

**IRIS  
CUSTOMER  
SUPPORT  
BULLETIN**

**September 10, 1984**



**POINT 4 Data Corporation**

4444  
44444 4  
44444 444  
4444 4 4444  
444 444 44444  
4 44444 44444

**T E C H N I C A L  
M E M O R A N D U M**

4444444444 4444  
4444444444 444  
44444444 4  
4444

**TO: IRIS Subscription Service Customers**

**FROM: IRIS Customer Support**

**September 10, 1984**

**SUBJ: CUSTOMER SUPPORT BULLETIN CONTENTS**

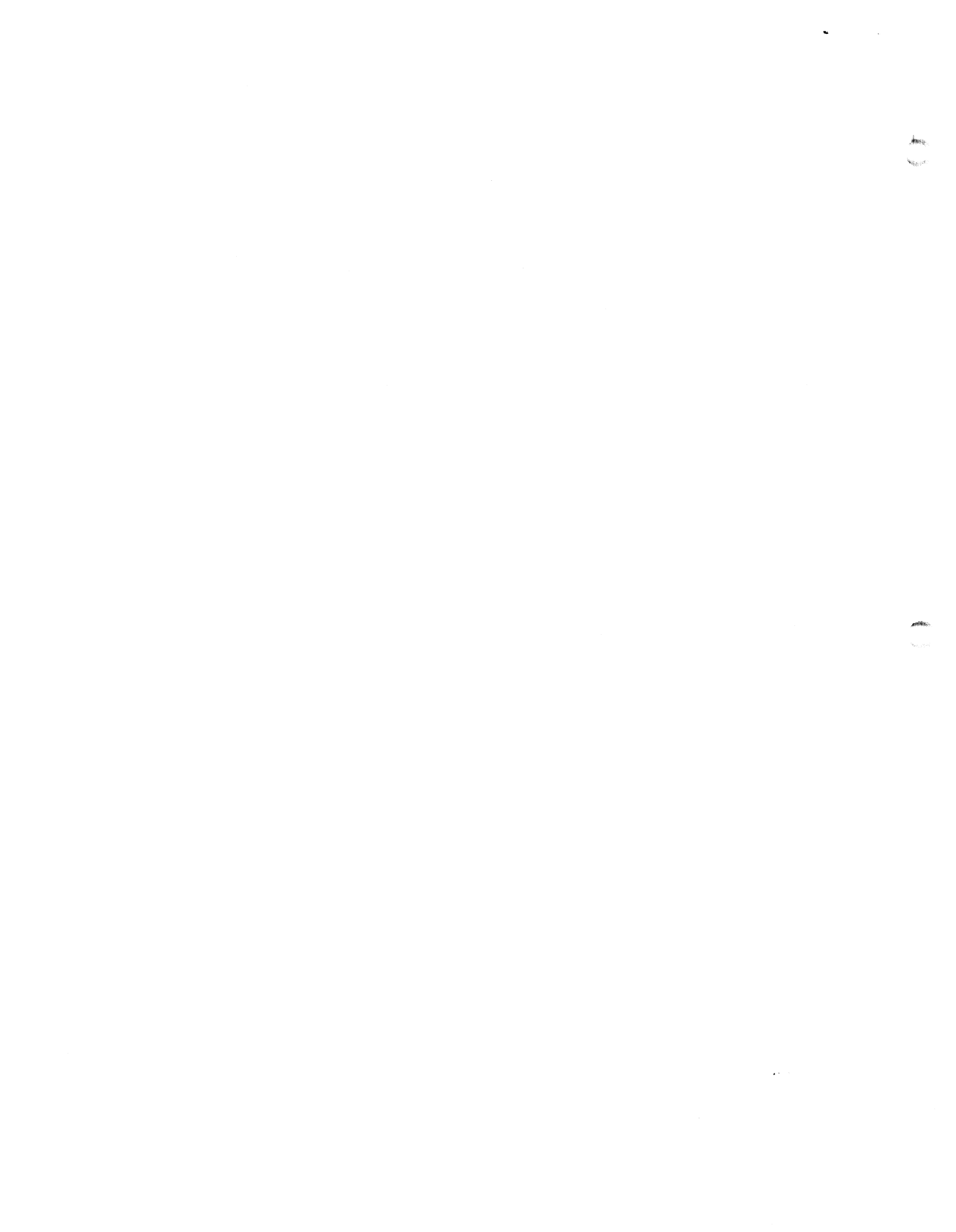
**I. IRIS SYSTEM UPDATES**

**A. CUSTOMER SUPPORT NEWS**

**B. SOFTWARE CHANGE ORDERS FOR R8.2 BASIC PROGRAMS - NONE**

**C. SOFTWARE CHANGE ORDERS FOR R7.5 SYSTEMS - NONE**

**II. PUBLICATIONS BULLETIN**



4444 4  
4444 444  
444 4 4444  
4 444 4444

CUSTOMER SUPPORT NEWS

September 10, 1984

4444444 4444  
4444444 444  
4444 4

by

Steven C. Moritsugu  
Director, IRIS Customer Support

1. We have found a problem in STYLUS discsub 151 that can cause operating system problems or crashes if that discsub is made memory resident. Until this problem is resolved, please make sure that discsub 151 is not in your memory resident list at 1000 in CONFIG.
2. If you are still supporting any IRIS 7.2 or earlier IRIS systems, you could have problems if you try to install a new 310 mighty mux on that system. The new components seem to be too fast for the old software in 7.2 or earlier systems. You could also have the same problem if you send in your old POINT 4 mux for repair and new components are used to fix your board. If you are using IRIS 7.2 or earlier IRIS and you need to return a POINT 4 mux for repair, please contact our hardware tech support group and discuss this problem with them before you take any action.
3. One limitation of our current MARK 2 disc software is that it will not handle drives that have more than one bad sector in any track. While it is extremely rare to ever have two sectors in the same track go bad, it is a problem that we have encountered in a few cases.

In order to provide a solution to this problem, we will be releasing a new version of MARK 2 DISCUTILITY and new MARK 2 disc drivers under IRIS. This DISCUTILITY and new drivers are totally compatible with the existing MARK 2 DISCUTILITY and IRIS disc drivers. Thus, you will be able to mix old and new software freely (e.g., old DISCUTILITY and new drivers or new DISCUTILITY and old drivers are fine). If you ever encounter that rare case when you have a MARK 2 disc drive with two bad sectors in the same track, you will be able to handle this problem routinely just by upgrading that particular system to the new DISCUTILITY and new disc drivers.

