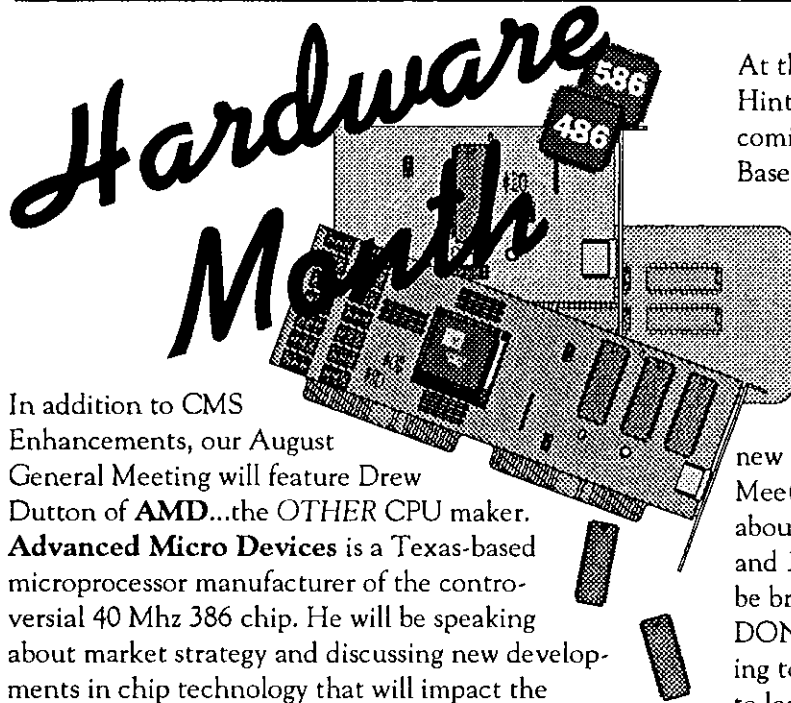


README.DOC

AUGUST 1991

ORANGE COAST IBM PC USER GROUP

VERSION 7.8



In addition to CMS Enhancements, our August General Meeting will feature Drew Dutton of **AMD**...the *OTHER* CPU maker. **Advanced Micro Devices** is a Texas-based microprocessor manufacturer of the controversial 40 Mhz 386 chip. He will be speaking about market strategy and discussing new developments in chip technology that will impact the laptop market.

Our own Dave Lorenzini will present the **FASTCache SX/Plus** board, which will triple AT speed, has socket for 8 MB of extended memory, coprocessor, and runs at 20 Mhz. This may be the most cost effective upgrade path to 386-based computing.

At the August 24th General Meeting Mary Hinthorne of **CMS ENHANCEMENTS** will be coming to show us their new line-up of computers. Based in Irvine, **CMS ENHANCEMENTS** have long been known for their computer accessories, such as hard and floppy disk drives, and memory boards. They are now looking to bring out their own line of computers, from the 386SX/16 all the way up to a 486/33 EISA model. They also have a 286 and 386 notebook computer. Some of their new line of computers will be demonstrated at our Meeting. What makes these different you ask? How about an "All Media Floppy" that reads both 5 1/4" and 3 1/2" in the SAME drive? Not only will they be bringing one to demonstrate, but they will **DONATE** one for our raffle. So come to the meeting to see this innovative new product, but be sure to leave before the raffle so I can have a better chance of winning.

Terry Currier, Program Committee

August 24 at 9:00 a.m.

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The purpose of the ORANGE COAST IBM PC USER GROUP is to provide a forum for members to share information and experiences that will help other members obtain maximum benefit and enjoyment from the use of their IBM PC and compatible personal computers.

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All items submitted for publication are subject to editing. We reserve the right to refuse any material submitted for publication.

Send all submissions to the Editor, on or before the deadline listed below, using one of the following formats:

1. **UPLOAD** to the Bulletin Board, indicating the format by extension, such as: ASCII.TXT, MSWord.WRD, WordPerfect.WP.

2. **5 1/4" DISK** mailed to the Editor in time to meet the deadline: P. O. Box 8224, Newport Beach, CA 92658.

3. **HARD COPY** is acceptable only if typed and double-spaced.

DEADLINE FOR ALL SUBMISSIONS WILL ALWAYS BE 12 MIDNIGHT ON THE SATURDAY FOLLOWING THE GENERAL MEETING.

General Meeting Report

Harv Haight

At 8:45 a.m. the 77th General Meeting was opened by a Random Access, with President Steve Burnside moderating until John Lunsford arrived. Topics discussed until 9:15 included keyboards, FAX cards, Lotus 123, Geoworks, IDE address conflicts, and low-level formats; many questions came from the floor concerning MSDOS 5.0 installation.

President Chris Basim and Senior Programmer Doug Amaral of Hyperkinetix, Inc., in Orange, showed us two tools of great interest to members who program: BUILDER and DELTA FILE. Their major impact upon others in OCIPUG probably will be from applications that embody them.

BUILDER compiles all usual batch commands (and some 140 others) into .EXE or .COM programs that can stand alone and execute very fast. A sequence of consecutive steps forms a .BLD format prior to compiling. A compiled overhead of 4-5 Kbytes burdens memory too much for very short sequences.

DELTA FILE compares an updated file or program with an original, to produce an intermediate that enables a software vendor to mail to owners of the original, only update corrections (most vendors now send a completely new program). DELTA FILE adjusts automatically for owner version, and then incorporates all updates, since that version, into the owner's original program. Further details are available from the Hyperkinetix BBS at 714-935-0832. BUILDER sells for \$149.95 and DELTA FILE for \$249.95.

Before the break, Program Chair-

man Richard Sabin apologized for not providing, through the BBS or README.DOC, advance notice of speakers (Borland was to announce and demonstrate an unreleased product, had put a lid on early disclosure, and then with little notice had canceled). He said Advanced Micro Devices and CMS Enhancements were scheduled for the next meeting on August 24th. John Lunsford spoke briefly of library offerings.

After the break, Steve Burnside spoke at length about Comdex, scheduled in Las Vegas from October 20th through 27th. Usual SIG announcements followed.

Chad Kinzelberg, Marketing Director of Polaris Software in Escondido, was scheduled next to present PACKRAT, a program to

input directly into Word for Windows. His laptop wouldn't work with our display equipment, and Bob Basaraba's and Richard Sabin's efforts to adapt were fruitless.

Thus, for the first time literally in years, the technical program ground to a halt. This may have been a blessing in disguise, for Steve Burnside used the time before a closing raffle to hear in detail opinions from members about such concerns as the Microsoft raffle prize awards, the problems of our BBS (passed on to and answered by Bob Ottke), and the probable need for larger meeting facilities (we can handle no more than 374 people here). Listeners seemed to agree that Steve handled the situation well, and that this unforeseen roundtable session was well worthwhile. ■

JULY RAFFLE WINNERS

HYPERKINETIX BATCH BUILDER - \$249

Will Luijt
John Kruse
Kim Kymlicka
T-SHIRT - \$10
Mike Kruss

RICHARD SABIN OBJECT VISION - \$99

John Scheerer
MOUSE PAD - \$5
Jeannine Englehart
Vernon Wade
NO SQUINT - \$39
Michale Englehart
EYE RELIEF - \$39
Dean Raustadt

TOOLBOOK - \$450

Kevin Moser

MARK BURRELL RIGHTWRITER - \$99

Terry Thomas

COMPUSA

FILE DIRECTOR - \$49

Albert Ellenbogen

BORLAND

PHILIPPE KAHN CD - \$40

Martin Ruby
Dale Budlong

BILL WARREN

ABC FLOWCHARTER - \$289

Robert Wheeler

MICROSOFT VISUAL BASIC - \$99

Edward Dalton

INTUIT

QUICKEN - \$50

Dorothy Foster

RICHARD VILLA STAYING WITH DOS - \$25

Shirley Hels

KRIS JAMSA JAMSA BOTTLE \$3

Charles Pease
Victor Stanley

President's Message

Steve Burnside

It was bound to happen. After months of having really great General Meetings, we finally had the nightmare meeting from hell. Everything that could have gone wrong, did go wrong. The featured presenter, Borland, had to cancel at the last minute. The replacement presenter, who agreed to "bail us out" at the last minute, called up the Friday night before the General Meeting and announced they would not be coming. After a few late night phone calls, a last-minute speaker was found and all seemed to have been saved. Well, the day of the General Meeting OCIPUG'S computer, which worked fine for the first half of the meeting, developed a problem which prevented the second speaker from being able to install and run the program he was going to demonstrate. As a result we ended up conducting a kind of OCIPUG "Town Meeting."

We learned a lot about your concerns and interests and I think you learned a little about the inner workings of our club. Bob Ottke and I spent a good bit of time fielding questions from the audience, and all in all I think a lot of good came out of an unfortunate situation. One topic of discussion was the lack of information in the last *README.DOC* or on the BBS concerning the General Meeting topic. I, and others on the Board, feel just as strongly as you that our members should always know ahead of time what the upcoming meeting will be about. I have taken steps to insure that the information will be provided to you on the BBS and in *README.DOC* so that you can

decide whether or not you want to give up your Saturday morning. Please be aware that neither the *README.DOC* nor the BBS staff were provided with any information prior to the General Meeting. Do to the circumstances I previously described, the information just was not available. After the meeting I realized, from a lot of the comments I received, that we should probably take time now and then to have more of these "Town Meetings." After all, our goal is sharing information and experience with our fellow members; sometimes that happens in the most unusual ways.

The hardware problems did point out the need for backup equipment to be on hand at all times. We are taking steps to procure the essential items needed, so if an emergency does arise, we will be prepared to carry on with our program. Some of these items are being solicited as donations from vendors, while we are considering the purchase of others. If you can help us out please contact me.

Remember, too, the OCIPUG Support Group which was organized by *README.DOC* Editor Jean Stevens. So far, the response has been good and we wish to thank those who have already volunteered. However, I know there are more of you out there who have the ability to help your fellow members. If you can devote a little time each week to taking calls from people in need of your knowledge, give Jean a call and volunteer. ■

ABCs of the BBS

Bob Otke

The hardware difficulties at the last General Meeting were most unfortunate. I was really looking forward to the presentation on PackRat, and I certainly sympathize with the rep who made the trip, and was unable to go on with the show.

Nevertheless, our attempts at "killing time" until the hardware was once again functional led to some interesting dialog with the members on a number of topics. It is refreshing to hear the "grass roots" grow, and to hear some of the opinions and suggestions of the members. Of course, my part was simply in representing the BBS, and the guys and gals who make it work for you.

Not long ago, I discussed some of the internal workings of the BBS and the Forum. Now, I would like to share with you some of our thoughts and plans for the future. Your feedback, comments, and suggestions will be most helpful to us in selecting the course that you want us to follow. Some of what follows here is probably information that you do not need, and will be of marginal interest to some. We present it, though, so that those of you who are interested in the technical details can give us your help and guidance.

There has been much discussion recently about the length of the prelogs. True, once you have seen the screen, there is not much point in wasting your time forcing you to read it again, especially if you are on a toll call. Also, the varying length of the prelogs presents problems to those of you who use script files for

unattended transfers. On the other hand, many of our users are only on once or twice a month, and we want them to have all important information. There is a way around this problem, though, and we will be trying something new shortly.

The BBS is now running under a shareware program known as RBBS. A few years ago, it was state-of-the-art for bulletin boards. Since it is shareware, the cost to OCIPUG was minimal. Over the last few years, RBBS has not been growing, with new features added regularly. Many of those new features appearing on other BBS programs are never seen by the user, but make the operation of the board much neater and less cumbersome for the SysOps. Some local boards (e.g. CHIPS +) are running a program known as PCBoard, and others are running WILDCAT. Both are commercial software packages, and would represent a cost to OCIPUG. We will be deciding among those programs, and several others. The transition will not be overnight as far as the SysOps are concerned. We will run the selected program under a variety of simulated conditions before installing it for general use.

I admit to a great deal of ignorance as far as telephone rates are concerned. Of course, I realize that outlying areas, such as San Juan Capistrano and Diamond Bar, cost significant amounts to members living there who want to do any amount of downloading. What about areas in between? For example, what would be the cost of

half an hour online from, say, Anaheim or Fullerton? How important would some repeater stations be in other areas? The basic question is whether OCIPUG money spent on those stations would be of significant benefit to enough members. We need some feedback on this, and your comments and suggestions will be appreciated and carefully considered. In the meantime, I'll get together with our Membership Chairman, Terry Currier, and see if we can get a better idea of the membership distribution.

The question was raised about additional lines to the BBS. At this time, our feeling is that the two present lines are sufficient for our current needs. We know that it is sometimes difficult to get online during the peak hours between 6 p.m. and 10 p.m. From a study of our callers' log, though, other times during the day should give you quick access. Another telephone line could be added, but it would be to the detriment of the present system. We have tried a third line, and find that the DESQview-RBBS combination slows down a lot. It wouldn't make you happy!

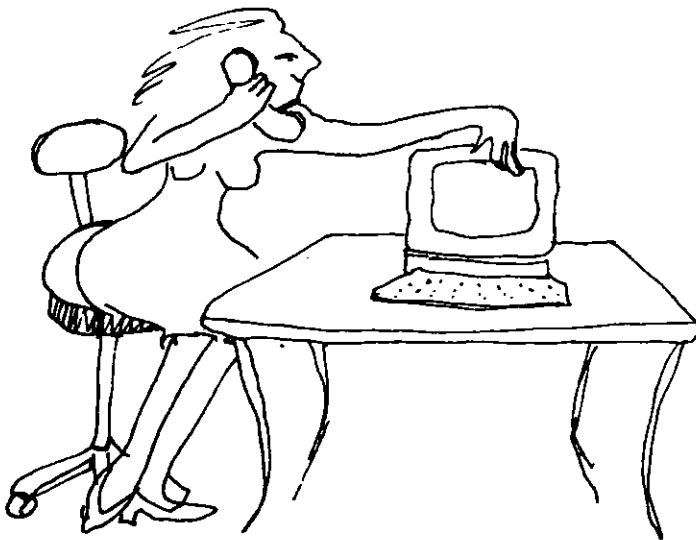
Your BBS needs additional hardware. Since the limiting factor is the rate of transmission, high speed machines are not at all necessary, nor are fast hard drives. Ideally, we would run each node from a separate machine, networked into the main drive as a file server. If you have any surplus equipment that could be part of a system, we would be grateful for the contribution. Maybe we can prevail on some

GORDON EUBANKS TO SPEAK!

The LA Basin chapters of the Data Processing Management Association (DPMA) are pleased to announce that Gordon Eubanks of Syman-tec Corporation will present a view of "The Computer Industry in the 90s." Gordon is the President and CEO of a highly successful and diversified software publishing firm that supports both Macintosh and PC platforms with products such as Norton Utilities, Time Line, Q & A, Grandview, SQZ, SAM and SUM.

This exciting presentation will be held at the LA Basin DPMA dinner meeting on September 25th at the Gateway Plaza Holiday Inn in La Mirada (I-5 and Valley View) at 7:15 p.m. (No-host social at 6:15). Reservations are required. The cost for DPMA and other computer user group members, including OCIPUG, is \$30, non-members and guests \$35. For more information, call (714) 647-1617 for the DPMA voice mail (or contact Cathy Grammer or George Margolin). Reservations must be received by September 15. ■

COMPUTIMES by Rac Hark



"I named him John. He's sensitive, patient, and a good listener. And last night he asked me to marry him!"

...Continued from Page 3

of our hardware gurus to put all the parts together at one of the SIG meetings.

NEW ON THE BBS THIS MONTH

Usually, we spend the space here telling you about new shareware programs. This month, though, we feel that there are a couple of text files on the BBS that may be of great general interest. At least, I found them fascinating.

The first is PIRATE.ZIP, an article from the Register by Michelle Vranizan, the computer editor of that newspaper, about the troubles of the infamous French Connection BBS. You may recall that Michelle spoke to us a couple of months ago.

The second is the internal memorandum by Bill Gates of Microsoft, intended for internal consumption only, but it leaked. It is a fascinating look into the brain of a multi-billionaire software guru, and into the guts of a major power in software. If you are at all interested in how plans are made in a big software company, you won't pass this one by. On the board as GATESMEM.ZIP, this one cost Bill Gates over a hundred million dollars in paper loss (personally!), when it was leaked to the financial press.

There are several items that may be of interest to all of you who have switched to DOS 5.0 (who hasn't?):

DOS5DR.ZIP is Directory Commander for DOS 5.0

DOS5BUG.ZIP, reported to be a bugtest.

DOS50CFG.ZIP - sample AUTOEXEC and CONFIG files for 5.0

DOSSWAP.ZIP - Microsoft replacement for file of same name.

MSMOUSE8.ZIP - New Microsoft mouse driver.

Then, of course, there are the usual updates for ArcMaster, Zip-Master, Virus Summary, ViruScan, Clean, SHEZ, etc.

Let's have your feedback on the above matters. See you on the BBS, and at our SIGs. ■

Are Good Software Programs and Good Customer Support Mutually Exclusive?

by Alan Ashton

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A good software company should offer not only good software products, but excellent customer support as well. However, when one looks at American companies in general which offer both products and services, experience and opinions seem to agree there is a paradox: that good products and good support are not found together.

The National Family Opinion Group in a recent study of six thousand households reported that "the vast majority of consumers believe that they receive good value for their dollar when they purchase products, but there is a rather pervasive discontent with what they get for the money they pay for services."

In response to a survey of fifteen hundred people, Cambridge Reports found that only eight percent responded "Excellent" to the question, "How well do service companies meet your needs and concerns as a consumer?" Forty-two percent said "fair," "poor," or "depends on the service."

The TARP National Consumer Survey reported that, at any given moment, one in four customers of the average American organization is upset with the company's service.

Customer service can be summed up in the following story

quoted from *Time* magazine:

For Harry Hapless, it was a rough day in the service economy. His car, a Fiasco 400, started sputtering on the highway, so Harry pulled into a gas station for help. "Sorry, no mechanics, only gas!" shouted the attendant. "How can you call this a service station?" yelled Harry. He went to the bank to get some emergency cash for a tow truck, only to find the automatic teller machine out of order, again. "Real nice service!" he muttered. Then Harry decided to use a credit card to buy a tool kit at the Cheapo discount store, but he couldn't find anyone to wait on him. "Service! Anyone, please! Help me!" was his cry.

It had been a trying day indeed, Harry thought as he rode a bus home, but at least he could look forward to a trip to Florida the following week with his wife, Harriet. That is, until Flyway Air called: "Sorry, Mr. Hapless. Due to our merger with Byway Air, your Florida flight has been canceled. "Harry got so angry he was going to call the Federal Aviation Administration immediately. But just then his phone went dead no doubt because the phone system had been split up, he imagined. Well, that was the last straw. A few minutes later a wild-eyed Harry

burst into the newsroom of his local newspaper. "I've got a story for you!" he cried. "There is no more service in America!"

Personal service has become a maddeningly rare commodity in the American marketplace. Many flight attendants, sales clerks and bank tellers seem to be too busy to give consumers much attention. Many service workers are underpaid, untrained, unmotivated, and unhelpful, to the dismay of customers who look to them for assistance.

The concept of personal service is a difficult quantity to measure precisely, to be sure; the U.S. Government keeps no Courtesy Index or Helpfulness Indicator among its economic statistics. "But customers know service when they miss it, and now they want it back," says Thomas Peters, a management consultant and co-author of *In Search of Excellence*; "In general, service in America stinks."

Given that customer satisfaction is lacking in many transactions, let's discuss the paradox of product and support in relation to computer software.

The concept of customer support for personal computer software varies according to the business philosophy of the software manufacturer. The original expectation was that technical advice was free and only a phone call

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away. The responsibility of software support has yet to be resolved in the personal computer industry; however, many manufacturers are trying to transfer the responsibility of support to the dealers and end-users.

Today, more companies are defecting from the ranks, arguing that free support is no longer a realistic expectation. Currently, software support comes packaged in a variety of categories from toll-free support to pre-paid premium support, and even pre-paid third-party support.

Although the categories for the various support packages have different names, the difference in the support packages is the illusion of the quality of services offered.

Software manufacturers have placed elaborate names on their services to entice end-users to pay for support packages. The factor that should determine the quality of the support is not necessarily the time required to get to a support operator but, the quality of the answers and follow-through given by the support operators.

According to Roberta Furger, "PC World surveyed a thousand business users, backed by extensive interviews with users and vendors, [and the results] show the gulf is broadening between what vendors are willing and able to provide and what most users have come to expect."

The survey goes on to state that "...the respondents consider technical support one of the most important factors in their purchase decisions. When service was lacking, roughly one-quarter of the respondents demonstrated their dissatisfaction by switching to a competing product."

In an environment where service is lacking it is refreshing at WordPerfect Corporation to be able to provide a software support group whose basic purpose is to courteously and efficiently help cus-

tomers use our products effectively.

This year the 1990 PC World Class Awards committee conducted a reader's poll for comments about software support. WordPerfect Corporation's Customer Support received the recognition for the best service and support. "It was amazing how many people used the free-form comments section to rave about WPCorp's support policies. I hope other vendors are paying attention those votes might do some real good." said Larry Wilson, PC World Class counting crew.

Software support receives ratings based on a subjective opinion gathered from end users, whereas, software programs receive ratings based on a variety of considerations. In consideration of the other side of the paradox, the software program, there are several issues that determine a good software program.

There are many lists of top selling software programs in the industry. The lists rank programs according to the number of copies shipped to stores and resellers in the week or according to rankings of performance according to certain comparison criteria. There are numerous comparisons which discuss strengths and weaknesses of various software products. In the area of word processing, for example, the following considerations are reviewed: productivity, reliability, ease of use, basic editing capabilities, proofing tools, mail merge, layout, style sheets, font/printer support, reference tools, import/export facilities, network compatibility, speed, macros, feature richness, documentation, ease of learning, error handling, support policies, technical support, and value.

Reviewers have marveled at the ingenuity and creativity which have been invested in the high-power software products. From the top selling lists of software, we see the popularity of the products. From the technical comparisons,

we find out about the features and the compatibility of the products. From the bench marks, we find out about the productivity of the products.

These objective comparisons help customers make informed choices as they purchase software products. Included in these product comparisons is information regarding support. For computer software users support is important. We have found that excellent support is a prerequisite. It has been a major factor in our success with WordPerfect.

Good support doesn't just happen. That may be the reason for the paradox. Good software does not automatically insure good support. Support is something that requires great care, concern, planning, training, resources, monitoring and follow-through. At our corporation, we have developed our support program over the past ten years through continual effort and learning. We have come to understand the value of support in various departments, including advertising, marketing, development and public relations. People hear about good support and tell their associates. Dealers feel assurances concerning a well-supported product and confidently sell it to customers. Development engineers find out what customers want and what problems customers have, and enhance the software accordingly. Customers in general have a good feeling and trust in an organization which is dedicated to service and is able to help people with their problems.

In our case the program and support have shared equally in gaining portions of the word processing market. Bill Howard of PC Magazine states, "WordPerfect has climbed from about 25 or 30 percent market share ... to a 60-plus market share ... The most likely reason: unlimited toll-free support. WordPerfect plows a huge chunk

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Short TAKES

David Black

Here we go again, with more miscellaneous information from the PC universe.

ON THE WINDOWS FRONT....

Well, we still wait for Windows 3.1, with scalable type and Multimedia extensions. Right now I have almost the perfect Windows machine, but no matter how good my hardware is, the software still has not caught up with me. The same is true for Video Boards. The one thing that I do not like about my present system for Windows is the video display subsystem. The card, a VGA Wonder+ 1M, is still too slow, and the monitor (CTX 14" multisync) is too small and flickers too much in 1024x768 mode. This seems to be one of the major problems with Windows and hardware these days. Displays are either of too poor quality, or are too expensive. I'd love to have a 16" multisync 4DS, or for that matter, any good quality 16" monitor. But the monitor alone costs over \$1000. Then factor in AT LEAST another \$300 for a mid-range video card (w/o a video coprocessor).

Visual Basic for Windows...

I FINALLY was able to purchase a copy of this at CompUSA for \$130. After messing with it for a month, I can honestly say that it's really great, but it could be better. Well, I'd better remember that this is ONLY version 1.0, and that I'd better send in some input if I want to see the program improved, but now on to some hard core information.

Visual Basic blends a forms painter with a modified QuickBasic compiler to produce by far the easiest Windows programming environment I have seen. It also strikes an almost perfect balance between Object-Oriented languages (SmallTalk as the extreme) and traditional languages (Pascal, C). While a non-programmer might have a hard time starting off with this program, anyone coming from a Basic/Pascal background will feel right at home. (I certainly did.) So what does this mean? Visual Basic will not make anyone into a programmer, but will allow more programmers to write for the Windows environment, which is exactly what Microsoft wanted. They wanted a product that would allow them to say that there are

literally millions of people writing applications for their environment.

With all of this, Visual Basic is an excellent product, but with some bugs and limitations. There are some aspects of how I can define variables that I do not like, and Visual Basic simply does not include all of the functions you are likely to need. So the big question is where do you go when you find you can't do something in Visual Basic? This is the stage that I am at right now. I have written several applications, a few of which I use every day. But to enhance these applications any further, I need functions simply not available in Visual Basic. So now I am forced to begin to delve into the world of the Windows API. Visual Basic includes full support for making calls into the API and external DLLs. Microsoft also sells a full reference to the Windows API (including 1100-page manual and on-line reference) for only \$50 to Visual Basic programmers. So this is my next step, which makes sense for my plan of using Visual Basic to start to program in Windows. Microsoft also sells a compiler for the Windows Help System, to allow you to easily integrate a help system into your applications. Visual Basic gets a 9 on a scale of 1 to 10, with suggestions for future improvements.

IN THE DOS REALM....

DOS 5.0 continues to gain steam as more and more hardware vendors begin to sell this landmark upgrade for the operating system that is now celebrating its 10th (yes, it's been that long) birthday this year. There is also a correction to last month's batch files. The mistakes were just one of those rare instances in which those noble people who slave to publish our newsletter let a small mistake slip by when it went to the printers. Here are the CORRECT listings:

```
CHANGE.BAT:
@ECHO OFF
COPY C:\SYS\%1.BAT C:\AUTOEXEC.BAT
COPY C:\SYS\%1.SYS C:\CONFIG.SYS
ECHO Specified Configuration Installed
```

...continued on page 8

...continued from page 7
Short Takes

UPDATE.BAT:

```
@ECHO OFF
ECHO WARNING: You may be about to over-
write an old set of configuration
files.
ECHO You may hit Ctrl-Break to abort.
PAUSE
COPY C:\AUTOEXEC.BAT C:\SYS\%1.BAT
COPY C:\CONFIG.SYS C:\SYS\%1.SYS
ECHO Specified Configuration Updated
```

HARDWARE....

Well, this month AMD is scheduled to come and speak. I certainly hope they can honestly say that they will be building for the ACE environment and/or have an 80486 clone coming out soon. While 80386 CPU prices have gone through the floor, 80486 CPU prices are still in orbit; although, you can find bare bones 80486 systems for under \$2000 at some places. If it were not for the fact that 80486 motherboards cost so much, I would be buying one instead of getting an 80386-33 motherboard this month. I really had hope for the 80486SX chip, but it's nothing but a marketing ploy to get back more return on the R&D costs for developing the 80486.

The reason for the massive drop in 80386 CPU prices is that Intel has been dumping CPUs in an attempt to hurt AMD, although I don't think it's working. But the upshot of all this is that 80386 motherboards and CPUs are dirt cheap. At the last ACP swap meet, I bought an 80386-33 motherboard with a 64K cache, but without a CPU for only \$200. The last time I investigated this, the same motherboard would have cost me over twice that. As result, I am now sitting in front of a brand new 80386-33 screamer, built in a few hours after the ACP swap meet. 40Mhz 80386 boards were also everywhere, going for around \$500-\$600. Unfortunately, I would not currently recommend 40 Mhz 80386 motherboards. In the past, motherboard speed has always gone up in certain increments. This has allowed most all motherboards up to 33Mhz to be compatible with software. But the 40Mhz chips represent kind of a kludge to get more speed. As a result, many programs won't run at all in 40Mhz machines. This includes such favorites as WordPerfect 5.1 and Lotus products. If you really want something faster than 33Mhz, just wait six months or so. By that time, the rumored 66Mhz AMD 80386 CPUs might be out (maybe AMD will be talking about this at the General Meeting). I have heard rumors that AMD is working on such a chip, and with their past track record of excellent re-engineering of Intel CPUs, this is certainly plausible.

Besides the cost of 80386DX products, everything else has been going down in price. For instance, I can

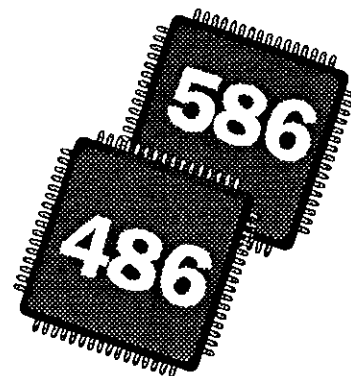
now buy a 20Mhz 80386SX motherboard, 1/2 Baby size (will fit in normal cases, but has a shorter length than normal baby-AT size motherboards) for only \$275. I can remember when I paid \$400 for my 16Mhz 80386SX over a year ago. While most people like myself will not want an SX, for many people not running heavy-duty applications this type of machine would be ideal, especially with the drop in price. Just think about it—for the same price as a Macintosh Classic w/2 megs of ram and a 40meg HD, you can get an equivalent 80386SX, but also with SVGA, and a faster relative speed. Apple's machine that directly competes with the 80386SX, according to Apple, costs over \$2000. For that price I could get an 80386DX.

PACKRATS, DUMP YOUR STASHES!....

Do you have any old hardware just collecting dust in storage? Something that's too old and too slow for your purposes, or just does not run the software you use today? Don't let it sit another day. There is always someone out there who could get a lot of use out of that old machine. You might give it to a local charity or organization, donate it to our BBS system for use as a future additional node, or even give it to that deserving student who needs something for school work. Equipment does no good just sitting in the closet, making it even harder to find a place to stash that box from that new piece of equipment. Recently I began liquidating my stock of old parts pretty much giving them away to whoever can use them, and SLOWLY gaining more closet space as a result.

A FEW FINAL NOTES....

Well, I know this month's column was again pretty short, but this is summer, the busiest time of the year for me in many ways. Remember that I am on the OCIPUG support group, so feel free to give me a call with any question at any reasonable hour (my only request). You know the spiel (well, those 3 years of German did show through finally), I don't get any rewards for anything mentioned here, I only relay information I have found to be useful and interesting. Also, if you are interested in upgrading your machine, feel free to call me for advice or help, as this happens to be one of my specialties. ■



THE PROMISE OF OS/2 2.0

Dave Lorenzini

After years of development and hopes, IBM has committed itself to making OS/2 the operating system of choice for the personal computer. This report will take a look at the new features, the attractive price structure, and the new development tools. The ultimate question, however, is whether or not IBM can coax users away from their love affair with Windows 3.0.

IBM COMMITMENT

The success of Windows 3.0 downplayed the need for Microsoft to keep OS/2 in the forefront of its operating system strategy. OS/2's hardware demands, complex operation, and somewhat high price, made it a poor second choice to DOS and Windows. IBM eventually realized it did not need Microsoft's help and is moving ahead on its own to make OS/2 fulfill its promise as the premier operating system for the PC world.

IBM dropped the price of the current version of OS/2, version 1.3, from a \$345 list to an upgrade price from IBM DOS of \$99. IBM also announced it would upgrade version 1.3 users to version 2.0 FREE! This keeps sales of OS/2 moving until the new version is ready for release later this year.

The second bit of good news is the increased power it will bring. OS/2 2.0 will exploit the 32-bit capability of the i386 and i486 microprocessor chips. This means a 32-bit flat memory model, unfettered by the 640K barrier. It also means that multiple versions of DOS programs can run simultaneously, including separate versions of DOS and DOS running Windows.

There also will be upward compatibility for existing Presentation

Manager applications. Therefore, OS/2 2.0 will have a huge stockpile of applications ready to use right out of the chute. However, the real benefits of OS/2 2.0 will not be possible until new 32-bit applications are ready.

IBM has been hard at work on its own OS/2 tools. It is preparing The Programmer's Workbench to reduce its dependence on Microsoft. The Programmer's Workbench will include a 32-bit compiler, linker, and Presentation Manager debugger.

Other developments include a better REXX macro language for creating cross-applications tasks. This will compete with the object-oriented VisualBasic recently introduced by Microsoft.

OS/2 2.0 will also have faster graphics, an easier installation routine, more device drivers, and an advanced graphical user interface. There also will be several "applets," such as an icon editor, a wallpaper creator, and games.

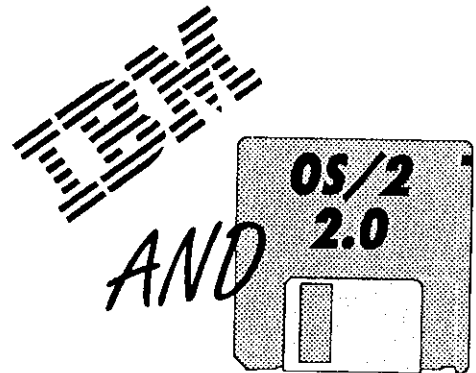
A BETTER DOS AND A BETTER WINDOWS

There will be another new version of DOS. OS/2 "super" DOS will have greater functionality than Microsoft's DOS 5.0. OS/2 DOS will run multiple virtual DOS sessions, each one protected from the others, and from the operating system as well, against crashing.

OS/2 will also run Windows 3.0 applications without the user having to buy it from Microsoft. This is because cross-licensing agreements between IBM and Microsoft permit IBM to incorporate Microsoft code in their

operating systems.

Users who have upgraded their hardware to 386SX and DX machines and installed more than 2 MB of memory to run Windows 3.0 applications will be able to run OS/2 2.0 without additional upgrading.



The inherent limitations of Windows 3.0 will eventually turn many users to OS/2. By 1993, it is expected that the sales of Windows and OS/2 will be equal. A greater number of i486 machines will be a fertile field for new OS/2 applications, providing functionality previously thought beyond the reach of the casual user.

DOS will continue to be popular in home offices and small businesses, but all the excitement will be happening in the OS/2 camp.

Part 2 of this report will go into more detail regarding OS/2 2.0 features. If you have IBM DOS, consider upgrading to OS/2 1.3 now to get familiar with the feel of OS/2 for \$99. Meanwhile, check out the OS/2 SIG held on the second Saturday of each month (except September) at 12:15 p.m. at the OCIPUG SIG space. ■

MEET OUR NEW MEMBERS

Terry Currier

Well, the July meeting was pretty good; we picked up 12 new members. I would like to thank those who helped me pass out flyers at the ACP swap meet, especially Michael Springer, who helped in getting our shade provider ready.

George Austin is from Rolling Hills Estate and is retired.

Frank Bell is a marketing communications manager from the City of Industry. He has a DTK 386 with a modem and uses a Texas Instrument Laser printer. For software he listed Windows, Excel, Procomm, Pagemaker, Corel Draw (here we go again), Powerpoint, and Word for Windows.

Herb Carlson lives in Irvine and works as an E.O. engineer consultant. His computer setup consists of a DTK 386SX with VGA and modem. For printing he has an AST Laserjet. Software of choice includes Quattro, Xtalk, Smart Comm, Ventura Publisher, Auto CAD, Windows, WordPerfect.

Maxine Crump from Laguna Hills is a bookkeeper and she uses Lotus, and WordPerfect.

Glenn Fujimoto is a VP of MIS from Orange. He has a 286 with VGA and an HP Laser SE1 (wow). He uses Lotus, Windows, and WordPerfect.

Lynne Geyser from San Clemente is an attorney (keep Thurman Wade away from this one). Lynne has a 386, a modem, and a Laserjet III to help pass away the time. She uses Procomm, Norton Commander, Norton Utilities, (she's in a rut) Norton Virus, Windows and WordPerfect.

Ross Jones lives in Garden Grove and works as a quality representative. He has a 386 SX with VGA, a modem, and Citizen GX140 printer. Software he uses includes WordPerfect, dBASE, and PAF.

John Koval is an engineer from Santa Ana. He has a 286 with monochrome, and a 386 with VGA. His printer is a Panasonic 1091i. His software of choice is dBASE IV, WordPerfect, Procomm, Telix, Norton Utilities, PC Tools, First Publisher, and Microcap IV.

Robert Mazziotti is from Laguna Hills.

John Merck is a private investigator from Huntington Beach. He has a DTK 286 with VGA, a modem, and a Panasonic 1124 printer. For software he uses WordPerfect. Joining with him was **Mary Ann Merck**.

Peter Mirkovich is retired and lives in Huntington Beach. He has a 386SX and an Epson LQ510 printer. He uses WordPerfect, Paradox, and Concord.

Howard Miyushiro of Santa Ana is a computer support specialist. He has a 386 with Super VGA and modem.

Hank Nunez is a vice president of sales & marketing from Anaheim. He uses an Everex Tempo 386SX with an HP Laserjet III printer and Q&A.

Mark Porter lives in Huntington Beach and is a sales administrator. He has a 286 laptop, and uses Windows, Excel, Corel Draw, Signmaking, CADLink, Letterart, WordPerfect.

Taylor Savage was referred to us by Larry Pierce. He lives in Santa Ana, is a builder/developer, and uses GeoWorks.

Roland Schinzing lives in Irvine and was added to a family membership.

John Scott comes to us from Santa Ana and is a field engineer. He has a 286 which he uses for Lotus, and WordStar.

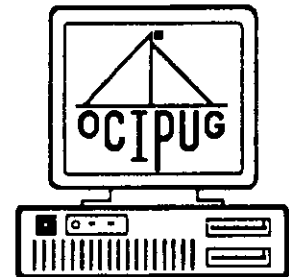
Marv Shockey is a mechanic from Garden Grove. He uses a 286

with EGA, a modem, and an Epson FX 100 printer.

Barry Solomon lives in Huntington Beach.

Thomas Tersigni is an aerospace engineer living in Costa Mesa. He has a Laser 286 with a modem, VGA, and a Panasonic printer. He uses Prodigy, PC Tools, and WordPerfect.

Joseph Viggiano lives in Costa Mesa and has a 286 computer along with Panasonic and Okimate printers. He uses Lotus, and 8 in 1. ■



REMINDER

Be sure to send a change of address to OCIPUG when you move ...it costs the club money when the newsletters are returned as "undeliverable."

SEND YOUR ADDRESS
CHANGE TO:

OCIPUG
P. O. BOX 6100-211
COSTA MESA, CA 92628

INTRODUCTION TO PROGRAMMING

Wendy Sarrett

Most members of OCIPUG that I speak to have done little or no programming. The purpose of this article, which I hope will be the first of a series, is to present an introduction to the basics of programming. One point I hope to make is that, whether we program in "C," Basic, Pascal, or any other language, we're still working on the same machine. In short, all our familiar languages are based on the same principles. Another important point is that large programs (like Windows, Quattro Pro, etc.) are simply a combination of smaller programs. A good analogy is a brick wall. A 4' x 6' brick wall and the brick side of a 3-story building are both made up of the same basic bricks. The difference is that the small wall only requires a few bricks while the building requires many bricks.

Examples are critical to illustrate programming concepts. Thus, I will present examples in Qbasic. This will allow anyone with Dos 5 simply to type in and run the examples.

Programs consist of data and instructions that process the data. Data ranges from the simple to the complex. We will start with the most basic data, strings. Strings are simply pieces of text. The simplest program in every language is the proverbial HELLO WORLD program. Here is what it looks like in Qbasic:

```
PRINT "HELLO WORLD"
```

In this program the string in question is HELLO WORLD. This program simply prints this string out. Since this string does not change, it is known as a "string constant." Suppose, however, you wish to have a string that can change. This is known as a "string variable." Here is an example:

statement. Thus:

```
S$ = "HELLO"  
PRINT S$  
S$ = "WORLD"  
PRINT S$
```

will yield the same results. However, it is a good idea to get into the habit of defining your variables. The reason is that most modern languages require it.

Thus, if you later choose to try Pascal or "C," for example, you will already be used to defining all your variables in advance.

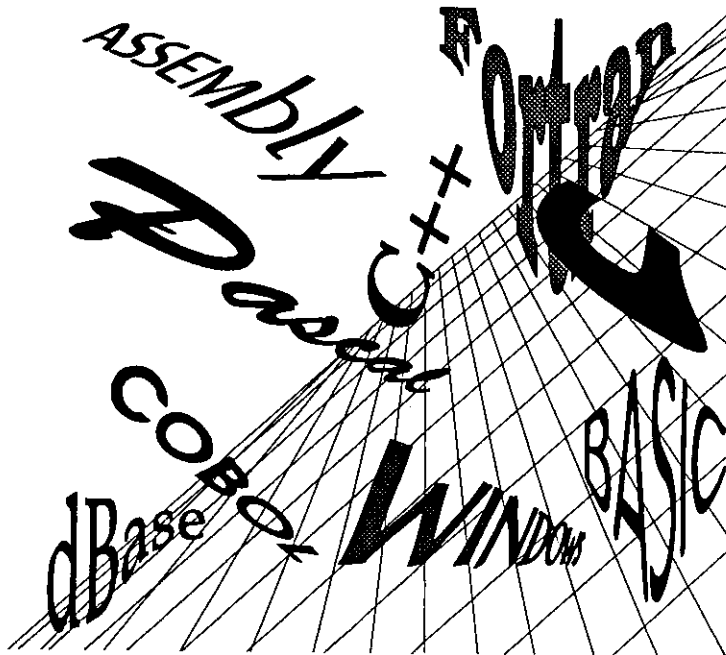
The HELLO WORLD program is the starting point for learning any new programming language. These examples will give you something to type in and watch run on your machine. Below, I've also included a related example that will actually take input from you and print it out. In future months I will discuss such topics as, decisions (the "IF"

statement), loops, and more data. Don't be afraid to experiment. That's the quickest way to learn. Happy programming!!

```
DIM S AS STRING  
S = "HELLO"  
PRINT S  
S = "WORLD"  
PRINT S
```

In this example S is defined in advance as a STRING variable by using the DIM statement. One can simply think of S as a slot that can hold one string at a time. Note that in Basic, instead of declaring S in advance, a S\$ can be used. The \$ tells Basic that S is a string in the same way as a DIM

```
DIM S AS STRING  
PRINT "HELLO WORLD"  
PRINT "WHAT IS YOUR NAME"  
INPUT S  
PRINT "HELLO"; S
```



Herb's Hangout

Herb Huey



INTEL DOES IT AGAIN

Congratulations are in order to Intel for sticking it to the public again. I'm referring to Intel's recent announcement of the 486SX. The entire computer world has been critical about Intel's latest crippled chip. This looks to be another slick marketing coup by Intel to make the public accept another inferior product that has no reason for existing. However, I expect that the computing world will once again accept what Intel dictates. Let's start from the beginning.

INTEL 8088 SELECTION

Back in 1980 when IBM was deciding which CPU would become the heart of the original PC, it looked like it would be either the Zilog 8-bit Z-80 or the Intel 8-bit 8085 or 16-bit 8086. Long shots, were the excellent 8-bit Motorola 6800 or Mostek 6502. The popular Z-80 had a large installed user base of about one million, mostly in Radio Shack TRS-80 and various CP/M machines. The Z-80 was definitely the superior 8-bit CPU chip compared to the Intel 8085 but Exxon, who owned Zilog, was a bitter rival of IBM and IBM wanted a guaranteed supply of CPU chips.

Unfortunately for the computer world, Motorola could not come to terms with IBM and was eliminated early in the selection process. The Mostek 6502 was the

CPU of choice for the Apple and Atari computers which had reputations as graphics-oriented game computers. This clearly would not suit the business market that IBM wished to pursue.

IBM wanted to use a 16-bit CPU, but only the Intel 8086 was available, in limited quantities and was very expensive. We won't even mention the awful Texas Instruments 9800. The 16-bit Motorola 68000 and the Zilog Z-8000 chips were further behind in development than the 8086. The 8086 was the logical choice for the new PC but IBM balked at the pricing. Intel's solution was to create the 8088 CPU which uses a 16-bit address bus but transferred data 8 bits at a time. IBM agreed to use the 8088 when Intel guaranteed first dibbs on available supplies. So even back in 1981 Intel took a giant step backwards in advancing the state-of-the-art.

INTEL 80386SX

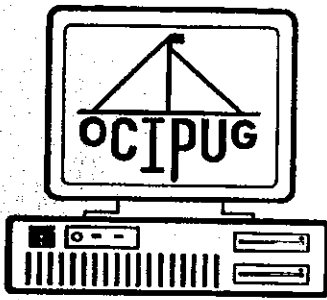
When the IBM AT came out, computer suppliers complained about the poor availability of 80286 CPUs, so Intel licensed the 286 technology to Advanced Micro Devices (AMD) and Harris. Both companies decided to compete against Intel by building faster and less expensive chips. AMD and Harris ultimately turned out 286s with 20 Mhz and 25 Mhz clock speeds versus 16 Mhz for the Intel 286. To Intel's credit, the

80386 was out at this time but Intel faced a dilemma. Since Intel concentrated its resources on developing the 386 it was losing its 286 market share while the 386 market was small due to the usual high initial pricing.

We all know Intel's solution. Lightning strikes twice and out comes the 386SX which has 32-bit addressing but 16-bit data paths. This was the beginning of a brilliant plan to eliminate the competition. First, Intel decided not to license the 386 technology to any other companies. Next, Intel aggressively lowered the price of the 386SX to that of the competitors 286 prices. Intel's last step was to embark on an aggressive marketing campaign touting 386SX superiority over the 286 in the famous "No 286" campaign. What this campaign really meant was, "No Competition Welcome!!" Take that AMD and Harris!

INTEL 80486SX

Now we come to 1991 and Intel proves that lightning can strike three times. Recently, AMD won two bitterly fought court battles against Intel for the right to make 386s and then the right to call the chip a 386 device. AMD also has a pending court case on the right to use Intel's microcode in their AMD287 coprocessors. AMD has now turned out the 40 MHZ 386 and the 20 MHZ 386SX/386SXL devices. AMD's devices run faster



Orange Coast IBM PC User Group SIG GUIDE

A Calendar of Meetings & Events published by Richard Villa

For more information on membership, write to OCIPUG at PO Box 6100-211, Costa Mesa, CA 92628. Call Voice - 714/843-2048 or BBS - 714/843-0388

	SUN	MON	TUE	WED	THU	FRI	SAT
AUG	25	26 OCIPUG Board Meeting 6:30 PM	27 Personal Finance Real Estate 8 AM	28	29	30	31
SEPTEMBER	1	2	3 Spreadsheet	4 Windows 3	5 Modem	6	7 New Users 9 AM DOS 1 PM
	8	9 Word Perfect	10 Database	11 Program Committee	12 CAD/ Graphics	13	14 Programming 9 AM
	15	16 Genealogy	17 BBS	18 Office/Basics 10 AM Investors	19 Corel Draw 6:30 PM @ Graphix Zone	20	21 Q & A 1 PM
	22/29	23/30 MS Word OCIPUG Board Meeting 6:30 PM	24 Personal Finance Real Estate 8 AM	25	26 Hardware	27 Geo-Works	28 9AM - OCIPUG General Meeting O.C.C. Science Hall

All Special Interest Groups (SIGs) are held from 7 PM to 10 PM at our SIG SPACE, located at 17632 Metzler Lane, Suite 211, Huntington Beach unless otherwise listed.

BBS

SIG Leader: Bob Ottke 714/759-1515
 Monthly work party on the BBS. Meet in office area of SIG SPACE.

CAD/GRAPHICS

SIG Leader: David Carroll 714/775-3130
 Designated Guru: Dave Lorenzini 714/496-3050

This SIG covers hardware and software products in both computer aided design and graphics. Check the HOT-LINE for September's topic.

COREL DRAW/VENTURA

SIG Leader: Steve Burnside 714/722-0327
 Asst. SIG Leader: Sunny Lockie 714/644-0103

This SIG will cover intermediate and advanced topics relating to both *Ventura Publisher* and *Corel DRAW!* Check the HOT-LINE for September's topic. Please come with your questions. Meeting starts at 6:30 PM.

So. Cal. Graphics Resource Center (formerly the Graphix Zone), 38 Corporate Park, Irvine - Near Jamboree & Alton Pkwy.

DATABASE

SIG Leader: Bob Schmiedeke 714/536-1178

This SIG discusses various database programs, specializing in *dBASE*. We will continue our discussions of *dBase III Plus* and *IV*.

DOS and LANGUAGES

SIG Leader: Joe Zebrowski 714/545-0889
 Designated Guru: John Goodman 714/895-3195

Come to this group to learn more about how your PC works and how to get it to do what you want. This SIG is about the program you use every day: DOS. Also about languages (e.g. BASIC) & other system issues. Check the HOT-LINE for September's topic.

GENEALOGY

SIG Leader: Stan Sabin 714/968-7307

For beginners to experts. If you know a little about Genealogy or a lot this SIG is for you. We will be discussing match & merge and using alternate databases at the September meeting. Please bring your questions. Everyone welcome!

GGEOWORKS

SIG Leader: Bob Basaraba 714/559-6539

This SIG covers the new product *GeoWorks Ensemble*. At the September meeting we will discuss *GeoDex*.

3RD TUE**HARDWARE**

SIG Leader: Bob Basaraba 714/559-6539
 This SIG is one of the most popular, judging by the strong attendance. Come with your questions at the September meeting.

INVESTORS

SIG Leader: Joe Farber 714/642-6993
 Explore the world of computer-aided investing. Demonstrations of software for stock market investments, and open-ended discussions of the state of the market are presented at each meeting.

MODEM

SIG Leader: Bob Ottke 714/759-1515
 Designated Guru: Rich Sabin 714/965-6734

Reach out and access the whole world of information through telecommunications. Gail Thomas will present on-line educational programs.

NEW USER/NEW MEMBER

SIG Leader: John Lunsford 714/995-0947

This is the best SIG to attend first. The meetings run on a 4-month cycle and this month is number TWO in the cycle. You may start at any point in the cycle.

OFFICE/BASICS

Anne Fawcett 714/968-5000
 DAYTIME SIG for BEGINNERS!. Each meeting has 3 segments: DOS, *WordPerfect* and *Lotus*. The meetings will run on a 4-month cycle and August is number THREE in the cycle. You may start anytime. Let's explore the basics of these office "industry standards." This SIG meets from 10 AM to 11:45 AM.

OS/2

SIG Leader: Dave Lorenzini 714/496-3050
 Come learn about what OS/2 is all about and what this new operating system can do for you. We will not meet in September - See you in October!

4TH THU**3RD WED****1ST THU****1ST SAT****3RD WED****2ND SAT****IMPORTANT TELEPHONE NUMBERS**

Public Bulletin Board (BBS) - 843-0388
 Private Line (Member BBS) - 843-9248
 Hot-Line - For latest Information - 843-2048
 Emergency SIG SPACE number - 843-9678

PERSONAL FINANCE

4TH TUE

SIG Leader: Max Lockie 714/644-0103
This SIG discusses the various financial packages for the PC. At the September meeting we will continue to talk about Quicken 4.

PROGRAMMING

2ND SAT

SIG Leader: Wendy Sarrett 714/733-9906
This SIG covers various aspects of programming and programming languages. At the September meeting we will talk about Windows programming examples.

Q & A

3RD SAT

SIG Leader: Terry Currier 714/774-2018
Come and learn about this popular database and word processing program. At the September meeting we will show how to log on to the Symantec BBS and see what is available.

REAL ESTATE

LAST TUE

Contact Person: Jim Dickerson 714/960-9691
Contact Person: Tom Sutro 714/754-7045

Jointly sponsored by OCIPUG and several local Boards of Realtors, this is one of our largest SIGs. Come for coffee at 8:00 AM.

Newport Mesa Association of Realtors, 401 North Newport Blvd., Newport Beach.

SPREADSHEET

1ST TUE

SIG Leader: John Alesi 714/770-1130
Designated Guru: Neil Carman 714/964-1901

This group covers Lotus 123 and other popular spreadsheet programs, including shareware products, for both beginners and advanced users. Check the HOT-LINE for the topic for September.

WINDOWS 3

1ST WED

SIG Leader: Richard Villa 714/841-6991
Asst. SIG Leader: Steve Burnside 714/722-0327

This SIG covers software for Microsoft Windows 3.0 during the first half, and specializes in PageMaker 4.0 or other advanced topics in the last half. At the September meeting we will look at PageMaker 4.0 to try to make your publishing jobs more effective. Also a presentation of new Windows 3.0 books. Please bring your questions!

WORD

4TH MON

SIG Leader: Winston Jewson 714/544-4330
Microsoft Contact: Dave Lorenzini 714/496-3050

Microsoft Word 5.5 is a powerful and popular word processing package. On the 4TH Monday (Sept 23rd) we'll discuss setting up and using Microsoft Word style sheets.

WORDPERFECT

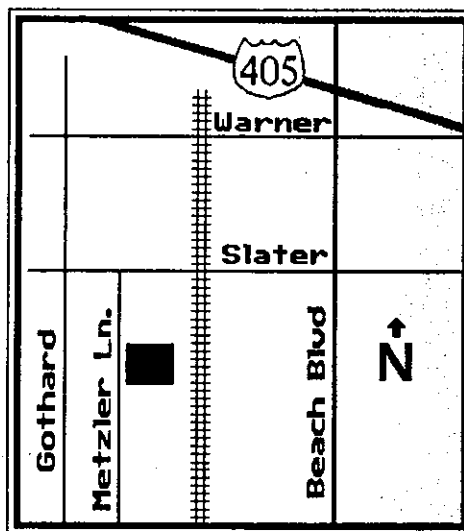
2ND MON

SIG Leader: Susan Novak 213/594-4144
W-213/491-3081

Contact Person: Jeff Sinn 714/775-2390

Come and learn about this popular word processing package. Come to the September meeting with your questions.

SIG SPACE



**17632 Metzler Lane, Suite 211
Huntington Beach**

ATTEND A SIG MEETING THIS MONTH - FIND OUT WHAT'S HOT!

GENERAL MEETING

Saturday, August 24th, 1991 - 9:00 AM to Noon

386 & 486 Computer Systems & All Media Drive

Mary Hinthorne, CMS Enhancements

40 Mhz 386 Chip Technology

Advanced Micro Devices

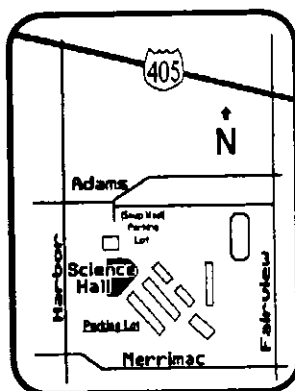
FASTCache SX/Plus

⇒ 8:40 to 9:00 AM - Random Access!

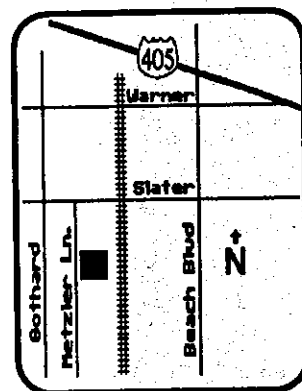
MEETING LOCATIONS

Orange Coast College
Costa Mesa
2701 Fairview Rd.

General Meeting:
Science Hall (next to
Chemistry Bldg.)
Parking in campus lots
available off Adams or
Merrimac.



SIG Space
Huntington Beach
17632 Metzler
Lane, Suite 211
SIG Meetings:
Take elevator to 2nd
floor.
Parking in lot or on
street



MEMBERSHIP INFORMATION

Orange Coast IBM PC User Group (OCIPUG) was formed in 1985, and has become one of the largest and most respected User Groups in the country.

OCIPUG, a non-profit corporation, is an all-volunteer organization which provides PC enthusiasts with an opportunity to gain knowledge and gives assistance to those who need it.

Membership includes:

- ✓ subscription to README.DOC, the monthly newsletter published by OCIPUG
- ✓ discounts on Public Domain, Shareware and User Supported software
- ✓ access to the OCIPUG RBBS private telephone line
- ✓ eligibility for monthly raffle at General Meeting

If you would like to become an OCIPUG member please call 714/843-2048 and request an application for membership, or write: OCIPUG, PO Box 6100-211, Costa Mesa, CA 92628-6100.

OCIPUG SIG GUIDE camera ready copy produced with: Microsoft Windows 3.0, Aldus PageMaker 4.0, Corel Draw! 2.0 & Publisher's Paintbrush for Windows using an HP LaserJet III with Pacific Data Product's PacificPage XL & PacificType PostScript-compatible cartridges, including Adobe downloadable fonts. Graphic illustrations by Richard Villa, Steve Burnside, & David Carroll.

Keeper of the Calendar: Richard Villa - 714/841-6991 - Deadline for October Calendar: Friday, September 13th

and with much lower power requirements than the Intel products. Notebook manufacturers are eagerly looking at the AMD devices for extended battery performance. How does Intel meet the new competition? An obvious solution is for Intel to lower the prices of 386s. How about coming out with an improved product? Nope, Intel once more decides to offer less by offering not one, but two crippled chips!

The Intel 486SX is positioned to be a low cost entry into 486 computing much like the 386SX was marketed to lure users from the 16-bit 286. The 486SX is a full 25 MHz 486DX processor with the floating-point unit (FPU) disabled and the clock speed lowered to 20 MHz. Intel claims that the 486SX is still 10-15% faster than the AMD386. The logic behind the 486SX is that most people may not require an FPU in their daily computing, so why force people to pay for one. Intel then lowered the price to compete with the various 386 chips. Table 1 below illustrates the price differences. Intel prices are for lots of 1,000 while AMD are for lots of 100.

The new 486SX undercuts the AMD386. By luring users to 486 platforms with an attractively priced 486 CPU, Intel is moving into an arena that AMD still cannot compete in. If you later find out that you need a FPU, Intel will gladly sell you a 487SX FPU chip for \$799 which has an extra pin that knocks out the 486SX and then runs like a regular 486.

Now these actions definitely qualify for inclusion in my Rules of

Insanity (README.DOC May 1991). Intel takes a perfectly good 486 chip, performs an extra step to disable the FPU, and then lowers the price over \$300! Then to add insult to injury, Intel creates another chip, whose sole function is to restore the original 486 functions, and then sells it for more than a 486! Intel also insults the computer manufacturers by requiring an extra socket on 486SX motherboards to accommodate the 487SX. So why doesn't the regular 486s also drop \$300? According to the July 14 issue of *DataWorld*, street prices of all 386s and 486s have continued to fall from the table prices. Intel's marketing strategy just might backfire on them. My recommendation is to buy a 486 if you are considering this class of computers.

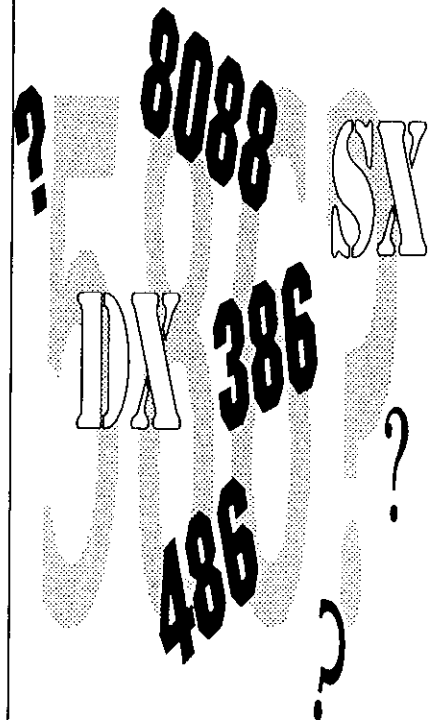
Is Intel trying to put AMD out of business? Perhaps, but there are more important reasons for Intel to perform these acts of insanity. I believe that Intel is trying to recover its Research and Development (R&D) money invested in the 486. Intel has not been able to move 486s fast enough to make a quick return on its investment. R&D money is at its lowest due to the recession. Meanwhile, Intel is under pressure to develop the 586 which is supposed to be a hybrid CISC/RISC chip. The 586 will be more costly, complex, and probably more powerful than most people will need. It is going to be even harder for Intel to recover its R&D investment on the 586. Another possible factor is that computer manufacturers like Compaq are

tired of depending on Intel as a sole source for CPUs. On top of all these considerations, Intel recently announced layoffs.

Despite all the head bashing, I wish Intel good luck because they have done so much for PCs. However, the entry of AMD into the 386 competition is long overdue and welcome indeed!

IN CLOSING

It looks like the OCIPUG Support Group is working. I received my July 1991 copy of README.DOC on Tuesday which includes all the support members' phone numbers. By Thursday night I received three phone calls! I guess I better make use of this service myself, I haven't gotten my FAX/Modem card to work yet. ■



CPU	FIRST QUARTER 1991	SECOND QUARTER 1991
Intel 386DX/33	\$214	\$208
Intel 486SX/20	n/a	\$258
AMD AMD386/40	n/a	\$297
Intel 486DX/25	\$671	\$588
Intel 486DX/33	\$860	\$667

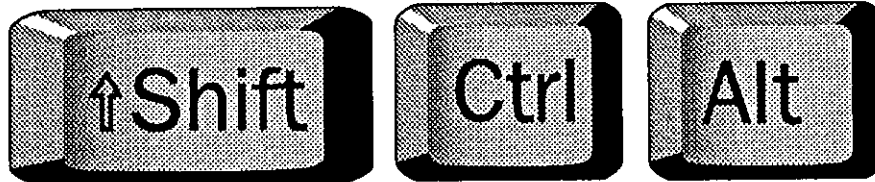
TABLE 1.

APPENDING WORDPERFECT MACROS VIA KEY MACROS

George Austin

If you want to create a new macro similar to an existing macro, but with slight modifications, you can copy the existing macro to a macro file with a new name, and then edit the copy. No sweat. But if you want to piece two macros together, or portions of them, you can't do so (directly) unless you have the full-blown Program Editor that comes with WordPerfect Office.

Using only the macro editor furnished with WP 5.1, you can't retrieve one macro into another or perform a block and move operation, as you are accustomed to doing with non-macro files. There is, however, an indirect way to append one macro to another. Before we describe it, we need to dust off a few basic concepts about macros and keyboards.



In WordPerfect, there are macros and there are key macros, and you should understand the difference. A macro is a file of its own, identifiable by its WPM extension. A key macro is not a separate file. Rather, it is part of another file—a keyboard file with extension WPK—created to redefine the keys on your keyboard. Thus, if it's a key macro you wish to duplicate, you will be unable to do so by copying it as a file—which it is not.

A key macro is a series of keystrokes and/or commands assigned to a single key in a special keyboard. The term "single key" includes keys struck while holding down the ALT, CTRL, or SHIFT key. A "special keyboard" refers to

any redefinition of the keyboard, wherein one or more keys take on a meaning differing from that originally assigned.

The original keyboard cannot be altered, remaining as a basic reference to which you can always return. Since you can't alter keys in the original keyboard, it follows that you can't invoke key macros from that keyboard—they don't exist there. You can, of course, invoke macros from the original keyboard, and some of them (the ALT-key macros) can be invoked with a single keystroke.

When you have "selected" a special keyboard through SETUP (SH-F1), whatever meaning that keyboard may have assigned to any of the keys takes precedence. In particular, if the special keyboard has

made an assignment to an ALT key, that assignment will be executed. If no such assignment has been made, WordPerfect will then, and only then, recognize a macro assigned to that key, if it exists.

If you must invoke an ALT-key macro from within a special keyboard, when that keyboard contains a key macro using the same ALT key, you can do so by first hitting ALT-F10 and then the ALT-letter key. The key macro will then be bypassed in favor of its namesake macro. Normally you wouldn't do this, because the very reason for using ALT-letter macros in the first place is that they conveniently dispense with the ALT-F10 precursor.

Our homework done, we may

now return to the question posed. That is, how do you borrow code from one macro and place it in another without re-entering the code from the keyboard? You can't retrieve Macro A into Macro B. But, as detailed below, you can retrieve Macro A into a key macro and then retrieve the key macro into Macro B.

Select an existing keyboard, or create a new one and select it. The keyboard you select must not contain a key macro of the same name as the donor macro. Working in the selected keyboard, create a key macro with nothing in it. Retrieve the donor macro into this key macro as follows:

When you select the keyboard, you are left in the SETUP screen. From that point, hit 5 (Keyboard Layout), 7 (Edit), and 7 (Retrieve). Respond to the successive status-line prompts by entering the key to which you want to assign the key macro and then entering the name of the donor macro.

To satisfy yourself that the macro's code has, in fact, been copied to the key macro, hit 1 (Action) and you will be in the macro editor viewing the key macro. Exit out to the document screen. You are still in the special keyboard and you want to remain there.

From the document screen, get into the macro edit screen for the receptor macro. At the place in the receptor macro where you wish to inject the donor macro's code, hit CTRL-V and then the key for the key macro to which you assigned the donor. That's it. You now can prune unwanted parts of the code, add to it, or edit in any other man-

...Continued on Page 21

BATCH FILE BASICS

Michael Springer

DOS fails miserably in the "get keystrokes in batch file" category; the PAUSE command waits for a press of the "any" key (I don't have a computer with that key). Other than that, data is usually supplied on the command line and is assigned to the replaceable parameters. This prevents batch files from operating interactively i.e., asking for, checking validity of, and using typed-in data as well as decision making (branching) based on keyboard input. We'll work with the first part of that issue this time.

High-level programming languages can ask for data and use the data as-is or make decisions based on the content. One might be asked to enter an address and that data is printed or stored in a mail list. One might be asked by a question like "Save now? (Y/N)" to confirm something and the answer determines what happens next.

Since DOS does not accept keystrokes in a batch file, we will use a batch utility program to enhance DOS. ANSWER.COM, a free-ware program, does the job very well. It accepts single or multiple keystrokes, including spaces, terminated by a press of the ENTER key. The data is placed in an *environmental variable* called ANSWER. (This is the link between this article and the series.)

ANSWER.COM can be used to provide the on-screen prompt or an ECHO statement can be used. The document file ANSWER.DOC should be consulted for details.

SITUATION

I would like to have hard-copy of the setup of each computer I use. I could use it to reconstruct a mangled CONFIG.SYS or AUTOEXEC.BAT file. I could take it with me to a SIG meeting to get help. I might get specific help rather than a guess based on my guess of what is in my files (this month's sermon).

SOLUTION

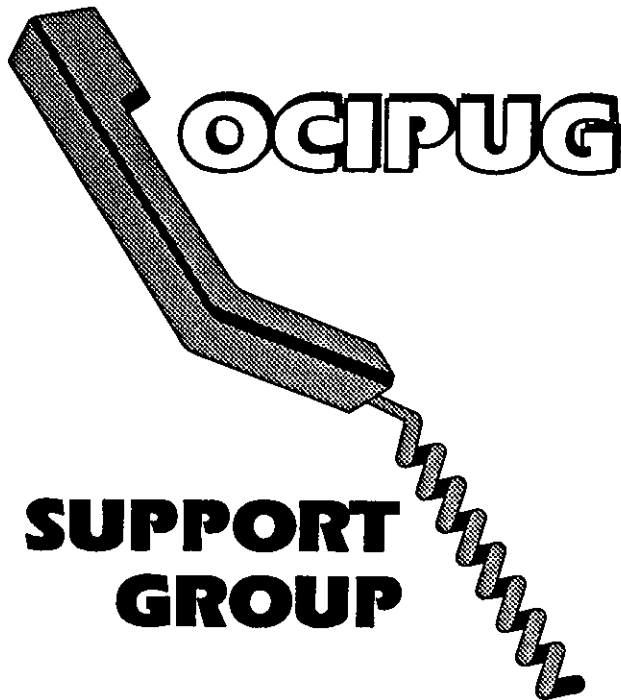
The information that would be useful is CONFIG.SYS, AUTOEXEC.BAT, which computer this is from, date hardcopy is printed, memory usage, contents of DOS environment, and available DOS files. Any of these things might be important to resolve a problem or to provide insight on what used to work, but doesn't work now. You can add or subtract items by modifying your version of MYSETUP.BAT.

```
:MYSETUP.BAT
: :last revised 8-2-91
echo off
cls
echo **** Computer Setup ****
echo Be sure printer is on.
```

```
echo =====
echo Enter identity of computer,
echo such as Cray 286
echo.
answer
set idcomp=%answer%
echo.
echo =====
echo Enter today's date
echo.
answer
set datenow=%answer%
echo.
echo =====
:dosloc
echo.
echo Enter location of DOS files
echo example - C:\DOS
echo.
answer
set dosdir=%answer%
if exist %dosdir%\prn goto dosok
echo Could not find files in %dosdir%
3n3 goto dosloc
:dosok
echo SETUP for %idcomp% prn
echo. prn
dir c:\ | find "CONFIG SYS" prn
type c:\config.sys prn
echo. prn
dir c:\ | find "AUTOEXEC BAT" prn
type c:\autoexec.bat prn
echo. prn
echo DOS Environment ===== prn
set prn
echo. prn
echo Memory Usage ===== prn
mem/c prn
echo. prn
echo DOS files in %dosdir% ===== prn
dir %dosdir% /w prn
set answer=
set idcomp=
set datenow=
set dosdir=
```

Watch for the following potential problems: 1) the characters between the quotes in find "CONFIG SYS" and find "AUTOEXEC BAT" must look exactly like the directory listing, spaces and all. 2) the mem/c command is for DOS 5 users. 3) ANSWER.COM must exist in a directory listed in the PATH. 4) the file may "stall" if you use the /p switch in DIRCMD with DOS 5. Press "any" key several times to continue. 5) the DOS environment list contains the variables created by this batch file. Cross them off the printout if you think that will cause problems later.

ANSWER.COM and its doc file and the text of this article are available from the BBS as BFB14.ZIP. ■



The members listed below have generously offered to serve as resources for other members in need of assistance with specific hardware or software problems. They are there for you, but please bear a few things in mind:

- 1) The times listed are when these volunteers are available to assist you. PLEASE respect their times by limiting your calls to the hours indicated.
- 2) Your questions should be specific and reasonably brief. Consult your manual, tech support, etc., FIRST, so as not to take up their time needlessly.
- 3) All of our volunteers have expertise in the areas shown, but *nobody knows everything*, so be understanding by not expecting them to know *everything*.
- 4) This service is free, and available to our members only. Our volunteers are not doing this for personal gain, but as a service to benefit their fellow PC users, thereby making OCIPUG a stronger organization.

AccPac Plus

Donna Fulmizi	8 a.m.-8 p.m.	848-4207
Lia Varner	8 a.m.-6 p.m.	(213)987-0632

Ami Professional

Mark Burrell	9 a.m.-5 p.m.	777-2130
Richard Sinor	6 p.m.-10 p.m.	970-1323

Basic

Herb Huey	6:30-10 p.m.	525-1608
-----------	--------------	----------

C & C++

Wendy Sarrett	7-9:30 p.m. M-F Anytime Wkends	968-7307
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Clarion

Mark Burrell	9 a.m.-5 p.m.	777-2130
--------------	---------------	----------

CorelDraw

John Goodman	12 noon-12 midnight	895-3195
Steve Burnside	11 a.m.-8:30 p.m.	722-0327

dBase IV

Preston Hill (Control Center)	9 a.m.-9 p.m.	892-1291
----------------------------------	---------------	----------

DOS

Harv Haight	9 p.m.-11 p.m.	546-0820
Herb Huey	6:30-10 p.m.	525-1608
Lia Varner	8 a.m.-6 p.m.	(213)987-0632
Ann Fawcett (Beg.)	9 a.m.-9 p.m.	968-5000
John Goodman	12 noon-12 midnight	895-3195
David Black	3 p.m.-8 p.m. M-F 9 a.m.-8 p.m. Wkends	830-9203

Excel

Herb Huey	6:30-10 p.m.	525-1608
Mark Burrell	9 a.m.-5 p.m.	777-2130

Fortran

Herb Huey	6:30-10 p.m.	525-1608
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Genealogy

Stan Sabin	5-9 p.m. M-F	968-7307
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Hardware

John Goodman	12 noon-12 midnight	895-3195
Harv Haight	9 p.m.-11 p.m.	546-0820
Mike Wierman	6 p.m.-9:30 p.m. M-F Anytime Wkends	894-4040
David Black	3-8 p.m. M-F 9 a.m.-8 p.m. Wkends	830-9203

Lans

Mike Wierman	6 p.m.-9:30 p.m. M-F Anytime Wkends	894-4040
--------------	--	----------

Lotus 1-2-3

Ann Fawcett (Beg.)	9 a.m.-9 p.m.	968-5000
Lia Varner	8 a.m.-6 p.m.	(213)987-0632
Herb Huey	6:30-10 p.m.	525-1608

PCTools

Preston Hill (PCShell)	9 a.m.-9 p.m.	892-1291
---------------------------	---------------	----------

PAF

Preston Hill	9 a.m.-9 p.m.	892-1291
--------------	---------------	----------

PerForm

Richard Sinor	6 p.m.-10 p.m.	970-1323
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Q&A

Mark Burrell	9 a.m.-5 p.m.	777-2130
Terry Currier	8 a.m.-9:30 a.m. 7:30 p.m.-9 p.m.	774-2018

Quattro Pro

Preston Hill	9 a.m.-9 p.m.	892-1291
Mark Burrell	9 a.m.-5 p.m.	777-2130

Quicken

Preston Hill	9 a.m.-9 p.m.	892-1291
--------------	---------------	----------

Ventura Publisher

John Goodman	12 noon-12 midnight	895-3195
Mark Burrell	9 a.m.-5 p.m.	777-2130

Windows

David Black	3 p.m.-8 p.m. M-F 9 a.m.-8 p.m. Wkends	830-9203
Mike Wierman	6-9:30 p.m. M-F Anytime Wkends	894-4040
Mark Burrell	9 a.m.-5 p.m.	777-2130
Steve Burnside	11 a.m.-8:30 p.m.	722-0327
Darren Major	8 a.m.-2 p.m. M-F Anytime Wkends	646-6904

Word

John Goodman	12 noon-12 midnight	895-3195
--------------	---------------------	----------

WordPerfect

Ann Fawcett	8 a.m.-9 p.m.	.968-5000
(Beg.)		
Mark Burrell	9 a.m.-5 p.m.	777-2130
Preston Hill	9 a.m.-9 p.m.	892-1291
Mike Wierman	6-9:30 p.m. M-F Anytime Wkends	894-4040
Linda Leydekkers	10 a.m.-4 p.m. M-F	963-8444

XTree

Richard Sinor	6 p.m.-10 p.m.	970-1323
---------------	----------------	----------

Disk & Memory Management

Harv Haight	9 p.m.-11 p.m.	546-0820
Mike Wierman	6-9:30 p.m. M-F Anytime Wkends	894-4040

(Editor's note: If you would like to be listed here as a volunteer to help with any PC-related subject please give me a call at 644-1017 or leave a message on the BBS. We need volunteers in many more software and hardware areas. The success of this program depends on your help. Jean Stevens) ■

KEYBOARD PROBLEMS WITH DOS 5.0

Terry Currier

While at the DOS SIG on Saturday, discussions were underway concerning keyboard problems with DOS 5.0. When I got home I accessed the Microsoft Knowledgebase through GENIE to see if they had any answers. It turns out they did. Hope this helps anyone with the problem, after all this is what OCIPUG is all about, users helping users.

Erratic Keyboard Behavior Using HIMEM.SYS

Microsoft Disk Operating System (MSDOS) 5.00

SUMMARY:

You may encounter erratic keyboard behavior when using the MS-DOS 5.0 HIMEM.SYS driver on certain systems. Symptoms may include a variety of problems interpreting the state of the SHIFT, CAPS LOCK, NUM LOCK, ALT, and CTRL keys.

If you encounter this kind of problem, use the HIMEM /machine:xxxx switch to specify an alternative delay for the A20 handler. Try switches 11, 12, and 13 (in that order). These switches represent

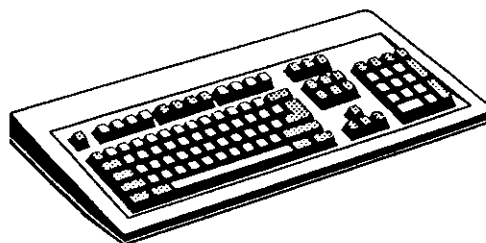
progressively longer delays in the switch state of the A20 line. Setting the /CPULOCK: switch to ON may also alleviate the problem. This information applies to Microsoft MS-DOS version 5.0.

Another workaround is to include the line:

```
c:\dos\keyb us, ,c:\dos\keyboard.sys
```

in your AUTOEXEC.BAT file. KEYB replaces the ROM BIOS Int 09h keyboard interrupt handler with its own routine. This may allow handling of the keyboard in a manner that does not conflict with A20 handling.

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Q&A

TROUBLE SHOOTING

Terry Currier

I called the Symantec BBS and scanned a number of messages that I thought may be helpful to Q&A users. Here are some of them;

/Q&A #12138 25-JUN-91 18:33

From: Ricks

To: ** ALL **

Re: Q&A 4.0 AND WINDOWS ENHANCED MODE (2 replies)

I have had no success in launching Q&A 4.0 from the Program Manager in Windows 3.0 Enhanced Mode. It will run from standard mode and DOS but never in Enhanced Mode. I have tried every option with the PIFs but can't seem to get into Q&A. It locks up while loading and I have to do a reboot. Is anyone else having this problem? Help Help!!!

/Q&A #12159 25-JUN-91 22:47 (Reply to #12138)

From: Marky

To: Ricks

Re: Q&A 4.0 AND WINDOWS ENHANCED MODE

I have been running Q&A 4.0 from Windows 3.0 in enhanced mode for a couple of weeks and have had no problem doing so. I switch between Excel, Ami Pro, Q&A 4, and others without problems. I did not run Q&A straight from the Program Manager. I went to Windows Setup, and had it scan my disk. When it recognized Q&A, I told it to ADD (setup) this program automatically. When it finished, I had Q&A as an icon in the NON-WINDOWS APPLICATIONS group. I double-click on Q&A icon and run Q&A without a hitch.

/Q&A #12657 02-JUL-91 22:50 (Reply to #12138)

From: Don

To: Ricks

Re: Q&A 4.0 AND WINDOWS ENHANCED MODE

I had this problem too. Do you have DOS 5.0? I do

and I think the problem had to do with using the EMM386.exe noems option in my config.sys to load device drivers high. I switched it from the noems option to ram and now Q&A works fine. I also was able to fix it by setting the advanced pif options for xms and ems to 0 (for both required and limit fields). Hope this helps.

/Q&A #12659 02-JUL-91 23:04 (Reply to #12552)

From: Don

To: Savina

Re: Q&A and Windows

I answered this question elsewhere on this BBS. I had this problem and fixed it by setting the advanced pif options for xms and ems memory to 0 for both KB required and KB limit. I think the problem may have to do with dos 5.0 if you are using it. If you use the emm386 driver with the noems option to load drivers high try changing the option from noems to ram. This fixed it for me so that I didn't have to change the pif settings from the pif Q&A ships with. I hope either suggestion helps.

/Q&A #12047 24-JUN-91 18:32

From: Bhatia

To: Freudy

Re: Corrupted Database (1 reply)

I have a Q&A 3.0 data base which is badly corrupted and the Recover database function does not work on the database (the system hangs while it is trying to recover the database).

Is there ANY way I can at least view the data. This database is critical to me. Does Symantec offer any recovery service for the database. Thanks

/Q&A #12088 25-JUN-91 10:45 (Reply to #12047)

From: Freudy

To: Bhatia

Re: Corrupted Database

To try to get the Data out of the corrupted database try EXPORTING to standard ASCII then if that works design a BRAND new form design of the database and then IMPORT that ASCII file into the new design.. To send in your database to us please call and set it up through one of our TECH's here, the service does cost \$50.00 per database and is not guaranteed to be fixed..

Hope this helps

Dave Freudenstein

Technical Support

(408) 252-5700

/Q&A #12438 28-JUN-91 14:32

From: Crissy

To: ** ALL **

Re: Merging (1 reply)

Does anyone know how to merge two Files together? I have 3 databases of info, all set up the same way (all same fields), and they are divided because there are 7000 records. I have them divided by territory.. one File is NORTH, one is SOUTH, and one is WEST. I want to look for double records, so I want to combine them. How do you do this? I thought of exporting to an ASCII file, and then Importing again... thank you in advance!

/Q&A #12446 28-JUN-91 18:41 (Reply to #12438)

From: Vince

To: Crissy

Re: Merging (1 reply)

Dear Crissy:

To merge several Q&A files together, just use the File, Copy, Copy Selected Forms sequence. You can specify what fields from which records in the SOURCE database should be copied into what fields in the TARGET database. If the data structures are identical and you want all the records from the SOURCE database,

then don't enter anything into the Retrieve or Merge Specs which are displayed after you have identified the SOURCE database. This is a very useful feature of Q&A.

Best,

Vince Lackner

/Q&A #12549 01-JUL-91 10:16 (Reply to #12524, Fw by Sysop)

From: Ltsuk

To: Crissy

Re: Q&A help (1 reply)

Crissy, you can merge databases together through the file menu. Choose Copy and then copy selected forms. To copy all the forms from one database into another press F10 on both the retrieve and merge specs. This will append the forms to the end of the existing database.

Laura Tsuk

Q&A Tech Support

Interestingly, many of the questions I saw were answered by none other than our own Mark Burrell. For the September SIG meeting I will show you how to call the Symantec BBS and get information from it. ■

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MASTERCARD

DOS

Joanne Buchanan

The DOS SIG meeting on July 6 had over 60 people in attendance! John Goodman, doing a fine impersonation of a Drill Instructor, called the troops to order at 1:00 p.m. sharp. He asked for a volunteer to write notes for the meeting. When no one volunteered, John stated there would be no DOS SIG meeting unless and until someone did volunteer, and preferably someone new to the group. He got a volunteer. Brent Ethington, Systems Engineer from Microsoft, the same Brent Ethington who was at the General Meeting on the Saturday before (perhaps he also "volunteers" for Microsoft?) led the meeting. He asked how many of the group had purchased MS-DOS 5. The majority of those present had purchased it, but not all had installed it. The group agreed that the first half of the SIG period would cover the installation procedure. Brent was asked a repeat of a question raised at the July General meeting: Why DOS 5?—it seems a "rip-off" of Windows. His answer, again, was that DOS 5 contains many additional commands and features; for the 8086 and 8088 users, it offers a full screen editor, online help and the new DOS 5 shell. For most people, the hardest part of installing MS-DOS 5.0 will be remembering to READ the "Getting Started" manual. If it is not read PRIOR TO INSTALLATION the road ahead can get quite bumpy, as a few users in the group confirmed. On Page 2 of "Getting Started", follow the instructions and READ the README.TXT and the APPNOTE.TXT files which are located on the last of the installation disks (5 1/4" or 3 1/2"). Follow the SETUP procedure and UNINSTALL. Make sure the UNINSTALL diskettes are unformatted or freshly formatted diskettes. For those who do not use an expanded memory manager, it is necessary to have these lines, IN ADDITION TO OTHERS, in the CONFIG.SYS file:

```
DEVICE=C:\DOS\HIMEM.SYS
DEVICE=C:\DOS\EMM386.EXE
DOS=HIGH,UMB
```

After the break, a general discussion of MS-DOS 5 covered many subjects with Brent, John Goodman, Mike Springer, Bill Phillips and Bob Ottke, fielding answers to the questions raised. John Goodman recommends not partitioning into one monster partition but to keep partitions smaller, such as 20 Mbytes for a 40 Mbyte drive. His reasons include the observation that the "seek" time is longer for DOS to find and execute a command if it has to search an entire hard disk rather than a smaller partition. A

discussion of using Disk Manager and SpeedStor resulted in the recommendation that if you have a hard disk partitioned by one of these programs, you should follow this procedure to upgrade from DOS 3.3 to DOS 5:

```
BACKUP
SETUP /F (To put DOS 5 on floppies)
Low level format the disk or use FDISK to remove
any non-DOS partitions
Use FDISK to create your new DOS partitions
FORMAT /S/V with MS-DOS 5 the first (C:)
partition
FORMAT /V the remaining partitions
RESTORE your old files, but be sure not to restore
the old DOS files.
```

If you have a program that calls for a specific version of DOS, such as 3.3, you may still be able to run it with MS-DOS 5. The trick is to install the new SETVER program through a line in your CONFIG.SYS file reading DEVICE=C:\DOS\SETVER.EXE, then update its data table by running SETVER at the DOS prompt with a line like this:

```
SETVER myfilename N.NN
```

where myfilename is replaced by the name of the program you want to run and N.NN is the version of DOS that program expects. (NOTE: This won't always work. If the program in question needs some feature of that older DOS which is done differently in DOS 5, then it cannot run under DOS 5 at all. Fortunately that is not the case for many programs, so often the SETVER trick will work.)

On the subject of Norton Utilities 6 and using its NDOS program as a replacement for the MS-DOS command processor (COMMAND.COM): John Goodman: If you are in a position of giving specific technical support to DOS users, perhaps you shouldn't use NDOS as it might cause you to forget DOS commands.

Mike Springer: Don't use NDOS unless you are a true DOS "groupie." Another NU6 warning: There is the potential for incompatibility between NDOS AND DOSSHELL. In particular you may not be able to format diskettes from the DOSSHELL if you use NDOS in place of COMMAND.COM. There is 100% kernel-to-kernel compatibility between MS-DOS version 2.1 and above and MS-DOS 5, and also between most PC-DOS versions and MS-DOS 5. Bill Phillips generously handed out copies of various CONFIG.SYS file configurations for specific applications and also an AUTOEXEC.BAT file for PCPLUS. During the meeting John Goodman and Mike Springer noted on several occasions that in order for DOS 5 to run optimally, you should have the latest

SIG REPORTS

versions of programs you are using (e.g., Norton Utilities 6) and also updated device drivers for your peripherals. As the meeting ended, Brent again cautioned to READ the "Getting Started" manual and the README.TXT and APPNOTE.TXT files.

Some subjects for discussion at the next DOS SIG: The MS-DOS 5 DOSKEY program, plus a discussion of DOSHELL and NDOS. John Goodman dismissed the troops at 4:00 p.m. sharp and all assembled gave a well-deserved round of thanks to Brent. ■

Programming

Wendy Sarrett

The July Programming SIG was our best attended yet. We were treated to a very interesting, in-depth presentation of Visual Basic by my good friend Jim Morley. Jim showed us several examples, including an icon bar that allows the user to easily call up windows tools without having to bring up the "main" and "accessories" program groups. He showed how easily he put this application together, in addition to presenting a general overview of how Visual Basic programs are put together. For our August meeting we will discuss programming libraries. These are groups of pre-written functions that can be purchased and used in your own apps to save valuable programming time. Everyone with an interest in programming is encouraged to attend. ■

...Continued from Page 14
WordPerfect Macros

ner. For the sake of good housekeeping, you should erase the key macro, now that it has served its purpose.

We have seen how to copy one macro into another, and how the process involves copying a macro into a key macro and then a key macro into a macro. There is one other scenario that needs to be addressed—copying a key macro into a key macro. If the two key macros are in the same special keyboard, you simply get into the edit screen for the receptor key macro and strike the donor macro key—preceded, of course, by CTRL-V.

But if the two key macros are in different keyboards, the procedure is more intricate. A key macro in one keyboard can't be recognized in another. You must first translate the donor key macro into a macro while working in keyboard 1, and then retrieve the macro into the receptor key macro while in keyboard 2. Wrap up by deleting the now-superfluous macro. ■

WordPerfect

Susan Novak

At the July meeting, the WordPerfect SIG began with random access, then the discussion covered some of the practical uses of Block in the Office/Home environment. SIG members were called upon to demonstrate some of the block features, such as; moving tabular columns, rectangles (great for use with ASCII files), moving or copying text, switching text to upper or lowercase, protecting a section of text from a page break, and sorting blocked text.

A special thanks to Ron Ross who gave a demonstration on accessing the BBS. Ron demonstrated the method of leaving or reading messages for WordPerfect conference members. He left a message during the demonstration which explained the process of uploading a message instead of typing online. Also, demonstrated was the process of uploading and downloading files. The file uploaded to the BBS was a macro named "Font_smp.wpm" which gives a sample printout of all the fonts available under Font (Ctrl-F8) and Base Font (4).

In addition, Ron has volunteered to keep a library of shareware WordPerfect products, such as macros, for the group's use. If you have any utilities or great macros that the club can use, please forward them to Ron so we can all share.

The WordPerfect SIG members would like to encourage all the OCIPUG WordPerfect users who have not attended a SIG to do so soon. By sharing experiences we all become more efficient WordPerfect users. ■

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SUMMARY OF DRAFT OF MINUTES OF JULY 29, 1991 BOARD OF DIRECTORS MEETING

(As Submitted by Ginger Buck, Secretary)

BOARD MEMBERS PRESENT

Stephen Burnside, President	Harv Haight
Richard Villa, Vice President	Ben LeGare
Ginger Buck, Secretary	Sunny Lockie
George Mefferd, Treasurer	Bob Ottke
John Goodman, Past President	Jim Petit
Jim Bonacci	Stan Sabin
Terry Currier	

BOARD MEMBERS ABSENT - NONE

MEMBERS AND GUESTS

Arthur Saltzman	Tom Stolp
Michael Springer	Thurman Wade
Jean Stevens	

The regular meeting of the OCIPUG Board of Directors convened at 6:50 p.m. at the SIG Space with Stephen Burnside presiding.

APPROVAL OF MINUTES OF JULY 1, 1991

Sunny Lockie moved to approve the minutes with two corrections and Richard Villa seconded. Motion passed.

TREASURER'S REPORT

George Mefferd reported on the budget comparison through June and \$395 has been received for SIG space improvements. He got a copy of our insurance policy and the TV is not covered because of dual use. Jim Petit will investigate coverage with American Bankers. Our liability insurance is due in September. Harv Haight moved that we renew. Stan Sabin seconded. Motion passed.

Discussion ensued regarding keeping the SIG Space at its present location, asking for/making repairs, possible rent increase, and seeking other places. John Goodman reminded the Board that if we renew, we get one month free. Stan Sabin moved renewal of lease at the best possible rate and terms. Harv Haight seconded. Motion passed. Steve Burnside appointed Stan Sabin to handle the search for a new site. George Mefferd will contact Ed Josephs at Park Central for the lease renewal and repairs needed.

COMMITTEE REPORTS

Publication Committee Chairman, Sunny Lockie, discussed problems with Program Committee Chairman report deadlines not being met and the lack of a July General Meeting subject for README.DOC as a result. Membership Committee Chairman, Terry Currier, said

there are now 904 members, 30 due in July have not renewed yet, and he gave George Mefferd checks totaling \$1368 for memberships and renewals. Steve Burnside read a letter from member Marguerite Butler regarding a SIG Space donation, her appreciation of the SIGS, the helpfulness of our advertisers, and the growth of our club. BBS Committee member, Jim Petit, discussed benefits of the Jovian Logic Image Capture Boards for the TV monitor. Multimedia will refund full value of the box Ben LeGare purchased in trade for an upgrade and Jim Petit will try for a 40% discount. Ben LeGare donated \$315 for start of a new box fund. Bob Ottke moved authorization of expenditures not to exceed \$800 to get a box that works. Stan Sabin seconded, and moved to modify that the purchase be committed on a 60 day trial with return privileges. Motion passed. Program Committee Chairman, Richard Sabin, was not in attendance.

USER GROUP SURVEY

Arthur Saltzman said there are no vendors available to fund the survey yet, but there is still a chance one may volunteer. He proposed distributing 900 disks to members through README.DOC, with members returning them at the next General Meeting or paying \$.75 to mail them back. Discussion ensued regarding mailing expenses, confidentiality issues, incentives for returns, what OCIPUG hopes to accomplish with the survey, and what is important to the vendors (who members are, sophistication levels, popular programs, etc.) John Goodman stated that vendors could give better on-target presentations if aware of who members are. It was determined approximately \$270 would be required. John Goodman moved we authorize expenditures not to exceed \$350 for the survey and prizes from the general raffle pool not to exceed \$500 retail value. Harv Haight seconded. Motion passed. Terry Currier opposed. A Survey Research Committee, chaired by Arthur Saltzman, was formed.

OLD BUSINESS

Steve Burnside said preliminary work on a new General Meeting location is getting started. Ben Legare suggested two segments: early and later morning sessions. One would be at the Science Hall and one at the Chemistry Hall. Then vendors would switch locations at the break. Terry Currier thought vendors may not want to be here that long and have to give two presentations.

NEW BUSINESS

Stan Sabin suggested manufacturing and selling an OCIPUG pin, displayed two designs, and distributed a letter with price quotes. Richard Villa questioned the use of pins as annual awards and as gifts to vendors. Stan Sabin agreed these would be good uses. John Goodman suggested pre-sale be based on deposits. Stan Sabin will announce his idea at the next General Meeting and give results at the following Board Meeting. John Goodman asked if we could attract more members if we accepted Visa/MC. Questions ensued regarding renewals and it was left open for anyone to pursue.

Stan Sabin moved the meeting adjourn at 9:50 p.m. and Ben LeGare seconded. Motion passed.

(Editor's note: The above minutes do not become official or certified until adopted by the Board at their next Board meeting.) ■

*...Continued from Page 6
APCUG Series*

of its revenues back in no-questions-asked, all-questions-answered technical help. Others offer free support; some offer toll-free support, but nobody does it with the style and class of the people in the WordPerfect Organization." A software package is purchased on the premise that it does what the manufacturer says it will. Confidence and value in the product is decreased when problems are encountered. The manufacturer not only needs to restore confidence in their product but also reconfirm that the customer made a good decision in purchasing the product. A manufacturer does this when a customer experiences exactly what they expected when they purchased the program—good support. Good support for a software program returns confidence. Ex-

ceptional support adds value. The support concept in the early days of the computer industry is still the correct direction for a software manufacturer: Good technical support is a phone call away. At a recent SPA Conference, Pete Peterson made a statement that simplifies the issue. The audience was addressed first by a software publisher who had just implemented several technological improvements to help the customer feel that they had made the correct choice in purchasing their product. It was Pete's turn to discuss his view of needed changes in support. Pete began his comments by saying, "At WordPerfect Corporation we do things the old fashion way, we produce a good program and answer the telephone."

Alan Ashton is president and co-founder of WordPerfect Corporation. ■

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As a courtesy to OCIPUG members, the memberships up for renewal are published in README.DOC every month.

**IS YOUR NAME LISTED BELOW?
DON'T FORGET TO RENEW!!**

THESE MEMBERSHIPS EXPIRE IN AUGUST

Jim Allen	Robert Moore
Glenn Arsenault	Virginia Moore
Hal Balmer	Peg Morell
William Barrington	Dean Nakadate
Abe Bierwirth	Wendy Ochi
Betty Bierwirth	Al Rasmussen
William Binckes	Dean Raustadt
Oliver Black	Sharon Raustadt
Dale Budlong	Jerry Roberts
Roy Burke	Reg Roberts
Andrew Cheng	Ron Ross
Charles Cope	Manny Rothstein
James Cope	Harold Schaeffgen
Jeremy Cope	Robert Schmiedeke
Robert Cronk	Thomas Skudlarski
John Davis	William Stites
Jack De Camp	Art Stolins
Farrell Eagle	Don Taylor
Edward Eales	Mike Thomas
Jack Ellis	Chuck Trom
Shirley Ellis	Edmund
Allan Foodym	Tromanhouser
Clay Glenn	Howard Vihon
Lionel Goldring	Lorie Watts
Kenneth Gordon	Victor Williams
Steve Granda	Tony Zannini
David Haddad	
Edward Halstead	
Alvin Hart	
Roger Hartman	
Gary Holtz	
Don Hulén	
John Humberstone	
Paul Ichino	
Richard Jahnke	
Betty Johnson	
Robert Ketterman	
Walfred Lester	
Linda Leydekkers	
Sunny Lockie	
Celia Lovin	
Naomi Lynn	
Miguel Machado	
Tom Medanich	
Michelle Miller	
Richard Montano	
Mike Moon	

THESE MEMBERSHIPS EXPIRE IN SEPTEMBER

Max Adrian	Lionel Dyck	Peggy Macadudin
Louis Alaia	Donald Earhart	Bill Mancina
Vance Avis	Dee Epley	Gail Maraglian
Rod Ayers	Elton Epley	Louis Maragliano
Sharon Ayers	Toni Federe	Richard Miller
Patrick Barry	Lyle Frevert	Richard Nelson
Jerry Bell	Tiffany Griebenow	Bill Pan
Dale Benson	Chris Hansen	William Reinhardt
David Black	Jim Hicks	David Ricketts
Joseph Bollinger	Julia Hoigaard	Wendy Sarrett
Joe Brasher	Paul Johnson	Nicholas Shishkoff
Stephen Clarke-Willson	Tom Kilpatrick	Clyde Slay
James Clymer	Ralph King	Catherine Su
Donald Crow	Hank Kunczewski	Tom Toner
Tracy Day	Larry Larsen	Mark Vroegindewey
Jerry De Ainza	Grace Ligo	Patricia Wendorf
Tony de Witte	Ted Lincoln	Robert Wendorf
Chip Dever	Charles Lovin	Terrie Lee Whittaker

**JULY 1991 FINANCIAL REPORT
George Mefferd, Treasurer**

	Unrestricted Funds	Tim Smith Fund
Cash Balance - June 30, 1991	\$11,593.80	\$3,882.16
Cash Receipts		
Interest	\$ 48.70	\$ 10.03
Membership Dues - New	693.00	
Membership Dues - Renewal	1,692.00	
Library Receipts	168.00	
Contribution - Sig Space Improvements	50.00	
Total Cash Receipts	\$ 2,651.70	\$ 10.03
Cash Disbursements		
Rental - General Meeting	\$ 180.00	
Rental - Sig Space	767.00	
Printing - Newsletter	1,155.62	
Postage - Newsletter	200.00	
Telephone - BBS	108.45	
Postage - Membership	246.08	
Equipment Purchase - Sig Space	78.60	
Equipment Purchase - BBS	174.99	
Equipment Purchase - Swap Meet	72.42	
Library Expense	102.05	
Insurance	209.00	
Miscellaneous	44.59	
Total Cash Disbursements	\$ 3,338.80	
Net Change in Cash Balance	\$- 687.10	\$ 10.03
Cash Balance - July 31, 1991	\$10,906.70	\$3,892.19

1991 OCIPUG BOARD OF DIRECTORS

OFFICERS

President	Stephen Burnside	722-0327
Vice President	Richard Villa	841-6991
Secretary	Ginger Buck	534-7878
Treasurer	George Mefferd	673-4759
Past President	John Goodman	895-3195

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Jim Bonacci	1992	650-2922
Terry Currier	1991	774-2018
Harv Haight	1991	546-0820
Ben LeGare	1992	472-0944
Sunny Lockie	1991	644-0103
Jim Petit	1991	841-3699
Robert Ottke	1992	759-1515
Stan Sabin	1992	968-7307

PEOPLE AND NUMBERS TO KNOW

Membership	Terry Currier	774-2018
SIG Chairman		
Program Chairman	Richard Sabin	965-6734
Bulletin Board	Robert Ottke	759-1515
Library Committee	John Lunsford	995-0947
Facilities Chairman	Joe Farber	642-6993

OCIPUG BBS & MESSAGE LINE NUMBERS

Public Line (1200/2400)	843-0388
Members only (1200/2400/9600)	843-9248
OCIPUG Info & Message line	843-2048

OCIPUG General Meeting Dates 1991

Our General Meetings are held on the last Saturday of each month except when there is a conflict with a major holiday (see asterisk).

August 24*

September 28

October 26

November 23*

December 14*

Membership Form

Bring to General Meeting or mail to return address on the back cover

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