT  
PRIORITY: P2      CUST NUMBER: HJ 90000000025

PROBLEM TYPE: INFW      CUST CONTACT: M. OKADA  
LINK TO PROB NO: NOT LINKED      CUST CONT PHONE: 01-813-770-9748  
CUST ADDRESS 1:  
CUST ADDRESS 2:  
CUST ADDRESS 3:  
SYSTEM MODEL NO: CS386      CUST CITY:  
GEN SYST MODEL: 2200 CS CPU      CUST ST/PROV:  
O. S. VERSION: 01 20      CUST ZIP: -      CUST RDB: H9919  
HW MODEL NUMBER:      CUST COUNTRY:  
SW MODEL NUMBER: OS  
SW VERSION: 01 20

PART NUMBER:      RDB ASSIGNED: 8760  
PART NUM REV:      PERSON ASSIGNED: BAHIA MICHAEL E  
SERIAL NUMBER:      ORIG NAME: OKADA MARIKO  
ORIG EMPL NO: HJ-99402  
ORIG PHONE: - - -  
ORIG RDB: H9919

CALL TRKG DATE: 00/00/00 00:00      NETWORKED: N  
TRKG NO:      RES DEPLOYED:

ORG ACT/SYM/ACN:      DATE ENTER PTR: 08/21/91  
STATUS DATE: 08/21/91      DATE TO R&D: 019910906  
STATUS CODE: S O 333      WKDAYS IN R&D: 74.72  
STATUS ABBREV: REPRODUCED      TOT WKDAYS OPEN: 86.49  
STATUS DESC: PROBLEM DUPLICATED AND WORKING WITH ESCALATI

PROBLEM SUMMARY :OKADA MARIKO      DATE: 08/21/91      TIME: 01:56  
System cnfg.: CS386, O/S 1.20  
Problem: Using "LIST" to output a subroutine list, it lists up the line  
which does not have "GOSUB" statement.  
The initial escalation to ASC is by CTC/WCL .  
Regards.  
Mariko

RESOLUTION TEXT :BAHIA MICHAEL E      DATE: 12/24/91      TIME: 10:13  
Katakana problem with LIST' command not correctly cross referencing all GOSUB  
commands resolved with Maint Rel 1.1y.

XA0291S  
00.00.00

W A N G L A B O R A T O R I E S I N C .  
PROBLEM TRACKING AND REPORTING  
CUSTOMER COMPLETE DETAIL REPORT  
P R O B L E M D E T A I L  
CUSTOMER PROBLEM NUMBER C900005627

PAGE: 4  
24 DEC 1991  
10:13:19

---

ASSIGNED: BAHIA MICHAEL E DATE: 12/23/91 TIME: 13:55  
New call, C9/6277 has not been received.

ASSIGNED: WONG TAK LAM DATE: 12/22/91 TIME: 20:50  
To H.O.: Michael, C9-6277 had been escalated to you to track the CPU hangup  
problem. As the BASIC LIST statement problem has been fixed by OS 1.1y, pls  
de-esc this PTR for closure. Regards.

ASSIGNED: OKADA MARIKO DATE: 12/17/91 TIME: 20:45  
To Mike:  
The original problem for this call has been fixed by O/S 1.1y. C9-6277 has  
been opened for the O/S hang problem. Pl. de-escalate this call for closure.  
Rgds.  
Mariko

ASSIGNED: OKADA MARIKO DATE: 12/12/91 TIME: 00:09  
To Mike:  
Updat ackn'd.  
Rgds.  
Mariko

ASSIGNED: BAHIA MICHAEL E DATE: 12/11/91 TIME: 18:02  
If both sites are hanging we probably have created a bug. Have the customer  
document each failure. When, what terminals were in use, what was running,  
what symptoms were see, and how was the problem cleared.

ASSIGNED: OKADA MARIKO DATE: 12/10/91 TIME: 23:53  
To Mike:  
Same status as C9-5238.  
Rgds.  
Mariko

ASSIGNED: BAHIA MICHAEL E DATE: 12/02/91 TIME: 17:13  
Any hangs at this site?

ASSIGNED: OKADA MARIKO DATE: 11/27/91 TIME: 20:36  
To Mike:  
Investigating system hang problem as C9-5238.  
Rgds.  
Mariko

ASSIGNED: BAHIA MICHAEL E DATE: 11/20/91 TIME: 16:36  
Update acknowledged. That is agreeable.

ASSIGNED: OKADA MARIKO DATE: 11/18/91 TIME: 23:57  
To Peter:

XA0291S  
00.00.00

WANG LABORATORIES INC.  
PROBLEM TRACKING AND REPORTING  
CUSTOMER COMPLETE DETAIL REPORT  
PROBLEM DETAIL  
CUSTOMER PROBLEM NUMBER C900005627

PAGE: 5  
24 DEC 1991  
10:13:19

---

ASSIGNED: OKADA MARIKO           DATE: 11/18/91    TIME: 23:57  
CTC started l.ly at the customer site and it's been about a week. They want  
to monitor it at least one more week.  
Rgds.  
Mariko

ASSIGNED: WONG TAK LAM           DATE: 11/18/91    TIME: 23:22  
To Japan: Mariko, any test result yet ?

ASSIGNED: BAHIA MICHAEL E       DATE: 11/08/91    TIME: 15:09  
Update acknowledged. Will wait for results from testing on site.

ASSIGNED: OKADA MARIKO           DATE: 11/06/91    TIME: 21:21  
To Michael:  
Waiting for the on-site test result as C9-5238.  
Rgds.  
Mariko

ASSIGNED: BAHIA MICHAEL E       DATE: 11/06/91    TIME: 12:09  
Update acknowledged.

ASSIGNED: OKADA MARIKO           DATE: 11/01/91    TIME: 02:22  
Michael:  
Received l.ly and passed it to the field. Will let you know the result of it  
Rgds.  
Mariko

ASSIGNED: BAHIA MICHAEL E       DATE: 10/30/91    TIME: 11:20  
Maint Rel l.ly sent to you this morning via Wang Office. Please update when  
received.

ASSIGNED: OKADA MARIKO           DATE: 10/29/91    TIME: 21:16  
To Michael:  
Update ackn'd.  
Thanks.  
Mariko

ASSIGNED: BAHIA MICHAEL E       DATE: 10/29/91    TIME: 09:27  
Problem is resolved with latest Maint Rel, l.ly. Will send to you today.

ASSIGNED: BAHIA MICHAEL E       DATE: 10/16/91    TIME: 08:25  
R&D is here now. Should be able to get fix in next week or 2.

ASSIGNED: WONG TAK LAM           DATE: 10/15/91    TIME: 01:46  
Michael, any update from R&D ?



XA0291S  
00.00.00

W A N G L A B O R A T O R I E S I N C .  
PROBLEM TRACKING AND REPORTING  
CUSTOMER COMPLETE DETAIL REPORT  
P R O B L E M D E T A I L  
CUSTOMER PROBLEM NUMBER C900005627

PAGE: 6  
24 DEC 1991  
10:13:19

---

ASSIGNED: BAHIA MICHAEL E DATE: 10/03/91 TIME: 13:41  
Problem I believe has been either fixed or identified already, but have not received fix. Will see if we can speed things up & get an O/S out to you that fixes the problem.

ASSIGNED: WONG TAK LAM DATE: 10/02/91 TIME: 22:26  
To H.O.: Michael, any status update from R&D ?

ASSIGNED: BAHIA MICHAEL E DATE: 09/12/91 TIME: 10:24  
Update acknowledged. R&D has info to fix problem & hope to have fix shortly.

ASSIGNED: OKADA MARIKO DATE: 09/11/91 TIME: 19:23  
To: Michael  
Your comment on 9/07 is the problem for this call.  
When LIST', it generate the line # which does not have GOSUB' routine.  
Regards.  
Mariko

ASSIGNED: BAHIA MICHAEL E DATE: 09/06/91 TIME: 14:57  
Product Problem PTR P2/17381 opened on this problem. Linking call to P2/17381. Please see previous comment.

ASSIGNED: BAHIA MICHAEL E DATE: 09/06/91 TIME: 13:47  
Am not certain what exactly your problem is. Have found problem though with LIST' command. Using program sent for RENUMBER problem per C9/5238, when do LIST'

2 lines come up with illegal references

???? DEFFN' 78  
- 1600 1605 1610  
???? DEFFN' 84  
- 1600 1605

GOSUB '76 is the only GOSUB on line 1600, GOSUB '84 is the only GOSUB on line 1605, and GOSUB '78 is the only GOSUB on 1610. So DEFFN' 78 has 2 incorrect references, DEFFN' 84 1.

Is this the problem you are escalating???? If not please provide sample program.

ASSIGNED: WONG TAK LAM DATE: 09/04/91 TIME: 03:24  
Initial escalate to R&D for assistance. Duplication material is available when needed. Pls advise. (Simon Chui)

ASSIGNED: WONG TAK LAM DATE: 09/04/91 TIME: 03:20  
Mariko, s/w have been rec'd.

ASSIGNED: OKADA MARIKO DATE: 08/29/91 TIME: 00:42  
To: Simon

XAO291S  
00.00.00

W A N G L A B O R A T O R I E S I N C .  
PROBLEM TRACKING AND REPORTING  
CUSTOMER COMPLETE DETAIL REPORT  
P R O B L E M D E T A I L  
CUSTOMER PROBLEM NUMBER C900005627

PAGE: 7  
24 DEC 1991  
10:13:19

---

ASSIGNED: OKADA MARIKO DATE: 08/29/91 TIME: 00:42  
I've sent you the floppy(CS386 formatted) which has the dup program today.  
This problem is LIST statement problem not the GOSUB points wrong line #  
after renumber like C9-5238.  
Regards.  
Mariko

ASSIGNED: OKADA MARIKO DATE: 08/28/91 TIME: 19:51

ASSIGNED: WONG TAK LAM DATE: 08/27/91 TIME: 20:24  
Mariko, Pls confirm whether this problem is similar to C9-5238. (Simon)

ASSIGNED: OKADA MARIKO DATE: 08/26/91 TIME: 00:41  
To: Hong Kong  
Since we don't have CS386 in WCL, this is test at CTC.  
The problem is occurring on ver. 1.0B, 1.1S & 1.20.  
Have asked CTC to send me the program on a diskette, because COPY2200 doesn't  
work properly sometimes.  
Regards.  
Mariko

ASSIGNED: WONG TAK LAM DATE: 08/22/91 TIME: 19:59  
Mariko, Have you "LIST" the program in hardcopy, is it the same result?  
Have you tested with other CS386 OS such as 1.1(?) version?  
Pls send the program and duplication procedures to us. (Simon Chui)

ASSIGNED: YEUNG ADA DATE: 08/21/91 TIME: 20:37  
To: CSO/Japan, PTR is accepted in ASC at Aug 22, 91.

ASSIGNED: OKADA MARIKO DATE: 08/21/91 TIME: 01:56  
1. write a program which has GOSUB' statement  
2. use LIST' statement to output the subroutine list  
3. it DEFFN' lines which does not have GOSUB' statement

PROBLEM NUMBER: C900005238  
PRIORITY P1

CUST NAME: CTC  
CUST NUMBER: HJ 90000000000

PROBLEM TYPE: INFW  
LINK TO PROB NO: NOT LINKED

CUST CONTACT: M. OKADA  
CUST CONT PHONE: 01-813-770-9748  
CUST ADDRESS 1: 25 KOWA BLDG.  
CUST ADDRESS 2: 3-8-7 CHIYODA-KU  
CUST ADDRESS 3: TOKYO 102  
CUST CITY: JAPAN

SYSTEM MODEL NO: CS386  
GEN SYST MODEL: 2200 CS CPU  
O. S. VERSION: 01 20  
HW MODEL NUMBER:  
SW MODEL NUMBER: OS  
SW VERSION: 01 20

CUST ST/PROV:  
CUST ZIP: - CUST RDB: H9919  
CUST COUNTRY:

PART NUMBER:  
PART NUM REV:  
SERIAL NUMBER:

RDB ASSIGNED: 8760  
PERSON ASSIGNED: BAHIA MICHAEL E  
ORIG NAME: OKADA MARIKO  
ORIG EMPL NO: HJ-99402  
ORIG PHONE: - - -  
ORIG RDB: H9919

CALL TRKG DATE: 00/00/00 00:00  
CALL TRKG NO:

NETWORKED: N  
RES DEPLOYED:

ORG ACT/SYM/ACN:  
STATUS DATE: 12/24/91  
STATUS CODE: S O 212  
STATUS ABBREV: FUTR FIX C  
STATUS DESC: FUTURE FIX TESTED & TARGETED FOR RELEASE

DATE ENTER PTR: 05/30/91  
DATE TO R&D: 019910603  
WKDAYS IN R&D: 142.49  
TOT WKDAYS OPEN: 145.14

PROBLEM SUMMARY :OKADA MARIKO DATE: 05/30/91 TIME: 23:17  
System config.: CS386 BASIC-II 1.2 (1.0B, 1.14, 1.1B)  
Problem: If the source list is RENUMBERed, the branch address of 'GO TO' and  
'GO SUB' statement is changed incorrctly.  
The source print out is obtained from CTC.  
Pl. let me know the person whom the list can be sent to via fax.  
The initial escalation to ASC is by CTC/WCL.  
Regards.  
Mariko

RESOLUTION TEXT :BAHIA MICHAEL E DATE: 12/24/91 TIME: 10:05  
Problem with RENUMBER not correctly changing all referenced addresses for  
GOTOs & GOSUBs in Katakana corrected with O/S 1.1y. Closing call as requeste  
d by field.

---

ASSIGNED: BAHIA MICHAEL E      DATE: 12/23/91      TIME: 14:10  
New call has not been received yet. Have new maint rel 1.1z. Do not know if it will resolve the hang problem as we don't know what's causing the hang. Will send it to you and you can try it.

ASSIGNED: WONG TAK LAM      DATE: 12/22/91      TIME: 20:45  
To H.O.: Michael, C9-6277 had been escalated to you to track the CPU hangup problem. Since OS 1.1y has fixed the BASIC statement problem in this PTR, pls de-esc this PTR for closure. Regards.

ASSIGNED: OKADA MARIKO      DATE: 12/17/91      TIME: 20:42  
To Mike:  
The frequency of this problem is max. 3 times a day.  
Since this call fixed the original problem, new call C9-6277 is opened for O/S hang problem. Pl. de-escalate this call for closure.  
Rgds.  
Mariko

ASSIGNED: OKADA MARIKO      DATE: 12/12/91      TIME: 00:14  
To Mike:  
Update aknw'd.  
Rgds.  
Mariko

ASSIGNED: BAHIA MICHAEL E      DATE: 12/11/91      TIME: 17:58  
Update acknowledged. This would indicate a possible O/S bug or a hardware problem with the CPU brd, MXE, or possibly an environmental issue. Need to determine what was being done at the time of the hang. If it is a particular program or function most likely we have another O/S bug. Hardware or environmental problems such as power or static would normally be more random. Best thing to do is have the customer document every hang. When it happened, who was doing what, what terminals were affected, & what had to be done to clear the problem. Reloading the previous O/S might be a quick way to determine if the O/S is causing the problem. How often does it fail?

ASSIGNED: OKADA MARIKO      DATE: 12/10/91      TIME: 23:51  
To Mike:  
I've received the answer from field for your questions as follows:  
1. To clear the problem -- power off/on the CPU.  
2. IF the RESET is keyed -- the terminal blank except for a cursor  
Rgds.  
Mariko

ASSIGNED: BAHIA MICHAEL E      DATE: 12/02/91      TIME: 17:13  
When the system hangs, how is the problem cleared? If RESET is keyed does the terminal blank except for a cursor? O/S bugs usually pertain to specific p

XAO291S  
00.00.00

WANG LABORATORIES INC.  
PROBLEM TRACKING AND REPORTING  
CUSTOMER COMPLETE DETAIL REPORT  
PROBLEM DETAIL  
CUSTOMER PROBLEM NUMBER C900005238

PAGE: 5  
24 DEC 1991  
10:08:00

---

ASSIGNED: BAHIA MICHAEL E      DATE: 12/02/91      TIME: 17:13  
programs. If READY appears when RESET is keyed, may have disk hang unrelated  
to O/S.

ASSIGNED: OKADA MARIKO      DATE: 11/27/91      TIME: 20:30  
To Mike:  
The customer has been running 1.ly for about 2 weeks at their site.  
Since 1.ly installed, the system intermittently hangs. The field is now  
investigating the problem. I'll let you know the status.  
Rgds.  
Mariko

ASSIGNED: BAHIA MICHAEL E      DATE: 11/20/91      TIME: 16:34  
Update acknowledged.

ASSIGNED: OKADA MARIKO      DATE: 11/18/91      TIME: 19:23  
To Peter:  
They've started using 1.ly at the customer site already and it's been a week.  
CTC wants to monitor another week.  
Rgds.  
Mariko

ASSIGNED: WONG TAK LAM      DATE: 11/18/91      TIME: 03:07  
Mariko, any test result from user site yet ?

ASSIGNED: BAHIA MICHAEL E      DATE: 11/08/91      TIME: 15:07  
Update acknowledged. Will wait.

ASSIGNED: OKADA MARIKO      DATE: 11/06/91      TIME: 21:17  
To Michael:  
The in-house test result is good. Since the customer has many programs on  
their system, we'd like to wait for the on-site test result before closing  
this call. It will take about 2 weeks. Is it OK?  
Rgds.  
Mariko

ASSIGNED: BAHIA MICHAEL E      DATE: 11/06/91      TIME: 12:08  
Update acknowledged.

ASSIGNED: OKADA MARIKO      DATE: 11/01/91      TIME: 02:18  
To Michael:  
Received 1.ly and passed to the field already. Will let you know the result  
of it.  
Rgds.  
Mariko

XA0291S  
00.00.00

W A N G   L A B O R A T O R I E S   I N C .  
P R O B L E M   T R A C K I N G   A N D   R E P O R T I N G  
C U S T O M E R   C O M P L E T E   D E T A I L   R E P O R T  
P R O B L E M   D E T A I L  
C U S T O M E R   P R O B L E M   N U M B E R   C 9 0 0 0 0 5 2 3 8

PAGE:       6  
24 DEC 1991  
10:08:00

---

ASSIGNED:   BAHIA MICHAEL E           DATE: 10/30/91    TIME: 11:19  
Maint Rel 1.ly sent to you this AM via Wang Office. Please update when received.

ASSIGNED:   OKADA MARIKO             DATE: 10/29/91    TIME: 21:14  
To Michael:  
Thank you for the fix.  
Will wait for the fix file.  
Rgds.  
Mariko

ASSIGNED:   BAHIA MICHAEL E           DATE: 10/29/91    TIME: 09:25  
Have fix for your problem. Resolved with Maint Rel 1.ly. Will send out today.

ASSIGNED:   BAHIA MICHAEL E           DATE: 10/16/91    TIME: 08:15  
R&D in Lowell tomorrow. Should be able to get fix done shortly.

ASSIGNED:   WONG TAK LAM             DATE: 10/15/91    TIME: 01:28  
Michael, any update from R&D ?

ASSIGNED:   BAHIA MICHAEL E           DATE: 10/03/91    TIME: 13:00  
Believe R&D has fixed or knows what problem is, but have not received an O/S yet. Will see if we can speed things up & get a fix to you.

ASSIGNED:   WONG TAK LAM             DATE: 10/02/91    TIME: 22:29  
To H.O.: Michael, any fix from R&D yet ?

ASSIGNED:   BAHIA MICHAEL E           DATE: 09/06/91    TIME: 13:57  
Hopefully we have a clear understanding. When the program sent is RENUMBERed the only errors that occur are the 3 GOTO commands on lines 1530, 1550, & 1570 now point to the wrong command line. If this is correct we should have a fix soon.

ASSIGNED:   OKADA MARIKO             DATE: 09/04/91    TIME: 20:05  
To: Michael  
No other RENUMBER problem is reported from the field so far. Thank you for your suggestion.  
Regards.  
Mariko

ASSIGNED:   BAHIA MICHAEL E           DATE: 09/03/91    TIME: 10:22  
Please update. Are there any other problems created by the RENUMBER besides the 3 GOTO statements on the ends of lines 1530, 1550, and 1570. Expect to have a fix soon. If there are other problems we may need to go back thru R&D again.

XAO291S  
00.00.00

WANG LABORATORIES INC.  
PROBLEM TRACKING AND REPORTING  
CUSTOMER COMPLETE DETAIL REPORT  
PROBLEM DETAIL  
CUSTOMER PROBLEM NUMBER C900005238

PAGE: 7  
24 DEC 1991  
10:08:00

ASSIGNED: BAHIA MICHAEL E DATE: 08/22/91 TIME: 16:10  
PTR Product call P2/17376 opened on this problem & forwarded to R&D for resolution. Please see previous update. Need to know if there are any other bugs in program beyond what I found. Linking this call to PTR P2/17376.

ASSIGNED: BAHIA MICHAEL E DATE: 08/22/91 TIME: 08:04  
Have been working on this problem. When the program was RENUMBERed found only problems with the GOTO statements that were on lines 1530, 1550, & 1570. These 3 lines ended with 'GOTO 1630'. At line 1630 there is a PRINT "ERR " command. After RENUMBERing these GOTO statements were on lines 1640, 1660, & 1680 and all point to line 1940, an IF/THEN command when they should point to line 1790 where the PRINT"ERR " command now resides.

\*\*\*\*Need to know if there are any other known problems in this program that you or the customer are aware of resulting from the RENUMBER command????  
Have found that almost any change to the REM statements on lines 1520, 1540, or 1560 or removal of the GOSUB command at the beginning of the line will result in the correct GOTO line number after RENUMBER. Will be sending call off to R&D to be corrected. Please update with any other problems known if any resulting from RENUMBER.

ASSIGNED: BAHIA MICHAEL E DATE: 08/15/91 TIME: 09:46  
Have received diskette & program is readable. Will be working on problem day or tomorrow.

ASSIGNED: BAHIA MICHAEL E DATE: 08/06/91 TIME: 11:54  
Will update you as soon as received.

ASSIGNED: OKADA MARIKO DATE: 08/05/91 TIME: 20:03  
To Michael:  
I've sent you the floppy which contains the program via FEDERAL EXPRESS today  
Could you pl. try it from the floppy.  
Regards.  
Mariko

ASSIGNED: BAHIA MICHAEL E DATE: 08/05/91 TIME: 14:59  
Unable to get program you sent off system. Tried both the copy sent around the 1st of July and the copy resent to Mike Riley around July 24th. Must use COPY2200 program on VS to put program on properly as we are using it to take it off. Please resend program using COPY2200 to put on system or advise. Try removing from system yourself using COPY2200. Await your reply.

ASSIGNED: OKADA MARIKO DATE: 08/04/91 TIME: 20:02  
To Michael:  
Thank you for the update. Will wait for the Mike's test result.  
Regards.  
Mariko

XA0291S  
00.00.00

WANG LABORATORIES INC.  
PROBLEM TRACKING AND REPORTING  
CUSTOMER COMPLETE DETAIL REPORT  
PROBLEM DETAIL  
CUSTOMER PROBLEM NUMBER C900005238

PAGE: 8  
24 DEC 1991  
10:08:00

---

ASSIGNED: BAHIA MICHAEL E      DATE: 08/01/91      TIME: 14:52  
Waiting for Mike Riley to get program off system as I do not have necessary archiver. Expecting this to be done very shortly & hopefully will be able to test out by Monday.

ASSIGNED: OKADA MARIKO      DATE: 07/31/91      TIME: 18:38  
To Michael:  
Will wait for your test result.  
Regards.  
Mariko

ASSIGNED: BAHIA MICHAEL E      DATE: 07/31/91      TIME: 08:34  
Back from vacation. M Riley has not tested yet. Will get program & try to reproduce.

ASSIGNED: WONG TAK LAM      DATE: 07/25/91      TIME: 21:10  
Sample program & the PTR print file WO to Mike Riley on 7/24/91. Request for problem verification.

ASSIGNED: WONG TAK LAM      DATE: 07/18/91      TIME: 03:26  
Wang Office sent to Mike Riley to ask for testing status.

ASSIGNED: BAHIA MICHAEL E      DATE: 07/12/91      TIME: 15:28  
Mike Riley does have the program and I have already asked him to look at it. It is best to contact him through Wang Office while I am gone.

ASSIGNED: OKADA MARIKO      DATE: 07/11/91      TIME: 19:28  
To Michael:  
Could you pl. forward the program to Mike Riley?  
Regards.  
Mariko

ASSIGNED: BAHIA MICHAEL E      DATE: 07/11/91      TIME: 15:32  
Program received on Wang Office. Unsure if will be able to get to by tomorrow. Will be on vacation from July 13 thru the 27th. If this issue needs attention before then send Wang Office to Mike Riley.

ASSIGNED: WONG TAK LAM      DATE: 07/10/91      TIME: 19:28  
The sample program from Japan has been sent to Michael Bahia via WO today.

ASSIGNED: OKADA MARIKO      DATE: 07/10/91      TIME: 19:19  
To Michael (Home Office):  
I've sent the program to you via Wang Office on 06/27 but it's not delivered to you. Japan is having directory problem in these days.  
To Peter (Hong Kong):  
Could you forward the program which I've c.c. to you on 06/27 to Michael?



XAO291S  
00.00.00

W A N G L A B O R A T O R I E S I N C .  
PROBLEM TRACKING AND REPORTING  
CUSTOMER COMPLETE DETAIL REPORT  
P R O B L E M D E T A I L  
CUSTOMER PROBLEM NUMBER C900005238

PAGE: 9  
24 DEC 1991  
10:08:00

---

ASSIGNED: OKADA MARIKO DATE: 07/10/91 TIME: 19:19  
Since WI000207 (ACC for Japan) is having Wang Office directory problem, I can not send Michael any mail via Wang Office at this moment.  
Regards.  
Mariko

ASSIGNED: BAHIA MICHAEL E DATE: 07/10/91 TIME: 17:29  
Update acknowledged. Please send software for problem duplication with instructions as needed: My address is:  
WANG, 1 Industrial Ave  
Lowell, MA 01851  
Attention: Mike Bahia  
M/S 014-A3A

ASSIGNED: OKADA MARIKO DATE: 07/09/91 TIME: 19:15  
To Michael:  
1.1S did not work for this problem unfortunately.  
Regards.  
Mariko

ASSIGNED: BAHIA MICHAEL E DATE: 07/09/91 TIME: 16:29  
I have not received the software. Please test against Maintenance Rel 1.1s. I have vacation from 7/15 until 7/29 so please try to test out & provide feedback this week.

ASSIGNED: BAHIA MICHAEL E DATE: 06/27/91 TIME: 07:52  
Update acknowledged. Will be looking for it.

ASSIGNED: OKADA MARIKO DATE: 06/26/91 TIME: 19:17  
To Michael  
I've received the dup program from the vendor. Will send it to you via Wang Office. Pl. use COPY2200 to copy it.  
Regards.  
Mariko

ASSIGNED: BAHIA MICHAEL E DATE: 06/26/91 TIME: 09:44  
Please hurry. The Taiwan R&D Engineers are here now and have already fixed the other Katakana bug reported in PTR C9/4686. If we can get the program quickly & reproduce the problem, we should be able to get the fix done quickly. At this time the Taiwan R&D people are planning to fly home on July 5th. Please let me know when & how sent.

ASSIGNED: WONG TAK LAM DATE: 06/25/91 TIME: 20:40  
To Japan: Mariko, have you sent out the sample program to H.O. yet ?

ASSIGNED: BAHIA MICHAEL E DATE: 06/20/91 TIME: 08:34

---

XA0291S  
00.00.00

W A N G L A B O R A T O R I E S I N C .  
PROBLEM TRACKING AND REPORTING  
CUSTOMER COMPLETE DETAIL REPORT  
P R O B L E M D E T A I L  
CUSTOMER PROBLEM NUMBER C900005238

PAGE: 10  
24 DEC 1991  
10:08:00

---

ASSIGNED: BAHIA MICHAEL E            DATE: 06/20/91    TIME: 08:34  
Update acknowledged.

ASSIGNED: OKADA MARIKO            DATE: 06/19/91    TIME: 20:44  
To Michael  
I'll prepare the sample program and send it to you.  
Regards.  
Mariko

ASSIGNED: BAHIA MICHAEL E            DATE: 06/14/91    TIME: 15:14  
Cannot duplicate problem yet because cannot identify some of the Katakana characters used. Next week some of our R&D group will be in Lowell to work on these bugs and some new products being developed. They too are not familiar with Katakana. We need the program you supplied simplified or a disk sent to us with the program on it to reproduce. If you simplify the program we will need you to clearly identify the Katakana characters used so we can reproduce the problem. The best solution would be to send a simplified version of the program to us on a 2200 floppy. If we can get this while R&D is still here we can probably fix the problem quickly.

ASSIGNED: OKADA MARIKO            DATE: 06/12/91    TIME: 23:14  
To Michael:  
The first page (BEFORE RENUMBER), line 1520, 1540 & 1560 after REM statements are KATAKANA comment. Haven't specified which character is causing this problem yet.  
Thanks.  
Mariko

ASSIGNED: BAHIA MICHAEL E            DATE: 06/12/91    TIME: 13:41  
Received your FAX on the program listing. Can see the problem but having trouble with some of the Katakana characters. On your FAX there are some Katakana characters written above "Before Renumber" on 1st page & above "after Renumber" on the 2nd page. Are those Katakana characters from 1 of the lines in the program? If so, what line? If not, what is the significance of those characters? Have you tried further simplifying the program to see if it still occurs. In process of trying to obtain Katakana programs for problem duplication.

ASSIGNED: WONG TAK LAM            DATE: 06/10/91    TIME: 19:46  
To H.O.: The sample source program listings before & after renumbering, has been sent to Michael Bahia via WO today. Regards.

ASSIGNED: BAHIA MICHAEL E            DATE: 06/06/91    TIME: 08:07  
No, I meant a 2nd completely different CPU. If this problem is tied to the REM problem from C9/4686 it may not be necessary to try 2nd CPU. Do need to know all characters which when put in the REM statement cause a problem to

XA0291S  
00.00.00

W A N G L A B O R A T O R I E S I N C .  
PROBLEM TRACKING AND REPORTING  
CUSTOMER COMPLETE DETAIL REPORT  
P R O B L E M D E T A I L  
CUSTOMER PROBLEM NUMBER C900005238

PAGE: 11  
24 DEC 1991  
10:08:00

ASSIGNED: BAHIA MICHAEL E      DATE: 06/06/91      TIME: 08:07  
insure all get fixed. Have keyboard layout to look at which I could FAX you  
& you could then circle all characters & send back by FAX if that is easier.  
My FAX # is 508-967-3213.

ASSIGNED: WONG TAK LAM      DATE: 06/06/91      TIME: 04:29  
To H.O.: Please advice your FAX# so that I can FAX over the sample program to  
you. Regards.

ASSIGNED: OKADA MARIKO      DATE: 06/05/91      TIME: 19:01  
To Mike:  
Would like to verify that you mean 2nd CPU is configuring the CPU # as '2'?  
The problem seems like occuring when there's REM statements with KATAKANA  
before or after "GOTO" or "GOSUB" statements.  
regards.  
Mariko

ASSIGNED: BAHIA MICHAEL E      DATE: 06/05/91      TIME: 16:35  
Has this problem been verified on a 2nd CPU and workstation as this problem  
should have nothing to do with the workstation? Please test on a 2nd system.  
Does this problem occur on every program RENUMBERED? Please try a simple 2  
3 line program with a GOTO and test. If there is a problem most likely  
there is a particular line in the program causing it. Need to have that  
information.

ASSIGNED: OKADA MARIKO      DATE: 06/03/91      TIME: 20:30  
To H.O.:  
2436 KATAKANA W/S is used. They do not have 2536DW.  
Regards.  
Mariko

ASSIGNED: BAHIA MICHAEL E      DATE: 06/03/91      TIME: 16:31  
Can this problem be duplicated with the 2536DW workstation? What is the  
model # of the workstation being used?

ASSIGNED: WONG TAK LAM      DATE: 06/03/91      TIME: 00:10  
To H.O.: This problem can be duplicated within Katakana W/S. The sample BASIC  
program can be sent over for duplication. Please advice.

ASSIGNED: OKADA MARIKO      DATE: 06/02/91      TIME: 22:28  
To: Peter  
The dup. procedure is as follows:  
1. write BASIC program with GOTO or GOSUB commands on KATAKANA w/s  
2. renumber that program  
3. check the branch address of GOTO or GOSUB statements  
4. the branch address is incorrect

XA0291S  
00.00.00

W A N G L A B O R A T O R I E S I N C .  
PROBLEM TRACKING AND REPORTING  
CUSTOMER COMPLETE DETAIL REPORT  
P R O B L E M D E T A I L  
CUSTOMER PROBLEM NUMBER C900005238

PAGE: 12  
24 DEC 1991  
10:08:00

---

ASSIGNED: OKADA MARIKO                      DATE: 06/02/91    TIME: 22:28

The above steps are the dup proc. But it would be easier to send you the  
src print out because they are only 2 pages.

Regards.  
Mariko

ASSIGNED: WONG TAK LAM                      DATE: 06/02/91    TIME: 22:08

To Japan: Besides sending the source listing, please give a detail step by  
step problem duplication procedure.

ASSIGNED: YEUNG ADA                         DATE: 06/02/91    TIME: 21:09

To: CSO/Japan, PTR is accepted in ASC at Jun 3, 91. Analyst assigned is  
Peter Wong.

ASSIGNED: OKADA MARIKO                      DATE: 05/30/91    TIME: 23:17

See the summary

XAO291S  
00.00.00

WANG LABORATORIES INC.  
PROBLEM TRACKING AND REPORTING  
CUSTOMER COMPLETE DETAIL REPORT  
HEADER INFO  
CUSTOMER PROBLEM NUMBER C410007998

PAGE: 1  
25 NOV 1991  
09:48:49

---

PROBLEM NUMBER: C410007998      CUST NAME: WINTERS PERFORMANCE PRODUCTS  
PRIORITY P1      CUST NUMBER: 00 00000647891

PROBLEM TYPE: ALRT      CUST CONTACT: JODY WINTER  
LINK TO PROB NO: NOT LINKED      CUST CONT PHONE: -717-764-9844  
CUST ADDRESS 1: 2819 CARLISLE AVENUE  
CUST ADDRESS 2:  
CUST ADDRESS 3:

SYSTEM MODEL NO: 2200-CS-386      CUST CITY: YORK  
GEN SYST MODEL: 2200 CS 386 CPU      CUST ST/PROV: PA  
O. S. VERSION: 1 10      CUST ZIP: 17404-0000      CUST RDB: 3423  
HW MODEL NUMBER: 2200-CS-386      CUST COUNTRY:  
SW MODEL NUMBER:  
SW VERSION:

PART NUMBER:      RDB ASSIGNED: 8760  
PART NUM REV:      PERSON ASSIGNED: BAHIA MICHAEL E  
SERIAL NUMBER: Y25379      ORIG NAME: SMITH JOHN W  
ORIG EMPL NO: 00-22003  
ORIG PHONE: 00-215-354-9013  
ORIG RDB: 3423

CALL TRKG DATE: 00/00/00 00:00      NETWORKED: N  
CALL TRKG NO:      RES DEPLOYED:

ORG ACT/SYM/ACN:      DATE ENTER PTR: 11/05/91  
STATUS DATE: 11/05/91      DATE TO R&D: 019911106  
STATUS CODE: H O 637      WKDAYS IN R&D: 11.84  
STATUS ABBREV: REPEAT PRB      TOT WKDAYS OPEN: 12.41  
STATUS DESC: REPEAT PROBLEM

PROBLEM SUMMARY :SMITH JOHN W      DATE: 11/05/91      TIME: 16:27  
Problems started when system was installed. System came in with a bad floppy  
a tape drive that broke tapes and a fan wired backwards. Now we are getting  
syntax errors mostly S 16's and date corruption. We have replaced all PCB's  
except the mother board. Still having the same problem although it did run fo  
r a week until it failed. Would like phone support as soon a possible

RESOLUTION TEXT :BAHIA MICHAEL E      DATE: 11/25/91      TIME: 09:19  
S16 apparently caused by O/S bug. Resolved with installation of Maintenance  
Release 1.1y.

---

ASSIGNED: BAHIA MICHAEL E DATE: 11/25/91 TIME: 09:24  
Returning to originating RDB for closing. Problem has not reoccurred since loading Maint Rel 1.1y.

ASSIGNED: GEYER RONALD R DATE: 11/22/91 TIME: 19:32  
Mike, sorry for the delay in the update. As you can see everything seems to be okay. Please de-escalate call for closure and thanks for your help.

ASSIGNED: SMITH JOHN W DATE: 11/22/91 TIME: 16:28  
After installing new oper. system system has ran fine since friday nov 15th  
At this time we feel problem is fixed

ASSIGNED: GEYER RONALD R DATE: 11/22/91 TIME: 15:05  
Message sent to Branch to update call with status.

ASSIGNED: BAHIA MICHAEL E DATE: 11/22/91 TIME: 13:25  
Please update call. Was new software loaded? Test results?

ASSIGNED: BAHIA MICHAEL E DATE: 11/13/91 TIME: 08:49  
Sounds good. Will be looking for your update Friday or Monday on the results

ASSIGNED: SMITH JOHN W DATE: 11/12/91 TIME: 15:21  
CE (Tom McCoy) received OS and loaded it. He reformatted the platters before Loading the OS. Ran Diags. over weekend and no problems. Software is going to be loaded Friday by Software vendor.

ASSIGNED: BAHIA MICHAEL E DATE: 11/11/91 TIME: 11:10  
Update acknowledged. Please get back to me as soon as possible with any problems.

ASSIGNED: GEYER RONALD R DATE: 11/08/91 TIME: 15:50  
Software rcvd in branch. Currently scheduling time on site to install and test.

ASSIGNED: BAHIA MICHAEL E DATE: 11/06/91 TIME: 11:52  
The CE, Tom McCoy called me this AM. The problem is most likely an O/S bug. This is on the assumption the failure S16 occurs with a specific program or set of circumstances. Many programs should run fine. Will be sending Maint Rel 1.1y of the O/S by Federal Express today to the Camp Hill office. CE must make a copy of the O/S for himself and order the on-line diagnostics for proper testing. He has the part number. With the new O/S loaded the CE should run on-line diagnostics to properly test the CPU. If tests pass, should try duplicating problem that caused S16, but do it with a backup of the customers software to prevent causing any software problems.

ASSIGNED: GEYER RONALD R DATE: 11/05/91 TIME: 20:28  
Request branch contact Phila. Branch. I believe SCE D. Kelch was trained on this product. He may be able to assist. I will also forward PTR to RDB 8760 in H.O. and see if they can assist.

PROBLEM NUMBER: C900005045      CUST NAME: HUTCHISON PAGING LTD  
 PRIORITY: P1      CUST NUMBER: HH 00000001370

PROBLEM TYPE: ESC      CUST CONTACT: VICTOR LAU  
 LINK TO PROB NO: NOT LINKED      CUST CONT PHONE: 88-047-26 -  
    CUST ADDRESS 1:  
    CUST ADDRESS 2:  
 SYSTEM MODEL NO: CS/386-10N      CUST ADDRESS 3:  
 GEN SYST MODEL: 2200 CS 386 CPU      CUST CITY:  
 O. S. VERSION: 01 1C      CUST ST/PROV:  
 HW MODEL NUMBER: DS      CUST ZIP: -      CUST RDB: H9906  
 SW MODEL NUMBER: OS      CUST COUNTRY:  
 SW VERSION: 01 1C

RDB ASSIGNED: H9906  
 PERSON ASSIGNED:  
 PART NUMBER:      ORIG NAME: LAU VICTOR  
 PART NUM REV:      ORIG EMPL NO: HH-99123  
 SERIAL NUMBER:      ORIG PHONE: - - -  
    ORIG RDB: H9906

CALL TRKG DATE: 00/00/00 00:00      NETWORKED: N  
 CALL TRKG NO:      RES DEPLOYED:

OF ACT/SYM/ACN:      DATE ENTER PTR: 04/25/91  
 STATUS DATE: 10/22/91      DATE TO R&D: C00000000  
 STATUS CODE: S C 180      WKDAYS IN R&D: 0.00  
 STATUS ABBREV: ENVIRONMNT      TOT WKDAYS OPEN: 0.00  
 STATUS DESC: ENVIRONMENTAL FACTORS

PROBLEM SUMMARY :CHUI SIMON      DATE: 04/25/91      TIME: 04:20  
 PROB: 2 out of 3 CS386-10N CPU ( CPU2 and CPU3 ) run the same program were comparatively much slower than CPU1. ( Config refer to PTR C900005029 update ). The programe as follows:  
 10 FOR I= 1 to 50 : \$BREAK 20 : NEXT I  
 CPU 1 take 10 sec to execute  
 CPU2 & CPU3 take 1 min 10sec to execute. ie 7 times slower.  
 However if CPU2 or CPU3 boot with simple config (ie genned with 16 part but not running user program) insteads of user config, the CPU2 or 3 run with the same speed of CPU1. But the trouble config running on CPU1 do not slow down the executing speed of CPU1.  
 If the CPU2 boot with simple config and only one terminal user and CPU3 with the user configure and usage loading, then CPU3 will slower than CPU2 by 30 times.  
 H/W : CS386-10N x3, DS (112M+112M & R3 PROM), 2275MUX x2, 22C80 x4

S/W: CS386 OS 1.1C

RESOLUTION TEXT :LAU VICTOR      DATE: 10/22/91      TIME: 01:25  
 Refer to status update. No problem found.

RECYD WANG OFFICE FROM SIMON CHUI. PERFORMANCE DIFFERENCES WERE DUE TO PROGRAMS RUNNING IN BACKGROUND AT TIME. BY VARYING \$BREAK TIMES IN BACKGROUND PROGRAMS RUNNING IN FOREGROUND ARE AFFECTED. THIS WAS PROVED BY CHANGING THE \$BREAK IN BACKGROUND + TIMING FOREGROUND PROGRAM.

---

ASSIGNED: BAHIA MICHAEL E DATE: 10/21/91 TIME: 13:44

Are you indicating that the reason the same job would take longer with 1 system than another was because of background jobs that were running at the time? Just want to be clear on the resolution.

ASSIGNED: CHUI SIMON DATE: 10/15/91 TIME: 04:54

Customer modified and tested with different value in \$BREAK statement for background job and observed that it would affect \$BREAK performance in the foreground. They have accepted this will affect the foreground timing and agreed to close this call.

ASSIGNED: BAHIA MICHAEL E DATE: 08/15/91 TIME: 10:31

Sending to back to field to monitor as requested.

ASSIGNED: CHUI SIMON DATE: 08/08/91 TIME: 22:08

Michael, Pls transfer the call back to the field as this issue will not be tested for time being until the fix in C9-5029. Will keep you posted if there is any problem after verification.

ASSIGNED: BAHIA MICHAEL E DATE: 08/07/91 TIME: 13:34

Customer running on 1.1Q due to hang problems with 1.1t. See PTR C9/5029.

ASSIGNED: BAHIA MICHAEL E DATE: 07/11/91 TIME: 17:54

Has customer been upgraded to 1.1s. If so when? On vacation for 2 weeks starting July 13th. Is there any further status on this specific problem?

ASSIGNED: BAHIA MICHAEL E DATE: 06/12/91 TIME: 18:02

According to Wang Offices received from Taiwan this problem will be retested for once system problems have been stabilized. Cust running in original multi-CPU set-up with maint rel 1.1Q since 6/11, 10 AM w/out error.

ASSIGNED: BAHIA MICHAEL E DATE: 05/30/91 TIME: 13:10

Has time been scheduled to rerun the tests indicated in this call which showed performance differences between CPU1 & the other 2 CPUs. This problems need to be isolated so it can be determined if corrective action is needed.

ASSIGNED: BAHIA MICHAEL E DATE: 05/17/91 TIME: 11:42

First update the the 28C to the latest correct e-revs, 210-7224 e-rev 2 and the 210-7223 e-rev 5. Mark all boards to identify original location.

1. As CPU2 & CPU3 are idle, run the tests that were used previously to check that performance is the same. You may want to bring a 2275 Disk unit on site so that accurate results can be determined. If there are any differences between CPU2 & CPU3 do the following to isolate.

1. Reboot both systems off the same O/S with the exact same GENPART. Disconnect all I/O terminal controllers other than the ones your using to insure no one else is using the CPU. If the disk drive is shared with working users



ASSIGNED: BAHIA MICHAEL E DATE: 05/17/91 TIME: 11:42

accurate results will not be possible.

2. If results are different remove all boards that are not in use for the test 1 at a time retesting after each removal.
  3. Once down to the minimal card set, swap boards between CPU's 1 at a time until problem is moved. Get another board of the same type to identify which board is abnormal.
- Repeat 1-3 using CPU 1 & either 2 or 3 until problem is identified & fixed.

ASSIGNED: BAHIA MICHAEL E DATE: 05/14/91 TIME: 18:01

Latest release of O/S may help on this problem as addresses a problem related to \$BREAK and running a TC protocol. However please read previous update & respond. Need to know if properly understand your update & as stated would like you to try another latest e-rev 2228C or B.

ASSIGNED: BAHIA MICHAEL E DATE: 05/10/91 TIME: 19:14

Unclear where things stand right now. Initially CPU1 ran fast with any configuration or programs, CPU 2&3 with users programs running. Now the last update seems to indicate the problems with CPU2 & CPU3 were corrected by the new O/S. Is this correct?

Also by replacing the 28C with a 28B & changing the O/S, CPU 1 has greatly slowed down. Is this correct?

yes test with the 2228B removed, & if that corrects the problem get another 2228C. The 7223 should be e-rev 5, the 7224 e-rev 2. If I understand properly it appears the O/S resolved the problem but the 2228B installed is either bad or for some reason slowing things down. If the new 28C causes similar problems try it in the other CPU's.

ASSIGNED: LAU VICTOR DATE: 05/10/91 TIME: 01:27

Upgrade OS to pre-release 1.2 on 8/5, re-run the test program on CPU1,2,3  
10 FOR I= 1 TO 50: \$BREAK 20: NEXT I.

CPU2 and CPU3 with user normal config. CPU1 has two more WS this time & 2228C replaced by 2228B.

Testing result as follow:

CPU #	Time to execute last time	Time to execute this time	Faster/slower
CPU1	5.7 sec	21 sec	3.7 time slower
CPU2	38.0 sec	6 sec	6.3 time faster
CPU3	38.0 sec	6 sec	6.3 time faster.

Also found the following, running program as follows:

```
10 DIM A$(16)16
20 FOR I=0 TO 10000: DATALOAD BA/D25, (I,L)A$(): NEXT I
```

CPU1 very seldom can trace the disk access by which partition by the LISTDT command. But the same program run on CPU2 or CPU3 can be trace by ( continue LISTDT command loop. But for OS 1.1C, nearly every access can be traced by LISTDT command loop. User are afraid of in case any hang, he can't found

XA0291S  
00.00.00

W A N G L A B O R A T O R I E S I N C .  
P R O B L E M T R A C K I N G A N D R E P O R T I N G  
C U S T O M E R C O M P L E T E D E T A I L R E P O R T  
P R O B L E M D E T A I L  
C U S T O M E R P R O B L E M N U M B E R C 9 0 0 0 0 5 0 4 5

PAGE: 7  
23 OCT 1991  
14:40:30

---

ASSIGNED: LAU VICTOR                      DATE: 05/10/91      TIME: 01:27  
out the hanging partition to RESET the hang.  
Pls advie.

ASSIGNED: CHUI SIMON                      DATE: 04/26/91      TIME: 02:02  
Initial escalate to H.O. for advice.

ASSIGNED: CHUI SIMON                      DATE: 04/25/91      TIME: 04:31  
To HKCSO: Call ack'd. Will investigate.

ASSIGNED: YEUNG ADA                      DATE: 04/25/91      TIME: 03:51  
To: CSO/HK, PTR is accepted in ASC at APRIL 25, 91.

ASSIGNED: LAU VICTOR                      DATE: 04/25/91      TIME: 03:30  
CPU2 cpu board was replaced with one with 2M memory, same problem.  
Haven't isolate what cause the CPU slow speed response.  
It is suspected the slow executing time to release the hogged disk that  
cause the hanging disk problem in PTR C900005009 call.                      e

ASSIGNED: LAU VICTOR                      DATE: 04/25/91      TIME: 02:45  
Solid

PROBLEM NUMBER: P900005724      NUMBER OF RELATED  
PRIORITY: P2                      CUSTOMER PROBLEMS: 1  
PROBLEM TYPE: ESC                 PRODUCT PROBLEMS: 0  
PRE-RELEASE PROB:                 LINKED TO PROBLEM:

SYSTEM MODEL NO: CS/386-10D      ORIGINATOR NAME: TOOTH NEIL  
GEN SYST MODEL: 2200 CS 386 CPU    ORIG EMPLOYEE NO: A1-50132  
O.S. VERSION: 01 10                ORIGINATOR PHONE: - - -  
HW MODEL NUMBER: CS/386-10D      ORIGINATOR RDB: A6568  
SW MODEL NUMBER: CS/386-10D  
SW VERSION: 01 10

PART NUMBER:                        RDB ASSIGNED: 8760  
PART NUM REV:                        PERSON ASSIGNED: BAHIA MICHAEL E

STATUS DATE: 09/15/91 23:42      DATE ENTER PTR: 09/15/91  
STATUS CODE: S O 495                DATE TO R&D: 019910926  
STATUS ABBREV: NEW PROBLM          WKDYS IN R&D: 4.78  
STATUS CLOSE LVL: ALL                TOT WKDYS OPEN: 12.21  
STATUS DESC : NEW PROBLEM

PROBLEM SUMMARY :TOOTH NEIL      DATE: 09/15/91      TIME: 23:42  
We have a software house that uses a pseudo device to lock other users out of doing a specific function. (instead of locking the disk). These devices are typically OEA, OEB, -----, OEF. Under the CS/386 if the universal partition does a \$OPEN on these devices, the system hangs. These devices are used to speed up processing as they don't lock the disk. This works on other 2200 systems. See how to dup.

RESOLUTION TEXT :BAHIA MICHAEL E    DATE: 10/03/91      TIME: 14:55  
SC595. Inability to hog phantom addresses such as /OEA resolved in Maintenance Release 1.1t. Close call per field.

XAO290S  
00.00.00

WANG LABORATORIES INC.  
PROBLEM TRACKING AND REPORTING  
PRODUCT COMPLETE DETAIL REPORT  
PROBLEM DETAIL  
PRODUCT PROBLEM NUMBER P900005724

PAGE: 4  
03 OCT 1991  
14:55:24

---

ASSIGNED: TOOTH NEIL                   DATE: 10/02/91   TIME: 18:25  
O/S l.lt has fixed the problem. Send the call back & I Will close it.

ASSIGNED: BAHIA MICHAEL E           DATE: 10/02/91   TIME: 17:50  
Received Wang Office from Neil. Failure to boot was caused by a change to @BOOT made by field. Change has been corrected & O/S seems to resolve prob. Can we close call?

ASSIGNED: TOOTH NEIL                   DATE: 09/29/91   TIME: 19:16  
It does look like it fixes the problem but the copy out of wang office does not boot up off the @@ file. Have Mike sending me a hard copy. As there may be some corruption in the W/O copy.

ASSIGNED: BAHIA MICHAEL E           DATE: 09/27/91   TIME: 10:17  
Field has received O/S but file @@ appears damaged. Resent O/S via Wang Office & will be sending out hard copy today.

ASSIGNED: TOOTH NEIL                   DATE: 09/26/91   TIME: 21:21  
Have received S/W will see if I can get off the system to test

ASSIGNED: BAHIA MICHAEL E           DATE: 09/26/91   TIME: 09:50  
Have duplicated your problem and it is fixed on the our latest maintenance release, l.lt. Will send you a copy of l.lt immediately via Wang Office. Use COPY2200 to create on archiver. If you have a problem getting it off the system please update PTR with mailing address & I will mail it out.

ASSIGNED: TOOTH NEIL                   DATE: 09/15/91   TIME: 23:43  
THE PTR PROBLEM C900005723 WAS COPIED TO PTR PROBLEM P900005724  
ON 09/16/91 @ 14:42 BY PTR USER: TOOTH NEIL

ASSIGNED: TOOTH NEIL                   DATE: 09/15/91   TIME: 23:42  
Config the folowing device on the system OEA. but do not phisicaly attach it. Run \$OPEN /OEA against it the system will hang. Run \$OPEN /330 a valid device phisicaly attached system not hang.

SELECTION CRITERIA

```

-----
R NUMBER -          START: C800014992          END: C800014992
PRIORITY:           ALL
PROBLEM TYPE:      ALL
RDB -              ASSIGN RDB: ALL          CUST RDB: ALL          ORIG RDB: ALL
HW/SW INDICATOR:   ALL
STATUS TYPE:       O
STATUS CODE:       ALL
-----

```

```

PROBLEM NUMBER: C800014992    CUST NAME:      ARNE JOHANSSON KONFEKTYR AB
PRIORITY        P2           CUST NUMBER:    S1 00001150007
                                CUST RDB:         S2400

```

```

PROBLEM TYPE:     ESC          CUST CONTACT:   ANNA HAAK
PRODUCT PROB NO: NOT LINKED   CUST CONT PHONE: 04-981-111-1
                                CUST ADDRESS 1:  SKARPHJLLSGATAN 9
                                CUST ADDRESS 2:
                                CUST ADDRESS 3:

```

```

SYSTEM MODEL NO:   CUST CITY:      VISBY
GEN SYST MODEL:   CPU           CUST ST/PROV:
O. S. VERSION:    01 20         CUST ZIP:       62141-
HW MODEL NUMBER:  CS386         CUST COUNTRY:

```

```

SW MODEL NUMBER:  OS           RDB ASSIGNED:   8760
SW VERSION:       01 20       PERSON ASSIGNED: BAHIA MICHAEL E
PART NUMBER:      ORIGIN NAME:  SAGNER TORBJORN
PART NUM REV:     ORIGIN PHONE:  - - -

```

```

CALL TRKG DATE:   00/00/00     NETWORKED:      N
CALL TRKG NO:
ORG ACT/SYM/ACN:  DATE ENTER PTR: 06/27/91
STATUS DATE:      06/27/91     DATE TO R&D:   07/29/91
STATUS CODE:      S O 495      WKDYS IN R&D:   36.14
STATUS ABBREV:    NEW PROBLM    TOT WKDYS OPEN: 59.05

```

PROBLEM SUMMARY :SAGNER TORBJORN DATE: 06/27/91 TIME: 09:40  
Intermittent A01 error when try to load and execute program down loaded  
at CPU-Ramdisk.  
Customer use the remaining part of cpumem as ramdisk. They load the ramdisk  
with the most frquent used programs during IPL (start seqense).  
They do so to speed up the menue shift and program load.  
Customer has 25 CS386 cpu's spred all over sweden running the same  
sw, and we have seen the problem on all locations more or less frequent:  
After that we upgrade the os from 1.17 to 1.20 has the acount of errors  
reported to me redused.  
All HW are changed and the problem did NOT occured on a VLSI cpu.

ASSIGNED: BAHIA MICHAEL E DATE: 09/18/91 TIME: 17:14  
Sending call back to field as agreed. No problems since upgrading to Maint  
Rel 1.1t.

ASSIGNED: SAGNER TORBJORN DATE: 09/17/91 TIME: 05:13  
Customer has now run the system without problems for three weeks!

SELECTION CRITERIA

-----  
PTR NUMBER - START: C800014992 END: C800014992  
PRIORITY: ALL  
PROBLEM TYPE: ALL  
RDB - ASSIGN RDB: ALL CUST RDB: ALL ORIG RDB: ALL  
HW/SW INDICATOR: ALL  
STATUS TYPE: 0  
STATUS CODE: ALL  
-----

PROBLEM NUMBER: C800014992 CUST NAME: ARNE JOHANSSON KONFEKTYR AB  
PRIORITY P2 CUST NUMBER: S1 00001150007  
CUST RDB: S2400

I think we can close the problem now, so please resend call.  
Thanks for all help

ASSIGNED: BAHIA MICHAEL E DATE: 09/13/91 TIME: 08:47  
Customer still running without problems?

ASSIGNED: BAHIA MICHAEL E DATE: 08/28/91 TIME: 11:01  
Update acknowledged.

ASSIGNED: SAGNER TORBJORN DATE: 08/27/91 TIME: 08:49  
We installed new os (1.1t) last Friday since then no problems has been reported, but the system has run ok for two weeks before, so let us monitor this for some weeks before closure.

ASSIGNED: BAHIA MICHAEL E DATE: 08/22/91 TIME: 08:44  
Anything new here? Have we been able to isolate the problem any further?

ASSIGNED: BAHIA MICHAEL E DATE: 08/15/91 TIME: 10:20  
Although this customer is not running KFAM, beware of the possibility of this customer having a program that does something similar where it may create a data file or make some type of calculation based upon partition size. From the intermittent nature of the problem this does not appear to be the case but it doesn't hurt to be aware of the possibility.

The KFAM change was included in a list of changes for the CS/386 written by Tyler which you may already have. Anyway in the program "SORT.402A" change line 4590  
from 4590 M1=INT(M\*1024)-698  
to 4590 M1=INT(MIN(M,64)\*1024)-698

ASSIGNED: SAGNER TORBJORN DATE: 08/15/91 TIME: 05:14  
Confirmation from customer that they DON'T use KFAM routines in the certain programs. However we have other customer running on a 386 and use KFAM so please send the KFAM change.  
Configuration: Upgraded MicroVP to 386 2mb, DS-64 with 360 floppy and 45mb tape streamer, two MXE's, 7 terminals, two system printers.  
The new OS 1.1t is not yet installed, we plan to do that next week.

ASSIGNED: SAGNER TORBJORN DATE: 08/13/91 TIME: 10:35  
To Mike: Forget my office query about the release number, our OS 1.2 must be some of the mislabeled. We will try to install rev. 1.1t asap and i will

SELECTION CRITERIA

-----  
PROBLEM NUMBER -     START: C800014992                             END: C800014992  
PRIORITY:             ALL  
PROBLEM TYPE:         ALL  
RDB -                 ASSIGN RDB: ALL             CUST RDB: ALL             ORIG RDB: ALL  
HW/SW INDICATOR:     ALL  
STATUS TYPE:          0  
STATUS CODE:          ALL  
-----

PROBLEM NUMBER: C800014992     CUST NAME:             ARNE JOHANSSON KONFEKTYR AB  
PRIORITY         P2             CUST NUMBER:            S1 00001150007  
                                  CUST RDB:                S2400

try to get a configuration. The programs how are loaded into RAMdisk are menu programs ( most frequent used menus). I dont't think they use any KFAM routines but i will check. I have been unable to duplicate the problem, it happens most intermittent, and NOT when try to load a specific menu(program).

ASSIGNED: BAHIA MICHAEL E     DATE: 07/31/91     TIME: 09:17  
Have noted your comment on no one to fill in for Torbjorn. At any rate the problem may be that some of the changes made to the different releases of the Operating System may require additional memory overhead. It may be that the overhead used by the newer O/S was more than before resulting in A01 errors running certain programs. We also ran into a related problem recently where user increased a partition size to compensate for the additional overhead taken by the system. However, with a particular KFAM program an array is created based on partition size. Because of the size of the partition the array exceeded the maximum size allowed and an error occurred. This problem could be corrected by limiting the size of the array with a change in the program or by making the partition smaller. I have the KFAM change if needed. No matter, this should give Torbjorn some things to consider when he gets back.

ASSIGNED: BAHIA MICHAEL E     DATE: 07/31/91     TIME: 09:00  
Update acknowledged. The problem indicated is a fairly common procedure, loading programs from CPU RAMDisk. Most likely there is either something unique to this system in the programs or configuration being used which we will need to identify or the problem may not be what it seems.

ASSIGNED: BOHMAN CONNY         DATE: 07/30/91     TIME: 05:44  
Mike, Torbjorn is the only person who knows about this, he is right now on holiday. Torbjorn will follow this up when he is back the 12 August.

ASSIGNED: BAHIA MICHAEL E     DATE: 07/29/91     TIME: 11:59  
CS/386 Rel 1.2 has not been released yet. The latest Maint Rel is 1.1t. There have been a few releases labeled 1.2 which should not have been sent out, but 1.1t is newer. Have not heard of this problem. Have you been able to duplicate this problem? Having trouble duplicating. Please provide configuration. What programs has the problem occurred with. Tested with 1.1t briefly and no problem. Will send copy of 1.1t by Wang Office.

ASSIGNED: HAWES NEIL           DATE: 07/18/91     TIME: 04:50

XAO291S  
00.00.00

WANG LABORATORIES INC.  
PROBLEM TRACKING AND REPORTING  
CUSTOMER COMPLETE DETAIL REPORT  
HEADER INFO  
CUSTOMER PROBLEM NUMBER C410003375

PAGE: 1  
16 SEP 1991  
11:15:02

PROBLEM NUMBER: C410003375 CUST NAME: RUMFORD AQUARIUM INC  
PRIORITY P2 CUST NUMBER: 00 00002813731  
PROBLEM TYPE: ESC CUST CONTACT: BOB PICKETT  
LINK TO PROB NO: NOT LINKED CUST CONT PHONE: -401-273-5900  
CUST ADDRESS 1: 862 WATERMAN AVE  
CUST ADDRESS 2:  
CUST ADDRESS 3:  
SYSTEM MODEL NO: CS-~~76386~~ CUST CITY: EAST PROVIDENCE  
GEN SYST MODEL: 2200 CS CPU CUST ST/PROV: RI  
O. S. VERSION: 01 1A CUST ZIP: 02914-0000 CUST RDB: 3113  
HW MODEL NUMBER: CS-10 CUST COUNTRY:  
SW MODEL NUMBER: OS  
SW VERSION: 01 1A  
RDB ASSIGNED: 8760  
PERSON ASSIGNED: BAHIA MICHAEL E  
PART NUMBER: ORIG NAME: FORBES JOHN F  
PART NUM REV: ORIG EMPL NO: 00-03549  
SERIAL NUMBER: ORIG PHONE: - - -  
ORIG RDB: 3120  
CALL TRKG DATE: 00/00/00 00:00 NETWORKED: N  
TRKG NO: RES DEPLOYED:  
ORG ACT/SYM/ACN: DATE ENTER PTR: 02/12/90  
STATUS DATE: 04/17/91 DATE TO R&D: 019900214  
STATUS CODE: S O 331 WKDAYS IN R&D: 323.13  
STATUS ABBREV: INVESTIGAT TOT WKDAYS OPEN: 414.83  
STATUS DESC: INVESTIGATING

PROBLEM SUMMARY :FORBES JOHN F DATE: 02/12/90 TIME: 10:12  
Config. is as follows. CS with 2 PM-017's on single controller, 2 2235's on dual controllers (disk/prt), 3 MUXE's and a DS cabinet. The problem is that intermittantly the PM-017's will add a 'E' to printouts. It may take 2 or 3 days for problem to occur. The following H/W has been replaced, pwr supply, motherbd, CPU bd, 3 MUXE's, 4 printer controllers, also updated DS bd to latest REV. Have tried PM-017 on differant style controllers also. CPU is on a line conditioner. Loaded another version of printer driver. If CS is shut on/off the problem will not occur for several days. At one point the S/W vendor was loading S/W that required re-IPL's daily and the did not occur for 2 wks. At this point I beleive we have exhausted the H/W and need some help for the S/W.



XA0291S  
00.00.00

W A N G L A B O R A T O R I E S I N C .  
PROBLEM TRACKING AND REPORTING  
CUSTOMER COMPLETE DETAIL REPORT  
P R O B . R E S O L U T I O N  
CUSTOMER PROBLEM NUMBER C410003375

PAGE: 2  
16 SEP 1991  
11:15:02

---

PROBLEM NO: C410003375  
STATUS CODE: S O 331      STATUS ABBR: INVESTIGAT      DATE ENTERED: 09/16/91

ORIGINAL	MODEL NUMBER	GENERIC MODEL	VERSION
SYSTEM :	CS-10	2200 CS CPU	O.S: 01 1A
HARDWARE:	CS-10	2200 CS CPU	
SOFTWARE:	OS	WANG VS OS SYST	SWR: 01 1A

RESOLUTION	MODEL NUMBER	GENERIC MODEL	VERSION
SYSTEM :	CS-10	2200 CS CPU	O.S: 01 1A
HARDWARE:	CS-10	2200 CS CPU	
SOFTWARE:	OS	WANG VS OS SYST	SWR: 01 1A

PART NO.                      PART NO. REVISION

RESOLUTION TEXT :BAHIA MICHAEL E      DATE: 09/16/91      TIME: 11:13  
SC595. Problem of intermittently printing an E on the end of a line with the  
PM017 using driver when at same time using a PC printer with driver resolved  
with Maintenance Release 1.1s. No reoccurences of the E's since installing  
1.1s in July. Close call.

---

ASSIGNED: FORBES JOHN F                   DATE: 09/16/91    TIME: 08:52  
OK with me to close call.

ASSIGNED: BAHIA MICHAEL E               DATE: 09/13/91    TIME: 08:45  
Printer received this AM. Can we close this call?

ASSIGNED: BAHIA MICHAEL E               DATE: 09/12/91    TIME: 11:27  
Talked with customer yesterday morning. Problems seemed to be resolved with new O/S. No failures since installing over a month ago. Called BM & he is arranging pickup of printer loaned to customer. Will ship back to Boston with parts for repair where it then can be shipped back up to me.

ASSIGNED: BAHIA MICHAEL E               DATE: 09/10/91    TIME: 15:30  
Called customer twice today but was out of office the first time & tied up on the phone the 2nd. Need to know if problems resolved so can make arrangements to pick up printer.

ASSIGNED: BAHIA MICHAEL E               DATE: 07/29/91    TIME: 15:18  
O/S 1.1t has been installed for over a week now & so far no E's have been seen. We will continue to monitor. There is a question on whether the print problem to the terminal printer using Expanded Print & PRINTUSING still exists. See call P2/17083.

ASSIGNED: BAHIA MICHAEL E               DATE: 07/11/91    TIME: 18:31  
On vacation for 2 weeks starting July 13th. Please see previous comment.

ASSIGNED: BAHIA MICHAEL E               DATE: 07/11/91    TIME: 18:29  
Customer has not reinstalled 1.1s or circumvention to run on 1.1s because of heavy workload. Talked with today. Will try to upgrade in next week or two.

ASSIGNED: BAHIA MICHAEL E               DATE: 07/03/91    TIME: 14:00  
★ Installed O/S 1.1s & all programs seem to run fine except for a KFAM SOT\$ program where the 'Print Catalog' menu selection is made. After upgrading from 1.1B to 1.1S initially got A02 memory errors. Increased the partition size from 76 Meg to 100 Meg & program now starts to run but fails with a P50 error, illegal Dimension size on line 500. Has an array setup as X\$(13,194)28 which exceeds the 65025 (256x256) maximum array size. This size will be increased with the Turbo & should be included in rel 1.2 for the 386 when it comes out but is not supported at this time. Programmer doesn't think he changed this, so will check on this with the R&D people. Customer to go back to rel 1.1B in meantime which does not give this problem until next week when programmer returns from vacation. ★

ASSIGNED: BAHIA MICHAEL E               DATE: 06/27/91    TIME: 10:10  
Maint Rel 1.1s is being sent Federal Express Airbill # 1923056362 & should be at the Providence office Friday morning.

ASSIGNED: BAHIA MICHAEL E DATE: 06/26/91 TIME: 12:17  
We have a fix!!! Will call the customer in the next day or 2 to make arrangements to install. Need to talk to them about picking up the printer loaned to them. If they don't want to hold onto the printer for possible insurance will arrange to go on site myself. If do want to hold print for a test period may send maint rel down via mail.

ASSIGNED: BAHIA MICHAEL E DATE: 06/20/91 TIME: 15:56  
Called customer today. Taiwan R&D is in Lowell now to fix all outstanding 386 bugs. Duplicated problem for them in lab. Expect fix in next week or 2.

ASSIGNED: BAHIA MICHAEL E DATE: 06/12/91 TIME: 14:57  
This problem has not been corrected yet. Taiwan R&D has had problems duplicating. Taiwan R&D will be in Lowell on Monday, 6/17. Will duplicate problem here & hope to have fix in next few weeks.

ASSIGNED: BAHIA MICHAEL E DATE: 05/29/91 TIME: 17:32  
Have new Maintenance Rel 1.1M from R&D but unsure if fix is included as R&D initially had problems reproducing. Have asked R&D if fix has been included but have not gotten answer yet. Will test if necessary to determine. Should know by next week.

ASSIGNED: BAHIA MICHAEL E DATE: 04/23/91 TIME: 11:58  
Still waiting for fix from Taiwan R&D.

ASSIGNED: BAHIA MICHAEL E DATE: 04/03/91 TIME: 12:22  
Converted call to Software problem to allow linking to Product call P2/17139. Linking call.

ASSIGNED: BAHIA MICHAEL E DATE: 03/29/91 TIME: 14:45  
★ Have been able to duplicate the E problem. If actively using both the PM017 w/ the PM017V3 driver and a 2nd printer with the @P5300V0 driver the customer uses with there NEC Pinwriter, Es will intermittently show up at the end of a line or when Expanded Print is turned off or on. Have tested the new 386 O/S against the PRINTUSING problem this customer was experiencing on terminal 8 & it is corrected. However this O/S still has the E problem and intermittently will go to the wrong driver for the expanded print code if 2 drivers are active at the same time. Since the @P5300V0 driver uses hex 1C 45 02/00 to turn the driver on and off, when this code is seen by the PM017 the 1C is ignored as unrecognizable & the 45 is printed, capital E. The problem has been reported to Taiwan R&D via PTR P2/17139 for resolution. Spoke with the customer yesterday updating on latest status. Yesterday they downgraded the O/S to version 1.08 to isolate a problem now occurring with 1.1A where intermittently the system fails to wake up a sleeping partition. This problem was not happening on 1.08 if they remember correctly & this will tell us if that is a coincidence or a bug that has been created. ★

ASSIGNED: BAHIA MICHAEL E DATE: 03/18/91 TIME: 13:35

On site Friday, 3/15 with the CE. Installed a loaner PM017 in place of the customers current PC printer so that the PC printer driver could be removed from @GENPART as possible trigger for the E problem. No problems on Friday.

★ Verified the PRINTUSING problem was circumvented by adding the hex OF before the OA on line 5100 of the problem program used to print Price List. Left ★  
copies of O/S 1.08, 1.0B, 1.1, and 1.1C to help isolate a \$ALERT problem where very intermittently the \$ALERT fails to wake a partition. Problem did not occur on O/S 1.08 according to the customer and by going back to 1.08 we can verify that & possibly verify when the problem started if O/S related. If we can determine approximately what O/S the problem started with, we can may be able to fix the problem without actually duplicating by noting what changes were made. Have received an O/S from Taiwan that we will be testing against the PRINTUSING problem this week.

ASSIGNED: BAHIA MICHAEL E DATE: 03/13/91 TIME: 15:05

Information from the other sites with somewhat related problems has not helped in isolating this problem. Our next step is to eliminate the PC driver from @GENPART to try to prove it may be part of the problem. As stated in the last status comment, this PC driver uses a 1C 45 on the end of every line to insure Expanded Printer gets turned off. The PM017 uses a 23 57. Believe the O/S occasionally goes to the wrong driver & sends the 1C 45 to the PM017 resulting in the E which is a hex 45. Have talked with both Bob Pickett and the CE and have made arrangements to loan them a PM017 printer to be used in place of the loaner printer. We are set to go on site Friday morning to install the printer.

ASSIGNED: BAHIA MICHAEL E DATE: 03/08/91 TIME: 18:23

Talked with customer about a 2nd problem printing to a local printer from partition 8 only. Problem was shown to me on my visit last Wednesday. On this 1 particular job which list several fields concerning a particular product many fields would not be printed & what was printed was partial and on 1 side or the other on the paper. Customer was able to circumvent the problem by recalling the PRINTUSING line used to place the field and just keying RETURN. Duplicated problem here and was able to circumvent by adding a hex OF in front of the OA in the HEX (OA) command used to cancel the Expanded Print immediately preceding the printing of the fields. Called customer yesterday and gave the circumvention to try on site. Have found possible theory for cause of E's at end of print line. Customer has a special non-Wang driver used with a PC terminal printer which uses a hex 1B 45 to cancel Expanded print & subsequently gets placed on the end of every print line before the LF CR. The PM017 uses hex 23 57 the same way. Believe possibly at times the 1B 456 is being sent to the PM017 instead of 23 57. Hex 45 is an E. We have received 2 other calls recently that appear related. Hopefully they may help us prove or disprove this theory. If not will request customer try removing the PC driver temporarily to try to isolate this possibility.

ASSIGNED: BAHIA MICHAEL E DATE: 03/06/91 TIME: 18:07

Talked with customer and CE today. Cust was getting a very high number of E's yesterday and rebooted the system to clear. Altered printer driver is still installed with the HEX 23 57 removed from the end of each line. Report was not rerun. Had more E's today. Requested report be run again to see if continues to run with high number of E's. If so try powering off just the printer to see if that clears problem. If it doesn't, rerun at least part of the report in Hex Dump mode. Will do testing with altered driver making it look more like no driver at the end of the print line. Will also do some testing with changes to the Expanded print to see if that has affect.

ASSIGNED: BAHIA MICHAEL E DATE: 03/01/91 TIME: 17:17

On site Wednesday, 2/27. Brought tested printer & installed. Did get 2 E's with new printer so took printer when left site as agreed to with the customer. Using the hex dump feature of the printer we identified hex codes on the end of each print line created by the print driver. With the driver off standardly a hex (0D 00) is sent at the end of every line. With the driver on a hex (23 57 00 0D 0A) is sent. Working with the programmer we altered this and removed the 23 57 which is used to insure Expanded Print is turned off but since it is turned off by an OA anyway was not needed. The altered printer driver was installed but a couple of E's did show up on 2/28. At this time we will do further testing in the lab altering the printer driver so that it may look more closely like no driver under the assumption the driver is the catalyst of the problem. Will also do some testing with the Expanded Print to see if that may be a catalyst. When we have done some testing to verify the changes do not seriously affect the printout, will make arrangements to again go on site with agreement from the customer to test these changes to see if we can identify the cause, something sent at the end of the line by the driver or possibly the turning on/off of Expanded Prt.

ASSIGNED: BAHIA MICHAEL E DATE: 02/11/91 TIME: 16:44

No problems found printing out Shipping Papers. Ran thru at least a dozen times last week using both sides of a half box of paper. Called Branch & District and as agreed upon made arrangements with customer to go on-site Feb 27th, approximately 9:30. Date was scheduled at convenience of customer to coincide with customers' programmer being on-site. Will be bringing a PM017 and a CPU.

ASSIGNED: BAHIA MICHAEL E DATE: 02/08/91 TIME: 09:38

Still printing out & no problems yet. Should be done testing today.

ASSIGNED: BAHIA MICHAEL E DATE: 02/06/91 TIME: 17:29

Have printed out shipping papers several times & no Es yet. Will continue to test.

ASSIGNED: BAHIA MICHAEL E DATE: 02/04/91 TIME: 19:18

---

ASSIGNED: BAHIA MICHAEL E DATE: 02/04/91 TIME: 19:18  
Started printing Shipping Orders this after after resolving several software problems with Bill Moore, the programmer. No E's so far.

ASSIGNED: BAHIA MICHAEL E DATE: 01/28/91 TIME: 16:17  
Received customer software end of last week. Will configure hardware & test this week if all goes well.

ASSIGNED: BAHIA MICHAEL E DATE: 01/22/91 TIME: 16:01  
Spoke with CE yesterday. Has cust s/w & will get instructions for running programs in which problem appears & mail in.

ASSIGNED: BAHIA MICHAEL E DATE: 01/09/91 TIME: 19:06  
Talked with DTS. CE just received tape Monday. Customer to have there programmer dump programs to tape tomorrow & CE to send to me with instructions for duplicating problem.

ASSIGNED: BAHIA MICHAEL E DATE: 01/08/91 TIME: 15:33  
Talked with DTS today. Will talk to CE on status of getting customer s/w.

ASSIGNED: BAHIA MICHAEL E DATE: 01/02/91 TIME: 13:10  
Waiting customers software for in house duplication of problem. Any word?

ASSIGNED: BAHIA MICHAEL E DATE: 12/21/90 TIME: 18:02  
Talked with the CE. The @PM017V1 driver was installed and they did have the e problem either yesterday or today. Have requested the CE get a copy of the customers software to me with directions for running the jobs which most often see the e problem. Have received a PM017 printer and will test against customer software before bringing on site. If unable to duplicate the customer's problem, will bring printer & new CPU box on site at pre-arranged date with customer for installation. Will remain on site for a couple of days to try and catch the problem should it reoccur. A tape cassette was mailed out today to the CE to backup the customer's software. Will not be available next week. Merry Christmas & Happy New Year.

ASSIGNED: BAHIA MICHAEL E DATE: 12/17/90 TIME: 12:19  
Need copy of customer's software & steps to run printouts that most frequently fail. Have printer to test out problem. Customer has the @PM017V1 driver installed & the printer is the next step. Management wants me to test here first if possible.

ASSIGNED: BAHIA MICHAEL E DATE: 12/11/90 TIME: 13:20  
The @PM017V1 driver has been delivered to the site. It will be installed tomorrow while the programmer is there. Ce to request copy of program so that we can try to dupe problem here.

ASSIGNED: BAHIA MICHAEL E DATE: 12/03/90 TIME: 18:16

The original print drivers such as @PM017V from O/S rel 2.7 are not compatible to newer O/S's due to some file changes made. Was able to run @PM017V1 thru the conversion procedure & have sent it down via Federal Express, Air Bill # 743-3118-831 to the Providence office. The driver is currently installed & the O/S will come up with out the error. Please update as soon as received. Should receive by Wednesday morning.

ASSIGNED: BAHIA MICHAEL E DATE: 11/30/90 TIME: 17:56

Talked with Tyler Olsen. Does not have any software from Rumford so unless the branch has it or we can identify someone else at Wang who may have it, we will need another copy. See previous comment.

ASSIGNED: BAHIA MICHAEL E DATE: 11/30/90 TIME: 17:38

Received DVX from DTS & he never saw software from customer & is unaware it was ever given to Wang. Also checked with Mike Riley who never saw it. Will check with Tyler Olsen & if neither he nor the branch knows its whereabouts, will need new copy. Created another 1.1A O/S with a @PM017V1 driver and unable to load because of driver. Apparently there are changes to be made to the driver which we will try to make Monday or Tuesday to make it compatible. Will notify of the results as soon after as possible. ☆ ☆

ASSIGNED: BAHIA MICHAEL E DATE: 11/29/90 TIME: 18:15

Received DVX from Jim Porth. Cust getting D88 trying to load O/S 1.1A with the @PM017V1 driver. Do not remember if I tested the @PM017V1 driver in conjunction with the 1.1A O/S. Called customer & had them try booting directly off the floppy I sent down & still got "Driver Table Error D88" when booted with the V1 driver. However when we tried turning the driver off with the configured 1.1A now loaded there was no problem. Mentioned would like to get copy of S/W to try to duplicate problem here. Was told S/W was already given way back when. If we can find out where that went we can try to use it otherwise we may need a new copy. Will make a new 1.1A here & test with the @PM017V1 driver to verify it works & send it down. If it doesn't work will find out if it is a correctible situation.

ASSIGNED: BAHIA MICHAEL E DATE: 11/27/90 TIME: 17:51

Update acknowledged. Requested CE to call me from site if unable to turn off driver.

ASSIGNED: FORBES JOHN F DATE: 11/27/90 TIME: 09:58

The E's came back last nite ,so cust will load the V1 driver this afternoon. They will also try and shut off driver using the new OS. CE will also raise the issue of getting their S/W to test. I told him just to mention the fact we may need to borrow their S/W for testing purposes if the problem comes back.

ASSIGNED: BAHIA MICHAEL E DATE: 11/26/90 TIME: 15:37  
Talked with DTS about getting copy of customers S/W to test here. Need to also followup on inability to shut off driver. Please have customer try to shut off driver with latest 386 O/S 1.1A. If still won't shut off will need some feedback from programmer as this is not a problem with a virgin Wang O/S. If programming were disabled would get an A08 error. Find out if it may be a global partition. If so try shutting off driver from another non-global partition. Need to determine why the driver cannot be turned off as it may relate to the problem & fixing it may fix the problem.

ASSIGNED: BAHIA MICHAEL E DATE: 11/26/90 TIME: 14:58  
Have sent a Consignment Request to Finance for approval to get a PM017 printer to bring on site should the problem persist on 386 O/S 1.1A with driver, @PM017V1. Would like to get a copy of the customer's software to do some testing in house. Please see if this can be done. If so will also need instructions on running printouts which most often cause the problem.

1/28

ASSIGNED: BAHIA MICHAEL E DATE: 11/26/90 TIME: 13:58  
Update acknowledged.

ASSIGNED: FORBES JOHN F DATE: 11/26/90 TIME: 11:43  
The customer and his vendor made a decision to load the OS patch (ver 1.1A) and run with that first. If the E's reappear they will load the V1 driver. This was done wed 11/21 and as of this am there were no E's. They will call CE if there are any problems or changes.

ASSIGNED: BAHIA MICHAEL E DATE: 11/21/90 TIME: 18:32  
Update acknowledged.

ASSIGNED: FORBES JOHN F DATE: 11/21/90 TIME: 16:37  
Will contact CE for a status.

ASSIGNED: BAHIA MICHAEL E DATE: 11/21/90 TIME: 15:43  
Has the @PM017V1 driver been installed yet? Waiting on results of installation of this driver.

ASSIGNED: BAHIA MICHAEL E DATE: 11/13/90 TIME: 16:58  
1. Talked with Victor. Software very similar to this site is being used at several other local sites with the same printers without problem. Only difference is they are using some \$ALERTS. We may need to have the programmer try to delete these if all else fails.  
2. Talked with Scott at Epson. There is no reason why E's should be printed that he has ever heard of.  
3. CE tried shutting off the driver but for some reason it would not shut off as it still showed as ON when did a LISTDT. Tried using PM017 on the 2235 port to eliminate driver, but it affected line spacing & expanded print &



ASSIGNED: BAHIA MICHAEL E      DATE: 11/13/90      TIME: 16:58  
could not be left that way. Mailed Maint Rel 1.1A for the CS/386 with the @PM017V1 print driver on it to try. This was the driver in use before the problem started. NEED TO LOOK INTO WHY DRIVER WOULD NOT SHUT OFF.  
4. DTS has verified with CE groundstrap is attached.  
5.If the @PM017V1 driver fails will be looking to try another printer &/or CPU.

ASSIGNED: BAHIA MICHAEL E      DATE: 11/01/90      TIME: 17:54  
Talked with DTS. The 210-9746 was installed & the problem has reoccurred since. The CE had the controllers for the printers closest to the power supply as suggested & checked the I/O board seating which he indicated looked fine. This is our current action plan.

1. The Printer Group is to check with Epson to find out if there is any logical reason why capital Es may intermittently appear on the end of a line. An answer is expected in the next day or 2. 11/13
2. I will call the software vendor to talk about the possibility of a s/w problem. If GIO statements are being used to print there is a chance the printer may be force fed data without an acknowledge or clearing the buffer which could be a factor. Will try reaching him tomorrow. 11/13
3. The CE is to install a PM017V1 driver as the problem occurred according to the cust after upgrading from 2.7 which had this driver & we do not know for certain if this driver was ever retried. 12/20
4. NEW. Ce should verify ground strap securely attached on back of printer to paper rack. Should also try to find out if any static buildup is being created by paper movement when problem occurs. Is paper clinging to itself or the printer? 11/13
5. Should the problem continue we will try another CPU chassis and/or get another printer of the same or similar type.

ASSIGNED: BAHIA MICHAEL E      DATE: 10/31/90      TIME: 14:33  
Has CE been back to site yet?

ASSIGNED: BAHIA MICHAEL E      DATE: 10/26/90      TIME: 09:33  
Update acknowledged.

ASSIGNED: FORBES JOHN F      DATE: 10/25/90      TIME: 10:02  
No other answers as of yet. Will get answers when he trys installing the printer cntl again.

ASSIGNED: BAHIA MICHAEL E      DATE: 10/24/90      TIME: 17:36  
Update acknowledged. Did the CE get answers on my other 3 questions from my update of 10/17?

ASSIGNED: FORBES JOHN F      DATE: 10/23/90      TIME: 10:26  
CE went onsite this am with 210-9746 which was DOA. Will need to order another

ASSIGNED: FORBES JOHN F DATE: 10/23/90 TIME: 10:26  
and schedule time to get on system.

ASSIGNED: BAHIA MICHAEL E DATE: 10/18/90 TIME: 11:39

Update acknowledged. Called DTS. Problem initially seemed to begin while this CPU still had a VLSI board co-incidently or not after upgrading the O/S.

1. Would like to know what release started thje problem & what release was be ing used prior to that update.

PL00N  
2.7

11/1

2. Are the printing programs that fail Background or Foreground jobs. If W/S is freed to do other tasks while printout is being done, job is in backgrnd.

3. Verify how far I/O boards are seating into motherboard. How much of the Controller board male connector is going down into the mbrd connector?

11/1 Good

Check both sides & middle.

4. Replace printer controller for printer 216 (the most used) with a 210-9746 Dual Controller board & place into 1st I/O slot closest to CPU board. Insure disk address is set to 310, 320, or 330 & not conflicting with any other disk controller.

11/1

ASSIGNED: FORBES JOHN F DATE: 10/17/90 TIME: 08:32

Printer 216 had another occurence of E's on 10/15 at 5:30 pm. That was the printer in which Jim had swapped out the card set.

ASSIGNED: BAHIA MICHAEL E DATE: 10/08/90 TIME: 09:38

Update acknowledged.

ASSIGNED: FORBES JOHN F DATE: 10/05/90 TIME: 11:11

Mike, here's the answers for those questions you had.

1. Both printers now have the 421-0048 cables

2. Most of the E's occur on prt 216, it was that printer that Jim replaced the PCB's in.

3. AC grounds checked out OK.

The customer will let Jim know when and on what printer the E's occur on next

ASSIGNED: BAHIA MICHAEL E DATE: 10/05/90 TIME: 08:36

Called the CE. Both boards in the main PM017 have been replaced & the correc t I/O cables (421-0048) have been installed. AC grounds have been checked & are ok. Brds & cables replaced Tuesday. Monitoring. No problems so far.

ASSIGNED: BAHIA MICHAEL E DATE: 10/02/90 TIME: 12:11

Talked with DTS. CE has not checked AC grounds, replace brds in main printer , or replaced printer cables. Should have been done last week. DTS to con tact CE to followup on action plan asap.

ASSIGNED: BAHIA MICHAEL E DATE: 09/28/90 TIME: 10:17

Has printer I/O cable & all boards in main printer been replaced? Has AC grounds been checked?

ASSIGNED: BAHIA MICHAEL E DATE: 09/24/90 TIME: 15:00  
DTS called in. The I/O cable is providing a ground path between the CPU & printer. Cable part # is 420-0174. This is not the correct I/O cable according to my information. The cable should be either a 421-0048 or a 220-0369. Both I/O cables should be replaced ASAP. Still waiting on AC ground check. CE to replace all brds in main printer.

ASSIGNED: BAHIA MICHAEL E DATE: 09/21/90 TIME: 11:42  
Next step is to replace all boards & I/O cable in busiest printer as soon as possible. See previous 2 comments.

ASSIGNED: BAHIA MICHAEL E DATE: 09/21/90 TIME: 11:40  
Talked with customer. Office location has also definitely had E's.

ASSIGNED: BAHIA MICHAEL E DATE: 09/21/90 TIME: 10:35  
Line analyzer was picked up & returned to DTS. Readout shows no problems during Friday when problem was occurring. Was grounding checked?  
1. Is I/O cable providing ground path between CPU & printer?  
2. Is there any voltage potential between the printer A/C grnd & CPU ground?  
3. Has either PM017 ever failed in office location?

ASSIGNED: BAHIA MICHAEL E DATE: 09/19/90 TIME: 17:14  
CE to call customer & inform of action plan. See 2 previous comments.

ASSIGNED: BAHIA MICHAEL E DATE: 09/19/90 TIME: 17:13  
Spoke with BM & CE. CE to pick up line analyzer & make ground tests. Will find out if printer in office area has ever failed. If not will ask cust to heavily use. If printers have failed in both locations will wait for info from analyzer before next step. If power looks good and failures occur from either physical location, CE to replace all brds in 1 printer plus I/O cable.

ASSIGNED: BAHIA MICHAEL E DATE: 09/19/90 TIME: 12:47  
Following is Action Plan:

1. Get printout from line analyzer & determine if any correlation between problem & power. What was AC Voltage level at time of failure on Friday?
2. Determine if problem has occurred in both printer locations (computer room location & office location) for certain.
3. If unsure if problem has occurred in office area, request major load of printing now done on PM017 in office location.
4. If both locations & both PM017's have definitely failed, have all boards in either printer been swapped? If any question, replace all boards in printer more heavily used as well as I/O cable.
5. If without question both locations & both printers have produced problems, & all boards have been replaced at once, order 1 replacement printer.
6. Verify I/O cable provides a chassis ground path between the CPU & printer & check for voltage between the CPU power ground outlet & the printer power

NO 9/21  
 YES 9/21  
 N/A  
 10/5  
 10/5

---

ASSIGNED: BAHIA MICHAEL E      DATE: 09/19/90      TIME: 12:47  
ground outlet.  
Left message for DTS to call.

ASSIGNED: BAHIA MICHAEL E      DATE: 09/18/90      TIME: 14:58  
Spoke with customer today. The problem reoccurred on Friday with the E's.  
Will discuss matter with R&D & come back with action plan by tomorrow.

ASSIGNED: BAHIA MICHAEL E      DATE: 09/12/90      TIME: 14:10  
On site 9/11 with DTS. Found sw settings for printer incorrect. On 2 sw  
banks next to I/O cable had all switches off. Sw Bank 1 must have 2,4,5,8 on  
. Sw Bk 2 correct. Unable to reproduce failure after correcting. Verified  
printer driver unmodified & correct. Monitoring.

ASSIGNED: BAHIA MICHAEL E      DATE: 09/10/90      TIME: 12:00  
Site visit planned for tomorrow.

ASSIGNED: BAHIA MICHAEL E      DATE: 08/28/90      TIME: 16:40  
Tentative site visit planned for Tuesday Sept 11 with DTS to inspect environ-  
ment. DTS to bring Data Scope for possible capture of problem.

ASSIGNED: FORBES JOHN F      DATE: 08/21/90      TIME: 11:29  
'-' came back after one week on the micro-vp chassis. Re-queued report and  
reprinted and it ran fine.

ASSIGNED: FORBES JOHN F      DATE: 05/30/90      TIME: 17:51  
Customer was not using PM-017 printer for about 5 weeks, used 2235, and  
problem did not occur. As soon as PM-017 was used 'E' problems came back.  
Per Mike B. suggestion we have a Micro-VP chassis we will put in on a test  
basis. Problem has diminished but not disappeared. Will try and get cpu  
swapped sometime next week.

ASSIGNED: RILEY J MICHAEL      DATE: 04/24/90      TIME: 08:37  
John. Is this problem fixed ?????? JMR

ASSIGNED: FORBES JOHN F      DATE: 03/28/90      TIME: 15:12  
On 3/23 CE replaced cpu bd (386), pwr supply and CS mother bd. This took care  
of the hangs. Since then the 'E' problem has not reoccurred. Will continue to  
monitor.

ASSIGNED: FORBES JOHN F      DATE: 03/23/90      TIME: 11:50  
03/22 'E' problem reoccurred. Also latter in day they had hang problems, CE  
went onsite, replaced cpu bd and still had hangs. Will go out today with  
additional parts. The only thing left that we haven't done is to swap the  
CPU bd, mthr bd, and pwr supply at the same time. All I/O bds and software  
worked OK on the microvp but failed on the CS-386 chassis. If you have any

XAO291S  
00.00.00

W A N G L A B O R A T O R I E S I N C .  
P R O B L E M T R A C K I N G A N D R E P O R T I N G  
C U S T O M E R C O M P L E T E D E T A I L R E P O R T  
P R O B L E M D E T A I L  
C U S T O M E R P R O B L E M N U M B E R C 4 1 0 0 0 3 3 7 5

PAGE: 15  
16 SEP 1991  
11:15:02

---

ASSIGNED: FORBES JOHN F            DATE: 03/23/90    TIME: 11:50  
other ideas or comments feel free to send them down.

ASSIGNED: FORBES JOHN F            DATE: 03/19/90    TIME: 10:10  
CS reinstalled 03/14, microvp removed. Will monitor.

ASSIGNED: FORBES JOHN F            DATE: 03/06/90    TIME: 11:59  
Still no problems on micro-vp. Have customers CS in Dist.office. Will run  
as many diags as possible prior to returning to cust.

ASSIGNED: FORBES JOHN F            DATE: 02/23/90    TIME: 08:36  
Customer now running on a Micro-VP chassis. Have not had any E's since. Will  
delay putting new cables on till problem reoccurs.

ASSIGNED: FORBES JOHN F            DATE: 02/20/90    TIME: 13:54  
Have 2 new cables (421-0048) for the PM-017 printers. Will install this week.

XAO290S  
00.00.00

W A N G L A B O R A T O R I E S I N C .  
PROBLEM TRACKING AND REPORTING  
PRODUCT COMPLETE DETAIL REPORT  
H E A D E R I N F O  
PRODUCT PROBLEM NUMBER P200017083

PAGE: 1  
12 SEP 1991  
11:36:50

---

PROBLEM NUMBER: P200017083      NUMBER OF RELATED  
PRIORITY      P3      CUSTOMER PROBLEMS:      0  
PROBLEM TYPE:      PROB      PRODUCT PROBLEMS:      0  
PRE-RELEASE PROB:      LINKED TO PROBLEM:

SYSTEM MODEL NO: CS-386      ORIGINATOR NAME:      BAHIA MICHAEL E  
GEN SYST MODEL: 2200 CS 386 CPU      ORIG EMPLOYEE NO:      00-04238  
O.S. VERSION:      01 1A      ORIGINATOR PHONE:      - - -  
HW MODEL NUMBER:      ORIGINATOR RDB:      8760  
SW MODEL NUMBER:      OS  
SW VERSION:      01 1A

PART NUMBER:      RDB ASSIGNED:      8760  
PART NUM REV:      PERSON ASSIGNED:      BAHIA MICHAEL E

STATUS DATE:      09/12/91 11:35      DATE ENTER PTR:      03/12/91  
STATUS CODE:      S C 595      DATE TO R&D:      019910312  
STATUS ABBREV:      PERM FIX      WKDYS IN R&D:      130.94  
STATUS CLOSE LVL: ALL      TOT WKDYS OPEN:      130.94  
STATUS DESC :      PERMANENT FIX - GENERAL RELEASE

PROBLEM SUMMARY :BAHIA MICHAEL E      DATE: 03/12/91      TIME: 18:11  
When using Expanded Print followed by a PRINTUSING command, & using the PRINT  
HEX (OA) linefeed to end the Expanded Print, the fields placed by the  
PRINTUSING command are sometimes misplaced. By changing the PRINT HEX (OA)  
to PRINT HEX (OFOA) the problem appears to be circumvented.

RESOLUTION TEXT :BAHIA MICHAEL E      DATE: 09/12/91      TIME: 11:34  
This problem was fix in Release 1.2 of Cs386 O.S.      JMR  
9/12/91: This problem was resolved with maintenance release 1.1s installed  
back in July. This problem has not reoccurred since. Spoke with customer  
yesterday. Closing call.

---

ASSIGNED: BAHIA MICHAEL E DATE: 09/12/91 TIME: 11:35  
Spoke with customer yesterday. No problems since installing 1.1s O/S back in July. Closing call.

ASSIGNED: BAHIA MICHAEL E DATE: 08/07/91 TIME: 13:59  
No problem reported so far but customer has not had time to specifically test for this problem.

ASSIGNED: BAHIA MICHAEL E DATE: 07/29/91 TIME: 15:22  
Customer installed Maint Rel 1.1s over a week ago. At this time they are unsure if this problem has been resolved as he is just back from vacation & there was some indication that some type of problem had occurred. Will call customer later in week for update.

ASSIGNED: BAHIA MICHAEL E DATE: 07/12/91 TIME: 17:57  
Maint Rel 1.1s has been delivered to the cust and should fix this problem. Cust has not installed yet.

ASSIGNED: BAHIA MICHAEL E DATE: 06/21/91 TIME: 10:38  
Still waiting for fix to P2/17139.

ASSIGNED: BAHIA MICHAEL E DATE: 06/06/91 TIME: 12:36  
This problem has been circumvented by a change to the customer's program. Will wait for fix for main problem described in PTR P2/17139 & C41/3375 before installing.

ASSIGNED: RILEY J MICHAEL DATE: 06/05/91 TIME: 10:22  
Is the problem fix ????

ASSIGNED: BAHIA MICHAEL E DATE: 05/30/91 TIME: 14:37  
This problem should be fixed with maint rel 1.1M. Will test.

ASSIGNED: BAHIA MICHAEL E DATE: 04/23/91 TIME: 12:21  
The fix for this problem is not real if it cannot be given to the customer. Rel 1.2 is not available yet so there is no resolution.

ASSIGNED: BAHIA MICHAEL E DATE: 04/08/91 TIME: 10:39  
Do we have a release 1.2 which we can send to the field? If not, we don't have a real fix.

ASSIGNED: BAHIA MICHAEL E DATE: 03/29/91 TIME: 15:01  
Tested new O/S 1.2 from 3/18/91 against this problem and it appears corrected . However there is still a problem with printing E's. See new PTR P2/17139.

ASSIGNED: BAHIA MICHAEL E DATE: 03/12/91 TIME: 18:29  
Sending to RDB 8332 for resolution.

ASSIGNED: BAHIA MICHAEL E DATE: 03/12/91 TIME: 18:11  
There is a program from Rumford Aquarium that duplicates the problem. The problem has been duplicated in the 8th floor lab using this program which is currently loaded.

.0290S  
0.00.00

W A N G L A B O R A T O R I E S I N C .  
PROBLEM TRACKING AND REPORTING  
PRODUCT COMPLETE DETAIL REPORT  
H E A D E R I N F O  
PRODUCT PROBLEM NUMBER P200017281

PAGE: 1  
03 SEP 1991  
13:20:11

PROBLEM NUMBER: P200017281      NUMBER OF RELATED  
PRIORITY      P2      CUSTOMER PROBLEMS:      0  
PROBLEM TYPE: CRIT      PRODUCT PROBLEMS:      0  
PRE-RELEASE PROB:      LINKED TO PROBLEM:

SYSTEM MODEL NO: CS386      ORIGINATOR NAME: BAHIA MICHAEL E  
GEN SYST MODEL: 2200 CS CPU      ORIG EMPLOYEE NO: 00-04238  
O.S. VERSION: 01 1M      ORIGINATOR PHONE: - - -  
HW MODEL NUMBER:      ORIGINATOR RDB: 8760  
SW MODEL NUMBER: WP  
SW VERSION: .02 6

PART NUMBER:      RDB ASSIGNED: 8760  
PART NUM REV:      PERSON ASSIGNED: BAHIA MICHAEL E

STATUS DATE: 09/03/91 13:19      DATE ENTER PTR: 05/31/91  
STATUS CODE: S C 595      DATE TO R&D: 019910531  
STATUS ABBREV: PERM FIX      WKDYS IN R&D: 67.52  
STATUS CLOSE LVL: ALL      TOT WKDYS OPEN: 67.52  
STATUS DESC : PERMANENT FIX - GENERAL RELEASE

PROBLEM SUMMARY :BAHIA MICHAEL E      DATE: 05/31/91      TIME: 16:20  
When sending a document to the Laser Printer with with 2200WP 2.5 or 2.6 on  
the 386 CPU, A capital CF is printed at the top of the 1st page and a capital  
F at the top of each document page. The @LASRJV1 driver must be used &  
address 715 was used in WP. This problem also occurs on the Turbo but does  
not occur on the VLSI O/S.

PROBLEM NO: P200017281  
STATUS CODE: S C 595      STATUS ABBR: PERM FIX      DATE ENTERED: 08/30/91

ORIGINAL      MODEL NUMBER      GENERIC MODEL      VERSION  
SYSTEM : CS386      2200 CS CPU      O.S: 01 1M  
HARDWARE:  
SOFTWARE: WP      IWP VS OS DOC P      SWR: 02 6

RESOLUTION      MODEL NUMBER      GENERIC MODEL      VERSION  
SYSTEM : CS386      2200 CS CPU      O.S: 01 1M  
HARDWARE:  
SOFTWARE: WP      IWP VS OS DOC P      SWR: 02 6

PART NO.      PART NO. REVISION

RESOLUTION TEXT :RILEY J MICHAEL      DATE: 08/30/91      TIME: 10:01  
Fixed in 1.1t and field release Rev. 1.2      JMR



XAO290S  
00.00.00

W A N G   L A B O R A T O R I E S   I N C .  
P R O B L E M   T R A C K I N G   A N D   R E P O R T I N G  
P R O D U C T   C O M P L E T E   D E T A I L   R E P O R T  
P R O B L E M   D E T A I L  
P R O D U C T   P R O B L E M   N U M B E R   P 2 0 0 0 1 7 2 8 1

PAGE:   4  
03 SEP 1991  
13:20:11

---

ASSIGNED: RILEY J MICHAEL      DATE: 08/30/91    TIME: 10:01  
Fixed, closed

ASSIGNED: BAHIA MICHAEL E      DATE: 08/26/91    TIME: 10:59  
Problem is resolved with Maint Rel 1.1s. This call can be closed.

ASSIGNED: BAHIA MICHAEL E      DATE: 08/07/91    TIME: 15:23  
Maint Rel 1.1s installed on cust site on 8/1 & problem appears to be resolved  
. Have asked field if call can be closed.

ASSIGNED: BAHIA MICHAEL E      DATE: 07/12/91    TIME: 18:11  
Maint Rel 1.1s has been delivered to the customer site on 7/5. Have not heard yet if it has been installed. Will contact when return from vacation.

ASSIGNED: BAHIA MICHAEL E      DATE: 06/26/91    TIME: 15:19  
This problem is corrected with Maintenance Rel 1.1s. In process of making arrangements to send to field.

ASSIGNED: BAHIA MICHAEL E      DATE: 05/31/91    TIME: 16:54  
This problem is being treated as CRITICAL because the customer will not pay the VAR for the printer until it works correctly. Sending to RDB 8332 for resolution. Original call was opened 4/2/91.

ASSIGNED: BAHIA MICHAEL E      DATE: 05/31/91    TIME: 16:20  
Install the @LASRJV1 print driver on 215 or 204.  
Load 2200 WP 2.5 or 2.6. Insure printer set up properly in WP address 715 or 704.  
PRINT a document.  
At the top of the 1st page outputted will be a CF, and on top of the actual document pages will be a F.

---

PROBLEM NUMBER: C410005891      CUST NAME: INTERNAL MEDICAL ASSN OF N VA  
PRIORITY P1      CUST NUMBER: 00 00001251057

PROBLEM TYPE: ALRT      CUST CONTACT: PHYLIS WOODALL  
LINK TO PROB NO: NOT LINKED      CUST CONT PHONE: -703-451-6200  
CUST ADDRESS 1: 6807 SPRINGFIELD PLZ STE 201  
CUST ADDRESS 2:  
CUST ADDRESS 3:  
SYSTEM MODEL NO: 2200-CS-386      CUST CITY: SPRINGFIELD  
GEN SYST MODEL: 2200 CS 386 CPU      CUST ST/PROV: VA  
O. S. VERSION:      CUST ZIP: 22150-0000      CUST RDB: 3416  
HW MODEL NUMBER: LDP4P-DSK      CUST COUNTRY:  
SW MODEL NUMBER:  
SW VERSION:  
RDB ASSIGNED: 3416  
PERSON ASSIGNED:

PART NUMBER:      ORIG NAME: PHILYAW GARY EDWARD  
PART NUM REV:      ORIG EMPL NO: 00-15707  
SERIAL NUMBER: Y01108      ORIG PHONE: - - -  
ORIG RDB: 3416

CALL TRKG DATE: 04/02/91 14:00      NETWORKED: N  
CALL TRKG NO: S734469      RES DEPLOYED:

ORG ACT/SYM/ACN:      DATE ENTER PTR: 04/02/91  
STATUS DATE: 08/23/91      DATE TO R&D: 000000000  
STATUS CODE: H C 640      WKDAYS IN R&D: 0.00  
STATUS ABBREV: RP KN FAIL      TOT WKDAYS OPEN: 0.00  
STATUS DESC: REPLACE KNOWN FAILURE

PROBLEM SUMMARY :PHILYAW GARY EDW DATE: 04/02/91      TIME: 17:13  
04-02-91 Tried to install a new LDP4P in place of a DW/OS-20 on a 2200CS  
will not line feed between lines printed

XAO291S  
00.00.00

W A N G L A B O R A T O R I E S I N C .  
PROBLEM TRACKING AND REPORTING  
CUSTOMER COMPLETE DETAIL REPORT  
P R O B . R E S O L U T I O N  
CUSTOMER PROBLEM NUMBER C410005891

PAGE: 2  
26 AUG 1991  
10:28:14

---

PROBLEM NO: C410005891  
STATUS CODE: H C 640      STATUS ABBR: RP KN FAIL      DATE ENTERED: 08/23/91

ORIGINAL	MODEL NUMBER	GENERIC MODEL	VERSION
SYSTEM :	2200-CS-386	2200 CS 386 CPU	O.S:
HARDWARE:	LDP4P-DSK	4 PPM LASER/IMA	SWR:
SOFTWARE:			

RESOLUTION	MODEL NUMBER	GENERIC MODEL	VERSION
SYSTEM :	2200-CS-386	2200 CS 386 CPU	O.S:
HARDWARE:	LDP4P-DSK	4 PPM LASER/IMA	SWR:
SOFTWARE:			

PART NO.                      PART NO. REVISION

RESOLUTION TEXT : PHILYAW GARY EDW DATE: 08/23/91      TIME: 15:44  
Close per BM.

ASSIGNED: BAHIA MICHAEL E DATE: 08/05/91 TIME: 14:31

Laser printer is working properly at site as designed. In 2200WP should not use 'standard' for forms with a 1 bin Laser which is what this customer has. They must select 'form 1' with this laser. 'Standard' is for printers using fanfold paper. It may be usable also with a Laser with 2 input trays, 1 for 'letterhead' & the 2nd for 'non-letterhead' but this would need to be tested. 'Standard' in WP for other Wang systems usually means letterhead for 1st page & non-letterhead for all others. Also with this particular Laser every page needs a form feed code sent by the system to eject the paper from the printer. To get the last page of a document to eject from the printer it is necessary to either DeSelect the printer and key FormFeed on the printer after the rest of the document is printed or put a 'page break' at the end of the document. Some printers do not require this including the larger Laser Wang offers because the microcode for the printer is intelligent enough to interpret the end of document and force a form feed. Can we close this call?

ASSIGNED: AMINI DAVID M DATE: 08/02/91 TIME: 15:06

I will be talking to Mike and the programmer, as far as I am concerned R&D is involve with this issue and trying to resolve it with customer.

Dave Amini

ASSIGNED: BAHIA MICHAEL E DATE: 07/31/91 TIME: 16:53

Moved to the programmer, Bill Duncan, on site yesterday. Had trouble booting from the 1.1s maint rel brought to the site. If you boot from the floppy or MOVE the floppy to a hard disk & try to boot from the hard disk the system will hang. Moved the @MVP file from the 1.1s floppy to the system disk & system comes up ok. Tested for problem & the cf from the top of the 1st page & f from the top of subsequent pages has been corrected. However now getting blank sheets of paper between pages of document. Was able to circumvent this problem by changing form on print screen from 'Standard' to 'Form 1' or 'Form 2'. This problem may be normal as this printer only has 1 bin. By using Form 1 the blank page has been eliminated between pages of document but the last page of document will not print out until a the next document is sent. This may be normal for the LDP8. This printer will only feed a sheet of paper when specifically told to. To get the last page printed on request a page break must be at the end of the document. Called customer and verified could properly print out document without blank sheets between pages by using Form 1 & placing a Page Break at the end of the document & tested ok. Will verify with our WP person that this is 'functioning as designed'.

ASSIGNED: BAHIA MICHAEL E DATE: 07/09/91 TIME: 17:16

Update acknowledged. Will be on vacation from 7/15 until the 29th. Please try to get feedback this week if possible that problem is resolved or any new issues.

ASSIGNED: AMINI DAVID M DATE: 07/08/91 TIME: 09:14

---

ASSIGNED: AMINI DAVID M           DATE: 07/08/91    TIME: 09:14  
I gave the software to customer, their programmer and he will be on site to take care of this issue. I will monitor this call until this matter is resolved.

Dave Amini

ASSIGNED: BAHIA MICHAEL E        DATE: 06/27/91    TIME: 13:10  
Maintenance Rel 1.1s sent out today via Federal Express, Air Bill # 1923056457. It should be there tomorrow, Friday, morning. Please co-ordinate with the S/W vendor, Bill Duncan, to drop off copy of O/S at site. Bill's number is 301-768-8008. Please update when received & when delivered to site

ASSIGNED: BAHIA MICHAEL E        DATE: 06/27/91    TIME: 08:37  
Left phone message for Dave or Gary to call me to arrange for mailing of the Maintenance Rel or put mailing address in call.

ASSIGNED: BAHIA MICHAEL E        DATE: 06/26/91    TIME: 12:30  
We have a fix for this problem. Maintenance Rel 1.1s fixes this problem. Please provide me with a mailing address and the new O/S will be sent right out.

ASSIGNED: BAHIA MICHAEL E        DATE: 06/21/91    TIME: 10:24  
Taiwan R&D currently in Lowell to fix all 386 bugs. Expect this problem to be corrected in next week or 2.

ASSIGNED: BAHIA MICHAEL E        DATE: 06/12/91    TIME: 14:59  
Taiwan R&D expected in Lowell 6/17. Will duplicate problem for them at that time. Hope to have fix in next few weeks.

ASSIGNED: BAHIA MICHAEL E        DATE: 05/31/91    TIME: 17:02  
Product call P2/17281 opened on this problem. Cannot link calls until sent back from RSC. Please see 2 previous comments.

ASSIGNED: BAHIA MICHAEL E        DATE: 05/31/91    TIME: 16:59  
Still waiting for this call to be sent back through the RSC then back to 8760. What is the problem here?

ASSIGNED: BAHIA MICHAEL E        DATE: 05/31/91    TIME: 16:14  
Tested problem against Maint Rel 1.1M & still not corrected.

ASSIGNED: BAHIA MICHAEL E        DATE: 05/29/91    TIME: 17:25  
This fix is suppose to be in the latest Maintenance Rel, 1.1M. Just back from Training Class. Will test this week to verify. Dave Amini & Tim Taylor from Federal District were both in class & have copy of this O/S. Talked w/ programmer Bill Duncan & updated on status. If fix verifies, will need field

---

ASSIGNED: BAHIA MICHAEL E      DATE: 05/29/91      TIME: 17:25  
to co-ordinate delivery on-site with customer & programmer.

ASSIGNED: BAHIA MICHAEL E      DATE: 05/07/91      TIME: 18:25  
Received phone call from RSC. They I would expect should be calling you.  
This call should be escalated through them as it is s/w. We expect to have a  
fix shortly.

ASSIGNED: AMINI DAVID M      DATE: 05/06/91      TIME: 12:39  
I will follow up on this call this week.

Dave Amini

ASSIGNED: BAHIA MICHAEL E      DATE: 04/26/91      TIME: 16:03  
There should only be 1 call for this customer for this problem & because it  
is software it should escalate through the RSC. Have you verified the probl  
em is just the CF on the 1st page & F on the top of subsequent pages?

ASSIGNED: AMINI DAVID M      DATE: 04/25/91      TIME: 16:08  
There is an RSC call for this printer which was sent to H.O, I have yet to  
hear from them. I will be in Home office next week if any one hear from them  
please update this call.

Dave Amini

ASSIGNED: BAHIA MICHAEL E      DATE: 04/23/91      TIME: 11:54  
From my testing in the lab & from talking with the customer only 1 blank  
page comes out before the header page. This call should have come through t  
the Atlanta PRC. All software calls should be going thru the RSCs. We have  
not considered the 1 blank page at this time to be a problem. Please verify  
if only 1 page or 4 pages is preceding the header. The problem here that we  
are addressing is a CF appears on the top of the 1st sheet out of the Laser  
for a document and a F on the top of each subsequent sheet. Apparently some  
code sequences used to set page length I believe and some related code are  
being misinterpreted by the O/S and not recognized by the printer. Since the  
hex code for a C and a F reside within these codes these letters are printed.  
Sending this call back to originator to reroute through RSC for proper  
escalation path. Problem has been reported and we are expecting a fix.  
Please insure call is sent back to RDB 8760 by RSC so that proper attention  
can be given by all parties.

ASSIGNED: AMINI DAVID M      DATE: 04/23/91      TIME: 10:51  
This call is for Mike Bahia, detail is in the call history.

Dave Amini

ASSIGNED: AMINI DAVID M      DATE: 04/23/91      TIME: 10:48  
MR Bahia : This printer is now printing 4 page before the header page is  
printed, I believe you already talked to CE (Richard Randolph) about it and

XAO291S  
00.00.00

W A N G L A B O R A T O R I E S I N C .  
PROBLEM TRACKING AND REPORTING  
CUSTOMER COMPLETE DETAIL REPORT  
P R O B L E M D E T A I L  
CUSTOMER PROBLEM NUMBER C410005891

PAGE: 7  
26 AUG 1991  
10:28:14

---

ASSIGNED: AMINI DAVID M      DATE: 04/23/91      TIME: 10:48  
were able to duplicate the problem on your system.

Dave Amini

ASSIGNED: AMINI DAVID M      DATE: 04/12/91      TIME: 10:10  
There is a bug in operating system for this type printer to be able to work properly, Mike Bahia in H.O is working on this issue to fix the problem.

Dave Amini

ASSIGNED: AMINI DAVID M      DATE: 04/03/91      TIME: 11:42  
I have talked to customer, their programmer has yet to modify their WP to be able to use the printer.

Dave Amini

ASSIGNED: PHILYAW GARY EDWARD      DATE: 04/02/91      TIME: 17:31  
Dave Amni

ASSIGNED: PHILYAW GARY EDWARD      DATE: 04/02/91      TIME: 17:28  
04-02-91 Site visit revealed printer will not line feed between lines. Contacted Bill Duncan of Eastern Computer to get the WP program modified to support this printer.

XA0290S  
00.00.00

W A N G L A B O R A T O R I E S I N C .  
PROBLEM TRACKING AND REPORTING  
PRODUCT COMPLETE DETAIL REPORT  
H E A D E R I N F O  
PRODUCT PROBLEM NUMBER P200017354

PAGE: 1  
15 AUG 1991  
11:10:14

---

PROBLEM NUMBER: P200017354      NUMBER OF RELATED  
PRIORITY            P3                            CUSTOMER PROBLEMS:      0  
PROBLEM TYPE:      INFW                        PRODUCT PROBLEMS:      0  
PRE-RELEASE PROB:                    LINKED TO PROBLEM:

SYSTEM MODEL NO: CS-386            ORIGINATOR NAME:      BAHIA MICHAEL E  
GEN SYST MODEL: 2200 CS 386 CPU    ORIG EMPLOYEE NO:    00-04238  
O.S. VERSION:      01 1T                    ORIGINATOR PHONE:      - - -  
HW MODEL NUMBER:                    ORIGINATOR RDB:      8760  
SW MODEL NUMBER: OS  
SW VERSION:        01 1T

PART NUMBER:                        RDB ASSIGNED:        8760  
PART NUM REV:                        PERSON ASSIGNED:     BAHIA MICHAEL E

STATUS DATE:        08/15/91 11:09    DATE ENTER PTR:      07/11/91  
STATUS CODE:        S C 198                DATE TO R&D:        019910711  
STATUS ABBREV:      F-T-SPEC-C            WKDYS IN R&D:        24.61  
STATUS CLOSE LVL: ALL                TOT WKDYS OPEN:     24.61  
STATUS DESC :        FUNCTIONS ACCORDING TO SPECS/DESIGN - CONFIR

PROBLEM SUMMARY :BAHIA MICHAEL E    DATE: 07/11/91      TIME: 17:55  
If try to MOVE the @MVP file that exists on Maint Rel 1.1t with any 386 O/S  
get error D82, File not Found. However, can MOVE entire disk to another disk  
successfully.

RESOLUTION TEXT :BAHIA MICHAEL E    DATE: 08/15/91      TIME: 11:09  
Problem fixed  
SC198. User error. Index setup by PC instead of 2200. By moving data on a  
2200 system, index reconfigured & problem resolved.



XAO290S  
00.00.00

W A N G L A B O R A T O R I E S I N C .  
PROBLEM TRACKING AND REPORTING  
PRODUCT COMPLETE DETAIL REPORT  
P R O B L E M D E T A I L  
PRODUCT PROBLEM NUMBER P200017354

PAGE: 4  
15 AUG 1991  
11:10:14

---

ASSIGNED: BAHIA MICHAEL E DATE: 08/07/91 TIME: 15:28  
Please send this call back to RDB 8760. This problem is resolved.

ASSIGNED: BAHIA MICHAEL E DATE: 07/12/91 TIME: 18:17  
This call can be closed. Unable to MOVE @MVP on 1.1t because index created  
by PC. If MOVE of 1.1t floppy is done to a 2200 surface setting up index w/  
2200 hashing algorithm, @MVP can be MOVEd.

ASSIGNED: BAHIA MICHAEL E DATE: 07/11/91 TIME: 18:13  
Sending to RDB 8332 for resolution.

ASSIGNED: BAHIA MICHAEL E DATE: 07/11/91 TIME: 17:55  
Install the 1.1t release in a floppy drive. Scratch a disk surface or address  
340 and EXECUTE the following command:  
MOVET/Dx0,"@MVP"TOT/340,  
Will fail with D82. Does not fail with @MVP from 1.1s or previous releases  
that were tested.

---

PROBLEM NUMBER: P200017302      NUMBER OF RELATED  
PRIORITY                    P1                    CUSTOMER PROBLEMS:      0  
PROBLEM TYPE:            ESC                    PRODUCT PROBLEMS:      0  
PRE-RELEASE PROB:                    LINKED TO PROBLEM:

SYSTEM MODEL NO: CS386            ORIGINATOR NAME:      BAHIA MICHAEL E  
GEN SYST MODEL:    2200 CS CPU            ORIG EMPLOYEE NO:    00-04238  
O.S. VERSION:        01 IQ                    ORIGINATOR PHONE:    - - -  
HW MODEL NUMBER:                    ORIGINATOR RDB:      8760  
SW MODEL NUMBER: OS  
SW VERSION:            01 IQ

PART NUMBER:                    RDB ASSIGNED:        8760  
PART NUM REV:                    PERSON ASSIGNED:     BAHIA MICHAEL E

STATUS DATE:            08/15/91 10:57      DATE ENTER PTR:        06/17/91  
STATUS CODE:            S C 595                DATE TO R&D:            019910617  
STATUS ABBREV:        PERM FIX                WKDYS IN R&D:            41.97  
STATUS CLOSE LVL: ALL                TOT WKDYS OPEN:        41.97  
STATUS DESC :    PERMANENT FIX - GENERAL RELEASE

PROBLEM SUMMARY :BAHIA MICHAEL E    DATE: 06/17/91      TIME: 10:45  
When certain Katakana characters are used after a REM% command, all subsequent commands on that line are ignored. The character specified by the field was the Dakuon, a hex 7E. On a 2536DW or a 2436 set up for Katakana the Dakuon is entered by placing the keyboard in lower case & hitting the left bracket '[' key to the right of the letter P.

RESOLUTION TEXT :BAHIA MICHAEL E    DATE: 08/15/91      TIME: 10:57  
SC595. Problem using the Katakana Dakoun character after a REM% causing subsequent commands on the same line to be ignored resolved with Maint Rel 1.1s. Close call.

XAO290S  
00.00.00

W A N G L A B O R A T O R I E S I N C .  
PROBLEM TRACKING AND REPORTING  
PRODUCT COMPLETE DETAIL REPORT  
P R O B L E M D E T A I L  
PRODUCT PROBLEM NUMBER P200017302

PAGE: 4  
15 AUG 1991  
11:01:19

---

ASSIGNED: RILEY J MICHAEL      DATE: 08/09/91    TIME: 10:26  
Closed

ASSIGNED: BAHIA MICHAEL E      DATE: 08/07/91    TIME: 15:25  
Problem resolved. Please send back to RDB 8760 for closing.

ASSIGNED: BAHIA MICHAEL E      DATE: 07/09/91    TIME: 17:37  
Customer has tested problem against Maintenance Release 1.1s and problem is fixed. This call can be closed. Please send back for closing.

ASSIGNED: BAHIA MICHAEL E      DATE: 06/26/91    TIME: 15:21  
This problem is resolved with Maintenance Rel 1.1s. Sending to field for testing via Wang Office this PM.

ASSIGNED: BAHIA MICHAEL E      DATE: 06/17/91    TIME: 11:00  
Sending to RDB 8332 for resolution.

ASSIGNED: BAHIA MICHAEL E      DATE: 06/17/91    TIME: 10:45  
The problem can be duplicated with the following program using the 2536DW:

```
10PRINT "ABC"  
20REM% dakuon :PRINT "OK"  
30PRINT "XXX"
```

On line 20 the actual Katakana Dakuon character must be entered. With kybrd in lower case in Katakana, key the left bracket key '['. When this program is executed the PRINT "OK" command is ignored. When key run will see:

```
ABC  
XXX  
should see:  
ABC  
OK  
XXX
```

SELECTION CRITERIA

```

-----
PROBLEM NUMBER -      START: P800014405      END: P800014405
PRIORITY:             ALL
PROBLEM TYPE:        ALL
RDB -                 ASSIGN RDB: ALL      ORIG RDB: ALL
HW/SW INDICATOR:    ALL
STATUS TYPE:         ALL
STATUS CODE:         ALL
-----

```

```

PROBLEM NUMBER: P800014405      NUMBER OF RELATED
PRIORITY        P2              CUSTOMER PROBLEMS: 1

```

```

PROBLEM TYPE:     ESC          PRODUCT PROBLEMS: 0
LINKED TO PROBLEM:

```

```

SYSTEM MODEL NO: CS386          ORIGINATOR NAME:  SLOEP WILLEM
GEN SYST MODEL:  2200 CS CPU    ORIGINATOR PHONE:

```

```

O.S. VERSION:    01 1C
HW MODEL NUMBER:          RDB ASSIGNED:  8760
SW MODEL NUMBER: CS386    PERSON ASSIGNED:  BAHIA MICHAEL E
SW VERSION:       01 1 C
PART NUMBER:
PART NUM REV:

```

```

STATUS DATE:      06/21/91    DATE ENTER PTR:   05/16/91
STATUS CODE:      S O 333     DATE TO R&D:      05/17/91
STATUS ABBREV:    REPRODUCED  WKDYS IN R&D:     58.78
                                     TOT WKDYS OPEN:     59.73

```

PROBLEM SUMMARY :SLOEP WILLEM      DATE: 05/16/91      TIME: 10:59  
When hogging a device, this device is not closed afther a RESET, CLEAR or LOADRUN command (ON THE SAME PARTITION!).  
The only way to close a opened device is to type close /xxx in the partition which issued the open (so reset, etc will not help).  
On the normal CS and 2200 systems a device was closed afther pressing reset, or the other sequence on that partition.

ASSIGNED: BAHIA MICHAEL E      DATE: 08/07/91      TIME: 15:08  
Sending call back to field to be closed. Problem resolved as per field update.

ASSIGNED: BAHIA MICHAEL E      DATE: 07/05/91      TIME: 11:41  
Received Wang Office from Tom Hendriks of the Netherlands this AM. Has tested this problem against Maint Rel 1.1s & the problem is resolved. This call can be closed as per the Wang Office.

ASSIGNED: BAHIA MICHAEL E      DATE: 06/26/91      TIME: 15:13  
This problem is fixed with maintenance rel 1.1s sent to the field via Wang Office this AM.

ASSIGNED: BAHIA MICHAEL E      DATE: 06/17/91      TIME: 11:25  
Correction: With 1.1Q disk hogging works correctly with SELECT H ON.

SELECTION CRITERIA

-----  
PTR NUMBER - START: P800014405 END: P800014405  
PRIORITY: ALL  
PROBLEM TYPE: ALL  
RDB - ASSIGN RDB: ALL ORIG RDB: ALL  
HW/SW INDICATOR: ALL  
STATUS TYPE: ALL  
STATUS CODE: ALL  
-----

PROBLEM NUMBER: P800014405 NUMBER OF RELATED  
PRIORITY P2 CUSTOMER PROBLEMS: 1

SELECT H OFF does not work at all. Was using a disk address with no device attached which is why with SELECT H ON the entire address was hogged. Must have a DS connected to that address to recognize platter hog. Please see previous 2 comments.

ASSIGNED: BAHIA MICHAEL E DATE: 06/17/91 TIME: 11:14  
Did some additional testing this AM. With Maintenance Rel 1.1M can hog 01C but only with SELECT H OFF. Whether SELECT H is ON or OFF should not matter. With SELECT H OFF and 01C hogged, a RESET does clear the hog if issued from the hogging partition. If your results or findings are different please update with details.  
With 1.1Q cannot hog a TC address like 01C with SELECT H ON or OFF and the only way to hog disk is with SELECT H ON. When this is done the entire unit for that address (310,320,330) is hogged & there is no entry in the PHT.  
Used following program:  
5 SELECT H ON or OFF  
10 SELECT #1/01C or D12  
20 \$OPEN #1  
30 KEYIN A\$  
Field: please see previous comment.

ASSIGNED: BAHIA MICHAEL E DATE: 06/13/91 TIME: 18:06  
With a disk address this problem such as D30 this problem does not occur on maint rel 1.1M. Tried to hog address 01C and could not on 1.1M so this is a problem. In your "How to Duplicate" field you indicated address A04. Is that a legal address or a typing error? Cannot enter that address in GENPART. Will get the problem with being unable to hog 01C fixed. Please provide more information on problem if I am missing the problem you are reporting.

ASSIGNED: BAHIA MICHAEL E DATE: 06/12/91 TIME: 18:29  
Willem, please see my update of 5/17. Used that program to verify fix. Can you test that same procedure in your office. If 1.1M does not fix as stated from 5/17 will reverify & either send hard copy of 1.1M or test against 1.1Q & send that. If problem goes beyond scope of my test program please provide additional info on reproducing. Taiwan R&D will be in Lowell starting 6/17 so if problem still exists should be able to correct fairly quickly.

ASSIGNED: SLOEP WILLEM DATE: 06/10/91 TIME: 10:35  
According to the field, this problem is still not solved with MR 1.1M. Do you need a better description.

SELECTION CRITERIA

-----  
NUMBER - START: P800014405 END: P800014405  
PRIORITY: ALL  
PROBLEM TYPE: ALL  
RDB - ASSIGN RDB: ALL ORIG RDB: ALL  
HW/SW INDICATOR: ALL  
STATUS TYPE: ALL  
STATUS CODE: ALL  
-----

PROBLEM NUMBER: P800014405 NUMBER OF RELATED  
PRIORITY P2 CUSTOMER PROBLEMS: 1

ASSIGNED: BAHIA MICHAEL E DATE: 05/30/91 TIME: 14:31  
This problem should be fixed in Maintenance Rel 1.1M sent via Wang Office on  
5/20. Have you tested yet? Can this call be close?

ASSIGNED: BAHIA MICHAEL E DATE: 05/17/91 TIME: 19:00  
Tested problem with following program:

10SELECT#1 D31  
20\$OPEN #1  
30KEYIN A\$  
40GOTO 20

By halting program address can be seen hogged with LISTDT in the PHT. Keying  
RESET clears. Problem resolved with Maintenance Rel 1.1M of the CS/386 O/S.  
Will send out Maint Rel via Wang Office on Monday. Sorry for any delay. Has  
been so long since someone sent a problem call instead of a customer call  
that I have not been regularly checking this bucket.

ASSIGNED: SLOEP WILLEM DATE: 05/16/91 TIME: 11:03  
THE PTR PROBLEM C800013964 WAS COPIED TO PTR PROBLEM P800014405  
ON 05/16/91 @ 15:59 BY PTR USER: SLOEP WILLEM

ASSIGNED: SLOEP WILLEM DATE: 05/16/91 TIME: 10:59  
Just open a device like :  
SELECT TC A04  
OPEN A04  
press RESET and the device table shows still an 040 on this partition.

ASSIGNED: HENDRIKS TOM DATE: 05/10/91 TIME: 09:49  
Please read problem. It's all hapening in the same partition !!!

RESOLUTION TEXT :BAHIA MICHAEL E DATE: 08/07/91 TIME: 15:07  
SC595. Unable to unhog an MXE port with a RESET or CLEAR from the issuing  
partition resolved with CS/386 Maint Rel 1.1s per field.

SELECTION CRITERIA

```

-----
NUMBER -          START: P800014181      END: P800014181
PRIORITY:         ALL
PROBLEM TYPE:    ALL
RDB -            ASSIGN RDB: ALL          ORIG RDB: ALL
HW/SW INDICATOR: ALL
STATUS TYPE:     ALL
STATUS CODE:     ALL
-----

```

```

PROBLEM NUMBER:  P800014181      NUMBER OF RELATED
PRIORITY         P2              CUSTOMER PROBLEMS:    1

PROBLEM TYPE:    ESC              PRODUCT PROBLEMS:    0
LINKED TO PROBLEM:

```

```

SYSTEM MODEL NO: CS386          ORIGINATOR NAME:    SLOEP WILLEM
GEN SYST MODEL:  2200 CS CPU    ORIGINATOR PHONE:

```

```

O.S. VERSION:    01 1C
HW MODEL NUMBER: CS386          RDB ASSIGNED:      8760
SW MODEL NUMBER: CS386          PERSON ASSIGNED:   BAHIA MICHAEL E
SW VERSION:      01 1C
PART NUMBER:
PART NUM REV:

```

```

STATUS DATE:     06/21/91      DATE ENTER PTR:    05/01/91
STATUS CODE:     S O 333      DATE TO R&D:       05/17/91
STATUS ABBREV:  REPRODUCED    WKDYS IN R&D:      58.78
                                     TOT WKDYS OPEN:    70.65

```

PROBLEM SUMMARY :SLOEP WILLEM     DATE: 05/01/91     TIME: 04:04  
When using exponential format in printusing an convert statements.  
The resul is miscalculated if there is more than one # sign before the dot  
i.e (##.####tfff) and the number to convert is below 1.  
If you try the same operation on non 386 cpu's it works ok.  
Reproduced by PRC.

ASSIGNED: BAHIA MICHAEL E     DATE: 08/07/91     TIME: 14:06  
Problem resolved with Maint Rel 1.1s per field. Transferring call back to fi  
eld for closing.

ASSIGNED: BAHIA MICHAEL E     DATE: 07/05/91     TIME: 11:38  
Received Wang Office from Tom Hendriks of the Netherlands this AM. Has teste  
d this problem against Maint Rel 1.1s & problem is resolved. This call can  
be closed as per the Wang Office.

ASSIGNED: BAHIA MICHAEL E     DATE: 06/26/91     TIME: 15:12  
This problem is corrected with maintenance rel 1.1s sent to the field via  
Wang Office this AM.

ASSIGNED: BAHIA MICHAEL E     DATE: 06/21/91     TIME: 10:41  
Spoke with Willem Sloep on 6/18. He has tested this problem also against  
Q & problem is corrected. However, fix cannot be delivered to customer

SELECTION CRITERIA

-----  
PTR NUMBER - START: P800014181 END: P800014181  
PRIORITY: ALL  
PROBLEM TYPE: ALL  
RDB - ASSIGN RDB: ALL ORIG RDB: ALL  
HW/SW INDICATOR: ALL  
STATUS TYPE: ALL  
STATUS CODE: ALL  
-----

PROBLEM NUMBER: P800014181 NUMBER OF RELATED  
PRIORITY P2 CUSTOMER PROBLEMS: 1

because hogging is not working properly. Taiwan R&D in Lowell now & new O/S expected shortly.

ASSIGNED: BAHIA MICHAEL E DATE: 06/13/91 TIME: 17:48  
Retested this problem today with both 1.1M & 1.1Q. Must be getting senile as problem is not fixed on the 1.1M tested today. It is fixed on 1.1Q but there are problems with 1.1Q which prevent us from sending it out. Hope to have new O/S next week when Taiwan R&D arrives.

ASSIGNED: BAHIA MICHAEL E DATE: 06/12/91 TIME: 18:22  
Willem, do you have a CPU you can test this on? I tested the problem as indicated in the call & it was fixed. Did not take it off Wang Office myself so there could be a mix up. Does the version they are testing come up with 1.1M on the screen? Have just received 1.1Q which should fix the LIST problem reported in C8/14505 & possibly the TC hog problem, C8/14506 but has not been taken off system yet. Please verify 1.1M is shown on boot & if have a CPU please let me know if you still see the problem. If so will resend hard copy of 1.1M I have or reverify fix on new 1.1Q & send that.

ASSIGNED: SLOEP WILLEM DATE: 06/10/91 TIME: 10:39  
According to the field this is not solved with MR 1.1M. Could it be that we need a specific or newer version of DS prom?

ASSIGNED: BAHIA MICHAEL E DATE: 05/30/91 TIME: 14:28  
Have you verified this problem has been fixed with the Maint Rel 1.1M? Can we close this call?

ASSIGNED: BAHIA MICHAEL E DATE: 05/17/91 TIME: 18:49  
Problem has been fixed with Maint Rel 1.1M. Have tested with this release & works correctly. Will Wang Office on Monday, 5/20.

ASSIGNED: SLOEP WILLEM DATE: 05/17/91 TIME: 09:54  
Field want to raise this to a P1 call! I'll wait one week (Willem).

ASSIGNED: SLOEP WILLEM DATE: 05/17/91 TIME: 09:53  
Can you please accept this call or update us with relevant info. If you've simulated the problem, than please give us a fix time frame.

ASSIGNED: SLOEP WILLEM DATE: 05/01/91 TIME: 04:07  
THE PTR PROBLEM C800013967 WAS COPIED TO PTR PROBLEM P800014181



SELECTION CRITERIA

-----  
X NUMBER - START: P800014181 END: P800014181  
PRIORITY: ALL  
PROBLEM TYPE: ALL  
RDB - ASSIGN RDB: ALL ORIG RDB: ALL  
HW/SW INDICATOR: ALL  
STATUS TYPE: ALL  
STATUS CODE: ALL  
-----

PROBLEM NUMBER: P800014181 NUMBER OF RELATED  
PRIORITY P2 CUSTOMER PROBLEMS: 1

ON 05/01/91 @ 09:04 BY PTR USER: SLOEP WILLEM

ASSIGNED: SLOEP WILLEM DATE: 05/01/91 TIME: 04:04

Sample program :

10 INPUT X  
20 PRINT USING 100;X  
30 CONVERT X TO X\$, (##.####↑↑↑↑)  
40 CONVERT X\$ TO X  
50 PRINT X  
100 %##.####↑↑↑↑

Entering a value of 10 works fine, a value of .01 however results in 1

RESOLUTION TEXT :BAHIA MICHAEL E DATE: 08/07/91 TIME: 14:04

595. Miscalculation problem when using exponential mixed numbers with  
CONVERT & PRINT USING resolved with CS/386 Maint Rel 1.1s.

0291S  
00.00.00

WANG LABORATORIES INC.  
PROBLEM TRACKING AND REPORTING  
CUSTOMER COMPLETE DETAIL REPORT  
PROB. RESOLUTION  
CUSTOMER PROBLEM NUMBER C900003750

PAGE: 2  
31 JUL 1991  
09:29:20

PROBLEM NO: C900003750  
STATUS CODE: S O 495      STATUS ABBR: NEW PROBLM      DATE ENTERED: 07/31/91

ORIGINAL	MODEL NUMBER	GENERIC MODEL	VERSION
SYSTEM :	CS-386	2200 CS 386 CPU	O.S: 01 10 00 00
HARDWARE:	CS-386	2200 CS 386 CPU	
SOFTWARE:	CS-386	2200 CS 386 CPU	SWR: 01 10 00 00

RESOLUTION	MODEL NUMBER	GENERIC MODEL	VERSION
SYSTEM :	CS-386	2200 CS 386 CPU	O.S: 01 10 00 00
HARDWARE:	CS-386	2200 CS 386 CPU	
SOFTWARE:	CS-386	2200 CS 386 CPU	SWR: 01 10 00 00

PART NO.                      PART NO. REVISION

RESOLUTION TEXT :BAHIA MICHAEL E    DATE: 07/31/91    TIME: 09:27  
SC595. P55 errors when using global partitions resolved with Maint Rel 1.1b.

WANG LABORATORIES INC.  
PROBLEM TRACKING AND REPORTING  
CUSTOMER COMPLETE DETAIL REPORT  
PROBLEM DETAIL  
CUSTOMER PROBLEM NUMBER C900003750

PAGE: 4  
31 JUL 1991  
09:29:20

ASSIGNED: KEMP ARTHUR                      DATE: 07/29/91    TIME: 20:02  
This problem is resolved please return for closing, Ken is no longer with us, restructured.

ASSIGNED: BAHIA MICHAEL E                  DATE: 07/11/91    TIME: 17:22  
Please update call. Has Maint Rel 1.1B been received and does it resolve the problem?

ASSIGNED: GRANT ALBERT E JR                DATE: 01/29/91    TIME: 11:47  
Ken - I have sent you CS/386 Version 1.1B by Wang Office. Please let me know what the outcome is. If it solves the problem, I will transfer this back to you for closing. -aeg

ASSIGNED: SULLIVAN FRANCIS P              DATE: 08/20/90    TIME: 09:16  
Please send to RDB 8760. 2200 not a Microsystems' Product.

ASSIGNED: STEWART KEN                      DATE: 08/16/90    TIME: 23:40  
Wang Office to AL GRANT on 17/aug/1990.

XA0291S  
00.00.00

WANG LABORATORIES INC.  
PROBLEM TRACKING AND REPORTING  
CUSTOMER COMPLETE DETAIL REPORT  
HEADER INFO  
CUSTOMER PROBLEM NUMBER C900003750

PAGE: 1  
31 JUL 1991  
09:29:20

---

PROBLEM NUMBER: C900003750      CUST NAME: BERGER SOFTWARE - (DP)  
PRIORITY: P2      CUST NUMBER: A1 00212920003

PROBLEM TYPE: QBUG      CUST CONTACT: IAN BUCKLES  
LINK TO PROB NO: NOT LINKED      CUST CONT PHONE: - 02-923-1233  
CUST ADDRESS 1: 11TH FL, 168 WALKER STREET  
CUST ADDRESS 2:  
CUST ADDRESS 3:

SYSTEM MODEL NO: CS-386      CUST CITY: NORTH SYDNEY  
GEN SYST MODEL: 2200 CS 386 CPU      CUST ST/PROV:  
O. S. VERSION: 01 10 00 00      CUST ZIP: NSW - 206      CUST RDB: A6538  
HW MODEL NUMBER: CS-386      CUST COUNTRY:  
SW MODEL NUMBER: CS-386  
SW VERSION: 01 10 00 00

RDB ASSIGNED: 8760  
PERSON ASSIGNED: GRANT ALBERT E JR  
PART NUMBER:      ORIG NAME: STEWART KEN  
PART NUM REV:      ORIG EMPL NO: A1-20219  
SERIAL NUMBER:      ORIG PHONE: - - -  
ORIG RDB: A6516

CALL TRKG DATE: 00/00/00 99:99      NETWORKED: N  
CALL TRKG NO: 2628652      RES DEPLOYED: NSCA

ORG ACT/SYM/ACN:      DATE ENTER PTR: 08/16/90  
STATUS DATE: 08/16/90      DATE TO R&D: 019900829  
STATUS CODE: S O 495      WKDAYS IN R&D: 239.51  
STATUS ABBREV: NEW PROBLM      TOT WKDAYS OPEN: 248.60  
STATUS DESC: NEW PROBLEM

PROBLEM SUMMARY :STEWART KEN      DATE: 08/16/90      TIME: 23:40  
When the CS operating system uses Global partitions, there seems to be a change in the operation of the global partitions. The program operations used to access the GLOBAL are succesfully used on the old 2200. When the software is moved from the old 2200 to the CS-386, it will not work as these differences treat the background or global operations in a way which causes the programs to fail with 'P55' errors.  
A full and detailed description of the problems and the programs that demonstrate the error have been forwarded to AL GRANT by WANG OFFICE. These programs are long and would be difficult to include in the PTR.

XA0291S  
00.00.00

WANG LABORATORIES INC.  
PROBLEM TRACKING AND REPORTING  
CUSTOMER COMPLETE DETAIL REPORT  
HEADER INFO  
CUSTOMER PROBLEM NUMBER C900005309

PAGE: 1  
12 JUL 1991  
16:47:31

---

PROBLEM NUMBER: C900005309      CUST NAME: SERTING TELECOMS  
PRIORITY: P1      CUST NUMBER: HH 99360003020

PROBLEM TYPE: ESC      CUST CONTACT: K M CHIN  
LINK TO PROB NO: NOT LINKED      CUST CONT PHONE: - 03-261-7033  
CUST ADDRESS 1:  
CUST ADDRESS 2:  
CUST ADDRESS 3:

SYSTEM MODEL NO: CS-386      CUST CITY: KUALA LUMPUR  
GEN SYST MODEL: 2200 CS 386 CPU      CUST ST/PROV:  
O. S. VERSION: 1.1Q      CUST ZIP: -      CUST RDB: H9936  
HW MODEL NUMBER: CS-386      CUST COUNTRY: MALAYSIA  
SW MODEL NUMBER: DS  
SW VERSION: 1.1Q

   RDB ASSIGNED: 8760  
   PERSON ASSIGNED: BAHIA MICHAEL E  
PART NUMBER:      ORIG NAME: YEUNG ADA  
PART NUM REV:      ORIG EMPL NO: HH-99109  
SERIAL NUMBER:      ORIG PHONE: - - -  
   ORIG RDB: H9936

CALL TRKG DATE: 00/00/00 00:00      NETWORKED: N  
CALL TRKG NO:      RES DEPLOYED:

ORG ACT/SYM/ACN:      DATE ENTER PTR: 06/20/91  
STATUS DATE: 06/25/91      DATE TO R&D: 019910625  
STATUS CODE: S O 333      WKDAYS IN R&D: 11.93  
STATUS ABBREV: REPRODUCED      TOT WKDAYS OPEN: 15.62  
STATUS DESC: PROBLEM DUPLICATED AND WORKING WITH ESCALATI

PROBLEM SUMMARY :WONG TAK LAM      DATE: 06/25/91      TIME: 03:53

H/W : CS386 , MKE, 2037C Terminal  
S/W : CS386 BASIC-2 Rel 1.1Q  
MKE P/N 212-3032  
210-7874A RI  
210-7973-A R4  
FROM L18-378-9001  
L19-378-9000

Problem : Customer has encountered the problem of not being able to backup to the tape drive, the backup program hangs with the message "waiting for DS".  
In the configuration screen, the devices are shown as "hogged or unconfigured" eventhough it has been configured earlier.  
The PROM has been updated to rev 4 on the DS.  
The tape drive is a 150mb drive and the cassette is a Teac CT-600N

XA0291S  
00.00.00

W A N G L A B O R A T O R I E S I N C .  
P R O B L E M T R A C K I N G A N D R E P O R T I N G  
C U S T O M E R C O M P L E T E D E T A I L R E P O R T  
H E A D E R I N F O  
C U S T O M E R P R O B L E M N U M B E R C 9 0 0 0 0 5 3 0 9

PAGE: 2  
12 JUL 1991  
16:47:31

cassette recognised as a 150mb tape. We have tried normal backup and the input disk is also flagged as hogged.

- \* No problem before OS updated to 1.1Q. Previous OS is 1.10.
- \* OS 1.1Q is the OS given by Taiwan R&D to solve some DS related problems.

XA0291S  
00.00.00

W A N G L A B O R A T O R I E S I N C .  
P R O B L E M T R A C K I N G A N D R E P O R T I N G  
C U S T O M E R C O M P L E T E D E T A I L R E P O R T  
P R O B . R E S O L U T I O N  
C U S T O M E R P R O B L E M N U M B E R C 9 0 0 0 0 5 3 0 9

PAGE: 3  
12 JUL 1991  
16:47:31

PROBLEM NO: C900005309  
STATUS CODE: S O 333 STATUS ABBR: REPRODUCED DATE ENTERED: 07/12/91

ORIGINAL	MODEL NUMBER	GENERIC MODEL	VERSION
SYSTEM :	CS-386	2200 CS 386 CPU	O.S: 1. 1Q
HARDWARE:	CS-386	2200 CS 386 CPU	
SOFTWARE:	DS	MEDIUM STORAGE	SWR: 1. 1Q

RESOLUTION	MODEL NUMBER	GENERIC MODEL	VERSION
SYSTEM :	CS-386	2200 CS 386 CPU	O.S: 1. 1Q
HARDWARE:	CS-386	2200 CS 386 CPU	
SOFTWARE:	DS	MEDIUM STORAGE	SWR: 1. 1Q

PART NO. PART NO. REVISION

RESOLUTION TEXT :BAHIA MICHAEL E DATE: 07/12/91 TIME: 16:46  
SC590. DS Tape Backup program hanging with 1.1Q resolved w/ Maint Rel 1.1t or 1.1s. Sending back to field to be closed as requested.

ASSIGNED: BAHIA MICHAEL E      DATE: 07/12/91      TIME: 16:41  
D82 problem has been identified and is not an O/S problem. The 1.1t O/S sent to you was direct from a PC floppy. The PC uses a different method of placing the files in the index than the 2200 so when the 2200 was asked to find this specific file, @MVP, it looked in the wrong place and therefore came back with a D82, File not found. This was my fault. When I received the O/S I should have done a MOVE to on the 2200 to put the index into the 2200 hashing algorithm instead of a COPY. To correct the situation use the MOVE command or @MOVEFIL program to move the 1.1t O/S disk to a scratched disk. Then COPY it back to the floppy or scratch the floppy and MOVE the files back. Once the MOVE is done the files will be indexed properly for the 2200 and the MOVE of @MVP will work. Sorry for any inconvenience as I was unaware of this possibility when I created the disk. Hopefully this should clear all open issues you currently have with the O/S. Can this call be closed?

ASSIGNED: WONG TAK LAM      DATE: 07/11/91      TIME: 22:03  
To H.O.: Michael, please de-esc call back to H9936 for area monitor. We are aiming at a tested error-free OS release, before sending the S/W to Malaysia. I will monitor status of P2-17354 for the D82 problem. Have a nice holiday !!

ASSIGNED: BAHIA MICHAEL E      DATE: 07/11/91      TIME: 18:21  
D82 problem reproduced. PTR P2/17354 opened on this problem. The problem in the call appears to be resolved with 1.1t. Was it installed on site and can we close this call.

ASSIGNED: WONG TAK LAM      DATE: 07/10/91      TIME: 03:19  
To H.O.: OS 1.1t has D82 error while using MOVE command to move files from one platter to another platter. The tape backup problem has been solved while testing this OS release in Hutichson Paging in Hong Kong.

ASSIGNED: BAHIA MICHAEL E      DATE: 07/02/91      TIME: 10:52  
Update acknowledged. We expect to send out 1.1t today or tomorrow.

ASSIGNED: WONG TAK LAM      DATE: 07/02/91      TIME: 02:14  
To H.O.: Michael, we have not arranged to test OS 1.1s in user site for this tape backup problem. Since there will be a new release 1.1t from you soon, we will wait & test on that release. We don't have the tape drive for in-house testing. This Malaysia customer is a branch office from Hutchison Paging Ltd in Hong Kong. Regards.

ASSIGNED: BAHIA MICHAEL E      DATE: 06/26/91      TIME: 10:50  
Maintenance Rel 1.1s fixes your problem and will be sent to you today via Wang Office. Please get back to me if not received.

ASSIGNED: WONG TAK LAM      DATE: 06/25/91      TIME: 21:02  
Michael, I'll wait for the new OS & release memo. Regards.

ASSIGNED: BAHIA MICHAEL E DATE: 06/25/91 TIME: 08:54

We have duplicated your problem with DS Disk to Tape Backup and Duncan has already fixed it. There is still 1 small problem with hogging as indicated by a memo from someone in your area. This is a problem with 2 workstations on the same system hogging the same address or another address in the same unit where the 1st terminal has SELECT H ON and the 2nd SELECT H OFF. If RESET is keyed to clear the 1st hog the the 2nd terminal does not continue & hangs on the \$OPEN. The other facets of this problem are corrected. If Duncan can fix this in the next day or 2 would like to wait & send that version, otherwise will forward this version to you.

ASSIGNED: WONG TAK LAM DATE: 06/25/91 TIME: 04:02

To H.O. R&D: Know that Duncan Chou of Taiwan R&D is in H.O. As I have not received any response from him via Office, please talk to him to help on this problem. Thanks!

ASSIGNED: WONG TAK LAM DATE: 06/20/91 TIME: 23:40

To Taiwan R&D: Similiar problem also occurred within Hutchison Paging in Hong Kong. Please advice.

ASSIGNED: YEUNG ADA DATE: 06/20/91 TIME: 21:06

PTR is accepted in ASC at Jun 21, 91.

ASSIGNED: YEUNG ADA DATE: 06/20/91 TIME: 05:06

THE PTR PROBLEM C900005164 WAS COPIED TO PTR PROBLEM C900005309 ON 06/20/91 @ 19:42 BY PTR USER: YEUNG ADA

ASSIGNED: YEUNG ADA DATE: 06/20/91 TIME: 04:42

The following are the procedures used for backup to tape:

A. DISK TO TAPE

1. Put disk with DS utilities in floppy drive
2. "Select Disk 20" to select floppy drive
3. "Load Run" will run program start from diskette
4. DS utilities menu appears, select "new backup disk platters to tape cassette".
5. Enter D6F as output.
6. Enter "E" for erase
7. Enter disk platter to backup as D21
8. Accept default platter name and default start sector and end sector
9. Enter a blank input for addition input
10. Message "waiting for DS" will appear

B. DISK TO DISK

1. After IPL enter "LOAD-RUN" to run start program
2. Select "Backup platter"
3. Input address : D21
4. Message "D21 is hogged. Key return to try again" will appear.

PROBLEM NUMBER: P200017284      NUMBER OF RELATED  
PRIORITY      P3      CUSTOMER PROBLEMS: 0  
PROBLEM TYPE: PROB      PRODUCT PROBLEMS: 0  
PRE-RELEASE PROB:      LINKED TO PROBLEM:

SYSTEM MODEL NO: CS386      ORIGINATOR NAME: BAHIA MICHAEL E  
GEN SYST MODEL: 2200 CS CPU      ORIG EMPLOYEE NO: 00-04238  
O.S. VERSION: 01 1M      ORIGINATOR PHONE: - - -  
HW MODEL NUMBER:      ORIGINATOR RDB: 9INTR  
SW MODEL NUMBER: OS  
SW VERSION: 01 1M

PART NUMBER:      RDB ASSIGNED: 8760  
PART NUM REV:      PERSON ASSIGNED: BAHIA MICHAEL E

STATUS DATE: 06/05/91 15:39      DATE ENTER PTR: 06/05/91  
STATUS CODE: S O 333      DATE TO R&D: 019910605  
STATUS ABBREV: REPRODUCED      WKDYS IN R&D: 20.31  
STATUS CLOSE LVL: ALL      TOT WKDYS OPEN: 20.31  
STATUS DESC : PROBLEM DUPLICATED AND WORKING WITH ESCALATI

PROBLEM SUMMARY :BAHIA MICHAEL E      DATE: 06/05/91      TIME: 15:39  
The commands LIST DCT/DxxSP and LISTDCT/DxxSD do not function correctly.  
LISTDCT/DxxSP should list all scratched programs on the defined addressed but  
does not list scratched programs in NEW (386) format.  
LISTDCT/DxxSD should list only scratched data files but as tested will list  
scratched data files and scratched program files in NEW (386) format.

ASSIGNED: BAHIA MICHAEL E      DATE: 07/05/91      TIME: 11:44  
Field has tested this problem against maintenance rel 1.1s and the problem is  
fixed. This call can be closed.

ASSIGNED: BAHIA MICHAEL E      DATE: 06/05/91      TIME: 15:53  
Sending to R&D for resolution.

ASSIGNED: BAHIA MICHAEL E      DATE: 06/05/91      TIME: 15:39  
Create a disk with program and data files. Create some programs in NEW (386)  
format. Scratch some data files and some programs of both the OLD and NEW  
format. Do a:  
LISTDCT/DxxSD      will list all scratched data files plus the scratched progra  
m files which were in NEW format. Should only list scratched data files.  
then do:  
LISTDCT/DxxSP      should list all scratched programs in OLD or NEW format but  
only lists those in OLD format.



---

PROBLEM NUMBER: P800014405      NUMBER OF RELATED  
PRIORITY                    P2                    CUSTOMER PROBLEMS:            1  
PROBLEM TYPE:            ESC                    PRODUCT PROBLEMS:            0  
PRE-RELEASE PROB:                    LINKED TO PROBLEM:

SYSTEM MODEL NO: CS386            ORIGINATOR NAME:    SLOEP WILLEM  
GEN SYST MODEL:    2200 CS CPU            ORIG EMPLOYEE NO:    N1-00088  
O.S. VERSION:        01 1C                    ORIGINATOR PHONE:    -   -   -  
HW MODEL NUMBER:                    ORIGINATOR RDB:        BPAPP  
SW MODEL NUMBER:    CS386  
SW VERSION:            01 1 C

PART NUMBER:                    RDB ASSIGNED:            8760  
PART NUM REV:                    PERSON ASSIGNED:        BAHIA MICHAEL E

STATUS DATE:            06/21/91 10:43    DATE ENTER PTR:            05/16/91  
STATUS CODE:            S O 333            DATE TO R&D:            019910517  
STATUS ABBREV:          REPRODUCED            WKDYS IN R&D:            33.78  
STATUS CLOSE LVL: ALL            TOT WKDYS OPEN:        34.73  
STATUS DESC :          PROBLEM DUPLICATED AND WORKING WITH ESCALATI

PROBLEM SUMMARY :SLOEP WILLEM      DATE: 05/16/91      TIME: 10:59  
When hogging a device, this device is not closed afther a RESET, CLEAR or  
LOADRUN command (ON THE SAME PARTITION!).  
The only way to close a opened device is to type close /xxx in the partition  
which issued the open (so reset, etc will not help).  
On the normal CS and 2200 systems a device was closed afther pressing reset,  
or the other sequence on that partition.

ASSIGNED: BAHIA MICHAEL E      DATE: 07/05/91      TIME: 11:41  
Received Wang Office from Tom Hendriks of the Netherlands this AM. Has  
tested this problem against Maint Rel 1.1s & the problem is resolved. This  
call can be closed as per the Wang Office.

ASSIGNED: BAHIA MICHAEL E      DATE: 06/26/91      TIME: 15:13  
This problem is fixed with maintenance rel 1.1s sent to the field via Wang  
Office this AM.

ASSIGNED: BAHIA MICHAEL E      DATE: 06/17/91      TIME: 11:25  
Correction: With 1.1Q disk hogging works correctly with SELECT H ON.  
SELECT H OFF does not work at all. Was using a disk address with no device  
attached which is why with SELECT H ON the entire address was hogged. Must  
have a DS connected to that address to recognize platter hog. Please see  
previous 2 comments.

ASSIGNED: BAHIA MICHAEL E      DATE: 06/17/91    TIME: 11:14  
Did some additional testing this AM. With Maintenance Rel 1.1M can hog 01C  
but only with SELECT H OFF. Whether SELECT H is ON or OFF should not matter.  
With SELECT H OFF and 01C hogged, a RESET does clear the hog if issued from  
the hogging partition. If your results or findings are different please  
update with details.

With 1.1Q cannot hog a TC address like 01C with SELECT H ON or OFF and the  
only way to hog disk is with SELECT H ON. When this is done the entire unit  
for that address (310,320,330) is hogged & there is no entry in the PHT.

Used following program:

```
5 SELECT H ON or OFF
10 SELECT #1/01C or D12
20 $OPEN #1
30 KEYIN A$
```

Field: please see previous comment.

ASSIGNED: BAHIA MICHAEL E      DATE: 06/13/91    TIME: 18:06  
With a disk address this problem such as D30 this problem does not occur on  
maint rel 1.1M. Tried to hog address 01C and could not on 1.1M so this is a  
problem. In your "How to Duplicate" field you indicated address A04. Is  
that a legal address or a typing error? Cannot enter that address in GENPART  
. Will get the problem with being unable to hog 01C fixed. Please provide  
more information on problem if I am missing the problem you are reporting.

ASSIGNED: BAHIA MICHAEL E      DATE: 06/12/91    TIME: 18:29  
Willem, please see my update of 5/17. Used that program to verify fix. Can  
you test that same procedure in your office. If 1.1M does not fix as stated  
from 5/17 will reverify & either send hard copy of 1.1M or test against 1.1Q  
& send that. If problem goes beyond scope of my test program please provide  
additional info on reproducing. Taiwan R&D will be in Lowell starting 6/17 s  
o if problem still exists should be able to correct fairly quickly.

ASSIGNED: SLOEP WILLEM          DATE: 06/10/91    TIME: 10:35  
According to the field, this problem is still not solved with MR 1.1M.  
Do you need a better description.

ASSIGNED: BAHIA MICHAEL E      DATE: 05/30/91    TIME: 14:31  
This problem should be fixed in Maintenance Rel 1.1M sent via Wang Office on  
5/20. Have you tested yet? Can this call be close?

ASSIGNED: BAHIA MICHAEL E      DATE: 05/17/91    TIME: 19:00  
Tested problem with following program:

```
10SELECT#1 D31
20$OPEN #1
30KEYIN AS
40GOTO 20
```

By halting program address can be seen hogged with LISTDT in the PHT. Keying  
RESET clears. Problem resolved with Maintenance Rel 1.1M of the CS/386 O/S.  
Will send out Maint Rel via Wang Office on Monday. Sorry for any delay. Has  
been so long since someone sent a problem call instead of a customer call  
that I have not been regularly checking this bucket.

ASSIGNED: SLOEP WILLEM          DATE: 05/16/91    TIME: 11:03  
THE PTR PROBLEM C800013964 WAS COPIED TO PTR PROBLEM P800014405  
ON 05/16/91 @ 15:59 BY PTR USER: SLOEP WILLEM

ASSIGNED: SLOEP WILLEM          DATE: 05/16/91    TIME: 10:59  
Just open a device like :  
SELECT TC A04  
OPEN A04  
press RESET and the device table shows still an 040 on this partition.

ASSIGNED: HENDRIKS TOM          DATE: 05/10/91    TIME: 09:49  
Please read problem. It's all hapening in the same partition !!!

---

PROBLEM NUMBER: P800014181      NUMBER OF RELATED  
PRIORITY                    P2                    CUSTOMER PROBLEMS:      1  
PROBLEM TYPE:            ESC                    PRODUCT PROBLEMS:      0  
PRE-RELEASE PROB:                    LINKED TO PROBLEM:

SYSTEM MODEL NO: CS386            ORIGINATOR NAME:      SLOEP WILLEM  
GEN SYST MODEL:    2200 CS CPU            ORIG EMPLOYEE NO:    N1-00088  
O.S. VERSION:        01 1C                    ORIGINATOR PHONE:    - - -  
HW MODEL NUMBER:    CS386                    ORIGINATOR RDB:      BPAPP  
SW MODEL NUMBER:    CS386  
SW VERSION:            01 1C

PART NUMBER:                            RDB ASSIGNED:            8760  
PART NUM REV:                            PERSON ASSIGNED:        BAHIA MICHAEL E

STATUS DATE:            06/21/91 10:42      DATE ENTER PTR:        05/01/91  
STATUS CODE:            S O 333                DATE TO R&D:            019910517  
STATUS ABBREV:        REPRODUCED            WKDYS IN R&D:            33.78  
STATUS CLOSE LVL: ALL                    TOT WKDYS OPEN:        45.65  
STATUS DESC :            PROBLEM DUPLICATED AND WORKING WITH ESCALATI

PROBLEM SUMMARY :SLOEP WILLEM      DATE: 05/01/91      TIME: 04:04  
When using exponential format in printusing an convert statements.  
The resul is miscalculated if there is more than one # sign before the dot  
i.e (##.####i!!!) and the number to convert is below 1.  
If you try the same operation on non 386 cpu's it works ok.  
Reproduced by PRC.

ASSIGNED: BAHIA MICHAEL E      DATE: 07/05/91      TIME: 11:38  
Received Wang Office from Tom Hendriks of the Netherlands this AM. Has teste  
d this problem against Maint Rel 1.1s & problem is resolved. This call can  
be closed as per the Wang Office.

ASSIGNED: BAHIA MICHAEL E      DATE: 06/26/91      TIME: 15:12  
This problem is corrected with maintenance rel 1.1s sent to the field via  
Wang Office this AM.

ASSIGNED: BAHIA MICHAEL E      DATE: 06/21/91      TIME: 10:41  
Spoke with Willem Sloep on 6/18. He has tested this problem also against  
1.1Q & problem is corrected. However, fix cannot be delivered to customer  
because hogging is not working properly. Taiwan R&D in Lowell now & new O/S  
expected shortly.

ASSIGNED: BAHIA MICHAEL E      DATE: 06/13/91      TIME: 17:48  
Retested this problem today with both 1.1M & 1.1Q. Must be getting senile  
as problem is not fixed on the 1.1M tested today. It is fixed on 1.1Q but  
there are problems with 1.1Q which prevent us from sending it out. Hope to  
have new O/S next week when Taiwan R&D arrives.

ASSIGNED: BAHIA MICHAEL E DATE: 06/12/91 TIME: 18:22  
Willem, do you have a CPU you can test this on? I tested the problem as indicated in the call & it was fixed. Did not take it off Wang Office myself so there could be a mix up. Does the version they are testing come up with 1.1M on the screen? Have just received 1.1Q which should fix the LIST problem reported in C8/14505 & possibly the TC hog problem, C8/14506 but has not been taken off system yet. Please verify 1.1M is shown on boot & if have a CPU please let me know if you still see the problem. If so will resend hard copy of 1.1M I have or reverify fix on new 1.1Q & send that.

ASSIGNED: SLOEP WILLEM DATE: 06/10/91 TIME: 10:39  
According to the field this is not solved with MR 1.1M. Could it be that we need a specific or newer version of DS prom?

ASSIGNED: BAHIA MICHAEL E DATE: 05/30/91 TIME: 14:28  
Have you verified this problem has been fixed with the Maint Rel 1.1M? Can we close this call?

ASSIGNED: BAHIA MICHAEL E DATE: 05/17/91 TIME: 18:49  
Problem has been fixed with Maint Rel 1.1M. Have tested with this release & works correctly. Will Wang Office on Monday, 5/20.

ASSIGNED: SLOEP WILLEM DATE: 05/17/91 TIME: 09:54  
Field want to raise this to a P1 call! I'll wait one week (Willem).

ASSIGNED: SLOEP WILLEM DATE: 05/17/91 TIME: 09:53  
Can you please accept this call or update us with relevant info. If you've simulated the problem, then please give us a fix time frame.

ASSIGNED: SLOEP WILLEM DATE: 05/01/91 TIME: 04:07

ASSIGNED: SLOEP WILLEM DATE: 05/01/91 TIME: 04:07  
THE PTR PROBLEM C800013967 WAS COPIED TO PTR PROBLEM P800014181  
ON 05/01/91 @ 09:04 BY PTR USER: SLOEP WILLEM

ASSIGNED: SLOEP WILLEM DATE: 05/01/91 TIME: 04:04  
Sample program :  
10 INPUT X  
20 PRINT USING 100;X  
30 CONVERT X TO X\$, (##.####1111)  
40 CONVERT X\$ TO X  
50 PRINT X  
100 %##.####1111  
Entering a value of 10 works fine, a value of .01 however results in 1

SELECTION CRITERIA

```

-----
NUMBER -          START: C900004614          END: C900004614
PRIORITY:         ALL
PROBLEM TYPE:    ALL
RDB -            ASSIGN RDB: ALL          CUST RDB: ALL          ORIG RDB: ALL
HW/SW INDICATOR: ALL
STATUS TYPE:     C
STATUS CODE:     ALL
-----

```

```

PROBLEM NUMBER:  C900004614          CUST NAME:      CTC
PRIORITY         P3                  CUST NUMBER:    HJ 90000000000
CUST RDB:        H9919

```

```

PROBLEM TYPE:    INFW          CUST CONTACT:   M. OKADA
PRODUCT PROB NO: NOT LINKED  CUST CONT PHONE: 01-813-770-9748
CUST ADDRESS 1: 25 KOWA BLDG.
CUST ADDRESS 2: 3-8-7 CHIYODA-KU
CUST ADDRESS 3: TOKYO 102
SYSTEM MODEL NO: CS386        CUST CITY:      JAPAN
GEN SYST MODEL: 2200 CS CPU  CUST ST/PROV:
O. S. VERSION: 01 19         CUST ZIP:       -
HW MODEL NUMBER:            CUST COUNTRY:

```

```

SW MODEL NUMBER: CS386        RDB ASSIGNED:  H9919
SW VERSION:      01 19       PERSON ASSIGNED:
PART NUMBER:     ORIG NAME:   OKADA MARIKO
PART NUM REV:    ORIG PHONE:  - - -

```

```

CALL TRKG DATE: 00/00/00     NETWORKED:      N
CALL TRKG NO:
ORG ACT/SYM/ACN:            RES DEPLOYED:
STATUS DATE: 03/27/91       DATE ENTER PTR: 02/03/91
STATUS CODE: S C 318        DATE TO R&D:    02/05/91
STATUS ABBREV: INFORMATON   WKDYS IN R&D:
TOT WKDYS OPEN:

```

PROBLEM SUMMARY :OKADA MARIKO DATE: 02/03/91 TIME: 22:09  
 System: CS/386, O/S 1.19  
 Problem: The calculation result by BASIC-II is wrong, if compare to the old CPU (O/S 3.30) as follows:

Program	The Calculation Result	
	! old CPU (O/S 3.30)	! CS 386 (O/S 1.19)
A. PRINT SQR(102400-.00000005)	! 320	! 319.968
B. PRINT SQR(102400-.000000051)	! 319.9999999998	! 319.9999999998

The calculation result A. is not supposed to be smaller than the result B.  
 The intial escalation to ASC is by CTC/WCL.  
 Regards.  
 Mariko

ASSIGNED: BAHIA MICHAEL E DATE: 03/27/91 TIME: 17:54  
 Pending call back to field to be closed as agreed.

ASSIGNED: OKADA MARIKO DATE: 03/26/91 TIME: 23:07

SELECTION CRITERIA

-----  
PTR NUMBER -           START: C900004614                                    END: C900004614  
PRIORITY:               ALL  
PROBLEM TYPE:           ALL  
RDB -                    ASSIGN RDB: ALL                CUST RDB: ALL                ORIG RDB: ALL  
HW/SW INDICATOR:        ALL  
STATUS TYPE:            C  
STATUS CODE:            ALL  
-----

PROBLEM NUMBER: C900004614           CUST NAME:            CTC  
PRIORITY         P3                    CUST NUMBER:         HJ 90000000000  
                                      CUST RDB:            H9919

To: Mike and Hong Kong  
Thank you for the all analysis and info.  
Pl. de-escalate the call for closure.  
Regards.  
Mariko

ASSIGNED: BAHIA MICHAEL E           DATE: 03/19/91    TIME: 10:01  
Update acknowledged.

ASSIGNED: OKADA MARIKO              DATE: 03/18/91    TIME: 22:32  
To: Mike  
Thank you for the info. Let me pass the info. to our vendor (CTC) and I'll  
update to you.  
Regards.  
Mariko

ASSIGNED: BAHIA MICHAEL E           DATE: 03/14/91    TIME: 11:34  
Right now the industry standard is 10 digit accuracy and this is what INTEL  
is providing with there 386 processor. Wang could go to 13 digit accuracy  
via the Operating System but this would really slow things down which is why  
it is not there on the 386 board. If INTEL came out with a compatible chip  
with 13 digit accuracy & Wang was assured the market wanted it, it would  
probably be done. Again to do it with the available INTEL 386 processor via  
software would really slow down processing time & the only way this would be  
considered would be if tied in to the sale of a substantial amount of hardware  
. So there are no plans to change the accuracy from 10 digit to 13.

ASSIGNED: BAHIA MICHAEL E           DATE: 03/14/91    TIME: 11:22  
Right now the industry standard is 10 digit accuracy & this is what the INTEL  
processor chip provides.

ASSIGNED: OKADA MARIKO              DATE: 03/13/91    TIME: 19:53  
To: Michael/HO & Peter/Hong Kong  
1. The test result with the INTEL chip. in 91 was not good either.  
It is happnening 1.1C also. CTC wants to know whether future rel. could  
support the calculation accuracy for 13 digit numbers including  
the decimal.  
2. The location of the chip is not on the co-processor. It is on the CPU  
itself.  
Regards.

SELECTION CRITERIA

-----  
PROBLEM NUMBER - START: C900004614 END: C900004614  
PRIORITY: ALL  
PROBLEM TYPE: ALL  
RDB - ASSIGN RDB: ALL CUST RDB: ALL ORIG RDB: ALL  
HW/SW INDICATOR: ALL  
STATUS TYPE: C  
STATUS CODE: ALL  
-----

PROBLEM NUMBER: C900004614 CUST NAME: CTC  
PRIORITY P3 CUST NUMBER: HJ 90000000000  
CUST RDB: H9919

Mariko

ASSIGNED: BAHIA MICHAEL E DATE: 03/11/91 TIME: 14:47  
This is probably a Co-processor chip. Please provide location & let me know how many digits of accuracy it gives.

ASSIGNED: OKADA MARIKO DATE: 03/06/91 TIME: 20:41  
To: Peter/Hong Kong  
CTC will receive the INTEL chip within this week and they will inform me the test result soon.  
Regards.  
Mariko

ASSIGNED: BAHIA MICHAEL E DATE: 02/28/91 TIME: 14:11  
What is the location of the chip on the 386 board? Does this chip improve floating point accuracy of math functions beyond the 10 digits now found with the 386 board.

ASSIGNED: OKADA MARIKO DATE: 02/27/91 TIME: 21:05  
To: Hong Kong  
There's no part # for Wang but there's one for INTEL which is as follows:  
I386 A80386DX-16  
Regards.  
Mariko

ASSIGNED: WONG TAK LAM DATE: 02/25/91 TIME: 04:14  
To Japan: Has CTC tried out the new Intel chip yet? What is its part# & where is this chip located on CS386 CPU board?

ASSIGNED: BAHIA MICHAEL E DATE: 02/15/91 TIME: 08:38  
Have heard nothing about a bad chip. If the problem only concerns the math example in this call and related calculations, the problem was exactly duplicated here on 3 different boards so I don't believe this problem would relate to a bad chip. Is this chip concern related to the same problem? What chip is being referred to?

ASSIGNED: OKADA MARIKO DATE: 02/15/91 TIME: 02:16  
To: Michael  
Regarding our vendor (CTC), there's some bad? chips from INTEL. This is not the official info. but they hear the chip manufactured by the end of 1990 may

SELECTION CRITERIA

```

-----
PTR NUMBER -          START: C900004614                      END: C900004614
PRIORITY:            ALL
PROBLEM TYPE:       ALL
RDB -               ASSIGN RDB: ALL          CUST RDB: ALL      ORIG RDB: ALL
HW/SW INDICATOR:   ALL
STATUS TYPE:       C
STATUS CODE:       ALL
-----

```

```

PROBLEM NUMBER:  C900004614      CUST NAME:      CTC
PRIORITY         P3              CUST NUMBER:    HJ 90000000000
                                   CUST RDB:         H9919

```

have this kind of problem and the one after 1991 will not have any problem.  
The vendor is now getting information from INTEL and also the analyst wants to  
try the chip with new one. Did you ever hear like the above?  
Regards.  
Mariko

ASSIGNED: BAHIA MICHAEL E      DATE: 02/13/91    TIME: 15:32  
Update acknowledged. Will wait to hear back from you.

ASSIGNED: OKADA MARIKO      DATE: 02/13/91    TIME: 02:04  
To: Hong Kong  
CTC is testing it on the other CPU. Pl. leave this open for a while.  
Regards.  
Mariko

ASSIGNED: WONG TAK LAM      DATE: 02/12/91    TIME: 22:18  
To Japan: Please confirm call closure. regards.

ASSIGNED: BAHIA MICHAEL E      DATE: 02/06/91    TIME: 16:40  
The example you gave exceeded the 10 digit accuracy of the machine resulting  
in a rounded off number. The example: PRINT SQR (102400-.00000005) consists  
of 14 digits, 6 to the left of the decimal point and 8 to the right. 13  
numbers total left & right is maximum with the result having 10 digit  
accuracy as compared to 13 digit accuracy with the VLSI. This was referred  
to in TSB SWT 9225 from 12/26/89, item 5. This is a limitation of the  
machine and is functioning as designed. Can we close this call.

ASSIGNED: BAHIA MICHAEL E      DATE: 02/05/91    TIME: 16:55  
Will test this problem against the latest O/S Maint Rel 1.1B and rel 1.1C  
just received. Will update you with results.

ASSIGNED: WONG TAK LAM      DATE: 02/05/91    TIME: 02:54  
To H.O.: Escalated for assistance.

RESOLUTION TEXT :BAHIA MICHAEL E    DATE: 03/27/91    TIME: 17:52  
SC198. Math calculation differences due to limitations with the available  
386 processor which provides only 10 digit accuracy as compared to the 13  
digit accuracy of the VLSI processor. Sending call back to field to be  
closed as agreed upon with field.



SELECTION CRITERIA

```

NUMBER -          START: C800011061          END: C800011061
PRIORITY:         ALL
PROBLEM TYPE:    ALL
RDB -           ASSIGN RDB: ALL          CUST RDB: ALL          ORIG RDB: ALL
HW/SW INDICATOR: ALL
STATUS TYPE:     O
STATUS CODE:     ALL

```

```

PROBLEM NUMBER:  C800011061          CUST NAME:      MOULINS SCHYNS S.P.R.L.
PRIORITY         P1                  CUST NUMBER:    B1 00100566001
                                      CUST RDB:       B2910

```

```

PROBLEM TYPE:    ESC                  CUST CONTACT:   DU MONGH MICHEL
PRODUCT PROB NO: NOT LINKED         CUST CONT PHONE: 02-727-252-7
                                      CUST ADDRESS 1:  XHENEUMONT 4
                                      CUST ADDRESS 2:
                                      CUST ADDRESS 3:
SYSTEM MODEL NO: CS/386-10D          CUST CITY:      BATTICE
GEN SYST MODEL:  2200 CS 386 CPU     CUST ST/PROV:
O. S. VERSION:   1 17                CUST ZIP:       4651 -
HW MODEL NUMBER: 2200-CS-386         CUST COUNTRY:

```

```

SW MODEL NUMBER: CS-386              RDB ASSIGNED:  8760
SW VERSION:      01 17               PERSON ASSIGNED: BAHIA MICHAEL E
PART NUMBER:    - - -                ORIG NAME:      DU MONGH MICHEL
PART NUM REV:   - - -                ORIG PHONE:     - - -

```

```

CALL TRKG DATE:  03/10/90            NETWORKED:      N
CALL TRKG NO:
ORG ACT/SYM/ACN:
STATUS DATE:     12/13/90            RES DEPLOYED:
STATUS CODE:     S O 723              DATE ENTER PTR: 10/03/90
STATUS ABBREV:   TEMP FIX-P          DATE TO R&D:    10/08/90
                                      WKDYS IN R&D:    117.75
                                      TOT WKDYS OPEN:  121.32

```

PROBLEM SUMMARY :DU MONGH MICHEL DATE: 10/03/90 TIME: 08:32

We encountered three problems with SELECT H ON.

1. With the following program we see that the platter is not hogged as you should expect.

```

10 SELECT H ON
20 SELECT #1/D11,#2/215
30 $OPEN #1,#2
40 GOTO 40

```

2. After running the following program you will get a hang, and when you reset after the hang you will have a screen blank.

```

10 SELECT H ON
20 SELECT #1/D11,#2/D21,#3/D31
30 $OPEN #1,#2,#3
40 GOTO 40

```

3. Put in the following program

```

10 REM% SAMPLE 20 $CLOSE 30 D$="D11":A$="40":GOTO 70 40 STOP 50 REM
%ENTER '$OPEN/###''RETURN''RUN###''RETURN' 70 PRINTUSING 60,D$,A$

```

before running and go through the program you do SELECT H ON. When you have



SELECTION CRITERIA

```

-----
NUMBER -          START: C800011061          END: C800011061
PRIORITY:         ALL
PROBLEM TYPE:    ALL
RDB -            ASSIGN RDB: ALL          CUST RDB: ALL          ORIG RDB: ALL
HW/SW INDICATOR: ALL
STATUS TYPE:     O
STATUS CODE:     ALL
-----

```

```

PROBLEM NUMBER:  C800011061      CUST NAME:      MOULINS SCHYNS S.P.R.L.
PRIORITY         P1              CUST NUMBER:    B1 00100566001
                                   CUST RDB:          B2910

```

platter hog, SELECT H, although your specific problems should be resolved. The 2 problems that still exist are:

1. If 2 or more CPUs are hogging separate addresses on different devices under heavy access, under some circumstances a hang could occur.
2. If CPU a hogs a master address such as D11, on all other CPUs both D11 & the 1 matching slave surface, D51 in this case, are inaccessible.  
Waiting for feedback on 1.1C. DS P10m

ASSIGNED: BAHIA MICHAEL E      DATE: 02/07/91      TIME: 17:13  
Sending CS/386 Maint Rel 1.1C. This should resolve all platter hog problems. Please get back to us as soon as possible with any feedback, good or bad.

ASSIGNED: BAHIA MICHAEL E      DATE: 02/05/91      TIME: 17:38  
We've been testing out new Maint rel 1.1C and so far looks good. If we find no new problems with SELECT H and no other new problems occur will try to send 1.1C to you this week.

ASSIGNED: BAHIA MICHAEL E      DATE: 01/25/91      TIME: 15:51  
With Maint Rel 1.1B problem 2 is fixed. This is the problem where 3 platter addresses on 3 different devices are hogged with 1 \$OPEN statement which created a hang. Problem 1 still exists as originally described. Again we expect to get a new release any day. If you want me to send 1.1B let me know & I will send it via Wang Office immediately.

ASSIGNED: BAHIA MICHAEL E      DATE: 01/22/91      TIME: 15:45  
Sorry for the delay. Taiwan R&D has had some hardware problems with there test equipment needed for debugging the O/S. Still expect to receive a maint rel any day now.

ASSIGNED: BAHIA MICHAEL E      DATE: 01/08/91      TIME: 16:58  
Still waiting for new maint rel with the SELECT H fixes. Expected this week. Did your test results appear similar to mine as they are different from the original problem? See previous status comment.

ASSIGNED: BAHIA MICHAEL E      DATE: 01/03/91      TIME: 16:50  
Retested your problems 1 & 2 with 1.1A and new maint release & there are still problems with both. With example 1 the platter is never shown as hogged in the device table & the entire unit is hogged. In example 2 with 1.1A we were able to recreate the hang as stated but this problem appears fixed with the new release. As I mentioned we are expecting another release by next

SELECTION CRITERIA

-----  
PTR NUMBER - START: C800011061 END: C800011061  
PRIORITY: ALL  
PROBLEM TYPE: ALL  
RDB - ASSIGN RDB: ALL CUST RDB: ALL ORIG RDB: ALL  
HW/SW INDICATOR: ALL  
STATUS TYPE: O  
STATUS CODE: ALL  
-----

PROBLEM NUMBER: C800011061 CUST NAME: MOULINS SCHYNS S.P.R.L.  
PRIORITY P1 CUST NUMBER: B1 00100566001  
CUST RDB: B2910

week with the platter hog problems corrected.

ASSIGNED: BAHIA MICHAEL E DATE: 01/02/91 TIME: 12:51  
We retest problem 1 & 2 against 1.1A as it has been awhile since I tried it.  
We also have a new maintenance release which is being tested today & if ok  
will be sent out Friday. Will also test against that. However there is stil  
l a bug with SELECT H that has not been solved which we expect a fix for by  
next week. Will retest your problems against 1.1A & the new releases & get  
back to you with the status.

ASSIGNED: DU MONGH MICHEL DATE: 12/27/90 TIME: 04:46  
With O.S. 1.1A the problems 1 and 2 still exist, problem 3 is solved.

ASSIGNED: BAHIA MICHAEL E DATE: 12/21/90 TIME: 17:38  
Has the 1.1A been tested out yet? Will be on vacation until 1/2/90. We  
expect to have a new maint release at that time which addresses a platter hog  
problem still existing on 1.1A. If 2 separate users are hogging different  
surfaces at the same time & also doing heavy disk I/O, a hang may occur & the  
CPU may need to be rebooted. Have a Merry Christmas & a Happy New Year.

ASSIGNED: BAHIA MICHAEL E DATE: 12/12/90 TIME: 11:05  
Update acknowledged. Again please tryh to test as soon as possible.

ASSIGNED: DU MONGH MICHEL DATE: 12/12/90 TIME: 05:48  
At this moment we can not test Maint. Rel. 1.1A, because our system is out  
as back-up. I shall forward the results ASAP.

ASSIGNED: BAHIA MICHAEL E DATE: 12/11/90 TIME: 14:35  
Has Maint Rel 1.1A corrected the customer's problem? We have discovered  
another problem related to platter hog. If 2 different terminals have  
different surfaces hogged & are doing heavy disk I/O at the same time inter-  
mittent I92 can occur & temporarily the system can hang. This new problem is  
being fixed now along with all other known bugs. We need to get feedback  
right away. R&D will be heading back to Taiwan at the end of the year and  
that will slow down turnaround time on fixes. Please try to get this done  
this week.

ASSIGNED: BAHIA MICHAEL E DATE: 11/28/90 TIME: 10:17  
Update acknowledged.

ASSIGNED: SLOEP WILLEM DATE: 11/28/90 TIME: 08:53

SELECTION CRITERIA

```

-----
NUMBER -          START: C800011061          END: C800011061
PRIORITY:         ALL
PROBLEM TYPE:    ALL
RDB -            ASSIGN RDB: ALL          CUST RDB: ALL          ORIG RDB: ALL
HW/SW INDICATOR: ALL
STATUS TYPE:     O
STATUS CODE:     ALL
-----

```

```

PROBLEM NUMBER:  C800011061      CUST NAME:      MOULINS SCHYNS S.P.R.L.
PRIORITY         P1              CUST NUMBER:    B1 00100566001
                                   CUST RDB:          B2910

```

Will update you asap with results with 1.1A, Willem

ASSIGNED: SLOEP WILLEM           DATE: 11/28/90    TIME: 08:52  
I will updat you asap with results from 1.1A. Willem

ASSIGNED: SLOEP WILLEM           DATE: 11/28/90    TIME: 08:50  
Have not yet be in contact with field, will do this asap and update you. Will em.

ASSIGNED: BAHIA MICHAEL E        DATE: 11/27/90    TIME: 17:18  
Please update as soon as possible. Awaiting feedback on 1.1A in regards to this problem.

ASSIGNED: BAHIA MICHAEL E        DATE: 11/21/90    TIME: 15:09  
Awaiting feedback. 386 Maint Rel 1.1A has been sent & fixes this problem.

ASSIGNED: BAHIA MICHAEL E        DATE: 11/06/90    TIME: 16:45  
Was able to duplicate the 3rd problem with the I90 with the additional information you supplied. This problem is also fixed with the 1.1A O/S sent to Willem Sloep. Please test out & get back to us with any problems.

ASSIGNED: DU MONGH MICHEL         DATE: 11/05/90    TIME: 11:28  
When you arrive at ENTER '\$OPEN/D11' 'RETURN' 'RUN40' 'RETURN' ; you must execute these instructions, that means you put in then "\$OPEN/D11" exec and then you put in "RUN40" exec. After that is done you get "STOP" on screen. When you push now RESET you will get the error I90.

ASSIGNED: BAHIA MICHAEL E        DATE: 11/05/90    TIME: 11:12  
386 Maintenance Rel 1.1A sent to you this AM via Wang Office. Should resolve e this problem. Please test & get back to us with your findings.

ASSIGNED: BAHIA MICHAEL E        DATE: 10/31/90    TIME: 12:49  
We have a fix for the 1st 2 parts of the problem. Taiwan R&D will be giving us a new maintenance rel 1.1A today to test out. If everything works correct tly we would probably be able to send you a copy via WangOffice Friday or Monday. If you can reproduce the 3rd symptom please let us know as soon as p ossible.

ASSIGNED: SLOEP WILLEM           DATE: 10/29/90    TIME: 08:27  
To field, pls provide requested info on item 3

SELECTION CRITERIA

```

-----
PTR NUMBER -      START: C800011061                END: C800011061
PRIORITY:         ALL
PROBLEM TYPE:    ALL
RDB -            ASSIGN RDB: ALL          CUST RDB: ALL          ORIG RDB: ALL
HW/SW INDICATOR: ALL
STATUS TYPE:     0
STATUS CODE:     ALL
-----

```

```

PROBLEM NUMBER:  C800011061      CUST NAME:      MOULINS SCHYNS S.P.R.L.
PRIORITY         P1              CUST NUMBER:    B1 00100566001
                  CUST RDB:      B2910

```

ASSIGNED: BAHIA MICHAEL E      DATE: 10/26/90      TIME: 17:48

The 1st problem where the entire address is hogged when onl 12 surface is fixed with rel 1.19 but problem 2 still is not 100 %. With 1.19 problem 2 does not go into a hang state as before, but only the 1 address of the 3 is being hogged. We have our Taiwan R&D group here now & we have just shown them the problem & they expect to have it fixed early next week. Again we ha ve not been able to duplicate the 3rd problem. Whether I do a SELECT H ON before the program is run or not, it comes back with:

ENTER'OPEN/D11''RETURN''RUN40 ''RETURN'

If you can identify what may be wrong let me know & if the 3rd problem is real, we will have it fixed.

ASSIGNED: BAHIA MICHAEL E      DATE: 10/26/90      TIME: 09:27

Have you taken another look at your 3rd problem described to see if there may be something else to add to reproduce the 3rd problem.

ASSIGNED: BAHIA MICHAEL E      DATE: 10/12/90      TIME: 11:52

We have duplicated problem 1 & 2 but cannot duplicate problem 3. When progra m 3 is executed the following line prints on the screen followed by a cursor ENTER'\$OPEN/ O''RETURN''RUN40 ''RETURN'

Shift RESET brings me back to READY (BASIC-2) with no error. Problem 1 has been fixed with release 1.18 but there are still some problems with the platter hog. We are reluctant to issue this release as some other setbacks were also found at some sites that have tried it. Problem 2 was duplicated as stated and a fix has been requested from R&D.

ASSIGNED: SLOEP WILLEM          DATE: 10/08/90      TIME: 07:37

i send this call to R&D for further investigation as agreed.

RESOLUTION TEXT :BAHIA MICHAEL E      DATE: 03/22/91      TIME: 09:23

SC741. Problems with platter hog when more than 1 address is hogged with a single \$OPEN-resolved with CS/386 Maintenance Release 1.1C. Call being sent back to field for closing as agreed to by field.

SELECTION CRITERIA

```

-----
NUMBER -          START: C900003678          END: C900003678
PRIORITY:         ALL
PROBLEM TYPE:    ALL
RDB -            ASSIGN RDB: ALL          CUST RDB: ALL          ORIG RDB: ALL
HW/SW INDICATOR: ALL
STATUS TYPE:     C
STATUS CODE:     ALL
-----

```

```

PROBLEM NUMBER:  C900003678      CUST NAME:      ASIA KENSETU CONSULTANT
PRIORITY         P2              CUST NUMBER:    HJ 90000000015
                                CUST RDB:          H9919

```

```

PROBLEM TYPE:    INFW           CUST CONTACT:   RYOUKI OYAMA
PRODUCT PROB NO: NOT LINKED    CUST CONT PHONE: 01-813-770-9749
                                CUST ADDRESS 1:
                                CUST ADDRESS 2:
                                CUST ADDRESS 3:
SYSTEM MODEL NO: CS386         CUST CITY:
GEN SYST MODEL:  2200 CS CPU   CUST ST/PROV:
O. S. VERSION:   01 12 00     CUST ZIP:      -
HW MODEL NUMBER:                                CUST COUNTRY:

```

```

SW MODEL NUMBER: CS386         RDB ASSIGNED:  H9919
SW VERSION:      01 12 00     PERSON ASSIGNED:
PART NUMBER:    ORIG NAME:    OYAMA RYOUKI
PART NUM REV:   ORIG PHONE:   - - -

```

```

CALL TRKG DATE:  00/00/00     NETWORKED:      N
CALL TRKG NO:
ORG ACT/SYM/ACN:
STATUS DATE:     03/18/91     DATE ENTER PTR: 08/07/90
STATUS CODE:     S C 640      DATE TO R&D:    10/01/90
STATUS ABBREV:   RP KN FAIL   WKDYS IN R&D:
TOT WKDYS OPEN:

```

PROBLEM SUMMARY :OYAMA RYOUKI      DATE: 08/07/90      TIME: 01:24  
 TO ASC: Initial escalation to ASC by WANG/CTC.  
 Could you send a copy of the CS386 operating system rel 1.15. ?

ASSIGNED: BAHIA MICHAEL E      DATE: 03/18/91      TIME: 14:26  
 Sending call back to field to be closed as requested by field.

ASSIGNED: BAHIA MICHAEL E      DATE: 03/18/91      TIME: 13:56  
 Unlinking call for purpose of de-escalating. I90 problem accessing 2270A resolved with Maint Rel 1.1B.

ASSIGNED: PARAMAGURU S      DATE: 03/15/91      TIME: 04:06  
 To R&D: Field had confirmed that this can be closed. Please deescalate.  
 Thanks again for your prompt update & continuous help to resolve these issues.

ASSIGNED: BAHIA MICHAEL E      DATE: 03/12/91      TIME: 10:22  
 Problem appears to be resolved right now. If you like we can monitor for 2

SELECTION CRITERIA

-----  
PTR NUMBER - START: C900003678 END: C900003678  
PRIORITY: ALL  
PROBLEM TYPE: ALL  
RDB - ASSIGN RDB: ALL CUST RDB: ALL ORIG RDB: ALL  
HW/SW INDICATOR: ALL  
STATUS TYPE: C  
STATUS CODE: ALL  
-----

PROBLEM NUMBER: C900003678 CUST NAME: ASIA KENSETU CONSULTANT  
PRIORITY P2 CUST NUMBER: HJ 90000000015  
CUST RDB: H9919

weeks & if no problems send call back for closing.

ASSIGNED: OYAMA RYOUKI DATE: 03/11/91 TIME: 21:53  
TO ASC: They couldn't duplicate the problem using R&D test procedure.  
In my previous comment (Mar 7 91'), you can find their latest status  
for this problem.

ASSIGNED: BAHIA MICHAEL E DATE: 03/11/91 TIME: 15:51  
When everything was replaced, was the 210-7218C board replaced a 2nd time?  
If the problem cannot be duplicated & is resolved on site, we should be able  
to close this call. There was obviously some typ of hardware error as well  
as the O/S bug.

ASSIGNED: PARAMAGURU S DATE: 03/11/91 TIME: 01:16  
To Japan: Further to your update on 28th Feb, can you please confirm  
whether field is able to duplicate the problem (I90) as per the  
test procedures tried by R&D & using ver 1.1B OS. If it cannot  
be duplicated as per that procedures, is there any other method  
to reproduce the I90 error. Please advise. Thanks.

ASSIGNED: OYAMA RYOUKI DATE: 03/06/91 TIME: 21:33  
TO ASC: I talked with CTC pepole about I90 error on 2270A.  
Three customers are having this problem in JAPAN.  
Their engineer replaced motherboard in 2270A, but still occurs this  
problem. And they replaced all unit except disk drive in 2270A the  
problem stops occurring. They brought back all unit except disk drive  
from customer site and then in-house test was done at CTC. The problem  
did not occur at CTC. But they are afraid this problem for feture  
installation. Because they did not find any cause.

ASSIGNED: BAHIA MICHAEL E DATE: 02/28/91 TIME: 14:05  
Update acknowledge. Awaiting feedback from field.

ASSIGNED: OYAMA RYOUKI DATE: 02/27/91 TIME: 20:22  
TO ASC: CTC pepole is testing that problem with R&D test procedure in the  
last comment. Also they are using standard W/S(not KATAKANA W/S) and  
standard Wang floppy disks.

ASSIGNED: PARAMAGURU S DATE: 02/26/91 TIME: 21:21  
To Japan: Please refer to the previous update that R&D is still unable to



SELECTION CRITERIA

```

-----
( NUMBER -          START: C900003678                END: C900003678
PRIORITY:           ALL
PROBLEM TYPE:      ALL
RDB -              ASSIGN RDB: ALL          CUST RDB: ALL          ORIG RDB: ALL
HW/SW INDICATOR:   ALL
STATUS TYPE:       C
STATUS CODE:       ALL
-----

```

```

PROBLEM NUMBER:  C900003678      CUST NAME:      ASIA KENSETU CONSULTANT
PRIORITY         P2              CUST NUMBER:    HJ 90000000015
                                CUST RDB:           H9919

```

reproduce it. Hence, please test & provide the additional info requested. Since, Japan had been all along testing with Katakana keyboards, will it be possible to test with standard WS's to check whether this condition can be still reproduced with standard WS's. This may helpful to determine whether this condition can only be duplicated with Katakana WS's. Thanks.

ASSIGNED: BAHIA MICHAEL E     DATE: 02/25/91     TIME: 10:01  
Setup lab test with 5 terminals & still cannot reproduce. Had 1 terminal running @PSTAT, 2 terminals running @MRTIAN, while on terminal 4 an external MOVE was done from a 2275 to the 2270A.

```

10MOVET/D20,TOF/310,
20X=X+1: PRINT X
30GOTO 10

```

Continually keyed RESET on 5th Workstation & could not get a failure. Has the new maintenance release been tested against more than 1 2270A? Please provide me with a program with the simplest configuration where you can produce a failure. If possible please try my test configuration. When the 2270A is accessed use T/310 or T/B10 as opposed to T/D11 & T/D10. Are the problems currently occurring with standard Wang floppy disks or are they IBM compatible disks? Again please make sure there is not a hardware problem now & provide me with details on duplicating.

ASSIGNED: OYAMA RYOUKI     DATE: 02/24/91     TIME: 20:37  
I talked with CTC pepole about I90 error on 2270A. They said if just one W/S is connected to the system and then accessing 2270A, it does not occur. But if more than two W/S are connected to the system and only one work station accessing 2270A, problem occurs even the others are not accessing 2270A. On the above enviroment problem frequency is highered if RESET key is pressed.

ASSIGNED: BAHIA MICHAEL E     DATE: 02/15/91     TIME: 08:55  
Is there any particular instruction or program that can help us duplicate the problem? Tried repeatedly keying RESET during the MOVE & COPY program you mentioned & that seems to be unaffected. Multi-Disk also seems to be unaffected. Did you test against more than 1 2270A. Was also having problems with I90 when initially tested with 1.1B, but found the 210-7218C board was bad. Does the RESET problem seem to be related to how many users are actively on the system? How reproducibile is the I90 on site? Any information you can give us would help.

SELECTION CRITERIA

```

-----
PTR NUMBER -      START: C900003678                END: C900003678
PRIORITY:         ALL
PROBLEM TYPE:    ALL
RDB -            ASSIGN RDB: ALL                CUST RDB: ALL        ORIG RDB: ALL
HW/SW INDICATOR: ALL
STATUS TYPE:     C
STATUS CODE:     ALL
-----

```

```

PROBLEM NUMBER:  C900003678      CUST NAME:      ASIA KENSETU CONSULTANT
PRIORITY         P2              CUST NUMBER:    HJ 90000000015
                  CUST RDB:     H9919

```

ASSIGNED: OYAMA RYOUKI           DATE: 02/15/91    TIME: 03:36

TO ASC: Rcvd a copy of pre-rel 1.1B via Wang Office, then transferd to CTC. And then checking following problems.

- 1) While some applications are accessing 2270A and RESET(RESET or SHIFT + RESET on the KATAKANA W/S or SHIFT + RESET on the US W/S) is pressed from the other W/S, I90 error is occured.
- 2) When W/S is connected to MXE port#4 and sends command  
      MOVE#1,FR  
      COPY FR(0,XXXX)  
      then system hungs.

\*\*\*\*\* Following list is the status for the above problems with 1.1B.  
The problem 1) is still occurring on CS386/OS 1.1B.  
The problem 2) does not occur on CS386/OS 1.1B.

ASSIGNED: BAHIA MICHAEL E       DATE: 02/11/91    TIME: 15:51

Update acknowledged.

ASSIGNED: PARAMAGURU S         DATE: 02/11/91    TIME: 01:45

To R&D: Rcvd a copy of pre-rel 1.1B. Will wait for Japan to test & update us with the results. Thanks.

ASSIGNED: BAHIA MICHAEL E       DATE: 02/08/91    TIME: 09:13

Did some additional testing with the 2270A and discovered we had a hardware problem. After correcting the hardware problem, Maintenance Rel-1.1C was still failing with I92 errors on LIST and SCRATCH and MOVE. However, could not reproduce problems with 1.1B. Will send you 1.1B today via Wang Office. There is a problem with SELECT H ON, platter hog with 1.1B that is fixed with 1.1C. Will send only 1.1B at this time to avoid confusion. Please test out and get back to us with results as soon as possible.

ASSIGNED: BAHIA MICHAEL E       DATE: 02/05/91    TIME: 17:40

Received new Maint Rel 1.1C this week & still has problems with the 2270A. New release is coming up with I92 on SCRATCH every time & intermittently on LIST & MOVE. Problems have been reported.

ASSIGNED: BAHIA MICHAEL E       DATE: 01/22/91    TIME: 15:50

Still waiting for new maint rel to fix this problem. Taiwan R&D has been set back due to h/w failure w/ test equipment needed for debugging. Will update you as soon as we have new rel to test against.

SELECTION CRITERIA

-----  
NUMBER - START: C900003678 END: C900003678  
PRIORITY: ALL  
PROBLEM TYPE: ALL  
RDB - ASSIGN RDB: ALL CUST RDB: ALL ORIG RDB: ALL  
HW/SW INDICATOR: ALL  
STATUS TYPE: C  
STATUS CODE: ALL  
-----

PROBLEM NUMBER: C900003678 CUST NAME: ASIA KENSETU CONSULTANT  
PRIORITY P2 CUST NUMBER: HJ 90000000015  
CUST RDB: H9919

ASSIGNED: BAHIA MICHAEL E DATE: 01/09/91 TIME: 17:49  
Tested this problem against 1.1B and it is still failing exactly as documente  
d in this call. Additionally, the COPYFR fails immediately with an I98. The  
COPY does not fail on 1.1A unless RESET is keyed & then only intermittently.  
If RESET is keyed from terminal 1 during MOVE with 1.1A or 1.1B while the F  
floppy lite is on I90 occurs consistently. Field needs fix. 2 open calls on  
this problem.

ASSIGNED: BAHIA MICHAEL E DATE: 01/02/91 TIME: 13:01  
We are testing a maintenance release today which has a fix for this problem.  
If all goes well will be sending the maintenance release to you via Wang  
Office on Friday I expect.

ASSIGNED: BAHIA MICHAEL E DATE: 12/21/90 TIME: 17:42  
Will not be able to get next maint rel out until at least January as has not  
been tested yet & we are all on vacation until 1/2. Merry Christmas & Happy  
New Year to all.

ASSIGNED: BAHIA MICHAEL E DATE: 12/20/90 TIME: 09:21  
Several of the bugs are fixed. We are close to having the next Maintenance  
Release. If ready will send out to you tomorrow, otherwise as I said it will  
be first week in January.

ASSIGNED: OYAMA RYOUKI DATE: 12/19/90 TIME: 19:39  
We can wait until come back.

ASSIGNED: BAHIA MICHAEL E DATE: 12/19/90 TIME: 09:43  
R&D is still working on O/S bugs. We may have a 1.1B by the end of this week  
. Will send it to you via Wang Office as soon as ready. We are off next  
week and until January 2nd. Hope to get new O/S finished & tested this week  
before holiday. Will the holiday week off create a problem for you to have  
to wait the extra 9 days before getting a fix?

ASSIGNED: PARAMAGURU S DATE: 12/18/90 TIME: 20:54  
To R&D: Is it possible to forward the 1.1B pre-rel by Wang office.  
Thanks.

ASSIGNED: BAHIA MICHAEL E DATE: 12/05/90 TIME: 10:40  
R&D is currently working on this problem. Should have fix sometime next week

SELECTION CRITERIA

```

-----
PTR NUMBER -      START: C900003678                END: C900003678
PRIORITY:         ALL
PROBLEM TYPE:    ALL
RDB -            ASSIGN RDB: ALL          CUST RDB: ALL          ORIG RDB: ALL
HW/SW INDICATOR: ALL
STATUS TYPE:     C
STATUS CODE:     ALL
-----

```

```

PROBLEM NUMBER:  C900003678      CUST NAME:      ASIA KENSETU CONSULTANT
PRIORITY         P2              CUST NUMBER:   HJ 90000000015
                  CUST RDB:     H9919

```

if no complications.

ASSIGNED: BAHIA MICHAEL E      DATE: 11/20/90    TIME: 11:12  
 Problem has been duplicated. Product PTR P200016661 has been opened and sent to R&D for resolution. Linking this call to PTR P200016661.

ASSIGNED: BAHIA MICHAEL E      DATE: 11/12/90    TIME: 09:33  
 Please transfer this call back to RDB 8760. It was transferred by mistake. Thank you.

ASSIGNED: BAHIA MICHAEL E      DATE: 11/12/90    TIME: 09:19  
 Sending call back to field to be closed. Problem resolved with 2200WP 2.6. Customer no longer using 2200WP.

ASSIGNED: OYAMA RYOUKI            DATE: 11/07/90    TIME: 23:11  
 CS/386 Configuration

```

+-----+-----+-----+-----+-----+
+ CS386-10D + 2236MXE + 22C11 + DPU +-----+ DS 1.2 +
+          +          +          + #310 +-----+
+          +          +          +          +-----+
+          +          +          +          +-----+ DS64 +
+-----+-----+-----+-----+-----+
+-----+          + +          + +          +-----+
+ W/S +--- #1 -----+ +          + --- #216 -----+ PRINTER +
+-----+          +          +          +-----+
+-----+          +          +----- #320 -----+ 2270A-2D +
+ W/S +--- #2 -----+          +-----+
+-----+

```

Customer using 2436 KATAKANA workstations with KATAKA keyboard. While some application is accessing 2270A and RESET(KATAKANA W/S is press RESET or SHIFT+RESET, US W/S is press SHIFT + RESET) is pressed from the other W/S, I90 error is occured.

ASSIGNED: BAHIA MICHAEL E      DATE: 11/05/90    TIME: 10:51  
 You have to do a Shift RESET on all 2200 DW type workstations. On DE W/Ss only RESET is needed. Please give me a sample configuration that reproduced the problem, what workstations on what ports were doing what? Were you using the correct keyboard? Were you keying RESET or Shift/RESET to create the problem?

SELECTION CRITERIA

```

-----
) NUMBER -          START: C900003678                END: C900003678
PRIORITY:           ALL
PROBLEM TYPE:      ALL
RDB -              ASSIGN RDB: ALL          CUST RDB: ALL      ORIG RDB: ALL
HW/SW INDICATOR:   ALL
STATUS TYPE:       C
STATUS CODE:       ALL
-----

```

```

PROBLEM NUMBER:  C900003678      CUST NAME:      ASIA KENSETU CONSULTANT
PRIORITY         P2              CUST NUMBER:    HJ 90000000015
                                CUST RDB:           H9919

```

ASSIGNED: OYAMA RYOUKI           DATE: 11/04/90    TIME: 21:12  
 TO ASC: They checked on 3 different systems which have completely different sets of hardware, but still generating same problem. Following list is test environment.

Model#	Part No	E-rev	PROM
CS/386 CPU	210-9561-1A	E-4	
	210-9562-A	E-0	2513 R1/2514 R1
2236MXE	210-7973-A	E-0	9001 /9000
	210-7874-A	E-1	
22C11	210-9746		
2270A(2Drive)	210-7218-C	E-7	2256 /2257
CS-D DPU	210-9559-A	E-0	
	210-9558-A	E-0	8500 R3

They are using CS/386 OS 1.12 and 1.17.  
 \*\*\*\*\* They uses KATAKANA keyboard, if press RESET and SHIFT + RESET, result is same(system reset). But with using US keyboard, result is different. Bahia, did you send it for testing RESET or SHIFT + RESET ?

ASSIGNED: BAHIA MICHAEL E       DATE: 11/02/90    TIME: 08:48  
 Update acknowledged. Awaiting reply.

ASSIGNED: PARAMAGURU S         DATE: 11/01/90    TIME: 23:44  
 cc, Japan(Nov1): Japan will provide the details requested by R&D in the last update. They will also indicate specific info like E-rev etc. of the boards with which they can consistently reproduce the problem.

ASSIGNED: PARAMAGURU S         DATE: 10/29/90    TIME: 22:40  
 To Japan: Please refer the HO update indicating that they could not dup this condition. Please answer the questions, and also confirm whether you have dup'd this condition with 2 seperate systems with completely different set of hardware. Thanks.

ASSIGNED: BAHIA MICHAEL E       DATE: 10/26/90    TIME: 17:03  
 Unable to duplicate your problem. Had a 2270A drive plugged into a Dual Controller (address 310) in a CS with a 386 brd. Ran programs to constantly LIST or randomly read from the 1st drive, 310, tried on different terminals sometimes with 2 terminals accessing & sometimes 1 & could not get a failure. Did over 800 RESETS. Also ran the following program from the 4th port of the

SELECTION CRITERIA

```

-----
PTR NUMBER -          START: C900003678                END: C900003678
PRIORITY:            ALL
PROBLEM TYPE:       ALL
RDB -               ASSIGN RDB: ALL          CUST RDB: ALL          ORIG RDB: ALL
HW/SW INDICATOR:   ALL
STATUS TYPE:       C
STATUS CODE:       ALL
-----

```

```

PROBLEM NUMBER:  C900003678      CUST NAME:      ASIA KENSETU CONSULTANT
PRIORITY         P2              CUST NUMBER:    HJ 90000000015
                                   CUST RDB:          H9919

```

```

1st MXE:          10COPYFR
                  20X=X+1: PRINT X
                  30MOVEFR
                  40X=X+1: PRINT X
                  50GOTO 10

```

This program ran for a little over an hour with the last count of X = to 45. At the same time this was running another terminal was continually listing another driver & RESET was keyed over 100 times over the 1st few passes. Again it appears you have a hardware problem. Remove all unnecessary brds to bring system to minimum configuration (1 MXE & 1 Disk Controller) & retest. Make sure using a virgin 386 O/S 1.1 or higher & if fails start replacing hardware. Again you have indicated system is configured properly because an improper configuration can cause this type of problem. Is more than 1 CPU involved?

ASSIGNED: BAHIA MICHAEL E      DATE: 10/12/90      TIME: 08:29  
We will try to duplicate the problem here.

ASSIGNED: OYAMA RYOUKI      DATE: 10/12/90      TIME: 02:13  
They tried all hardware in the 2270A.

ASSIGNED: BAHIA MICHAEL E      DATE: 10/10/90      TIME: 07:26  
What hardware in the 2270A has been tried?

ASSIGNED: OYAMA RYOUKI      DATE: 10/08/90      TIME: 02:33  
They checked some CS386 and 2270A, but still has same problem. The 2270A is using 210-7218C(Installed all ECO's). Also checked at min. configuration(one 22C11 and one MXE). Duplicate Procedure:

- 1) While some application is accessing 2270A and RESET is pressed from the other W/S, I90 error is occured.
- 2) When W/S is connected to MXE port #4 and sends command  
          MOVE#1,FR  
          COPY FR(0,XXXX)  
          then system hung.

ASSIGNED: BAHIA MICHAEL E      DATE: 10/03/90      TIME: 12:43  
What hardware in the 2270A has been tried? Has the 210-7218A brd or the drive been replaced? Please insure this is not a hardware problem brought to the surface by the 386 board. The 386 brd has a much faster clock which can

SELECTION CRITERIA

-----  
NUMBER - START: C900003678 END: C900003678  
PRIORITY: ALL  
PROBLEM TYPE: ALL  
RDB - ASSIGN RDB: ALL CUST RDB: ALL ORIG RDB: ALL  
HW/SW INDICATOR: ALL  
STATUS TYPE: C  
STATUS CODE: ALL  
-----

PROBLEM NUMBER: C900003678 CUST NAME: ASIA KENSETU CONSULTANT  
PRIORITY P2 CUST NUMBER: HJ 90000000015  
CUST RDB: H9919

push a marginal component to fail where it worked with the slower VLSI brd.  
Can you duplicate the problem? If so bring system to minimum of brds, reprod  
uce problem, & replace remaining brds 1 by 1. 7218 brd most likely, followed  
by drive, then I/O brd, otherwise may have some noise interference. If can  
reproduce provide details how.

ASSIGNED: OYAMA RYOUKI DATE: 10/01/90 TIME: 23:35  
The customer entried only address in "@GENPART".  
If only one W/S connected to CS386 and accessing 2270A, I90 error is  
occured only few times.  
But only one W/S accessing 2270A and other W/S is runing any applications,  
I90 error is occured many times.  
There in no problem with other CP type(CS,LVP,MVP,VP).  
and they checked other CS386 machines, same problem were generated.

ASSIGNED: BAHIA MICHAEL E DATE: 10/01/90 TIME: 16:12  
Sounds like the Disk address for the 2270A may be entered twice. See TSB HWT  
9373 from 12/12/89 item 6, or TSB SWT 9225 from 12/26/89 item 4. There  
should be only 1 reference in GENPART to any disk address, in other words the  
only disk addresses in GENPART should be 310, 320, 330, & 340. No other disk  
addresses. Can check this by either running GENPART & keying PF 5 or can do  
a LIST DT. Only 1 reference should show up to address 310, 320, 330, or 340  
on the MDT line. If this is not the case, it would appear to be a hardware  
problem, possibly a bad terminal controller or some other piece of hardware g  
enerating some kind of interference. If problem can be duplicated, strip CPU  
to minimum of boards & replace remaining brds 1 by 1. REGARDS, Mike

ASSIGNED: CHOW JACK DATE: 10/01/90 TIME: 03:03  
Escalate to R&D for assistance. Problem is described in Ryouki Oyama's 8/08  
PTR update. Would appreciate your review and advice. Thanks.

ASSIGNED: OYAMA RYOUKI DATE: 10/01/90 TIME: 02:13  
TO ASC: CTC pepole checked CS386 O.S Rel. 1.17, but still has same problem.  
Problem is in my previous comment(08/08/90).  
REGARDS,  
OYAMA/JAPAN.

ASSIGNED: CHUNG STEPHEN DATE: 09/12/90 TIME: 00:29  
Mariko Okada/Japan,  
Received your confirmation message. Call will be kept under area

SELECTION CRITERIA

-----  
PTR NUMBER - START: C900003678 END: C900003678  
PRIORITY: ALL  
PROBLEM TYPE: ALL  
RDB - ASSIGN RDB: ALL CUST RDB: ALL ORIG RDB: ALL  
HW/SW INDICATOR: ALL  
STATUS TYPE: C  
STATUS CODE: ALL  
-----

PROBLEM NUMBER: C900003678 CUST NAME: ASIA KENSETU CONSULTANT  
PRIORITY P2 CUST NUMBER: HJ 90000000015  
CUST RDB: H9919

monitor until you have finished the test. Keep me posted.  
Thanks + Regards.

ASSIGNED: CHUNG STEPHEN DATE: 09/10/90 TIME: 20:55  
To: Mariko Okada/Japan,  
Please be advised that software had been sent to you via air mail.  
Please acknowledge as soon as it arrives and is verified.  
Thanks + Regards.

ASSIGNED: OKADA MARIKO DATE: 09/05/90 TIME: 23:15  
To: Stephen,  
Thank you for the arrangement with Taiwan.  
Regards.  
Mariko

ASSIGNED: CHUNG STEPHEN DATE: 09/05/90 TIME: 20:50  
To: Mariko Okada/Japan,  
Had co-ordinated with Taiwan CSO, a copy of CS386/1.16.01 will be  
sent you via courier. Will update you the airway bill number soon.  
Regards.

ASSIGNED: CHUNG STEPHEN DATE: 09/03/90 TIME: 21:59  
To: Ryouki Oyama/Japan,  
Please advise latest status.  
Regards.

ASSIGNED: CHUNG STEPHEN DATE: 08/27/90 TIME: 21:12  
To: Ryouki Oyama/Japan,  
L. S. has been helping and talking to Harita-san on this case.  
Accordingly, the newest disk control 22C11 (# 210-9742) must be ordered.  
Please note.  
Regards.

ASSIGNED: OYAMA RYOUKI DATE: 08/22/90 TIME: 19:39  
TO Stephen: Thanks, I recived CS386 operating system 1.16.  
Today new OS transfer to CTC.  
Pls. Keep this call under monitor, until they confirmed it's.  
BEST REGARDS.

ASSIGNED: CHUNG STEPHEN DATE: 08/22/90 TIME: 03:34



SELECTION CRITERIA

```

-----
NUMBER -          START: C900003678          END: C900003678
PRIORITY:         ALL
PROBLEM TYPE:    ALL
RDB -            ASSIGN RDB: ALL          CUST RDB: ALL          ORIG RDB: ALL
HW/SW INDICATOR: ALL
STATUS TYPE:     C
STATUS CODE:     ALL
-----

```

```

-----
PROBLEM NUMBER:  C900003678          CUST NAME:      ASIA KENSETU CONSULTANT
PRIORITY         P2                  CUST NUMBER:    HJ 90000000015
                                   CUST RDB:         H9919
-----

```

To: Ryouki Oyama/Japan,  
Have referred you CS386 1.16.01 package via Wang Office, it answers your questions.  
Regards.

ASSIGNED: OYAMA RYOUKI            DATE: 08/22/90    TIME: 02:39  
TO Stephen: Could you provide following information:  
1) What model no. or parts no. for new interface board ?  
2) How about status on my request of CS/386 OS 1.15 ?

ASSIGNED: CHUNG STEPHEN            DATE: 08/20/90    TIME: 20:58  
To: Ryouki Oyama/F. Harita/Japan,  
Have just learnt from LS that problem was due to old disk interface controller, the speed of which is not compatible with CS386 CPU, therefore, the scenario has been clarified. An order of new interface board will rectify your customer problem.  
Do you think we can file this call ?  
Regards.

ASSIGNED: CHUNG STEPHEN            DATE: 08/08/90    TIME: 00:36  
To: Ryouki Oyama/Japan,  
Understand from Wang Office memos among Harita, L. S. Sun, Jack and you that CS386 1.15 was recommended by I. S. Chen. Accordingly, I. S. will assist L. S. to follow up this case for you. I will meet L. S. later this week and keep after for you.  
Please keep me informed if you have any news and feel free to let me know if you want further assistance.  
Regards.  
(P.S. As of now, CS386 1.15 is yet released).

ASSIGNED: OYAMA RYOUKI            DATE: 08/07/90    TIME: 21:08  
TO ASC: Reason for the request in the PTR is that CTC has some problem with C/S386 related to 2270A.  
Problem is:  
1) I90 Error frequently happens in CS/386 with using 2270A driver.  
2) While some application is accessing 2270A and RESET is pressed from the other w/s, I90 error is occurred.  
CTC has tested other DISK I/F 22C11, 22C03, 22C32, NEW 22C11(210-9746)  
When W/S is connected to MXE prot #4 and sends command  
MOVE#1,FR

XA0112R  
00.05.00

W A N G L A B O R A T O R I E S I N C .  
PROBLEM TRACKING AND REPORTING  
CUSTOMER ACCOUNT DETAIL REPORT

PAGE: 12  
22 MAR 1991  
10:53:36

SELECTION CRITERIA

-----  
PTR NUMBER - START: C900003678 END: C900003678  
PRIORITY: ALL  
PROBLEM TYPE: ALL  
RDB - ASSIGN RDB: ALL CUST RDB: ALL ORIG RDB: ALL  
HW/SW INDICATOR: ALL  
STATUS TYPE: C  
STATUS CODE: ALL  
-----

PROBLEM NUMBER: C900003678 CUST NAME: ASIA KENSETU CONSULTANT  
PRIORITY P2 CUST NUMBER: HJ 90000000015  
CUST RDB: H9919

COPY FR(0,XXXX)

then system hangs. Same function will work on other ports(#1 to #3).

\*\*\*There is no problem with other CP type(CS,LVP,MVP,VP).

And they want to check the NEW CS/386 O.S 1.15.

Pls. provide us the CS/386 O.S 1.15.

ASSIGNED: YEUNG ADA DATE: 08/07/90 TIME: 02:19

To: CSO/Japan, PTR is accepted in ASC at Aug 7, 90.

RESOLUTION TEXT :BAHIA MICHAEL E DATE: 03/18/91 TIME: 14:24

I90 error to 2270A doing COPY or MOVE when RESET keyed from other terminals resolved with Maint Rel 1.1B. Call being sent back to field for closing as requested.

SELECTION CRITERIA

-----  
NUMBER - START: P800010416 END: P800010416  
PRIORITY: ALL  
PROBLEM TYPE: ALL  
RDB - ASSIGN RDB: ALL ORIG RDB: ALL  
HW/SW INDICATOR: ALL  
STATUS TYPE: O  
STATUS CODE: ALL  
-----

PROBLEM NUMBER: P800010416 NUMBER OF RELATED  
PRIORITY P1 CUSTOMER PROBLEMS: 0

PROBLEM TYPE: CRIT PRODUCT PROBLEMS: 0  
LINKED TO PROBLEM:

SYSTEM MODEL NO: CS386 ORIGINATOR NAME: FINDT ERWIN  
GEN SYST MODEL: 2200 CS CPU ORIGINATOR PHONE:

O.S. VERSION: 1. 15  
HW MODEL NUMBER: CS386 RDB ASSIGNED: 8332  
SW MODEL NUMBER: BASIC-2/386-9 PERSON ASSIGNED: RILEY J MICHAEL  
SW VERSION: 1. 15  
PART NUMBER:  
PART NUM REV:

STATUS DATE: 08/29/90 DATE ENTER PTR: 08/29/90  
STATUS CODE: S O 495 DATE TO R&D: 09/06/90  
STATUS ABBREV: NEW PROBLM WKDYS IN R&D: 120.41  
TOT WKDYS OPEN: 126.24

PROBLEM SUMMARY :FINDT ERWIN DATE: 08/29/90 TIME: 07:59  
This PTR will be opened for ERR S20, ERR S24, ERR S16, garbage program in  
memory, complete system hang and so on. The customer situation is very criti-  
cal because he is a dealer and he cannot install the system because his soft-  
ware will not run!  
Customer is: Vogelsang und Partner (Herr Renitz), Colone, Germany

ASSIGNED: BAHIA MICHAEL E DATE: 02/22/91 TIME: 17:15  
This call has been de-escalated to field. Call should be closed.

ASSIGNED: BAHIA MICHAEL E DATE: 02/11/91 TIME: 16:27  
Have requested current owner to send this call back to field to be closed as  
requested.

ASSIGNED: BAHIA MICHAEL E DATE: 02/06/91 TIME: 16:48  
Update acknowledged.

ASSIGNED: FINDT ERWIN DATE: 02/06/91 TIME: 09:29  
The intermittend problem regarding these syntax errors seems the be created  
by a bad cpu board which has been replaced now by the field engineer. After  
that no problems were reported. Please send the PTR back to close it.

ASSIGNED: BAHIA MICHAEL E DATE: 01/25/91 TIME: 09:53

SELECTION CRITERIA

-----  
PTR NUMBER - START: P800010416 END: P800010416  
PRIORITY: ALL  
PROBLEM TYPE: ALL  
RDB - ASSIGN RDB: ALL ORIG RDB: ALL  
HW/SW INDICATOR: ALL  
STATUS TYPE: O  
STATUS CODE: ALL  
-----

PROBLEM NUMBER: P800010416 NUMBER OF RELATED  
PRIORITY P1 CUSTOMER PROBLEMS: 0

C/A/P/1/25/91: Field sending maint rel 1.1B to cust for testing against prob.  
Remaining problem at this 1 site has been intermittent & there has been no wa  
y to reliably reproduce it.

ASSIGNED: BAHIA MICHAEL E DATE: 01/23/91 TIME: 17:10  
Update acknowledged.

ASSIGNED: FINDT ERWIN DATE: 01/23/91 TIME: 02:46  
Have send 1.1B to customer faktura and await the result whether the problem  
is fixed or not.

ASSIGNED: BAHIA MICHAEL E DATE: 12/19/90 TIME: 10:24  
Maint Rel 1.1B is not quite ready yet. Very close though. Maybe ready by  
Friday, otherwise may have to wait for 1st week of January as entire group is  
off next week. There is no fix in the next release to specifically address  
S16, S20, or S24 errors.

ASSIGNED: FINDT ERWIN DATE: 12/19/90 TIME: 02:42  
It's still unknown how the problem occurs. Could you please send me Version  
1.1B or 1.2 to test it at customer Faktura.

ASSIGNED: BAHIA MICHAEL E DATE: 12/06/90 TIME: 13:22  
C/A/P/12/6/90: Awaiting feedback from field on 1 site still experiencing a  
problem.

ASSIGNED: BAHIA MICHAEL E DATE: 11/27/90 TIME: 17:30  
Update acknowledged.

ASSIGNED: FINDT ERWIN DATE: 11/27/90 TIME: 02:40  
Problem is still existing by customer Faktura but at the moment we are un-  
able to find a procedure to make it reproducible. It seems also to be a  
sporadic and not a permanent problem and we are looking for a hardware  
trouble. I'm waiting for more detailed information from the field engineer.

ASSIGNED: BAHIA MICHAEL E DATE: 11/26/90 TIME: 08:52  
Update acknowledged.

ASSIGNED: FINDT ERWIN DATE: 11/22/90 TIME: 08:05  
Awaiting status from customer (software house) Faktura. Will update asap.

ASSIGNED: BAHIA MICHAEL E DATE: 11/21/90 TIME: 15:24

SELECTION CRITERIA

-----  
NUMBER - START: P800010416 END: P800010416  
PRIORITY: ALL  
PROBLEM TYPE: ALL  
RDB - ASSIGN RDB: ALL ORIG RDB: ALL  
HW/SW INDICATOR: ALL  
STATUS TYPE: O  
STATUS CODE: ALL  
-----

PROBLEM NUMBER: P800010416 NUMBER OF RELATED  
PRIORITY P1 CUSTOMER PROBLEMS: 0

C/A/P/11/21/90: Still awaiting procedure to duplicate S20 problem if problem still exists.

ASSIGNED: BAHIA MICHAEL E DATE: 11/15/90 TIME: 16:36  
C/A/P/11/15/90: Need procedure to duplicate problem. If you can provide way to duplicate while Taiwan R&D is still here should be able to get fix quick.

ASSIGNED: FINDT ERWIN DATE: 11/15/90 TIME: 08:58  
Rel. 1.1A doesn't fix all problems! Customer Faktura/DOS does still have S ERR S20 in background. Customer will try to make the problem reproducible. But by the way: We will run into big problems if we are unable to have a parmanent fix in a short time frame. Our customers will not accept this for longer and we loss money because some customers will give the boards back and ther will not order CS/386 systems. Our dealer MOP in Hamburg will stop a Jer of 80.000 DM until the problems are fixed. Please make so much pressure to get a really running O/S as ever posible. Will hold you updated.

ASSIGNED: BAHIA MICHAEL E DATE: 11/12/90 TIME: 09:36  
Update acknowledged. Monitoring.

ASSIGNED: FINDT ERWIN DATE: 11/12/90 TIME: 06:42  
I have installed and tested O/S 1.1A on last thursday. The problems with ERR S16, S20, S24 in the customer's configuration were fixed. I did send this release to all customers which are having this or related problems and await their results.

ASSIGNED: BAHIA MICHAEL E DATE: 11/08/90 TIME: 11:32  
C/A/P/11/9/90: Have you tried the new release against this problem & has it been given to the customer yet? Awaiting update.

ASSIGNED: BAHIA MICHAEL E DATE: 11/05/90 TIME: 11:08  
386 Maintenance Rel 1.1A was sent to you via Wang Office. It should correct this problem. Please test & get back to us with your findings.

ASSIGNED: BAHIA MICHAEL E DATE: 10/31/90 TIME: 13:08  
We have a fix for this problem. Maintenance Rel 1.1A will be given to us d today. If we find no problems in testing it we should be able to send it t out to you via WangOffice either Friday or Monday.

ASSIGNED: BAHIA MICHAEL E DATE: 10/26/90 TIME: 17:52

SELECTION CRITERIA

---

PTR NUMBER -        START: P800010416        END: P800010416  
PRIORITY:            ALL  
PROBLEM TYPE:        ALL  
RDB -                ASSIGN RDB: ALL            ORIG RDB: ALL  
HW/SW INDICATOR:    ALL  
STATUS TYPE:         0  
STATUS CODE:         ALL

---

PROBLEM NUMBER: P800010416        NUMBER OF RELATED  
PRIORITY         P1                 CUSTOMER PROBLEMS:        0

1.19 did resolve part of problem but not completely. We showed the current symptoms to Taiwan R&D this afternoon & there is an excellent possibility a fix will be available early next week for us to test.

ASSIGNED: BAHIA MICHAEL E        DATE: 10/26/90    TIME: 09:57  
We are in process of setting up Taiwan R&D here in Lowell as they are currently visiting. Hoping for fix shortly, hopefully next week.

ASSIGNED: BAHIA MICHAEL E        DATE: 10/24/90    TIME: 16:54  
Problem not resolved with good 1.19 O/S. R&D is in here in Lowell & hopefully we can get a fix shortly. Will see what I can do to get this problem resolved.

ASSIGNED: FINDT ERWIN            DATE: 10/24/90    TIME: 09:23  
Any status please! I have four customers (dealers) with these problems and they cannot sell CS/386 cpu's because their software will not run. A solution will be needed very shortly!!!!!!!!!!!!

ASSIGNED: FINDT ERWIN            DATE: 10/22/90    TIME: 04:30  
Customer is very unpatient now. Please try to make a little bit pressure to get this problem fixed very soon. And the customer need this fix without any new problems added otherwise I have a feeling that this customer will by a UNIX system from another source.

ASSIGNED: BAHIA MICHAEL E        DATE: 10/18/90    TIME: 11:38  
Original 1.19 had bugs unrelated to your problem & was unusable. We now have a corrected 1.19 which we will try to test in the next couple of days. Will update you with results.

ASSIGNED: FINDT ERWIN            DATE: 10/18/90    TIME: 03:03  
Please update me with your results. When will we have a solution? More and more customer will run into the same problem and they can not install the CS/386 so long we don't have this problem fixed!

ASSIGNED: BAHIA MICHAEL E        DATE: 10/08/90    TIME: 10:29  
386 Maintenance Rel 1.19 received today. Will test against this problem & update you on the results.

ASSIGNED: BAHIA MICHAEL E        DATE: 10/04/90    TIME: 08:46  
Official escalation to 8332. Problem already reported.

SELECTION CRITERIA

-----  
R NUMBER - START: P800010416 END: P800010416  
PRIORITY: ALL  
PROBLEM TYPE: ALL  
RDB - ASSIGN RDB: ALL ORIG RDB: ALL  
HW/SW INDICATOR: ALL  
STATUS TYPE: 0  
STATUS CODE: ALL  
-----

PROBLEM NUMBER: P800010416 NUMBER OF RELATED  
PRIORITY P1 CUSTOMER PROBLEMS: 0

ASSIGNED: BAHIA MICHAEL E DATE: 10/04/90 TIME: 08:44  
C/A/P/10/4/90: Problem duplicated on R&D system and has been passed on to Taiwan for resolution. Escalating call to 8332 for greater visibility.

ASSIGNED: BAHIA MICHAEL E DATE: 09/28/90 TIME: 15:53  
Have duplicated the S16 problem. Problem was COPY was only done to end of catalog. Will investigate & pass on to Taiwan as necessary.

ASSIGNED: BAHIA MICHAEL E DATE: 09/28/90 TIME: 09:54  
C/A/P/9/28/90: Awaiting fix on Global issue from Taiwan. Will be retesting for S16 error on copy with latest info today if at all possible.

ASSIGNED: BAHIA MICHAEL E DATE: 09/26/90 TIME: 09:19  
Date acknowledged. Will verify backup was done properly & retest.

ASSIGNED: FINDT ERWIN DATE: 09/25/90 TIME: 07:18  
Did you try it with the second version with O/S 1.17 which I sent to you? c  
And did you copy the whole 3874 sectors? (COPY T/Dxx,(0,3873)TOT/D11,(0))  
If not you will run into a problem. To be able to run all these steps it's necessary to have the "Projektbereich-Nr. 1" created. I did it on my system and the data for "Projektbereich 1" is stored to sectors behind the Current End of the floppy catalog in the sector area up to 3873. Therefore it's necessary to copy all sectors. And its also necessary to do it with the second version because the first version did not include all sectors because of a copy failure created by myself.  
If you have done all these things right you should not do any modifications at all wich result to expand the 'current end' or write to sectors between 'current end' and 3873.  
By the way: 'Enter "1"' in step 13 means in detail 'PRESS "1" and "RETURN"'  
Let me know what happens. You must be able to reproduce it because I know to other customers with the same errors.

ASSIGNED: BAHIA MICHAEL E DATE: 09/21/90 TIME: 09:19  
Please look at update of 9/19. Still unable to reproduce S16. Run into a problem at step 17 of your 9/17 update.

ASSIGNED: BAHIA MICHAEL E DATE: 09/20/90 TIME: 07:41  
C/A/P/9/20/90: Problem loading Globals reported to Taiwan. Awaiting fix. Unable to reproduce S16 error on COPY. Awaiting further information from

SELECTION CRITERIA

-----  
PTR NUMBER -            START: P800010416            END: P800010416  
PRIORITY:                ALL  
PROBLEM TYPE:            ALL  
RDB -                    ASSIGN RDB: ALL            ORIG RDB: ALL  
HW/SW INDICATOR:        ALL  
STATUS TYPE:             O  
STATUS CODE:             ALL  
-----

PROBLEM NUMBER: P800010416            NUMBER OF RELATED  
PRIORITY            P1                            CUSTOMER PROBLEMS:            0

field on how to duplicate.

ASSIGNED: BAHIA MICHAEL E            DATE: 09/19/90    TIME: 15:55  
Retested with your latest instructions & still having problems. First to be perfectly accurate on step 13 of your 9/17 update must do a '1' then 'RETURN' to get to step 14. Thgen everything is exactly as you describe up until step 17. On the screen we have 'Projektbearbeit - Nr 1' (1 is in a box with ro om for 2 characters to the right). When we enter '1' as stated it enters over the existing 1 & nothing happens. If you then key 'RETURN' the message, 'Projektbereich Unzulaessig' appears momentarily & the same screen is repeate d. We tried different combinations of entries & always get the previous message, 'Zahl Zu Gross', or a format failure I believe & the original screen always returning. What is wrong?

ASSIGNED: BAHIA MICHAEL E            DATE: 09/17/90    TIME: 16:42  
Updates acknowledged. Will retest & get back to you with results.

ASSIGNED: FINDT ERWIN                DATE: 09/17/90    TIME: 08:22  
15. Press RETURN for Korrektur = nein  
    You get the message "Projektbereich entsperrt" and then  
    the menu "SYSTEMPROGRAMME I"  
16. Press RETURN for KZ. 1 - Projektbearbeitung  
    You get the menu "Projektbereich anwaehlen"  
17. Enter "1" for Projektbereich - Nr 1  
18. Press RETURN for Korrektur = nein  
19. Press RETURN for KZ. 1 - Statische Berechnungen  
20. Press RETURN for KZ. 1 - Position eingeben. Menu "PROGRAMMGRUPPEN" appear  
21. welche Programmgruppe ?. Press "A" for Textbearbeitung  
    You get the menu "GRUPPE A Textbearbeitung"  
22. Programm Nr.? Enter "1" for allgemeiner Test.  
    You get the menu "ALLGEMEINER TEST"  
23. Enter "A" for Positionsbezeichnung  
24. Press RETURN for Ausdruck auf neuer Seite  
25. Press RETURN for Korrektur = nein  
26. Now you have a text editor with cursor at the left side.  
    Here press "EDIT"  
27. You should now have four lines of program text with ERROR S16: Missing  
    Letter

ASSIGNED: FINDT ERWIN                DATE: 09/17/90    TIME: 07:46



SELECTION CRITERIA

-----  
NUMBER - START: P800010416 END: P800010416  
PRIORITY: ALL  
PROBLEM TYPE: ALL  
RDB - ASSIGN RDB: ALL ORIG RDB: ALL  
HW/SW INDICATOR: ALL  
STATUS TYPE: 0  
STATUS CODE: ALL  
-----

PROBLEM NUMBER: P800010416 NUMBER OF RELATED  
PRIORITY P1 CUSTOMER PROBLEMS: 0

Here is now an update with more detailed instructions:

1. Boot the CS/386 from Platter D11 and stay on terminal 1
2. Wait for the Date & Time screen "Einstellung Datum & Zeit" and press RETURN
3. There is now a blinking message "globale Partition nicht geladen" (engl.: global partition not loaded) on the screen.
4. Press RESET. You get "READY (BASIC-2) PARTITION 05"
5. Enter "\$ RELEASE TERMINAL TO 2"
6. There are now two error messages in line 20: ERROR S24 and ERROR S20
7. Enter "LIST" and look at the rubbish
8. Enter "CLEAR". You get "READY (BASIC-2) PARTITION 2"
9. Enter 'LOAD RUN "U1.BACK2"'. You get the cursor back on the screen.
10. Enter "RUN"

- You get the Menu "VRSZ-SYSTEM" with a listing for "KZ. 1"....."KZ. 9"
11. Press "7" for Systemprogramme I  
You get the menu "SYSTEMPROGRAMME I"
  12. Press "8" for Projektbereich entsperren  
You get the menu PROJEKTBEREICH ENTSPERREN
  13. Enter "1" for Projektbereich - Nr.
  14. Press RETURN for 'Art' (Statik)

ASSIGNED: BAHIA MICHAEL E DATE: 09/14/90 TIME: 11:24  
Retested this problem this AM With partition 1 expanded to 60K the problem with the Globals appears to be circumvented. We have reported the Global problem to Taiwan. The other part of the problem starting at step 11 on your Wang Office we cannot duplicate. This morning we ran with 60K in the 1st partition & it came up without any errors to the main menu. At the main menu we keyed 7 for Systemprogramme I & then 8 for Projektbereich entsperren but after that point were unsure if we are following you correctly. Although we seemed to go thru the steps & come back to the main menu, we are unsure if we really did anything because we can't read German & it appears we are redoing the same things at times. Please provide us with the menu picks we should see for each step so we can make sure we are properly trying to duplicate the problem. If you like you can FAX us the menu screens with instructions written in for each screen. Our FAX # is 508-458-0620.

ASSIGNED: BAHIA MICHAEL E DATE: 09/14/90 TIME: 07:42  
It was late when we did the testing, so I am not sure of every step we took. However, the 1st time we ran item 9 LOAD RUN "U1.BACK2", the system returned a cursor on our screen. I think the difference may have been because of

SELECTION CRITERIA

-----  
PTR NUMBER - START: P800010416 END: P800010416  
PRIORITY: ALL  
PROBLEM TYPE: ALL  
RDB - ASSIGN RDB: ALL ORIG RDB: ALL  
HW/SW INDICATOR: ALL  
STATUS TYPE: 0  
STATUS CODE: ALL  
-----

PROBLEM NUMBER: P800010416 NUMBER OF RELATED  
PRIORITY P1 CUSTOMER PROBLEMS: 0

changing partitions. Anyway we'll take another look today. But we were unable to reproduce the S16 on COPY as said but will try it again.

ASSIGNED: FINDT ERWIN DATE: 09/14/90 TIME: 04:39  
You are right, "U1.BACK2" will you bring back to partition 5. This is not documented. But I don't understand what you mean if you say you have to load "BEGINN" manually to continue. After LOAD RUN "U1.BACK2" you have to enter <RUN RETURN> as described in step 10 and if you exact follow the memo you must be able to create ERR S16!  
You should use the second version of customers database which includes O/S 1.17 (copy all 3874 sectors to a free D11 platter!) and run all the steps described in my memo from terminal 1.  
I can duplicate the problems with 1.15 and 1.17

ASSIGNED: BAHIA MICHAEL E DATE: 09/13/90 TIME: 10:53  
C/A/P/9/13/90: Tested this problem yesterday. There is obviously a problem on the 386 loading the global programs, U1.BACK in partition 1 & DOFOS2 in partition 2. We used release 1.17. By running PSTAT on another W/S we could see DOFOS2 was not coming up initially & everything in your Wang Office up thru step 7 was as you described. There is certainly a problem loading the globals & we are trying to narrow the problem down a little more before sending it off to Taiwan. We did find though if we cleared partition 2 we could run "U1.BACK2" which would get DOFOS2 global running in partition 2. Don't know if you missed a step but after loading "U1.BACK2" I believe we were released to partition 5 where we then had to manually load "BEGINN" to continue on. We were able to complete all subsequent steps thru either 25 or 26 without ever seeing the S16 error you listed in # 27. This part of the problem is either fixed with 1.17 or not duplicatable at least in our testing. If we increased the 1st partition from 30K to 60K, both Globals appeared to load properly & everything seemed to run normally. We could not see any reason why the extra memory was needed but it obviously is a factor. Again as it stands now the global problem will be forwarded to Taiwan to be fixed. The last problem, S16 on COPY from item 27 from your Wang Office was not reproducible.

ASSIGNED: FINDT ERWIN DATE: 09/12/90 TIME: 01:50  
Update of customer data base including O/S 1.17 sent out today to Mike Bahia by Wang Office.

ASSIGNED: FINDT ERWIN DATE: 09/11/90 TIME: 10:04

SELECTION CRITERIA

-----  
X NUMBER - START: P800010416 END: P800010416  
PRIORITY: ALL  
PROBLEM TYPE: ALL  
RDB - ASSIGN RDB: ALL ORIG RDB: ALL  
HW/SW INDICATOR: ALL  
STATUS TYPE: 0  
STATUS CODE: ALL  
-----

PROBLEM NUMBER: P800010416 NUMBER OF RELATED  
PRIORITY P1 CUSTOMER PROBLEMS: 0

During my tests wit 1.17 I found the same problems as described in the wo memo for 1.15. But if you follow the steps in the memo the program will hang at point 17 with "Projektbereich unzuLaessig". This is because of a copy problem because the program is using data sectors behind the 'Current End' of the platter which have not been copied. I will send you an update so you can also produce the ERR S16 during the Format statement.

ASSIGNED: FINDT ERWIN DATE: 09/11/90 TIME: 09:10  
The problem is not related to a 1MB cpu. We tried it on 1MB and 4 MB cpu's and got the same errors. I'm testing with O/S 1.17 and it seems to fail under the same circumstances.

ASSIGNED: BAHIA MICHAEL E DATE: 09/10/90 TIME: 15:06  
Sorry for delay on this one but will be testing out Wednesday & will let you know results. Is this problem related to the S16 with the 1 Meg brd describe d in PTR C8/7335. Please see that call & update. Thanks.

ASSIGNED: FINDT ERWIN DATE: 09/04/90 TIME: 02:13  
Could I have a status please? Thanks!

ASSIGNED: FINDT ERWIN DATE: 08/29/90 TIME: 07:59  
I will send a 2200 disk image of a 8' DSD0 diskette created with COPY2200 and a memo with all the details by Wang Office to Albert Grant and Mike Bahia.

RESOLUTION TEXT :RILEY J MICHAEL DATE: 12/18/90 TIME: 11:18  
This problem has been fixed in Rev. 1.1B prerelease and 1.2 general of O.S.  
JMR

SELECTION CRITERIA

```

-----
PTR NUMBER -      START: P200016696      END: P200016696
PRIORITY:         ALL
PROBLEM TYPE:    ALL
RDB -            ASSIGN RDB: ALL        ORIG RDB: ALL
HW/SW INDICATOR: ALL
STATUS TYPE:     C
STATUS CODE:     ALL
-----

```

```

-----
PROBLEM NUMBER:  P200016696      NUMBER OF RELATED
PRIORITY         P1              CUSTOMER PROBLEMS:    0
PROBLEM TYPE:    PROB           PRODUCT PROBLEMS:    0
LINKED TO PROBLEM:

```

```

SYSTEM MODEL NO: CS-386      ORIGINATOR NAME:  BAHIA MICHAEL E
GEN SYST MODEL:  2200 CS 386 CPU  ORIGINATOR PHONE:

```

```

O.S. VERSION:    01 1A
HW MODEL NUMBER: CS-386      RDB ASSIGNED:      8760
SW MODEL NUMBER: OS          PERSON ASSIGNED:
SW VERSION:      01 1A
PART NUMBER:
PART NUM REV:

```

```

DATE ENTER PTR:   11/28/90
STATUS DATE:      01/22/91   DATE TO R&D:        11/28/90
STATUS CODE:      S C 595    WKDYS IN R&D:       38.91
STATUS ABBREV:    PERM FIX    TOT WKDYS OPEN:    38.91

```

PROBLEM SUMMARY :BAHIA MICHAEL E DATE: 11/28/90 TIME: 14:08  
 If you execute a COPY statement with a disk drive that is powered off, a hang occurs which could be considered normal. But, if you key RESET, the system hangs and only a cursor will come up on the screen. This hangs the entire system. After an extended period (around 5 minutes with my configuration) the system comes back and may proceed from where it hung. If the drive is powered on before you key RESET usually you can recover. Tested on 2 completely different systems using a DS, 2275, &/or a 2270A.

ASSIGNED: BAHIA MICHAEL E DATE: 01/09/91 TIME: 17:59  
 This problem does appear to be fixed with 1.1B. Initially thought was not fixed as test system was up & thought 1.1B was loaded. When rebooted with 1.1B again could not dupe problem so 1.1B may not have been loaded.

ASSIGNED: BAHIA MICHAEL E DATE: 11/28/90 TIME: 15:19  
 Sending to R&D for resolution.

ASSIGNED: BAHIA MICHAEL E DATE: 11/28/90 TIME: 14:08  
 On a 386 execute the following statement with at least 1 of the drive units powered off: COPYT/Dxx,(0,10)TOT/Dxx,

RESOLUTION TEXT :RILEY J MICHAEL DATE: 12/18/90 TIME: 11:03  
 This problem is fixed in 1.1B prerelease ans 1.2 General of O.S. JMR

A0113R  
0.05.00

WANG LABORATORIES INC.  
PROBLEM TRACKING AND REPORTING  
PRODUCT ACCOUNT DETAIL REPORT

PAGE: 1  
22 JAN 1991  
17:00:52

ELECTION CRITERIA

-----  
TR NUMBER - START: P200016552 END: P200016552  
PRIORITY: ALL  
PROBLEM TYPE: ALL  
RDB - ASSIGN RDB: ALL ORIG RDB: ALL  
HW/SW INDICATOR: ALL  
STATUS TYPE: C  
STATUS CODE: ALL  
-----

PROBLEM NUMBER: P200016552 NUMBER OF RELATED  
PRIORITY P1 CUSTOMER PROBLEMS: 0  
PROBLEM TYPE: ESC PRODUCT PROBLEMS: 0  
LINKED TO PROBLEM:

SYSTEM MODEL NO: CS386 ORIGINATOR NAME: BAHIA MICHAEL E  
GEN SYST MODEL: 2200 CS CPU ORIGINATOR PHONE:

H.S. VERSION: 01 18  
HW MODEL NUMBER: CS386 RDB ASSIGNED: 8760  
SW MODEL NUMBER: CS-386 PERSON ASSIGNED:  
SW VERSION: 01 18  
PART NUMBER:  
PART NUM REV:

DATE ENTER PTR: 10/18/90  
STATUS DATE: 01/22/91 DATE TO R&D: 10/18/90  
STATUS CODE: S C 590 WKDYS IN R&D: 68.27  
STATUS ABBREV: MAIN FIX TOT WKDYS OPEN: 68.27

PROBLEM SUMMARY :BAHIA MICHAEL E DATE: 10/18/90 TIME: 11:41  
Load Receive Code Translation will not always work on the 386. Problem 1st reported on 1.0B. Verified with program provided by field on 1.18. Tested same program on VLSI & no problem. Basically using a null modem w/ 2 TC cables between 2 non-partitioned terminals, the code sent out 1 port will not match what is received on the 2nd port. Fails within a few passes. Ran 3 days on VLSI.

ASSIGNED: BAHIA MICHAEL E DATE: 01/18/91 TIME: 17:44  
Maint Rel 1.1B has been tested at the field office & looks good. They have requested the call be transferred back to them for monitoring while the customer tests. This call can be closed. Will reopen should customer find further problems.

ASSIGNED: BAHIA MICHAEL E DATE: 01/10/91 TIME: 17:07  
Tested the LOAD RCV CODE Translation problem against 1.1B & looks good. Will inform field.

ASSIGNED: BAHIA MICHAEL E DATE: 11/27/90 TIME: 17:28  
Received call from Germany inquiring about this problem. When can we expect to have a fix available.

ASSIGNED: BAHIA MICHAEL E DATE: 10/18/90 TIME: 11:52

SELECTION CRITERIA

---

PROBLEM NUMBER - START: P200016552      END: P200016552  
PRIORITY: ALL  
PROBLEM TYPE: ALL  
RDB - ASSIGN RDB: ALL      ORIG RDB: ALL  
HW/SW INDICATOR: ALL  
STATUS TYPE: C  
STATUS CODE: ALL

---

PROBLEM NUMBER: P200016552      NUMBER OF RELATED  
PRIORITY P1      CUSTOMER PROBLEMS: 0

Sending to 8332 for resolution.

ASSIGNED: BAHIA MICHAEL E      DATE: 10/18/90      TIME: 11:52  
Sending to 8332 for resolution.

ASSIGNED: BAHIA MICHAEL E      DATE: 10/18/90      TIME: 11:41  
Will forward to you via Wang Office program from field to duplicate. Have  
program on diskette in my office if this is easier. Also have cables & null  
modem from TO if needed.

RESOLUTION TEXT :RILEY J MICHAEL      DATE: 01/21/91      TIME: 09:33  
This was fixed in Rev. 1.1B bugfix and 1.12 General Rel...JMR

SELECTION CRITERIA

PTR NUMBER - START: P200016536 END: P200016536  
PRIORITY: ALL  
PROBLEM TYPE: ALL  
RDB - ASSIGN RDB: ALL ORIG RDB: ALL  
HW/SW INDICATOR: ALL  
STATUS TYPE: C  
STATUS CODE: ALL

PROBLEM NUMBER: P200016536 NUMBER OF RELATED  
PRIORITY P1 CUSTOMER PROBLEMS: 0  
PROBLEM TYPE: ESC PRODUCT PROBLEMS: 0  
LINKED TO PROBLEM:

SYSTEM MODEL NO: CS/386-10D ORIGINATOR NAME: BAHIA MICHAEL E  
GEN SYST MODEL: 2200 CS 386 CPU ORIGINATOR PHONE:

O.S. VERSION: 01 17  
HW MODEL NUMBER: CS/386-10D RDB ASSIGNED: 8760  
SW MODEL NUMBER: CS-386 PERSON ASSIGNED:  
SW VERSION: 01 17  
PART NUMBER:  
PART NUM REV:

STATUS DATE: 01/22/91 DATE ENTER PTR: 10/12/90  
STATUS CODE: S C 595 DATE TO R&D: 10/12/90  
STATUS ABBREV: PERM FIX WKDYS IN R&D: 72.49  
TOT WKDYS OPEN: 72.49

PROBLEM SUMMARY :BAHIA MICHAEL E DATE: 10/12/90 TIME: 13:59  
An illegal sector address will load a sector of information when it should  
give a P34 (illegal value) error.

ASSIGNED: BAHIA MICHAEL E DATE: 01/18/91 TIME: 17:40  
This problem is resolved with Maint Rel 1.1A. All linked calls have been  
unlinked as field is agreeable to fix. This call can be closed.

ASSIGNED: BAHIA MICHAEL E DATE: 10/26/90 TIME: 09:55  
In further testing have found that if the sector # in the DATALOADBAT  
command has a fraction (decimal point) it will go ahead & load a sector  
though it should give an error.

ASSIGNED: BAHIA MICHAEL E DATE: 10/12/90 TIME: 14:10  
Sending to R&D for resolution.

ASSIGNED: BAHIA MICHAEL E DATE: 10/12/90 TIME: 14:09  
This problem also occurs on CS/386 1.18.

ASSIGNED: BAHIA MICHAEL E DATE: 10/12/90 TIME: 13:59  
Keypress in following program:  
10 M A\$(16)  
20 DATALOADBAT/D11,(99999.1,Z)A\$()

A0113R  
0.05.00

WANG LABORATORIES INC.  
PROBLEM TRACKING AND REPORTING  
PRODUCT ACCOUNT DETAIL REPORT

PAGE: 2  
22 JAN 1991  
16:59:49

ELECTION CRITERIA

---

TR NUMBER - START: P200016536 END: P200016536  
PRIORITY: ALL  
PROBLEM TYPE: ALL  
RDB - ASSIGN RDB: ALL ORIG RDB: ALL  
H/W/SW INDICATOR: ALL  
STATUS TYPE: C  
STATUS CODE: ALL

---

PROBLEM NUMBER: P200016536 NUMBER OF RELATED  
PRIORITY P1 CUSTOMER PROBLEMS: 0

30 HEXPRINT A\$(  
40 STOP

Should get error P34 on line 20, but will appear to load a sector & print all  
hex 0s.

RESOLUTION TEXT :RILEY J MICHAEL DATE: 01/21/91 TIME: 09:29  
This problem has been fixed in Rev. 1.1C bugfix and 1.12 general Rel. out  
in Feb. 91 JMR



SELECTION CRITERIA

```

-----
PTD NUMBER -          START: C800011097                END: C800011097
PR   IITY:           ALL
PROBLEM TYPE:        ALL
RDB -                ASSIGN RDB: ALL          CUST RDB: ALL          ORIG RDB: ALL
HW/SW INDICATOR:    ALL
STATUS TYPE:         0
STATUS CODE:         ALL
-----

```

```

PROBLEM NUMBER: C800011097    CUST NAME:      APOK N.V.
PRIORITY        P1           CUST NUMBER:    B1 00101933001
                  CUST RDB:      B2910

```

```

PROBLEM TYPE:      ESC          CUST CONTACT:   DU MONGH MICHEL
PRODUCT PROB NO:  NOT LINKED   CUST CONT PHONE: 02-727-221-1
                               CUST ADDRESS 1:  Oudestraat 39
                               CUST ADDRESS 2:
                               CUST ADDRESS 3:
SYSTEM MODEL NO:   CS/386-10D   CUST CITY:      KAMPENHOUT
GEN SYST MODEL:   2200 CS 386 CPU CUST ST/PROV:
O. S. VERSION:    1 17          CUST ZIP:       3090 -
HW MODEL NUMBER:  2200-CS-386   CUST COUNTRY:

```

```

SW MODEL NUMBER:  CS-386        RDB ASSIGNED:   8760
SW VERSION:       01 17         PERSON ASSIGNED: BAHIA MICHAEL E
PART NUMBER:     -              ORIG NAME:       DU MONGH MICHEL
PART NUM REV:    -              ORIG PHONE:      - - -

```

```

CALL TRKG DATE:   05/10/90      NETWORKED:       N
CALL TRKG NO:
ORG ACT/SYM/ACN:
STATUS DATE:      12/13/90      DATE ENTER PTR:  10/05/90
STATUS CODE:      S 0 723       DATE TO R&D:     10/08/90
STATUS ABBREV:    TEMP FIX-P    WKDYS IN R&D:    72.64
                               TOT WKDYS OPEN:         74.84

```

PROBLEM SUMMARY :DU MONGH MICHEL DATE: 10/05/90 TIME: 06:54  
 We encountered a problem with the DATA LOAD BAT instruction on a CS386 with O.S. Release 1.17.  
 When you've calculated a sector number, and that number is beyond the sector limits of the drive you get normally an error P34.  
 e.g. DATA LOAD BAT#X,(999999,Z)A\$( )  
 For the following example you expect also an error, but the system doesn't give an error, and read a wrong sector.  
 e.g. DATA LOAD BAT#X,(999999.1,Z)A\$( )

ASSIGNED: BAHIA MICHAEL E DATE: 01/18/91 TIME: 17:36  
 Transferring call back to field to be closed as agreed.

ASSIGNED: BAHIA MICHAEL E DATE: 01/18/91 TIME: 15:10  
 Unlinking call in order to send back to field for closing. Problem corrected with maintenance rel 1.1A.

ASSIGNED: DU MONGH MICHEL DATE: 01/17/91 TIME: 09:13

## SELECTION CRITERIA

-----  
 PTR NUMBER - START: C800011097 END: C800011097  
 PRIORITY: ALL  
 PROBLEM TYPE: ALL  
 RDB - ASSIGN RDB: ALL CUST RDB: ALL ORIG RDB: ALL  
 HW/SW INDICATOR: ALL  
 STATUS TYPE: O  
 STATUS CODE: ALL  
 -----

PROBLEM NUMBER: C800011097 CUST NAME: APOK N.V.  
 PRIORITY P1 CUST NUMBER: B1 00101933001  
 CUST RDB: B2910

Call can be closed.

ASSIGNED: BAHIA MICHAEL E DATE: 01/08/91 TIME: 16:59  
 Can this call be closed?

ASSIGNED: BAHIA MICHAEL E DATE: 01/02/91 TIME: 12:54  
 Has fix been given to customer? Can call be closed?

ASSIGNED: DU MONGH MICHEL DATE: 12/27/90 TIME: 04:40  
 With O.S. 1.1A it seems to be OK. We got in both cases error P34, what is normal.

ASSIGNED: BAHIA MICHAEL E DATE: 12/21/90 TIME: 17:40  
 Have you been able to test this problem out against 1.1A? We will be on vacation until 1/2.

ASSIGNED: BAHIA MICHAEL E DATE: 12/12/90 TIME: 11:07  
 Update acknowledged.

ASSIGNED: DU MONGH MICHEL DATE: 12/12/90 TIME: 05:44  
 At this moment we can not test Maint. Rel. 1.1A, because our system is out as back-up. I shall forward the results ASAP.  
 Concerning the phone call made by Gentil to Gene Schulz you must ask it to Gentil. I have no idea why Gentil made this phone call.

ASSIGNED: BAHIA MICHAEL E DATE: 12/11/90 TIME: 14:51  
 Michel, Willem indicated to me that 1.1A was forwarded to Belgium soon after being received on approximately Nov 5. I believe I forwarded a copy of his Wang Office to you and also sent Maint Rel 1.1A. Has it been tested yet. Also have not heard anything back from anyone in Belgium on a phone call made by Gentil to Gene Schulz, 2200 Product Manager. Sent out 3 Wang Office message which I copied you on. If you know Eric De Maertelaere or Gentil could you please have them send me a Wang Office indicating what the problem was and if it has been resolved. Awaiting feedback on test results with 1.1A Maintenance Release.

ASSIGNED: BAHIA MICHAEL E DATE: 11/29/90 TIME: 13:02  
 Willem Sloep has 1.1A which was sent by Wang Office. I expect he will be forwarding a copy to you very shortly.

ASSIGNED: DU MONGH MICHEL DATE: 11/29/90 TIME: 10:59

SELECTION CRITERIA

```

-----
PTR NUMBER -          START: C800011097                END: C800011097
PR.  ITY:             ALL
PROBLEM TYPE:        ALL
RDB -                ASSIGN RDB: ALL                CUST RDB: ALL                ORIG RDB: ALL
HW/SW INDICATOR:    ALL
STATUS TYPE:         O
STATUS CODE:         ALL
-----

```

```

PROBLEM NUMBER: C800011097    CUST NAME:      APOK N.V.
PRIORITY        P1           CUST NUMBER:    B1 00101933001
                  CUST RDB:      B2910

```

Till now we didn't receive Release 1.1A. No release, no results, I'm sorry!

ASSIGNED: BAHIA MICHAEL E DATE: 11/28/90 TIME: 10:18  
Update acknowledged.

ASSIGNED: SLOEP WILLEM DATE: 11/28/90 TIME: 08:54  
Will update you with 1.1A results

ASSIGNED: BAHIA MICHAEL E DATE: 11/27/90 TIME: 17:20  
This problem should be resolved with 1.1A. Please provide feedback as soon as possible on your findings.

ASSIGNED: BAHIA MICHAEL E DATE: 11/21/90 TIME: 15:10  
Awaiting feedback from test results with 1.1A.

ASSIGNED: BAHIA MICHAEL E DATE: 11/05/90 TIME: 11:14  
386 Maintenance Rel 1.1A sent this AM to Willem Sloep. This problem should be resolved. Please test & get back to us with your findings.

ASSIGNED: BAHIA MICHAEL E DATE: 10/31/90 TIME: 13:03  
This problem has been corrected. It appears to be a problem any time a fractional number is used. The fix is on maintenance rel 1.1A which Taiwan is giving to us today. If everything tests out properly we will get it to you via WangOffice probably either Friday or Monday.

ASSIGNED: BAHIA MICHAEL E DATE: 10/12/90 TIME: 13:58  
Have duplicated your problem and it is being forwarded to R&D for resolution.

ASSIGNED: SLOEP WILLEM DATE: 10/08/90 TIME: 07:41  
Call send to R&D for investigation.

ASSIGNED: DU MONGH MICHEL DATE: 10/05/90 TIME: 06:54  
DATA LOAD BAT#X,(999999,Z)A\$()  
DATA LOAD BAT#X,(999999.1,Z)A\$()

RESOLUTION TEXT :BAHIA MICHAEL E DATE: 01/18/91 TIME: 17:34  
SC732. Incorrect handling of DATALOAD BAT with invalid #s corrected with Maint Rel 1.1A. Transferring call back to field as agreed to be closed.

SELECTION CRITERIA

```

-----
PTR NUMBER -          START: C800007335          END: C800007335
PR. ITY:             ALL
PROBLEM TYPE:        ALL
RDB -                ASSIGN RDB: ALL          CUST RDB: ALL          ORIG RDB: ALL
HW/SW INDICATOR:    ALL
STATUS TYPE:         0
STATUS CODE:         ALL
-----

```

```

-----
PROBLEM NUMBER:  C800007335      CUST NAME:          ALEC GMBH
PRIORITY          P1             CUST NUMBER:        G1 00014048001
                                   CUST RDB:            G2100

PROBLEM TYPE:     ESC             CUST CONTACT:       HERR ANDREAS PAHNE
PRODUCT PROB NO: NOT LINKED      CUST CONT PHONE:    02-31 -237-000
                                   CUST ADDRESS 1:     AM WESTHECK 367
                                   CUST ADDRESS 2:
                                   CUST ADDRESS 3:
SYSTEM MODEL NO:  CS386           CUST CITY:          DORTMUND 14
GEN SYST MODEL:   2200 CS CPU     CUST ST/PROV:
O. S. VERSION:    1. 0B           CUST ZIP:           4600 -
HW MODEL NUMBER:  CS386           CUST COUNTRY:

SW MODEL NUMBER:  CS386           RDB ASSIGNED:       8760
SW VERSION:       1. 0B           PERSON ASSIGNED:    BAHIA MICHAEL E
PART NUMBER:
PAR. ILM REV:
CALL TRKG DATE:   04/12/90        NETWORKED:           N
CALL TRKG NO:
DRG ACT/SYM/ACN:  DATE ENTER PTR: 04/12/90
STATUS DATE:      06/11/90        DATE TO R&D:         04/13/90
STATUS CODE:       S O 495         WKDYS IN R&D:         199.61
STATUS ABBREV:    NEW PROBLM      TOT WKDYS OPEN:     200.46
-----

```

```

PROBLEM SUMMARY :FINDT ERWIN      DATE: 04/12/90      TIME: 09:51
1. $GIO Command for 'LOAD Receive Code Translation Table' will not always
   load the table to the MXE controller. In that case character translation
   will not be performed and End of Record Detection will not work. Customer
   has one background program (part.1/terminal 0) to initialize and work
   with mx e ports 3,4,7 and 8 as tc ports.
2. Partions which are NOT programmable allow to execute LOAD RUN "TEST". This
   should create ERR A08. Only LOAD RUN "START" should be allowed!
3. Try to edit the following program line:
   10 REM PRINT A: PRINT B
4. You get unexpected results as a lot of dots and or any command words after
   the "REM PRINT A" and the line is damaged.
   More problems in Update Screen
-----

```

```

ASSIGNED:  BAHIA MICHAEL E        DATE: 01/18/91     TIME: 17:30
Sending call back to field as requested. All problems corrected as of Maint
Rel. 1B.
-----

```

```

ASSIGNED:  BAHIA MICHAEL E        DATE: 01/18/91     TIME: 15:07
-----

```

SELECTION CRITERIA

-----

PTR NUMBER -	START: C800007335	END: C800007335
PRIORITY:	ALL	
PROBLEM TYPE:	ALL	
RDB -	ASSIGN RDB: ALL	CUST RDB: ALL
HW/SW INDICATOR:	ALL	ORIG RDB: ALL
STATUS TYPE:	0	
STATUS CODE:	ALL	

-----

PROBLEM NUMBER: C800007335	CUST NAME: ALEC GMBH
PRIORITY P1	CUST NUMBER: G1 00014048001
	CUST RDB: G2100

Unlinking call to send back to field for monitoring. Load receive code translation problem appears fixed w/ maintenance rel 1.1B.

ASSIGNED: FINDT ERWIN                      DATE: 01/18/91    TIME: 07:26  
Received CS/386 Rel. 1.1B and tested this problem here and it seems to be fixed. Will send the vers. 1.1B to customer ALEC and close this PTR if he has no problems. Please send this PTR back. Thank you.

ASSIGNED: BAHIA MICHAEL E                      DATE: 01/10/91    TIME: 17:11  
Tested this problem against latest maintenance release, 1.1B & does not fail. Will arrange to have 1.1B sent to you on Wang Office.

ASSIGNED: BAHIA MICHAEL E                      DATE: 01/10/91    TIME: 17:09  
Tested this problem against latest maintenance release 1.1B & does not fail.

ASSIGNED: BAHIA MICHAEL E                      DATE: 01/08/91    TIME: 16:55  
The new maintenance release looks good & is suppose to have a fix for this problem. Will try to verify tomorrow or Thursday. There are some problems still with SELECT H. We are expecting a fix for this any day, should be this week. Will be in training 1st 4 days of next week so may be problem getting next maint release to you until a week from Friday if not received until late next week. Would you like the present release if it fixes the problem as it should or would you rather wait for the next release with the SELECT H problems resolved?

ASSIGNED: BAHIA MICHAEL E                      DATE: 01/02/91    TIME: 12:59  
We are testing a maintenance release which has a fix for this problem. If no problems found expect to send to you on Friday via Wang Office.

ASSIGNED: BAHIA MICHAEL E                      DATE: 12/21/90    TIME: 17:32  
R&D has a fix for this but has not finished with all the problems yet. They may have finished today but it will take at least a day or 2 to test out. We should be able to send you a fix the first week in January if the O/S tests out good. On vacation until Jan 2nd. Merry Christmas & Happy New Year.

ASSIGNED: BAHIA MICHAEL E                      DATE: 12/11/90    TIME: 14:24  
R&D is currently concentrating on all open bugs against the 386 O/S of which this is one. Hope to have a fix by next week but this is the toughest of the group.

ASSIGNED: BAHIA MICHAEL E                      DATE: 11/27/90    TIME: 17:16

SELECTION CRITERIA

```

-----
PTR NUMBER -          START: C800007335          END: C800007335
PR. IITY:             ALL
PROBLEM TYPE:         ALL
RDB -                 ASSIGN RDB: ALL           CUST RDB: ALL           ORIG RDB: ALL
HW/SW INDICATOR:     ALL
STATUS TYPE:          O
STATUS CODE:          ALL
-----

```

```

-----
PROBLEM NUMBER: C800007335    CUST NAME:      ALEC GMBH
PRIORITY        P1           CUST NUMBER:    G1 00014048001
                  CUST RDB:      G2100
-----

```

Have requested current status on problem from MR.

ASSIGNED: BAHIA MICHAEL E      DATE: 11/21/90      TIME: 15:05  
R&D having trouble correctly because doesn't fail everytime. Still working on.

ASSIGNED: BAHIA MICHAEL E      DATE: 10/31/90      TIME: 13:00  
Taiwan R&D is here now working on this problem. We expect a fix shortly.

ASSIGNED: BAHIA MICHAEL E      DATE: 10/18/90      TIME: 11:57  
Problem duplicated on 386 O/S 1.18. Fails within a minute or 2. Ran 3 days on VLSI. Product call P2/16552 opened for official notification for R&D fix. Linking this call to P2/16552.

ASSIGNED: BAHIA MICHAEL E      DATE: 10/09/90      TIME: 10:42  
R&D here has duplicated your problem and is still investigating.

ASSIGNED: BAHIA MICHAEL E      DATE: 09/28/90      TIME: 09:20  
Received your Wang Office with the disk image. Will test out & get back to you.

ASSIGNED: BAHIA MICHAEL E      DATE: 09/26/90      TIME: 09:07  
Have you received the software from the customer yet to duplicate the problem?

ASSIGNED: BAHIA MICHAEL E      DATE: 09/12/90      TIME: 11:02  
Update acknowledged. Awaiting your results on Load Receive Code Translation problem.

ASSIGNED: FINDT ERWIN            DATE: 09/12/90      TIME: 04:47  
The Load Receive Code Translation Table problem only should be further controlled by this PTR. Customer is having this problem also with O/S 1.10 and he will send a program diskette to reproduce it. Then I will try and test it with O/S 1.15 and 1.17 and let you know the results.

ASSIGNED: FINDT ERWIN            DATE: 09/12/90      TIME: 04:31  
The S16 problem described in this PTR is exactly the same as reported in P8/10416 but is not related to the 1MB cpu. It happens on 1, 2, 4, an 8MB cpu and PTR P8/10416 has been opened only for that problem.  
Therefore we should forget all the updates and problems reported in this

SELECTION CRITERIA

```

-----
PTR NUMBER -          START: C800007335          END: C800007335
PRIORITY:            ALL
PROBLEM TYPE:        ALL
RDB -                ASSIGN RDB: ALL          CUST RDB: ALL          ORIG RDB: ALL
HW/SW INDICATOR:    ALL
STATUS TYPE:         0
STATUS CODE:         ALL
-----

```

```

PROBLEM NUMBER:  C800007335          CUST NAME:      ALEC GMBH
PRIORITY         P1                  CUST NUMBER:    G1 00014048001
                                   CUST RDB:         G2100

```

call with the exception of point 1 in the problem summary screen which describes the 'Load Receive Code Translation Table' problem. The boot problem regarding the configuration of @BOOT I will explain you by Wang Office.

ASSIGNED: BAHIA MICHAEL E      DATE: 09/10/90      TIME: 12:10  
Is the S16 problem in PTR P8/10416 related to the 1 Meg board problem described in your status comment of 7/26? Have you done any further fault isolation as suggested in my update of 7/30. Either way this call should be closed as all original problems have been addressed. If the S16 problem with the 1 Meg board is a separate problem a separate call should be opened. If the boot problem mentioned on 7/11 is still unresolved please open a new customer PTR & send us board to reproduce it on. Can we close this call as all original issues have been addressed? Please respond.

ASSIGNED: BAHIA MICHAEL E      DATE: 08/27/90      TIME: 15:45  
Have you done any further isolation on the S16 error as suggested in update of 7/30. Have re-addressed this problem with R&D as they have not tried duplicating yet. Please open 2nd call on boot problem & send to 8760. If you can send us a board that fails we may be able to get this taken care of.

ASSIGNED: BAHIA MICHAEL E      DATE: 07/31/90      TIME: 14:48  
Please open a separate call on the boot problem. May be quickest to send me a failing board for that problem. Have updated R&D on the partitioning problem with the 1 Meg board. Have a similar problem reported against 1.15 but do not know if same. Please followup on my last update to try to isolate problem further in case R&D cannot duplicate.

ASSIGNED: BAHIA MICHAEL E      DATE: 07/30/90      TIME: 12:06  
Both my 386 brds show rev 5930. On 7/4 & 7/11 you stated the rev as 5950 but on your last update you gave 5990. Which is correct? This very well may be a prom issue. How many boards has the boot problem been reproduced on & does it occur with any O/S or just 1.15? Could you send me a board that you have reproduced the problem on?  
On the S16 problem, will relay your info to R&D to try & reproduce either problem. Are these boards also giving the boot problem & do all show the same rev, 5950 or 5990? My brds are a 2 Meg & 8 Meg. Where this problem has shown only on the 1 Meg & not on the 4 Meg further isolation of the problem would be helpful. Assuming the proms are the same revision, the only differences between the 1 Meg & 4 Meg brd are: the PAL chip at L62 (1 Meg = 377-3776

SELECTION CRITERIA

```
-----
PTR NUMBER -          START: C800007335          END: C800007335
PR  'ITY:             ALL
PROBLEM TYPE:         ALL
RDB -                 ASSIGN RDB: ALL           CUST RDB: ALL           ORIG RDB: ALL
HW/SW INDICATOR:     ALL
STATUS TYPE:          0
STATUS CODE:          ALL
-----
```

```
PROBLEM NUMBER:  C800007335      CUST NAME:      ALEC GMBH
PRIORITY          P1              CUST NUMBER:    G1 00014048001
                                   CUST RDB:          G2100
```

& 4 Meg = 377-3778); 1 Meg uses 256K SIMMS & 4 Meg 1M SIMMS; & jumper J5, left for 1 Meg & right for 4 Meg. Could you try swapping the SIMMS modules & PALs & moving the jumper to see if the problem follows the board or the 3 changes. Also should order a 2 Meg & test against it as the only difference with 1 Meg are the additional 4 SIMMS & the PAL chip at L62.

ASSIGNED: FINDT ERWIN                      DATE: 07/26/90      TIME: 08:46

The 'rev 5990' comes on the screen if you switch the cpu off and on. Let me describe a other problem witch exist on cutomer site with a 1MB board sice he has updated from O/S Rev. 1.10 to 1.15:

- 1.. The system will be automaticly configured and programs will be automaticly loaded.
2. Part. 1 runs in foreground with 20 MB of memory.
3. Part. 2 runs in background with 50 MB of memory.
3. But the programm in partition 2 will not loaded correctly . There is only one programm line in it and the rest are all '000000000000'.
4. If the customer changes the defined part. memory to 30K for part. 1 the program in part. 2 will be loaded correclly but gives a syntax error S16 with a copy command. The problem has been reproduced on two different 1MB boards, but it doesn't exist on a 4MB board.

It seems like addressing problem regarding 1MB board and O/S 1.15. But nobody knows how much other problems can be created on other customer configurations. I would hope to get a really running CS/386 O/S very soon. The actual situation regarding CS/386 systems and 2536DW workstations is terrible

ASSIGNED: BAHIA MICHAEL E                      DATE: 07/12/90      TIME: 10:07

Have 2 386 brds & do not see any reference to prom rev 5990. The proms on both my brds are R1's (2513R1 & 2514R1) located at L13 & L23 respectively. The R1 also comes up on the initial boot in the top right corner (Bootstrap = R1). Looks again like yot may have a bad brd, either the 386, Disk Controller, or Terminal Controller, or possibly a damaged boot file. Have noted that there still may be an S16 problem. If there is any way you can get info to duplicate please do so as otherwise unless reported elsewhere with details it is unlikely to be resolved in near future.

ASSIGNED: FINDT ERWIN                      DATE: 07/11/90      TIME: 09:14

Mike, I would like clear the boot problem I have with my CS/386:  
- it exist at the boot phase when (or before) the cpu is loading  
- the boot program @BOOT or the boot screen.  
- is not related to any (!!) CS/386 O/S



SELECTION CRITERIA

```

-----
PTR NUMBER -      START: C800007335                END: C800007335
PRIORITY:         ALL
PROBLEM TYPE:    ALL
RDB -            ASSIGN RDB: ALL                CUST RDB: ALL        ORIG RDB: ALL
HW/SW INDICATOR: ALL
STATUS TYPE:     0
STATUS CODE:     ALL
-----

```

```

PROBLEM NUMBER:  C800007335      CUST NAME:      ALEC GMBH
PRIORITY         P1              CUST NUMBER:    G1 00014048001
                                   CUST RDB:          G2100

```

- how the problem occurs is depending on the data statements in @BBOT  
- normally the system says: Loading CS/386 O/S .....  
but at this time (dependig of @BOOT) I have sometimes unexpected char.  
in the line before "Loading ....." or otherwise I get a ERR D82 or a  
system hang which I can resolve only by switching the cpu off and on.  
I think that the boot problem could be produced by the boot proms on the cpu.  
I have Rev. 5950. Do you have the same?  
Now to the ERR S16 problem. The customer told me that the problem still exist  
but under different circumstances. At the moment we have no way how we can  
reproduce it. I will update if the problem is reproduceable. But you should  
remember that the ERR S16 problem with COPY and or DEFFN'/SELECT @PART is  
still there.

ASSIGNED: BAHIA MICHAEL E      DATE: 07/05/90      TIME: 10:03  
Have booted off the CS/386 1.15 O/S several times including some testing I  
did this AM to try to reproduce your problem & can not duplicate. This may  
be a problem with your disk controller, MXE brd, 386 brd, or your copy of  
1.15. Assuming there were no problems with older versions of the 386 O/S you  
have used & they continue to work fine, the disk controller & O/S are most  
likely. Try a different style controller.

ASSIGNED: FINDT ERWIN      DATE: 07/04/90      TIME: 10:01  
Tested 1.15 for ERR S16 with COPY and SELECT @PART in foreground and found  
the problem seems to be fixed.  
By the way, other idiosyncraisies I found at the boot phase after pressing  
RESET and KEY SF for loading the O/S:

1. If I will boot from the diskette which contains the O/S 1.15 received  
by WO the system will hang in the loading screen with some unexpected  
characters and the @MXEO on the screen. I have to switch off/on the  
CS/386.
2. I had a 2280 platter with a modified @BOOT and all CS/386 O/S. Now I  
moved the @MVP of O/S 1.15 as @115 to this platter and added a DATA  
statement to @BOOT an tried to boot from this platter. But the system  
was hangig in the loading screen similar to point1. To make it possible  
to boot from this platter I must remove one DATA statement. Do you >>>  
understand this? I don't. I'm sure that it has nothing to do with 1.15.  
Could this problem be related to the boot proms of the CS/386 board?  
My system comes up with the following screen:  
'Copyright Wang Laboratories 1989 Rev 5950'

ASSIGNED: BAHIA MICHAEL E      DATE: 06/28/90      TIME: 11:47

SELECTION CRITERIA

```

-----
PTR NUMBER -          START: C800007335          END: C800007335
PRIORITY:            ALL
PROBLEM TYPE:        ALL
RDB -                ASSIGN RDB: ALL          CUST RDB: ALL          ORIG RDB: ALL
HW/SW INDICATOR:    ALL
STATUS TYPE:         O
STATUS CODE:         ALL
-----

```

```

-----
PROBLEM NUMBER:  C800007335      CUST NAME:      ALEC GMBH
PRIORITY         P1              CUST NUMBER:    G1 00014048001
                                   CUST RDB:          G2100
-----

```

Update acknowledged.

```

ASSIGNED:  FINDT ERWIN          DATE: 06/28/90   TIME: 04:37
Received 1.15 today. Will test and update asap.

```

```

ASSIGNED:  BAHIA MICHAEL E      DATE: 06/25/90   TIME: 07:58
Tested against latest Maintenance Release 1.15 & problem is corrected. Have
requested CS/386 1.15 be sent to you via Wang Office.

```

```

ASSIGNED:  BAHIA MICHAEL E      DATE: 06/22/90   TIME: 10:57
Duplicated problem. Will bring to the attention of R&D.

```

```

ASSIGNED:  FINDT ERWIN          DATE: 06/22/90   TIME: 04:58
Correction to point 5 of my last update "ERR S16 with COPY"
This problem happens now in foreground. To reproduce it run the following
programs:
Partition 2: 10 DEFFN @PART "TEST"
PARTITION 1: 10 SELECT @PART "TEST"
              20 COPY T/Dxx TOT/Dyy,

```

```

ASSIGNED:  BAHIA MICHAEL E      DATE: 06/12/90   TIME: 08:58
Update acknowledged.

```

```

ASSIGNED:  FINDT ERWIN          DATE: 06/12/90   TIME: 03:03
1. For the 'LOAD Receive Code Translation Table" problem I await the test
   results of CS/386 O/S 1.10 from the customer. (still open)
2. With O/S 1.10 not Programmable Partitions" will now work correct and
   'LOAD RUN "TEST"' creates an ERR A08! (fixed)
3. & 4. EDIT '10 REM PRINT A: PRINTB' will now work with O/S 1.10! (fixed)
5. ERR S16 with COPY in a global background partition is fixed with O/S 1.10!
6. The RESET problem with printers should be closed because it has not been
   reported correctly and it's not clear what really happens. (closed)
*
* Hopefully a get a positiv answer from the customer about Point 1
* so we can close this PTR. I will update asap.

```

```

ASSIGNED:  BAHIA MICHAEL E      DATE: 06/04/90   TIME: 10:28
Update acknowledged. Awaiting results from customer.

```

```

ASSIGNED:  FINDT ERWIN          DATE: 05/29/90   TIME: 04:20

```

SELECTION CRITERIA

```

-----
PTR NUMBER -      START: C800007335                END: C800007335
PRIORITY:         ALL
PROBLEM TYPE:    ALL
RDB -            ASSIGN RDB: ALL                CUST RDB: ALL                ORIG RDB: ALL
HW/SW INDICATOR: ALL
STATUS TYPE:     0
STATUS CODE:     ALL
-----

```

```

PROBLEM NUMBER:  C800007335    CUST NAME:      ALEC GMBH
PRIORITY         PI           CUST NUMBER:    G1 00014048001
                  CUST RDB:      G2100

```

Did send 1.1 to the customer and await his results.

ASSIGNED: BAHIA MICHAEL E      DATE: 05/25/90      TIME: 08:02  
This problem should be resolved w/ 1.1. Please update on findings so we can close call.

ASSIGNED: BAHIA MICHAEL E      DATE: 05/17/90      TIME: 16:39  
CS/386 General Rel 1.1 sent to you today via Wang Office. This should correct the S16 error w/ COPY in Global. Please update us with your findings.

ASSIGNED: BAHIA MICHAEL E      DATE: 05/16/90      TIME: 07:52  
I have been told the 'Restore Power On Defaults' sequence is only in a certain print drivers. Exactly which printer drivers are being used & which printers? Are the drivers the standard Wang drivers from the O/S disk?

ASSIGNED: FINDT ERWIN              DATE: 05/16/90      TIME: 05:34  
The Load RCV Code Translation Table problem is difficult to reproduce it because it happens sporadically. The RESET problem with printers is not the RESET Key. It's regarding the Restore Power-on Defaults escape sequence used for the printer driver. I will wait for O/S 1.10 and then I will test it out together with the customer (dealer).

ASSIGNED: BAHIA MICHAEL E      DATE: 05/15/90      TIME: 13:56  
Retested some of these problems on 1.1 in the lab today.  
1. Unable to duplicate this problem where the 'Load Receive Code Translation Table' will not always load. Could be a shakey MXE brd. If not can you give additional info on duplicating problem.  
2. What you described with the non-programmable partition is true. We will be checking documentation on this & reporting it to Taiwan if this as it appears should be corrected.  
3/4/5. We will be sending O/S 1.1 to you very shortly. It corrects these.  
5. Testing w/ 1.10 O/S we were unable to see this problem. Using the DM50/300 printer driver with a PM017 on 1 terminal & a DM50/300 on another on the same MXE we repeatedly keyed RESET but saw no reaction by the other terminals printer. Test this on 1.1 when you get it & let us know if this is corrected & if not supply us w/ the details on how you produced the problem.

ASSIGNED: FINDT ERWIN              DATE: 05/14/90      TIME: 04:21  
Update to the reported problems:  
1. Customer was already using \$GIO RESET before we reported the LOAD RCV Code

SELECTION CRITERIA

-----  
 PTR NUMBER - START: C800007335 END: C800007335  
 PRIORITY: ALL  
 PROBLEM TYPE: ALL  
 RDB - ASSIGN RDB: ALL CUST RDB: ALL ORIG RDB: ALL  
 HW/SW INDICATOR: ALL  
 STATUS TYPE: 0  
 STATUS CODE: ALL  
 -----

PROBLEM NUMBER: C800007335 CUST NAME: ALEC GMBH  
 PRIORITY P1 CUST NUMBER: G1 00014048001  
 CUST RDB: G2100

- Translation Table problem . Maybe vers. 1.10 will be a solution?  
 2. Will not accept that non programmable partitions can load all programs!  
 All old MVP,LVP,SVP,Micro-VP and CS O/S allowed only to load a program  
 "START" with 'LOAD RUN' or 'LOAD RUN "START"!  
 3./4. Await O/S 1.10 for fixing the problem with editing 'LOREMPRINTA:PRINTB'  
 5. Await that ERR S16 with COPY in a GLOBAL background partition will be  
 fixed in O/S 1.10.  
 6. Await that problems with 2536DW and printers connected to that WS will be  
 fixed with R2 E-Prom. What's about printers connected to the local cpu  
 printer interfaces which will sometimes print wrong characters too??  
 The printer RESET problem exists as following:  
 The RESET command from one terminal to the terminal printer will be send t  
 to all terminal printers if drivers installed.

ASSIGNED: BAHIA MICHAEL E DATE: 05/11/90 TIME: 07:26  
 To clarify the S16 error in the Global problem resolved in 1.10. The other  
 problems listed were addressed in a previous update.

ASSIGNED: BAHIA MICHAEL E DATE: 05/10/90 TIME: 15:21  
 Problem has been verified as fixed on general release 1.10 which we are now  
 testing. If no problems will send out next week via Wang Office.

ASSIGNED: BAHIA MICHAEL E DATE: 04/18/90 TIME: 10:29  
 Have gone though your updates with R&D & have found the following:  
 1. \$GIO to 'LOAD Receive Code Translation Table'. Must use the following  
 command before loading the table: \$GIO#?(4580) ? is the Device Table num  
 ber.  
 2. Having a partition that is not programmable will only prevent you from  
 LISTing the program. It should not restrict from running any programs.  
 Could not find a problem here.  
 3 & 4. This problem has been identified & is fixed in subsequent releases  
 being tested.  
 5. The S16 error was reproduced & reported to Taiwan.  
 6. The printer printing wrong characters appears to be part of the 2536DW  
 prom problem & appears to be fixed w/ the R2 prom which we are currently test  
 ing. The RESET to all printers is normal if they all reside in the Device  
 Table for that W/S. With the 386, RESET is a software function and all  
 devices shown in the Device Table of the W/S that is RESET could be affected.  
 This is "functioning as designed."

ASSIGNED: FINDT ERWIN DATE: 04/12/90 TIME: 11:24

SELECTION CRITERIA

```

-----
PTP NUMBER -          START: C800007335          END: C800007335
PR.  ITY:            ALL
PROBLEM TYPE:        ALL
RDB -                ASSIGN RDB: ALL          CUST RDB: ALL          ORIG RDB: ALL
HW/SW INDICATOR:    ALL
STATUS TYPE:         O
STATUS CODE:         ALL
-----

```

```

-----
PROBLEM NUMBER: C800007335    CUST NAME:      ALEC GMBH
PRIORITY        P1           CUST NUMBER:    G1 00014048001
                                   CUST RDB:        G2100
-----

```

6. Some printer connected to cpu printer interface or 2536DW terminal will sporadically print wrong characters. If more than one printer installed with printer driver and a RESET command has been send to one printer sometimes it resets all printers. Did you hear something like that?

ASSIGNED: FINDT ERWIN                      DATE: 04/12/90    TIME: 11:02

5. Wrong ERR S16.  
Run the following program in background on Partition 1 and Terminal 0:  
300 DEFFN @PART "GLOBAL"  
320 DEFFN' 123  
330 STOP: COPY T/Dxx,TOT/Dyy,

Then Run the following program in any foreground partition and press

CONTINUE:  
20 SELECT @PART "GLOBAL"  
40 GOSUB' 123

Result: @330 STOP: COPY T/Dxx,TOT/Dyy,  
ERROR S16: Missing Letter

RESOLUTION TEXT :BAHIA MICHAEL E DATE: 01/18/91 TIME: 17:26  
9/12/90: All original O/S bugs desribed in problem description corrected with later 386 O/S releases (1.08 & higher) except item 1, Load Receive Code Translation.  
1/18/91: Load Receive Code Xslation corrected with Maintenance Release 1.1B as seen in in-house testing using problem duplication test. Transferring call back to field for monitoring while software tested at site as requested by field.

ERROR S16 WITH COPY IN FOREGROUND FIXED W/ 1.15

PROBLEM NUMBER: C900004379 CUST NAME: HUTCHISON PAGING LTD  
PRIORITY P1 CUST NUMBER: HH 00000001370  
PROBLEM TYPE: ESC CUST CONTACT: VICTOR LAU  
LINK TO PROB NO: NOT LINKED CUST CONT PHONE: 88-047-26 -  
CUST ADDRESS 1:  
CUST ADDRESS 2:  
SYSTEM MODEL NO: CS/386-10D CUST ADDRESS 3:  
GEN SYST MODEL: 2200 CS 386 CPU CUST CITY:  
D. S. VERSION: 01 10 CUST ST/PROV:  
HW MODEL NUMBER: CUST ZIP: - CUST RDB: H9906  
SW MODEL NUMBER: OS CUST COUNTRY:  
SW VERSION: 01 10  
RDB ASSIGNED: 8760  
PERSON ASSIGNED: BAHIA MICHAEL E  
PART NUMBER: ORIG NAME: LAU VICTOR  
PART NUM REV: ORIG EMPL NO: HH-99123  
SERIAL NUMBER: ORIG PHONE: - - -  
ORIG RDB: H9906  
CALL TRKG DATE: 00/00/00 00:00 NETWORKED: N  
CALL TRKG NO: RES DEPLOYED:  
ORG ACT/SYM/ACN: DATE ENTER PTR: 12/05/90  
STATUS DATE: 12/05/90 DATE TO R&D: 019901206  
STATUS CODE: S O 495 WKDAYS IN R&D: 9.64  
STATUS ABBREV: NEW PROBLM TOT WKDAYS OPEN: 10.15  
STATUS DESC: NEW PROBLEM

PROBLEM SUMMARY :LAU VICTOR DATE: 12/05/90 TIME: 20:19  
PROB: When global variable and MOVE file to CPU RAMDISK command both exist in  
the same program, "S16 Missing error" prompt after execution. Then CPU  
will hang with cursor only after LISTing any disk platter, (actual disk  
or RAMDISK)  
H/W: CS/386-10N x3, 2200DS (112M+112M with R3 PROM on DPU) x2, 2275MUX x2,  
22C80 x4  
S/W: CS/386 OS 1.10

ASSIGNED: LAU VICTOR                   DATE: 12/19/90    TIME: 02:33

The Globle partition DEFF @PART "ABC" is defined in other partition, and get the S16 error if GLOBLE variable and move file to CPU RAMDISK exist in the same program.

However the problem is solved by CS/386 OS 1.1A.  
Call can be closed.

ASSIGNED: BAHIA MICHAEL E            DATE: 12/06/90    TIME: 14:41

Cannot duplicate your error on CS/386 with O/S 1.1 with information given. Did not supply configuration & problem could be affected by what is happening in other partitions. First, program will not run as given unless a DEFFN @PART "ABC" is done first somewhere. Get X77 otherwise, Invalid Partition Reference. However, a problem similar to what you described involving Globals, S16, S20, and S24 errors has been fixed & is in Maintenance Release 1.1A which I will forward to you this after. Test problem against this release. If still fails, create simple configuration in GENPART and try to duplicate problem with no programs running in other partitions. If does not fail will need to supply me with additional info to reproduce problem. If does fail, try a 2nd CPU board or even better, try to duplicate on a 2nd 386 system.

ASSIGNED: CHUI SIMON                   DATE: 12/06/90    TIME: 04:39

File confirmed that if program did not contain a Global variable, MOVE file to RAM DISK is OK (in Program mode).

If program contain global variable after error prompt, CPU still not hang up, unless LISTing disk platter or RAM platter is performed.  
Initial escalate for assistance. Pls advise.

ASSIGNED: LAU VICTOR                   DATE: 12/05/90    TIME: 20:19

- i) 10 SELECT @PART"ABC"
- 20 SCRATCH DISK T/340, LS=5, END=270
- 30 MOVE T/D21 "FILE1" TO T/340,
- ii) RUN to execute program
- iii) LIST DCT/D21 or LIST DCT/340

SC 741. RESOLVED WITH 1.1A.

SELECTION CRITERIA

```

-----
PT NUMBER -      START: P800010820      END: P800010820
PR...ITY:        ALL
PROBLEM TYPE:    ALL
RDB -            ASSIGN RDB: ALL          ORIG RDB: ALL
HW/SW INDICATOR: ALL
STATUS TYPE:     ALL
STATUS CODE:     ALL
-----

```

```

PROBLEM NUMBER: P800010820      NUMBER OF RELATED
PRIORITY        P2              CUSTOMER PROBLEMS:    0

```

```

PROBLEM TYPE:    ESC              PRODUCT PROBLEMS:    0
LINKED TO PROBLEM:

```

```

SYSTEM MODEL NO: CS386          ORIGINATOR NAME:    FINDT ERWIN
GEN SYST MODEL:  2200 CS CPU    ORIGINATOR PHONE:

```

```

O.S. VERSION:    1. 17
HW MODEL NUMBER: CS386          RDB ASSIGNED:       8332
SW MODEL NUMBER: BASIC-2/386-9 PERSON ASSIGNED:    RILEY J MICHAEL
SW VERSION:      1. 17
PART NUMBER:
PART NUM REV:

```

```

STATUS DATE:     10/23/90      DATE ENTER PTR:     09/19/90
STATUS CODE:     S C 198      DATE TO R&D:        09/26/90
STATUS ABBREV:   F-T-SPEC-C   WKDYS IN R&D:
TOT WKDYS OPEN:

```

PROBLEM SUMMARY :FINDT ERWIN      DATE: 09/19/90      TIME: 05:20  
If the @BOOT program of the CS/386 has some choices to load different versions of O/S it results in garbage on the boot screen and under some circumstances the system is unable to load the O/S.

ASSIGNED: BAHIA MICHAEL E      DATE: 10/16/90      TIME: 13:28  
The @BOOT file is restricted to 3 sectors per Taiwan. There are no plans to change this at this time. This call can be closed as agreed by the field. See previous status comment.

ASSIGNED: FINDT ERWIN      DATE: 10/15/90      TIME: 07:27  
You updated me by office with the info from R&D Taiwan that @BOOT is restricted to three sectors. Is it planed to change it? If not you should send this PTR back for closing.

ASSIGNED: BAHIA MICHAEL E      DATE: 09/28/90      TIME: 11:00  
Problem has been addressed to Taiwan. Awaiting response.

ASSIGNED: BAHIA MICHAEL E      DATE: 09/19/90      TIME: 13:07  
Duplicated problem with info sent via Wang Office. The @boot file is obviously sensitive to size. When the problem occurs it is always the same on each boot as long as the @BOOT remains unchanged. Deleting certain lines will circumvent the problem but it is line dependent. Bunching up lines does



SELECTION CRITERIA

---

PTR NUMBER - START: P800010820 END: P800010820  
PRIORITY: ALL  
PROBLEM TYPE: ALL  
RDB - ASSIGN RDB: ALL ORIG RDB: ALL  
HW/SW INDICATOR: ALL  
STATUS TYPE: ALL  
STATUS CODE: ALL

---

PROBLEM NUMBER: P800010820 NUMBER OF RELATED  
PRIORITY P2 CUSTOMER PROBLEMS: 0

not correct the problem but does change the garbage seen. This problem has been sent to Taiwan to determine if @BOOT is limited to a certain # of lines or if a correctable problem exists.

ASSIGNED: FINDT ERWIN DATE: 09/19/90 TIME: 05:20  
Did send an example of @BOOT by Wang Office to Mike Bahia.

RESOLUTION TEXT :RILEY J MICHAEL DATE: 10/23/90 TIME: 08:36  
The @BOOT file can not be grater than 3 sectors... Menu picks need to be small to not run over 3 sectors. JMR

Item Subject: Problems CS,CS/386

Hello Mr. Gates

Here in Switzerland we have different problems with CS and CS/386 and it is not possible to get a status report and solutions. The problems are as follows:

CS/386  
\*\*\*\*\*

- By every system we have intermitten hang-ups. Customer has to switch off/on and to reload the operating system. It happens in an interval of hours or days. O/S BUGS
- Intermittend error message "I91" = Disk drive not ready. H/W
- Printerdriver not possible to switch off. In devicetable driver with entry off but in reality it is always activ. ?
- Release delivered with new systems is 1.0. There are existing 1.8, 1.9, 1.0B. Which one is the right and official. What are the differences between the releases. We have no descriptions and documentations about it. TSB
- Speed is dramatically slower by some operations than by the CS. As announced it should be quicker. SELECT NEW TSB's
- Hotprint with 2536 is not possible. R2 PRDM
- Delivery quality last deliverys was bad. Two times the Opsys diskettes 1/2 & 2/2 contained the same files. One time the protection of floppy drive was not in, but only in the box. This happens at two deliverys.

Mr. Erwin Findt as product PRC Support Responsible for 2200 is not within reach and we can no longer wait for solutions to our problems. So I'm writing directly to you. If it is not possible to fix the bugs in shortest time the only way is to stop deliverys or to deliver CS instead of CS/386 until solutions are ready. Please give us a status report as quick as possible.

CS  
\*\*

Release 3.3 delivered with new systems has the following problems:

- Printing is extremely slow (approx. 1 minute per line). P2|13171
- Loading printer driver with terminal 10, driver terminal 1 is suddenly away. ?
- One terminal with printer driver is ok. More and more terminals with drivers the more unconvertet charakters are going to printer. ?

With Release 3.1 all these problems does not exist. We have also no description

Thank you a lot in advance for your help.

With kind regards, Rolf Gerber  
(Branch Manager Basel, Switzerland)

Here are some new informations:

- Installed base in Switzerland is only 4 CS/386 plus 1 upgrade CS to CS/386. From this 5 systems 2 have intermiltend Hang-ups. These systems have 8-13 screens and external Disk. The others have only max. 5 Screens/PC's and/or only internal Disk.
- Until end of April we have to install about 3 systems and in Mai about 7 systems.
- Every system (these systems who have no Hang-up problems, too) had problems to start up after completion installation. The technician had to press 2 or 3 times the Reset Button. After that start was always ok.

Kind regards Rolf Gerber

---

Rolf Gerber,  
Response to Problems CS, CS/386 of 04/20/90 sent to Harris Gates.

#### CS/386

- Intermittent hangups -- Problem could be an ESD, boards, or O/S. We know of no problem with OS 1.0B that would cause hangs. Ref 2200 TSBs from 12/12/89, 12/26/89 and 03/27/90. If on terminal "reset" you see cursor only, verify situation from terminal on another MXE or MXD controller. If all terminals show the same symptom most likely 386 board or MXE (1st MXE is likely the possible problem). If using 2536 terminals there is an ESD issue referenced in the TSBs. Environment is very critical on CS/386 board with faster clock. Verify proper grounds on all equipment and all I/O cables secured and provide proper ground connection.
- Intermittent "I91" - I/O board, ref TSBs above. Common problem with 7342 dual controller or down rev 2275MUX or 7715 boards. (see TSB 12/12/89).
- Releases? -- Highest number is latest release. Each release fixes problems reported on earlier test releases. Latest CS/386 test release is 1.0C. CS/386 OS Release 1.10 which will be official release (see TSB 3/27/90).
- Speed is slower -- Problem is on loading of programs. BASIC-2 programs are converted to a "386" format for processing as they are loaded. Each program can be resaved in this "386" format so it does not go thru conversion on loading. Conversion on disk done by SELECT NEW and SAVE. (see TSB 3/27/90)
- Hotprint with 2536 DW. Known problem with matrix printers, fix in next Prom release for 2536DW (rev. 2 now being tested).
- Delivery quality should be referenced to Customer Assurance on Wang Office.

#### CS/2200 issues.

- Printing is extremely slow. We need more information: is printer local, 204 or system, 215?. Is driver involved? What kind of printer? What is rev level of MXE code being used? Latest MXE code is rev level 1.10 which can be found on CS/386 OS diskette; this file can be copied over for CS/2200 use. Known problem on 2536DW on MXE with multiple ports active, especially with printer driver off; we think this is fixed with 2536DW prom 2. See above notes.
- Loading printer driver with terminal 10. This was a problem in 3.1 that was fixed in CS/2200 OS release 3.3.
- Using printer drivers on more multiple terminals, unconverted character codes are going to the printer. Are these local or system printers? What model printers? What print driver files? What hex values are not converted?

To:  
Subject: CS 386 The Netherlands

Distribution:

None, this item is In Progress

---

CC: Mike Bahia  
Subject: CS 386 The Netherlands

From: Willem Sloep  
Date Sent: 12/18/89

Colin,

We're testing the CS386 upgrade at this moment in the Netherlands. Wang is positioning the upgrade as 'plug in and play', but we discover several incompatibility problems with the hardware.

RESULTS DISK CONTROLLER TEST :

We've two CS/DS systems build up with the CS386 upgrade board installed. From 7 Disk controllers (diverend and the same types), 3 are giving problems like hanging, time-out errors and DS-tape errors on one system. On the other system only 1 controller fails (definitely margin problems). Both systems equiped without the CS386 upgrade doesn't give problems.

This margin problem is also mentioned in HWT 9373 (TSB 11/22/89). They mention that we have to swap controllers when we have problems. Our tests let us see that we can solve it by swapping controllers. Is this the startegy to solve a margin problem of the CS386? We've done our test only with disk controllers, we've not tested printer/TC and terminal controllers. But afterall we're not QA! What guarentee we have that a board wich doesn't seems to give problems in the first case, also works OK in live sytuation at a customer?

We are going to escalate this problem and are not going to ship CS386 to our customers yet.

RESULTS DATA STORAGE SCOOP :

We've done some tracing on the ABS/CBS/OBS lines of the I/O bus and compared the CS with the CS386. We measure much faster cycles and pulses on the CS386, also with more distortion. We can imagine that this give problems on the controllers which are designed for slower cycles.

At the end of this week we've invited a major 2200/CS software developer to test the compatibility of the Operating System in a live customer sytuation.

Will update you soon.

Regards Willem Sloep

----- Reply -----

Willem,

Thanks for the update. QA testing was done but unfortunately we are not set-up to be able to easily test every configuration & man power for 2200 has been very limited for awhile. There are quite a few systems installed in the US & other than the disk controllers, the other controllers seem to be running ok. There have been some problems with terminals which may indicate a problem with the terminal controllers, the MXE & MXD, but they have been very intermittent. At this time we are experiencing intermittent hang problems at several 386 sites which when RESET is keyed the terminal blanks out. This is the major concern. We believe there are 2 separate problems that cause this. One is a noise, static, or grounding problem to do with the terminal/s especially if using the 2536DW &/or the MXE/MXD controllers. The 2nd has to do with loading a program. Under certain parameters a hang can occur during a load. This proble

m is consistent when all the same steps are taken. We have been able to provide R&D w/ the data to reproduce the problem & with any luck may have a solution the 1st of the year. As for the disk controllers, there is a new Dual controller to go into production in late January to replace the 7342. This board has worked well & should resolve the problems w/ the 7342 which will be discontinued. The new brd, the 210-9746, will be a direct replacement. Testing will need to be done with the 6541 Disk controller to determine what needs to be done to resolve the tape issue. The 2275MUX e-rev 4, the 7715 e-rev 10, & the Triple Controller have not presented any disk problems as of yet.

Could you please identify the part numbers of the disk controllers you tested & found problems with as well as the part numbers of those that worked well.

Have been out of the office working the hang issue 12/18 & 19. Have message to call you. Will try between 4 & 5 pm my time today.

Regards,  
Mike

8:31:20 am Friday March 2, 1990

```

*****
**** 1 2 3 4 5 6 7 8 ****
**** 1234567890123456789012345678901234567890123456789012345678901234567890 ****
*****

```

```

* * * * *
* 1* * 1*
* 2* * 2*
* 3* XA0223 02 W A N G L A B O R A T O R I E S , I N C . * 3*
* 4* P R O B L E M T R A C K I N G A N D R E P O R T I N G * 4*
* 5* D e t a i l e d S t a t u s C o m m e n t s * 5*
* 6* * 6*

```

```

* 7* P R O B L E M N O : C 8 0 0 0 0 4 1 8 6 * 7*
* 8* E n t e r e d B y : F I N D T E R W I N D a t e : 0 3 / 0 1 / 9 0 T i m e : 0 8 : 1 5 * 8*
* 9* T h e E R R A 0 5 p r o b l e m w i t h S E L E C T N E W i s n o w f i x e d w i t h 1 . 0 8 . * 9*
*10* A d d i t i o n a l p r o b l e m i n a l l C S / 3 8 6 O / S : *10*
* 1* I f t h e n u m b e r o f v a r i a b l e s d e f i n d i n G O S U B ' a n d D E F F N ' i s d i f f e r e n t , t h e * 1*
* 2* s y s t e m r e s p o n s e s w i t h E R R S 1 0 w h e n t h e p r o g r a m w i l l b e e x e c u t e d , b u t E R R S 1 1 * 2*
* 3* i s c o r r e c t : 1 0 G O S U B ' 5 2 ( A , B , C , D ) * 3*
* 4* 2 0 . . . . . * 4*
* 5* 1 0 0 D E F F N ' 5 2 ( A , B , C ) * 5*

```

Fixed w/ 1.08

```

* 6* * 6*
* 7* * 7*
* 8* * 8*
* 9* * 9*
*20* *20*
* 1* * 1*

```

```

* 3* (16) Exit * 3*
* 4* (3) Down * 4*
* * * * *

```

```

*****
**** 1 2 3 4 5 6 7 8 ****
**** 1234567890123456789012345678901234567890123456789012345678901234567890 ****
*****

```

S10 MISSING LEFT PARENTHESIS  
S11 MISSING RIGHT PARENTHESIS

SELECTION CRITERIA

PTR NUMBER - START: C510006020  
PRIORITY: ALL  
PROBLEM TYPE: ALL  
RDB - ASSIGN RDB: ALL CUST RDB: ALL ORIG RDB: ALL  
HW/SW INDICATOR: ALL  
STATUS TYPE: ALL  
STATUS CODE: ALL

PTR NUMBER - END: C510006020  
PRIORITY: ALL  
PROBLEM TYPE: ALL  
RDB - ASSIGN RDB: ALL CUST RDB: ALL ORIG RDB: ALL  
HW/SW INDICATOR: ALL  
STATUS TYPE: ALL  
STATUS CODE: ALL

PROBLEM NUMBER: C510006020 CUST NAME: CARLSON AUTO FIRE PROT CO  
PRIORITY P2 CUST NUMBER: 00 00001983295  
CUST RDB: 3531

Update acknowledged.  
ASSIGNED: LARSON TERRANCE L DATE: 09/13/90 TIME: 16:35  
I got both packages. Install is scheduled for Tuesday 9/18 @ 3pm. Will update call after we install and test.

ASSIGNED: BAHIA MICHAEL E DATE: 09/13/90 TIME: 12:11  
Update acknowledged. Sent 1.17 release note to you via Wang Office today. The O/S is attached because that is how I received it. Awaiting installation n & testing at customer site. Be sure to keep a copy of 1.17 for yourself.

ASSIGNED: LARSON TERRANCE L DATE: 09/13/90 TIME: 11:17  
Received software today. Will schedule installation with customer. It will probably be Monday.

ASSIGNED: BAHIA MICHAEL E DATE: 09/12/90 TIME: 15:18  
Maint Rel 1.17 mailed out Federal Express, Airbill # 446 9063 392, 2 day delivery. Please update when received.

ASSIGNED: BAHIA MICHAEL E DATE: 09/12/90 TIME: 12:15  
Will mail out CS/386 Maintenance Rel 1.17 today via Federal Xpress 2 Day delivery. Please update as soon as received.

ASSIGNED: LARSON TERRANCE L DATE: 09/11/90 TIME: 09:10  
Send new OS to: WLI, 8300 Norman Center Drive, Suite 300, Bloomington, MN 55437 Attn: Terry Larson

ASSIGNED: BAHIA MICHAEL E DATE: 09/10/90 TIME: 15:14  
We have a new maintenance release of the O/S which fixes the PACK/UNPACK problem affecting this customer, 1.17. Please provide me with your mailing address.

ASSIGNED: BAHIA MICHAEL E DATE: 08/29/90 TIME: 14:35  
Update acknowledged. Will keep you informed.

ASSIGNED: LARSON TERRANCE L DATE: 08/29/90 TIME: 12:30  
Talked to customer. They are satisfied for now, to stay on the VLSI board until the OS patch is ready. Please let me know when the fix is available.

ASSIGNED: BAHIA MICHAEL E DATE: 08/28/90 TIME: 08:38

PROBLEM NUMBER: C510006020 CUST NAME: CARLSON AUTO FIRE PROT CO  
PRIORITY P2 CUST NUMBER: 00 00001983295  
CUST RDB: 3531

PROBLEM TYPE: ESC  
PRODUCT PROB NO: NOT LINKED  
CUST CONTACT: DAVE HOHLE  
CUST CONT PHONE: 00-612-894-3250  
CUST ADDRESS 1: 12488 XENWOOD AVE  
CUST ADDRESS 2:  
CUST ADDRESS 3:  
CUST CITY: SAVAGE  
CUST ST/PROV: MN  
CUST ZIP: 55378-0000  
CUST COUNTRY:

SYSTEM MODEL NO: 2200-CS-386  
GEN SYST MODEL: 2200 CS 386  
O. S. VERSION: 01 10 00  
HW MODEL NUMBER: 2200-CS-386

SW MODEL NUMBER: OS  
SW VERSION: 01 10 00  
PART NUMBER:  
PART NUM REV:

CALL TRKG DATE: 10/27/89  
CALL TRKG NO:  
ORG ACT/SYM/ACN:  
STATUS DATE: 09/19/90  
STATUS CODE: S C 595  
STATUS ABBREV: PERM FIX

NETWORKED: N  
RES DEPLOYED: DTSE  
DATE ENTER PTR: 06/27/90  
DATE TO R&D: 06/28/90  
WKDYS IN R&D:  
TOT WKDYS OPEN:

PROBLEM SUMMARY :LARSON TERRANCE DATE: 06/27/90 TIME: 12:43  
Customer upgraded from 2200LVP to 2200CS/386 and was unable to access data files created by IDEAS using GIO statements. Could create new files and could access those.

ASSIGNED: BAHIA MICHAEL E DATE: 09/19/90 TIME: 13:50  
Pack/Unpack problem resolved at cust site w/ Maint Rel 1.17. Sending call back to field to close as requested.

ASSIGNED: BAHIA MICHAEL E DATE: 09/19/90 TIME: 12:51  
Problem resolved with Maintenance Rel 1.17. Unlinking call to begin closing process.

ASSIGNED: LARSON TERRANCE L DATE: 09/19/90 TIME: 09:08  
OS 1.17 was successfully installed yesterday afternoon. Thank for all your help. This call can be sent back to 3530 for closure. (Terry Larson)

ASSIGNED: BAHIA MICHAEL E DATE: 09/13/90 TIME: 17:03

SELECTION CRITERIA

PTR NUMBER - START: C510006020  
PRIORITY: ALL  
PROBLEM TYPE: ALL  
RDB - ASSIGN RDB: ALL CUST RDB: ALL ORIG RDB: ALL  
HW/SW INDICATOR: ALL  
STATUS TYPE: ALL  
STATUS CODE: ALL

END: C510006020  
RDB - ALL  
HW/SW INDICATOR: ALL  
STATUS TYPE: ALL  
STATUS CODE: ALL

START: C510006020  
PRIORITY: ALL  
PROBLEM TYPE: ALL  
RDB - ASSIGN RDB: ALL CUST RDB: ALL ORIG RDB: ALL  
HW/SW INDICATOR: ALL  
STATUS TYPE: ALL  
STATUS CODE: ALL

END: C510006020

PROBLEM NUMBER: C510006020  
PRIORITY P2

CUST NAME: CARLSON AUTO FIRE PROT CO  
CUST NUMBER: 00 00001983295  
CUST RDB: 3531

PROBLEM NUMBER: C510006020  
PRIORITY P2

CUST NAME: CARLSON AUTO FIRE PROT CO  
CUST NUMBER: 00 00001983295  
CUST RDB: 3531

There is a workaround. When using PACK/UNPACK there only seems to be a problem if the mask has more than 1 or no # signs to the left of the decimal point. Only 1 # sign from what I am told is necessary. So converting the mask in the PACK/UNPACK statements involved in the problem so there is but a single # sign to the left of the decimal point would circumvent the problem. This would be up to Hydratec to do & is probably not worth while as it could be very time consuming & we expect to have a fix by possibly next week making any changes unnecessary. Of course it will depend on the complexity of the fix as to how long it will take to correct.

ASSIGNED: LARSON TERRANCE L DATE: 08/27/90 TIME: 18:36  
Thank for your work! Will there be a workaround for this problem or should we stay on the VLSI board until the new OS comes out?

ASSIGNED: BAHIA MICHAEL E DATE: 08/27/90 TIME: 13:19  
Duplicated your problem with Steve Downing Friday morning. We were also able to identify the cause. There is a problem with the UNPACK command under certain circumstances. In this customers case an unpack command is used to unpack data which determines which address the data file to access is on. When the customer runs the programs that you sent me with data on 1 surface & programs on another, it was going to the wrong address for the data. When Steve originally worked with Tyler to duplicate the problem both the data & programs were loaded onto the same surface & as the program surface is what is determined on the UNPACK, the program worked. This is a Wang problem with the O/S which we hope to have a fix for in the next week or two. There is also a circumvention as the prob results from how the mask is setup for the pack. Changing the mask can fix the problem. Will let you know as soon as a fix from Taiwan available.

ASSIGNED: BAHIA MICHAEL E DATE: 08/23/90 TIME: 09:57  
Talked with Steve Downing from Hydratech. He will be coming in tomorrow morning to assist me in duplicating your problem using the software you provided me.

ASSIGNED: BAHIA MICHAEL E DATE: 08/21/90 TIME: 15:16  
Tyler is out this week on vacation. Will try to get in touch with Hydratech to try & duplicate problem here.

ASSIGNED: LARSON TERRANCE L DATE: 08/20/90 TIME: 18:19  
Welcome back and thank for the update. I talked to Tyler last week but he

could not find the tape. Let me know what you find and I will relay that to the customer. They have been calling to find out what's happening.

ASSIGNED: BAHIA MICHAEL E DATE: 08/20/90 TIME: 11:34  
Just back from vacation & training. Did receive the s/w & a printout sample of problem of which I made a copy for Tyler Olsen. He also was on vacation the week of 8/6 but I believe is back now. Left message for him to call me. From the sample printout I have the #'s are not the problem, just characters used to identify fields. Tyler was going to get in touch with Hydratech to retry & duplicate the problem.

ASSIGNED: LARSON TERRANCE L DATE: 08/06/90 TIME: 16:33  
Just returned from vacation also. CE told me that she sent the tape of the customer data and the screen dumps on 8/2. It is a backup from before we changed the addressing from 320 to 310 but Steve Downing from Hydratek could explain the procedure for changing the addresses. The problem is not cent signs but instead, it is @ signs spread randomly across the screen. Any questions or problems duplicating this please call at 612-893-5058. -Terry

ASSIGNED: BAHIA MICHAEL E DATE: 07/31/90 TIME: 15:17  
S/W vendor (Hydratech) came in & worked with Tyler Olsen. Unable to find any problems. Exact problem has become unclear. Need clarification. Have heard may be getting cent signs. Need to know if just getting wrong data or garbag e characters. May be good idea to send me copies via screen dump of what should be same data with VLSI & 386. If just getting cent signs on menus as I have heard may have bad controller especially if using Triple Controller. If getting just wrong data will probably need to get software sent in. My address is:  
Wang Labs  
59 Electronics Ave  
Lowell, Ma 01851  
Attn: Mike Bahia  
M/S 001-330

If software sent in will need instructions to run. If sent in on cassette ta pe be sure to use DS Backup Utility so that I can restore to disk.

ASSIGNED: TRICK ANDREW V DATE: 07/31/90 TIME: 14:43  
Terry Larson in on vacation until 8/6. I am monitoring call and can pass on any information to CE.

ASSIGNED: BAHIA MICHAEL E DATE: 07/30/90 TIME: 10:02



PROBLEM TRACKING AND REPORTING  
CUSTOMER ACCOUNT DETAIL REPORT

PROBLEM TRACKING AND REPORTING  
CUSTOMER ACCOUNT DETAIL REPORT

PROBLEM TRACKING AND REPORTING  
CUSTOMER ACCOUNT DETAIL REPORT

PROBLEM TRACKING AND REPORTING  
CUSTOMER ACCOUNT DETAIL REPORT

PROBLEM TRACKING AND REPORTING  
CUSTOMER ACCOUNT DETAIL REPORT

PROBLEM TRACKING AND REPORTING  
CUSTOMER ACCOUNT DETAIL REPORT

PROBLEM TRACKING AND REPORTING  
CUSTOMER ACCOUNT DETAIL REPORT

PROBLEM TRACKING AND REPORTING  
CUSTOMER ACCOUNT DETAIL REPORT

PROBLEM TRACKING AND REPORTING  
CUSTOMER ACCOUNT DETAIL REPORT

PROBLEM TRACKING AND REPORTING  
CUSTOMER ACCOUNT DETAIL REPORT

START: C510006020  
END: C510006021

START: C510006020  
END: C510006021

START: C510006020  
END: C510006021

START: C510006020  
END: C510006021

START: C510006020  
END: C510006021

START: C510006020  
END: C510006020

START: C510006020  
END: C510006020

START: C510006020  
END: C510006020

START: C510006020  
END: C510006020

START: C510006020  
END: C510006020

ASSIGNED: LARSON TERRANCE L  
DATE: 07/09/90 TIME: 16:19  
Set up with customer to go on site on Thursday for testing. Drive is an add-on and it is going to be installed today in the CS cabinet. Will let you know by Thursday cause I'm also on vacation Friday thru next week.

ASSIGNED: BAHIA MICHAEL E  
DATE: 07/09/90 TIME: 13:51  
Please get that O/S out to the cust as soon as you can. Also, did you find out if there was a drive to install. As soon as we eliminate these 2 items Tyler will have Hydratech come in to run the same programs here. Would like to eliminate the O/S & drive this week as will be on vacation next 2 weeks & would like to have our part completed.

ASSIGNED: LARSON TERRANCE L  
DATE: 07/06/90 TIME: 18:19  
Received Maint release 1.15. CE was on vacation this week. Will talk to her and customer on Monday to arrange for installation and testing.

ASSIGNED: BAHIA MICHAEL E  
DATE: 07/05/90 TIME: 08:37  
O/S was sent out Tuesday, 7/3 via Federal Express, Airbill # 647 1127 205. Should arrive this AM.

ASSIGNED: BAHIA MICHAEL E  
DATE: 07/02/90 TIME: 08:47  
Have Maint Rel 1.15 all ready for you. Should receive either tomorrow or Thursday. Drive was mentioned by the programmer & it sounded like an upgrade or add-on.

ASSIGNED: LARSON TERRANCE L  
DATE: 06/29/90 TIME: 18:21  
Send 1.15 to WLI, 8300 Norman Center Drive, Suite 300, Bloomington, MN 55437 Attn: Terry Larson. Where is the new drive coming from? Are we replacing an existing drive?

ASSIGNED: BAHIA MICHAEL E  
DATE: 06/29/90 TIME: 17:50  
Please provide me with mailing address to send Maintenance Rel 1.15. Please see previous comment.

ASSIGNED: BAHIA MICHAEL E  
DATE: 06/29/90 TIME: 17:32  
Had 3 way conversation between Tyler, myself, & Steve Downing from Hydratech. My feeling is the problem is due to the hashing algorithm used by the IDEAs package. The 386 has a 10 digit math accuracy while the older CPU's have 13 digit. The 11th thru 13th digits in an involved math equation could be

PROBLEM NUMBER: C510006020  
P2  
CUST NAME: CARLSON AUTO FIRE PROT CO  
CUST NUMBER: 00 00001983295  
CUST RDB: 3531

PROBLEM NUMBER: C510006020  
P2  
CUST NAME: CARLSON AUTO FIRE PROT CO  
CUST NUMBER: 00 00001983295  
CUST RDB: 3531

PROBLEM NUMBER: C510006020  
P2  
CUST NAME: CARLSON AUTO FIRE PROT CO  
CUST NUMBER: 00 00001983295  
CUST RDB: 3531

PROBLEM NUMBER: C510006020  
P2  
CUST NAME: CARLSON AUTO FIRE PROT CO  
CUST NUMBER: 00 00001983295  
CUST RDB: 3531

PROBLEM NUMBER: C510006020  
P2  
CUST NAME: CARLSON AUTO FIRE PROT CO  
CUST NUMBER: 00 00001983295  
CUST RDB: 3531

PROBLEM NUMBER: C510006020  
P2  
CUST NAME: CARLSON AUTO FIRE PROT CO  
CUST NUMBER: 00 00001983295  
CUST RDB: 3531

PROBLEM NUMBER: C510006020  
P2  
CUST NAME: CARLSON AUTO FIRE PROT CO  
CUST NUMBER: 00 00001983295  
CUST RDB: 3531

PROBLEM NUMBER: C510006020  
P2  
CUST NAME: CARLSON AUTO FIRE PROT CO  
CUST NUMBER: 00 00001983295  
CUST RDB: 3531

PROBLEM NUMBER: C510006020  
P2  
CUST NAME: CARLSON AUTO FIRE PROT CO  
CUST NUMBER: 00 00001983295  
CUST RDB: 3531

PROBLEM NUMBER: C510006020  
P2  
CUST NAME: CARLSON AUTO FIRE PROT CO  
CUST NUMBER: 00 00001983295  
CUST RDB: 3531

ASSIGNED: LARSON TERRANCE L  
DATE: 07/26/90 TIME: 15:51  
Just back from vacation. Have call into TO for status.

ASSIGNED: LARSON TERRANCE L  
DATE: 07/26/90 TIME: 15:51  
Just back from vacation. Have call into TO for status.

ASSIGNED: LARSON TERRANCE L  
DATE: 07/26/90 TIME: 15:51  
Just back from vacation. Have call into TO for status.

ASSIGNED: LARSON TERRANCE L  
DATE: 07/26/90 TIME: 15:51  
Just back from vacation. Have call into TO for status.

ASSIGNED: LARSON TERRANCE L  
DATE: 07/26/90 TIME: 15:51  
Just back from vacation. Have call into TO for status.

ASSIGNED: LARSON TERRANCE L  
DATE: 07/13/90 TIME: 10:09  
Talked w/ TL yesterday. New 64 Meg drive was installed in CS-D. Unable to duplicate problem with 64 Meg because of addresses. S/W currently resides on Dx0 & Dx1 surfaces of the 2275 & unable to use the Dx0 surface in the CS-D as that is the floppy & it is not large enough. Testing mentioned with the 2 386 brds is somewhat confusing as it was not mentioned why data could not be accessed. Also were the exact same steps being repeated each time. If so & different results occurred there may be a hardware problem. Have requested Tyler Olsen call Steve Downing at Hydratech.

ASSIGNED: LARSON TERRANCE L  
DATE: 07/12/90 TIME: 14:42  
Went onsite today. Tried a new 386 board and OS 1.15. Was able to access one record then we took the system down and brought it up under OS 1.0 which the customer had. We could not access any records. Next step was to install the original 386 board using 1.15 OS. Still could not access records. Re-installed new 386 board with 1.15 OS and then could read record but got garbage on the screen. Installed VLSI board and brought up system on OS 3.3 and all was fine so we left them that way. Called Steve Downing at Hydratech and updated him on our findings. He indicated that he would put together the software and try to duplicate the problem at the Towers with Tyler Olsen and Mike Bahia. He also told me that both Tyler and Mike thought the problem was in either our OS or our hardware and not his applications. I don't think that's accurate!!

ASSIGNED: BAHIA MICHAEL E  
DATE: 07/10/90 TIME: 09:05  
Update acknowledged.

ASSIGNED: BAHIA MICHAEL E  
DATE: 07/10/90 TIME: 09:05  
Update acknowledged.

ASSIGNED: BAHIA MICHAEL E  
DATE: 07/10/90 TIME: 09:05  
Update acknowledged.

SELECTION CRITERIA  
PTR NUMBER -  
PRIORITY:  
PROBLEM TYPE:  
RDB -  
HM/SW INDICATOR:  
STATUS TYPE:  
STATUS CODE:

SELECTION CRITERIA  
PTR NUMBER -  
PRIORITY:  
PROBLEM TYPE:  
RDB -  
HM/SW INDICATOR:  
STATUS TYPE:  
STATUS CODE:

SELECTION CRITERIA  
PTR NUMBER -  
PRIORITY:  
PROBLEM TYPE:  
RDB -  
HM/SW INDICATOR:  
STATUS TYPE:  
STATUS CODE:

SELECTION CRITERIA  
PTR NUMBER -  
PRIORITY:  
PROBLEM TYPE:  
RDB -  
HM/SW INDICATOR:  
STATUS TYPE:  
STATUS CODE:

SELECTION CRITERIA  
PTR NUMBER -  
PRIORITY:  
PROBLEM TYPE:  
RDB -  
HM/SW INDICATOR:  
STATUS TYPE:  
STATUS CODE:

SELECTION CRITERIA  
PTR NUMBER -  
PRIORITY:  
PROBLEM TYPE:  
RDB -  
HM/SW INDICATOR:  
STATUS TYPE:  
STATUS CODE:

SELECTION CRITERIA  
PTR NUMBER -  
PRIORITY:  
PROBLEM TYPE:  
RDB -  
HM/SW INDICATOR:  
STATUS TYPE:  
STATUS CODE:

SELECTION CRITERIA  
PTR NUMBER -  
PRIORITY:  
PROBLEM TYPE:  
RDB -  
HM/SW INDICATOR:  
STATUS TYPE:  
STATUS CODE:

SELECTION CRITERIA  
PTR NUMBER -  
PRIORITY:  
PROBLEM TYPE:  
RDB -  
HM/SW INDICATOR:  
STATUS TYPE:  
STATUS CODE:

SELECTION CRITERIA  
PTR NUMBER -  
PRIORITY:  
PROBLEM TYPE:  
RDB -  
HM/SW INDICATOR:  
STATUS TYPE:  
STATUS CODE:

SELECTION CRITERIA

PTR NUMBER - START: C510006020 END: C510006020  
PRIORITY: ALL  
PROBLEM TYPE: ALL  
RDB - ASSIGN RDB: ALL CUST RDB: ALL ORIG RDB: ALL  
HW/SW INDICATOR: ALL  
STATUS TYPE: ALL  
STATUS CODE: ALL

PROBLEM NUMBER: C510006020 CUST NAME: CARLSON AUTO FIRE PROT CO  
PRIORITY P2 CUST NUMBER: 00 00001983295  
CUST RDB: 3531

slightly different resulting in the wrong algorithm & therefore going to the wrong sector. Hydratech doesn't think so because there should be some check ing done in the procedure which should tell this is the wrong key file. At a ny rate both Tyler & Steve will be away some of next week so the following action plan was agreed upon.  
1. Wait until the new Winchester drive is installed & at that time provide the cust w/ the latest maintenance rel 1.15 at the chace 1 or the other may fix the problem. Winc is a million to 1 shot. O/s is remote possibility since currently using 1.1 & nothing has been done sine to address this type problem from what we can see.  
2. On Monday July 9th will call Hydratech. If problem still exists Steve wi ll bring the software to the Towers to duplicate the problem. Once duplicate d it should not be difficult to isolate the cause.

ASSIGNED: LARSON TERRANCE L DATE: 06/28/90 TIME: 15:19  
Thank Mike. Current status is that customer is able to run all original app- lications without errors on VLSI board in CS cabinet. Customer is willing to send data someplace for testing if necessary.  
ASSIGNED: BAHIA MICHAEL E DATE: 06/28/90 TIME: 13:29  
Will talk to Tyler Olsen & find out where things stand.

ASSIGNED: LARSON TERRANCE L DATE: 06/27/90 TIME: 13:09  
Customer using IDEAS version 1.3 with Hydratech modifications to make it compatible with 22000S 3.1. After upgrade to CS386, existing data files would be garbage on the screen. Customer could create new data entries and could retrieve those without problem. Installed VLSI board in CS cabinet using OS 3.3 and could read all old data records but would get garbage when trying to read records that had been created using CS386. Problem occurs on both CS386 OS's 1.0 and 1.1.

ASSIGNED: LARSON TERRANCE L DATE: 06/27/90 TIME: 12:43  
RESOLUTION TEXT :BAHIA MICHAEL E DATE: 09/19/90 TIME: 13:48  
SC741. Problem resolved w/ 386 Maintenance Rel 1.17. Sending call back to field as requested.

WANG LABORATORIES INC  
PROBLEM TRACKING AND REPORTING  
CUSTOMER ACCOUNT DETAIL REPORT

SELECTION CRITERIA

START: C800009300  
PTR NUMBER - ALL  
PRIORITY: ALL  
PROBLEM TYPE: ALL  
RDB - ALL  
ASSIGN RDB: ALL  
CUST RDB: ALL  
ORIG RDB: ALL  
HW/SW INDICATOR: ALL  
STATUS TYPE: ALL  
STATUS CODE: ALL

START: C800009300  
PTR NUMBER - ALL  
PRIORITY: ALL  
PROBLEM TYPE: ALL  
RDB - ALL  
ASSIGN RDB: ALL  
CUST RDB: ALL  
ORIG RDB: ALL  
HW/SW INDICATOR: ALL  
STATUS TYPE: ALL  
STATUS CODE: ALL

START: C800009300  
PTR NUMBER - ALL  
PRIORITY: ALL  
PROBLEM TYPE: ALL  
RDB - ALL  
ASSIGN RDB: ALL  
CUST RDB: ALL  
ORIG RDB: ALL  
HW/SW INDICATOR: ALL  
STATUS TYPE: ALL  
STATUS CODE: ALL

PROBLEM NUMBER: C800009300  
PRIORITY P1  
CUST NAME: ALEC GMBH  
CUST NUMBER: G1 00014048001  
CUST RDB: G2100

PROBLEM NUMBER: C800009300  
PRIORITY P1  
CUST NAME: ALEC GMBH  
CUST NUMBER: G1 00014048001  
CUST RDB: G2100

PROBLEM NUMBER: C800009300  
PRIORITY P1  
CUST NAME: ALEC GMBH  
CUST NUMBER: G1 00014048001  
CUST RDB: G2100

PACK/UNPACK problem when have <> 1 # sign to left of decimal point in mask resolved with 0/S 1.17. Transferring call back to field as agreed to be closed.

PACK/UNPACK problem when have <> 1 # sign to left of decimal point in mask resolved with 0/S 1.17. Transferring call back to field as agreed to be closed.

PACK/UNPACK problem when have <> 1 # sign to left of decimal point in mask resolved with 0/S 1.17. Transferring call back to field as agreed to be closed.

ASSIGNED: FINDT ERWIN  
DATE: 09/11/90 TIME: 08:44  
The PACK/UNPACK problem reported in this PTR is solved with 0/S 1.17. Send call back for closing

ASSIGNED: FINDT ERWIN  
DATE: 09/11/90 TIME: 08:44  
The PACK/UNPACK problem reported in this PTR is solved with 0/S 1.17. Send call back for closing

ASSIGNED: FINDT ERWIN  
DATE: 09/11/90 TIME: 08:44  
The PACK/UNPACK problem reported in this PTR is solved with 0/S 1.17. Send call back for closing

ASSIGNED: BAHIA MICHAEL E  
DATE: 09/10/90 TIME: 16:01  
We have a fix for this problem, Maintenance Rel 1.17 which we will send to you via Wang Office. Please update as soon as received.

ASSIGNED: BAHIA MICHAEL E  
DATE: 09/10/90 TIME: 16:01  
We have a fix for this problem, Maintenance Rel 1.17 which we will send to you via Wang Office. Please update as soon as received.

ASSIGNED: BAHIA MICHAEL E  
DATE: 09/10/90 TIME: 16:01  
We have a fix for this problem, Maintenance Rel 1.17 which we will send to you via Wang Office. Please update as soon as received.

ASSIGNED: BAHIA MICHAEL E  
DATE: 08/27/90 TIME: 17:23  
In further testing problem appears to be when more than 1 or 0 # signs are used to the left of the decimal point. It appears only 1 # sign is ever needed to the left of the decimal point & this seems to work. Our manuals however do indicate samples with no # signs or more than 1 to the left of the decimal point.

ASSIGNED: BAHIA MICHAEL E  
DATE: 08/27/90 TIME: 17:23  
In further testing problem appears to be when more than 1 or 0 # signs are used to the left of the decimal point. It appears only 1 # sign is ever needed to the left of the decimal point & this seems to work. Our manuals however do indicate samples with no # signs or more than 1 to the left of the decimal point.

ASSIGNED: BAHIA MICHAEL E  
DATE: 08/27/90 TIME: 17:23  
In further testing problem appears to be when more than 1 or 0 # signs are used to the left of the decimal point. It appears only 1 # sign is ever needed to the left of the decimal point & this seems to work. Our manuals however do indicate samples with no # signs or more than 1 to the left of the decimal point.

ASSIGNED: BAHIA MICHAEL E  
DATE: 07/12/90 TIME: 11:44  
Have had a 2nd call opened on this problem. We have further narrowed the problem down & there is a circumvention. Problem may or could occur if the mask for the PACK or UNPACK has more than 1 or no # signs to the left of the decimal point. Only 1 # sign is needed to the left of the decimal point and if only 1 is used it works properly. The problem has been reported to Taiwan for a fix which possibly could be available by next week.

ASSIGNED: BAHIA MICHAEL E  
DATE: 07/12/90 TIME: 11:44  
Have had a 2nd call opened on this problem. We have further narrowed the problem down & there is a circumvention. Problem may or could occur if the mask for the PACK or UNPACK has more than 1 or no # signs to the left of the decimal point. Only 1 # sign is needed to the left of the decimal point and if only 1 is used it works properly. The problem has been reported to Taiwan for a fix which possibly could be available by next week.

ASSIGNED: BAHIA MICHAEL E  
DATE: 07/12/90 TIME: 11:44  
Have had a 2nd call opened on this problem. We have further narrowed the problem down & there is a circumvention. Problem may or could occur if the mask for the PACK or UNPACK has more than 1 or no # signs to the left of the decimal point. Only 1 # sign is needed to the left of the decimal point and if only 1 is used it works properly. The problem has been reported to Taiwan for a fix which possibly could be available by next week.

ASSIGNED: BAHIA MICHAEL E  
DATE: 07/10/90 TIME: 07:53  
RESOLUTION TEXT : FINDT ERWIN  
DATE: 09/13/90 TIME: 04:11  
S C 595 : Problem fixed in Maintenance Rel. CS/386 1.17

ASSIGNED: BAHIA MICHAEL E  
DATE: 07/10/90 TIME: 07:53  
RESOLUTION TEXT : FINDT ERWIN  
DATE: 09/13/90 TIME: 04:11  
S C 595 : Problem fixed in Maintenance Rel. CS/386 1.17

ASSIGNED: BAHIA MICHAEL E  
DATE: 07/10/90 TIME: 07:53  
RESOLUTION TEXT : FINDT ERWIN  
DATE: 09/13/90 TIME: 04:11  
S C 595 : Problem fixed in Maintenance Rel. CS/386 1.17

SELECTION CRITERIA

START: C800009300  
PTR NUMBER - ALL  
PRIORITY: ALL  
PROBLEM TYPE: ALL  
RDB - ALL  
ASSIGN RDB: ALL  
CUST RDB: ALL  
ORIG RDB: ALL  
HW/SW INDICATOR: ALL  
STATUS TYPE: ALL  
STATUS CODE: ALL

START: C800009300  
PTR NUMBER - ALL  
PRIORITY: ALL  
PROBLEM TYPE: ALL  
RDB - ALL  
ASSIGN RDB: ALL  
CUST RDB: ALL  
ORIG RDB: ALL  
HW/SW INDICATOR: ALL  
STATUS TYPE: ALL  
STATUS CODE: ALL

START: C800009300  
PTR NUMBER - ALL  
PRIORITY: ALL  
PROBLEM TYPE: ALL  
RDB - ALL  
ASSIGN RDB: ALL  
CUST RDB: ALL  
ORIG RDB: ALL  
HW/SW INDICATOR: ALL  
STATUS TYPE: ALL  
STATUS CODE: ALL

START: C800009300  
PTR NUMBER - ALL  
PRIORITY: ALL  
PROBLEM TYPE: ALL  
RDB - ALL  
ASSIGN RDB: ALL  
CUST RDB: ALL  
ORIG RDB: ALL  
HW/SW INDICATOR: ALL  
STATUS TYPE: ALL  
STATUS CODE: ALL

START: C800009300  
PTR NUMBER - ALL  
PRIORITY: ALL  
PROBLEM TYPE: ALL  
RDB - ALL  
ASSIGN RDB: ALL  
CUST RDB: ALL  
ORIG RDB: ALL  
HW/SW INDICATOR: ALL  
STATUS TYPE: ALL  
STATUS CODE: ALL

START: C800009300  
PTR NUMBER - ALL  
PRIORITY: ALL  
PROBLEM TYPE: ALL  
RDB - ALL  
ASSIGN RDB: ALL  
CUST RDB: ALL  
ORIG RDB: ALL  
HW/SW INDICATOR: ALL  
STATUS TYPE: ALL  
STATUS CODE: ALL

START: C800009300  
PTR NUMBER - ALL  
PRIORITY: ALL  
PROBLEM TYPE: ALL  
RDB - ALL  
ASSIGN RDB: ALL  
CUST RDB: ALL  
ORIG RDB: ALL  
HW/SW INDICATOR: ALL  
STATUS TYPE: ALL  
STATUS CODE: ALL

START: C800009300  
PTR NUMBER - ALL  
PRIORITY: ALL  
PROBLEM TYPE: ALL  
RDB - ALL  
ASSIGN RDB: ALL  
CUST RDB: ALL  
ORIG RDB: ALL  
HW/SW INDICATOR: ALL  
STATUS TYPE: ALL  
STATUS CODE: ALL

SELECTION CRITERIA

START: C900003409 END: C900003409  
PTR NUMBER - ALL  
PRIORITY: ALL  
PROBLEM TYPE: ALL  
RDB - ASSIGN RDB: ALL CUST RDB: ALL ORIG RDB: ALL  
HW/SW INDICATOR: ALL  
STATUS TYPE: ALL  
STATUS CODE: ALL

PROBLEM NUMBER: C900003409 CUST NAME: ASIA TELECOM CO LTD  
PRIORITY: P1 CUST NUMBER: HH 00000000040  
CUST RDB: H9906  
PROBLEM TYPE: INFW  
PRODUCT PROB NO: NOT LINKED  
CUST CONTACT: VICTOR LAU  
CUST CONT PHONE: 88-047-26 -  
CUST ADDRESS 1:  
CUST ADDRESS 2:  
CUST ADDRESS 3:  
CUST CITY:  
CUST ST/PROV:  
CUST ZIP:  
CUST COUNTRY:  
SYSTEM MODEL NO: CS/386-20N  
GEN SYST MODEL: 2200 CS 386 CPU  
O. S. VERSION: 1 0C  
HW MODEL NUMBER:

SW MODEL NUMBER: 0S  
SW VERSION: 1 0C  
PART NUMBER:  
PART NUM REV:  
ROB ASSIGNED: H9906  
PERSON ASSIGNED: LAU VICTOR  
ORIG NAME: - - -  
ORIG PHONE: - - -

CALL TRKG DATE: 10/27/89  
CALL TRKG NO:  
ORG ACT/SYM/ACN:  
STATUS DATE: 09/12/90  
STATUS CODE: S C 318  
STATUS ABBREV: INFORMATION

PROBLEM SUMMARY : LAU VICTOR  
PROB: 2200/CS & CS/386 can't bootstap from a common DS cabinet that is multi-  
plexed from both machine.  
Request CS/386 OS ver 1.10 or higher. (Similar to C80-5125)  
H/W : CS/386-10N, CS-10  
S/W : CS/386 OS 1.0C , CS OS 3.0

ASSIGNED: CHUNG STEPHEN DATE: 09/12/90 TIME: 03:08  
To: Victor Lau/HKCSO.  
Call has returned to your RDB, please call PTR.  
Regards.

ASSIGNED: BAHIA MICHAEL E DATE: 09/10/90 TIME: 11:44  
Problem booting from both a 386 CPU & a VLSI CPU from same disk  
CS/386 O/S 1.1. Transferring call back to field to be closed.  
ASSIGNED: LAU VICTOR DATE: 09/06/90 TIME: 21:11  
Sorry again for keep you waiting.

PROBLEM NUMBER: C900003409 CUST NAME: ASIA TELECOM CO LTD  
PRIORITY: P1 CUST NUMBER: HH 00000000040  
CUST RDB: H9906  
PROBLEM TYPE: INFW  
PRODUCT PROB NO: NOT LINKED  
CUST CONTACT: VICTOR LAU  
CUST CONT PHONE: 88-047-26 -  
CUST ADDRESS 1:  
CUST ADDRESS 2:  
CUST ADDRESS 3:  
CUST CITY:  
CUST ST/PROV:  
CUST ZIP:  
CUST COUNTRY:  
SYSTEM MODEL NO: CS/386-20N  
GEN SYST MODEL: 2200 CS 386 CPU  
O. S. VERSION: 1 0C  
HW MODEL NUMBER:

SW MODEL NUMBER: 0S  
SW VERSION: 1 0C  
PART NUMBER:  
PART NUM REV:  
ROB ASSIGNED: H9906  
PERSON ASSIGNED: LAU VICTOR  
ORIG NAME: - - -  
ORIG PHONE: - - -

CALL TRKG DATE: 10/27/89  
CALL TRKG NO:  
ORG ACT/SYM/ACN:  
STATUS DATE: 09/12/90  
STATUS CODE: S C 318  
STATUS ABBREV: INFORMATION

PROBLEM SUMMARY : LAU VICTOR  
PROB: 2200/CS & CS/386 can't bootstap from a common DS cabinet that is multi-  
plexed from both machine.  
Request CS/386 OS ver 1.10 or higher. (Similar to C80-5125)  
H/W : CS/386-10N, CS-10  
S/W : CS/386 OS 1.0C , CS OS 3.0

ASSIGNED: CHUNG STEPHEN DATE: 09/12/90 TIME: 03:08  
To: Victor Lau/HKCSO.  
Call has returned to your RDB, please call PTR.  
Regards.

ASSIGNED: BAHIA MICHAEL E DATE: 09/10/90 TIME: 11:44  
Problem booting from both a 386 CPU & a VLSI CPU from same disk  
CS/386 O/S 1.1. Transferring call back to field to be closed.  
ASSIGNED: LAU VICTOR DATE: 09/06/90 TIME: 21:11  
Sorry again for keep you waiting.

Testing with CS/2200 ver3.3 & CS/386 1.1, and after change the program line  
in the update of C800005125 to  
9055 DATA "@DGL", "CS/386 Diagnostic", "up"  
then everything fine, call can be closed, Tks!  
ASSIGNED: BAHIA MICHAEL E DATE: 09/06/90 TIME: 12:39  
Update acknowledged. If Victor can supply us with a firm schedule to test  
in a reasonable timeframe will keep call open to verify resolution.  
otherwise would like to close.

ASSIGNED: CHUNG STEPHEN DATE: 09/03/90 TIME: 22:01  
To: Victor Lau/HKCSO,  
Re my Wang Office package to request your firm schedule plus call  
disposal, please respond to update.  
Regards.

ASSIGNED: BAHIA MICHAEL E DATE: 08/29/90 TIME: 14:34  
there appears to be no urgent need for the fix. In the future please use  
standard channel to get O/S upgrades & do not escalate the call. Let's close  
this call. If you need further assistance re-open. Is this agreeable.  
ASSIGNED: LAU VICTOR DATE: 08/29/90 TIME: 03:41  
Sorry for keep you waiting. As the responsible person of the user was out of  
town for a long time, we can't get the testing result. Fortunately, the user  
has just come back, but as the user's system is 24 hr non-stop system, the  
testing can only be conducted at the very early morning or very late at night  
, hence the testing has not been process yet. The user promise to get the  
result as soon as possible.

ASSIGNED: CHUNG STEPHEN DATE: 08/24/90 TIME: 03:28  
To: Victor Lau/HKCSO.  
Re to my Wang Office yesterday, we are waiting for your reply  
to confirm result.  
Regards.

ASSIGNED: CHUNG STEPHEN DATE: 08/20/90 TIME: 20:44  
To: Victor Lau/HKCSO,  
Awaiting your test results, please advise asap.  
Regards.  
ASSIGNED: BAHIA MICHAEL E DATE: 08/20/90 TIME: 14:09

SELECTION CRITERIA  
PTR NUMBER - START: C900003409  
PRIORITY: ALL  
PROBLEM TYPE: ALL  
RDB - ASSIGN RDB: ALL CUST RDB: ALL ORIG RDB: ALL  
HW/SW INDICATOR: ALL  
STATUS TYPE: ALL  
STATUS CODE: ALL

END: C900003409

START: C900003409

END: C900003409

PROBLEM NUMBER: C900003409 CUST NAME: ASIA TELECOM CO LTD  
PRIORITY P1 CUST NUMBER: HH 00000000040  
CUST RDB: H9906

PROBLEM NUMBER: C900003409 CUST NAME: ASIA TELECOM CO LTD  
PRIORITY P1 CUST NUMBER: HH 00000000040  
CUST RDB: H9906

O/S was received on 7/2. Please update on status. When will we have test results? This software was sent Wang Office because you couldn't wait & now after 6 weeks we still have no update on whether the problem has been fixed. Need to get this call completed. Please provide test results or date for planned install.

ASSIGNED: CHUNG STEPHEN DATE: 08/14/90 TIME: 23:15  
To: HKCSO,  
Please advise latest status.  
Regards.

ASSIGNED: CHUNG STEPHEN DATE: 07/12/90 TIME: 20:57  
Mike, have a joyful vacation!  
Best Regards.

ASSIGNED: CHUNG STEPHEN DATE: 08/08/90 TIME: 01:48  
To: HKCSO,  
Awaiting field test results.  
Regards.

ASSIGNED: CHUNG STEPHEN DATE: 07/11/90 TIME: 23:22  
Per country conference, field is verifying software, call is kept under area monitor.

ASSIGNED: BAHIA MICHAEL E DATE: 08/03/90 TIME: 11:20  
Update acknowledged.

ASSIGNED: BAHIA MICHAEL E DATE: 07/10/90 TIME: 04:18  
To: Michael Bahia/HO,  
Per country conference, field test result, keep you informed.  
Thank you + Regards.

ASSIGNED: CHUNG STEPHEN DATE: 08/02/90 TIME: 04:17  
To: Michael Bahia/HO,  
Per country conference, field office is still making schedule with customer. Please be patient and wait.  
Regards.

ASSIGNED: LAU VICTOR DATE: 07/02/90 TIME: 22:14  
CS/386 OS Ver 1.1 received, under testing

ASSIGNED: BAHIA MICHAEL E DATE: 07/30/90 TIME: 13:09  
Waiting for status update on test results with Maintenance Release 1.1.

ASSIGNED: BAHIA MICHAEL E DATE: 06/29/90 TIME: 17:49  
Sorry it has not come yet. Just got off phone with R&D person who has this O/S on Wang Office & it will be sent tonight. This is a general release & has been sent by Software Distribution from what they told me to all standard S/W channels. For future reference please go thru standard software channels for general releases.

ASSIGNED: CHUNG STEPHEN DATE: 07/16/90 TIME: 21:43  
To: Victor Lau/HKCSO,  
Please advise verification results.  
Regards.

ASSIGNED: CHUNG STEPHEN DATE: 06/28/90 TIME: 20:38  
To: Michael E Bahia/H.O.,  
With regard to your update on 6/25, I didn't receive CS/386 1.1.  
Please confirm asap.  
Thank you + Regards,  
Stephen CHUNG.

ASSIGNED: BAHIA MICHAEL E DATE: 07/13/90 TIME: 10:23  
Thank you.

ASSIGNED: BAHIA MICHAEL E DATE: 07/05/90 TIME: 08:35  
Update acknowledged. Awaiting your test results.

SELECTION CRITERIA

PTR NUMBER - START: C900003409 END: C900003409  
 PRIORITY: ALL  
 PROBLEM TYPE: ALL  
 RDB - ASSIGN RDB: ALL CUST RDB: ALL ORIG RDB: ALL  
 HW/SW INDICATOR: ALL  
 STATUS TYPE: ALL  
 STATUS CODE: ALL

PROBLEM NUMBER: C900003409 CUST NAME: ASIA TELECOM CO LTD  
 PRIORITY P1 CUST NUMBER: HH 0000000040  
 CUST RDB: H9906

ASSIGNED: BAHIA MICHAEL E DATE: 06/25/90 TIME: 08:51  
 This may be fixed on 1.0C. Please insure OS's properly set up. See 3 update  
 s made on 6/4/90 on C8/5125. Will have CS/386 1.1 Wang Office'd to you any  
 way.

ASSIGNED: CHUNG STEPHEN DATE: 06/25/90 TIME: 04:38  
 Initial escalation to Home Office to request software. Regards.

ASSIGNED: YEUNG ADA DATE: 06/24/90 TIME: 21:35  
 To: CS0/HK, PTR is accepted in ASC at June 25, 90.

ASSIGNED: LAU VICTOR DATE: 06/22/90 TIME: 02:54  
 PROB: 2200/CS & CS/386 can't bootstrap from a common DS cabinet multiplex from  
 both machine. Request CS/386 OS ver 1.1 or higher (Similar to C80-5125  
 H/W : 2200/CS-10, CS/386-10N  
 S/W : CS/386 OS 1.0C, CS OS 3.0

RESOLUTION TEXT :BAHIA MICHAEL E DATE: 09/10/90 TIME: 11:41  
 SC595. Problem having both the 386 O/S & MVP O/S resolved w/ 386 O/S 1.1.  
 Fix verified in field. Transferring call back to field to be closed as  
 requested.

SELECTION CRITERIA

```

-----
P NUMBER -          START: C800005125          END: C800005125
PRIORITY:          ALL
PROBLEM TYPE:      ALL
RDB -              ASSIGN RDB: ALL          CUST RDB: ALL          ORIG RDB: ALL
HW/SW INDICATOR:  ALL
STATUS TYPE:       0
STATUS CODE:       ALL
-----

```

```

PROBLEM NUMBER:  C800005125          CUST NAME:          ALEC GMBH
PRIORITY          P1                  CUST NUMBER:        G1 00014048003
                                      CUST RDB:           G2130

```

```

PROBLEM TYPE:     ESC                  CUST CONTACT:       ANDREAS PAHNE
PRODUCT PROB NO: NOT LINKED          CUST CONT PHONE:    02-31 -237-00
                                      CUST ADDRESS 1:     AM WESTHECK 367
                                      CUST ADDRESS 2:
                                      CUST ADDRESS 3:
SYSTEM MODEL NO:  CS/386-10N          CUST CITY:           DORTMUND 14
GEN SYST MODEL:   2200 CS 386 CPU     CUST ST/PROV:
O. S. VERSION:    1. 0                CUST ZIP:            4600 -
HW MODEL NUMBER:  CS/386-10N          CUST COUNTRY:

```

```

SW MODEL NUMBER:  BASIC-2/386         RDB ASSIGNED:       8760
SW VERSION:       1. 0                PERSON ASSIGNED:    BAHIA MICHAEL E
PART NUMBER:
P NUMBER REV:     ORIG NAME:           FINDT ERWIN
                                      ORIG PHONE:         - - -

```

```

CALL TRKG DATE:   01/18/90            NETWORKED:           N
CALL TRKG NO:
ORG ACT/SYM/ACN:  DATE ENTER PTR:     01/18/90
STATUS DATE:      01/18/90            DATE TO R&D:         03/27/90
STATUS CODE:      S 0 495              WKDYS IN R&D:         101.14
STATUS ABBREV:    NEW PROBLM          TOT WKDYS OPEN:     101.35

```

```

PROBLEM SUMMARY :FINDT ERWIN          DATE: 01/18/90      TIME: 03:23
It's not possible to have a CS and a CS/386 O/S on the same disk because the
@GENPART of CS/386 O/S modified on 08/10/89 by MLL doesn't work correct with
a (normal) CS configuration file. The program line 58 has been modified to
load @SYS.CS if the cpu is a CS and @SYSFILE if the cpu is a CS/386.
1. Line 2405 S9=SPACESK is creating a syntax error because SPACESK is invalid
   for a CS.
2. Because IF LEN (W9$) >1 in line 1220 is true the program is running to
   2320 and the message "..... Configuration File .... must be converted
   to a new format" will be displayed
3. If you remove this the programm will show a configuration but not all
   configurations will be listed and the listed configurations are wrong and
   invalid (invalid memory space for partitions ) and some things more ....

```

```

ASSIGNED:  FINDT ERWIN                DATE: 06/11/90      TIME: 10:22
Both O/S on the same platter will be possible now. I tried to load the old
@GENPART FILE by using different ID numbers. But it works only if the old CS con-
figuration will be generated with the @GENPART of the CS/386 O/S. Close PTR.

```

SELECTION CRITERIA

-----  
PTR NUMBER - START: C800005125 END: C800005125  
PRIORITY: ALL  
PROBLEM TYPE: ALL  
RDB - ASSIGN RDB: ALL CUST RDB: ALL ORIG RDB: ALL  
HW/SW INDICATOR: ALL  
STATUS TYPE: 0  
STATUS CODE: ALL  
-----

PROBLEM NUMBER: C800005125 CUST NAME: ALEC GMBH  
PRIORITY P1 CUST NUMBER: G1 00014048003  
CUST RDB: G2130

ASSIGNED: BAHIA MICHAEL E DATE: 06/04/90 TIME: 16:23  
continued from previous comment. I keep hitting RETURN after I put in a line

9050 DATA "@DG", "CS/2200 Diagnostics", "M"  
9055 DATA "@DG1", "CS/386 Diagnostics", "M"  
9060 "no more", "end of menu list"  
6. RESAVE @BOOT.  
7. Replace @MVP on disk just created with @MVP from 3.3 or 3.4.  
That should do it.

ASSIGNED: BAHIA MICHAEL E DATE: 06/04/90 TIME: 16:17  
Continued from previous status comment.

4. Rename @MVP to @386.  
5. EDIT @BOOT to read as follows:  
9000 REM % Prog = @BOOT PLS date CS386  
9005 REM % COPYRIGHT  
9010 DATA "@BOOT", "\*\*\*\*\* SYSTEM SOFTWARE \*\*\*\*\*", 3,0  
9020 DATA "@MVP", "CS/2200 Multiuser BASIC-2", "P"  
9030 DATA "@386", "CS/386 Multiuser BASIC-2", "P"  
9040 DATA " ", " ", "B"

ASSIGNED: BAHIA MICHAEL E DATE: 06/04/90 TIME: 16:07  
Tested this out myself today using CS/386 1.1 & MVP 3.2.8 which is basically the same as 3.3. Had no problem w/ booting from either a 386 or VLSI. Used the following procedure:

1. Scratch disk surface to be used.  
2. Run @MOVEFIL to move both disk 1 & 2 of either MVP 3.3 or 3.4.  
3. Run @MOVEFIL to move both disk 1 & 2 of CS/386 1.1 responding YES to 'move all active files' and YES to 'overwrite files'.

ASSIGNED: FINDT ERWIN DATE: 05/29/90 TIME: 05:14  
Installed it and tried to load CS O/S 3.3 and got the same problem with the configuration file. Had no time to test it out in detail because I'm working for PC HW+SW and 2200/CS HW+SW alone! Will keep you informed.

ASSIGNED: BAHIA MICHAEL E DATE: 05/25/90 TIME: 08:47  
Have you tested 1.1 yet. This should resolve this problem & allow us to close this call. Waiting for feedback.

ASSIGNED: BAHIA MICHAEL E DATE: 05/17/90 TIME: 17:36



SELECTION CRITERIA

-----

PROBLEM NUMBER -	START: C800005125	END: C800005125
PRIORITY:	ALL	
PROBLEM TYPE:	ALL	
RDB -	ASSIGN RDB: ALL	CUST RDB: ALL      ORIG RDB: ALL
HW/SW INDICATOR:	ALL	
STATUS TYPE:	0	
STATUS CODE:	ALL	

-----

PROBLEM NUMBER: C800005125	CUST NAME: ALEC GMBH
PRIORITY P1	CUST NUMBER: G1 00014048003
	CUST RDB: G2130

CS/386 General Release 1.1 was sent to you today via Wang Office. Please update as soon as you can test out. This should resolve this problem.

ASSIGNED: BAHIA MICHAEL E      DATE: 05/16/90      TIME: 09:33  
Should be receiving General Rel 1.1 this week via Wang Office. It corrects this problem. Upgraded call to P1 per field request. Due to bug in PTR s/w Originator unable to upgrade priority on this release.

ASSIGNED: BAHIA MICHAEL E      DATE: 05/10/90      TIME: 16:17  
This problem is corrected on general release 1.10 which is being tested now. If all ok will be sending you a copy of 1.10 next week via Wang Office.

ASSIGNED: BAHIA MICHAEL E      DATE: 04/11/90      TIME: 15:01  
No change in status.

ASSIGNED: BAHIA MICHAEL E      DATE: 03/27/90      TIME: 12:19  
This problem can be circumvented by using GENPART from CS/386 1.0. A corrected ver of GENPART will go out with the next general release of the O/S due out in April or May.

ASSIGNED: BAHIA MICHAEL E      DATE: 03/27/90      TIME: 12:15  
GENPART should be corrected with the next general release of the O/S which should be ready in April or May.

ASSIGNED: BAHIA MICHAEL E      DATE: 03/01/90      TIME: 16:27  
Some other changes are being made to GENPART which has prevented the final version from being completed. Still being worked on.

ASSIGNED: BAHIA MICHAEL E      DATE: 02/20/90      TIME: 16:46  
GENPART is being worked on. Expect a fix soon.

ASSIGNED: BAHIA MICHAEL E      DATE: 01/30/90      TIME: 18:22  
Tested problem here w/ Maint Rel 1.08 & there is a prob w/ Genpart for MVP/VLSI CPU's. Can circumvent problem by using @GENPART from CS/386 Rel 1.0. R&D is aware of the problem & will address it.

ASSIGNED: BAHIA MICHAEL E      DATE: 01/24/90      TIME: 16:06  
Will try it here & get back to you. We have done this successfully in the past but will try it again w/ Maint Rel 1.07.

ASSIGNED: FINDT ERWIN      DATE: 01/23/90      TIME: 06:11

SELECTION CRITERIA

-----  
PTR NUMBER - START: C800005125 END: C800005125  
PRIORITY: ALL  
PROBLEM TYPE: ALL  
RDB - ASSIGN RDB: ALL CUST RDB: ALL ORIG RDB: ALL  
HW/SW INDICATOR: ALL  
STATUS TYPE: 0  
STATUS CODE: ALL  
-----

PROBLEM NUMBER: C800005125 CUST NAME: ALEC GMBH  
PRIORITY P1 CUST NUMBER: G1 00014048003  
CUST RDB: G2130

Problem 1 has been fixed but problems 2 and 3 are still the same.

ASSIGNED: BAHIA MICHAEL E DATE: 01/19/90 TIME: 18:18  
This was a problem in an old version of GENPART. GENPART should be rev 1.0.  
Maint Rel 1.07 is being sent to you by Wang Office. The problem should not  
exist w/ this O/S. Please confirm. 3 problems w/ 1.07.  
1. RENUMBER does not work.  
2. LISTV under certain conditions does not work.  
3. SELECT #number does not work in certain situations.  
This problems are being addressed.

ASSIGNED: FINDT ERWIN DATE: 01/18/90 TIME: 03:23

RESOLUTION TEXT :BAHIA MICHAEL E DATE: 06/11/90 TIME: 13:02  
SC595. Problem having standard MVP O/S & 386 O/S on same platter resolved w/  
@GENPART on General Release 1.1. Sending call back to field to be closed as  
requested.

SELECTION CRITERIA

```

-----
P NUMBER -          START: C800007735          END: C800007735
PRIORITY:          ALL
PROBLEM TYPE:      ALL
RDB -              ASSIGN RDB: ALL          CUST RDB: ALL          ORIG RDB: ALL
HW/SW INDICATOR:  ALL
STATUS TYPE:       0
STATUS CODE:       ALL
-----

```

```

PROBLEM NUMBER: C800007735    CUST NAME:      ACOSO B.V.
PRIORITY         P1           CUST NUMBER:    N1 00100752001
                   CUST RDB:      N2300

```

```

PROBLEM TYPE:      ESC          CUST CONTACT:   WILLEM SLOEP
PRODUCT PROB NO:  NOT LINKED   CUST CONT PHONE: 04-350-702-75
                                   CUST ADDRESS 1:  TWEKKELER ES 24
                                   CUST ADDRESS 2:
                                   CUST ADDRESS 3:
SYSTEM MODEL NO:  CS-386       CUST CITY:      ENSCHEDE
GEN SYST MODEL:  2200 CS 386 CPU CUST ST/PROV:
O. S. VERSION:   01 0B        CUST ZIP:       7547 -SM
HW MODEL NUMBER: CS-386       CUST COUNTRY:

```

```

SW MODEL NUMBER: BASIC-2/386   RDB ASSIGNED:  8760
SW VERSION:       01 0B        PERSON ASSIGNED: BAHIA MICHAEL E
P NUMBER:         CUST NUMBER: N1 00100752001
P, NUM REV:      CUST RDB:     N2300
                   ORIG NAME:   SLOEP WILLEM
                   ORIG PHONE:  - - -

```

```

CALL TRKG DATE:  00/00/00     NETWORKED:      N
CALL TRKG NO:
ORG ACT/SYM/ACN:
STATUS DATE:     05/02/90     DATE ENTER PTR: 05/02/90
STATUS CODE:     S 0 495     DATE TO R&D:    05/02/90
STATUS ABBREV:  NEW PROBLM    WKDYS IN R&D:   23.38
                                   TOT WKDYS OPEN:    23.44

```

PROBLEM SUMMARY :SLOEP WILLEM      DATE: 05/02/90      TIME: 11:17  
 Error P59: Illegal Redimension on CS-386 with customer program.  
 On a CS we didn't encounter any problem, we've stripped program down to eight lines to reproduce the error.

ASSIGNED: SLOEP WILLEM      DATE: 06/01/90      TIME: 03:00  
 Test done by two system houses has been successfully finished. Release 1.11 seems to be the right one. In the Netherlands we're going to distribute this release to our existing and new customers until we receive the new general release. Thanks for solving this call in a short time frame. You may transfer this call back for closing. Willem Sloep.

ASSIGNED: BAHIA MICHAEL E      DATE: 05/22/90      TIME: 08:42  
 The O/S version apparently was not updated on the patch. Use the patch only with the 1.1 O/S. There may have been some things along the way that have change. GENEDIT is one I believe.

ASSIGNED: SLOEP WILLEM      DATE: 05/22/90      TIME: 03:12

SELECTION CRITERIA

-----  
PTR NUMBER - START: C800007735 END: C800007735  
PRIORITY: ALL  
PROBLEM TYPE: ALL  
RDB - ASSIGN RDB: ALL CUST RDB: ALL ORIG RDB: ALL  
HW/SW INDICATOR: ALL  
STATUS TYPE: 0  
STATUS CODE: ALL  
-----

PROBLEM NUMBER: C800007735 CUST NAME: ACOSO B.V.  
PRIORITY P1 CUST NUMBER: N1 00100752001  
CUST RDB: N2300

I've taken the O/S from the VS. Can you confirm that O/S 1.10 actually displays 1.0 at boot? Or did Mike Riley send me 1.0 in stead of 1.10. I have taken the 1.0 and 1.11 patch and put the patched @MVP to the DS disk. The MATSEARCH problem seems to be solved with this patch, i will send the patch to the system house. I will monitor this call, until they've tested it. In the meanwhile you can downgrade this call from CRIT to ESC. Can you tell me iff i need O/S 1.10 or can i work with 1.0 (with the patched 1.11 @MVP)?

ASSIGNED: BAHIA MICHAEL E DATE: 05/21/90 TIME: 08:19  
Update acknowledged.

ASSIGNED: SLOEP WILLEM DATE: 05/21/90 TIME: 02:51  
Have received via WO, O/S 1.10 and the 1.11 patch. THANKS.  
Will test it agains the problem today and will ship it to the system house.

ASSIGNED: BAHIA MICHAEL E DATE: 05/17/90 TIME: 17:45  
Did not receive the Maintenance Rel from Taiwan as requested yet. They are working on a couple of problems still outstanding on rel 1.1. We are expecting it anytime because they know the critical nature of the situation. Called WS to update. Sent General Rel 1.1 for the 386 to you via Wang Office. Will call tomorrow to let you know if we have received it.

ASSIGNED: BAHIA MICHAEL E DATE: 05/16/90 TIME: 10:37  
Spoke with field both Monday & Tuesday. Taiwan has fix for this problem already. Have requested a Maintenance Rel of CS/386 1.1 be provided for this critical problem. Have requested fix sent out to field by R&D by Thursday, May 17th. Taiwan is aware of need but has not sent us fix as of this AM. Still hoping to have fix here by tomorrow to forward to field.

ASSIGNED: BAHIA MICHAEL E DATE: 05/11/90 TIME: 09:05  
Update acknowledged.

ASSIGNED: SLOEP WILLEM DATE: 05/11/90 TIME: 07:26  
We are forced to make this call critical at this moment, due to sales pressure. Please update us on the status from Taiwan.

ASSIGNED: BAHIA MICHAEL E DATE: 05/10/90 TIME: 16:02  
We have reported this problem again to Taiwan to insure they are aware of it. In the meantime Tyler Olsen has found a simple circumvention if you are not

SELECTION CRITERIA

```

-----
PROBLEM NUMBER - START: C800007735 END: C800007735
PRIORITY: ALL
PROBLEM TYPE: ALL
RDB - ASSIGN RDB: ALL CUST RDB: ALL ORIG RDB: ALL
HW/SW INDICATOR: ALL
STATUS TYPE: 0
STATUS CODE: ALL
-----

```

```

PROBLEM NUMBER: C800007735 CUST NAME: ACOSO B.V.
PRIORITY P1 CUST NUMBER: N1 00100752001
CUST RDB: N2300

```

already aware. In program "A" of your example just added a simple variable such as: 12 A=99

ASSIGNED: BAHIA MICHAEL E DATE: 05/10/90 TIME: 13:34  
Do not have a fix for this problem yet. We tested it on release 1.10. Contact w/ Taiwan is out till Monday. May not be able to get any further update until then. Will make aware of pending CRITICAL nature.

ASSIGNED: SLOEP WILLEM DATE: 05/10/90 TIME: 04:21  
Can you provide a time frame for a fix. Our system house which has discovered this problem can't deliver 8 CS386 updates due to this problem. Sytuation becomes critical, so we are forced to raise this call to critical within a week.

ASSIGNED: BAHIA MICHAEL E DATE: 05/02/90 TIME: 15:13  
Duplicated problem & submitted to Taiwan for fix.

```

ASSIGNED: SLOEP WILLEM DATE: 05/02/90 TIME: 11:17
With the next two programms you can reproduce the error P59 on a CS-386. A LIST DIM after the error displays several screens of rubbish. We run OS 1.0B on the CS-386. On a CS we've no problems, we've used OS 3.3 for the test.
Program "A" : 10 REM start-program
              20 DIM R9$(16)
              30 LOAD T "A1"
Program "A1" : 10 REM follow-program
              20 DIM R9$(4)62, R1$1, R$(1)3
              30 STR (R9$(,),1)=HEX(01)
              40 MAT SEARCH R9$(,),<>STR(R1$,,1) TO R$( )
              50 PRINT "No problem found": LOAD T "A"
Please investigate this problem ASAP.

```

RESOLUTION TEXT :BAHIA MICHAEL E DATE: 06/04/90 TIME: 11:35  
SC595. Problem resolved with Maintenance Release 1.11. Sending call back to field to be closed as requested.

SELECTION CRITERIA

```

-----
PROBLEM NUMBER - START: C410003798 END: C410003798
PRIORITY: ALL
PROBLEM TYPE: ALL
RDB - ASSIGN RDB: ALL CUST RDB: ALL ORIG RDB: ALL
HW/SW INDICATOR: ALL
STATUS TYPE: 0
STATUS CODE: ALL
-----

```

```

PROBLEM NUMBER: C410003798 CUST NAME: MATZON CONSTRUCTION
PRIORITY P2 CUST NUMBER: 00 00001750488
CUST RDB: 3131

```

```

PROBLEM TYPE: ESC CUST CONTACT: MR MATZON
PRODUCT PROB NO: NOT LINKED CUST CONT PHONE: -518-663-5300
CUST ADDRESS 1: BOX 122
CUST ADDRESS 2:
CUST ADDRESS 3:

```

```

SYSTEM MODEL NO: CS-386 CUST CITY: RAYMERTOWN
GEN SYST MODEL: 2200 CS 386 CPU CUST ST/PROV: NY
O. S. VERSION: 01 08 CUST ZIP: 12180-0000
HW MODEL NUMBER: CS-386 CUST COUNTRY:

```

```

SW MODEL NUMBER: RDB ASSIGNED: 8760
SW VERSION: PERSON ASSIGNED: BAHIA MICHAEL E
PART NUMBER: ORIG NAME: KNORR RICHARD K II
PROBLEM NUMBER REV: ORIG PHONE: - - -

```

```

CALL TRKG DATE: 00/00/00 NETWORKED: N
CALL TRKG NO: RES DEPLOYED:
ORG ACT/SYM/ACN: DATE ENTER PTR: 03/30/90
STATUS DATE: 03/30/90 DATE TO R&D: 04/02/90
STATUS CODE: H O 495 WKDYS IN R&D: 31.04
STATUS ABBREV: NEW PROBLM TOT WKDYS OPEN: 33.19

```

PROBLEM SUMMARY :KNORR RICHARD K DATE: 03/30/90 TIME: 14:47  
 We have one DS cabinet multiplexed to a CS-386 and a Micro VP (that has been upgraded to a 386) that is hanging occasionally. No pattern can be established. It will happen several times a day to once in three days. Mux & disk controller PCBs have been replaced in the CPUs, Mux has been moved from one CPU to the other, disk cables have been replaced, DS DPU has been replaced 112 Meg. and 64 Meg. drives have been replaced. There are a number of non-Wang hardware options installed that we have not been able to eliminate. We have been working with this account for approx. 8 weeks for different 386 related problems. Now we are down to what appears to be system or disk hangs. Usually turning off the second CPU (the one not containing the MUX ) will bring the remaining users back.

ASSIGNED: BAHIA MICHAEL E DATE: 05/07/90 TIME: 11:49  
 Update acknowledged. Let's go to the end of the week though to be sure.

ASSIGNED: KNORR RICHARD K II DATE: 05/07/90 TIME: 10:29  
 We have been trying unsuccessfully to contact the software vendor for an

SELECTION CRITERIA

```

-----
PTR NUMBER -      START: C410003798                END: C410003798
PRIORITY:         ALL
PROBLEM TYPE:    ALL
RDB -            ASSIGN RDB: ALL                CUST RDB: ALL        ORIG RDB: ALL
HW/SW INDICATOR: ALL
STATUS TYPE:     0
STATUS CODE:     ALL
-----

```

```

PROBLEM NUMBER:  C410003798      CUST NAME:      MATZON CONSTRUCTION
PRIORITY         P2              CUST NUMBER:    00 00001750488
                                   CUST RDB:         3131

```

update as to his work. The customer has run successfully for two weeks. I will suggest we close the call.

ASSIGNED: BAHIA MICHAEL E      DATE: 05/01/90      TIME: 16:18  
Status please. Does the S/W vendor still have a concern with disk? If need be we can call him.

ASSIGNED: BAHIA MICHAEL E      DATE: 04/19/90      TIME: 12:15  
Believe what the customer is talking about is the ability to hog 1 address of a disk device as opposed to hogging the entire device. Hogging just the 1 address is possible but is not automatic. A special character has to be added to the disk instruction to accomplish this. Converting programs from the VL SI format to 386 format will not do it. This change has not been documented yet but I believe is in the microcode. Documentation is being done now. If this is the case let me know & we'll supply you with the specific info.

ASSIGNED: KNORR RICHARD K II    DATE: 04/19/90    TIME: 09:02  
1.OB was installed on 4/14 & programs were updated to 386 format. Software vendor beleives there is a problem with his program having to do with opening a file and then not releasing the drive to the rest of the system.

ASSIGNED: BAHIA MICHAEL E      DATE: 04/18/90    TIME: 10:10  
Has 1.OB been installed yet? If program running on w/s 5 still hangs system & hangs system from other w/s's also, ask programmer if there is a way we may duplicate problem. Could possibly be an O/S bug.

ASSIGNED: BAHIA MICHAEL E      DATE: 04/18/90    TIME: 10:06  
DTS called in a few days ago. Program running from W/S 5 was run from anothe r W/S & it hung there. Cust on 1.08 O/S. Programmer to check out prog.

ASSIGNED: BAHIA MICHAEL E      DATE: 04/11/90    TIME: 16:45  
DTS called back. 2 more hangs have occurred since CE last on site 4/5. Both times Resetting W/S 5 cleared problem. Programmer to go on-site this wkend to install 1.OB & inspect this program which is same thing that occurred whil e CE was on-site. O/S may address hang so will wait until programmer install s O/S & checks program out before taking further steps w/ h/w. If continues to fail will try to isolate problem to port or w/s.

ASSIGNED: BAHIA MICHAEL E      DATE: 04/11/90    TIME: 14:41  
Called DTS. No problems have been reported. Will check with CE. Need to

## SELECTION CRITERIA

-----  
PROBLEM NUMBER -     START: C410003798                             END: C410003798  
PRIORITY:             ALL  
PROBLEM TYPE:         ALL  
RDB -                 ASSIGN RDB: ALL             CUST RDB: ALL             ORIG RDB: ALL  
HW/SW INDICATOR:     ALL  
STATUS TYPE:          0  
STATUS CODE:          ALL  
-----

PROBLEM NUMBER: C410003798     CUST NAME:             MATZON CONSTRUCTION  
PRIORITY         P2             CUST NUMBER:            00 00001750488  
                                  CUST RDB:                3131

know if & when O/S 1.0B & kybrd foil installed. If 1st MXE replaced before or at same time as O/S upgrade. If before did any hangs occur between time. If working would like to know what appeared to resolve problem; O/S, MXE, corrected environmental issues, all 3, etc.

ASSIGNED: BAHIA MICHAEL E     DATE: 04/04/90     TIME: 14:53  
Talked with CE on-site. Line Analyzer not working properly, corrected. When powered 2nd CPU (MicroVP) off to replace 1st MXE, 1st CPU (CS) hung. Could not HALT but did get READY when RESET. When RESET w/s 5 system took off again. This was the same w/s that hung the system Monday. Problem probably induced by power off or on in both cases. Should have all users halt for a moment if powering off CPU or disk. Both times w/s 5 was also running the same program. As a precaution will remove 2nd terminal controller, replace w/ 3rd controller, & install new 3rd controller. Will also try to reproduce problem by running same program from multiple terminals. CE will request cust install 1.0B ASAP as it does address a disk problem which may relate to them.

ASSIGNED: BAHIA MICHAEL E     DATE: 04/03/90     TIME: 14:29  
Sent out CS/386 Maintenance Release 1.0B & 1 keyboard foil with clips via Federal Xpress Overnight, Airbill # 474 3935 987. Call me for instructions on installing foil when received.

ASSIGNED: BAHIA MICHAEL E     DATE: 04/02/90     TIME: 17:33  
Had conference call with CE & ASM. Cust has been intermittently hanging. Usually when the system hung, powering the 2nd CPU off would clear the prob. On 3/21 the 140 Meg Maxtor drive was replaced. Between 3/21 & Fri 3/30 2 hangs occurred. Do not have details on these hangs other than the cust powered 1 or both CPU's off & restarted to clear. CE on site today. Installed Line Analyzer on DS. After powering DS back on 2nd CPU hung when tried to access DS. Keyed RESET on 3 different W/S's & just cursor. Powered off 2nd CPU & ok. There were 2 other hangs after this. In one case would hang to DS but 3rd Party Ram Disk was ok. Cleared by powering off 2nd CPU. In 2nd case RESET got back READY & when RESET 1 particular w/s system took off.

ACTION PLAN: 1. Cust to follow procedure to help isolate problem & facilitate fix.  
a. If hangs key SHIFT/HALT on W/S & wait minute to verify hung.  
If cursor returns sys not hung. All progs still in Old Format.  
b. If Halt does not return cursor, key SHIFT RESET. Document all W/S's that do not go to READY. Document if resetting any 1 W/S clears problem. If yes document which W/S & program being used.



SELECTION CRITERIA

-----  
PTR NUMBER - START: C410003798 END: C410003798  
PRIORITY: ALL  
PROBLEM TYPE: ALL  
RDB - ASSIGN RDB: ALL CUST RDB: ALL ORIG RDB: ALL  
HW/SW INDICATOR: ALL  
STATUS TYPE: 0  
STATUS CODE: ALL  
-----

PROBLEM NUMBER: C410003798 CUST NAME: MATZON CONSTRUCTION  
PRIORITY P2 CUST NUMBER: 00 00001750488  
CUST RDB: 3131

2.I will send out Maint Rel 1.0B & 1 kybrd foil w/ clips for 1 2536DW.  
3.Field to co-ordinate w/ S/W vendor install of O/S. To replace 1st MXE  
in MicroVP. To install kybrd foil in 2536DW. To identify which W/S's  
using tel wire & which on carpet. To id & correct if posible envir issue

ASSIGNED: PATTERSON MARY SUE DATE: 04/02/90 TIME: 13:15  
Sending call to RDB 8759. Field is working with Mike Bahia via phone. Need  
leas/action plan. thanks.

ASSIGNED: KNORR RICHARD K II DATE: 03/30/90 TIME: 14:47  
We have not been able to duplicate. We can only let the customer run their  
applications and then wait.

RESOLUTION TEXT :BAHIA MICHAEL E DATE: 05/16/90 TIME: 08:59  
HC634. System hangs isolated to a particular program frequently run on term  
5. Problem could be duplicated by running same program from another term.  
O/S has been upgraded to 1.0B and all 2536DW workstations have had foils  
installed in the keyboards. S/W vendor has corrected problem w/ program &  
customer is running error-free. Unable to find out from S/W vendor what was  
wrong. Transferring call back to field to be closed per field request.

SELECTION CRITERIA

-----  
PTR NUMBER - START: C410003796 END: C410003796  
PRIORITY: ALL  
PROBLEM TYPE: ALL  
RDB - ASSIGN RDB: ALL CUST RDB: ALL ORIG RDB: ALL  
HW/SW INDICATOR: ALL  
STATUS TYPE: 0  
STATUS CODE: ALL  
-----

PROBLEM NUMBER: C410003796 CUST NAME: CHILEWICH PARTNERS  
PRIORITY P1 CUST NUMBER: 00 00002960060  
CUST RDB: 3154

PROBLEM TYPE: ESC CUST CONTACT: JIM RICHTER  
PRODUCT PROB NO: NOT LINKED CUST CONT PHONE: 00-203-356-7912  
CUST ADDRESS 1: 12 WATER ST  
CUST ADDRESS 2:  
CUST ADDRESS 3:

SYSTEM MODEL NO: 2200-CS-386 CUST CITY: WHITE PLAINS  
GEN SYST MODEL: 2200 CS 386 CPU CUST ST/PROV: NY  
O. S. VERSION: 01 0B CUST ZIP: 10601-0000  
HW MODEL NUMBER: 2200-CS-386 CUST COUNTRY:

SW MODEL NUMBER: 2200-OP-SYS RDB ASSIGNED: 8760  
SW VERSION: 01 0B PERSON ASSIGNED: BAHIA MICHAEL E  
PART NUMBER: ORIG NAME: RICHTER JAMES  
PART NUM REV: ORIG PHONE: - - -

CALL TRKG DATE: 00/00/00 NETWORKED: N  
CALL TRKG NO: E626840 RES DEPLOYED:  
ORG ACT/SYM/ACN: DATE ENTER PTR: 03/30/90  
STATUS DATE: 04/16/90 DATE TO R&D: 03/30/90  
STATUS CODE: H 0 495 WKDYS IN R&D: 9.56  
STATUS ABBREV: NEW PROBLM TOT WKDYS OPEN: 9.69

PROBLEM SUMMARY :RICHTER JAMES DATE: 03/30/90 TIME: 10:54  
System has intermittent S-24 errors when doing list-v commands. System also  
has intermittent hangs and freezes.

ASSIGNED: BLACK WILLIAM A DATE: 04/16/90 TIME: 08:10  
Please send the call back to 3160 so that it can be closed

ASSIGNED: BLACK WILLIAM A DATE: 04/13/90 TIME: 10:01  
Please send the call back to 3160 so that i can close it.

ASSIGNED: BLACK WILLIAM A DATE: 04/12/90 TIME: 10:32  
Mike how about sending the call back to me so that we can close it.

ASSIGNED: BAHIA MICHAEL E DATE: 04/09/90 TIME: 17:27  
No that won't be necessary. Looking for brds w/ RAM Disk problems.

ASSIGNED: BLACK WILLIAM A DATE: 04/09/90 TIME: 15:16  
Mike, The system is running fine--no errors. The CE wants to know if you  
still want the BAD CPU Board? If so we will arrange to transfer it to your  
RDB.

ASSIGNED: BAHIA MICHAEL E      DATE: 04/06/90      TIME: 10:46  
Update acknowledged.

ASSIGNED: BLACK WILLIAM A      DATE: 04/05/90      TIME: 16:13  
system running fine

ASSIGNED: BLACK WILLIAM A      DATE: 04/04/90      TIME: 14:50  
OK

ASSIGNED: BAHIA MICHAEL E      DATE: 04/04/90      TIME: 12:08  
Because of the problems we have had with the 386 & the relative short time  
Maint Rel 1.OB has been out, would like to keep this open till the end of  
next week. If still running error-free on the 13th will send the call back  
to you to be closed. Is this agreeable?

ASSIGNED: BLACK WILLIAM A      DATE: 04/04/90      TIME: 07:48  
Mike, I think the customer is allright now. Would you please send the call  
back to me for monitoring down here(3160)for another day and then i will  
close it.

ASSIGNED: BAHIA MICHAEL E      DATE: 04/03/90      TIME: 14:26  
Update acknowledged.

ASSIGNED: BLACK WILLIAM A      DATE: 04/03/90      TIME: 13:38  
Customer has been running fine the last two days.

ASSIGNED: BAHIA MICHAEL E      DATE: 04/03/90      TIME: 11:05  
Good to hear it. Update acknowledged.

ASSIGNED: BLACK WILLIAM A      DATE: 04/02/90      TIME: 14:03  
CE called customer is running fine so far no errors have occurred. Before  
the CPU board was replaced the customer would fault about every 30 minutes.

ASSIGNED: BAHIA MICHAEL E      DATE: 04/02/90      TIME: 11:27  
Update acknowledged.

ASSIGNED: BLACK WILLIAM A      DATE: 04/02/90      TIME: 09:50  
CE replaced CPU board and system ran fine the resr of the afternoon.CE will  
check with customer this morning.

ASSIGNED: BAHIA MICHAEL E      DATE: 03/30/90      TIME: 15:29  
Spoke w/ CE. Getting intermittent S11 & S24 errors but the cause has not bee  
n verified as LISTV. Does not appear to be case as this only occurs in uniqu  
e situations. More likely a 386 board prob. Has 1.OB installed at any rate  
& bthis should resolve all O/S questions. Was getting intermittent hangs but  
this problem has lessened recently. This may be a W/S/MXE problem or could  
also be resolved w/ the O/S. Should have disk controllers & MXE available at  
any rate. Important to have cust document each error specifically. Which  
terminal failed, prog & line failed on if possible. If sys hangs 1st try to  
halt W/S. If will not return cursor & colon key RESET. Continue to HALT  
then RESET W/S's until system continues or all W/S's Reset. Note which W/S  
did not give READY (BASIC 2) back. This could help isolate flakey MXE. If  
all W/S's on a sys come back w/ just cursor may have bad 386, MXE, or  
environmental concerns.

ASSIGNED: BLACK WILLIAM A      DATE: 03/30/90      TIME: 12:14  
Spoke with Mike Bahia in product support. He wants ce to change CPU board.  
CE will change and keep me informed.

ASSIGNED: RICHTER JAMES      DATE: 03/30/90      TIME: 10:54

RESOLUTION TEXT :BAHIA MICHAEL E      DATE: 04/16/90      TIME: 09:48  
HC640. No problems since replacing 386 board on 4/2. Transferring call back  
to field to be closed as requested.

PROBLEM NUMBER: C410003516  
PRIORITY P2

CUST NAME: CHRISTIAN CITY CONV CTR INC  
CUST NUMBER: 00 00000448134  
CUST RDB: 3468

PROBLEM TYPE: ESC  
PRODUCT PROB NO: NOT LINKED

CUST CONTACT: ENIDE WATSON  
CUST CONT PHONE: -404-964-3301  
CUST ADDRESS 1: 7345 RED OAK RD  
CUST ADDRESS 2:  
CUST ADDRESS 3:

386  
SYSTEM MODEL NO: 2200-CS-CPU  
GEN SYST MODEL: 2200 CS CPU  
O. S. VERSION: 1 08  
HW MODEL NUMBER: 2200-CS-CPU

CUST CITY: ATLANTA  
CUST ST/PROV: GA  
CUST ZIP: 30349-0000  
CUST COUNTRY:

SW MODEL NUMBER:  
SW VERSION:  
PART NUMBER:  
PART NUM REV:

RDB ASSIGNED: 8760  
PERSON ASSIGNED: BAHIA MICHAEL E  
ORIG NAME: CHATIGNY FRANCIS D  
ORIG PHONE: - - -

CALL TRKG DATE: 00/00/00  
CALL TRKG NO:  
ORG ACT/SYM/ACN:  
STATUS DATE: 02/27/90  
STATUS CODE: H O 495  
STATUS ABBREV: NEW PROBLM

NETWORKED: N  
RES DEPLOYED: BCE  
DATE ENTER PTR: 02/27/90  
DATE TO R&D: 03/08/90  
WKDYS IN R&D: 16.89  
TOT WKDYS OPEN: 22.38

PROBLEM SUMMARY :MELVIN WILLIAM G DATE: 03/06/90 TIME: 08:24  
Operating system not working properly. When trying to perform a file/vol copy by program control and multiple users are accessing the same drive, system will hang. R&D has already reproduced symptom and problem is being worked on by developer. 2200 OS 1.7 and 1.8. ATS assigned Charlie Perkins (404) 392-5807

ASSIGNED: BAHIA MICHAEL E DATE: 04/02/90 TIME: 11:35  
Called cust. Changed IPL procedure & no power up problems since. No hang problems since revising COPY program 3/2.

ASSIGNED: CHATIGNY FRANCIS D DATE: 03/30/90 TIME: 16:23  
Region, we are going to close this PTR next time on because the previous update by Mike is not related to the problem for which this PTR was opened. If there is an early morning hardware problem that has to be escalated at some point in time the BM will open a PTR to address that issue.

ASSIGNED: MELVIN WILLIAM G JR DATE: 03/23/90 TIME: 16:30

Acknowledged. Melvin

ASSIGNED: BAHIA MICHAEL E DATE: 03/23/90 TIME: 11:36  
Called cust. System has been running fine during day but having problems bringing up in the morning. Could not provide me w/ much detail but has had to power the DS off & on after the first power up to enable access. Has not put in a call yet. Gave cust textbook power up procedure to help identify where problem may be.

1. Power on W/S 1 & wait for terminal ID on top line. Cust says only gets cursor. Believe doing something wrong but could have W/S prob. Suggested trying another W/S if this is true.
2. Power on CPU & wait for Mount System Platter, Press Reset message.
3. Power on DS & wait till passes diags (floppy lite goes out). Suggest we have CE call cust & arrange to be on site 1st thing in morning for power up. Would like to leave call open until power up issue resolved. Insure cable to 1st W/S secure. This could cause intermittent hangs IPL'g.

ASSIGNED: CHATIGNY FRANCIS D DATE: 03/22/90 TIME: 11:32  
Please send this to RDB 3460 for closing.

ASSIGNED: BAHIA MICHAEL E DATE: 03/08/90 TIME: 15:07  
Called cust back. Maint Rel 1.0A at customer site. Has fix for COPY problem but not installed because of 'time & date' stamp added to code when files are updated as there is concern this may cause a problem w/ certain s/w. R&D has requested the 'time & date stamp' to be an option selected by the user to correct the potential problem. In meantime s/w vendor circumvented problem by adding a \$OPEN statement to the COPY program per Tyler Olsen & they have been running error-free. That was last Friday & they have successfully been doing COPYS since.

ASSIGNED: MELVIN WILLIAM G JR DATE: 03/08/90 TIME: 11:52  
Acknowledged. Melvin

ASSIGNED: BAHIA MICHAEL E DATE: 03/08/90 TIME: 09:50  
Called cust for current status. Believe Maint Rel for COPY problem has been sent to them. Contact just back from a few days off. Does not know current status. Will call back later. Left message for TO to call me.

ASSIGNED: MELVIN WILLIAM G JR DATE: 03/06/90 TIME: 08:25  
RDB 3610, please escalate call accordingly. Melvin

ASSIGNED: PERKINS CHARLES A DATE: 03/05/90 TIME: 16:04  
The customer has a problem when several users are accessing one drive which causes the system to hang or ever crash. Tyler Olson was able to reproduce the problem at the home office and said that they were working on a patch to the Operating System. The problem is most predominant when copy is being run. They get around the problem by not allowing any users on while copy is being run.

ASSIGNED: MELVIN WILLIAM G JR DATE: 02/28/90 TIME: 15:36  
Frank, I can't accept the problem description of this call which does give symptom, problem, or configuration information even if R&D wants the call. Could we have someone put some meat on this call. Thanks, Melvin

ASSIGNED: CHATIGNY FRANCIS D DATE: 02/28/90 TIME: 13:45  
Region, please forward this to Tyler Olson at RDB 8332 per his request. Thnx.

ASSIGNED: PERKINS CHARLES A DATE: 02/28/90 TIME: 10:44  
Talked with Tyler Olson this am at customer site. He informed me that they were able to duplicate customer problem and that is was an OS problem that was being worked on for correction. The customer is able to work around the problem at present until a fix is put into the OS.

ASSIGNED: MARTIN ELAINE H DATE: 02/27/90 TIME: 16:42  
Have a user copy on 140 meg drive and have another user try to access that same drive the system will freeze.

RESOLUTION TEXT :BAHIA MICHAEL E DATE: 04/02/90 TIME: 11:32  
HC634. No 386 related problems since 3/2 when added \$OPEN & \$CLOSE to COPY routine to circumvent O/S bug. Was having problem powering up but has not reoccurred since revising power up routine. Returning call to field to be closed as requested.

SELECTION CRITERIA

```

-----
PTR NUMBER -          START: C510004219          END: C510004219
PRIORITY:             ALL
PROBLEM TYPE:        ALL
RDB -                ASSIGN RDB: ALL          CUST RDB: ALL          ORIG RDB: ALL
HW/SW INDICATOR:    ALL
STATUS TYPE:         0
STATUS CODE:         ALL
-----

```

```

PROBLEM NUMBER: C510004219    CUST NAME:          BEELMAN TRUCK CO
PRIORITY        P1           CUST NUMBER:       00 00001286111
                                   CUST RDB:          3544

```

```

PROBLEM TYPE:   ESC          CUST CONTACT:      SHELLY LINKTHER
PRODUCT PROB NO: NOT LINKED CUST CONT PHONE:  00-618-768-4411
                                   CUST ADDRESS 1:   PO BOX 93
                                   CUST ADDRESS 2:
                                   CUST ADDRESS 3:

```

```

SYSTEM MODEL NO: CS/386-10D  CUST CITY:         ST LIBORY
GEN SYST MODEL:  2200 CS 386 CPU CUST ST/PROV:     IL
O. S. VERSION:   1 00        CUST ZIP:          62282-0000
HW MODEL NUMBER: CS/386-10D  CUST COUNTRY:

```

```

SW MODEL NUMBER:           RDB ASSIGNED:      8760
SW VERSION:                PERSON ASSIGNED:  BAHIA MICHAEL E
PART NUMBER:               ORIG NAME:       FESLER WILLIAM H JR
PART NUM REV:              ORIG PHONE:      - - -

```

```

CALL TRKG DATE: 00/00/00    NETWORKED:         N
CALL TRKG NO:
ORG ACT/SYM/ACN:           RES DEPLOYED:
STATUS DATE: 02/20/90      DATE ENTER PTR:   02/20/90
STATUS CODE: H 0 115      DATE TO R&D:
STATUS ABBREV: DEAD-ON-AR  WKDYS IN R&D:     36.73
                                   TOT WKDYS OPEN:     36.83

```

PROBLEM SUMMARY :FESLER WILLIAM H DATE: 02/20/90 TIME: 11:05  
SYSTEM LOCKS UP WHEN THE THEY TC WITH A MXE

ASSIGNED: BAHIA MICHAEL E DATE: 04/16/90 TIME: 10:14  
Please TRANSFER this call to RDB 3540 for closing. The RDB was typed in incorrectly as 3450 when I transferred it. Sorry for the inconvenience.

ASSIGNED: FESLER WILLIAM H JR DATE: 04/13/90 TIME: 10:16  
THE OFF/ON SWITCH HAS BEEN CHANGED SYSTEM WORKING OK  
PLEASE SEND CALL BACK TO ME SO THAT I CAN CLOSE IT!!!!!!!

ASSIGNED: BAHIA MICHAEL E DATE: 04/11/90 TIME: 14:44  
Has the On/Off sw been replaced yet? Current status.

ASSIGNED: BAHIA MICHAEL E DATE: 04/06/90 TIME: 10:47  
Update acknowledged.

ASSIGNED: FESLER WILLIAM H JR DATE: 04/05/90 TIME: 11:58

SELECTION CRITERIA

```

-----
PTR NUMBER -      START: C510004219                END: C510004219
PRIORITY:         ALL
PROBLEM TYPE:    ALL
RDB -            ASSIGN RDB: ALL                CUST RDB: ALL        ORIG RDB: ALL
HW/SW INDICATOR: ALL
STATUS TYPE:     0
STATUS CODE:     ALL
-----

```

```

PROBLEM NUMBER:  C510004219      CUST NAME:      BEELMAN TRUCK CO
PRIORITY         P1              CUST NUMBER:    00 00001286111
                                   CUST RDB:        3544

```

THE 325-0105 IS THE RIGHT SWITCH AND IIT HAS ARRIVED AND WILL BE INSTALLED

ASSIGNED: BAHIA MICHAEL E      DATE: 04/02/90      TIME: 08:34  
Update acknowledged. Concerned over the initial slow down & hang. Hard to say at this time if that hang is related to PS problem.

ASSIGNED: FESLER WILLIAM H JR      DATE: 03/30/90      TIME: 18:47  
ON 3/29 THE SYSTEM BECAME SLOWER AND SLOWER UNTIL IT LOCKED UP ALL THE WORKSTATIONS AND IF THEY KEYED RESET THE CRT WOULD CLEAR AND THE SCREEN WOULD BE BLANK ON ALL THE WORKSTATIONS. THE SYSTEM WAS POWERED OFF AND ON IT STARTED TO WORK OK. ON 3/30 THAT MORNING THE SYSTEM WAS TURNED ON AND IT STARTED UP OK BUT AFTER TWO MINUTES THE SYSTEM POWER IT SELF OFF BECAUSE THE GREEN LED WENT OUT. SYSTEM OFF/ON SWITCH WAS TURNED FROM ON TO OFF AND BACK ON AGAIN AND THE SYSTEM POWERED IS SELF BACK ON. I ARRIVED AT THE CUSTOMERS SITE AFTER ALL OF THIS HAPPED AND REPLACED THE POWER SUPPLY. WHEN THE ON/OFF SWITCH ARRIVES THE TECH WILL GO OUT AND REPLACED IT.

ASSIGNED: BAHIA MICHAEL E      DATE: 03/27/90      TIME: 12:10  
Got part # for On/Off switch from build plan. Correct sw p/n is: 325-0105. Correct p/s is as stated 270-0980-1. Documentation will be notified. Info will also be put in a TSB.

ASSIGNED: BAHIA MICHAEL E      DATE: 03/26/90      TIME: 17:45  
PSE involved w/ mnl has been out last 2 days. Have left message on desk to contact me on the sw & ps p/n problem.

ASSIGNED: FESLER WILLIAM H JR      DATE: 03/26/90      TIME: 12:06  
HAVING PROBLEM FINDING PART NUMBER FOR NEW OFF/ON SWITCH  
325-0082 OLD STYLE TO LARGE  
325-0096 FOR CS ONLY SMALLER THEN 325-0082 BUT STILL THE WRONG ONE  
TECH IS TALKING TO LOGISTICS EXT. 87560 JOE CAIRES TO FIND THE RIGHT PART NUMBER

ASSIGNED: BAHIA MICHAEL E      DATE: 03/23/90      TIME: 12:52  
Talked w/ DTS. Part numbers for PS & On/Off Sw appear to be incorrect in mnl & fiche. Power Supply listed as 270-0986 which is same as CS but is cabled different from CS-D. Maint Plan has 270-0890-1 for PS which appears correct. P.N for on/off sw in mnl & fiche was 325-0096, same as the CS but the CE could not physically install. Sw not listed in Maint Plan. Field to check #'s w/ logistics. Will check w/ JC & make sure those corrections given to documentation.

ASSIGNED: FESLER WILLIAM H JR DATE: 03/23/90 TIME: 11:36  
3/22/90 SYSTEM HAS NOT LOCKED UP DURING THE DAY. BUT IT HAS FAILED TO TURN  
ON THIS MORNING TECH WILL GO OUT AND REPLACED THE POWER SUPPLY AND OFF/ON  
SWITCH FOR THE POWER ON PROBLEM WHEN IT IS FIRST TURNED ON IN THE MORNING.

ASSIGNED: BAHIA MICHAEL E DATE: 03/16/90 TIME: 12:32  
VAR called me this AM about prob at site. Called cust & talked w/ Sue &  
Debbie. Problem IPL'g this AM. When 1st turned on CS-D drive LED's did not  
come on. Waited a few minutes & tried again & ok. Most likely 1 time quirk.  
Cust did not feel necessary to put in service call. Cust had some concerns  
w/ IPL. Instructed to always turn on 1st W/S 1st & verify has 2x36dx message  
before continuing. Should then turn on CPU. No problems at this time but  
customer is very concerned because of the problem experienced since buying th  
e new machine.

ASSIGNED: BAHIA MICHAEL E DATE: 03/15/90 TIME: 17:41  
Update acknowledged.

ASSIGNED: FESLER WILLIAM H JR DATE: 03/15/90 TIME: 16:21  
SYSTEM WORKING OK

ASSIGNED: BAHIA MICHAEL E DATE: 03/13/90 TIME: 12:35  
Update acknowledged.

ASSIGNED: FESLER WILLIAM H JR DATE: 03/13/90 TIME: 11:50  
3/12 HAD TO REPLACE THE FIRST MXE BECAUSE PORT 4 WOULD NOT WORK AT 1200 BAUD  
AFTER I REPLACED IT THE NEW ONE FAILED WITH LOCKUPS ON ONLY THE WORKSTATIONS  
CONNECTED TO THE MXE. I REPLACED THE MXE AND MADE IT THE SECOND CONTROLER  
AND NOW THE MXD THAT HAS WORKED WITH OUT A LOCKUP WILL BE THE FIRST CONTROLER

ASSIGNED: BAHIA MICHAEL E DATE: 03/09/90 TIME: 10:53  
No problem since Tues 3/6 when had to replace 1 MXD that went out w/ MXE.  
Removed shroud from MXE to get a better seat.

ASSIGNED: BAHIA MICHAEL E DATE: 03/06/90 TIME: 18:47  
DTS called in. System hung a couple of times last week. Replaced 2 MXE's w/  
MXD's yesterday. This AM the 4 terminals on the 1st MXD hung not affecting t  
he other terminals. Re-installed 1 of the MXE's removed Monday. DTS concern

ed board was not seating deep enough into connectors so removed extension  
bracket to insure good seat. If there is a seating problem this may help ide  
ntify it but prevents a good ground connection & may make the board more sens  
itive to static should that be a problem at this site. Monitoring at this ti  
me.



ASSIGNED: BAHIA MICHAEL E DATE: 03/01/90 TIME: 15:56  
Talked w/ DTS on site. Sys hung Mon, Wed, & today. Have brought in some type of a static mat which the user can ground to. Still appears to be static, a bad MXE, or a 386 brd prob. Grounds have been checked & look good. Need to verify all terminals grounded to CPU. Suggested 1 or both MXE's also be replaced & then the 386.

ASSIGNED: BAHIA MICHAEL E DATE: 02/23/90 TIME: 12:10  
Sounds good. Update acknowledged.

ASSIGNED: FESLER WILLIAM H JR DATE: 02/22/90 TIME: 16:37  
2/22 REPLACED MCD WITH MXE INSTALLED STATIC UPDATE ON 2536DE KEYBOARD LOWERED BAUD RATE ON 2536DE TO 19.2K. AFTER TALKING TO CUSTOMER ABOUT THE LOCKUP THE PROBLEM SOUNDS MORE LIKE STATIC BECAUSE WEND EVER THEY LET THE PROGRAMER TC TO THE MXE THEY HAVE TO TURN THE MODEM ON AND THEY MAY HAVE SHOCKED MODEM CAUSING THE SYSTEM TO LOCKUP. ALSO ON THE LAST FEW DAYS IS HAS RAINED AND THE SYSTEM HAS RUN OK THE ONLY TIME THIS WEEK IT LOCKED UP WAS MONDAY AND THE WEATHER WAS SUNNY. AT WORKSTATION "O" THE 2536DE WE REMOVED A PLASTIC FLOOR MAT UNDER THE OPERATORS CHAIR AND THE CUSTOMER WILL SPRAY THE FLOOR FOR STATIC

ASSIGNED: BAHIA MICHAEL E DATE: 02/22/90 TIME: 14:02  
Talked with DTS on site. No problems last 2 days. Had problem Mon AM but TC worked in afternoon when programmer called. Rained last 2 days. Mon nice. Looks like static. Installing foil today & changing baud to 19.2 from 38.4. May also replace MXD with MXE. TC port is on 1st MXE & should be changed should TC'ing seem to be cause of problem but hopefully 1.08 should correct that issue.

ASSIGNED: BAHIA MICHAEL E DATE: 02/21/90 TIME: 18:31  
1 kybrd foil sent out Fed Xpress overnite, airbill # 474 3936 723.

ASSIGNED: BAHIA MICHAEL E DATE: 02/21/90 TIME: 16:53  
Talked with both the CE & DTS. Since installing 1.08 & changing the baud rate on W/S 1 to 38.4 on Fri 2/16, had 2 hangs Fri, 3 Mon, & 2 yesterday. Based on past history intermittent problems usually mean W/S, MXE/MXD, or environmental problems. Sending out kybrd foil for 1 2536DW on system & baud rate to be lowered to 19.2 initially. If problems go away will bring baud back up to 38.4 in 2 weeks. If problems continue may need MXE/MXD. Must be sure when hangs that RESET blanks screen. Don't expect 1.08 to be problem but can isolate that down line if needed. At no other site has 1.08 increased the # of hangs & at many sites it has eliminated just this type problem.

ASSIGNED: BAHIA MICHAEL E DATE: 02/21/90 TIME: 12:01  
Have had good success with 1.08, especially when compared to 1.0. Need to have more details on problems and symptoms. Left message for DTS to call.

ASSIGNED: FESLER WILLIAM H JR DATE: 02/20/90 TIME: 15:24  
THE MXE AND CPU BOARD HAVE BEEN ALL READY REPLACED

ASSIGNED: FESLER WILLIAM H JR DATE: 02/20/90 TIME: 11:20  
2/16/90 UPDATED CS OP SYS TO 1.08 NOW THE SYSTEM LOCKS UP ANY TIME DURING THE DAY IF THEY OR TC'ING OR NOT. WILL REINSTALL OP SYS 1.00 2/20

ASSIGNED: FESLER WILLIAM H JR DATE: 02/20/90 TIME: 11:05

RESOLUTION TEXT :BAHIA MICHAEL E DATE: 04/16/90 TIME: 10:04  
HC640. No problems during day since correcting flakey MXE/MXD problems on 3/12. Was having some trouble powering up in morning including 1 hang around 3/30 but no problems since replacing PS & On/Off sw. Transferring call back to field to be closed as requested.

PROBLEM NUMBER: C510004085  
PRIORITY P2

CUST NAME: MOULTON GAS CO  
CUST NUMBER: 00 00002469237  
CUST RDB: 3629

PROBLEM TYPE: ESC  
PRODUCT PROB NO: NOT LINKED

CUST CONTACT: SUE FREELING C.E.  
CUST CONT PHONE: -513-427-1075  
CUST ADDRESS 1: 122 S SPRINGFIELD ST  
CUST ADDRESS 2:  
CUST ADDRESS 3:  
CUST CITY: ST PARIS  
CUST ST/PROV: OH  
CUST ZIP: 43072-0000  
CUST COUNTRY:

SYSTEM MODEL NO: CS/386-10N  
GEN SYST MODEL: CS 386  
O. S. VERSION: 00 01 07 00  
HW MODEL NUMBER: CS/386-10N

SW MODEL NUMBER: CS/386-10N  
SW VERSION: 00 01 07 00  
PART NUMBER:  
PART NUM REV:

RDB ASSIGNED: 8760  
PERSON ASSIGNED: BAHIA MICHAEL E  
ORIG NAME: KROESEN FRANK R  
ORIG PHONE: - - -

CALL TRKG DATE: 02/08/90  
CALL TRKG NO:  
ORG ACT/SYM/ACN:  
STATUS DATE: 02/08/90  
STATUS CODE: H O 495  
STATUS ABBREV: NEW PROBLM

NETWORKED: N  
RES DEPLOYED:  
DATE ENTER PTR: 02/08/90  
DATE TO R&D:  
WKDYS IN R&D: 29.62  
TOT WKDYS OPEN: 33.96

PROBLEM SUMMARY :KROESEN FRANK R DATE: 02/08/90 TIME: 11:27  
During the past two weeks the customer has experienced two system failures. The 1st failure was during backup, all users locked up. After shift reset was pressed, only cursors appeared on the screens. The 2nd failure happened during normal daily operation. Several users had erroneous errors on their screens. The errors occurred all at the same time. The errors were P40,P54, X71,S19, and A01. Mike Bahia has requested that this PTR call be opened.

ASSIGNED: KROESEN FRANK R DATE: 03/28/90 TIME: 09:02  
Close this call.

ASSIGNED: KROESEN FRANK R DATE: 03/28/90 TIME: 09:01  
I just spoke with Sue Freeling. The customer hasn't had any problems. We wait for the next general release. At least we are aware of the fixes in 1.0B. Thanks for the help.

ASSIGNED: BAHIA MICHAEL E DATE: 03/23/90 TIME: 11:21  
Currently beta testing Maint Rel 1.0B at several sites & so far results are good. It appears to fix the COPY problem. It has only been out a week so would suggest at least another week before thinking of possibly using here. If not having any problems may also just want to wait for a general release. Would suggest we give the customer the option.

ASSIGNED: BAHIA MICHAEL E DATE: 03/07/90 TIME: 11:25  
Update acknowledged.

ASSIGNED: KROESEN FRANK R DATE: 03/07/90 TIME: 09:07  
No problems reported. I would like to see what R&D comes up with for the copy problem.

ASSIGNED: BAHIA MICHAEL E DATE: 03/01/90 TIME: 14:05  
Fix for COPY problem currently being tested. Will keep posted.

ASSIGNED: BAHIA MICHAEL E DATE: 02/28/90 TIME: 15:11  
R&D has been able to duplicate a problem similar to the failure during COPY this cust has had. The information will be passed on to Taiwan for a fix. Do you want to continue to monitor this call?

ASSIGNED: KROESEN FRANK R      DATE: 02/28/90      TIME: 11:54  
Talked with CE. No problems reported.

ASSIGNED: BAHIA MICHAEL E      DATE: 02/21/90      TIME: 15:35  
Talked w/ CE. No problem since CPU board replaced.

ASSIGNED: BAHIA MICHAEL E      DATE: 02/20/90      TIME: 15:02  
Update acknowledged.

ASSIGNED: KROESEN FRANK R      DATE: 02/16/90      TIME: 14:28  
I just spoke with Sue Freeling. At the time of install, the DS cabinet was updated to R3 proms. On Monday 02/12 she went on site and installed the 1.08 O.S.. The CS/386 board was also replaced! For the past week the customer hasn't had any problems. Sue will update me if anything new developes.

ASSIGNED: BAHIA MICHAEL E      DATE: 02/14/90      TIME: 15:21  
The hang during Backup may be a O/S bug, but may also have a h/w factor. Was able to consistently reproduce a similar problem last week consistently by trying to do a COPY from 1 DS floppy to another DS floppy while running Multi-Disk to a winc surface. After swapping some boards around to isolate a

different problem, can no longer dupe prob. Problem may be more intermittent than original indications, but may have some tie in to disk controllers used. Also 1 of my DS Cabinets has an R1 prom & it should be at least R0 & this could be a factor. Please insure if using a DS or CS-D that the DPU prom is at least R2. This can be checked without pulling any boards out w/ the DS Utility Disk. Pick CONFIGURATION off the main menu. After inputting the disk address in the prom rev will be shown on the bottom of the screen. If a prom is needed refer to TSB HWT 9373 from 12/12/89, item 9. The problem with the errors that came up is unknown but may possibly be addressed w/ 1.08 if not just a 1 time thing. Should it reappear the 386 brd will be changed as mentioned.

ASSIGNED: WASIELEWSKI MICHAEL      DATE: 02/14/90      TIME: 09:02  
Sent back to Cleveland to forward directly to H.O.      SKI

ASSIGNED: KROESEN FRANK R      DATE: 02/13/90      TIME: 16:19  
Sue Freeling received the 1.08.00 operating system from the Area and she installed it on the customer's system yesterday. We will continue to monitor the site.

ASSIGNED: KROESEN FRANK R      DATE: 02/09/90      TIME: 10:25  
We are going to install O.S release 1.08 when it arrives. The O.S. is being duplicated for us in Chicago. If the customer still has problems a 386 cpu board will be tried next. Mike Bahia has requested that this call be transfed to RDB 8760.

ASSIGNED: KROESEN FRANK R      DATE: 02/08/90      TIME: 11:27  
Intermitent. We don't have a way to duplicate the failures.

RESOLUTION TEXT :BAHIA MICHAEL E      DATE: 03/28/90      TIME: 13:30  
HC643. No problems since mid-February when Maint Rel 1.08 was installed & the 386 board was replaced. Sending call back to field to be closed as requested.

PROBLEM NUMBER: C900002499  
PRIORITY P1

CUST NAME: BERGER SOFTWARE  
CUST NUMBER: A1 00212920002  
CUST RDB: A6516

PROBLEM TYPE: ALRT  
PRODUCT PROB NO: NOT LINKED

CUST CONTACT: KEN STEWART  
CUST CONT PHONE: -02 -898-6350  
CUST ADDRESS 1: 168 WALKER STREET  
CUST ADDRESS 2:  
CUST ADDRESS 3:  
CUST CITY: NORTH SYDNEY  
CUST ST/PROV:  
CUST ZIP: NSW - 206  
CUST COUNTRY:

SYSTEM MODEL NO: CS-386  
GEN SYST MODEL: CS 386  
O. S. VERSION: 1 0 0 0  
HW MODEL NUMBER:

SW MODEL NUMBER: CS-386  
SW VERSION: 1 0 0 0  
PART NUMBER:  
PART NUM REV:

RDB ASSIGNED: 8760  
PERSON ASSIGNED: GRANT ALBERT E JR  
ORIG NAME: STEWART KEN  
ORIG PHONE: - - -

CALL TRKG DATE: 00/00/00  
CALL TRKG NO: 49837  
ORG ACT/SYM/ACN:  
STATUS DATE: 01/24/90  
STATUS CODE: S 0 495  
STATUS ABBREV: NEW PROBLM

NETWORKED: N  
RES DEPLOYED:  
DATE ENTER PTR: 01/24/90  
DATE TO R&D:  
WKDYS IN R&D: 48.99  
TOT WKDYS OPEN: 50.06

PROBLEM SUMMARY :STEWART KEN DATE: 01/24/90 TIME: 22:33  
Programs halt with 2 errors, the first is an X77 which occurs when the system is first booted up and the programs loaded on initialize. The invalid #part ref err clears when the partition is reset and the prog restarts. the second error occurs when the programs halt with P55 error, when the program has selected global #part, done some work and returned to print a foreground variable, The software package runs with no problem on a CS/2200, as the package is large, we generate the following test programs to highlite the error. These also fail on CS/386 but work on CS/2200. :-

```
This runs in the Global -  
10 $PSTAT="TESTB":REM GLOBAL SECTION      (#part 1)  
20 COM A5  
30 DEFFN@PART"BGROND"  
40 $RELEASES TERMINAL  
50 $BREAK255:GOTO50  
100 DEFFN'101(A2)  
110 PRINT "BGROUND 101/1",A1;A2;A3;A4;A5  
120 SELECT @PART"FGROUND"
```

VS OFFICE Electronic Mail Thursday 04/05/90 08:17 am Page: 1

To: Mike Bahia MS0126/LOWELL  
From: Kenneth Stewart  
Subject: Ken Stewart-o/s rel 108 Date: 04/05/90

Distribution:

Not Requested

---

Mike, The rel 1.08 did fix the problem on the CS/386, the cust has been happy for several weeks now, thank you. I did indicated this in the PTR but it is very difficult to get access to our PTR system as it is always overloaded. Regards Ken Stewart.

PROBLEM NUMBER: C900002499  
PRIORITY P1

CUST NAME: BERGER SOFTWARE  
CUST NUMBER: A1 00212920002  
CUST RDB: A6516

\*\*\*\*\* CONTINUED IN 'HOW TO DUP SECTION' \*\*\*\*\*

ASSIGNED: GRANT ALBERT E JR DATE: 04/03/90 TIME: 09:26  
We still have no status from you - did the release 1.08 resolve the problem?  
Have attempted calling 898-6350 at 1711 and 1805 EDT on 4/2/90 but no answer.  
Please respond.

ASSIGNED: BAHIA MICHAEL E DATE: 03/01/90 TIME: 16:31  
Please update call. Has 1.08 been received, installed, & has it fixed your problem?

ASSIGNED: BAHIA MICHAEL E DATE: 02/20/90 TIME: 17:03  
Have you received Maint Rel 1.08 yet & has it been installed? Please update.

ASSIGNED: BAHIA MICHAEL E DATE: 02/09/90 TIME: 09:42  
Maint Rel 1.08 should have been sent via Wang Office to you yesterday. Let me know when you receive it or if not received.

ASSIGNED: BAHIA MICHAEL E DATE: 02/07/90 TIME: 11:46  
Update acknowledged. Have requested same.

ASSIGNED: STEWART KEN DATE: 02/05/90 TIME: 22:35  
MICHAEL - I do not have a copy of the O/S release 1.08-pls send me a copy by Wang Office- Thank You Ken Stewart.

ASSIGNED: BAHIA MICHAEL E DATE: 02/05/90 TIME: 11:14  
Currently we do not have a 2200 S/W person in place, but I will try to help you. Believe this problem is fixed w/ Maint Rel 1.08 of the O/S. Can we send it to you via Wang Office if you don't have it.

ASSIGNED: STEWART KEN DATE: 01/31/90 TIME: 21:18  
Dan, Any progress? Cust worried as he is holding quotes for new machines-Ken

ASSIGNED: STEWART KEN DATE: 01/24/90 TIME: 22:33

130 PRINT "BGROUND 101/2",A1;A2;A3;A4;A5

ERROR P55: UNDEFINED VARIABLE !

\*\*\*\*\* THIS IS WHERE THE ERROR OCCURS \*\*\*\*\*

150 RETURN

THIS NEXT SECTION RUNS IN THE FOREGROUND PARTITION (#PART 2)

10 \$PSTAT="TESTF":REM USE ANY FUNCTION KEY TO SHOW ERROR

20 DEFFN@PART"FGROUND"

30 COM A1,A2,A3,A4,A5,A\$1

40 A1=1:A2=2:A3=3:A4=4:A5=5

60 PRINT "WAITING -",A1;A2;A3;A4;A5

60 KEYIN A\$,60,70:GOTO 60

70 REM BACKGROUND CALL TO SHOW P55 ERROR

100 SELECT@PART"BGROUND"

110 PRINT "FGROUND 1/1",A1;A2;A3;A4;A5

120 GOSUB '101(A1)

130 GOTO40 :REM THE ABOVE TWO PROGRAMS RUN OK ON CS/2200

I SET UP THESE TWO PROGS TO RUN ON BOOTUP- I HAVE NOT FOUND A WORK AROUND  
THE CUST WILL HAVE A LOT OF PROGRAMS CHANGES AND A INCOMPATABLE PACKAGE  
PROBLEM TO DEAL WITH IF A WORK AROUND IS USED.

SELECTION CRITERIA

```

-----
PROBLEM NUMBER - START: C800005132 END: C800005132
PRIORITY: ALL
PROBLEM TYPE: ALL
RDB - ASSIGN RDB: ALL CUST RDB: ALL ORIG RDB: ALL
HW/SW INDICATOR: ALL
STATUS TYPE: 0
STATUS CODE: ALL
-----

```

```

PROBLEM NUMBER: C800005132 CUST NAME: WANG FRANCE - BAGNOLET
PRIORITY P3 CUST NUMBER: F1 00700001001
CUST RDB: F2500

```

```

PROBLEM TYPE: CRIT CUST CONTACT: H.LEGER
PRODUCT PROB NO: NOT LINKED CUST CONT PHONE: 48-970-606-
CUST ADDRESS 1: 78/80, AVENUE GALLIENI
CUST ADDRESS 2:
CUST ADDRESS 3:
SYSTEM MODEL NO: CS-386 CUST CITY: BAGNOLET
GEN SYST MODEL: CS 386 CUST ST/PROV:
O. S. VERSION: 1 03 CUST ZIP: 93170-
HW MODEL NUMBER: CUST COUNTRY:

```

```

SW MODEL NUMBER: BASIC-2/386 RDB ASSIGNED: 8760
SW VERSION: 1 03 PERSON ASSIGNED: BAHIA MICHAEL E
PART NUMBER: ORIG NAME: LEGER HERVE
P. NUM REV: ORIG PHONE: - - -

```

```

CALL TRKG DATE: 00/00/00 NETWORKED: N
CALL TRKG NO: RES DEPLOYED:
ORG ACT/SYM/ACN: DATE ENTER PTR: 01/18/90
STATUS DATE: 01/18/90 DATE TO R&D:
STATUS CODE: S O 495 WKDYS IN R&D:
STATUS ABBREV: NEW PROBLM TOT WKDYS OPEN: 9.05

```

PROBLEM SUMMARY :LEGER HERVE DATE: 01/18/90 TIME: 05:19  
 CS-386 with OS 1.03. After saving and loading one program containing % (image) statements with french accented characters, these lines are modified when the program is listed or PRINTUSING executed.  
 This problem is critical for printing.

ASSIGNED: LEGER HERVE DATE: 01/31/90 TIME: 04:41  
 With rel.1.08 all french accented characters seems to be supported.  
 you can de-escalade this call.

ASSIGNED: BAHIA MICHAEL E DATE: 01/29/90 TIME: 11:10  
 Maint Rel 1.08 being sent out to you today via Wang Office. Please update with results as soon as you can try. Tested here good.

ASSIGNED: BAHIA MICHAEL E DATE: 01/26/90 TIME: 17:01  
 Although 1.07 fixed this problem in German, we were able to duplicate it with 1.07 in French as you said. Good news is we are now testing Maint Rel 1.08 & 1.08 fixes your problem. Will send 1.08 to you next week via OFFICE.

SELECTION CRITERIA

-----  
PTR NUMBER - START: C800005132 END: C800005132  
PRIORITY: ALL  
PROBLEM TYPE: ALL  
RDB - ASSIGN RDB: ALL CUST RDB: ALL ORIG RDB: ALL  
HW/SW INDICATOR: ALL  
STATUS TYPE: 0  
STATUS CODE: ALL  
-----

PROBLEM NUMBER: C800005132 CUST NAME: WANG FRANCE - BAGNOLET  
PRIORITY P3 CUST NUMBER: F1 00700001001  
CUST RDB: F2500

Upgrading call to CRITICAL / DH from as per your request.

ASSIGNED: LEGER HERVE DATE: 01/25/90 TIME: 10:09  
This problem persists with release 1.07. More information :  
The character e with grave accent is changed by ';' ;'  
u with grave accent is changed by '<' '<'  
a with grave accent is changed by ':' ;'  
e with circumflex accent is changed by '1' ;'  
e with diaeresis is changed by '6' ;'  
i with diaeresis is changed by '6' ;'

ASSIGNED: LEGER HERVE DATE: 01/25/90 TIME: 09:44  
OS/386 version 1.07 is installed on customer site. I'm waiting for results.

ASSIGNED: BAHIA MICHAEL E DATE: 01/24/90 TIME: 16:59  
This problem should be resolved with Maint Rel 1.07. Could not duplicate w/  
1.07. Germany had same problem & could not dupe w/ 1.07 either. Please test  
& update me w/ results.

ASSIGNED: BAHIA MICHAEL E DATE: 01/23/90 TIME: 11:50  
R&D looking into problem.

ASSIGNED: LEGER HERVE DATE: 01/18/90 TIME: 05:19  
The name of this program is "PGM".  
Program : 10 PRINTUSING 20  
20 % (e with accuteaccent = hex(7D))  
Listing : 10 PRINTUSING 20  
20 %@.0\$.V-"PGM"  
Running : @.0\$.V-"PGM"

RESOLUTION TEXT :BAHIA MICHAEL E DATE: 01/31/90 TIME: 08:57  
SC595. Problem with French accented characters fixed with Maint Rel 1.08.  
Transferring call back to Originator to be closed.

# FRENCH

PROBLEM w | ACCENTED CHARACTERS

5 REM % Prog = @MENU           By PLS           Date = 02/01/85  
10 %ù&é"(šèlçà)-  
20 PRINT "TEST"

1.08

5 REM % Prog = @MENU           By PLS           Date = 02/01/85  
10 %<&."(^;1):-67891234 -\_l0)918;7^5'4"3.2\$\$\*\*<<%mmMM==/:  
20 PRINT "TEST"

1.07

5 REM % Prog = @MENU           By PLS           Date = 02/01/85  
10 %ù&é"(šèlçà)-ëïöüêîôû -\_à0ç918è785'4"3è2\$\$\*\*ùù%mmMM==/:  
20 PRINT "TEST"

1.08

5 REM % Prog = @MENU           By PLS           Date = 02/01/85  
10 %<&."(^;1):-67891234 -\_l0)918;7^5'4"3.2\$\$\*\*<<%mmMM==/:  
20 PRINT "TEST"

1.07



SELECTION CRITERIA

```

-----
F NUMBER -          START: C800005033          END: C800005033
PRIORITY:          ALL
PROBLEM TYPE:     ALL
RDB -             ASSIGN RDB: ALL          CUST RDB: ALL          ORIG RDB: ALL
HW/SW INDICATOR: ALL
STATUS TYPE:      0
STATUS CODE:      ALL
-----

```

```

PROBLEM NUMBER: C800005033    CUST NAME:      ALEC GMBH
PRIORITY        P2           CUST NUMBER:    G1 00014048003
                                CUST RDB:         G2130

```

```

PROBLEM TYPE:     ESC          CUST CONTACT:   ANDREAS PAHNE
PRODUCT PROB NO: NOT LINKED  CUST CONT PHONE: 02-31 -237-00
                                CUST ADDRESS 1:  AM WESTHECK 367
                                CUST ADDRESS 2:
                                CUST ADDRESS 3:
SYSTEM MODEL NO:  CS/386-10N   CUST CITY:      DORTMUND 14
GEN SYST MODEL:   CS 386       CUST ST/PROV:
O. S. VERSION:    1. 0         CUST ZIP:       4600 -
HW MODEL NUMBER:  CS/386-10N   CUST COUNTRY:

```

```

SW MODEL NUMBER: CS/386-10N   RDB ASSIGNED:  8760
SW VERSION:
PART NUMBER:
P NUM REV:         PERSON ASSIGNED: BAHIA MICHAEL E
                                ORIG NAME:      FINDT ERWIN
                                ORIG PHONE:

```

```

CALL TRKG DATE:  01/12/90    NETWORKED:      N
CALL TRKG NO:
ORG ACT/SYM/ACN:
STATUS DATE:     01/12/90    RES DEPLOYED:
STATUS CODE:     H O 495     DATE ENTER PTR: 01/12/90
STATUS ABBREV:   NEW PROBLM  DATE TO R&D:
                                WKDYS IN R&D:
                                TOT WKDYS OPEN:   9.89

```

PROBLEM SUMMARY :FINDT ERWIN      DATE: 01/12/90    TIME: 10:10  
If you put small german u-umlauts [HEX(7D)] in a REM statement you get unexpected results if you try to edit the REM line or LIST the program.  
You get unexpected characters or a complete system hang and must reload O/S

ASSIGNED: FINDT ERWIN              DATE: 01/26/90    TIME: 07:22  
Sorry Michael. I think there was a delay transferring my update of 01/23/90 from the european ptr system to yours. The call can be closed.

ASSIGNED: BAHIA MICHAEL E          DATE: 01/24/90    TIME: 15:00  
You beat me to the punch. We tested this yesterday on 1.07 & no problem so I was going to ask you to try it. Did not have opportunity to upgrade call yesterday. Can we close the call?

ASSIGNED: FINDT ERWIN              DATE: 01/23/90    TIME: 03:41  
Mike, it doesn't work with all workstations. The problem is not related to any workstaion or any MXE microcode. It's related only to the CS/386 o/s case 1.0. Mike Riley send me the release 1.07 and I tried it and the

SELECTION CRITERIA

-----  
PTR NUMBER - START: C800005033 END: C800005033  
PRIORITY: ALL  
PROBLEM TYPE: ALL  
RDB - ASSIGN RDB: ALL CUST RDB: ALL ORIG RDB: ALL  
HW/SW INDICATOR: ALL  
STATUS TYPE: 0  
STATUS CODE: ALL  
-----

PROBLEM NUMBER: C800005033 CUST NAME: ALEC GMBH  
PRIORITY P2 CUST NUMBER: G1 00014048003  
CUST RDB: G2130

problem seems to be solved.

ASSIGNED: BAHIA MICHAEL E DATE: 01/19/90 TIME: 17:13  
Similar problem reported by France. Does this work w/ a 2436DW? R&D to check out.

ASSIGNED: FINDT ERWIN DATE: 01/12/90 TIME: 10:10

1. CLEAR the Memory
2. Put a small german umlaut u behind a REM in line number and then and press RETURN  
You can create a small umlaut u with a 2536DW workstation and German character set select at the position the left bracket '[' on your US keyboard. The HEX-Code is (7D).
3. Type LIST and press RETURN.  
Mostly you will get the following echo ( or a system hang):  
10 REM @0\$..
4. Try the same and try to EDIT line 10 after creation. Mostly you will get a whole system hang after RESET with a blank sreen.
5. After a system hang you have to switch the cpu off and on.  
The problem is not workstation or MXE microcode related. I tried it with 2326/2336, 2436 and 2536 workstations and the @MXEO of O/S 3.3 with the same results. The problem occurs only on the CS/386 and not on the normal CS.

RESOLUTION TEXT :BAHIA MICHAEL E DATE: 01/26/90 TIME: 16:53  
HC634. Problem resolved w/ Maint Release 1.07. Transferring call back to originator to be closed.

SELECTION CRITERIA

PROBLEM NUMBER -	START: C800004966	END: C800004966
PRIORITY:	ALL	
PROBLEM TYPE:	ALL	
RDB -	ASSIGN RDB: ALL	CUST RDB: ALL
HW/SW INDICATOR:	ALL	ORIG RDB: ALL
STATUS TYPE:	0	
STATUS CODE:	ALL	

PROBLEM NUMBER:	C800004966	CUST NAME:	VINCENT CADEAUX
PRIORITY	P2	CUST NUMBER:	F1 00103109003
		CUST RDB:	F2560
PROBLEM TYPE:	ESC	CUST CONTACT:	MR GRANIER
PRODUCT PROB NO:	NOT LINKED	CUST CONT PHONE:	67-811-401-
		CUST ADDRESS 1:	MOLIERES CAVAILLAC
		CUST ADDRESS 2:	CD 190
		CUST ADDRESS 3:	
SYSTEM MODEL NO:		CUST CITY:	LE VIGAN
GEN SYST MODEL:	CPU	CUST ST/PROV:	
O. S. VERSION:		CUST ZIP:	30120-
HW MODEL NUMBER:	CS/386-20D	CUST COUNTRY:	
SW MODEL NUMBER:	CS/386-20D	RDB ASSIGNED:	8760
SW VERSION:		PERSON ASSIGNED:	BAHIA MICHAEL E
PART NUMBER:		ORIG NAME:	THIRAKUL PHAYSONE
PART NUM REV:		ORIG PHONE:	- - -
CALL TRKG DATE:	00/00/00	NETWORKED:	N
CALL TRKG NO:		RES DEPLOYED:	
ORG ACT/SYM/ACN:		DATE ENTER PTR:	01/11/90
STATUS DATE:	01/11/90	DATE TO R&D:	
STATUS CODE:	H 0 077	WKDYS IN R&D:	
STATUS ABBREV:	CIRCUMVT-P	TOT WKDYS OPEN:	29.20

PROBLEM SUMMARY :THIRAKUL PHAYSON DATE: 01/11/90 TIME: 04:01  
CPU CS/386 hangs twice or three times a day . The customer has to turn OFF  
and ON the CPU to restart working .  
CS/386 2MB , OS Basic2/386 version 1.03 .

ASSIGNED: DE LAULANIE PHILIPPE DATE: 02/15/90 TIME: 02:38  
Problem solved with 1.07 1.08  
call can be descalated

ASSIGNED: BAHIA MICHAEL E DATE: 02/14/90 TIME: 16:56  
C/A/P 2/15/90: Customer has been running good since approx 1/25 when Maint  
Rel 1.07 installed. Maint Rel 1.08 was to be installed last Fri. Waiting on  
feedback from field on whether 1.08 has been installed & current status.

ASSIGNED: BAHIA MICHAEL E DATE: 02/07/90 TIME: 16:58  
C/A/P 2/8/90: According to updates customer running good since 1.07 install  
e 1/25 or thereabouts. Update on 1/31 says 1.08 was installed but your  
last update indicates it wasn't. Is customer currently on 1.08 or is it to

SELECTION CRITERIA

-----  
PTR NUMBER - START: C800004966 END: C800004966  
PRIORITY: ALL  
PROBLEM TYPE: ALL  
RDB - ASSIGN RDB: ALL CUST RDB: ALL ORIG RDB: ALL  
HW/SW INDICATOR: ALL  
STATUS TYPE: 0  
STATUS CODE: ALL  
-----

PROBLEM NUMBER: C800004966 CUST NAME: VINCENT CADEAUX  
PRIORITY P2 CUST NUMBER: F1 00103109003  
CUST RDB: F2560

be installed?

ASSIGNED: DE LAULANIE PHILIPPE DATE: 02/07/90 TIME: 10:35  
no problem with 1.07 on testing, we will implemented 1.08 at customer  
site tomorrow morning, we will give you a feed back asap

ASSIGNED: BAHIA MICHAEL E DATE: 02/01/90 TIME: 14:35  
C/A/P 2/1/90: Awaiting feedback from field. Need to know if any problems  
were experienced with 1.07. Please update.

ASSIGNED: BAHIA MICHAEL E DATE: 02/01/90 TIME: 14:32  
C/A/P 2/1/90: Waiting on feedback from field. Need to know if any problems  
encountered w/ 1.

ASSIGNED: BAHIA MICHAEL E DATE: 01/31/90 TIME: 08:54  
Were there any problems running w/ Maint Rel 1.07? A problem has been found  
with 1.08. In some cases LISTV may return a S24 error. Should this occur &  
you continue on & try to run the program, the system may come down as the O/S  
may get blown away. LISTV appears to work in the majority of cases. Please  
update on results found running with 1.07.

ASSIGNED: LEGER HERVE DATE: 01/31/90 TIME: 04:45  
Release 1.08 is installed on customer site. I am waitting for results ...

ASSIGNED: BAHIA MICHAEL E DATE: 01/29/90 TIME: 10:42  
Maint Rel 1.08 being sent to you today via Wang Office. If needed you will  
have it.

ASSIGNED: BAHIA MICHAEL E DATE: 01/26/90 TIME: 17:23  
Updating call to CRITICAL per DH from conference call during Criticals Mtg.  
Maint Rel 1.08 being tested now. It fixes most known bugs w/ 1.07. O/S 1.08  
to be sent out next week if testing continues to be positive.

ASSIGNED: BAHIA MICHAEL E DATE: 01/25/90 TIME: 17:00  
Update acknowledged.

ASSIGNED: LEGER HERVE DATE: 01/25/90 TIME: 09:40  
OS/386 version 1.07 is installed on customer site. I'm waitting results.

ASSIGNED: BAHIA MICHAEL E DATE: 01/24/90 TIME: 14:57

SELECTION CRITERIA

```

-----
PROBLEM NUMBER - START: C800004966 END: C800004966
PRIORITY: ALL
PROBLEM TYPE: ALL
RDB - ASSIGN RDB: ALL CUST RDB: ALL ORIG RDB: ALL
HW/SW INDICATOR: ALL
STATUS TYPE: 0
STATUS CODE: ALL
-----

```

```

PROBLEM NUMBER: C800004966 CUST NAME: VINCENT CADEAUX
PRIORITY P2 CUST NUMBER: F1 00103109003
CUST RDB: F2560

```

Update acknowledged. Please update when install & results. Keep in mind if static is a problem even not causing problems w/ the VLSI brd problems could show w/ the 386 due to the extra sensitivity resulting from the faster clock. If static is not a problem, there is a good chance this may resolve your hang.

ASSIGNED: LEGER HERVE DATE: 01/22/90 TIME: 11:10  
Ok. I received today the maintenance release 1.07 from Michel Du Mongh. Please, it is preferable to send me directly ALL next versions.

ASSIGNED: BAHIA MICHAEL E DATE: 01/19/90 TIME: 17:09  
Have you read TSB's HWT 9373 from 12/12/89 (special attention to items 17 & 19) & SWT 9225 from 12/26 (item 13). Make sure all h/w connected to good ground. & all I/O cables secured providing a good ground. O/S 1.7 is a Maint Rel & it addresses some of the hang issues. There are some problems with it. RENUMBER does not work. LISTV does not work under certain conditions. SELECT #number does not work under some specific circumstances. It has been sent electronically to Erwin Findt in Germany & Philipe Du Mongh in France from whom you should be able to get it.

ASSIGNED: LEGER HERVE DATE: 01/12/90 TIME: 04:23  
Using OS/386 version 1.03

ASSIGNED: LEGER HERVE DATE: 01/12/90 TIME: 04:20  
During the day, the CS/386 hangs 2 or 3 times. There is no special reason for it. The system even hangs without producing errors. IPL is necessary.

ASSIGNED: THIRAKUL PHAYSONE DATE: 01/11/90 TIME: 04:01

RESOLUTION TEXT :BAHIA MICHAEL E DATE: 02/20/90 TIME: 15:12  
HC634. No problems since approximately 1/25 when Maint Rel 1.07 installed. Transferring call back to field to close per field.

SELECTION CRITERIA

-----

PTR NUMBER -	START: C800004904	END: C800004904
PRIORITY:	ALL	
PROBLEM TYPE:	ALL	
RDB -	ASSIGN RDB: ALL	CUST RDB: ALL
HW/SW INDICATOR:	ALL	ORIG RDB: ALL
STATUS TYPE:	0	
STATUS CODE:	ALL	

-----

PROBLEM NUMBER: C800004904	CUST NAME: WANG FRANCE - BAGNOLET
PRIORITY P1	CUST NUMBER: F1 00700001001
	CUST RDB: F2500

PROBLEM TYPE: ICRT	CUST CONTACT: H.LEGER
PRODUCT PROB NO: NOT LINKED	CUST CONT PHONE: 19-334-897-0606
	CUST ADDRESS 1: 78/80, AVENUE GALLIENI
	CUST ADDRESS 2:
	CUST ADDRESS 3:

SYSTEM MODEL NO: CS-386	CUST CITY: BAGNOLET
GEN SYST MODEL: CS 386	CUST ST/PROV:
O. S. VERSION: 1. 03	CUST ZIP: 93170-
HW MODEL NUMBER:	CUST COUNTRY:

SW MODEL NUMBER: BASIC-2/386	RDB ASSIGNED: 8760
SW VERSION: 1. 03	PERSON ASSIGNED: BAHIA MICHAEL E
PART NUMBER:	ORIG NAME: LEGER HERVE
PART NUM REV:	ORIG PHONE: - - -

CALL TRKG DATE: 00/00/00	NETWORKED: N
CALL TRKG NO:	RES DEPLOYED:
ORG ACT/SYM/ACN:	DATE ENTER PTR: 01/08/90
STATUS DATE: 01/08/90	DATE TO R&D: 01/18/90
STATUS CODE: S O 589	WKDYS IN R&D: 7.80
STATUS ABBREV: PERFORMANC	TOT WKDYS OPEN: 42.05

PROBLEM SUMMARY :LEGER HERVE      DATE: 01/08/90      TIME: 09:31  
 On CS/386 the wait for the 'ready(BASIC-2) PARTITION x' message to show  
 is longer than VLSI system after depressing "SHIFT/RESET" with using many  
 tasks. The same with "CLEAR" command.  
 Approximatly 0.5 second for VLSI, and 2 seconds for 386.  
 Is my problem concerned by TSB (HWT 9373 - 17)? If yes, when this one should  
 be fixed ?

ASSIGNED: BAHIA MICHAEL E      DATE: 03/05/90      TIME: 09:39  
 The reason the VLSI is faster in this particular condition is simply because  
 it has a shorter time slice per partition which allows it to move to the next  
 partition before the 386 could.

ASSIGNED: LEGER HERVE      DATE: 03/02/90      TIME: 10:19  
 OK I improved performance of the customer's application including some  
 \$break statements in programs. But I would like to know technical reasons  
 to put necessary current partition to 'sleep' for 30ms on 386CPU and not  
 necessary on VLSI CPU to informe customer.

SELECTION CRITERIA

-----  
PTR NUMBER - START: C800004904 END: C800004904  
PRIORITY: ALL  
PROBLEM TYPE: ALL  
RDB - ASSIGN RDB: ALL CUST RDB: ALL ORIG RDB: ALL  
HW/SW INDICATOR: ALL  
STATUS TYPE: 0  
STATUS CODE: ALL  
-----

PROBLEM NUMBER: C800004904 CUST NAME: WANG FRANCE - BAGNOLET  
PRIORITY P1 CUST NUMBER: F1 00700001001  
CUST RDB: F2500

ASSIGNED: BAHIA MICHAEL E DATE: 03/02/90 TIME: 08:36  
Update acknowledged.

ASSIGNED: BAHIA MICHAEL E DATE: 03/01/90 TIME: 15:24  
C/A/P/03/01/90: Did some testing w/ R&D this AM., The reason this kills system is because 386 automatically gives each partition a 30 milsec time slice & although each partition only uses a sm fraction of that for the GOTO10 the partition holds the system up for the full time slice. This is poor programming. By doing any I/O or a \$BREAK performance can be returned. Any I/O or \$BREAK releases the system from the partition immediately upon it's execution & returns the 386 to at least = performance to the VLSI under the conditions which were question. For example: using program 10\$BREAK:GOTO10 RESET will respond immediately, LISTING disk or LOADING a program will be about same as VLSI. If LOADING a program in in 386 format (saved with SELECT NEW) the 386 will LOAD the program faster. Spoke with BM & HL by phone. Will try this out & get back to me.

ASSIGNED: LEGER HERVE DATE: 03/01/90 TIME: 12:44  
Following your phone call I inserted \$break: statement and performance seems to be OK for this program of simulation. I am updating customer's application and testing the performance.

ASSIGNED: BAHIA MICHAEL E DATE: 02/28/90 TIME: 16:44  
Duplicated RESET problem as described running 10GOTO10 from 15 partitions. RESET on partition 1 took approximately 2 1/2 seconds. This was also duplicated in R&D & has been discussed with Taiwan. This is functioning as designed & is not fixable. The VLSI is faster under these conditions because it's RESET is straight hardware. With the 386 RESET is done by software & because of the complexity of the O/S, it must go out to each terminal port twice before completing. Spoke with Bernard Morisseau & Herve Leger in France. The RESET delay is acceptable as explained but they are still concerned with the speed difference listing the disk under the same program conditions when compared to the VLSI. Have requested R&D look at this to determine if this is a problem & if it cannot be fixed, to provide an explanation of why it is slower so that the problem can be explained to our frustrated customer.

ASSIGNED: BAHIA MICHAEL E DATE: 02/22/90 TIME: 12:52  
Will try to duplicate problem as you suggest but do not think will be able to without all W/S's actually connected. Unless I misunderstand the problem

SELECTION CRITERIA

```

-----
)TR NUMBER -          START: C800004904          END: C800004904
PRIORITY:            ALL
PROBLEM TYPE:        ALL
RDB -                ASSIGN RDB: ALL          CUST RDB: ALL          ORIG RDB: ALL
HW/SW INDICATOR:    ALL
STATUS TYPE:         0
STATUS CODE:         ALL
-----

```

```

PROBLEM NUMBER:  C800004904      CUST NAME:      WANG FRANCE - BAGNOLET
PRIORITY         P1              CUST NUMBER:    F1 00700001001
                                   CUST RDB:          F2500

```

this will probably be a "functions as designed". Please call me on this so that we can both more clearly understand the situation. My tel # is:  
1-508-656-0256

Also want to talk about C8/3561. If have trouble getting thru send Wang Office & we will co-ordinate a time.

ASSIGNED: LEGER HERVE                    DATE: 02/21/90    TIME: 12:41  
Many tasks of customer's application consist to examine some common variables with loop tests (spooler tasks). I agree with you, this way spend lot of CPU time but the response time is more satisfaisant on VLSI System.

ASSIGNED: LEGER HERVE                    DATE: 02/21/90    TIME: 11:59  
I am very surprised you didn't see exactly the problem. It is very clear for customer and myself, that your response is not acceptable. Please, make an effort to reproduce the problem !  
If any satisfied answer from you, the customer put away his CS386 CPU with judiciary pursuit. This customer is a VAR.  
Do exactly following steps on CS386 CPU with one screen and one disk :  
- Declare 16 partitions.  
- for each partition execute this start program : line 10 GOTO 10  
- Press RESET key or List the catalog of the disk and EXAMINE THE PERFORMANCE COMPARED TO VLSI SYSTEM ...

ASSIGNED: BAHIA MICHAEL E                DATE: 02/20/90    TIME: 15:11  
Maint Rel 1.09 has no relation to this problem. Have you read my update of 2/12. Do not see this as a problem. The number of times per day CLEAR & RESET are used makes this a very insignificant time loss. The delay in response can also be affected by what peripherals are attached. Unless there is some added significance would like to close as "functions as designed".

ASSIGNED: DE LAULANIE PHILIPPE          DATE: 02/20/90    TIME: 12:22  
we will test this problem with 1.09 received yesterday

ASSIGNED: BAHIA MICHAEL E                DATE: 02/12/90    TIME: 10:10  
Do not have 16 terminals available to me. With the 4 terminals on my system running Multi-disk, I saw no noticeable delay w/ RESET. At any rate, the number of times RESET & CLEAR are used per day in most cases could be counted on 2 hands. Even at 2 seconds that is only 20 seconds a day. Just don't see this as a real problem. Peripherals attached to the system may also be a factor in the response. This is probably going to be a 'functions as designed'



SELECTION CRITERIA

```

-----
PTR NUMBER -      START: C800004904                      END: C800004904
PRIORITY:         ALL
PROBLEM TYPE:    ALL
RDB -            ASSIGN RDB: ALL          CUST RDB: ALL      ORIG RDB: ALL
HW/SW INDICATOR: ALL
STATUS TYPE:     0
STATUS CODE:     ALL
-----

```

```

PROBLEM NUMBER:  C800004904      CUST NAME:      WANG FRANCE - BAGNOLET
PRIORITY         P1              CUST NUMBER:    F1 00700001001
                                   CUST RDB:         F2500

```

issue.

ASSIGNED: DE LAULANIE PHILIPPE DATE: 02/07/90 TIME: 10:13  
could you please change the status to CRIT and escalate it to States

ASSIGNED: BACHILLER WILLIAM N DATE: 02/05/90 TIME: 14:03  
Both this call and C80-4898 were discussed in the Critical Acct mtg help Feb 1st. They need to be changed to CRIT (Problem Status) and sent to HO per standard escalation procedure.

ASSIGNED: LEGER HERVE DATE: 01/31/90 TIME: 05:14  
The problem is not fixed with rel 1.07 or 1.08.  
To reproduce the problem, configure 16 partitions & terminals and for each partition start a small program of loop (example: line 10 goto 10).  
The response time for SHIFT/RESET or CLEAR command is not acceptable.  
List the catalog of the disk and examine the performance.  
VLSI system is more satisfaisant.

ASSIGNED: LEGER HERVE DATE: 01/31/90 TIME: 05:05  
This problem is not fixed with release 1.07 or 1.08.  
Try to configure 16 partitions/terminals and for each partition start a small program of loop (example: line10 goto 10).  
the response time for SHIFT/RESET or command CLEAR is not acceptable.  
Try to list the catalog of the disk and see ...  
The performance of ed in

ASSIGNED: LEGER HERVE DATE: 01/25/90 TIME: 09:53  
It was this problem with release 1.03. It seems fixed with release 1.07.  
I'm waiting for more results

ASSIGNED: LEGER HERVE DATE: 01/08/90 TIME: 09:31  
Execute on each partition (16) the following program : Line 10 GOTO 10

RESOLUTION TEXT :RILEY J MICHAEL DATE: 01/18/90 TIME: 13:59  
RESET is a function of ALL devices tied to that Part. When you hit RESET this resets all the devices and the way VLSI does it and the way the CS386 does it will be different... On my Cs386 system and with no other Parts. running..  
The Cs386 and VLSI are about the same....M.R.

SELECTION CRITERIA

-----

PTR NUMBER -	START: C800004898	END: C800004898
PRIORITY:	ALL	
PROBLEM TYPE:	ALL	
RDB -	ASSIGN RDB: ALL	CUST RDB: ALL
HW/SW INDICATOR:	ALL	ORIG RDB: ALL
STATUS TYPE:	0	
STATUS CODE:	ALL	

-----

PROBLEM NUMBER:	C800004898	CUST NAME:	WANG FRANCE - BAGNOLET
PRIORITY	P1	CUST NUMBER:	F1 00700001001
		CUST RDB:	F2500

PROBLEM TYPE:	ESC	CUST CONTACT:	H.LEGER
PRODUCT PROB NO:	NOT LINKED	CUST CONT PHONE:	19-334-897-0606
		CUST ADDRESS 1:	78/80, AVENUE GALLIENI
		CUST ADDRESS 2:	
		CUST ADDRESS 3:	

SYSTEM MODEL NO:	CS-386	CUST CITY:	BAGNOLET
GEN SYST MODEL:	CS 386	CUST ST/PROV:	
O. S. VERSION:	1. 03	CUST ZIP:	93170-
HW MODEL NUMBER:		CUST COUNTRY:	

SW MODEL NUMBER:	CS-386	RDB ASSIGNED:	8760
SW VERSION:	1. 03	PERSON ASSIGNED:	GRANT ALBERT E JR
PART NUMBER:		ORIG NAME:	LEGER HERVE
PART NUM REV:		ORIG PHONE:	- - -

CALL TRKG DATE:	00/00/00	NETWORKED:	N
CALL TRKG NO:		RES DEPLOYED:	
ORG ACT/SYM/ACN:		DATE ENTER PTR:	01/08/90
STATUS DATE:	01/08/90	DATE TO R&D:	01/18/90
STATUS CODE:	S 0 495	WKDYS IN R&D:	7.80
STATUS ABBREV:	NEW PROBLM	TOT WKDYS OPEN:	52.67

PROBLEM SUMMARY :LEGER HERVE      DATE: 01/08/90      TIME: 08:37  
Using OS/386 1.03 with "Wang 2200 Terminal Emulation" software (Computer Concepts Corporation), somme \$GIO (keyboard & screen) in PC2200FT program for file transfert don't work !!!  
Some customers are waiting for a fix very urgently !!

ASSIGNED: LEGER HERVE      DATE: 03/19/90      TIME: 08:35  
The test release 1.09 ONLY support PC/2200 Emulation Computer Concept Software version 1.25 (File transfert) installed on customer site.  
(\$GIO not supported with 1.08 release)  
-For your information-  
Problem fixed with this release. You can close this call.

ASSIGNED: BAHIA MICHAEL E      DATE: 03/09/90      TIME: 14:06  
Update acknowledged.

ASSIGNED: DE LAULANIE PHILIPPE      DATE: 03/09/90      TIME: 12:34  
we will installed it next thursday because of software house planning

SELECTION CRITERIA

-----

PTR NUMBER -	START: C800004898	END: C800004898
PRIORITY:	ALL	
PROBLEM TYPE:	ALL	
RDB -	ASSIGN RDB: ALL	CUST RDB: ALL
HW/SW INDICATOR:	ALL	ORIG RDB: ALL
STATUS TYPE:	0	
STATUS CODE:	ALL	

-----

PROBLEM NUMBER: C800004898	CUST NAME: WANG FRANCE - BAGNOLET
PRIORITY P1	CUST NUMBER: F1 00700001001
	CUST RDB: F2500

ASSIGNED: BAHIA MICHAEL E      DATE: 03/09/90      TIME: 11:29  
Has 1.08 been installed yet. Please update.

ASSIGNED: BAHIA MICHAEL E      DATE: 02/21/90      TIME: 17:22  
Called downgraded to escalation / field. Waiting for installation of 1.08 on site.

ASSIGNED: DE LAULANIE PHILIPPE      DATE: 02/21/90      TIME: 07:00  
can be change to a normal escalation until we reinstalled 1.08 at customer site

ASSIGNED: LEGER HERVE      DATE: 02/16/90      TIME: 09:46  
This \$GIO problem seems to be fixed with version 1.08 in Lab.  
We are installing this version on customer site and waiting for results ...

ASSIGNED: BACHILLER WILLIAM N      DATE: 02/15/90      TIME: 08:45  
Transferring call to RDB 8759 per Mike Bahia's request to Janis Carty.

ASSIGNED: DE LAULANIE PHILIPPE      DATE: 02/15/90      TIME: 03:46  
the problem is still here with 1.08, it seems that 1.07 was in fact never installed at customer site and just tested in lab  
the problem occurs at the identification state of the terminal.  
on the screen we see error : Message\*2536DE USA  
  ↑S24 syntax error

the instruction in use is \$GIO  
baud rate 9600  
we have tried two different application software with the same result.

ASSIGNED: DE LAULANIE PHILIPPE      DATE: 02/07/90      TIME: 10:19  
no problem on 1.07, we will install 1.08 tomorrow and will let you know the result

ASSIGNED: LEGER HERVE      DATE: 01/25/90      TIME: 09:48  
OS/386 version 1.07 is installed on customer site. I'm waiting for results

ASSIGNED: LEGER HERVE      DATE: 01/08/90      TIME: 08:37

RESOLUTION TEXT :BAHIA MICHAEL E      DATE: 03/23/90      TIME: 08:49  
This problem has been fixed in Test Rev. 1.07...

Basic-2 /386 Rev. 1.1 will be out shortly...  
SC595. GIO problem w/ kybrd & printer using PC/2200 Emulation Computer  
Concepts Software ver 1.25 resolved w/ Maint Rel 1.09. Did not work w/ 1.08.  
Sending call back to field to be closed.



SELECTION CRITERIA

```

-----
PTR NUMBER -      START: C410003046                      END: C410003046
PRIORITY:         ALL
PROBLEM TYPE:    ALL
RDB -            ASSIGN RDB: ALL          CUST RDB: ALL          ORIG RDB: ALL
HW/SW INDICATOR: ALL
STATUS TYPE:     0
STATUS CODE:     ALL
-----

```

```

PROBLEM NUMBER:  C410003046      CUST NAME:          CITY OF CHESHIRE
PRIORITY         P1              CUST NUMBER:       00 00001984954
                                   CUST RDB:            3157

```

DTS called in 4/5. MXE brds were swapped & problem has not changed. Still the clock is loosing 15 min a week. Will swap out 386 brd. Have found out 386 daughter brd has clock logic which overrides MXE when both installed. Hold on to original 386 brd for a week in case of problems. Please update wh enbrd swapped.

ASSIGNED: SULLIVAN DANIEL R      DATE: 04/09/90      TIME: 08:47  
TALKED WITH MIKE B. ABOUT CLOCK PROBLEM ON 4/5. APPARENTLY CPU BOARD OVERRIDES THE MXE FOR THE CLOCK FUNCTIONS. CE REPLACED THE CPU BOARD ON 4/6. WILL NOT KNOW IF WORKING CORECTLY FOR A FEW DAYS.

ASSIGNED: BAHIA MICHAEL E      DATE: 03/28/90      TIME: 16:19  
Have MXE brds been swapped around? What is status on clock prob?

ASSIGNED: SULLIVAN DANIEL R      DATE: 03/28/90      TIME: 14:44  
Customer had one problem on 3/21, but it seems to be unrelated. The sytem hung but when the user hit RESET, 'Ready basic 2' showed up. Sounds like a hogged disk, but customer IPLed before anything was checked. Other than that, the system is running good.

ASSIGNED: BAHIA MICHAEL E      DATE: 03/23/90      TIME: 11:10  
Talked w/ DTS. Will make arrangements to swap around boards.

ASSIGNED: BAHIA MICHAEL E      DATE: 03/20/90      TIME: 17:09  
The 1st MXE board should be controlling the clock. Since the system has been running error-free let's just swap the 1st & 2nd or 3rd MXE & try it. Left message for DTS to call.

ASSIGNED: SULLIVAN DANIEL R      DATE: 03/19/90      TIME: 08:54  
CUSTOMER SEEMS TO BE RUNNING FREE OF THE HANGING PROBLEMS, BUT CE INFORMS ME THE CLOCK IS NOW INACCURATE. IT LOSES 10 TO 15 MINUTES A WEEK. IT IS PROBABLY ANOTHER BAD MXE BOARD. LEFT MIKE B. A DVX TO CALL ME.

ASSIGNED: BAHIA MICHAEL E      DATE: 03/09/90      TIME: 10:32  
Talked with cust. No prob since last Friday, 3/2. Fully operational since Monday when 3rd MXE re-installed.

ASSIGNED: BAHIA MICHAEL E      DATE: 03/06/90      TIME: 18:38  
DTS called in. CE on site yesterday. Installed new MXE as 3rd board.

ASSIGNED: BAHIA MICHAEL E      DATE: 03/05/90      TIME: 10:56

SELECTION CRITERIA

```

-----
P NUMBER -          START: C410003046          END: C410003046
PRIORITY:          ALL
PROBLEM TYPE:      ALL
RDB -              ASSIGN RDB: ALL          CUST RDB: ALL          ORIG RDB: ALL
HW/SW INDICATOR:  ALL
STATUS TYPE:       0
STATUS CODE:       ALL
-----

```

```

PROBLEM NUMBER:  C410003046          CUST NAME:          CITY OF CHESHIRE
PRIORITY         P1                  CUST NUMBER:       00 00001984954
                                     CUST RDB:          3157

```

Talked w/ customer & DTS. DTS went in Fri & removed 1st MXE & replaced with the 3rd MXE. Customer ran smoothly on 2 MXE's all weekend. Needs 3rd MXE installed for needs of daily staff. Left DVX for DTS to have 3rd MXE installed as 3rd board. Do not use any board that may be at all questionable. Please update as soon as 3rd board is installed.

ASSIGNED: BAHIA MICHAEL E      DATE: 03/02/90      TIME: 15:40

On Monday the previously mentioned MXE problem occurred where the 1st 4 w/s's on the MXE were down & the LED on but the other w/s's were ok. The CE came in & replaced that MXE & the system hung at midnight. The original MXE was installed that had been earlier replaced because another board was not readily available. The system again hung this morning while unused. The CE came in & replaced the MXE & checked the V's. System hung on initial IPL & has now hung again. Have talked w/ cust, DTS, & RTOM. Action plan is to go back out to site this afternoon & remove 1st MXE brd that was installed. Cust will run thru weekend using existing 2 MXE's & in this way if a hang again occurs we've isolated any new hardware. Suggested at least 1 MXE if possible left at site for weekend & that a 386 brd & a PS be ordered & available just in case. We would also like to have someone on call this weekend & the DTS has my home number should assistance be required.

ASSIGNED: BAHIA MICHAEL E      DATE: 03/01/90      TIME: 14:52

Where the LED on the MXE came on, I would be inclined to think some kind of noise or interference was generated at a W/S on that MXE (possibly power or static) especially should the problem not repeat. There is no information that you have relayed that would indicate this failure was the COPY problem. This I believe only the 2nd failure since 1.08 & the kybrd foils were installed. As you mentioned, if they can help us with more info when a failure occurs, it will be much easier to identify the problem. A fix for the COPY problem is being tested at this time but do not want to rush into anything at this site where it has been fairly stable until the fix has been tested elsewhere & until we can get a better handle on whether they have a real problem or this last hang was just a 1 time thing.

ASSIGNED: SULLIVAN DANIEL R      DATE: 03/01/90      TIME: 10:02

on 2/27 the system froze again. the customer was running an unattended program that takes several hours. This may be just a hardware problem as customer said a light on the mx e came on. This may also relate to the problem you stated with the copy/move. Customer did not do the checks he was supposed to when system fails (pressing reset on terminals, checking which terminal

SELECTION CRITERIA

-----  
PTR NUMBER - START: C410003046 END: C410003046  
PRIORITY: ALL  
PROBLEM TYPE: ALL  
RDB - ASSIGN RDB: ALL CUST RDB: ALL ORIG RDB: ALL  
HW/SW INDICATOR: ALL  
STATUS TYPE: 0  
STATUS CODE: ALL  
-----

PROBLEM NUMBER: C410003046 CUST NAME: CITY OF CHESHIRE  
PRIORITY P1 CUST NUMBER: 00 00001984954  
CUST RDB: 3157

were hung, etc). Explained to him the importance of doing so. Hopefully he will next time ...

ASSIGNED: BAHIA MICHAEL E DATE: 02/23/90 TIME: 11:45  
The hang during COPY you described is a problem we believe we have just identified & we are awaiting a fix. This doesn't happen all the time but we think if there is a problem trying to do a COPY, MOVE, or Backup while still accessing disk a hang can occur which when RESET is keyed will clear the screen & require a re-IPL.

ASSIGNED: SULLIVAN DANIEL R DATE: 02/22/90 TIME: 15:28  
Talked to Capt. Sadoik - apparently the software vender was on site on 2/12, and he was copying files between drives when the system froze. Problem has not reoccurred since then.

ASSIGNED: BAHIA MICHAEL E DATE: 02/22/90 TIME: 13:53  
Update acknowledged.

ASSIGNED: SULLIVAN DANIEL R DATE: 02/22/90 TIME: 10:43  
Problem seemed to occur once on Monday 2/12, but system has been running fine since taht date. I don't have all the info on what happened on 2/12, but will update call when available.

ASSIGNED: BAHIA MICHAEL E DATE: 02/20/90 TIME: 16:25  
Current status please.

ASSIGNED: BAHIA MICHAEL E DATE: 02/08/90 TIME: 16:56  
Update acknowledged.

ASSIGNED: SULLIVAN DANIEL R DATE: 02/08/90 TIME: 13:59  
Installed CS OS 1.08. No problems encoutered. Customers software seemed to run ok. Customer thinks system is running faster than before. Let's monitor for a few days.

ASSIGNED: BAHIA MICHAEL E DATE: 02/07/90 TIME: 18:05  
Spoke w/ DTS. Arrangements have been made to go on-site tomorrow w/ Maint Rel 1.08. 2536DW has been updated w/ kybrd foil. I should be available if needed while on-site.

ASSIGNED: BAHIA MICHAEL E DATE: 01/30/90 TIME: 18:16

SELECTION CRITERIA

TR NUMBER -	START: C410003046	END: C410003046
PRIORITY:	ALL	
PROBLEM TYPE:	ALL	
RDB -	ASSIGN RDB: ALL	CUST RDB: ALL
HW/SW INDICATOR:	ALL	ORIG RDB: ALL
STATUS TYPE:	0	
STATUS CODE:	ALL	

PROBLEM NUMBER: C410003046	CUST NAME: CITY OF CHESHIRE
PRIORITY P1	CUST NUMBER: 00 00001984954
	CUST RDB: 3157

2 foils & 4 clips sent out yesterday, Fed Xpress, Air Bill # 474 3937 274. Should arrive tomorrow morning. Maint Rel 1.08 sent to Sandy Guevara in NY Regional Office yesterday via Wang mail.

ASSIGNED: BAHIA MICHAEL E DATE: 01/29/90 TIME: 11:36  
Spoke w/ DTS. System Administrator out this week so will not be updating O/S until next week. Maint Rel 1.08 being sent to Regional Office in NY today. DTS to get 1.08 from Regional Office. Sending out 2 kybrd foils for 2 2536DW W/S's at this site to be updated on next call basis. When DTS receives foils will call me for installation instructions. Will send out foils today.

ASSIGNED: BAHIA MICHAEL E DATE: 01/26/90 TIME: 18:12  
Spoke w/ DTS today. DTS has spoken to programmer & a SELECT#20 is being used for RAM disk. Maint Rel 1.08 is being tested now & should fix this prob. Expect to send out Monday if no serious problems found. When brought to site suggested DTS co-ordinate visit w/ programmer to insure O/S loaded as per customer needs. Suggested try to run problem program direct off virgin 1.08 if possible to verify proper operation. DTS to call Mon.

ASSIGNED: BAHIA MICHAEL E DATE: 01/24/90 TIME: 17:05  
DTS called in. Received 1.07 & brought to site this AM to install. Ran @INSTALL to install on cust disk & had problem. Main program would consistently fail at same spot each time, hanging system. Also got garbage up on screen 1 time. Garbage may possibly be due to static. Need to get handle on what may be happening when main program fails. Could possibly be related to SELECT #xx bug. DTS waiting on call back from S/W vendor. Also need to insure O/S properly loaded & configured with proper files. Should try loading directly off 1.07 received & then loading main program.

ASSIGNED: BAHIA MICHAEL E DATE: 01/22/90 TIME: 17:20  
Maint Rel 1.07 sent out Fed Xpress, Air Bill # 474 3937 387. Should have it tomorrow morning. Please update as soon as installed.

ASSIGNED: BAHIA MICHAEL E DATE: 01/19/90 TIME: 12:23  
Talked with DTS. Maint Rel 1.07 should help w/ some & possibly all of their hang conditions depending on the actual cause. DTS has told me environment for most part is not carpeted, hence static should not be significant. It is important especially w/ the 2536DW's that the environment be good. Because of a Mfg error the 2536DW's are somewhat more susceptible to static. A fix probably in an FCO format will be available in the future. Insure all h/w on



PROBLEM NUMBER: C410003046  
PRIORITY P1

CUST NAME: CITY OF CHESHIRE  
CUST NUMBER: 00 00001984954  
CUST RDB: 3157

system has good grounds with Ground Tester. Insure all all I/O cables screw  
d down so that a good ground path is provided. Maint Rel 1.07 for the 386  
does address some hang issues & is working very well at several sites where  
hangs were a daily problem. This is a Maint Rel & there have been a few bugs  
identified w/ it including the fact RENUMBER does not work. The Maint Rel  
has been brought to a group for duplication & a copy will be sent out to  
Sandra Guevara in the NY Regional Office from where she will be sending you a  
copy. This should be out to her by the middle of next week.

ASSIGNED: ERICSON DAVID DATE: 01/17/90 TIME: 10:43  
JACK, NEW O.S. FOR THIS SYSTEM BEING TESTED IN H.O. CUSTOMER VERY UPSET DUE  
TO FREQUENT SYSTEM HANGS AND 24 HR SYSTEM USE BY POLICE DISPATCH. CAN YOU GET  
US ANSWERS ON WHETHER THE O.S. WILL FIX THEIR PROBLEMS WITHOUT CREATING ANY  
OTHER SIGNIFICANT PROBS, AND WHEN IS THE O.S. DUE FOR RELEASE AS NO CIRCUMVEN  
TIONS ARE CURRENTLY AVAILABLE THAT ARE ACCEPTABLE TO CHESHIRE POLICE DEPT.

ASSIGNED: SULLIVAN DANIEL R DATE: 01/17/90 TIME: 10:06  
The operating system (1,3) seems to get blown away intermittantly. Most of  
the time it is caused by PC280 going in & out of emulation. (Customer is  
using a package called 'WT'). Sometimes the system hangs when no one is using  
the PCs. While onsite it hung when using a 2536DW. Anothe time when thier  
software vender was logged on remotely with a 2336DE WS. When the system  
crashes, going to any ws and typing a command, the line being typed will  
appear but when 'RETURN' is pressed the cursor does not drop down a line and  
nothing happens. Pressing 'RESET' clears the screen and puts the cursor in  
the upper corner. Per TSB HWT 9373, Matrix 4103 Item 17 - Has R&D come up  
with anything to help us? Customer is starting to get upset over this.

ASSIGNED: ERICSON DAVID DATE: 01/04/90 TIME: 12:17  
BRANCH TO ARRANGE SYS BACKUP AND SYSTEM TIME FOR DAN TO RUN DIAGS AND SHAKE  
OUT THE BUG. DAN CALLING TSO TO REVIEW TSB'S AND RECENT BUGS ETC .

ASSIGNED: BOULAY RONALD R DATE: 01/04/90 TIME: 09:27  
SINCE INSTALLATION(8WEEKS AGO) SYSTEM HAS BEEN EXPERIENCING HANGS.  
CE KEVIN MAREK HAS BEEN WORKING WITH DTS DAN SULLIVAN IN TRYING TO FIX THIS P  
ROBLEM. THE FOLLOWING HAS BEEN DONE AT THE CUSTOMER SITE:ALL RECENT TSB'S  
REGARDING IDIOSYNCRASIES WHEN USING THE 386 PROM BASED CPU BOARD(212-7129x)  
HAS BEEN PERFORMED. CE INSTALLED AN R-3 PROM IN THE D/S CABINATE. ALL VOLTAG  
S ARE SET TO SPECS. THE FOLLOWING HAS BEEN CHANGED: CPU=P/S, MXE PCB, TRIPPL  
:E CONTROLER PCB, UNUSED CONTROLERS HAVE BEEN REMOVED. ALSO TWO OF THE KEY  
BOARDS WERE REPLACED PER THE TSB.

RESOLUTION TEXT :BAHIA MICHAEL E DATE: 05/02/90 TIME: 10:13  
HC640. Most system problems resolved on 2/8 when O/S 1.08 installed. Also  
had some terminal hangs caused by faulty MXE which was corrected back in Marc  
h. System clock loosing time corrected by replacing the 386 board. Transfer  
ring call back to field to be closed.

SELECTION CRITERIA

PROBLEM NUMBER -	START: C210002974	END: C210002974
PRIORITY:	ALL	
PROBLEM TYPE:	ALL	
RDB -	ASSIGN RDB: ALL	CUST RDB: ALL
HW/SW INDICATOR:	ALL	ORIG RDB: ALL
STATUS TYPE:	C	
STATUS CODE:	ALL	

PROBLEM NUMBER: C210002974	CUST NAME: BUDGET RENT-A-CAR
PRIORITY: P1	CUST NUMBER: C1 01102606025
	CUST RDB: C3195

PROBLEM TYPE: ESC	CUST CONTACT: MARC DE GAGNE
PRODUCT PROB NO: NOT LINKED	CUST CONT PHONE: -514-636-0743
	CUST ADDRESS 1: 680 MICHEL JASMIN
	CUST ADDRESS 2:
	CUST ADDRESS 3:
SYSTEM MODEL NO: CS-386	CUST CITY: DORVAL
GEN SYST MODEL: CS 386	CUST ST/PROV: PQ
O. S. VERSION:	CUST ZIP: H9P 1-C5
HW MODEL NUMBER: CS-386	CUST COUNTRY:

SW MODEL NUMBER:	RDB ASSIGNED: C3752
SW VERSION:	PERSON ASSIGNED:
PART NUMBER:	ORIG NAME: ST. JEAN REJEAN
Pt. NUM REV:	ORIG PHONE: - - -

CALL TRKG DATE: 00/00/00	NETWORKED: N
CALL TRKG NO:	RES DEPLOYED:
ORG ACT/SYM/ACN:	DATE ENTER PTR: 12/15/89
STATUS DATE: 02/20/90	DATE TO R&D:
STATUS CODE: H C 160	WKDYS IN R&D:
STATUS ABBREV: ECO/FCO	TOT WKDYS OPEN:

PROBLEM SUMMARY :ST. JEAN REJEAN DATE: 12/15/89 TIME: 16:58  
System freezes intermittently and hung at least one disk drive for unknown reasons.

ASSIGNED: SPICER ABE DATE: 02/16/90 TIME: 15:25  
Cust has been running for two weeks with the new O.S. and feels that the hang problem is fixed. Please close this call and I will de-escalate it to the District.

ASSIGNED: BAHIA MICHAEL E DATE: 01/30/90 TIME: 17:06  
Heard thru R&D grapevine cust up & running well on Maint Rel 1.08. Cust did find bug however. Had a S24 error on a LISTV & when tried to run program blew system. LISTV appears to work in most cases but there does appear to be a problem under certain circumstances.

ASSIGNED: SPICER ABE DATE: 01/22/90 TIME: 10:10  
One DPU went bad last thursday and One DPU went bad last Friday and both had to be replaced. Customer got worried and downgraded O.S. back to 1.03 until

SELECTION CRITERIA

```

-----
PTR NUMBER -          START: C210002974          END: C210002974
PRIORITY:             ALL
PROBLEM TYPE:        ALL
RDB -                ASSIGN RDB: ALL          CUST RDB: ALL          ORIG RDB: ALL
HW/SW INDICATOR:    ALL
STATUS TYPE:         C
STATUS CODE:         ALL
-----

```

```

-----
PROBLEM NUMBER:  C210002974      CUST NAME:          BUDGET RENT-A-CAR
PRIORITY         P1              CUST NUMBER:       C1 01102606025
                                   CUST RDB:             C3195
-----

```

system settles down again. Possibly for as long as a week. Will update when the O.S. is back at 1.07 again.

ASSIGNED: BAHIA MICHAEL E      DATE: 01/17/90      TIME: 17:53  
Update acknowledged. Please update weekly w/ status.

ASSIGNED: VAN ASTEN JOHN      DATE: 01/17/90      TIME: 09:27  
All systems are loaded

ASSIGNED: VAN ASTEN JOHN      DATE: 01/16/90      TIME: 12:08  
Client installed the OS into one system with succes and are in the progress t of installing this OS into all machines tonigh, I will be on site.

ASSIGNED: BAHIA MICHAEL E      DATE: 01/11/90      TIME: 13:51  
Cust was mailed Maint Rel 1.07 of O/S earlier this week. It addresses some of the hang issues. Has the O/S been installed or any h/w changes made?

ASSIGNED: BAHIA MICHAEL E      DATE: 01/04/90      TIME: 09:03  
To be clear, swapping CPU's at this point would only actually require moving the cable from 1 of the 2 CPU's to the MUXExtender to port on the 2275MUX running error-free w/ 1 of the other CPU's & putting the CPU just disconnecte d to the MUXExtender port just freed. If the CPU moved to the MUXExtender starts to fail we will know the MUXExtender has a prob. If the CPU moved to the 2275MUX fails it would probably indicate the remote setup as most likely prob. And if all 3 are failing then both the Extender & the Remote setup are problem areas.

ASSIGNED: BAHIA MICHAEL E      DATE: 01/03/90      TIME: 17:24  
Talked w/ Abe on phone. Hang problem appears to be occurring only on the 2 CPU's working thru the Mux Extender. These 2 CPU's are also using a differen t set-up to talk w/ remotes than the other 5. Suggest 1 of the failing CPU's be swapped w/ 1 working directly thru the 2275MUX to isolate the problem to either the MUXExtender or the Remote set-up. New Maint Rel has been rcv'd (1.06) which addresses some hang situations & may have already been sent out to the customer. Only prob found so far w/ new O/S is related to printer dri vers used at 204.

ASSIGNED: SPICER ABE      DATE: 01/02/90      TIME: 14:24  
Have asked that the two Disk MUX Extenders be replaced. Customer has spoken to Tyler Olson who will send a new O.S. when he gets it from R&D.

SELECTION CRITERIA

-----

PROBLEM NUMBER -	START: C210002974	END: C210002974
PRIORITY:	ALL	
PROBLEM TYPE:	ALL	
RDB -	ASSIGN RDB: ALL	CUST RDB: ALL
HW/SW INDICATOR:	ALL	ORIG RDB: ALL
STATUS TYPE:	C	
STATUS CODE:	ALL	

-----

PROBLEM NUMBER: C210002974	CUST NAME: BUDGET RENT-A-CAR
PRIORITY P1	CUST NUMBER: C1 01102606025
	CUST RDB: C3195

ASSIGNED: VAN ASTEN JOHN      DATE: 12/20/89      TIME: 09:44  
 Was on site Diagnostic ran OK      Two systems have the problem they have 2275  
 MUX MASTER and EXTENDER also they use a TIME DOMAIN MUX to hookup their remo  
 tes for these two systems the other systems use shorthaul modems and local ca  
 bling

ASSIGNED: VAN ASTEN JOHN      DATE: 12/18/89      TIME: 12:17  
 Plan to be on site this afternoon will run diagnostics on one machine  
 will check all ECO for all contolers of one machine.  
 Will need more info on this machine.

ASSIGNED: ST. JEAN REJEAN      DATE: 12/15/89      TIME: 16:58

RESOLUTION TEXT :BAHIA MICHAEL E      DATE: 02/20/90      TIME: 14:08  
 HC634. No problems since upgrading to Maint Rel 1.08. Transferring call  
 back to field to be closed /field.

SELECTION CRITERIA

-----

P. NUMBER -	START: C800004527	END: C800004527
PRIORITY:	ALL	
PROBLEM TYPE:	ALL	
RDB -	ASSIGN RDB: ALL	CUST RDB: ALL
HW/SW INDICATOR:	ALL	ORIG RDB: ALL
STATUS TYPE:	0	
STATUS CODE:	ALL	

-----

PROBLEM NUMBER: C800004527	CUST NAME: APOK N.V.
PRIORITY P1	CUST NUMBER: B1 00101933001
	CUST RDB: B2900
PROBLEM TYPE: ESC	CUST CONTACT: POEDTS
PRODUCT PROB NO: NOT LINKED	CUST CONT PHONE: 02-244-221-1
	CUST ADDRESS 1: Oudestraat 39
	CUST ADDRESS 2:
	CUST ADDRESS 3:
SYSTEM MODEL NO: CS/386-10D	CUST CITY: KAMPENHOUT
GEN SYST MODEL: 2200 CS 386 CPU	CUST ST/PROV:
O. S. VERSION: 01 .0	CUST ZIP: 3090 -
HW MODEL NUMBER: CS/386-10D	CUST COUNTRY:
SW MODEL NUMBER:	RDB ASSIGNED: 8760
SW VERSION:	PERSON ASSIGNED: BAHIA MICHAEL E
P. NUMBER:	ORIG NAME: DU MONGH MICHEL
P. NUM REV:	ORIG PHONE: - - -
CALL TRKG DATE: 00/00/00	NETWORKED: N
CALL TRKG NO:	RES DEPLOYED: ATSS
ORG ACT/SYM/ACN:	DATE ENTER PTR: 12/13/89
STATUS DATE: 03/08/90	DATE TO R&D:
STATUS CODE: H O 504	WKDYS IN R&D: 75.45
STATUS ABBREV: N-REP-INFO	TOT WKDYS OPEN: 76.89

PROBLEM SUMMARY :DU MONGH MICHEL DATE: 12/13/89 TIME: 08:54  
 INTERMITTENT HANG ON ALL WORKSTATIONS IN DIFFERENT SOFTWARE APPLICATIONS.  
 AFTER RESET ONLY THE CURSOR APPEARS IN THE LEFT UPPER CORNER.  
 YOU NEED TO POWERDOWN THE SYSTEM TO RESTART.

ASSIGNED: VAN MAELE VINCENT DATE: 03/30/90 TIME: 11:05  
 Indeed this answers all our questions. Thanks for your support on this issue  
 Could you pls transfer the call to us and update the resolution so we can  
 close

ASSIGNED: BAHIA MICHAEL E DATE: 03/27/90 TIME: 12:03  
 Apparently something happened to the end of my 3/9 update.  
 3. The A05 trying to SAVE a long program line in the NEW 386 format is  
 normal. This is related to item 1 in TSB SWT 9225, Matrix 4301 from 12/26/89  
 . The line needs to be split to 2 lines because the recoding to 386 format  
 is resulting in the line exceeding the 256 byte limit a sector has. If this  
 is the problem it is 'functioning as designed'.  
 Please let me know if this answers all your questions so we can close the cal

SELECTION CRITERIA

```

-----
PTR NUMBER -      START: C800004527                END: C800004527
PRIORITY:         ALL
PROBLEM TYPE:    ALL
RDB -            ASSIGN RDB: ALL                CUST RDB: ALL        ORIG RDB: ALL
HW/SW INDICATOR: ALL
STATUS TYPE:     0
STATUS CODE:     ALL
-----

```

```

PROBLEM NUMBER:  C800004527      CUST NAME:      APOK N.V.
PRIORITY         P1              CUST NUMBER:    B1 00101933001
                                   CUST RDB:          B2900

```

1.  
ASSIGNED: BAHIA MICHAEL E      DATE: 03/09/90    TIME: 12:26

- Can help you now.
1. Rounding of number w/ 13 9's. The 386 10 digit accuracy as opposed to 13 digit accuracy for the VLSI. This is because variables take up much more memory space when coded for the 386 than w/ VLSI. See TSB SWT 9225 from 12/26/89, item 5. The 2 answer given are basically equal. On a VLSI CPU I made both answer equal to variables & when  $-1.00000000E+13$  is divided by  $-99999999999999$  the answer is 1. If  $-.99999999999999$  is divided by  $-1.00000000E+13$  the answer is  $.99999999999999$ , equivalent to 1. Functions as designed.
  2. Intermittent hang running 2200 Diag 179E, CPU Memory Diag. The memory diagnostics are off-line diagnostics & are not compatible. The CPU Instruction Exerciser is an on-line test & therefore is compatible. To test memory use the diagnostic on the 386 O/S disk.
  3. Error A05 saving a log line on disk using SELECT NEW. This is indirectly covered in TSB SWT 9225 from 12/26/89, item 12. Again because recoding for the 386 takes more space some lines may need to be split up to fit into a 256 byte sector. This line is exceeding the sector size. Functions as designed.
  4. Loose O/S sometimes when RESET after an error, I92 on MOVE in this case. This is a problem for which we are currently testing a fix. Should not loose O/S because an error occurred.
  5. Did not mention CLEAR/RESET concern. See PTR C800004904 if want details.

ASSIGNED: DE MAERTELAERE ERIC    DATE: 03/09/90    TIME: 11:22  
unable to reach you by phone - pls give an update in this call if you still need more info after the update from Michel about the rounding & CPUTEST

ASSIGNED: BAHIA MICHAEL E      DATE: 03/08/90    TIME: 12:51  
C/A/P/03/08/90: Downgrading call to Escalation per conversation with Belgium in Criticals Meeting. Belgium to call me for specifics on problems today or tomorrow per Criticals.

- ASSIGNED: DU MONGH MICHEL      DATE: 03/08/90    TIME: 11:33
- 1) PRINT ROUND ( $-99999999999999,0$ ) EXE gives as result  $-1.00000000E+13$  instead of  $-99999999999999$
  - 2) We runned the 2200 Diagnostic Package 732-0050A CPU Memory REV 179E on two terminals, and got intermittent hangs.
  - 3) We got A05 during a SAVE under SELECT NEW of a correct statement line (a long line with many colon's) and there was enough space on the platter.

SELECTION CRITERIA

```

-----
P. NUMBER -      START: C800004527                END: C800004527
PRIORITY:        ALL
PROBLEM TYPE:    ALL
RDB -           ASSIGN RDB: ALL                CUST RDB: ALL                ORIG RDB: ALL
HW/SW INDICATOR: ALL
STATUS TYPE:     0
STATUS CODE:     ALL
-----

```

```

PROBLEM NUMBER:  C800004527      CUST NAME:      APOK N.V.
PRIORITY         P1              CUST NUMBER:    B1 00101933001
                                   CUST RDB:         B2900

```

4) After an error I92 during a MOVE (due to a hardware failure of the DPU board) we did RESET and got a screen blank. Is this also normal for the CS386?

ASSIGNED: BAHIA MICHAEL E      DATE: 03/07/90      TIME: 12:34  
Still waiting for phone call. Need specifics on problem.

ASSIGNED: BAHIA MICHAEL E      DATE: 03/01/90      TIME: 16:08  
C/A/P/03/01/90: Need details on problems described. Please call me at 1-508-656-0256 to discuss problem. If have trouble getting through send Wang Office to co-ordinate time.

ASSIGNED: BAHIA MICHAEL E      DATE: 02/28/90      TIME: 15:54  
The CLEAR delay is a "functions as designed". Under some situations keying CLEAR will be longer w/ the 386 because it does a software RESET which must do many more things while the older CPU's do a hardware RESET which would be momentary. The A05 as described in TSB SWT 9225 from 12/26/89, Matrix 4301, item 12 should be resolved w/ 1.08. Please give more info on CPU test. What test specifically are you referring to. Also need specifics on rounding prob w/ 13 9's. See update of earlier today.

ASSIGNED: BAHIA MICHAEL E      DATE: 02/28/90      TIME: 12:28  
This is a Critical call. Please keep updated. Received a Wang Office from Eurotac written on testing of 1.08 sent to Robin Bews by Vince. Need more specific information.

1. Problem 1 said a problem existed rounding a number with 13 9's. Do not know of this problem. Please describe & supply info on how to duplicate.

2. The CLEAR/RESET is not considered a problem as this appears to be "functioning as designed". R&D does not see this as a problem. They have tested & have not found any serious problem with the way this works.

3. Intermittent hangs during CPU test. Need specifics on problem. What CPU test is being used, how often does it hang, & does it hang at any specific place?

4. A05 error. Please explain. How do you get this error? Is it duplicatable?

There are some problem with 1.08 that we are aware of but 1, 2, & 4 are not on the list & 2 we need more info on to tell. Problems currently known include a problem still existing w/ LISTV in some instances where if an error occurs can loose O/S if continue. There is still a hang problem which could possibly occur when a COPY or Backup is done on the same base address where

SELECTION CRITERIA

```

-----
PTR NUMBER -          START: C800004527          END: C800004527
PRIORITY:            ALL
PROBLEM TYPE:        ALL
RDB -                ASSIGN RDB: ALL          CUST RDB: ALL          ORIG RDB: ALL
HW/SW INDICATOR:    ALL
STATUS TYPE:         0
STATUS CODE:         ALL
-----

```

```

PROBLEM NUMBER: C800004527    CUST NAME:          APOK N.V.
PRIORITY         P1           CUST NUMBER:        B1 00101933001
                                   CUST RDB:                B2900

```

heavy access exists. This doesn't happen in every instance & R&D has found a way to duplicate.

ASSIGNED: VAN MAELE VINCENT      DATE: 02/28/90      TIME: 05:11  
 1.08 installed : RENUMBER & LIST V problem seems to be cured  
    the rounding of numbers with 13 9's is still wrong

Following problems where ok in 1.07 but occur in 1.08 :

- with heavy cpu load, the machine is slow during the CLEAR instr. during the process of the CLEAR instr. the keyb input buffer does not work.
- intermittant cpuhang during CPUTEST , when reset is pressed screen goes blank with cursor on the screen.
- The A05 problem still persist : compress of long statement lines corrupt the program logic

ASSIGNED: BAHIA MICHAEL E      DATE: 02/21/90      TIME: 17:19  
 C/A/P/2/22/90: Has 1.08 been installed yet? Can we downgrade this call to an escalation? Please update.

ASSIGNED: BAHIA MICHAEL E      DATE: 02/14/90      TIME: 18:06  
 C/A/P 2/15/90: Waiting for Maint Rel 1.08 to be installed.

ASSIGNED: BAHIA MICHAEL E      DATE: 02/08/90      TIME: 10:10  
 Update acknowledged. Please update as soon as 1.08 is installed.

ASSIGNED: DU MONGH MICHEL      DATE: 02/08/90      TIME: 05:27  
 Till today we didn't receive the maint rel 1.08.

ASSIGNED: BAHIA MICHAEL E      DATE: 02/07/90      TIME: 18:13  
 C/A/P 2/8/90: Waiting for feedback. Maint release 1.08 should resolve your RENUMBER problem. Please update w/ current status.

ASSIGNED: BAHIA MICHAEL E      DATE: 02/01/90      TIME: 14:58  
 C/A/P 2/1/90: Maint Rel 1.08 should have been sent to you already. It corrects the RENUMBER problem. If you have not received it Herve Leger has it & you should get a copy from him. Please update me on whether 1.08 has been received & any existing problems you still have or find. The only known problem at this time is LISTV in some instances may fail with a P34. If you try to continue the system goes down. This has been reported at only 1 site.

ASSIGNED: BAHIA MICHAEL E      DATE: 01/26/90      TIME: 15:20



SELECTION CRITERIA

```

-----
P NUMBER -          START: C800004527          END: C800004527
PRIORITY:          ALL
PROBLEM TYPE:      ALL
RDB -              ASSIGN RDB: ALL          CUST RDB: ALL          ORIG RDB: ALL
HW/SW INDICATOR:  ALL
STATUS TYPE:       0
STATUS CODE:       ALL
-----

```

```

PROBLEM NUMBER:  C800004527          CUST NAME:          APOK N.V.
PRIORITY          P1                  CUST NUMBER:       B1 00101933001
                                      CUST RDB:           B2900

```

RENUMBER is a known problem w/ 1.07. I believe you will find I mentioned that in one of my updates. There should of also been a document w/ the O/S 1.07 stating the RENUMBER problem. We now have Maint Rel 1.08 which fixes the RENUMBER problem & several others. If we find no major problems we will send it to you next week.

ASSIGNED: DU MONGH MICHEL      DATE: 01/26/90      TIME: 07:15

At the moment we don't need the keyboard foils, because the customer doesn't work with 2536DW workstations. We installed O.S. release 1.07 and got good results related to the LIST V problems. We tried it out in two different ways :

- A program resaved under SELECT NEW with O.S. release 1.0 gives still problems on a LIST V with O.S. release 1.07.
- program resaved under SELECT NEW with O.S. release 1.07 gives no problem on a LIST V with O.S. release 1.07.

But there is still a problem with the RENUMBER instruction. After a RENUMBER is executed, you have all kinds of characters in your progr. If you try to renumber by specifying the linenumbers, you get a hang, and when you RESET at this moment you get a screen blank.

ASSIGNED: BAHIA MICHAEL E      DATE: 01/24/90      TIME: 17:57

C/A/P 1/25/90 Have foils now. Can send you 2 or 3. Make sure have 2200 kybrds on 2536DW's. Difference is 2200 has RESET key while VS has HELP. Please provide mailing address for foils. Foils must be put in 2200 version kybrd. You have received Maint Rel 1.07. What is current plan for this customer & what are current problems? Have been running Multi-Disk from several terminals for a month now w/ 1 failure as you described. Has not reoccurred. Remember intermittent hangs are most likely ESD problems where it is critical to have good outlet ground & to have all h/w properly secured via I/O cables to insure good grounding. Installing the foils on the 2200 ver kybrds for the 2536DW will bring the W/S to Wang spec for ESD protection.

ASSIGNED: BAHIA MICHAEL E      DATE: 01/19/90      TIME: 15:42

LISTV has a known bug when certain parameters are met. This problem still exists in 1.07. The problem has been reported to Taiwan & should be corrected in the next release of the O/S.

ASSIGNED: BAHIA MICHAEL E      DATE: 01/18/90      TIME: 18:23

C/A/P 1/18/90 The problem trying to SAVE a program line greater than 144 characters is probably due to the fact that this particular line when convert

SELECTION CRITERIA

```

-----
PTR NUMBER -      START: C800004527                END: C800004527
PRIORITY:         ALL
PROBLEM TYPE:    ALL
RDB -            ASSIGN RDB: ALL                CUST RDB: ALL        ORIG RDB: ALL
HW/SW INDICATOR: ALL
STATUS TYPE:     O
STATUS CODE:     ALL
-----

```

```

PROBLEM NUMBER:  C800004527      CUST NAME:      APOK N.V.
PRIORITY         P1              CUST NUMBER:    B1 00101933001
                                   CUST RDB:          B2900

```

ed for a 386 requires more space than available in a single sector. The line length that will cause this problem will vary according to the contents of that line & how it decodes. It is likely some lines > 144 characters will SA ok while some < 144 may also fail. To get around this problem the line needs to be broken into 2 separate lines. Unfortunately O/S 1.06 has a bug which will probably prevent you from doing this. O/S 1.07 does not have this problem. The LISTV problem I still need to look into. It may be corrected on 1.07. Will find out. Could only come up w/ 1 kybrd foil unfortunately so far but should have more soon. Do you need them? Will arrange for O/S 1.07 to be sent to you via Wang Office.

ASSIGNED: BAHIA MICHAEL E      DATE: 01/17/90    TIME: 20:04  
 Just back from 2 day field trip. Reason for slow disk I/O is the 386 uses a binary coded language while the older 2200's use Binary Coded Decimal. When loading a program from disk it must be decoded for the 386 which is where the time loss occurs. Saving a program using SELECT NEW saves it in the binary format used by the 386 & eliminates the decoding making disk I/O at least as fast as the older CPU's. Once saved in the new format the program cannot be used by a non-386 but can always be loaded into memory & saved in the old format w/ SELECT OLD. The new format takes more space on disk because some instructions require more bytes & all variables do. This is the same reason partitions usually need to be made larger. The Triple Controller should not create a problem & has not been seen to cause a problem at any other site. You can only use 1 Triple Controller, it must be the type w/ the RS232 term port & not a kybrd port, all sw settings must be legal. The terminal must always be set for the last port which means if port 1 (sw 1 on only & no other term controllers), if port 5 (1 & 4 on only with only 1 term controller installed), if port 9 (1&5 on only w/ 2 term controllers) or port 13 (1,4&5 on only w/ 3 term controllers). Disk sw's must be set for 310, 320, or 330 & this must be exclusive to this brd. Printer address should be 215, 216, or 217 exclusively. The problem resaving w/ long line may be bug in 1.06. Will look into & get back. We are now testing 1.07 & looks good.

ASSIGNED: DU MONGH MICHEL      DATE: 01/17/90    TIME: 04:16  
 When we try to save a program under SELECT NEW with a statement line longer than 144 characters, we get an error A05.

ASSIGNED: DU MONGH MICHEL      DATE: 01/17/90    TIME: 04:13  
 Additional information about our tests for the problem 'hang, then reset, then screen blank'.

SELECTION CRITERIA

```

-----
P NUMBER -          START: C800004527          END: C800004527
PRIORITY:          ALL
PROBLEM TYPE:      ALL
RDB -              ASSIGN RDB: ALL          CUST RDB: ALL          ORIG RDB: ALL
HW/SW INDICATOR:  ALL
STATUS TYPE:       0
STATUS CODE:       ALL
-----

```

```

PROBLEM NUMBER:  C800004527          CUST NAME:          APOK N.V.
PRIORITY          P1                  CUST NUMBER:       B1 00101933001
                                      CUST RDB:           B2900

```

- We didn't use 2536 DW terminals, but only two 2236 DE's and one 2336 DE.
- Power and grounding are ok and there is no influence of static electricity.
- We did the tests with a MXE and afterwards with a MXD, and we got the same results. These controllers have the latest elec rev.
- What we can say is that we got better results when using the standard Wang cables instead of PC configured cables.
- We have also better results when the PS tensions don't exceed the limits. On all the installed systems the +5V was about +5.20V. We put it on +5.05V.
- With a tripple controller plugged in we got all kinds of problems. We tried with three different controllers and they have all the latest elec rev.
  - \* parasites appear on screens
  - \* Text on the terminal connected to the tripple appears suddenly on another screen(connected to MXD)
- Hangs
  - \* The number of configured terminals in @GENPART may not exceed the terminal address of the tripple.
- For the disk drive, the best results were obtained by using a 220-0364 cable. Older cables give intermittent hangs and time out errors.

ASSIGNED: DU MONGH MICHEL      DATE: 01/15/90      TIME: 12:20

Loading a program on a 386 cpu takes much more time than on a VLSI cpu. We used O.S. Release 1.06 for the 386 cpu, and 3.3 for the VLSI cpu. When you resave the program under SELECT NEW mode on the 386 cpu, the LOAD time becomes about the same on both cpu's. First, we have no information about 'SELECT NEW', and don't know what it is doing and why it is used. Second, we got the following problem : executing a LIST V of a big program (20K) which is saved with SELECT NEW gives an error S13. After this syntax error we saw that the programlines after the statementline where the error was encountered were lost. Afterwards, we made a partition of 1MB. We still got the error S13 with the LIST V instruction, but the program remained in memory.

ASSIGNED: BAHIA MICHAEL E      DATE: 01/11/90      TIME: 16:02

C/A/P 1/11/90 Now have Maint Rel 1.07 of O/S that addresses some of the hang situations where if RESET is keyed screen blanks. Testing of this O/S looks very positive at this time. Only identified problem is RENUMBER statement do esn't work & can blow system. This should be corrected soon. Need feedback on exact symptoms now being experienced. Expect to pick up 2 or 3 kybrd f0.r.s tomorrow. May be able to send O/S out electronically if needed.

SELECTION CRITERIA

-----  
PTR NUMBER - START: C800004527 END: C800004527  
PRIORITY: ALL  
PROBLEM TYPE: ALL  
JOB - ASSIGN RDB: ALL CUST RDB: ALL ORIG RDB: ALL  
W/SW INDICATOR: ALL  
STATUS TYPE: 0  
STATUS CODE: ALL  
-----

PROBLEM NUMBER: C800004527 CUST NAME: APOK N.V.  
PRIORITY P1 CUST NUMBER: B1 00101933001  
CUST RDB: B2900

Please supply me w/ exact symptoms now existing & address for mailing kybrd foils & O/S.

ASSIGNED: BAHIA MICHAEL E DATE: 01/08/90 TIME: 15:00  
Please update w/ exact details on problems being experienced. The kybrd foils may be a factor in a static prone environment using 2536DW's & experiencing intermittent hangs. Should a hang occur, HALT should be tried from each W/S active & if no change RESET from each W/S. If RESET causes the W/S to blank out except for a cursor there could also be O/S related problems for which a maint rel of the O/S should soon be available. If the hangs are very intermittent using only MXD term controllers if possible instead of MXE's may also be helpful as a temporary workaround. How many foils are required for this site? Please outline specific symptoms of failures being experienced to insure all problems are being addressed. There appears to be at least 2 Hang related problems causing w/s's to blank w/ RESET, 1 to do w/ W/S's & their controllers & the 2nd to do w/ disk.

ASSIGNED: BEWS ROBIN DATE: 01/08/90 TIME: 06:35  
Belgium report that the TSB information did not affect this problem. They would like to have some keyboard foils made available to them for testing. Do you have a date when these foils may be available?

ASSIGNED: BAHIA MICHAEL E DATE: 01/04/90 TIME: 18:21  
C/A/P 1/4/89 Waiting for feedback from field. Please update. Field was to followup on info supplied in TSB's.

ASSIGNED: BAHIA MICHAEL E DATE: 12/28/89 TIME: 17:40  
C/A/P 12/28/89 Waiting for feedback from field. What is current status? Field was to followup on info supplied in last few updates & on TSB's HWT9373 & SWT 9225.

ASSIGNED: BAHIA MICHAEL E DATE: 12/21/89 TIME: 16:23  
C/A/P 12/21/89 Unable to duplicate hang problem w/ Multi-Disk. Currently 2 hang situations appear to exist.  
1. Disk hang. This problem is usually consistent if same conditions are repeated. Two cases of this type hang have been captured & sent to R&D. Hoping for fix near beginning of year.  
2. W/S related hang. This hang is usually very intermittent & may be due to noise, grounding, or static. The 2536DW seems to be much more sensitive to these factors on the 386. A foil is missing from the kybrd which is needed

SELECTION CRITERIA

```

-----
P NUMBER -          START: C800004527          END: C800004527
PRIORITY:          ALL
PROBLEM TYPE:      ALL
RDB -              ASSIGN RDB: ALL          CUST RDB: ALL          ORIG RDB: ALL
HW/SW INDICATOR:  ALL
STATUS TYPE:       0
STATUS CODE:       ALL
-----

```

```

PROBLEM NUMBER:  C800004527          CUST NAME:          APOK N.V.
PRIORITY          P1                  CUST NUMBER:       B1 00101933001
                                      CUST RDB:           B2900

```

for the w/s to withstand our static specs. Kybrd people are looking into this & we expect an answer soon. Powering the W/S off & on, coming in & out of emulation &/or setup mode while the CPU is functional can cause a hang. R&D is aware of problem. The MXE seems more sensitive to these factors & at 2 sites MXD's were used & these type hangs have not occurred since. Partitioning more terminals than physical ports available should be avoided, especially w/ the Triple Controller as it identifies itself as the last term.

ASSIGNED: BAHIA MICHAEL E        DATE: 12/20/89    TIME: 15:33  
C/A/P 12/20/89 Talked w/ R&D. When using the Triple Ctlr, the term sw bank id's the terminal port as the last terminal whereas a standard MXE or MXD only identifies itself as controller 1, 2, 3, or 4. In any case, should not try to open more terminals than ports on system.

ASSIGNED: BAHIA MICHAEL E        DATE: 12/20/89    TIME: 12:27  
C/A/P 12/20/89 Unable to duplicate problem w/ Multi-Disk. Set up on 12/15 w/ 4 w/s's, 2 running Multi-Disk & 2 running CPU Instruction Exerciser & still running today. Sounds like a possible static or noise problem w/ that w/s. If problem is reproducible or re-occurring has it been the same terminal? Is static a possibility? Has it failed without anyone near the system? Are you using 2536DW's? The 2536DW's appear to be vulnerable to static because of missing shielding in the keybrd. The issue is being addressed & we are hoping for an answer in the next week. We believe there are 2 hang scenarios. One has to do w/ noise, static, or grounding issues between the w/s's & the MXE's & MXD's & the other w/ disk. We have been able to provide R&D w/ reproducible disk problems which were identified on site 12/18. With this info there should be an excellent chance to resolve the disk related hangs.

As for partitioning more w/s's than could physically exist, it is not recommended because it is somewhat unknown territory especially w/ the 386 where everything has been re-coded. I have requested from R&D a YES or NO answer on this.

If you can provide with more specific info on the Multi-Disk prob I will try to emulate. Should supply O/S, how partitioned, ver of Multi-Disk, & specifically what menu picks were made.

ASSIGNED: BAHIA MICHAEL E        DATE: 12/20/89    TIME: 11:57  
C/A/P 12/20/89 Unable to duplicate problem w/ Multi-disk Diagnostics. Set up 386 w/ 4 w/s's, 2 running Multi-Disk & 2 running C

ASSIGNED: DU MONGH MICHEL        DATE: 12/18/89    TIME: 13:39

SELECTION CRITERIA

-----  
PTR NUMBER - START: C800004527 END: C800004527  
PRIORITY: ALL  
PROBLEM TYPE: ALL  
RDB - ASSIGN RDB: ALL CUST RDB: ALL ORIG RDB: ALL  
HW/SW INDICATOR: ALL  
STATUS TYPE: 0  
STATUS CODE: ALL  
-----

PROBLEM NUMBER: C800004527 CUST NAME: APOK N.V.  
PRIORITY P1 CUST NUMBER: B1 00101933001  
CUST RDB: B2900

We put a CS/386 on test with diagnostic 'Multi-disk exerciser' from two w/s with a 2280-3 disk drive. Each w/s gives access to 3 different platters, and the disk platter addresses for w/s1 are not the same as for w/s2. After encountering a hang, we executed a SHIFT/RESET on a w/s and we got only the cursor in the left upper corner of that w/s. Then we went into MXE mode by pushing LOAD,LOAD,LOAD and we selected 'J' to restart. After doing that we saw that on the other w/s the testprogram continued. A second experiment is related to the tripple controller. When the number of configured w/ss is higher than the workstation address of the tripple controller you will have all kinds of problems. When you do the same, but only with a MXD or MXE in the CPU, you have no problems. Is that normal?

ASSIGNED: BAHIA MICHAEL E DATE: 12/15/89 TIME: 18:55  
C/A/P 12/15/89 Hang problem has happened at several sites. Insure if w/s's are powered on w/ system running that no keys (especially RESET) is pressed till READY is seen on screen. This can bring the sys down. 12/18 R&D & I are going on-site w/ special 386 emulator to try & trap duplicatable hang & get info on exact cause. Seems at this time to be at least 2 causes of hangs. 1 associated w/ disk which we hope to trap Mon & 1 to do w/ W/S's & Terminal Controllers. Over the last week we have had some success eliminating hangs by using only MXD te rm brds instead of MXE's. Too early to tell if the MXE may be a little more sensitive to the 386 than the MXD but looks like it.

ASSIGNED: DU MONGH MICHEL DATE: 12/13/89 TIME: 08:54  
WE REPRODUSED THE PROBLEM ON SEVERAL SYSTEMS WITH TEST DIAGNOSTICS.  
WHEN RUNNING MULTI-DISK EXERCISER FROM TWO WORKSTATIONS ON AN EXTERNAL DS.

RESOLUTION TEXT :BAHIA MICHAEL E DATE: 04/02/90 TIME: 08:39  
4C640. Hang problem & other O/S concerns resolved w/ Maint Rel 1.0B.  
Sending call back to field to be closed as requested.

SELECTION CRITERIA

-----

PTR NUMBER - START: C800004186 END: C800004186  
 PRIORITY: ALL  
 PROBLEM TYPE: ALL  
 RDB - ASSIGN RDB: ALL CUST RDB: ALL ORIG RDB: ALL  
 HW/SW INDICATOR: ALL  
 STATUS TYPE: C  
 STATUS CODE: ALL

-----

PROBLEM NUMBER: C800004186 CUST NAME: EASYDENT  
 PRIORITY P2 CUST NUMBER: G1 00016530001  
 CUST RDB: G2110

PROBLEM TYPE: ESC CUST CONTACT: HERR BAIER  
 PRODUCT PROB NO: NOT LINKED. CUST CONT PHONE: 06-252-428-6  
 CUST ADDRESS 1: PARKHOFSTR. 10  
 CUST ADDRESS 2:  
 CUST ADDRESS 3:

SYSTEM MODEL NO: CS/386-10N CUST CITY: HEPPENHEIM  
 GEN SYST MODEL: CS 386 CUST ST/PROV:  
 O. S. VERSION: 1.0 CUST ZIP: 6148 -  
 HW MODEL NUMBER: CS/386-10N CUST COUNTRY:

SW MODEL NUMBER: CS/386-10N RDB ASSIGNED: G2100  
 SW VERSION: 1.0 PERSON ASSIGNED:  
 PART NUMBER: 212-7129-A ORIG NAME: FINDT ERWIN  
 PART NUM REV: ORIG PHONE: - - -

CALL TRKG DATE: 11/27/89 NETWORKED: N  
 CALL TRKG NO: RES DEPLOYED:  
 ORG ACT/SYM/ACN: 71 04 09 DATE ENTER PTR: 11/27/89  
 STATUS DATE: 05/02/90 DATE TO R&D:  
 STATUS CODE: S C 595 WKDYS IN R&D: 108.06  
 STATUS ABBREV: PERM FIX TOT WKDYS OPEN: 111.13

PROBLEM SUMMARY :FINDT ERWIN DATE: 12/01/89 TIME: 09:11  
 Customer has a CS/386 with 1MB Memory and cs/386 O/S Vers. 1.0 installed and the following problems appear:

1. If program overlays will be loaded the system prompts with syntax errors. because of wild characters and statement numbers. This happens with MXD Controllers.
  2. After the MXD's has been replaced by MXE's the customer will get work-station hangs caused by INPUT statements and P34 errors
  3. Programs now need 150% of user memory. (old CS's need 100%)
  4. The performance should be at least 30% better, but it isn't.
- We try to get a new board from logistics, because we are not sure whether it is a hardware bug or not. Did you hear something about these problems? It's the first installation in germany and we don't have any experience.
5. During my installation in the office I found out the CS/386 boot routine will hang with ### on the screen if a 22C80 controller is installed and the cable is connected to a 2280MDPU port.

ASSIGNED: FINDT ERWIN DATE: 04/23/90 TIME: 08:43

SELECTION CRITERIA

-----  
PTR NUMBER - START: C800004186 END: C800004186  
PRIORITY: ALL  
PROBLEM TYPE: ALL  
RDB - ASSIGN RDB: ALL CUST RDB: ALL ORIG RDB: ALL  
HW/SW INDICATOR: ALL  
STATUS TYPE: C  
STATUS CODE: ALL  
-----

PROBLEM NUMBER: C800004186 CUST NAME: EASYDENT  
PRIORITY P2 CUST NUMBER: G1 00016530001  
CUST RDB: G2110

I'm agree. Please send that call back so I can close it or close it yourself.

ASSIGNED: BAHIA MICHAEL E DATE: 04/18/90 TIME: 10:23  
Can we close this call? You have opened PTR C800007335 against O/S 1.OB.  
Please update. Will request write up sent with Maint Rel describing changes.  
There is no SRN per say made for a Maint Release.

ASSIGNED: BAHIA MICHAEL E DATE: 04/11/90 TIME: 14:59  
Please update with status of 1.OB.

ASSIGNED: BAHIA MICHAEL E DATE: 03/30/90 TIME: 15:18  
Update acknowledged. Please update as soon as can test out 1.OB so we can  
close this call.

ASSIGNED: FINDT ERWIN DATE: 03/30/90 TIME: 08:24  
Yes, in the meantime I received Vera. 1.OB. But I had already send my last  
update. For future releases I would like to get a Release Notice with the O/S.

ASSIGNED: BAHIA MICHAEL E DATE: 03/27/90 TIME: 18:24  
R&D has told me they have sent you a copy of 1.OB. If not recvd by 3/29  
please let me know & will advise to resend. Please only use on as needed,  
problem basis.

ASSIGNED: FINDT ERWIN DATE: 03/26/90 TIME: 08:45  
Thank you for update. Could you send me this Rel 1.OB if tested? Sorry for  
not updating, but we had problems with our lokal system and on the PTR system  
in London they did have a old backup installed for a longer time.

ASSIGNED: BAHIA MICHAEL E DATE: 03/23/90 TIME: 15:11  
The S10/S11 problem with the missing variable is resolved in Maint Rel 1.OB.  
This Maint Rel is being beta tested at this time.

ASSIGNED: BAHIA MICHAEL E DATE: 03/02/90 TIME: 11:41  
You are correct. Problem is being reported to Taiwan for correction.

ASSIGNED: BAHIA MICHAEL E DATE: 03/02/90 TIME: 11:23  
Have not tried this yet but S10 is "missing left parenthesis" & S11 is  
"missing right parenthesis". Are you sure these are the correct errors your  
referring to?

ASSIGNED: BAHIA MICHAEL E DATE: 03/01/90 TIME: 16:03



SELECTION CRITERIA

```

-----
PTR NUMBER -          START: C800004186          END: C800004186
PRIORITY:             ALL
PROBLEM TYPE:        ALL
RDB -                ASSIGN RDB: ALL          CUST RDB: ALL          ORIG RDB: ALL
HW/SW INDICATOR:    ALL
STATUS TYPE:         C
STATUS CODE:         ALL
-----

```

```

PROBLEM NUMBER:  C800004186      CUST NAME:      EASYDENT
PRIORITY         P2              CUST NUMBER:    G1 00016530001
                                   CUST RDB:         G2110

```

Please update call on how to duplicate problem from update of 1/31. If an update is not forthcoming will TRANSFER call back as no response.

ASSIGNED: FINDT ERWIN                    DATE: 03/01/90    TIME: 09:15

The ERR A05 problem with SELECT NEW is now fixed with 1.08.

Additional problem in all CS/386 O/S:

If the number of variables defined in GOSUB' and DEFFN' is different, the system responses with ERR S10 when the program will be executed, but ERR S11 is correct:

```

10 GOSUB' 52 (A,B,C,D)
20 .....
100 DEFFN' 52 (A,B,C)

```

ASSIGNED: BAHIA MICHAEL E                DATE: 02/20/90    TIME: 16:44

Status please. Does this problem still exist with 1.08?

ASSIGNED: BAHIA MICHAEL E                DATE: 02/12/90    TIME: 11:00

Status please?

ASSIGNED: BAHIA MICHAEL E                DATE: 01/31/90    TIME: 15:39

If problem still exists on 1.08 please send copy of failing program with exact instruction on duplicating the failure you encountered.

ASSIGNED: FINDT ERWIN                    DATE: 01/31/90    TIME: 09:59

It's accepted that A05 can occur if a program will be saved under the new format with SELECT NEW and the complete program line doesn't fit in the 256 byte sector. But during my tests I found different problems still existing (with SAVE and SELECT NEW only)

1. I tried to save a program and I got ERR A05.

After I have splitted the line to two lines I got an ERR A05 in a next line which includes only 'C2 = C1' and after editing in the next line ....

2. Under unknown circumstances I got the ERR A05 message with a line number not used in the program.

The first problem is reproducible and I can send you the program if necessary.

ASSIGNED: BAHIA MICHAEL E                DATE: 01/29/90    TIME: 10:21

The A05 with SELECT NEW is not a problem if it occurs due to a program line exceeding 256 bytes when converted to the 386 (SELECT NEW) format. This is a 'functions as designed' & would require the line being split up. If this is not the reason then please supply us w/ some specifics so it can be tested

SELECTION CRITERIA

```

-----
PTR NUMBER -      START: C800004186                      END: C800004186
PRIORITY:         ALL
PROBLEM TYPE:    ALL
RDB -            ASSIGN RDB: ALL          CUST RDB: ALL      ORIG RDB: ALL
HW/SW INDICATOR: ALL
STATUS TYPE:     C
STATUS CODE:     ALL
-----

```

```

PROBLEM NUMBER:  C800004186      CUST NAME:      EASYDENT
PRIORITY         P2              CUST NUMBER:   G1 00016530001
                                   CUST RDB:        G2110

```

out. The extra memory required is also a 'functions as designed'. Can we close this call?

ASSIGNED: BAHIA MICHAEL E     DATE: 01/26/90    TIME: 15:15  
Maint Release 1.08 is being tested right now. There is a good chance it addresses the 2 A05 errors. Will look into that. We will probably send you via OFFICE a copy of 1.08 next week. The need for more memory is not a problem, it is a necessity with the 386 because of the recoding & is explained in TSB 9373 from 12/12/89, item 8 & in TSB SWT 9225 from 12/26, item 1.

ASSIGNED: FINDT ERWIN         DATE: 01/26/90    TIME: 07:18  
Received cs/386 release 1.07.  
- A05 ERROR with EDIT mode seems to be fixed in this release.  
- A05 ERROR with SELECT NEW and SAVE or RESAVE is still there.  
- Hangup during power up routine with 22C80 seems fixed with E-rev 12 of 22C80.  
- The need of doubled memory is still the same.  
- The other problems reported in this call seem to be hardware and timing related.  
I will close this call, but please inform me if there is any solution regarding ERR A05 with SELECT NEW and the MEMORY problem.

ASSIGNED: BAHIA MICHAEL E     DATE: 01/24/90    TIME: 17:36  
Now that your fully armed, do we have a game plan for this call. Be prepared for a possible hardware problem.

ASSIGNED: BAHIA MICHAEL E     DATE: 01/18/90    TIME: 10:51  
Have made arrangements to have Maintenance Release 1.07 sent to you via Wang Office. Let me know when you receive it.

ASSIGNED: FINDT ERWIN         DATE: 01/12/90    TIME: 05:26  
We had some problems with the ptr systems in germany and UK. But I'm very happy about your good news. Please send me the maintenance release over wang office so I can install it here and on some customer sites having problems.

ASSIGNED: BAHIA MICHAEL E     DATE: 01/11/90    TIME: 15:17  
Will be out of office most of tomorrow & on-site 1/15 & 16 & possibly 17. Please let me know what you want to do.

ASSIGNED: BAHIA MICHAEL E     DATE: 01/09/90    TIME: 12:40

SELECTION CRITERIA

PTNR NUMBER -	START: C800004186	END: C800004186
PRIORITY:	ALL	
PROBLEM TYPE:	ALL	
RDB -	ASSIGN RDB: ALL	CUST RDB: ALL
HW/SW INDICATOR:	ALL	ORIG RDB: ALL
STATUS TYPE:	C	
STATUS CODE:	ALL	

PROBLEM NUMBER:	C800004186	CUST NAME:	EASYDENT
PRIORITY	P2	CUST NUMBER:	G1 00016530001
		CUST RDB:	G2110

Good news. New Maintenance release of O/S now available & fixes many problems including some problems that hang the system where if RESET is pressed the screen blanks. In testing Rel 1.7 only 1 problem has been found & that is with the RENUMBER statement which should not be used w/ this Release but should be fixed shortly. Hang problems corrected include those caused by powering W/S's off or on & some related to disk. The new release was just received Friday & we have been testing the last few days. It is just being released to specific customers now so we haven't had any field feedback yet but our testing has been very positive. May be able to send you a copy electronically if you want right away. The difference between a CS w/ 8 Meg & an 8 Meg 386 is:

1. The CS is restricted to partitions of 64K max while the 386 is only restricted by available memory. If have only 1 partition could be 8 M.
2. If the new disk format is used w/ the 386 disk I/O will be at least equal while CPU processing speed should be approximately twice as fast.
3. There are some higher speed chips being used on some boards that appear to make the 386 as fast w/ disk I/O as the CS in old disk Format as well. These faster chips are being looked into now & I expect an ECO will be forthcoming to them permanent.

ASSIGNED: FINDT ERWIN                      DATE: 01/09/90    TIME: 07:04  
 The customer has rejected the cs/386 board because of the reported problems and the need of doubled memory with additional costs.  
 By the way: What's the solution if a customer has a normal CS with 8 MB Memory and will upgrade to a CS/386?  
 Two additional customers have also rejected the cs/386 board. For my own cs/386 I'm waiting for a 22C80 with E-Rev. 10 because I don't have all the ECO's for the 210-7715. But it's very difficult to get it (quickly).

ASSIGNED: BAHIA MICHAEL E                      DATE: 01/05/90    TIME: 11:46  
 Current status please?

ASSIGNED: BAHIA MICHAEL E                      DATE: 12/15/89    TIME: 13:31  
 continued:  
 The A05 using Edit/Recall is a known bug which R&D is aware of as is SELECT NEW both of which will be corrected.  
 TSB SWT 9225, Matrix 4301 will be published in the next week or 2 will list some other concerns w/ the 386.

ASSIGNED: BAHIA MICHAEL E                      DATE: 12/15/89    TIME: 13:26  
 continued:

## SELECTION CRITERIA

-----  
PTR NUMBER - START: C800004186 END: C800004186  
PRIORITY: ALL  
PROBLEM TYPE: ALL  
RDB - ASSIGN RDB: ALL CUST RDB: ALL ORIG RDB: ALL  
HW/SW INDICATOR: ALL  
STATUS TYPE: C  
STATUS CODE: ALL  
-----

PROBLEM NUMBER: C800004186 CUST NAME: EASYDENT  
PRIORITY P2 CUST NUMBER: G1 00016530001  
CUST RDB: G2110

I/O performance will be addressed once the hang issue has been resolved.  
The P50 error with the variables is a s/w prob & R&D is checking it out today  
to see if bug exists or some change to the program must be made.

ASSIGNED: BAHIA MICHAEL E DATE: 12/15/89 TIME: 13:23  
Syntax errors when overlaying programs from disk is most likely the disk  
controller. There have been similar problems of this type caused by the Dual  
Controller, 210-7342. Would suggest at this point to replace the controller  
in question & if using a Dual try a different type.  
The intermittent hang where when Reset is keyed only a cursor is seen has  
been reported from several sites. At this time we have been able to eliminat  
e many hangs by making sure no keys are depressed before READY comes up if  
powering on a W/S w/ the system up. At a couple of sites we have been able  
to eliminate hangs by using just MXD controllers instead of MXE's. It hasn't  
been long enough to tell for sure but the MXE may be more sensitive. 12/18  
we will be going on site at a customer where we have a duplicatable hang w/  
a special 386 emulator & a PC which we hope will provide us info on the hang by  
showing us what happened.  
The additional memory /partition was supposedly written up in FOCUS but I did  
not see it. This should have been made clearer.

ASSIGNED: FINDT ERWIN DATE: 12/14/89 TIME: 08:56  
- If old programs calculate variable dimensions with SPACE and additional  
fixed parameters the program runs into an ERROR P50. For example:  
100 K=INT((SPACE-12500)/80)  
110 COM A\$(K)80  
↑ ERROR P50  
- If you edited a program line and you press RETURN the cs/386 system  
responses very often with ERROR A05: LINE TOO LONG.  
I tried it with different partition sizes from 128K, 512K and 1024K and  
got the same results.  
- You get ERROR A05 also very often if you select SELECT NEW and try to save  
a previous loaded program. For example:  
LOADDCT"TEST":SELECT NEW: SAVEDCT"TEST1"  
After you have splittet the line number you get ERR A05 on the next line.  
even the line includes only for example '100 A=B'.

ASSIGNED: FINDT ERWIN DATE: 12/14/89 TIME: 08:22  
Here the status now:  
1. I cannot reproduce the syntax errors during load of program overlays with

SELECTION CRITERIA

TR NUMBER -	START: C800004186	END: C800004186
PRIORITY:	ALL	
PROBLEM TYPE:	ALL	
DB -	ASSIGN RDB: ALL	CUST RDB: ALL
		ORIG RDB: ALL
4/SW INDICATOR:	ALL	
ATUS TYPE:	C	
ATUS CODE:	ALL	

PROBLEM NUMBER:	C800004186	CUST NAME:	EASYDENT
PRIORITY	P2	CUST NUMBER:	G1 00016530001
		CUST RDB:	G2110

a 2280, 2275 or DS. EASYDENT is a dealer and is also unable to reproduce it with a DS. But the dealers customer has a 2280 connected over a normal disk interface and in the meantime he has rejected the cs/386 board. I think now that the problem will be caused by a timing problem as documented in the TSB/HWT 9373. But the dealers customer will not allow us to use his cpu as a test cpu for wang. So we can nothing do on customer site.

2. Hangs with MXE's are also unreproducible. P34 errors may be related to DATE and TIME statements. For a period of time I got this error in line 50 of program "@CLOC" but it is now unreproducible without any hard or software changes. I don't know why!
3. Dealers and customers are unhappy about the need of more memory because it was not written in any documentation before. Any plans to change it?
4. The performance is much better, if the cpu is running without I/O's. But under normal data processing environment there are so much disk accesses that the performance will be the same as with an old CS.
5. I'm waiting for a 22C80 Controller wit E-Rev. 10. Installed 2275 MUX with E4.

ASSIGNED: BAHIA MICHAEL E      DATE: 12/13/89      TIME: 13:34  
Current status please.

ASSIGNED: BAHIA MICHAEL E      DATE: 12/01/89      TIME: 18:38  
ERWIN, WILL SEND YOU A TSB ON CONCERNS & IDIOSYNCRASIES W/ 386 VIA WANG OFFICE. AS FOR THE PROBLEMS YOU LISTED:

1. SYNTAX ERRORS WHEN OVERLAYING PROGRAMS. TRY A DIFFERENT TYPE DISK CONTROLLER IF USING A DUAL CONTROLLER. SEE # 11 ON TSB. PLEASE LIST ALL ERRORS. THE 1ST BYTE OF A SECTOR SHOULD BE 40, 50, 60 OR 70. IF 2ND DIGIT IS NOT 0 WILL HAVE A01 ERRORS POSSIBLY. THIS WAS NOT A PROBLEM W/ PREVIOUS CPU'S.
2. IS MXE PROB W/ P34 ERRORS REPRODUCIBLE W/ MORE THAN 1 MXE. PULL OUT ALL CONTROLLERS EXCEPT 1 DISK & 1 MXE & TEST. IF STILL FAILING TRY 2ND MXE, TRY DIFFERENT TYPE DISK CONTROLLER AS MENTIONED ABOVE. STILL PROB TRY MXD & NEW 386 BRD. IT IS ASSUMED YOUR USING VIRGIN WANG O/S.
3. 386 REQUIRE MORE MEMORY. SEE # 8 IN TSB.
4. PERFORMANCE HAS BEEN PROBLEM WHEN DOING A LOT OF OVERLAYS. THIS IS BEING LOOKED INTO. SHOULD SEE BIG IMPROVEMENT WHEN CPU BOUND.
5. DO NOT ASSUME A CONTROLLER IS GOOD BECAUSE WORKED W/ PREVIOUS CPU. SEE # 3 IN TSB. THERE MAY BE PROB W/ 22C80 W/ FASTER CLOCK OF 386. ALSO INSURE ALL CONTROLLERS HAVE LEGAL ADDRESSES AS PER # 5 IN TSB. AGAIN TROUBLESHOOT W

XAO112R  
00.05.00

W A N G L A B O R A T O R I E S I N C .  
PROBLEM TRACKING AND REPORTING  
CUSTOMER ACCOUNT DETAIL REPORT

PAGE: 8  
02 MAY 1990  
14:41:40

SELECTION CRITERIA

-----  
PTR NUMBER - START: C800004186 END: C800004186  
PRIORITY: ALL  
PROBLEM TYPE: ALL  
RDB - ASSIGN RDB: ALL CUST RDB: ALL ORIG RDB: ALL  
HW/SW INDICATOR: ALL  
STATUS TYPE: C  
STATUS CODE: ALL  
-----

PROBLEM NUMBER: C800004186 CUST NAME: EASYDENT  
PRIORITY P2 CUST NUMBER: G1 00016530001  
CUST RDB: G2110

/ MIN CONFIG IF NEED BE & LET ME KNOW RESULTS.  
PLEASE LET ME KNOW YOUR FINDINGS ON ALL 5 POINTS.

ASSIGNED: LIEBSON SHELLY DATE: 11/29/89 TIME: 11:50  
Sorry Erwin, I have no idea whose PTR this should be. Is it a PC problem?  
My RDB is for VS IMAGING, COMPILERS & DATABASES & TOOLS! Sorry

ASSIGNED: ~~FINDT ERWIN~~ DATE: 11/27/89 TIME: 10:41

RESOLUTION TEXT :BAHIA MICHAEL E DATE: 05/01/90 TIME: 15:37  
SC595. All problems listed corrected in latest maintenance release 1.0B.  
Sending call back to field to be closed as agreed upon.

SELECTION CRITERIA

-----

PROBLEM NUMBER -	START: C410002615	END: C410002615
PRIORITY:	ALL	
PROBLEM TYPE:	ALL	
RDB -	ASSIGN RDB: ALL	CUST RDB: ALL
HW/SW INDICATOR:	ALL	ORIG RDB: ALL
STATUS TYPE:	0	
STATUS CODE:	ALL	

-----

PROBLEM NUMBER: C410002615	CUST NAME: LARTER & SONS
PRIORITY P1	CUST NUMBER: 00 00002008027
	CUST RDB: 3234
PROBLEM TYPE: ESC	CUST CONTACT: S SCHULTZ/AL MANO 201-730-702
PRODUCT PROB NO: NOT LINKED	CUST CONT PHONE: 00-201-290-1515
	CUST ADDRESS 1: 10 INDUSTRIAL DR
	CUST ADDRESS 2:
	CUST ADDRESS 3:
SYSTEM MODEL NO: 2200-CS-CPU	CUST CITY: LAURENCE HARBOR
GEN SYST MODEL: 2200 CS CPU	CUST ST/PROV: NJ
O. S. VERSION:	CUST ZIP: 08889-0000
HW MODEL NUMBER: CS-386	CUST COUNTRY:
SW MODEL NUMBER:	RDB ASSIGNED: 8760
SW VERSION:	PERSON ASSIGNED: BAHIA MICHAEL E
PART NUMBER:	ORIG NAME: SMITH DAVID P
PART NUM REV:	ORIG PHONE: - - -
CALL TRKG DATE: 00/00/00	NETWORKED: N
CALL TRKG NO:	RES DEPLOYED:
ORG ACT/SYM/ACN:	DATE ENTER PTR: 11/14/89
STATUS DATE: 11/14/89	DATE TO R&D:
STATUS CODE: H O 495	WKDYS IN R&D: 104.53
STATUS ABBREV: NEW PROBLM	TOT WKDYS OPEN: 105.26

PROBLEM SUMMARY :SMITH DAVID P DATE: 11/14/89 TIME: 15:46  
 11/14/89 ptr is being opened at the request of mark reilly who is on site assisting in memory upgrade. problem is I92 errors when resetting from any w/s. please forward to RDB 8760. Thanks dave

ASSIGNED: SMITH DAVID P DATE: 04/11/90 TIME: 13:27  
 MIKE, ANYTHING GOING ON WITH THIS LATELY? MY UNDERSTANDING FROM OUR ATS IS EVERYTHING SEEMS TO BE WORKING FINE SINCE THE NEW RELEASE?

ASSIGNED: BAHIA MICHAEL E DATE: 03/23/90 TIME: 11:09  
 Talked w/ cust & s/w vendor. No h/w or o/s problems since back around the 8th when a board had to be replaced. Maint Rel 1.0B installed yesterday.

ASSIGNED: BAHIA MICHAEL E DATE: 03/09/90 TIME: 10:25  
 No O/S problems since 1.07 loaded in January. Did have problem this week booting. According to programmer on site p/s & 1st MXD replaced & was getting I92 trying to access disk form 1st 4 terminals only. Replaced MXD again & ok since yesterday. Will monitor a couple more weeks because of yesterdays prob

SELECTION CRITERIA

```

-----
PTR NUMBER -          START: C410002615          END: C410002615
PRIORITY:            ALL
PROBLEM TYPE:       ALL
RDB -               ASSIGN RDB: ALL          CUST RDB: ALL          ORIG RDB: ALL
HW/SW INDICATOR:   ALL
STATUS TYPE:       0
STATUS CODE:       ALL
-----

```

```

PROBLEM NUMBER:  C410002615          CUST NAME:      LARTER & SONS
PRIORITY         P1                  CUST NUMBER:   00 00002008027
                                      CUST RDB:      3234

```

lem & close at that time if no prob.

ASSIGNED: BAHIA MICHAEL E      DATE: 02/20/90      TIME: 17:15  
No problem since loading Maint Rel 1.07 back in January. Has not had any problems with corrupted files either. Spoke w/ Al Mano the programmer.

ASSIGNED: HALEY JOHN L      DATE: 02/20/90      TIME: 16:55  
Mike ,transfer call to 3200 , thanks for the help.

ASSIGNED: BAHIA MICHAEL E      DATE: 01/24/90      TIME: 16:23  
Maint Rel 1.07 installed yesterday, 1/23. Duplicatable hang problem resolved . Has had an occasional corrupted file. Hopefully 1.07 will address.

ASSIGNED: BAHIA MICHAEL E      DATE: 01/18/90      TIME: 11:32  
Maint Rel 1.07 has been sent to S/W Vendor. Waiting for install to verify corrects hang problem duplicated here on site visit. Cust has otherwise been running well except has had prob w/ tape Backup which runs overnite. Looks like power or tape problem & not a 386 issue.

ASSIGNED: BAHIA MICHAEL E      DATE: 01/04/90      TIME: 15:08  
Have received updated O/S from Taiwan that addresses Hang problem duplicated here. O/S has bug with local printers at 204. Waiting correction in day or 2. Will then make arrangements to test out.

ASSIGNED: BAHIA MICHAEL E      DATE: 12/20/89      TIME: 17:04  
On site 12/18 from 2:45 till midnight w/ CE & Mike Riley. Able to duplicate problem of hanging on load. Mike Riley walked thru O/S code & R&D from Taiwan on phone. Appears problem in linking process of LOAD statement under specific conditions set up by previously loaded programs, data used, &/or the configuration. Made copies of the problem software & screen dumps of the screens to create the problem. Info sent off to R&D today. Hopeful for possible fix around 1st of year.

No garbage on screens since replacing MXD's a week ago. Cust did have hang Friday but unsure of details.

ASSIGNED: BAHIA MICHAEL E      DATE: 12/15/89      TIME: 13:55  
Scheduled to go on-site 12/18 w/ special emulator & PC to trap problem. Will be landing in Newark Airport 12:45 PM on Continental Flt 351. CE to pick us up at Airport.

ASSIGNED: BAHIA MICHAEL E      DATE: 12/12/89      TIME: 17:40



SELECTION CRITERIA

```

-----
PROBLEM NUMBER - START: C410002615          END: C410002615
PRIORITY:          ALL
PROBLEM TYPE:     ALL
RDB -             ASSIGN RDB: ALL          CUST RDB: ALL          ORIG RDB: ALL
HW/SW INDICATOR: ALL
STATUS TYPE:      0
STATUS CODE:      ALL
-----

```

```

PROBLEM NUMBER: C410002615    CUST NAME:    LARTER & SONS
PRIORITY        P1           CUST NUMBER:  00 00002008027
                  CUST RDB:    3234

```

No hangs thru noon today. CE on-site to isolate h/w on reproducible hang w/ 1 particular program from terminal 6. Hang does not occur form term 1. CE replaced all MXD's w/ new MXD's, then used MXE's, & then replaced the CPU brd & problem remained consistent on terminal 6. Replaced both MXD's as possible fix to intermittent garbage appearing on screen. Customer preferred staying w/ MXD's as intermittent hang much more serious than garbage on screen which may be corrected w/ new brds. Garbage was coming up on terms on both MXD's. Tentatively planning to go on-site Mon 12/18 if special Diagnostic O/S ready. A few bugs have been found which R&D hopes to have corrected by end of week. Will call Thur or Fri to confirm plans.

ASSIGNED: BAHIA MICHAEL E      DATE: 12/11/89    TIME: 18:23  
 Call upgraded to P1. Since going to all MXD's only hang has been from termin a & is reproducible. Must have MXD eliminated as possible cause of proble m. Called BM. Must arrange at customer's convenience tomorrow & co-ordinate w/ programmer to go on-site & replace MXD for terminal 6 & rerun program to see if hang still occurs. Takes 5 min to reproduce hang according to program mer. Suggest bring to MXD's so that backup is available. May be good idea t o test before doing anything, replace 2nd MXD & test, & if still fails 1st MXD as sometimes 1 may affect the other. If fails w/ new MXD's Mike Riley & myself will try to make arrangements to come out on Wednesday afternoon at cu st's convenience, install maint O/S to trap hang & get details on prob. If h/w is cause this trip will be worthless. Please update from site on test results or leave DVX. May not be available between 1 pm & 3:30.

ASSIGNED: SMITH DAVID P      DATE: 12/11/89    TIME: 09:37  
 12/11/89 WE WOULD LIKE TO UPGRADE THIS ESCALATION TO A P1 AS MORE PROBLEMS ARE BEING ENCOUNTERED AND AT THE REQUEST OF THE HOME OFFICE PEOPLE WHO WERE ON SITE FOR THE INSTALL.

ASSIGNED: BAHIA MICHAEL E      DATE: 12/07/89    TIME: 16:41  
 CE ON SITE TODAY AT NOON W/ S/W VENDOR. ALL MXE'S REPLACED W/ MXD'S, DUAL CONTROLLER TO DS REPLACED W/ TRIPLE, R3 PROM INSTALLED IN DS, & 64 MEG WINC ADDED TO DS. HAD TROUBLE INSTALLING 64 MEG YESTERDAY BECAUSE DS WAS NOT PROPERLY SETUP. HAD NO DS1. ONLY WINC WAS DS2 & IT WAS TERM. CORRECTED & APPEARS OK. NOW PROG HAS PROB WHERE 1 PROG WILL WORK FINE ON TERM 1 BUT IF R UNS ON 6 HANGS SYSTEM & SCREEN BLANKS. CALLED BM TO TRY ARRANGE TO HAVE SOMEONE SENT ON-SITE. ALSO SUGGESTED MAKING CALL CRITICAL. PROGRAMMER WILL BE ON-SITE TONITE SO WOULD LIKE SOMEONE ON SITE TODAY TO PREVENT DOWNTIME TOMORROW. SHOULD BE PREPARED FOR ANYTHING. PROG HAS IDENTIFIED PROB AS

PROBLEM NUMBER 0410002015  
PRIORITY P1

CUST NAME: LARTER & ...  
CUST NUMBER: 00 00002008027  
CUST RDB: 3234

HAPPENING ON LOAD STATEMENT WHICH COULD MEAN DS BRD, DISK CONTROLLER, OR POSSIBLY DRIVE. WHERE PROB SEEMS TO BE W/ A PARTICULAR PARTITION, A 386 BRD OR MXD BRD COULD BE FLT. COULD ALSO BE O/S RELATED.

ASSIGNED: BAHIA MICHAEL E DATE: 12/06/89 TIME: 18:05  
BM called back. CE has left site. Tried to install 64 meg in DS & prob. Will call back in AM w/ CE. E-rev 3 prom not installed yet. Uncertain if all MXE brds replaced w/ MXD & Dual controller to DS replaced w/ Triple.

ASSIGNED: BAHIA MICHAEL E DATE: 12/06/89 TIME: 15:49  
Called BM. CE on site. BM to have CE call me.

ASSIGNED: BAHIA MICHAEL E DATE: 12/04/89 TIME: 13:07  
SPOKE W/ CUST & W/ AL MANO THE PROGRAMMER FROM CDS. CUST HAS BEEN EXPERIENCING INTERMITTENT HANGS & A01 ERRORS. SOME OF THE A01 ERRORS ARE DUE TO SECTORS STARTING W/ 4B WHICH THE PROGRAMMER IS AWARE OF. THE 2ND DIGIT MUST BE A 0 ON A 386. THEY HAVE ALSO EXPERIENCED AN A01 DUE TO A PROGRAM THAT ALL OF A SUDDEN WAS CORRUPTED. THE PROGRAMMER JUST CORRECTED. FOR THE HANG PROB WANT TO REMOVE ALL MXE'S TEMPORARILY & REPLACE W/ MXD'S. FOR THE A01 WANT TO REPLACE THE DUAL CONTROLLER W/ A TRIPLE CONTROLLER & UPDATE THE DS PROM TO R3. PROGRAMMER HAS ALREADY OPENED A CALL & HAS NOT RCVD A CALL BACK. LEFT MESSAGE FOR BM RICK BRUNN TO CALL ME.

ASSIGNED: BAHIA MICHAEL E DATE: 11/21/89 TIME: 12:39  
COPY OF PROBLEM PROGRAM ALSO BEING SENT TO R&D TO BE TESTED. PROGRAM NOT RCVD AS OF END OF DAY FRI.

ASSIGNED: BAHIA MICHAEL E DATE: 11/17/89 TIME: 15:06  
EVERYTHING RUNNING FINE EXCEPT 1 PROGRAM WHICH BLOWS O/S. NO ERROR CODE & O/S MUST BE RELOADED. S/W VENDOR DOES NOT KNOW WHAT PROB IS BUT IS SENDING DOWN NEW COPY OF PROGRAM.

ASSIGNED: BAHIA MICHAEL E DATE: 11/15/89 TIME: 16:33  
OF O/S. ALL H/W CHECKED OUT GOOD. CUST WAS USING WRONG CABLE W/ DS. CABLE NOW ON 2275. CABLE SHOULD BE REPLACED W/ CORRECT CABLE, 220-0105-4 OR 220-0364. WILL MONITOR SITE FOR A WEEK OR 2 BEFORE CLOSING.

ASSIGNED: BAHIA MICHAEL E DATE: 11/15/89 TIME: 16:29  
INTERMITTENTLY, PRESSING RESET FROM A W/S WHILE ACCESSING DISK COULD RESULT IN AN I92 ERROR. ON SITE 11/13 W/ CE & MIKE RILEY FROM R&D. ISOLATED PROB TO O/S BY USING A VIRGIN WANG 386 1.0 O/S. FOUND BOTH ADDRESSES 310 & 320 IN DEVICE TABLE MORE THAN ONCE. WHEN PARTITIONING SYSTEM ONLY NEED TO HAVE BASE ADDRESS SUCH AS 310, 320, OR 330 IN FOR DISK. SYSTEM AUTOMATICALLY ASSUMES UP TO 32 ADDRESSES CAN BE ASSOCIATED W/ EACH ADDRESS. S/W VENDOR HAD ADDR D5F IN FOR EXAMPLE FOR DS TAPE WHERE THIS ADDRESS IS AUTOMATICALLY AVAILABLE IF A DS EXISTS AT 310. REMOVED ALL UNNECESSARY DISK ADDRESSES FROM CUST S/W & WAS NO LONGER ABLE TO DUPE PROB. BAND PRINTER PRINTING WRONG CHARS &/OR ADDING CHARS. W/ VENDOR'S APPROVAL MAINT REL OF 1.02 OF THE 386 O/S WAS LEFT W/ CUST. TESTED FOR BOTH PROBLEMS W/ 1.02 & OK. THERE IS KNOWN PROB W/ PRINTER DRIVERS W/ THIS RELEASE WHICH THE S/W VENDOR WAS MADE AWARE OF. THEY ARE NOT USING PRINTER DRIVERS. THIS PROB WILL BE RESOLVE W/ NEXT GENERAL REL OF

ASSIGNED: SCHAEFER ROBERT J DATE: 11/14/89 TIME: 18:04  
Sending call to 8760 as requested by Mark Rielly

ASSIGNED: SMITH DAVID P DATE: 11/14/89 TIME: 15:46

RESOLUTION TEXT :BAHIA MICHAEL E DATE: 04/11/90 TIME: 14:21  
HC640. No O/S related problems since 1.07 installed in Jan. Did have H/W prob in early March which was resolved. Currently running on Maint Rel 1.0B since 3/22. No problems in that time frame. Sending call back to field to be closed.

SELECTION CRITERIA

PROBLEM NUMBER - START: C410002401 END: C410002401  
 PRIORITY: ALL  
 PROBLEM TYPE: ALL  
 RDB - ASSIGN RDB: ALL CUST RDB: ALL ORIG RDB: ALL  
 HW/SW INDICATOR: ALL  
 STATUS TYPE: 0  
 STATUS CODE: ALL

PROBLEM NUMBER: C410002401 CUST NAME: COMPUTER SOFTWARE SPEC INC  
 PRIORITY: P1 CUST NUMBER: 00 00001713486  
 CUST RDB: 3125

PROBLEM TYPE: ESC CUST CONTACT: JIM SIMPSON  
 PRODUCT PROB NO: NOT LINKED CUST CONT PHONE: US-508-946-1500  
 CUST ADDRESS 1: 4 ABBEY LN STE 1  
 CUST ADDRESS 2:  
 CUST ADDRESS 3:  
 SYSTEM MODEL NO: CS-386 CUST CITY: MIDDLEBORO  
 GEN SYST MODEL: CS 386 CUST ST/PROV: MA  
 O. S. VERSION: CUST ZIP: 02346-0000  
 HW MODEL NUMBER: CS-386 CUST COUNTRY:

SW MODEL NUMBER: RDB ASSIGNED: 8760  
 SW VERSION: PERSON ASSIGNED: BAHIA MICHAEL E  
 PART NUMBER: ORIG NAME: HARRINGTON JAMES  
 P. NUM REV: ORIG PHONE: - - -

CALL TRKG DATE: 10/25/89 NETWORKED: N  
 CALL TRKG NO: E550171 RES DEPLOYED:  
 ORG ACT/SYM/ACN: DATE ENTER PTR: 10/27/89  
 STATUS DATE: 10/27/89 DATE TO R&D:  
 STATUS CODE: H O 495 WKDYS IN R&D: 131.87  
 STATUS ABBREV: NEW PROBLM TOT WKDYS OPEN: 138.91

PROBLEM SUMMARY :HARRINGTON JAMES DATE: 10/27/89 TIME: 15:47  
 Symptoms: When using the 386 pcb in conjunction with the 2200 DS, system does not recognize the streaming tape drive System gives an error "Not a DS tape drive." If you were to select the backup funtion you get the tape drive error but if you use the HALT key to step through the program you will be successful. The other problem was that when you got the error message and tried to use the SHIFT RESET keys to reset, the CPU would hang. None of these problems were evident whe using the VLSI pcb in the DS. I attempted to resolve these symptoms by first changing the tape drive,with REV C prom, then putting in another DPU pcb REV 2 I also removed all pcb's except for the Disk Controller, a MXE and the 386 pcb. I also removed all drives from the DPU pcb except for the floppy and the streamer, none of these things worked. These things were done upon request from Mike Bahia whom I've been working with. I was also told that Tyler Olsen had been helping the cust. with this problem via the telephone.

ASSIGNED: BAHIA MICHAEL E DATE: 05/10/90 TIME: 13:58  
 Talked w/ customer. PC problem also exists w/ VLSI so not a 386 problem. No

SELECTION CRITERIA

PTR NUMBER - START: C410002401 END: C410002401  
PRIORITY: ALL  
PROBLEM TYPE: ALL  
RDB - ASSIGN RDB: ALL CUST RDB: ALL ORIG RDB: ALL  
HW/SW INDICATOR: ALL  
STATUS TYPE: 0  
STATUS CODE: ALL

PROBLEM NUMBER: C410002401 CUST NAME: COMPUTER SOFTWARE SPEC INC  
PRIORITY P1 CUST NUMBER: 00 00001713486  
CUST RDB: 3125

problems w/ 386 at this time. Not using at moment because does not have programs in new format & w/ heavy use of system, GIO statements, & Disk I/O was running slower than VLSI. Under these conditions this is normal. Cust has purchased a 210-8824 board & the loaner 210-8824 can be picked up at any time. Talked w/ BM and agreeable to Transfer call back to field to be closed as there are no out-standing issues.

ASSIGNED: BAHIA MICHAEL E DATE: 04/09/90 TIME: 11:27  
Jim, talked with customer. OK to pick up first. Would suggest calling 1st. Having some problems w/ PC's communicating w/ the 2200. Still trying to solve problem. PC's seem to hang & when keys RESET does not get READY. Changing data scope can see READY message coming back but never gets to screen.

ASSIGNED: HARRINGTON JAMES DATE: 04/06/90 TIME: 15:02  
Like I have to get the board back that we lent Jim. I have told Jim Simpson that I am coming in to get it and now wants to buy it. I cannot sell him a board and the one he has was suppose to be returned in 30 day. I did this at your request and I would appreciate if you could give me some help

ASSIGNED: HARRINGTON JAMES DATE: 03/26/90 TIME: 13:35  
The last comment is in error it should have been entered for Brockton Police

ASSIGNED: HARRINGTON JAMES DATE: 03/26/90 TIME: 13:31  
on 3/26/90 reloaded vers.1.08 onto cs386 also replaced 210 8826a dpu card with ch was bad. system had been hanging and workstations dropping off. TYPICAL 386 PROBLEMS.

ASSIGNED: BAHIA MICHAEL E DATE: 03/23/90 TIME: 10:43  
System has been running fairly well since last Friday, 3/16. Does have a flakey MXE brd which intermittently will loose terminals. Also has had prob running PC Emulation on 2nd MXE brd but may be brd is bad. In process of replacing MXE. Still has some concern on download of code to 2228. Has used HALT/STEP to identify GIO commands as problem area. Now running Maint Rel 1.0B & has found bug. If use a REM statement in immediate mode & then RECALL the line get garbage back. Has reported prob to TO.

ASSIGNED: BAHIA MICHAEL E DATE: 03/16/90 TIME: 10:16  
Problem with hang loading O/S resolved. Cable to 1st W/S loose. Tightened & ok.

ASSIGNED: BAHIA MICHAEL E DATE: 03/13/90 TIME: 00:09

SELECTION CRITERIA

PROBLEM NUMBER -	START: C410002401	END: C410002401
PRIORITY:	ALL	
PROBLEM TYPE:	ALL	
RDB -	ASSIGN RDB: ALL	CUST RDB: ALL
HW/SW INDICATOR:	ALL	
STATUS TYPE:	0	
STATUS CODE:	ALL	

PROBLEM NUMBER:	C410002401	CUST NAME:	COMPUTER SOFTWARE SPEC INC
PRIORITY:	P1	CUST NUMBER:	00 00001713486
		CUST RDB:	3125

Cannot bring system up today. Using 1 VLSI brd, 1 MXE, & 1 Disk Controller. Hangs loading O/S. Appears problem is most likely in the chassis or possibly has multiple brd problems. Does not know if wants local service as CPU belongs to TO. Will get back to me.

ASSIGNED: BAHIA MICHAEL E      DATE: 03/09/90      TIME: 09:59

Installed new Dual Controller & still having problem. Lost 4 terminals on 1 MXE & since removing that MXE yesterday morning only had 1 problem which occurred w/in a few minutes of that 1st IPL. Will throw another MXE in from another CPU Monday. Monitoring.

ASSIGNED: BAHIA MICHAEL E      DATE: 03/07/90      TIME: 12:44

Appears 2275MUX board may have been problem causing need to RESET twice on power up & hang loading O/S. TO swapped out 2275MUX but gave cust down-rev. & they have hung twice today & in both cases also lost the O/S. This may mean there is another problem but cust will swap out 2275MUX & use a different disk controller to try & isolate. If no problems w/ different controller will arrange a swap of the 2275MUX to correct rev.

ASSIGNED: BAHIA MICHAEL E      DATE: 03/06/90      TIME: 18:36

VAR brought CPU to home office to troubleshoot prob. Working w/ TO.

ASSIGNED: BAHIA MICHAEL E      DATE: 03/01/90      TIME: 15:01

Spoke with customer. Has had trouble IPL'g since replacing MXD w/ MXE. Hangs trying to load O/S from O/S & DIAG screen. Repeated attempts would eventually bring system up. This was 1st term controller brd so swapped with existing MXE & no change. Tried w/ VLSI CPU brd, all extra controllers removed, different disk controller, & 3rd MXE but no change. Appears to be possibly mbrd prob. Will arrange w/ Tyler Olsen who loaned out box to bring unit in to fix as customer does not have contract & CPU was loaned out by TO.

ASSIGNED: BAHIA MICHAEL E      DATE: 02/26/90      TIME: 15:48

Talked w/ customer. Recently replaced 1 MXD w/ an MXE in going back to original configuration. MXE appears to be marginal as intermittently on IPL when key SF to load hangs w/ LOADING on the screen. Usually must RESET at least more time & re-key SF to LOAD O/S. Also while running today lost all 4 W/Ss on same MXE & when keyed LOAD LOAD LOAD to talk w/ MXE came back w/ parity error after ?. Will make bad MXE 2nd brd & see if this helps IPL prob. Will probably need to replace MXE although works fine w/ LVP. Good news is down loading code to 2228 controller now seems to be at normal speed w/ 2 MXE's as

SELECTION CRITERIA

PTR NUMBER -	START: C410002401	END: C410002401
PRIORITY:	ALL	
PROBLEM TYPE:	ALL	
RDB -	ASSIGN RDB: ALL	CUST RDB: ALL
HW/SW INDICATOR:	ALL	ORIG RDB: ALL
STATUS TYPE:	O	
STATUS CODE:	ALL	

PROBLEM NUMBER:	C410002401	CUST NAME:	COMPUTER SOFTWARE SPEC INC
PRIORITY	P1	CUST NUMBER:	00 00001713486
		CUST RDB:	3125

opposed to loading w/ MXE & MXD.

ASSIGNED: BAHIA MICHAEL E      DATE: 02/20/90      TIME: 15:52  
Customer has been running without error on 1.08 for a few weeks. Will be going into a full development mode Thurs w/ the 386. Still concerned with the slowness of downloading 3270 ucode to 2228D. This is only done once a day so it is not critical. Suggested customer who is a VAR call Tyler Olson directly to discuss problem. Made Tyler aware of current situation.

ASSIGNED: HALEY JOHN L      DATE: 02/15/90      TIME: 15:29  
Any status from R&D on the 3270 performance issue?

ASSIGNED: BAHIA MICHAEL E      DATE: 01/29/90      TIME: 10:49  
Everything still running fine except for the problem w/ the variable used w/ SELECT #. This should be fixed in 1.08. Still has not added MXE or PC's but should do now. Believe TO sent out 1.08 Fri. Cust concerned w/ 2228D as when downloads 3270 code much slower than VLSI. Will address w/ R&D.

ASSIGNED: BAHIA MICHAEL E      DATE: 01/17/90      TIME: 11:30  
System was running fine, error-free, until install O/S 1.07 installed. Discovered RENUMBER problem which was documented in paperwork sent w/ O/S. Found a 2nd problem which has been relayed to MR in R&D. W/ 1 particular program using Global partitions, program goes into a Background Global Partition to retrieve a disk address & comes back w/ error S17 (Missing Hex Digit) on the following statement line: SELECT # XX<D\$>  
Can RESET or LIST ok at this point but if try to PRINT D\$ blows system. Everything else seems to be running ok.

ASSIGNED: BAHIA MICHAEL E      DATE: 01/04/90      TIME: 14:33  
386 running error-free & being used quite a bit. Still using MXD's. Has found the PC's will intermittently hang the VLSI when enter 2200 emulation. So this problem is not specific to the 386 & may relate to the PC or cabling between the PC & 2200.

ASSIGNED: BAHIA MICHAEL E      DATE: 12/20/89      TIME: 15:55  
Still no hangs. Was able to do a Backup/Recovery w/out error. Has an e-rev 6 7715 in the VLSI CPU mux'd to the 8824 in the 386 & at this time no prob. Will now add a 3rd W/S & then a PC w/ the MXD. When coming into emulation w/ the PC warned not to hit any keys till screen updated. Need to know if can have prob w/out hitting keys. If hit keys or need to to update screen should

SELECTION CRITERIA

NUMBER -	START: C410002401	END: C410002401
PRIORITY:	ALL	
PROBLEM TYPE:	ALL	
RDB -	ASSIGN RDB: ALL	CUST RDB: ALL
HW/SW INDICATOR:	ALL	
STATUS TYPE:	0	
STATUS CODE:	ALL	

PROBLEM NUMBER:	C410002401	CUST NAME:	COMPUTER SOFTWARE SPEC INC
PRIORITY:	P1	CUST NUMBER:	00 00001713486
		CUST RDB:	3125

monitor time between when hitting a key causes a problem & when doesn't after going into emulation.

ASSIGNED: BAHIA MICHAEL E DATE: 12/15/89 TIME: 13:51  
Cust called. Installed 2275MUX yesterday AM & no prob since. Originally used 7715 in 386 which had been working in 386 connected directly to a 7717 in a MDPU. When connected to 8824 had I93's? Put 8824 in 386 CPU & 7715 in other & no prob since. Adding additional standard W/S's to increase workload.

ASSIGNED: BAHIA MICHAEL E DATE: 12/12/89 TIME: 13:38  
Loaner 2275MUX (210-8824) must be e-rev 4.

ASSIGNED: BAHIA MICHAEL E DATE: 12/12/89 TIME: 13:37  
Hangs since removing PC's & MXE's a week ago but not using that much. Cust needs 2275MUX brd (210-8824) to increase workload. Talked w/ BM & DM & will arrange to loan board to cust till 1/15. If brd not in stock DM to call back. Need to know when brd is installed.

ASSIGNED: BAHIA MICHAEL E DATE: 12/04/89 TIME: 12:21  
STILL HANGING ONCE OR TWICE A DAY. CUST DOES NOT HAVE ANY 2536DW'S & IS NOT DOING ANY POWERING ON OF TERMINALS. THEY ARE USING WISE PC'S THOUGH & COMING IN & OUT OF EMULATION. SOMETIMES WHEN HANGS PROB ISOLATED TO JUST 1 MXE. HAS 2 MXE'S. SUGGESTED REMOVING PC'S TEMPORARILY & BOTH MXE'S & USING ONLY A MXD TO TRY & ISOLATE PROB. CUST TO FOLLOWUP THIS AFTERNOON.

ASSIGNED: BAHIA MICHAEL E DATE: 12/04/89 TIME: 12:01  
CALLED SITE. CUST CONTACT ON PHONE. LEFT MESSAGE TO CALL WANT TO KNOW CURRENT STATUS.

ASSIGNED: BAHIA MICHAEL E DATE: 11/17/89 TIME: 14:57  
Called site. Has had 2 problems only in last week. once sys crashed & when reset w/s's screen was blank. This happened again but only to 3 W/S's on the same controller while using a 4th port to run TC. The port running TC continued to run.

ASSIGNED: BAHIA MICHAEL E DATE: 11/10/89 TIME: 12:49  
Cust brought h/w to Towers yesterday. Found bad 6541-2 Single Disk Controller causing message 'Not a DS Cabinet' intermittently when using Tape Backup Utility or the Configuration program. Also had problem w/ Dual Controller intermittently giving I91 on a Move statement and loading programs. No prob

XAO12R  
00:05:00

WANG LABORATORIES  
PROBLEM TRACKING AND REPORTING  
CUSTOMER ACCOUNT DETAIL REPORT

10 MAY 1990  
15:40:57

SELECTION CRITERIA

PTR NUMBER -	START: C410002401	END: C410002401
PRIORITY:	ALL	
PROBLEM TYPE:	ALL	
RDB -	ASSIGN RDB: ALL	CUST RDB: ALL
HW/SW INDICATOR:	ALL	ORIG RDB: ALL
STATUS TYPE:	0	
STATUS CODE:	ALL	

PROBLEM NUMBER:	C410002401	CUST NAME:	COMPUTER SOFTWARE SPEC INC
PRIORITY	P1	CUST NUMBER:	00 00001713486
		CUST RDB:	3125

w/ 386 Brd. Equipment running fine when cust left. Let's monitor the call for a week or 2 to insure no problems pop up.

ASSIGNED: BAHIA MICHAEL E DATE: 11/07/89 TIME: 11:10  
JIM SIMPSON BRINGING EQUIPMENT TO R&D LAB LATER THIS WEEK. SHOULD BE ABLE TO RESOLVE THEN. WILL UPDATE W/ RESULTS.

ASSIGNED: BAHIA MICHAEL E DATE: 11/07/89 TIME: 10:49  
TALKED W/ BM & DTSM. UNABLE TO ORDER 386 BRD AS SITE IS A BETA. WILL GET 386 BRD & TEST. PROBLEM MAY BE O/S SO WILL ALSO MAKE A COPY. WILL UPDATE AS SOON AS CAN GET BRD. HAVE CALLS INTO LOGISTICS & R&D CONCERNING BRD.

ASSIGNED: HARRINGTON JAMES DATE: 10/27/89 TIME: 15:47

RESOLUTION TEXT :BAHIA MICHAEL E DATE: 05/10/90 TIME: 14:26

HC640. 386 problems resolved.  
 Error "Not a DS Tape Drive". Caused by 210-6541-2 disk controller.  
 Get error & Shift/RESET, screen blanks. O/S prob corrected w/ 1.07.  
 Intermittent I91 errors. Flakey 210-7342 board.  
 I93's to disk. Down e-rev 7715 brd. Must be 10 w/ 386. Had e-rev 6.  
 Hanging system going into PC 2200 Emulation. O/S bug fixed w/ 1.07.  
 RENUMBER brings down system. O/S bug fixed w/ 1.08.  
 SELECT # variable in some cases bombs sys. O/S bug fixed w/ 1.08.  
 2228D slow when downloading code. Combo of use w/ MXD & GIO statements.  
 Hangs loading O/S. I/O cable to W/S: 19 loose. Tightened & ok.  
 Lost terminals on 1 MXE. Bad MXE.  
 When recall a REM statemnt in immed mode get garbage. O/S bug fixed in 1.10.  
 PC hangs intermittent in 2200 emulation. Fails w/ both 386 & VLSI. PC or MXE problem.  
 Transferring call back to field to close. All 386 issues resolved.

DATE: 11/07/89  
 TIME: 11:10  
 BY: BAHIA MICHAEL E  
 JIM SIMPSON

JEFF  
 100  
 101  
 102  
 103





PROBLEM NUMBER: C510002919  
PRIORITY P2

CUST NAME: MATRA CHURCH GOODS COMPANY  
CUST NUMBER: 00 00001127919  
CUST RDB: 3686

Has the system been partitioned the exact same way for both the CS brd & the 386 brd. Should bring a Wang virgin O/S 3.3 & Wang virgin 386 1.0 O/S back to site & verify O/S is not problem. If using a cust O/S either the old or new or both could be altered & we need to insure that is not the reason the problem does or doesn't exist. This should be done when the P1'd 386 brd is brought to site & tried & if it fails.

ASSIGNED: LOPER GARY DATE: 10/26/89 TIME: 10:29

The problem is consistent. Some programs do run, others fail at the same point each time. The programs still run fine using the 8937. (NOTE: this was an upgrade from the 8937 to the 386 bd.) The programmer says he is having a new copy of the OS sent and will be there on Monday 10/30. We will have more info for you then.

ASSIGNED: BAHIA MICHAEL E DATE: 10/24/89 TIME: 10:04

NEED TO KNOW IF PROBLEM IS CONSISTENT & COMES UP THE SAME PLACE & TIME EA TIME & IF THE 8937 WAS TRIED AFTER THE PROBLEM STARTED. IF SOMETHING OCCURRED THAT DAMAGED THE S/W THE PROGRAM COULD FAIL EVERY TIME UNTIL IT IS FIXED. REPLACING THE 386 BRD MAY NOT FIX IT IF THE S/W IS DAMAGED. NEED TO VERIFY S/W IS STILL GOOD IF 386 BRD DOES NOT FIX BY RUNNING S/W ON 8937.

ASSIGNED: LOPER GARY DATE: 10/24/89 TIME: 08:17

New board still not rec'd. 8937 board runs the old programs O.K. Also the new CS-386 board will run the programs if the partition is set to 200K. (?) I personally haven't seen this, but this is what the CE and programmer say. Will update you as soon as the new CS-386 arrives and is tried. Gary

ASSIGNED: BAHIA MICHAEL E DATE: 10/23/89 TIME: 13:49

OBVIOUSLY NEED TO TRY BRD. IF PROB CAN BE REPRODUCED W/OUT TOO MUCH DIFFICULTY WANT YOU TO BRING A 210-8937 BRD TO SITE WHEN NEW 386 BRD RCV'D. IF NEW 386 BRD DOES NOT FIX PROB TRY THE 210-8937. WILL NEED TO HAVE STANDARD O/S TO USE 8937 BRD. THIS WILL VERIFY CUST S/W STILL GOOD.

ASSIGNED: LOPER GARY DATE: 10/20/89 TIME: 16:14

The CS-386 board was ordered and came from manufacturing DOA. The mother-daughter board was separated to try to fix the other, but the same problem exists. Diagnostics pass. When the A02 error occurs "END" shows about 2K left, but these are programs that used to work fine. Another CS-386 board has been ordered (212-7129-A).

Run TOMs software programs in 56k partitions which worked as a CS unit.

RESOLUTION TEXT :BAHIA MICHAEL E DATE: 11/06/89 TIME: 15:04

HC789. When going from a standard 2200 to a 386 brd, more program space is required for each program as variables now can take up up to 8 times as much space. As a safe rule of thumb twice the partition size should be used when upgrading to a 386 board. The memory required could vary w/ each program so at sites where memory is at a premium programs should be tested to determine there memory requirements. De-escalating call to be closed /District. Cust increased partition size & working fine.