

March 12, 1988

Mr. J. Stacey
Holz Strasse 27d
D 8000 Muenchen 5
WEST GERMANY

Dear Mr. Stacey

In response to your letter of 1.16.88:

1. You apparently are describing a software problem, probably in the vmunix. I have enclosed the latest vmunix for installation.

We did not ship you a defective tape drive. It was fully tested before ship. Symmetric does not ship defective materials as a matter of policy.

2. Hard disk errors frequently occur in shipment, especially if the unit is x-rayed or exposed to magnetic fields. That is why the tape dump is provided. We load the software on the drive as a courtesy. Other manufacturers supply a dump and a raw drive.
3. The 4.2 release is complete. Any extraneous manual pages should be deleted as the software you describe is not available.

The 375 Owner's Manual is the printed documentation on system use, maintenance and recovery. 3MB of on-line manual is also enclosed. Also examine /usr/doc.

4. You were informed at the time that 4.2 is the presently shipped release. If you would like to get the 4.3 Beta release, you must sign and return 2 copies of the enclosed software license along with one tape for software load. A \$100.00 processing fee must be enclosed. It contains 4.3 utilities but does not contain all the compilers 4.2 does. 4.3 is a Beta release in development and hence not supported at this time but beta testers may have use of it under this arrangement.

It is recommended that only an experienced software user work with beta software. An auxiliary drive is also recommended.

5. You have a tape system and received a tape dump. Floppy-only units receive floppy dumps. You do not receive both.

6. There are many major and minor device numbers available for standard printers. We configured and tested your printer thoroughly and it works perfectly.
7. In regard to bank charges, Symmetric Computer Systems only accepts payment in full, whether in cash, check or wire transfer. We are not responsible for any other expenses incurred by the customer. Otherwise, the customer would deduct for any sundry charge, such as a check processing fee, as a cost of our business. This is standard business practice.

I hope this addresses the pertinent areas.

Signed,

Lynne G. Messner
General Manager