

December 15, 1982

Dear Customer:

We have some miscellaneous announcements which may help you.

o **DATA BACK-UP PROCEDURES:**

Customers occasionally have difficulty with their historical data discs caused by bad media or media that has worn out resulting in the loss of data files. The quality of diskettes on the market has improved substantially over the past couple of years, but bad media problems or problems of media that is incompatible with the users drive still cause major problems for some users.

We would like to suggest some pointers to help keep you from losing your data due to defective media. CSI conveniently holds three weeks of past data on our system for vacation or error recovery purposes. The past five days are easily accessible and weeks prior to the current week are accessible if you make a slight change to your userid. Call us for a copy of the procedure if you would like to access prior weeks. Prior weeks are accessible free of charge and may help avoid the problem of reordering short history data files.

Every user should back-up (make copies) of all historical diskettes in his inventory once each week and such discs should be copied for back-up security purposes to protect against data loss. We recommend that all data discs be saved every week on the weekend and that three sets or generations of saved discs be maintained at all times. The current week disc would represent the Son; the prior week would represent the Father and the week before the Grandfather. Each week the disc that would become the Great-Grandfather should be rotated back to the Son again, etc. Label the saved discs accurately for future reference.

This procedure plus our policy to hold the past 3 weeks of daily files will minimize your chances of historical data loss.

o **EQUITY TEST FILE ACCESS:**

The CompuTrac Equity file test user must use the userid 2EQT/EXCP/S for test file access. The userid 2EQT/DATA/S shown in the CompuTrac manual will not work. Please make a note of this.

o **DEFECTIVE APPLES:**

If you are one of the users who has taken his Apple to the

repair shop only to find that it still doesn't work then we urge you to contact:

Mr. David France
P.O. Box 385
Redondo Beach, CA 90277
1-(213)-378-6340 after 5:00p.m. P.S.T.

Mr. France, a CompuTrac member, is an engineer who has developed a test procedure which will identify all out-of-tolerance parts. He will replace them with mil-spec parts for a reasonable price. He can probably make your Apple operate better than it did when it came off Apple's assembly line.

Thank you for reading this. We hope we may have helped you.

Sincerely,

Robert C. Pelletier

Robert C. Pelletier
President

RCP/bda