

Issue 15 of Global Reseller Handbook now available

INTRODUCTION

Issue 15 of the Global reseller handbook is now available. Two copies are enclosed. Please discard issue 14.

Issue 15 covers the period January 1994 to April 1994. It will be superseded by issue 16 on 1st May 1994; issue 16 will be distributed during the fourth week of April 1994.

DETAILS OF CHANGES SINCE ISSUE 14

In **chapter 1 (Introduction)** we have noted the move of the Hardware (technical) department to the Bourne End office on page **Error! Bookmark not defined.** We have noted some further changes in staff responsibilities on page **Error! Bookmark not defined.**

In **chapter 2 (Software)**

- The overstating of the announcement of BACS Ltd's decision to drop some support of synchronous Comms has been corrected on page **Error! Bookmark not defined.**; we have stated that it is merely V.26 which is being dropped.
- With the imminent release of Global 3000 Asset Register, module FA has been renamed 'Global 2000 Fixed Assets' and moved to section 2.3 on page **Error! Bookmark not defined.** We have corrected the name of module YC to 'Global 2000 Cash Manager Autoposting'.
- The release of version 7.3 of the Comms Support Pack is noted on page **Error! Bookmark not defined.** We recommend that resellers read this page in its entirety to re-familiarise themselves with the differences between version 7.2 and 7.3 both technically and commercially.
- We have clarified the situation with regard to the Assembler Interface Kit by explicitly stating that module IE does *not* need to be bought for users who have software developed by resellers using IE. See page **Error! Bookmark not defined.**
- We have added details of new tapes supported by both Global Tape Utilities (TE on page **Error! Bookmark not defined.** and TF on page **Error! Bookmark not defined.**). In fact, to stress this we have renamed module TF as 'Global Tape Utility (Exabyte *and* DAT)'.

The obsolete modules omitted from this issue of the handbook are:

- Module BE (Menu Maintenance alone; of course this continues to be available as part of System Manager PM)
- Two obsolete Comms modules:
 - module CJ (3780 Emulation)
 - module CG (Email)
- Module DK (Documentation Kit)
- Module MZ (Tools to convert Global 3000 data to 2000 data)
- Module RQ (Sales Ledger System Request)
- Module PU (Speedbase Presentation Manager alone; of course this continues to be available as part of System Manager PM).

The obsolete versions of current modules omitted from this issue of the handbook are:

- Comms Support Pack (module CL) version 7.1
- PC Workstation (modules QR and QS) version 6.0
- Speedbase Development (module SE) version 3.0
- Both Tape Utilities (modules TE and TF) versions 6.0A and 7.0.

A number of minor changes to the documentation supplied have been noted:

- A Writer Manual version 6.0A has been created from the version 6.0 manual together with the key-top labels, and the notes on archive indexing. The notes on the Canon LBP 8 have been dropped. This is shown on page **Error! Bookmark not defined.**
- When the version 6.0 Payroll manual was reprinted the 'Updates' document was incorporated into the manual. This is shown on page **Error! Bookmark not defined.**
- An extra document to explain zaps 9 and 10 for Purchase Order Manager version 7.1 is supplied. This is shown on page **Error! Bookmark not defined.**

In **chapter 3 (Configurations)** System Manager for the Bull DPX/2 has been removed. We have requested that you contact us before ordering either configuration for the Motorola Delta (5529 on page **Error! Bookmark not defined.** and 5534 on page **Error! Bookmark not defined.**). The growing importance of Novell to TIS Software Ltd and its resellers has led us to splitting the details of Novell configurations from MS-DOS configurations; Novell configurations are in section 3.1.2 starting at page **Error! Bookmark not defined.** and MS-DOS configurations follow in section 3.1.3. starting at page **Error! Bookmark not defined.**

Configurations 5600 to 5603 (MS-DOS using the Integrated Data File method) have been removed; thus the only MS-DOS configurations are 5620 to 5623 which use the Discrete Data File method. The TCL PCC/4, PCC/8, PCC/16 and Superport-186 boards have been added to lists of peripherals supported by Global System Manager for Novell (page **Error! Bookmark not defined.**), MS-DOS (page **Error! Bookmark not defined.**) and BOS (pages **Error! Bookmark not defined.** and **Error! Bookmark not defined.**).

We have noted the support of NetWare 3.12 on page **Error! Bookmark not defined.** The figures (pages **Error! Bookmark not defined.**, **Error! Bookmark not defined.**, **Error! Bookmark not defined.** and **Error! Bookmark not defined.**) showing BOS configurations and options have been restructured to make them easier to read. Configurations 5702 and 5703 (5¼" BOS low (C) capacity) have been dropped. We have noted the support of the SMC PS310 ARCNET card under BOS on MCA-based computers on page **Error! Bookmark not defined.**

In **chapter 4 (Service)** the table of Autozaps has been updated on page **Error! Bookmark not defined.** We have omitted Autozap formats C10A and R19A from the table of valid formats on page **Error! Bookmark not defined.** The bulletin board section has been enhanced with details of the weekly support update and details of support of faster baud rates on page **Error! Bookmark not defined.** We have updated section 4.6.1 with details of the support of version 7.2 of the Comms Support Pack (page **Error! Bookmark not defined.**).

In **chapter 5 (Training)** the 1994 training calendar is not yet available.

In **chapter 6 (Hardware)** the change of address to Bourne End is noted throughout. Three new sets of hardware have been introduced:

- Superports (page **Error! Bookmark not defined.**)
- WangDAT tape drives (page **Error! Bookmark not defined.**)
- Miracom V.32 modem (page **Error! Bookmark not defined.**).

In **chapter 7 (Documentation)** changes to the documentation arising from the changes to software availability in chapters 2 and 3 mentioned above have been made. In addition there is an API for Global 3000 Asset Register now available (page **Error! Bookmark not defined.**).

There are no changes to **chapter 8 (Marketing)**.

In **chapter 9 (Miscellaneous)** we have explained the procedures for TIS Software Ltd supporting further modems for use with the Comms Support Pack in a new section 9.2.6 on page **Error! Bookmark not defined.** We have noted the termination of an informal agreement to supply Global 2000 source zap write-ups on page **Error! Bookmark not defined.** Section 9.6 (page **Error! Bookmark not defined.**) is now a list of information we require, rather than a form which needs to be filled out in its entirety.

In **chapter 10 (Policies)** we have condensed the relevant parts of bulletin GT637 into an enhanced description of the version/variant policy starting on page **Error! Bookmark not defined.** The removal of module PU (Presentation Manager Upgrade) from section 2 has simplified section 10.7 (page **Error! Bookmark not defined.**) and section 10.8 (page **Error! Bookmark not defined.**); the pricing of module PU has been preserved on page **Error! Bookmark not defined.** We have recorded the most recent placement in Escrow on page **Error! Bookmark not defined.**

In **chapter 11 (Bulletins)** recent bulletins have been added on pages **Error! Bookmark not defined.**

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There are no changes to **chapter 12 (Quality)**.