



The only printed manual I received was a slim blue volume, nothing more, this was surprising.

#### 4.5 BSD 4.2 & 4.3

I have been sent 4.2 rather than 4.3 (presumably still not quite ready ?), would you please send me 4.3 free later, when its available.

#### 5 EXTRA SOFTWARE PACKAGES: No Removable Media Copy

To quote from your sales literature: "Customising your 375: Optional Software Packages : All software is on winchester; A floppy copy would have been useful for the following reasons:

I suspect a block of data somewhere may have been damaged by my using bad144 to fix hardware. A separate read only copy would have been useful as a reference, in event of possible weird builds & re-configurations.

There is not much room left on my machine, but i can not tar off to tape as the drive is not big enough to lose some of the 'structure' of the tree unless done carefully, particularly where the tree is mixed with the normaly resident Symmetrix distribution.

Presumably when you install each package on a winchester or floppy, you do it from a shell script rather than it would be sufficient to ensure I copy off all relevant components, If you would not, or cannot, send me a copy of all optional software on floppy, as offered in the sales literature.

#### 6 KERNEL BUG:

The following program crashes the machine. ( I dont expect a 'quick fix', but attach the information for your records.)

```
/* This file kills a Symmetric Computer Systems Inc UCB 4.2 BSD (killing is more likely if
other system activity is also in progress, This file is the result of extracting the critical part
of the kernel that tently killed the machine */
```

```
#include <setjmp.h>
```

```
jmp_buf ret;
```

```
main()
{
    sync();
    sleep(3) ; sync();
    longjmp(ret, 1);
}
```

#### 7 NON KERNEL SOFTWARE ERRORS

##### 7.1 /dev/lp

As your package is shipped, /dev/lp comes as major=6, minor=20, we seemed to need a computer that a printer would work; So either :

- a) we have a strangely configured printer,
- b) the computer was shipped somewhat different from a standard distribution.
- c) all your customers get a printer that doesnt work straight away

If (c) is appropriate maybe you'll want to change something ?.

##### 7.2 Man Printcap

7.2.1 Inconsistency: man printcap refers to :pl:, /etc/printcap uses :li:

7.2.2 /etc/printcap has no :is: facility.

This is probably a UCB/BSD omission rather than a Symmetric omission. (It arose when trying to change to "No Perforation Skip" mode.)

##### 7.3 Man 4 Tty

Refers to man 4 bk, man 4 bk doesnt exist, presumably because it no longer exists.

#### 8 BUG REPORTS

8.1 If you have a list of known kernel & other errors, perhaps you would like to send me a copy ? (so I can report yours reporting bugs you already know of).

8.2 Do you have a standard bug reporting mechanism you would like us to use ? (please remember v

#### 9 REGARDING SYMMETRIC's DELIVERY DELAY :

I am sorry if you were offended by my phone calls, but Symmetric had failed to provide the goods

believe if you put yourself in a position like mine for a moment, & imagine a similar situation, I am concerned at the delayed delivery:

You are a USA individual, running a small firm financed from your own pocket, You decided to move to West Germany, that none of your Unix associates has ever heard of.  
The firm's terms of business are 100% money in advance for foreign orders (they obviously don't trust you, which on an even parity basis raises the question : should you trust the unknown customer to trust you ?)  
You authorise a bank transfer of \$9000 of your hard (personally) earned money 19th December. You see the cash transfer from your account 22nd December.  
The firm phones in the first few days of January, & promises shipment within 1 to 1.5 weeks in January. The new machine is needed in house to service new business opportunities. You move to Germany, spaced over a few days, the firm blames non delivery of their system on their computer supplier. You are surprised that the German computer supplier does not carry adequate stocks to buffer demand. You know people who have worked for small computer companies that have gone bankrupt. The firm's terms of business is non fulfillment of customer orders - you become VERY worried.

To repeat myself: I am sorry if you were offended, but my supplier (you, Symmetric) did not trust me and received 100% payment in advance of shipment - and then failed to deliver as contracted ! - I have been foolish not to !.

I appreciate your finally sending the computer faster than the normal 2nd day air delivery, & hope we can do better next time.

#### 10 BANK CHARGES

I attach photocopies of my bank transfer mandate form & subsequent confirmation form (in German). My bank has agreed to pay transmission charges from Germany to the USA, but not to pay USA collection charges.

If your USA bank just charged you for USA costs involved dealing with an overseas customer, this is not fair. I maintain they have had to deduct from the money you received, both a fee for themselves, & a fee for the bank. If they have not, then I have paid all fees for the German end of the transaction, & they are incorrect & have no right to charge.

In case you want to quote it to your bank, my bank's address once again is :

ENGLISH	GERMAN	DATA
Account Number	Konto Namen	.....
Account Number	Konto Nummer	.....
Bank Sorting Code	Leitzahl	.....
Bank Name	.....	.....
Bank Address	.....	.....
	.....	.....
	.....	.....

#### 11 NET ADDRESS

If you have a computer network address please let me know, I intend getting connected later in the year.

#### 12 CONTACTS

If I or my English company (Vector Systems Limited) can be of help to you as a 'contact in Germany' on a reference basis, or as support for other European customers (actual or potential).

#### 13 CONCLUSION

Lastly may I say I am (as both You & I expected) pleased with the machine, and its software capabilities. I will help me iron out the remaining problems, by sending the following: Tape Drive, adb executable, vi le, & nroff tutorials etc., optional package component lists or original floppies)

Best Regards,

Julian H. Stacey