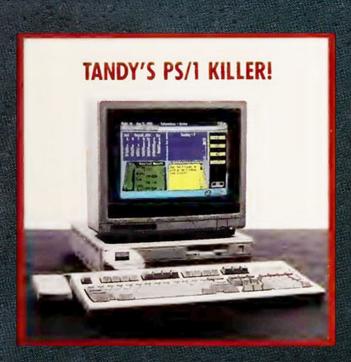
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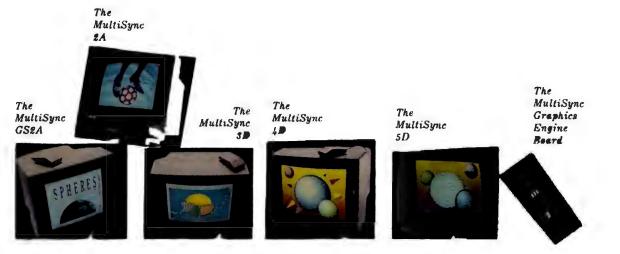
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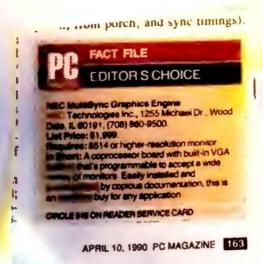
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accelerator software to dramatically boost the speed of Windows and Presentation Man ager applications,

NEC 1

The superb MultiSync 4I

The Bottom Line

If you use high-resolution graphics and windowing environments, NEC's monitors won't disappoint.

MULTISYNC AN

The user-friendly Swiss army knife of multiscanning monitors, the NEC Multisync 3D displays bright, true colors and very sharp text and graphics. All controls are conveniently mounted up front, including microprocessor controlled push buttons for manually adjusting screen size. T

Bearing this in mind, our top pick of the products reviewed here is the NEC Multisyne GS2A. It has an optional higher resolution than the rest, and the NEC's large, flat screen enhanced viewing with superior glare protection. The higher resolution means

Seldom does a company dominate a market the way that NEC does with multiscanning monitors, and its latest innovations show why.

That hasn't

. The Multisync 3D, which includes a 9-pin and 15-pin video cable, is the best of the multiscanning monitors we tested.



A BEST-TO-SELL WINNER MONITOR:

NECHE MULTISYNC 2A

With high-performance monitors quality and reliability may be more important than price. And with so many graphics standards out there software compatibility is a big issue The MultiSync 2A 14-inch color monitor from NEC Home Electronics (U.S.A.) delivers on all counts.

The 4D's appro elegant in the exti

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Ionitors Look to the Future

lisplays of NEC's new and 5D monitors por-

MultiSync 5D offers simil

NEC MultiSync 3D



PROS: Supports all boords. "rer bers" screen odjustments

Bottom The MultiSync Graphics Engine has the power to put Windows or PM into the mainstream.

MultiSync 2A, MultiSync 3D

"Works

Better!"

"Looks Great!"

Overall, the NEC MultiSync Graphics Engine is powerful, versatile, and fast-it is a perfect match either for an NEC monitor or for the high-resolution monitor of your choosing.

take the crisp NEC over the fuzzy IBM image any day.

The

Line

been said.

If you want a monitor for VGA level and up, the NEC MultiSync 4D is an excellent choice.

> ... pu Buyers of NEC's MultiSync 2A awarded that monitor the highest scores in the four top-ranked attributes—i

bach to storing settings is eme.



FINALISTS NEC MultiSync 3D, 4D, and 5D monitors

- a Jerry Berson, Tum Grau, Wayne Hinson, Krith Schuefer,
- NEC Home Electronics (U.S.A.) Inc., 1255 Michael Dr., Wood Dule, It. 60191; (312) 860-9500

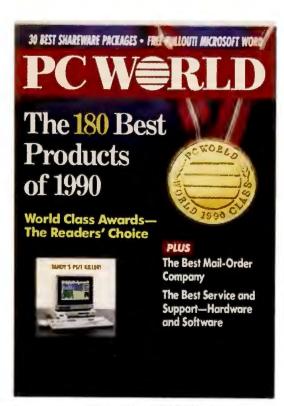
NEC got out in front first with the MultiSync-and stayed there. The 3D, 4D, and 5D monitors are significant additions to the MultiSync family. They add digital controls and automatic recall of user preferences for each video mode to a product line that's already won the Award for Technical Excellence and numerous Editor's Choices The 4D monitor takes multiscanning into a new dimension. the 16-inch tube may prove to be the perfect size fell high resolution color work in cramped offices

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Cover photograph by Fred Stimson

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Novell's Print Server is rich in features, but it's still not memory resident.

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- AST's upgradable ISA system and NCR's powerful Micro Channel box show off the power of the 486
- QMS's PS 410 reads incoming jobs and switches effortlessly between modes
- Connect to the leading SQL data servers with DataEase SQL
- Sharp unveils a lightweight laptop and a luggable SX-based portable
- OCR gets easier with two releases of *ReadRight*

- A *DrawPerfect* upgrade lets you distribute run-time slide shows
- One Token-Ring card—DCA's IRMAtrac—fits ISA and Micro Channel slots
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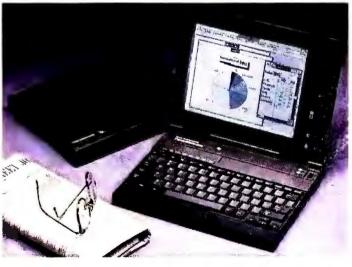


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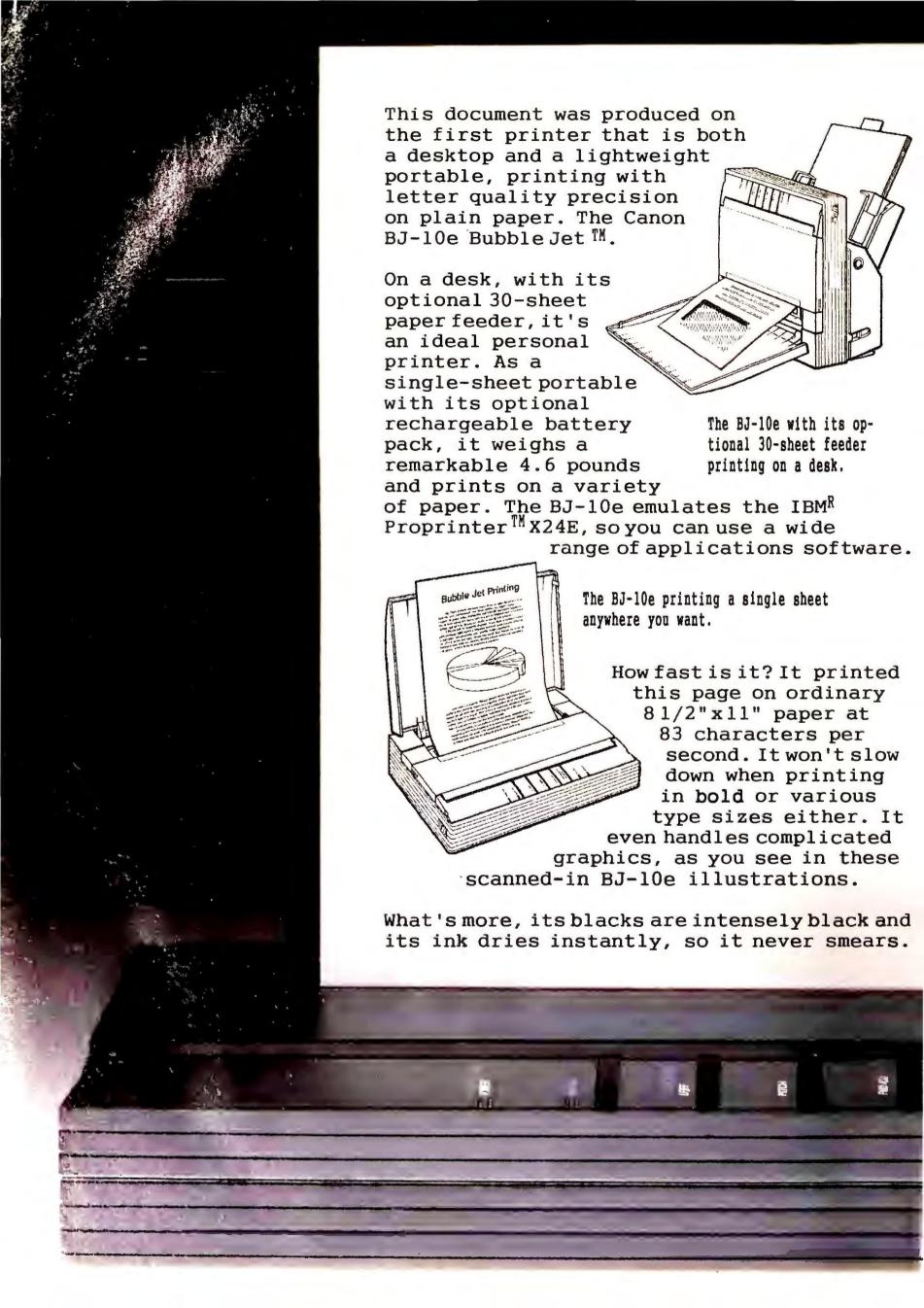
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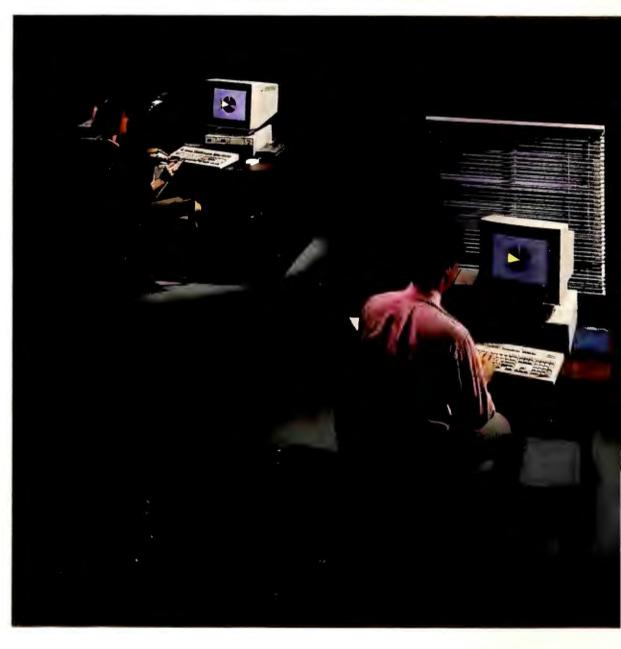
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Circle 236 on reader service card



Our World Class counting crew: Robert Luhn, Larry Wilson, Bill Segovia, and Daniel Tynan

here's nothing quite like the World Class Awards. Most of the time, computer users get to vote with their pocketbooks—period. Once a year, though, they get the chance to send a message directly to the industry, with *PC World* playing the middleman.

You'd think tallying the World Class contest results would be a piece of cake. Sift through a pile of postcards, jot down the totals on a legal pad, and start calling the winners, right? Well, not exactly.

Larry Wilson, whose Wilson Research Group counted the ballots for the eighth consecutive year, figures a few numbers might put the job in better perspective.

Start with several dozen mailbags containing a total of 30,196 ballots, he says. Figure that the typical respondent votes in 40 percent of the 37 categories, and you get a staggering total of nearly 450,000 individual opinions that have to be painstakingly recorded.

Now increase the complexity by at least a couple of orders of magnitude, because the free-form ballot gives respondents a nearly infinite range of choices. "In the Mass Storage and Desktop Computer categories alone," Wilson observes, "somewhere between 500 and 600 individual products got votes." Finally, toss in the challenge of deciphering thousands upon thousands of handwriting samples. Senior Editor Robert Luhn admits, "It's a detective job sometimes, trying to figure out what the voters really intended."

None of our World Class team members objected to sorting through the mountains of paper, though. There's something refreshing—and occasionally intriguing—about being this close to so many *PC World* readers.

Person to Person

Assistant Research Manager Bill Segovia kept an eye on the postmarks as the trickle of incoming mail turned into a flood. "It's truly a world-class event," he maintains. "This year we got entries from places where you wouldn't expect to find PCs—much less *PC World* readers! We got letters from out-of-the-way places like Okinawa, Turkey, and Iran."

Assistant Editor Dan Tynan interviewed a random sampling of respondents for our feature coverage of the World Class contest results. "I was struck by two things," he reports, "first by the diversity of users, and then by the strength of their opinions. They have a fierce loyalty to their favorite software and hardware. Some people are that way about their cars, but computers inspire an almost fanatical level of enthusiasm."

Wilson's counting crew observed the same intensity of opinion, especially in the newly added Service-and-Support categories: "It was amazing how many people used the free-form comments section to rave about WordPerfect's support policies. I hope other vendors are paying attention—those votes might do some real good."

In addition to the mention in this month's feature, every winning company receives an engraved trophy to commemorate the occasion. Most often, a *PC World* editor makes the presentation to an audience that includes not just CEOs and marketing managers, but programmers, tech support personnel, and receptionists as well. That's the final link in the chain that extends from the PC consumer to the hundreds of people who make a World Class Award—winning product possible.

Ed Both

Ed Bott Managing Editor

33-MHz,80386, What Else Can



EISA... \$1995 We Say?





Introducing the ALR BusinessVEISA Model 101...

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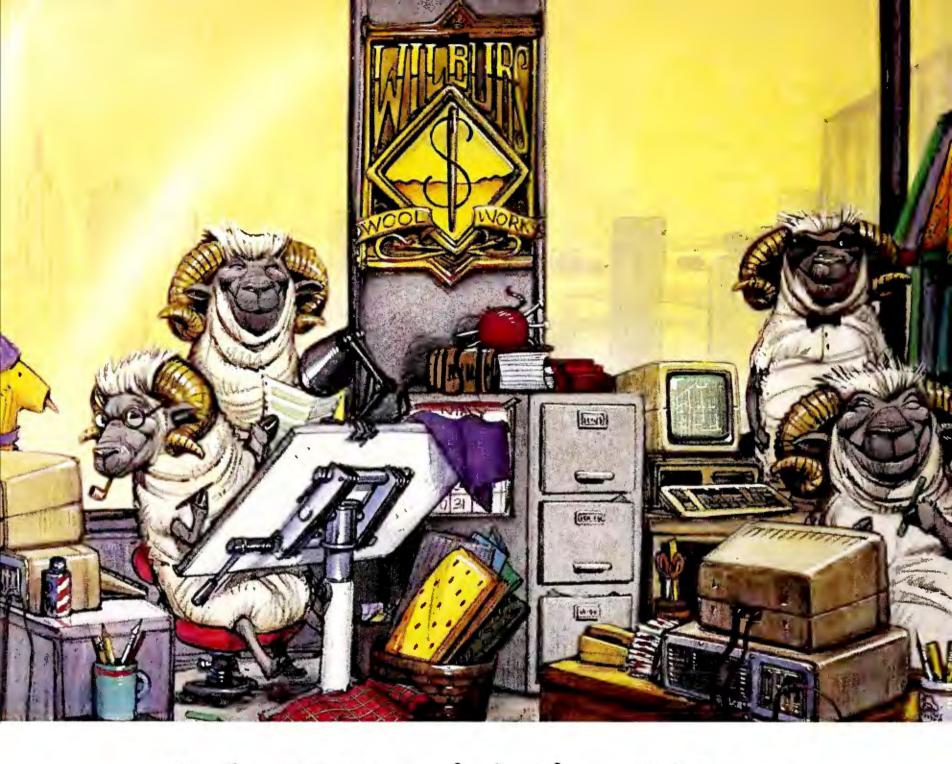
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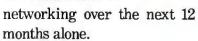


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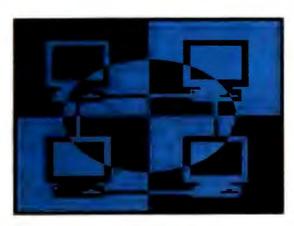
LAN MAN 2.0 APPEARS

Microsoft Ups Ante in Battle of the Networks

Microsoft has launched its most serious challenge ever to Novell with the release of new versions of its LAN Manager and SQL Server and the announcement of a \$21 million investment in



The software giant expects to authorize 600 LAN Manager and SQL Server resellers in the United States over the next year, and to back them up with 400 sales and support people. The company will reach out to customers by holding hundreds of networking seminars nationwide. The marketing bill alone will exceed \$16 million, while another



\$5 million will be spent to purchase technology, and an unspecified amount to create a 260-person R&D staff.

"It's a very serious challenge to a very serious competitor," says Senior Product Manager David Thatcher. Novell has only half of Microsoft's revenues, but it boasts an estimated 10,000 NetWare resellers, and all 2000 employees are focused on protecting the company's 65 percent-plus

share of PC network sales.

Microsoft claims that its "single-version" pricing on LAN Manager 2.0 and SQL Server 1.1 makes the former cheaper than NetWare, which offers different versions for different-sized servers. SQL Server 1.1 improvements are minor, but the new LAN Manager gets a major speed boost —slowness was version 1.0's most serious shortcomingthat Thatcher claims makes it as fast as NetWare 386. Version 2.0 also adds enhanced security, backup, fault tolerance, network management, and other features that are either missing from some NetWare versions or cost extra.

Novell is vulnerable in some areas, agrees International Data Corporation analyst Lee Doyle, "but it will take a while to bake this particular cake." He expects Novell to remain the de facto standard for the next three to four years.

IBM SPINS OFF PRINTERS

Sharpens Challenge to Hewlett-Packard



BM plans to sell the majority interest in its Information

Products subsidiary, which manufactures lasers and other peripherals and supplies. "IBM isn't getting out of this business," explains International Data Corporation researcher Angele Boyd; the move could make IBM a stronger rival to Hewlett-Packard and heighten the competition that's boosting laser printer price/performance ratios.

IBM's Information Products annually sells more than \$2 billion worth of typewriters, desktop and minicomputer printers, keyboards, and office supplies. By year-end IBM hopes to sell the majority interest in its U.S. operations to Clayton and Dubilier, a private investment firm specializing in leveraged buyouts. The move will let the computer giant focus on its core markets, while Information Products can reduce overhead and react more quickly to market shifts, executives explain. The subsidiary will start by trimming 1200 of its 6000 employees.

IBM will keep selling products under its logo through existing distribution channels and will retain effective control over key product development. Unlike most rivals, Information Products builds its own laser engines and now will be free to sell to IBM competitors. The company's year-old LaserPrinter line competes very well with HP LaserJets on price and features, BIS CAP International's Marc Boer says, but has not been pushed hard enough.

SYSTEM PRICES FALL

Portables, Desktop 386s Slip Most, SXs Hold On

ng vendors have overcome their supply constraints and nearly everyone is piling onto the portables bandwagon, pricing on notebook and laptop PCs has hit the skids.

Parade leader Compaq chopped the suggested list price for its LTE/286 with 20MB hard drive from \$3999 to \$3499, while the price of Toshiba's comparable T1200-XE dropped \$800 to \$3199. Tandy started low, introducing its 1500HD at \$1999 (which is also the street price). Heavier 386SX-based laptops also are slimming down pricewise:

CompuAdd's 40MB-equipped 316SL debuted at \$2895.

The desktop picture is more complicated. IBM slashed price tags on several Model 60s and 80s, as did Compag with the Deskpro 386/33, but these are being phased out. Compaq also cut pricing on Systempros by up to 18 percent and on Deskpro 486s by up to 14 percent. Smaller players are even more aggressive. Telling analysts that it will live with lower profit margins for a while, AST Research cut prices as much as 26 percent on 386 machines and 23 percent on 486s, but only 11 percent on SX models.

Prices are holding on other

vendors' fast-selling SX machines too. Tandy lopped \$1000 off all its middle- to high-end 386s in the past year but left its SX untouched. Analysts say that vendors would like to sell more SXs at lower prices, but that Intel, the SX's sole supplier, underestimated demand. "The 80386 DX, SX, and 486 are all on allocation," an Intel spokesperson admits. "The SX has the highest [unmet] demand."

Generally, street prices held up quite well this summer, notes John Murphy of Wohl Associates. Heavy dealer discounting remains the rule, but vendors are trying to maintain a price floor by adding features such as extra memory. For example, Zenith Data Systems bundles *Windows 3.0* and a mouse with its business machines.

VGA ADAPTERS REBORN

Cheap Chip Offers Huge Color Palette, No Jaggies



With IBM reportedly poised to unleash yet another expen-

sive high-end graphics standard on PC users, a small technology firm has developed an alternative approach, offering a stunning enhancement to existing VGA adapters at a minimal cost. Edsun Laboratories' Continuous Edge Graphics (CEG) is a single chip that will enable both new and existing VGA boards to produce near-photolike im-

ages on standard VGA monitors. CEG will be built into VGA boards and systems arriving late this year or early in 1991—Monolithic's \$895 MicroPAQ among the first.

Vanilla VGA shows only 256 simultaneous colors, and this, rather than its 640-by-480-pixel resolution, is the largest barrier to achieving photolike quality. In contrast, the CEG chip theoretically can generate more than 740,000 colors through a unique way of juggling 8 bits of color informa-

tion. And you need not even add memory to the adapter. Moreover, CEG combines its boosted color capabilities with intelligent anti-aliasing techniques to remove "jaggies" from lines. There's a slight performance hit, but "the images are beautiful," enthuses Dataquest analyst Clyde Spencer.

Edsun has allied with Analog Devices to offer CEG for \$15 in quantities of 100,000, a less-than-\$100 price premium

for CEG-equipped graphics boards. Edsun is writing device drivers for 1-2-3, Auto-CAD, and Windows 3.0 and is working with software vendors to support other packages. With packages that don't support it, the CEG chip mimics standard VGA operation.

"CEG will extend the longevity of VGA as a viable standard," says Spencer, "and act as a barrier to the entry and success of higher-resolution products."

COMPAQ SWITCHES TO EISA

Multiprocessing Control Programs Delayed, But EISA Development Runs Ahead of Schedule



Multiple-processor PCs are spreading more slowly than ex-

pected, but the move from Industry Standard Architecture to Extended ISA (EISA) buses is going so well that Compaq Computer is switching to EISA for all new products, including laptops.

When Compaq, the leading supplier of multiple-processor computers, introduced its dual-processor Systempro in November 1989, it anticipated the release of multiprocessor-capable network operating systems from Microsoft and Novell by March and June, respectively. But LAN Manager 2.0 debuted in August without the promised capability to divide the Systempro's dual processors between application and network server duties.

Those extensions should arrive in the fourth quarter, says Gary Stimac, Compaq senior vice president of engineering. Compaq didn't want to hold up 2.0, he says, because the firm still enhances the Systempro with its support for intelligent drive arrays and the 32-bit I/O of EISA boards.

Meanwhile, a fault tolerance extension for Novell's NetWare 386 that allows multiple Systempro servers to be hooked together won't appear until 1991. Multiprocessing is available under UNIX, but two-thirds of Systempros still go out as single-processor Novell file servers. Sales are brisk, insists Stimac, but it will be two to three years before either market demand or software support catches up to Compaq's original notion of a

four-processor Systempro.

However, less than a year after introducing its first EISA bus on the Systempro, Compaq is finding the manufacturing cost advantages of the older ISA (or AT) bus disappearing. ISA still has sufficient data-carrying capacity to satisfy most PC tasks, says Stimac. But Compaq should soon be able to give its customers the added capabilities of EISA without charging extra, so it plans to ship the new bus when feasible on all new releases, including portables.

AST Research will still ship ISA but projects that its users will prefer EISA within a year. Dataquest analyst Robert Charlton expects EISA to overtake its longer-lived competitor, IBM's Micro Channel architecture, by 1993. €

ARE 2.88MB FLOPPIES COMING?

Media and Disk Vendors Look for a Leader



s there a 2.88MB floppy in your computer's future?

Disk drive and media industry insiders are sure IBM and others will introduce systems this year with 3½-inch drives that read and write this new data capacity along with 720K and 1.44MB. One source saw the drives being shipped to IBM.

Nearly every major media and drive maker has tooled up to produce all the market can use, reports Laurence Lueck, president of Magnetic Media Information Services. But then, he adds, suppliers have been ready since early this year, when they expected IBM to adopt the new standard. Instead of selling 20 million 2.88MB barium-ferrite floppies this year, they'll ship only 3 million—mostly to Japanese word processor makers like Toshiba, a leader in developing the technology. Competing standards include a 10.2MB format being pushed by Japanese system kingpin NEC. Without a champion like IBM, 2.88MB may never catch on,

says Lueck.

Others in the disk drive and media industries are sure it will, however, including Ed Kay, president of Practidisk, which makes 2.88MB replacement drives for the installed base of PCs. His sources assure him that IBM will introduce 2.88MB-equipped desktops this fall and that Toshiba will put them into its laptops. Gerald Korth, president of Memory Control Technology, which supplies floppy test equipment, says all Japanese systems makers are ready to go if IBM does. Vendors decline to reveal product plans.

Price is an issue, but a minor one. Korth estimates that a 2.88MB drive would add less than \$50 to system prices. An ANSI committee debate over standards created some delay, says Kay. There also are concerns over compatibility with prior and future versions of DOS, but Kay's firm solved those problems with a simple device driver. Sources close to Microsoft report that DOS 5.0 will support 2.88MB disks.

How to answer the needs of 386 users with just one line.

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386/33L to the COMPAQ DESKPRO 386N you'll find six levels of 386 performance designed to meet the wide range of your desktop computing needs. Each personal computer is built to be compatible with



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line simply work better *for you*.

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Key Features and Options	COMPAQ DESKPRO 386N	COMPAQ DESKPRO 386s
Product Class	Low-profile desktop	Small desktop
The User	For the user who needs 386SX performance and requires specific network features	For the general business user considering 286 personal computers
Microprocessor Clock Speed	32-/16-bit 386SX 16-MHz	32-/16-bit 386SX 16-MHz
Coprocessors Supported	16-MHz 387SX	16-MHz 387SX
Expansion Slots Available Type	3 (2) 8-/16-bit ISA (1) high-speed memory	5 (4) 8-/16-bit ISA (1) high-speed memory
Standard Memory Maximum Memory	1 MB 16 MB	2 MB 13 MB
Storage Capabilities 31/2-inch Diskette Drive	1.44-MB standard	1.44-MB standard, second optional
51/4-inch Diskette Drives	1.2-MB optional	1.2-MB optional 360-Kbyte optional
Standard Fixed Disk Drives	40-MB	84-MB 40-MB
*Fixed Disk Expansion Unit only. **Supported in Model 1 only.	120-MB 60-MB 40-MB 20-MB	Fixed Disk Expansion Unit (Model 300) 320-MB** 84-MB 300-MB* 40-MB 110-MB 20-MB
Maximum Storage Capacity	120 MB	1.2 GB
Tape Drives (Optional)	N/A	150-/250-MB, 80-/120-MB, or 60-MB
Operating Systems MS-DOS and MS OS/2 are available from Compaq	MS-DOS, MS OS/2, Novell NetWare, Microsoft LAN Manager, Banyan VINES, SCO UNIX/386	MS-DOS, MS OS/2, Novell NetWar Microsoft LAN Manager, Banyan VINES, SCO UNIX/386
Display (Optional)	Video Graphics Color Video Graphics Monochrome	Advanced Graphics Color Video Graphics Color Video Graphics Monochrome
Video Controllers	Video Graphics (standard) 640 × 480 graphics 720 × 400 text 132-column text support	Video Graphics (standard) 640 × 480 graphics 720 × 400 text Advanced Graphics 1024 (optional) 1024 × 768 graphics 720 × 400 text
Keyboard	Enhanced Keyboard	Enhanced Keyboard
Dimensions	15.0" W × 14.9" D × 3.9" H (38.1cmW × 37.8cmD × 9.9cmH)	15.8"W × 14.8"D × 5.9"H (40.1cmW × 37.5cmD × 14.9cml

2400-Baud Internal Modem‡

2400-Baud Internal Modem‡

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Additional Options

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COMPAQ DESKPRO 386s/20	COMPAQ DESKPRO 386/20e	COMPAQ DESKPRO 386/25e	COMPAQ DESKPRO 386/33L
Small desktop	Small desktop	Small desktop	Fully expandable desktop
For the general business user who requires more performance and features in a mainstream 386SX personal computer	For the advanced productivity user who needs the right combination of performance and features	For the experienced user who needs superior capabilities and power	For the performance-sensitive user requiring the ultimate in 386 performance and expandability
32-/16-bit 386SX 20-MHz with 4K Cache	32-bit 386 20-MHz with 32K Cache	32-bit 386 25-MHz with 32K Cache	32-bit 386 33-MHz with 64K Cache
20-MHz 387SX	20-MHz 387 or Weitek 3167	25-MHz 387 or Weitek 3167	33-MHz 387 and 33-MHz Weitek 3167
4 (4) 8-/16-bit ISA	5 (4) 8-/16-bit ISA (1) 32-bit memory	5 (4) 8-/16-bit ISA (1) 32-bit memory	7-8 (7) 8-/16-/32-bit EISA (1) 32-bit memory
2 MB 16 MB	4 MB 16 MB	4 MB 16 MB	4 MB 100 MB
1.44-MB standard, second optional	1.44-MB standard, second optional	1.44-MB standard, second optional	1.44-MB standard, second optional
1.2-MB optional 360-Kbyte optional	1.2-MB optional 360-Kbyte optional	1.2-MB optional 360-Kbyte optional	1.2-MB optional 360-Kbyte optional
120-MB 50-MB	110-MB 40-MB	120-MB 60-MB	650-MB 320-MB 120-MB
Fixed Disk Expansion Unit (Model 650 & 300) 650-MB* 120-MB 300-MB* 60-MB 210-MB 40-MB	Fixed Disk Expansion Unit (Model 300) 320-MB** 84-MB 300-MB* 40-MB 110-MB 20-MB	Fixed Disk Expansion Unit (Model 300) 320-MB** 84-MB 300-MB* 60-MB 120-MB 40-MB 110-MB	Fixed Disk Expansion Unit (Model 650 & 300) 650-MB 210-MB 320-MB 120-MB 300-MB* 420-MB Drive Array Pair 240-MB Drive Array Pair
2.6 GB	1.2 GB	1.2 GB	2.6 GB
150-/250-MB, 80-/120-MB or 60-MB	150-/250-MB, 80-/120-MB or 60-MB	150-/250-MB, 80-/120-MB or 60-MB	320-/525-MB, 150-/250-MB or 80-/120-MB
MS-DOS, MS OS/2, Novell NetWare, Microsoft LAN Manager, Banyan VINES, SCO UNIX/386	MS-DOS, MS OS/2, Novell NetWare, Microsoft LAN Manager, Banyan VINES, SCO UNIX/386	MS-DOS, MS OS/2, Novell NetWare, Microsoft LAN Manager, Banyan VINES, SCO UNIX/386	MS-DOS, MS OS/2, Novell NetWare, Microsoft LAN Manager, Banyan VINES, SCO UNIX/386
Advanced Graphics Color Video Graphics Color Video Graphics Monochrome	Advanced Graphics Color Video Graphics Color Video Graphics Monochrome	Advanced Graphics Color Video Graphics Color Video Graphics Monochrome	Advanced Graphics Color Video Graphics Color Video Graphics Monochrome
Video Graphics (standard) 640 × 480 graphics 720 × 400 text 132-column text support Advanced Graphics 1024 (optional) 1024 × 768 graphics 720 × 400 text	Video Graphics (standard) 640 × 480 graphics 720 × 400 text Advanced Graphics 1024 (optional) 1024 × 768 graphics 720 × 400 text	Video Graphics (standard) 640 × 480 graphics 720 × 400 text Advanced Graphics 1024 (optional) 1024 × 768 graphics 720 × 400 text	Video Graphics (standard) 640 × 480 graphics 720 × 400 text 132-column text support Advanced Graphics 1024 (optional) 1024 × 768 graphics 720 × 400 text
Enhanced Keyboard	Enhanced Keyboard	Enhanced Keyboard	Enhanced Keyboard
15.8" W × 14.8 " D × 5.9 " H (40.1 cmW × 37.5 cmD × 14.9 cmH)	15.8"W × 14.8 "D × 5.9 "H (40.1 cmW × 37.5 cmD × 14.9 cmH)	$15.8" \text{ W} \times 14.8" \text{ D} \times 5.9" \text{ H}$ (40.1cmW × 37.5cmD × 14.9cmH)	19.2" W × 17.7" D × 6.5" H (48.8cmW × 45.0cmD × 16.6cmH)
2400-Baud Internal Modem‡	2400-Baud Internal Modem‡	2400-Baud Internal Modem‡	2400-Baud Internal Modem‡

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USER TYPES	TYPICAL APPLICATIONS	PERFORMANCE/EXPANSION REQUIREMENTS	PRODUCT
Specialized/Power	CAD/CAE Scientific Analysis Software Development Customized LAN File Server	Higher 386 Performance Maximum Desktop Expansion	COMPAQ DESKPRO 386/33L
Advanced Productivity	Financial Analysis Database Presentation Graphics Small LAN File Server	DX (32-bit) Performance Moderate Expansion	COMPAQ DESKPRO 386/25e COMPAQ DESKPRO 386/20e
Mainstream Productivity	Word Processing Spreadsheets Database Stand-alone or Networked PCs	Moderate Performance Specific Network Features Minimum Expansion	COMPAQ DESKPRO 386s/20 COMPAQ DESKPRO 386s COMPAQ DESKPRO 386N

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Somewhere between your keyboard and computer screen lies a region where personal freedom bumps heads with courtroom justice. It's the frontier of software design, and it's attracting the attention of PC programmers, who worry that copyright rulings and user-interface patents might cramp their freedom to create new products that could benefit us all. And just as in the frontier days of old, these electronic pioneers find themselves facing powerful money interests and even the U.S. government itself.

Don't Fence Me In

There's no doubt that software developers' freedom to adapt and improve on the work of other programmers is being hemmed in by a mounting pile of copyright laws and software patents. Lotus's recent courtroom victory against Paperback Software effectively buried the once-popular notion that only a program's actual code was copyrightable, not its look and feel. Likewise, in the last few years, the government has reportedly issued more than 2000 software patents, some of which cover trivial details like how a cursor displays on a screen or how a dialog box works.

Programmer reaction to these developments ranges from polite concern to

downright horror. At a recent computerscience conference, a poll revealed that over 80 percent of attendees supported neither copyright nor patent protection of their software's look and feel. And a group called the League for Programming Freedom has picketed Lotus headquarters twice recently, demanding that the company call a halt to legal efforts aimed at protecting its ownership of the 1-2-3 interface.

According to the league's founder, MacArthur Fellow Richard Stallman, software copyrights and patents will eventually make it impossible for small-time, independent developers to bring out new products, since they'd have to conduct expensive legal searches to ensure their products didn't infringe on any patents or copyrights. Shareware would be another casualty, says Stallman, largely because patent holders wouldn't be likely to grant licenses to developers who couldn't ensure payment for each and every copy of software in the hands of users.

Too Busy to Fight

But what happens when developers don't—or can't—use the law to protect their proprietary interest in a user-interface design? I recently posed that question to Fred Gibbons, president and CEO of Software Publishing Corporation. SPC is a fast-growing, \$140 million company with a slew of hits like *Harvard Graphics*, *First Choice*, and *Professional File*; the company pioneered

the distinctive user interface that made its *PFS* family of products a hit with novice computer users.

In 1985, though, SPC was a struggling, \$37 million software firm facing a downturn in the software market and a new competitive threat from Symantec's *Q&A*, an easy-to-use data base that adapted and improved on the characteristic SPC interface.

"After Q&A came out, I immediately started getting calls from dealers asking me what I was going to do about it," Gibbons recalls. "We had just spent six months doing test panels and focus groups identifying the best design for menus—20 man-months of effort in all. Details like the menu names and screen placement were critical to the intuitiveness we were striving for, and it was agony for me to see someone take advantage of our investment. But I concluded that a lawsuit would have tied up my staff for a year or more, and we needed to innovate our way out of our troubles. In retrospect it was a healthy decision."

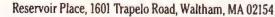
Symantec CEO Gordon Eubanks sees it somewhat differently. "We felt then and feel now that there was tremendous innovation in *Q&A*. We made it possible for people who knew the *PFS* products to also use our product. But there were fundamental differences in our products that made us succeed.

"The interesting thing to me today is that the law seems to discount the value of user preferences for a certain inter-(continues)



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face approach. I'm not sure that serves the public interest. The law should protect you from obvious clones, but a company that recognizes the investment customers made in an overall approach should have some freedom to use what has become a de facto standard."

Innovate or Litigate?

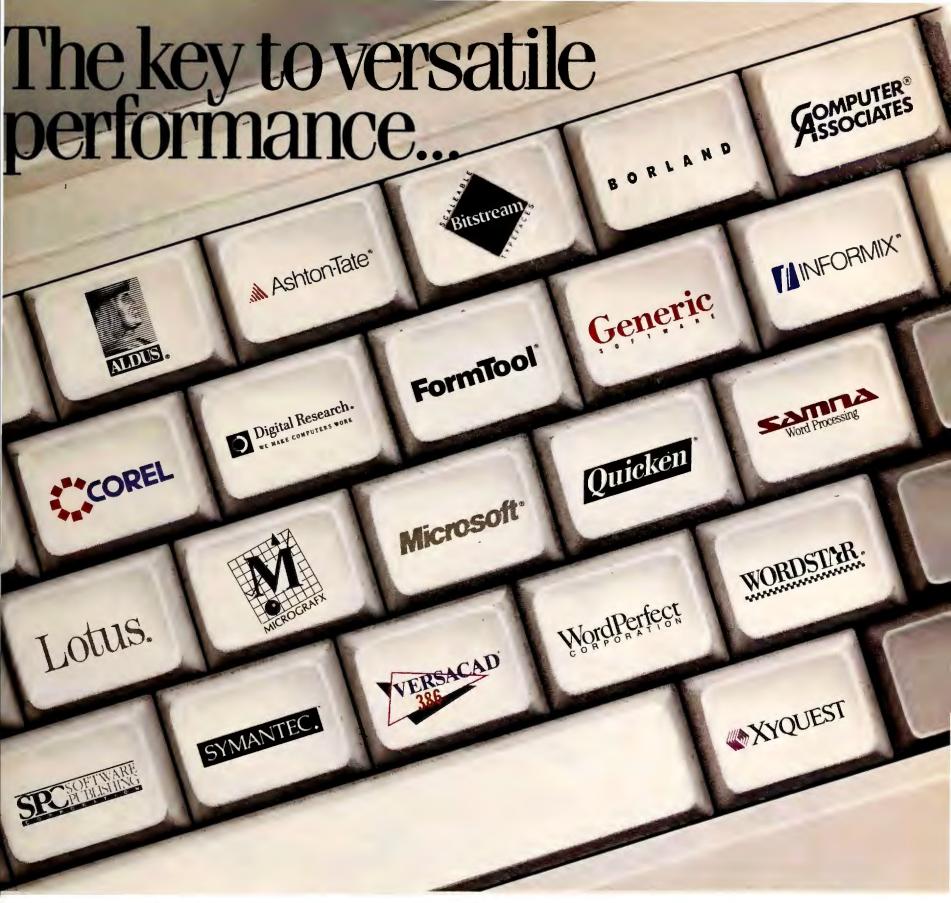
Copyright and patent laws were originally designed to encourage a flow of good ideas to the public by making sure inventors felt properly rewarded for their hard work and financial risk taking. Programming activists like Stallman insist that some dramatic action like a Supreme Court ruling or a new legal mandate from Congress is needed to recapture the law's intent.

But there's nothing in the law that says software developers must sue each other over similarities in software look and feel just to gain a momentary upper hand in the market. Resistance to that impulse has allowed at least two World Class Award—winning products to thrive in a crowded software field—Harvard Graphics and Q&A. If SPC's experience is any guide, developers can simply heed a well-worn bit of advice: Just say no.

PC World—Your PC Resource

PC World's editors extend a special welcome to the subscribers of PC Resource, who join the PC World reader community beginning with this issue. We're committed to providing you with a blend of information that's unique in the computer magazine field—the latest PC-related news, hard-hitting product comparisons, practical help for your favorite business applications, and consumerist support to guide you through the maze of promises that vendors make and sometimes break.

As editor in chief, I'm interested to hear how *PC World* can better meet your PC information needs. Write to me about this or any other subject at *PC World*, 501 Second St. #600, San Francisco, CA 94107; fax 415/442-1891; MCI Mail Richard Landry/301-3685. ●



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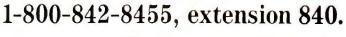
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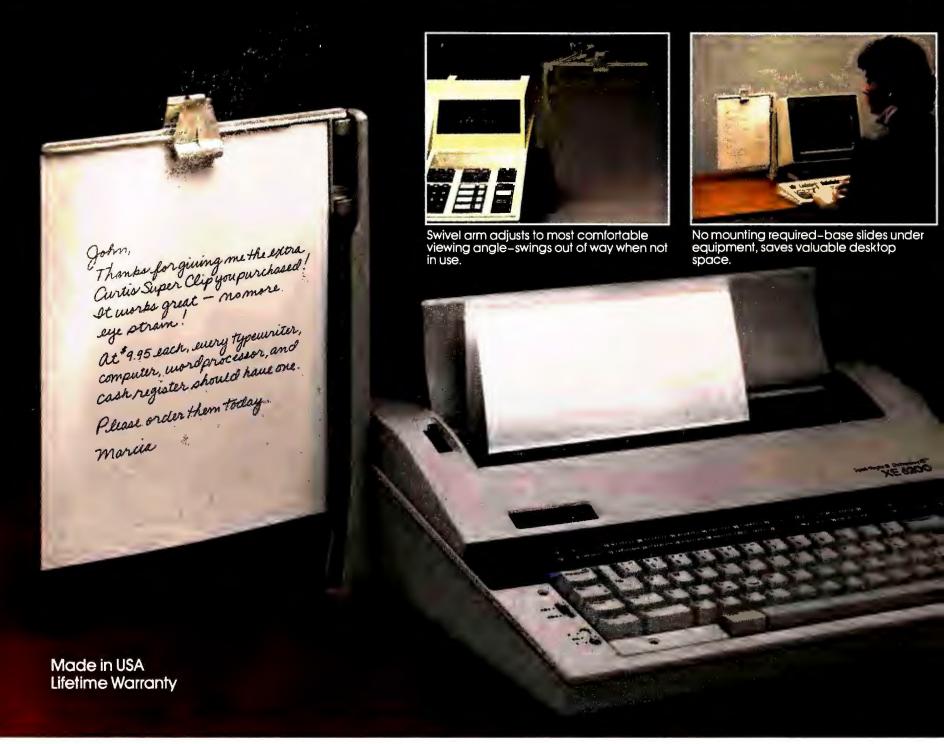
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LETTERS

Reactions and responses from the PC World community



Living With Windows

Richard Landry's July column ["Why Windows Won't Go Away"] reminded me of why I read PC World. Even sophisticated buyers sweat out the budget! But I took your advice and purchased hardware capable of handling OS/2—even though it's not fully developed. While Windows 3.0 finally offers a good graphical environment, your recounting of its slow development holds out hope for a usable OS/2. Meanwhile, our employees will be trained as they use the productive Windows environment. I've been following your buying advice for some time, and I haven't been sorry yet.

Kenneth G. Nagel Chicago, Illinois

A Special Issue

I commend you on July's special software issue. It was the most useful issue of a computer magazine that I've run across in years. Thanks as well for not drawing that invisible line between commercial software and shareware. The quality of many shareware packages is indisputable, and I agree with those who insist that users play by the rules and pay the registration fee for shareware they decide to use.

Edwin S. Gleaves Nashville, Tennessee

A Better Coprocessor?

The heading "SX Miscalculation," which appeared above Darrel Bartelheimer's June letter, seems apt. His performance claims regarding coprocessor-equipped 386SXs and 286s don't jibe with my experience. Midrange 286 machines running Intel coprocessors may be slow-the fastest Intel 80287 runs at 10 MHz and lacks some of the 80387's math functions. But an IIT-2C87 contains all the 387 instructions, runs at full processor speed and is currently priced lower than the 20-MHz 387DX. There are valid reasons to purchase a 386SX rather than a fast 286, but sheer speed in DOS applications is not one of them.

Dan Hackett Oak Park, Illinois

From Romania With Love

Thank you for publishing my letter in June. I'm deeply touched seeing so many people responding to my call and offering their help. Having such support, I decided to organize an educational PC club. We're facing a severe lack of equipment...but you can surmount difficulties when you have so

many friends all over the world.

Radu Ionut str. A. Vlaicu, nr.11 2700, Deva Romania

Windows 3.0 Yeas and Nays

I read your July article on Windows 3.0—and based on my personal experiences with version 3.0, it looks like Windows has finally lived up to the promises made about earlier versions. I can now take advantage of version 3.0's more icon-oriented operation to set up a Task List for grouping Windows applications into different categories, which makes loading them much easier. Color support is vastly better—with the right video adapter, you can actually display 256 colors at 640-by-480 resolution. Sure, the program can stand a few improvements, but Microsoft should be proudall that hype was worth it.

Raymond Chuang Mountain View, California

I have Windows 2.1 on my 286, and I've been waiting a long time for Windows 3.0. I haven't ordered my upgrade yet, but after a limited performance trial in real mode with PageMaker 3.0 on a 33-MHz 386, my initial impression is that Windows 3.0 is full of features but little improved in speed. I've seen claims of performance improvements, but I'd like to see thorough, quantitative tests of the old and new versions of Windows.

Arthur Hopkins Seattle, Washington

The only problem I have with *PC World* is that you devote an inordinate amount of space to *Windows*. I understand that version 3.0 is a great improvement, but I (continues)

tried all the earlier versions of *Windows* 386 with distinct increases in my blood pressure. They worked fine—with *Windows* applications only. Because of this, I removed *Windows* 386 from my hard drive and now use Quarterdeck's *Desqview* 386 to provide a multitasking environment.

R. A. Walsh New York, New York

BackUps and Downs

I read "No-Excuses Backup Software" in July, and although I think *PC Tools Deluxe* deserves your high rating, I feel you missed a point. To restore a blank, formatted hard disk, you need the back-up program on a floppy disk. Unfortunately, *PC Tools Deluxe*'s PC Backup won't run from a floppy, so the complete program has to be reinstalled before restoring. Some other programs, such as *Fastback Plus*, will run from a floppy, which can be conveniently included with the backup disks.

Joe Pentecost Atlanta, Georgia

I agree that PC Tools Deluxe is an excellent all-around tool, but when you match it against software written specifically for a particular job, it can't measure up. Norton is new to the backup game, and its backup utility has some shortcomings, as you noted-I've been using Fastback for six years, and to rate Norton Backup above it is a joke. Fastback Plus backs up hidden files and directories and allows for restoring particular files just by entering them. If you wish to include or exclude more than 20 choices of files or directories, maybe backing up isn't what you had in mind, and you should use COPY or XCOPY instead.

Steve Schafir Miami, Florida

Disk Technician Omission

I enjoyed "Disk Trouble? No Thanks!" in July, but I was amazed that you omitted Prime Solutions' *Disk Technician Advanced*. From experience, I know that *Disk Technician* is a superior hard disk utility that does things as valuable

as the programs you *did* review, and then some. Why did you omit it?

Al E. Rubottom San Diego, California

A major criterion of selection for this review was the ability to handle DOS partitions greater than 32MB. At this writing, Disk Technician doesn't do so.

—Michael Goodwin, associate editor

Shell Cracks

After reading "Making DOS Manage-able" in July, I don't think that you gave *XtreePro Gold* a fair shake. You neglected to mention its most important feature: the fine context-sensitive help. It has excellent mouse support, and even without a hard drive, I can run it on my laptop. I've tried several other DOS shells, and *XtreePro Gold* is by far the best.

Rocky L. Hurley Asheboro, North Carolina

I was excited by your reports on DOS (continues)

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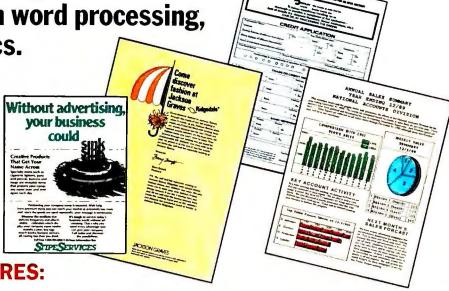
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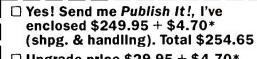
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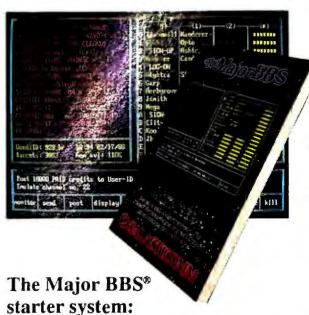
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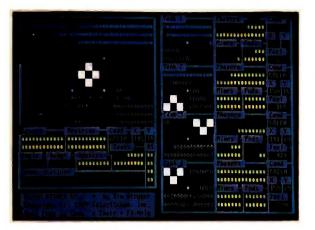
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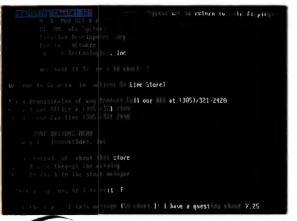
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*The C source code extensions are necessary, if you wish to combine multiple extended Editions together, or add 3rd-party software, or develop your own modifications. Prerequisites, in each case, are the Standard Edition C source code, and the corresponding extended Edition.



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management products in July. But I found a mistake in the Features Evaluation on page 121: *PC Tools Deluxe* does provide file viewing of *Paradox* files. I use that function of *PC Tools* every day.

Brian Culberson Atlanta, Georgia

Finding the Bulletin Board

Your July issue, which was enjoyable and informative, said that Peter Norton Computing has a CompuServe BBS. I couldn't find it, but after getting E-mail help from your staff, I worked out a solution. At a CompuServe prompt, type go povena, press < Enter>, and follow CompuServe's instructions from there.

Bill Lyons Atlanta, Georgia

Tip Slip

Here's a correction to Power Tip No. 109, "Quick Totals for 1-2-3," printed on page 58 of the July issue. The tip de-(continues)

POWER TIP NO. 132

Printing Windows 3.0 Colors in Black and White

Printing colorful graphics on black-and-white printers doesn't work very well—true colors print as lifeless black blobs. You can avoid this problem by changing the Luminance value of custom colors to a value between 180 and 210. Open the Color utility from the Control Panel. Select Color palette Define custom colors. Select your defined colors, and choose an appropriate hue. Your custom colors will now print as gray dot patterns—not a perfect solution, but better than basic black. **Brian Livingston**

New York, New York

After everything you've heard about Windows Computing, there are only two things you should believe.

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See for yourself. With Windows™
Couting, using your PC becomes
eas ster, and more productive than
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Windows Computing is the Windows version 3.0 environment combined with any of the hundreds of Windows applications already available.

have to take our word for it. Because, right now, we're making fully functional Working Models of Microsoft Windows version 3.0, Microsoft Excel, Project, Word and PowerPoint presentation graphics program as easy to get a hold of as they are to use.

Just pick up the phone and call (800) 323-3577, Dept. M73, and we'll







send you a free copy of the Working Model* you're most interested in.

Or, if you would prefer, just ask for the date, time and location of a

Windows Computing seminar being held near you. Either way, the experience is sure to impress you.



The truth is, we believe there could be only one reason why people might not see just how much Windows Computing means to the future of the personal computer.

They haven't looked.

Making it all make sense

The question is not "do you need a network?"; the question is "what kind of network do you need?"

If your company has more than one computer, connecting them together is either an immediate concern or soon will be. There are numerous connectivity methods available. The choice your company makes will directly affect you. Want to discover the most appropriate connectivity method for *your* needs? It may be a surprise.

Check off the capabilities you need:
1. Share access to one or more printers or plotters
2. Share access to a modem
3. Exchange electronic mail and messages with other users
4. Electronically transfer data files between computers (rather than pass diskettes)
5. Access a common library of data files, like drawings, document templates, memos, boilerplate, etc.
6. Access a common database, where multiple users must access the same records simultaneously (e.g. an order entry system)

If you checked any or all of the first five capabilities listed above, but not number six, your company does **not** need a full-blown LAN. This news can save your company a lot of money and make life much simpler for everyone concerned. Skip to the next paragraph immediately. If you selected the sixth capability, a data-sharing LAN is needed, but only for those users who must access the shared database. To achieve the other capabilities, your best—and most economic—solution is...

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Heard of it? Over 50,000 people use Systemizers every day—and have for over four years—at many of the world's largest organizations.



Systemizing is an alternative (or supplement) to a LAN. It's a connectivity method that works with practically every computer in existence—ranging from PCs to mainframes—regardless of brand, model, operating system (DOS, UNIX, PICK, etc.), or application. You can Systemize without putting any hardware or software inside your computers. To quote one customer: "It's the most sensible solution to connectivity I've ever encountered!"

Do yourself and your company a favor, call our toll-free number and ask for our *Systemizing Demo*. The demo alone is widely praised as "incredible".

For a free desktop demo, call:

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scribes a macro to place a dashed line and an @SUM() function beneath a column of numbers. The instruction as printed wouldn't work. This does: "Enter the label '\-{down}@sum({up}.{end}-{up})~ in an out-of-the-way cell." The other directions in the Power Tip work fine.

CC Landry Metairie, Louisiana

This letter and others we received provide workable corrections, although the original tip would have worked had not a typesetting slip added a space between '{END}' and '{UP}'.

Power Tips are a part of PC World that you write.

Letters like this one demonstrate that our readers really put Power Tips to use. And since they come from you, they are, along with this forum, the part of PC World that you write. So if you have developed a technique for increasing PC productivity, share it—you can earn \$25 or more on publication, and you'll see your name in PC World. Send Power Tips to PC World, Editorial Department, 501 Second St. #600, San Francisco, CA 94107, c/o Power Tips. —Ed.

Corrections and Clarifications

A June *Top of the News* item, "WordPerfect Joins Alliance," erroneously stated that WordPerfect president Alan Ashton owns the majority of WordPerfect stock.

In our Features Evaluation for "No-Excuses Backup Software" in July, the subcategory heading "Backs up to all floppy media" is misleading. Actually, the reviewed programs back up to all standard 3½- and 5¼-inch floppy media.

To send correspondence, please see How to Contact PC World, page 4. ⊜

Graham Pask, Computer Systems Manager for Dive 'N Surf, and his Gateway 2000 25 MHZ 386 network server.

In Redondo Beach, California . . .

You'll find breathtaking ocean views, sensational surfers and Gateway 2000 computers.

Dive 'N Surf, famous for Body Glove® fashions and watersports equipment, is a

member of the growing family of Gateway 2000 customers in California. Dive 'N Surf Computer Systems Manager Graham Pask chose a Gateway 25 MHZ 386 machine for his network server. The system runs point-of-sale, inventory control, word processing and desktop publishing software.

"I decided to buy a Gateway 2000 system because they had everything I wanted for a good price," said Graham. "But what really impressed me was the service. I had a problem with my 3 1/2 inch drive so they sent me a new drive the very next day."

Graham said he was so happy with his Gateway system at work that he bought a Gateway 2000 25 MHZ 386 Cache machine for his home.

Until well after sunset, surfers ride the big waves on the Pacific Ocean near Redondo Beach, California.

And In Barrow, Alaska . . .

Over 300 miles north of the Arctic Circle, you'll find polar bears, seals, whales, walrus, lemmings, snowy owls and what appear to be the largest mosquitoes in existence. On a summer afternoon you'll also see parka-clad tourists

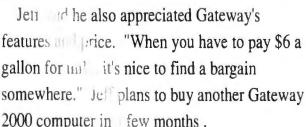
walking among local residents in shorts. And of course you'll find a good Mexican restaurant and Gateway 2000 computers.

Cape Smythe Air Service, a regional commuter airline serving Barrow, Kotzebue, Nome and remote villages in Alaska, has one of several Gateway 2000 computers operating in Barrow. Jeff Frier, Cape Smythe's accountant, chose a Gateway 2000 386SX to

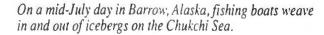
run spreadsheet, data base and accounting applications.

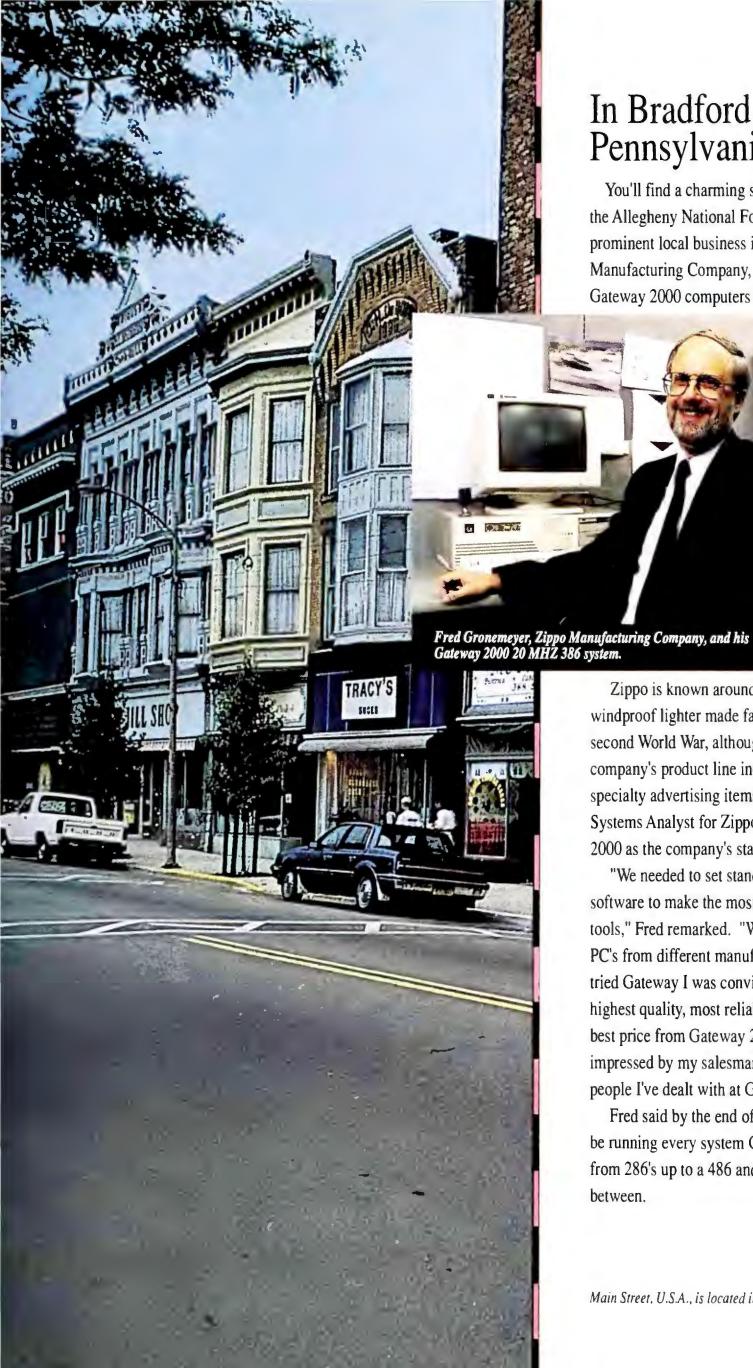
"I was trying to decide between Gateway 2000 and a competitor," Jeff commented, "so I talked to a person who owns the competitor's system. He was disgruntled about the service he received from them. Then I talked to another person in Barrow who has a Gateway and she was happy with the product and service. The choice was pretty obvious -- when you're doing business in a remote area, the most important things a vendor can offer are reliability and good rvice."

gallon for und it's nice to find a bargain 2000 computer in few months.









In Bradford, Pennsylvania . . .

You'll find a charming small city nestled in the Allegheny National Forest. The city's most prominent local business is the Zippo Manufacturing Company, where you'll find 18 Gateway 2000 computers in use.

Zippo is known around the world for its windproof lighter made famous during the second World War, although today the company's product line includes many other specialty advertising items. Fred Gronemeyer, Systems Analyst for Zippo, chose Gateway 2000 as the company's standard PC.

"We needed to set standards for PC's and software to make the most efficient use of these tools," Fred remarked. "We started out with PC's from different manufacturers, but once I tried Gateway I was convinced we could get the highest quality, most reliable machines at the best price from Gateway 2000. I was also impressed by my salesman and the tech support people I've dealt with at Gateway."

Fred said by the end of the year Zippo will be running every system Gateway 2000 makes, from 286's up to a 486 and everything in between.

And In New York City . . .

You'll find your senses overwhelmed by the countless sights and sounds of this one-of-a-kind city. And of course you'll find thousands of Gateway 2600 computers here.

One New York City Gateway 2000 owner is

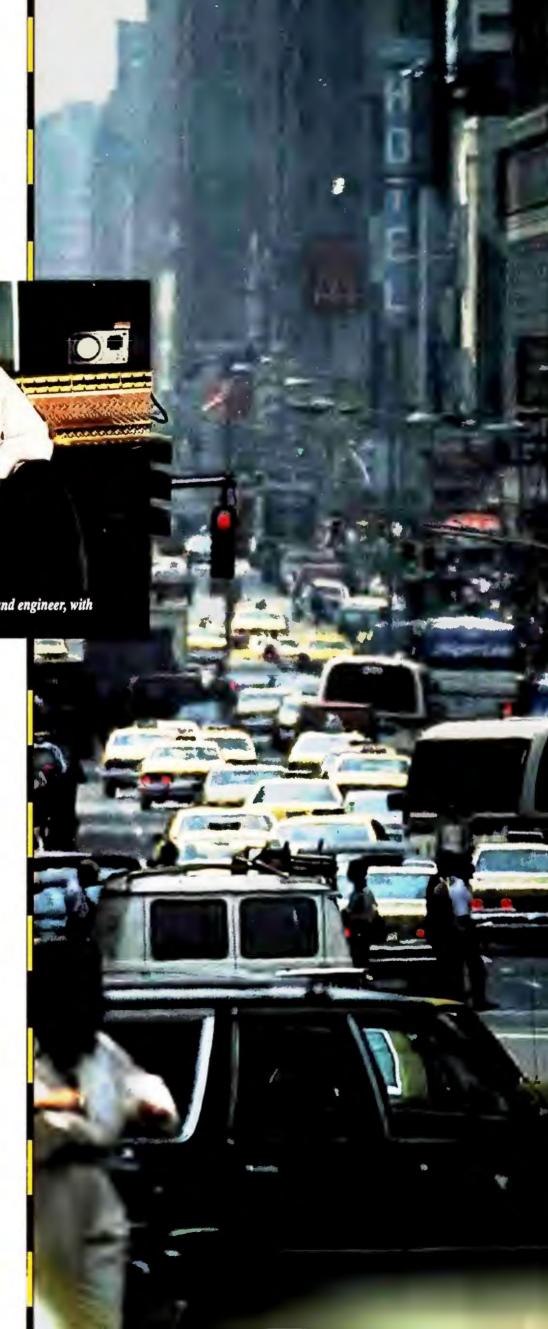


independent record producer and engineer Jim Rondinelli. Jim uses his Gateway 2000 386SX with a sophisticated player piano sequencer to compose music.

"The software I use is written for the Mac and for IBM compatibles," Jim said, "but it runs much better on IBM compatibles. And it runs best of all on my Gateway. I travel often and I've used my software on a lot of other machines. They don't even compare with my Gateway 2000."

Jim said he bought his Gateway 2000 because it was equipped for the real world with ample hard drive capacity and RAM, both sizes of disk drives and color VGA graphics.

ever used," continued Jim, "plus it ran right out of the box. One afternoon and I was fully functional on a brand new system."





Near Camp Verde, Texas . . .

You'll find the magnificent Hill Country of Texas with rattlesnakes, prickly pear cactus and huge cattle ranches. You'll also find Larry Mahan and his Gateway 2000 computer.

Larry Mahan is to rodeo what Jack Nicklaus

is to golf. He is Six Times World Champion All-Around Cowboy and is a member of the Cowboy Hall of Fame. But Larry also runs a cattle and horse ranch and is involved in a western apparel manufacturing company and a new Southwestern foods company. His Gateway 2000 20 MHZ 386 system is an integral part of his business operations. "We run cow and calf software for

our Longhorn cattle herd," Larry said. "You can't really manage a livestock business efficiently without it. Plus we do accounting, spreadsheets and word processing on our Gateway 2000 computer."

Asked why he chose Gateway 2000, Larry said, "They had the best features and price – and I thought a computer company that puts pictures of cattle in their ads had to be my kind of people. And I was right. The people I've talked with at Gateway 2000 are honest-to-goodness nice folks. It's a pleasure doing business with them."

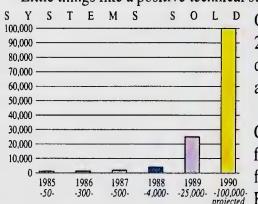
ACROSS THE COUNTRY YOU'LL FIND

You'll find so many Gateway 2000 computers in so many places today because people everywhere know a good value when they see one. In all 50 states and in over 70 foreign countries, thousands of people are comparing prices, quality and service – and choosing Gateway 2000.

But value alone doesn't explain how a little company in the Midwest, started just five years ago, managed to outdistance hundreds of other companies, selling more systems through the direct market channel today than any other PC manufacturer in the country.

The explanation 1 that the company has always maintained a small company attitude. With Gateway 2000, you still get the little things

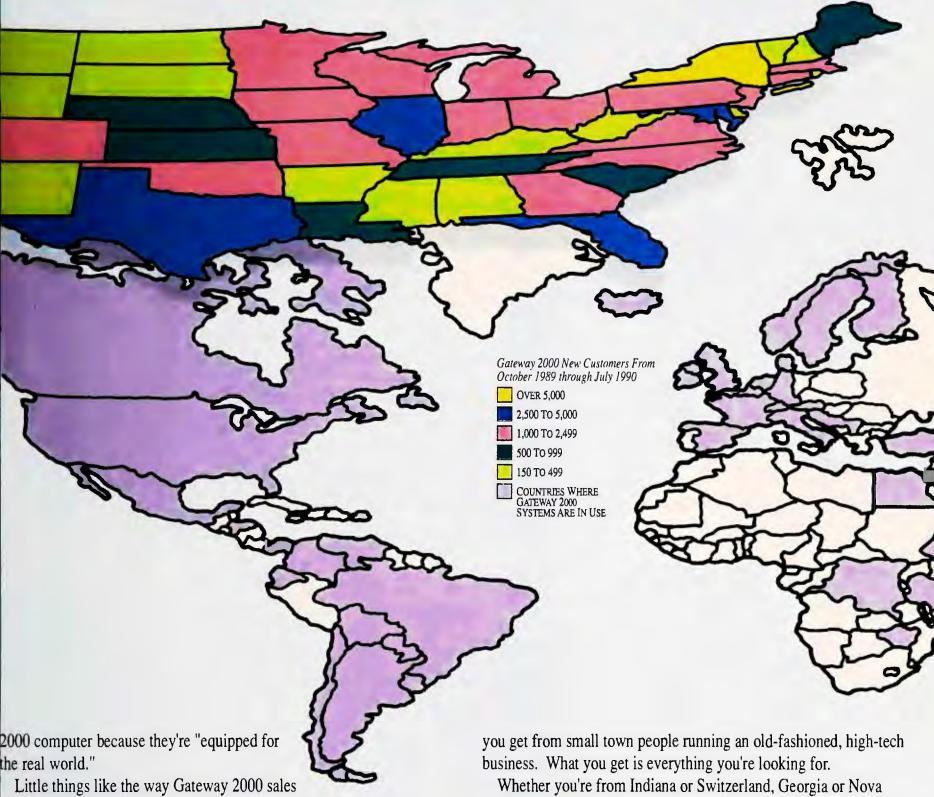
you'd expect only from a small firm. Little things like a positive technical support department. When



Graham Pask told his Gateway 2000 tech rep that his 3 1/2" drive didn't work, he received a new drive the very next day.

Little things like the way
Gateway 2000 systems are
fully loaded with all the
features you want. Jim
Rondinelli bought a Gateway

AND AROUND THE WORLD, GATEWAY 2000!



people develop excellent business relationships with heir customers. Fred Gronemeyer tried his first Gateway because he was impressed by his sales person. Eighteen systems later, Fred is still

impressed by his sales person.

And the biggest little thing of all is the feeling you get when you deal with the people at Gateway 2000. As Larry Mahan said, "they're nonest-to-goodness nice folks."

Compare prices, quality and service. Then add up the little things

Scotia, you've got a friend in the business at Gateway 2000.



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- 1 Parallel & 2 Serial Ports
- 101 Key Keyboard
- MS DOS 3.3 or 4.01
- MS WINDOWS 3.0

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25MHZ 486VGA

- 64K Cache RAM
- 4 Megs RAM
- 1.2 Meg 5.25" Drive
- 1.44 Meg 3.5" Drive
- 150 Meg ESDI Drive
- ESDI Cache Controller
- 16 Bit VGA with 512K
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If our standard configurations don't fit your needs, we'll be happy to custom configure a system just for you.

Due to the volatility of the DRAM market, all prices are subject to change.



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THE HELP SCREEN

PC World offers answers and advice at every level

Set up applications for Windows 3.0, use wild cards to select files, set up your system to run programs unattended, swap printer ports, and contemplate the cost of linking remote networks.

Karl Koessel

that match those listed in its internal tables. It can't set up applications it doesn't know about. By default it looks for EXE, not COM or batch files, and it looks only at the file's name (not its contents), believing a matching name identifies a program it knows. However, you can easily set up applications yourself.

You must, of course, first install the application on the hard disk, complete with any necessary drivers, support files, and/or changes to your PATH command. Then read the documentation to learn whether the program is started by running a COM, EXE, or BAT file.

Now run *Windows*, and in the Program Manager window, open (or create) the program group in which you want the new application's icon to appear. Select *File New Program item OK* to bring up the Program Item Properties dialog box. Type in a short description (which will appear just below the icon),

and press < Tab> to move to the Command Line box. At this point you can either click the Browse button and navigate through the directories to locate the start-up file or type the drive, complete path, name, and extension of the file that starts the program. (For example, if you were identifying *Excel*'s start-up file, EXCEL.EXE, and had installed the application in a directory named \EXCEL on drive C:, you'd enter c:\excel\excel\excel.exe.) Press < Enter>, and the icon for the new application will appear.

Note that you can create several start-up icons for the same program and place them in different program groups. Also, you can omit the drive and path portion of the Command Line entry if the start-up file's directory is listed in the current system PATH. In that case, you can even use the drive and path that you want to be the default (continues)

Program Icons in Windows 3.0

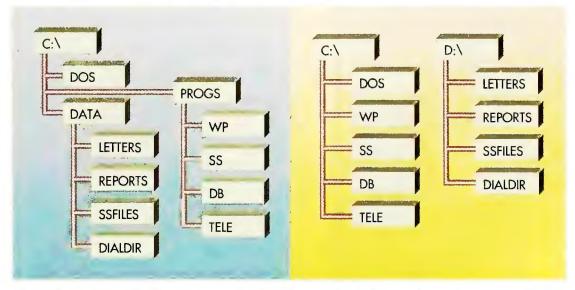
Q. I recently installed a new program on my hard disk. To set it up for Windows 3.0, I double-clicked the Windows Setup icon and selected Options Set up applications. Windows searched the disk but didn't recognize my program.

Curious, I looked more closely at the application setup utility and noticed that it ignored a few other programs on my hard disk. Can you explain this and tell me how to make a PIF file and an icon for my application?

Roger Thompson Santa Monica, California

A. The Set Up Applications utility searches the hard disk for program files

Tame That Hard Disk!



Most software makes it all too easy to store program and data files in the same directory. The result? Big headaches when you need to find important data files, back up subdirectories, or upgrade software. Putting program and data files in separate subdirectories (left) helps keep your hard disk organized and manageable. An even better solution—assuming you have a large enough hard disk—is to create two logical drives (right), one for program files only and one for data files only. Because program files rarely change, you'll usually need to optimize or back up only the logical drive with your data files. Over the course of a year, that can add up to hours of time saved.



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- Wind
 Ease provides dramatic insights into the workings of Windows 3.0™.
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PC WORLD STEP-BY-STEP GUIDE #3

A Parallel Printer-Swapping Utility

This guide shows you how to create a program that swaps LPT1 and LPT2.

LPT1'S DEFAULT I/O PORT ADDRESS

Before creating SWAPLPTS.COM, you need to learn LPT1's default I/O port address. Place in drive A: a disk that contains a copy of DEBUG.COM (from either the DOS Supplemental Programs disk or the DOS Operating disk) and some free space to hold the printer-swapping program. At the A> prompt, type DEBUG and press < Enter>. Then type D40:8 L2 and press < Enter>. Two pairs of hexadecimal numbers (BC 03, for example) will appear. Write them down on a piece of paper, reversing the order of the two pairs and omitting the space (03BC). Press Q<Enter> to quit DEBUG.

Using a line editor or your word processor in ASCII text mode, type the following bold text, pressing < Enter > at the end of each line. Type carefully; it's easy to confuse L's and 1's and 0's and 0's.

PUSH DS MOV AX,40 MOV DS,AX **MOV BX,[8]**

Now type MOV CX followed by a comma and the four-character hexadecimal I/O port address that you wrote down during the first step. Press < Enter>. Continue with the following columns, pressing < Enter> at the end of each line.

BX,CX	MOV	AX,600	INT	21	JNZ	192
DS	MOV	BH,16	MOV	DX,1CA	PUSH	DS
121	INT	10	MOV	AH,9	MOV	AX,40
SI,1F4	SUB	DL,DL	INT	21	MOV	DS,AX
BYTE PTR [SI],32	MOV	SI,1F4	MOV	DX,1FA	MOV	BX,[8]
SI,1FA	MOV	DH,[SI]	MOV	AH,9	MOV	CX,[A]
BYTE PTR [SI],31	SUB	DH,31	INT	21	MOV	[8],CX
12D	MOV	AH,2	MOV	DX,200	MOV	[A],BX
	MOV	BH,0	MOV	AH,9	POP	DS
SI,1F4	INT	10	INT	21	JMP	100
BYTE PTR [SI],31	MOV	DX,1A0	MOV	AH,1	MOV	AH,4C
SI,1FA	MOV	AH,9	INT	21	INT	21
BYTE PTR [SI],32	INT	21	CMP	AL,79		
CX,CX	MOV	DX,1F4	JZ	178		
DX,194F	MOV	AH,9	CMP	AL,59		
	DS 121 SI,1F4 BYTE PTR [SI],32 SI,1FA BYTE PTR [SI],31 12D SI,1F4 BYTE PTR [SI],31 SI,1FA BYTE PTR [SI],32 CX,CX	DS MOV 121 INT SI,1F4 SUB BYTE PTR [SI],32 MOV SI,1FA MOV BYTE PTR [SI],31 SUB 12D MOV MOV SI,1F4 INT BYTE PTR [SI],31 MOV SI,1FA MOV BYTE PTR [SI],31 INT CX,CX MOV	DS	DS MOV BH,16 MOV 121 INT 10 MOV SI,1F4 SUB DL,DL INT BYTE PTR [SI],32 MOV SI,1F4 MOV SI,1FA MOV DH,[SI] MOV BYTE PTR [SI],31 SUB DH,31 INT 12D MOV AH,2 MOV MOV BH,0 MOV SI,1F4 INT 10 INT BYTE PTR [SI],31 MOV DX,1A0 MOV SI,1FA MOV AH,9 INT BYTE PTR [SI],32 INT 21 CMP CX,CX MOV DX,1F4 JZ	DS	DS

THE REPORT AND PROMPT TEXTS

Press < Enter > again to create a blank line, and type the bold text below, pressing <Enter> at the end of each line. The number of characters must not change; type a single space between words only where indicated. Note also that there is a space before the final double quotes on the fourth, fifth, and ninth lines. The names PRINTER_1 and PRINTER_2 may be replaced by more descriptive monikers (for example, EP-SONFX80 and SERIES II) for your printers, but you must use exactly the same number of characters, including spaces

"The PRINTER_1 pr"	EIFA	"#:.",D,A,"\$"
"inter is connect"	E200	"Do you want to s"
"ed to LPT\$The PR"	E210	"wap the printers"
"INTER_2 printer "	E222	"port assignmen"
"is connected to "	E230	"ts? \$"
"LPT\$#:.",D,A,"\$"		
	"The PRINTER_1 pr" "inter is connect" "ed to LPT\$The PR" "INTER_2 printer" "is connected to"	"The PRINTER_1 pr" E1FA "inter is connect" E200 "ed to LPT\$The PR" E210 "INTER_2 printer" E222 "is connected to" E230

Now press < Enter > to create a second blank line, and type the following, pressing <Enter> as indicated.

RCX<Enter>135<Enter>NSWAPLPTS.COM<Enter>W<Enter>Q<Enter> Save the file on drive A: as unformatted ASCII text, calling it SWAPLPTS.DBG.

DEBUG CREATES SWAPLPTS.COM

At the A> prompt, type DEBUG <SWAPLPTS.DBG and press <Enter>. This command will "feed" DEBUG the keystrokes stored in SWAPLPTS.DBG, creating SWAPLPTS.COM on the disk in drive A:. Copy the COM file to a directory that's listed in your system's PATH so you can use it whenever you want.

Platinum has extraordinary speed, super power, and supports any number of businesspeople.

EDITORS' CHOICE

September 26, 1989

If you're looking for the best accounting and management information system, test drive The Platinum[®] Series from IBM. You'll be awed by its performance.

Platinum is like lightning. But to fully appreciate its speed, you should see how swiftly it handles vast amounts of information. And all the information is maintained on-line

and with great safety.

Platinum is ideal for single-user environments, but it easily grows with your business to accommodate any size network. The whole office can take advantage of Platinum power, especially now, with its easy-to-use bounce menus and zoom windows.

From simple bookkeeping to advanced managerial accounting, Platinum is a comprehensive software system. Start with one module and add any of the remaining

15 as required. Whether it's General Ledger, Job Cost or Accounts Receivable, all modules are fully integrated, so figures generated in one automatically transfer to the others.

Platinum comes in DOS, OS/2°, and LAN versions, and there are endless ways you can tailor it to your specific accounting needs.

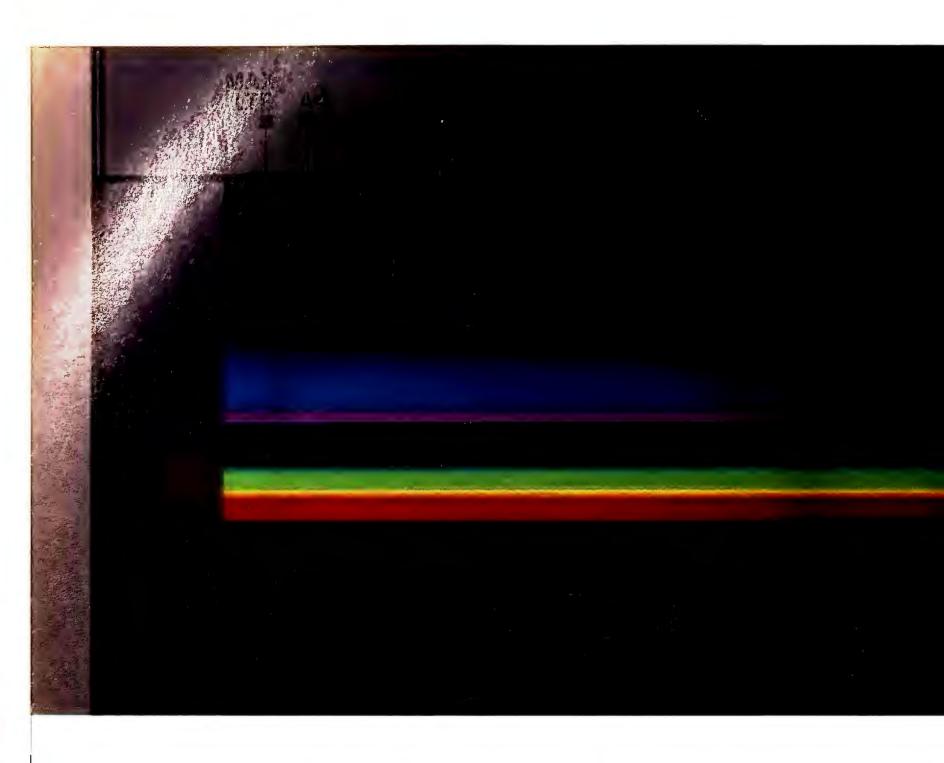
It's no wonder *PC Magazine* picked The Platinum Series as Editors' Choice for net-

worked accounting softwarc.
Make The Platinum
Series from IBM your choice,
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Platinum can put

your business in the fast lane.

TELE





When we sat down to all the lights

Accurate color scanning seems a simple enough goal. Yet in a flash of engineering brilliance, Epson®designers have raised

the standard by creating the -300C color scanner.

'sing three separate
lig ars, Epson's innovative aePass™scanning
system does in one
pass what most other

color scanners require three passes to accomplish.

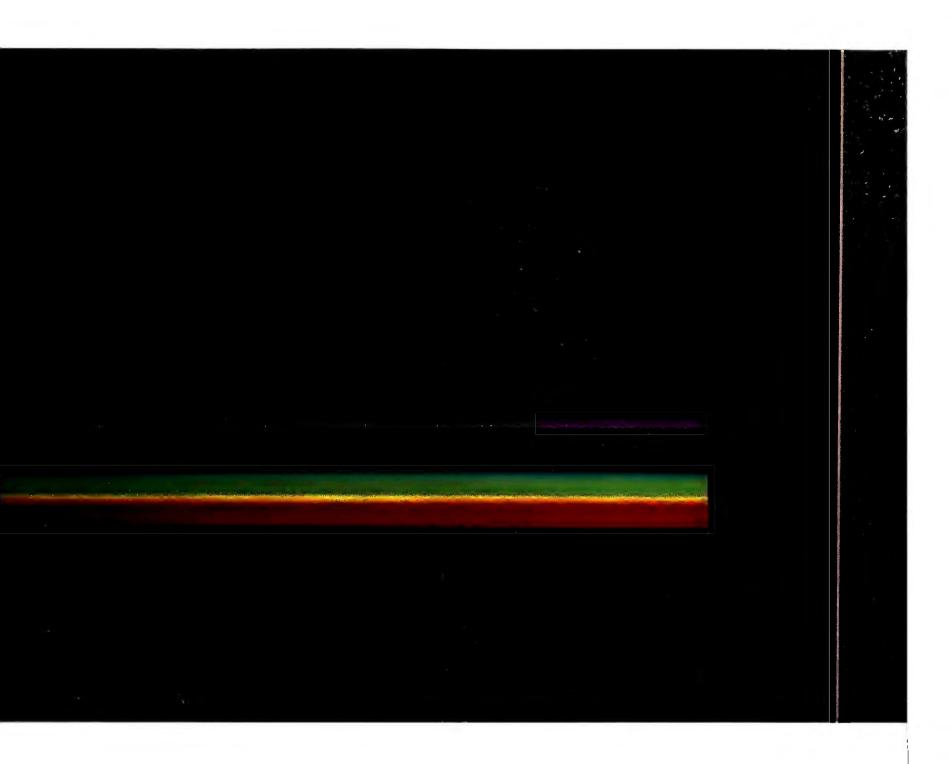
The result is more precise images in less time. Gone are registration difficulties, poor fidelity and

color dropout.

The new EPSON ES-300C is both MS-DOS and MACINTOSH compatible.



The ES-300C is as impressive in black and white or grayscale as it is in color. 256 shades of gray complement 16.8 million colors. Resolution settings can be



lesign a better scanner, me on at once.

adjusted between 50 and 600 DPI to optimize output from any printer, or to any monitor. Compatibility is assured with a choice of easily installed MS-DOS® or Macintosh® interface kits, featuring the latest industry-leading scanning and editing software.

With a price as attractive as its image would suggest, the full color ES-300C costs about the same as most black and white scanners.

A demonstration of the Epson ES-300C will be an illuminating experience. Other scanners simply pale by comparison.

Engineered For The Way You Work."



directory when the application starts. Because Windows can't find the startup file in the specified directory, it will give you a warring message stating that the path is invalid. Just select OK to tell Windows you want that directory to be the default for this application.

The Wild Side of DOS

Q. There's probably a simple answer to this question, but I can't figure it out. Suppose that I have the files XX90.WK1, XX89.WK1, QU90.WK1, and QU89.WK1 in a directory, and I want to copy only the files with 89 in their names to a floppy disk. But the command COPY *89.* A: gives me the same results as COPY *.* A:. Why doesn't it work the way I want it to? I thought the purpose of the DOS wildcard character was to make selecting a group of files easier.

Mark W. Schurmann Decatur, Georgia

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A. DOS has two wild-card characters. The asterisk represents any string of up to eight characters, so COPY *ANY-THING.* A: is the same as COPY *.* A:. You need to use the question mark, which represents any single character, as in COPY ??89.* A:. Note that this command will copy files that have any extension, but the file name must consist of exactly four characters with 89 as the third and fourth; it will not copy X89X.WK1 or 89QU.WK1, but it will copy XX89.BAK and ZZ89.WK1. Before you COPY or DEL (ERASE) files using wild-card characters, always issue a DIR command using the wild-card expression (as in DIR ??89.*) to see which files will be selected.

Sleep and Boot

Q. I need a memory-resident program (TSR) that will automatically reboot a system at a specified time.

Our network has a communications

server that links us to a mainframe. The mainframe reboots itself automatically at 3 a.m., severing the link to our comm server. We have been manually relinking the comm server, but with a utility that would reboot the comm server at 3:15 a.m., we could automate the process. Can you tell me if there is such a product?

Norma A. Vasquez Van Nuys, California

A. You can use *Auto-Might* to schedule up to eight time slots during which a macro of up to 210 keystrokes can run. The activities can be set to occur once, daily, weekly, monthly, or even daily excluding weekends. The scheduled macros can launch batch files, execute DOS commands, or run menu-driven applications.

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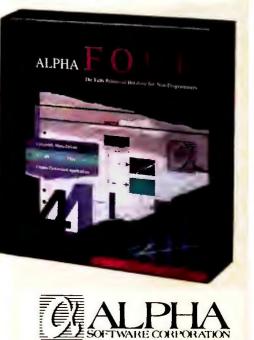
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- PC World, March 1990

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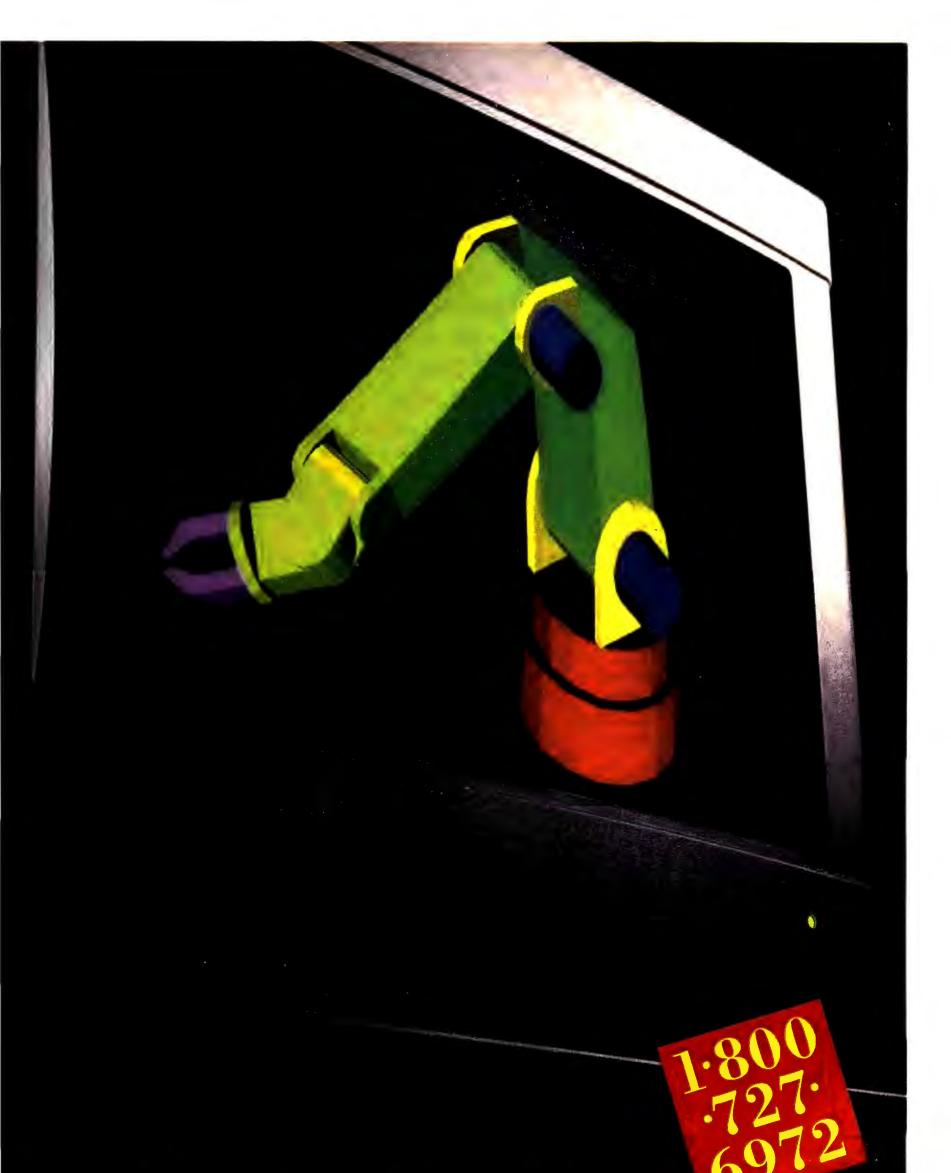
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NETWORK Q&A

T1 Links and Remote Data Base Access

David Ferris

We have a 30-warkstatian netwark at aur headquarters in Oakland, Califarnia, and a 10-PC lacal area netwark (LAN) in aur New Yark sales affice. Sales staff periadically need to access up-todate custamer and inventary informatian lacated in Oakland using a custam Paradax application. We currently use dial-up lines for E-mail, but I understand we probably need a fast leased data line, knawn as a T1 link, far data base applications. Is this true, and what will a T1 cast us?

H. Graves San Francisca, California

A. Yau're right—remote data base applications da require a high-speed link (see last manth's "Netwark Q&A").

Hawever, they're expensive; using remate cantral saftware, such as Carban Capy, aften warks out to be a lat cheaper. Yau appear to have four aptions: Use a T1 link, use a "fractional T1" link, download files periodically aver a regular phane line, or connect to the LAN with remate cantral saftware over a regular phane line.

Mast wide area netwark (WAN) applications such as E-mail wark well with line speeds af up to 64 kbps, but remote data base access is an exception. Taday's data base management saftware requires frequent file swaps between warkstation RAM and the data base directory at speeds between 1 and 8 mbps. If the directory is remate, clearly you need a fast WAN link.

The TI Salutian. A TI link is a 1.544chas point-ta-paint cannectian pravided by a camman carrier such as AT&T. The carrier installs end wires at both lacations, and you install an AT- class machine as a communications server an each LAN. Bath servers need a specialized adapter and contral saftware, plus a cannectian bax similar ta a madem called a CSU/DSU, to which the T1 wiring is attached. Ta access inventory infarmatian, users simply connect ta the remate site using the appropriate LAN aperating system cammands, map the remate directary to a lagical drive, and run Paradax lacally.

Installation casts are approximately \$9870 far each lacation: cammunications server PC \$1700; CSU/DSU \$1000; network cable and installation \$250; network adapter \$500; DOS \$120; T1 communications adapter and software \$6000; T1 line installation \$300.

And naw far the real kicker—yaur manthly rental fee far unlimited use af the line. This depends an the distance. Far a 50-mile link, you'd pay around \$1000 per manth. Far the 2600 miles between Oakland and New York, the charge would be about \$25,000 per manth.

Fractional T1. You can rent T1 lines that use slawer speeds, such as 768, 512, and 384 kbps. These lines use the same T1 hardware, and manthly charges are about \$12,000, \$8000, and \$7000, respectively. Data base applications will work, although sluggishly, at these slawer speeds.

Periadic File Dawnlaad. Here yau transfer yaur data base files between Oakland and New Yark anly occasionally—perhaps as an E-mail attachment. Remate users then run their data base applications against these lacal file capies. Later, yau transfer file updates back to the central data base. The advantage to this approach is that you can use narmal, inexpensive phane lines. Hawever,

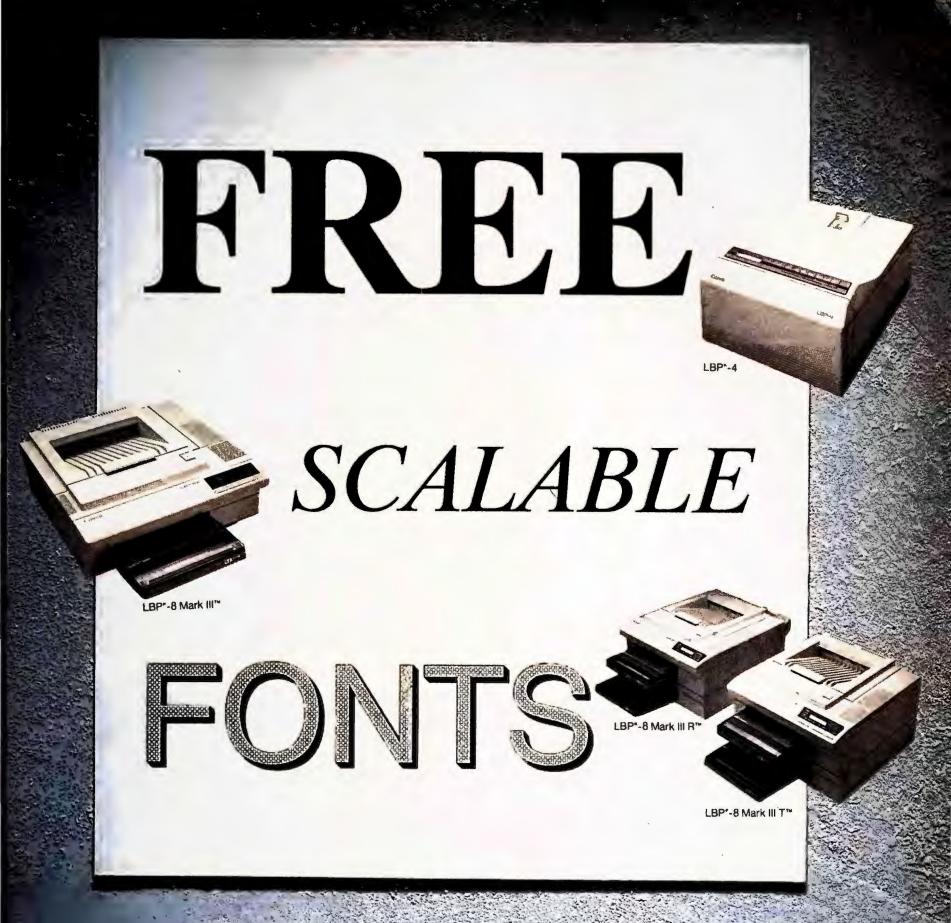
if you need up-ta-date access to a single centralized data base, this approach is not acceptable.

Remate Cantral. Prabably the best methad is ta let the New Yark sales staff use terminal emulation to link to a "remate host" PC in Oakland that actually runs their data base application. The host machine needs an asynchronaus modem and a dial-up line, plus remote cantral saftware such as Carban Capy, Ca/Session, pcAnywhere, Remote2, or Takeaver. Any of these packages will wark well enough far your applicationask your dealer to demanstrate them sa yau can see which ane yau like. Also install the software and madems in the New Yark PCs that need access to the Oakland inventary data base, and give them telephane lines.

Suitably equipped, each host casts about \$3700 list (see "Netwark Q&A," April 1990). To upgrade a remate PC with a madem and software casts less than \$900.

Sa suppase you need remate dial-up capability far six warkstatians and two hasts, allowing up to two cancurrent dial-in sessions. Also suppase you will use an average of 9 cannect hours per business day. Total installation costs will be around \$12,800 (\$3700 twice plus six times \$900). Line charges are around \$15 per hour during business hours, amounting to manthly cannectian fees of \$2835.

Ta sum up, the remate cantral appraach is much cheaper than using T1 ar fractional T1 links unless yaur dial-up charges are very high. Far example, far several sales representatives periadically accessing the remote data base, (cantinues)



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NETWORK Q&A

(continued)

averaging a total of 4 hours per day in communications charges, you would pay roughly \$1300 per month for dial-up links versus \$25,000 for a T1 link. T1 will start to make sense when you need about ten nonstop lines; chances are, you're a long ways from that. Consider fractional T1s if your monthly dial-up charges creep up to \$5000 per month.

David Ferris is president of Ferris Networks, a San Francisco-based consulting firm specializing in networks.

For more information about all products in this item, circle reader service no. 906.

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Carbon Copy Plus

Microcom Software Division 500 Ridge River Dr. Norwood, MA 02062-5028 800/842-1863, 617/551-1021 (fax) LIST PRICE: \$199

Reader service no. 655

Co/Session

Triton Technologies 200 Middlesex Turnpike Iselin, NJ 08830 201/855-9440, 201/855-9608 (fax) LIST PRICE: \$249 (for two PCs)

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pcAnywhere

Gateway Communications 2941 Alton Ave. Irvine, CA 92714 800/367-6555, 714/553-1555, 714/553-1616 (fax) LIST PRICE: stand-alone versions II and III \$95 and \$145, respectively; network version (NetWare Anywhere) available only through Novell

Reader service no. 657

Remote2

DCA/Crosstalk Communications 1000 Alderman Dr. Alpharetta, GA 30201-4199 800/241-4762, 404/442-4500, 404/442-4368 (fax) LIST PRICE: \$195

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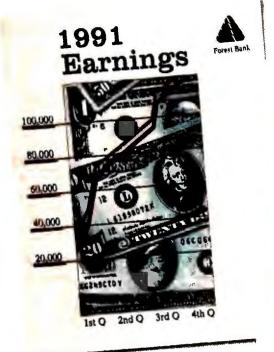
Takeover

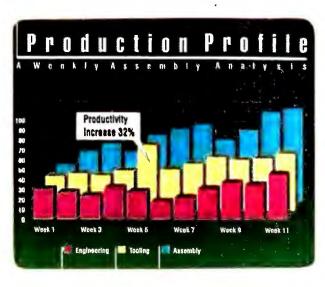
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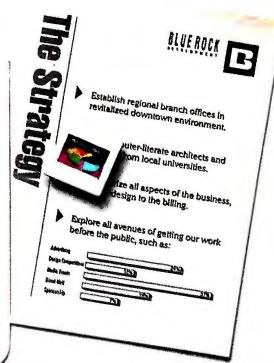
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Applause.







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PC MAGAZINE MARCH 13, 1990

PC/COMPUTING APRIL 1, 1990

It's graphical. It's interactive. It makes excellent use of the mouse. Best of all, it abandons the stodgy fill-in-the-form approach to creating charts that is used by Freelance, Harvard and 35mm Express.

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lows you to have the macro dynamically alter dates during playback so that, for example, a macro run on the first of the month can refer to the first day of the

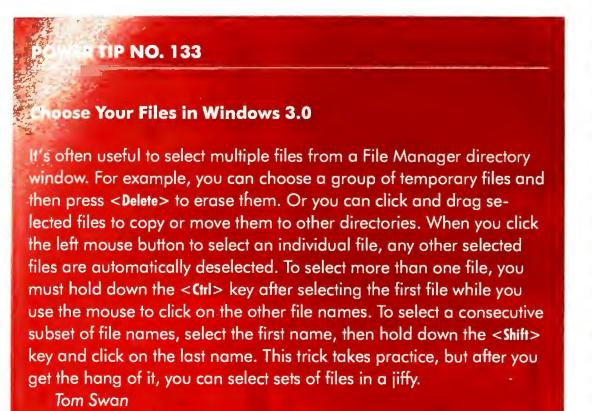
Contributing Editor

preceding month.

Both of these programs are TSRs. In the unlikely event that your comm server isn't being used at night, however, you can use a utility called WAIT.COM in a batch file instead—as long as you remember to run it every night before you leave. WAIT causes the batch file to pause until some specified time within the next 24 hours before executing the next batch file command. For example, a batch file with the two commands WAIT 3:15:00 and REBOOT would solve your problem by relinking the comm server at 3:15.

WAIT.COM and rebooting utilities (under names like REBOOT.COM, WARMBOOT.COM, and so on) can be found in several variations on almost every BBS. (On CompuServe, type go ibmsys, press <Enter> twice, press 3<Enter> for Libraries, 1<Enter> for DOS Utilities, 1<Enter> to Browse, and use wait or boot for the keyword.) You can also find instructions for creating your own REBOOT.COM at the end of the "PC World Step-By-Step Guide #2" in last month's issue.

(continues)





MoreFonts

VOLUME 1 NUMBER 1

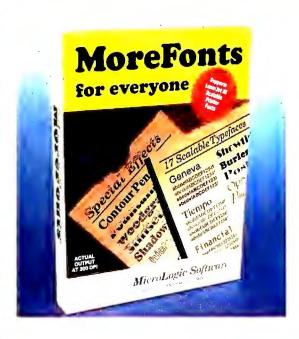
et More Fonts For Less

EMERYVILLE, CA-MicroLogic Software has released Version 2.0 of MoreFonts; its popular font design and generation program. MoreFonts helps you create thousands of typefaces for use with the most popular PC word processing and desktop publishing programs. It includes 17 typefaces with 40 symbol sets containing legal, international, and graphic characters. All font selections can be previewed on screen.

On-The-Fly Scaling

The new release adds "on-the-fly" downloading of fonts directly to your printer when using WordPerfect or Microsoft Word, to save hours of time and megabytes of disk space. "MoreFonts loads requested fonts directly into the LaserJet, thereby avoiding the hassle of selecting and making separate bitmapped fonts in advance," explained Frank Hainze, president of MicroLogic Software. "Just select any size font from within your application, choose the shading or special

effect, and then print. MoreFonts provides more scaling capabilities than either a



LaserJet III or a PostScript printer — for all the HP compatible lasers."

Fonts for Windows 3.0

MoreFonts provides quick installation for WordPerfect 5.01/5.1, Microsoft Word 4.0/5.0, MultiMate 4.0, XyWrite III Plus, Xerox Ventura Publisher 1.1/2.0, First Publisher 2.0/2.1, and all applications under Windows 2.0/2.1/3.0 including PageMaker, Excel, Ami, etc. For Windows applications, Word Perfect and Microsoft Word, MoreFonts supports bitmap as well as scalable printer fonts, with matching screen fonts.

LaserJetIII Support

MoreFonts generates the largest fonts your printer can print (from 2 to 999 point) in the highest resolution possible (300 dpi) on the popular Hewlett-Packard LaserJet III, IIP and IID printers. It also supports the LaserJet Series II, 2000, Plus, 500 Plus, DeskJet, DeskJet Plus, and Dot-Matrix printers (for First Publisher). MoreFonts runs on any IBM PC, XT, AT, PS/2 or compatible with at least 384K bytes of memory, DOS 2.0 or later, and a hard disk.

Thousands of Special Effects On Exhibit

LOS GATOS, CA-Thousands of special effect fonts, created with MicroLogic Software's MoreFonts font generator, went on exhibit today.

"Once you've selected a typeface, you can specify over 50,000 combinations of point size, pattern, outline, shadow, orientation and symbol set," said Dick Brown, president of Brown-Wagh. "So when black type isn't enough, you can combine your choice of 6 outlines, 8 shadows, 27 fill patterns, and 28 background effects for eye-catching variety. You can use a touch of conservative gray or a splash of something really wild."



Wood Grain Sumrise

Sunset

Critics Say "Thumbs Up" to MoreFonts



MoreFonts could be a one-stop shop for most users. By providing automatic font installation for several different applications, a surfeit of special effects, 40 symbol sets and a good selection of typefaces, the package earns a high rating for value."

David Dean, PC Publishing

"MoreFonts wins on speed hands down. The typefaces included are comparable with typefaces costing more than eight times as much."

Mark Brownstein, InfoWorld

"Even if the fonts weren't so good, MoreFonts would be a great way to experiment with fonts. With the outstanding quality, it's an even better deal.'

David Dean, PC Publishing

"Finally the ease of use of MoreFonts should make this a good choice for those just learning about their LaserJet or compatible printer; advanced users will find this package suits all of their font needs.

Benchmarks, LaserJet Journal

MoreFonts is the overall winner of the seven font generators we tested . . .

Rank	Product	Speed	Font Qity.	Features	Total
1	MoreFonts	7	5	6	18
2	Font Solution Pack	2	6	7	15
3	Type Director	6	4	4	14
4	Glyphix	3	7	3	13
5	Fontware	5	3	2	10
6	Digi-Quilt	1	1	5	7
6	FontMaker	4	2	1	7

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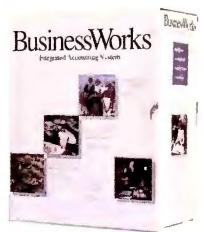
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Complementory Solutions 4470 Chomblee-Dunwoody Rd. #202 Atlanto, GA 30338 404/454-8033, 404/452-8862 (fox) LIST PRICE: \$149

Reader service no. 601

Auto-Might

The Pendulum Group 333 W. Hompden Ave. #1015 Englewood, CO 80110 303/781-0575, 303/761-2440 (fox)

LIST PRICE: \$99
Reader service no. 602

Swapping Printer Ports

Q. I have two printers connected to parallel ports LPT1 and LPT2, respectively. Some of my applications let me choose either a "parallel" or "serial" printer, but the parallel option selects only LPT1. At times, I'd like to print from these programs to my laser printer on LPT2. DOS's MODE command can redirect parallel port output to a serial port but can't redirect it to a different parallel port. Any suggestions on how I can get these programs to print to the laser printer on LPT2?

Janet A. Carra Soldotna, Alaska

A. Instead of teaching your LPT1-only applications to recognize LPT2 (no easy task), you can have a simple DOS program swap the port assignments: Your laser printer's port will be LPT1, and the other printer will be connected to LPT2. Running the program a second time resets the port assignments.

All the program has to do is swap the values in one pair of bytes for those in another pair. Check out this month's "PC World Step-By-Step Guide" to learn how to create the port-swapping program, SWAPLPTS.COM.

How does...? What can...? Should I...? Send your PC questions to The Help Screen; for details see How to Contact PC World, page 4. ●

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5. How many PCs do you have installed now at your company?

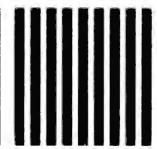
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MB of RAM on the system board. Which keeps all six slots free for expansion cards—enough for even the most peripheral-happy people.

The new Dell 325D is a fast, reliable machine with a 32 KB cache, LIM 4.0 hardware support, an integrated 16-bit VGA controller that supports up to 1024 x 768 resolution, keyboard password protection, a software controlled reset switch, and a PS/2 compatible mouse port as standard equipment. All

THE NEW DELL SYSTEM 333D 33 MHz 386 AND THE NEW DELL SYSTEM 325D 25 MHz 386.

STANDARD FEATURES:

Intel® 80386 microprocessor runn MHz (333D) or 25 MHz (325D).

- Page mode interleaved memory architecture.
 Standard 1 MB of RAM, optional 2 MB or
- 4 MB of RAM* expandable to 16 MB on system board.
- Integrated VGA controller with 1024 x 768
- support.
 64 KB (333D) or 32 KB (325D) high-speed SRAM.
- Socket for Intel 80387 or WEITEK 3167 math
- coprocessor.
 5. 25" 1. 2 MB or 3. 5" 1.44 MB diskette drive.
- 6 industry standard expansion slots.
 - AD CODE 11D20

- · High-performance IDE (40 MB, 80 MB, 100 MB, 190 MB) and ESDI (330 MB, 650 MB) hard disk drives
- 1 parallel, 2 serial, PS/2 compatible mouse port, all integrated.
- Smart Vu —advanced systems diagnostic display. • 12-month On-Site Service Contract provided
- by Xerox ^aXerox Extended Service Plan pricing starts
- at \$400 (333D) or \$300 (325D).
 **Commercial Lease Plan. Lease for as low as \$130/month (333D) or \$112/month (325D). 333D 325D

40 MB VGA Color Plus

System

\$3,599 \$2,999

stems are photographed with optional extras. All prices and specifications are subject to change without notice. Dell cannot be responsively and propagation of the p

before we send it out.

Then you get 30 days to use it. If you aren't completely satisfied, send it back. We'll return your money, with no questions asked.



Even if something goes wrong, it won't wreck your day. Both the Dell 325D and 333D come with the built-in SmartVu[™] diagnostic display, an ingenious device that identifies problems even if the monitor goes down.

If you need help, the Dell toll-free technical hotline solves 90% of all problems

of which is designed into a compact footprint.

Not only is it 33% faster than the Dell 325D, it has a 64 KB RAM cache for an extra kick in

The Dell 333D is as good as a 386 PC can get. performance.

We design every machine to our specs, then build it to yours. When you call us, we take you through all the choices you have in memory sizes, monitors, storage devices, high performance controllers and accessories. We'll help you decide exactly what you need, then custom build your computer and do a fully configured system test

over the phone, often within 4 or 5 minutes.

If we can't solve it over the phone, we'll send Dell trained technicians from Xerox to your desk the next business day with the solution in hand.

For sale, for lease, for less. Call us. Talk to a computer expert whose only job is to give you exactly what you want in computers, service, software, printers and financing. You'll get solid information that could save you time and money.

Call us now. You'll get a great computer. With no "uhs" about it.

Above and beyond the call.

Can you stomach spending an extra \$10,000 for a PC network or UNIX® workgroup server with dubious service?

We can't Workgroups are too critical to leave in the hands of amateurs.

So Dell has gone overboard in servicing servers. In fact, we just won the PC Week Poll for Corporate Satisfaction for servers, where our reliability and service were rated far above our competitors.

Which brings us back to our question:

Would you spend an extra \$10,000 for iffy service?

We think it's a no-brainer.

We have two new 486 HISA servers. Dell



gives you a choice of the 25 MHz Dell™ 425TE and the 33 MHz Dell 433TE.

The 25 MHz Dell System® 425TE has up to 64 MB of RAM capacity, 11 storage bays, and a whisper-quiet 300 watt power supply. We've also built-in features such as password protection, a software controlled reset switch, and an efficient cooling system to protect component life.

What's more, both the 433TE and the 425TE have the Dell designed SmartVu™ diagnostic display built in. This ingenious innovation helps identify problems even if the litor goes down.

even more performance, the 33 MHz Dell System 433 errything our 425TE is, with 32% more speed. The Dell exclusive memory design with a 128 KB external cache gives it maximum throughput.

UNBELIEVABLE PRICES.



THE NEW DELL SYSTEM 433TE 33 MHz EISA i486" AND THE NEW DELL SYSTEM 425TE 25 MHz EISA i486.

• Intel® 80486 microprocessor running at 33 MHz (433TE) or 25 MHz (425TE) with 8 KB internal cache.
• 128 KB external cache (433TE).
• Standard 4 MB of RAM,* expandable to 64 MB (eight internal SIMM sockets, each accepting a 1 MB, 2 MB, 4 MB, or 8 MB SIMM, installable in matched pairs).
• Socket for WEITEK 4167 math coprocessor.
• Il internal half-height drive bays.
• Eight 32-bit EISA expansion slots (six EISA master slots and two EISA slave slots).
• High-performance IDE (80 MB, 100 MB, 190 MB) and ESD1 (330 MB, 650 MB) hard disk drives.

AXerox Extended Service Plan pricing starts at 1,180 (433TE) or \$960 (425TE).
*Commercial Lease Plan. Lease for as low as \$423/
worth (433TE) or \$359/month (425TE).

650 MB VGA Color Plus System 8 MB

433TE 425TE

\$11,799 \$9,599

AD CODE 11D21



INBELIEVABLE.

course, they're completely compatible with all major network operating systems, including Novell, 3COM and Banyan.

In a UNIX environment, the 425TE and 433TE are perfect for workgroups supporting either traditional multiuser or

> high-speed client/server environments. You can buy Dell servers preloaded with plug and play. Even more impressive is the fact that UNIX system administration can

Servicing servers is beyond most **Compag dealers.** If a server happens to go down, your whole company can go down with it.

Would you trust some unknown technician to bring it back up?

We wouldn't.

That's why we have a special advanced systems hotline for you to call. It's manned by specialists with the UNIX source code licensed from AT&T.

On those rare occasions we can't fix it over the phone, we'll call the Dell trained Xerox technicians. They'll come to your office with the solution or part in hand.[△]

UNIX System V, making them literally be done by Dell, remotely.

There's a lot more to know before you buy a server.

When you call Dell, our experts will give you the help you need to buy a server.

Then we'll send it off with a 30-day no questions asked money back guarantee, and a one year limited warranty.

Call us.

We'd like to make believers out of you.

Above and beyond the call.



From this foundation, create a powerful PC network or UNIX workgroup. Dell's new systems have more than enough performance to function as a LAN Server and WAN or internetworking gateway. So they're capable of supporting the most demanding server use—a multi-function network. Of

The Dell System 433TE and 425TE are Class A devices sold for use in cammercial environments and a personnel for use by the system to enhance performance and a personnel for use by the system to enhance performance. ance enhancements: Within his megabyte of memory 30 k as it serviced to be by the system of systems or exploit of the children of the system of the photographed with aptitional extras. All prices and specifications are subject to change without no be responsible for errors in typography or photography.**Payment based an 36-month, open-end lease. Let by Leasing Group, Inc. In Canado, configurations and prices may vary. DELL SYSTEM is a registered trade SmartYu are trademarks of SYSTEM is a registered trademark on Dell UNIX System V 3.2 is based on INTERACT porations 386/ix.** Intel is a registered trademark and i486 and 486 are trademarks of Intel Corporation. UNIX reademark of AT&T in the United States and other countries. Other trademarks and trade names are use entities claiming the morks and names or their products. Dell Computer Corporation disclaims any prapit trademarks and trade names other than its own. **On-site service may not be available in certain lockhondling and applicable sales tax not included in the price. For information on and a copy of Dell's 30-day 16 Guarantee, limited warranty, and Xerax's Service Contract, please write to Dell Computer Carporation, 8 oulevard, Austin, Texos 78759-7299, ATTN: Warranty. \$*1990 Dell Computer Corporation. All rights rese



THE LAP OF LUXURY.

Talk about good things falling into your lap.

Dell's first laptop—the 16 MHz 386™SX -was PC Magazine's Editor's Choice, and won PC Week's Corporate Satisfaction Poll for 386SX laptop computers.

Now we've made a faster 20 MHz model, with a new higher contrast display.

And it's only \$3,899.

Which is a hefty \$2,900 less than

TO ORDER, CALL 800-289-1170 IN CANADA, CALL 800-387-5752

HOURS 7 AM-7 PM CT M-F 9 AM-4PM CT SAT

Compaq's SLT 386s/20.†

In fact, it even

costs less than most slower 16 MHz laptops.

How those other guys can charge so much is insane.

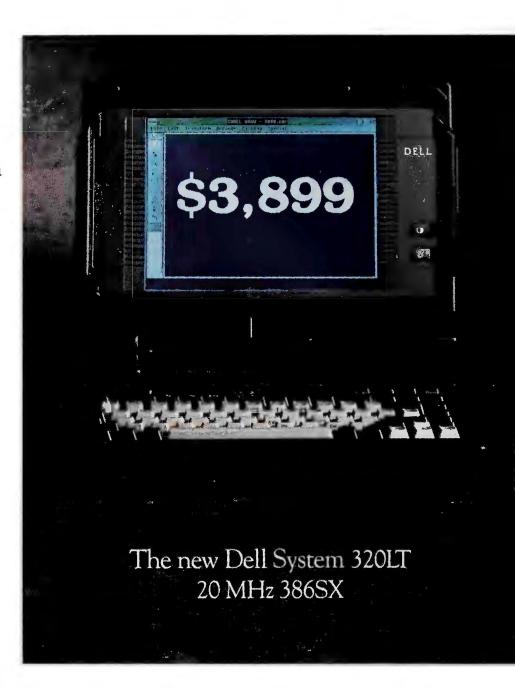
(Here's another good one: We're also cutting the price of our original 16 MHz laptop to \$2,999. That should drive our competitors up the padded wall.)

It's a desktop PC trapped in the body of a laptop.

This lightweight laptop acts suspiciously like a desktop system.

With the Intel® 20 MHz 386SX microprocessor, it's as powerful as most desktops.

It's nearly as expandable, too. You get up to 8 MB



THE NEW DELL SYSTEM® 320LT 20 MHz 386SX AND THE DELL SYSTEM 316LT 16 MHz 386SX

- Intel 80386SX microprocessor running at 20 MHz (320LT) or 16 MHz (316LT).
- Standard 1 MB of RAM,* optional 2 MB of RAM expandable to 8 MB (on the system board using 1 MB SIMMS).
- LIM 4.0 support for memory over 1 MB. • 640 x 480 VGA Liquid Crystal Display.
- One industry standard half-size 8-bit expansion
- slot.
- Dedicated Data/Fax modem slot.
- Socket for Intel 80387SX math coprocessor.
- 3.5" 1.44 MB diskette drive
- 83-keyboard with embedded numeric keypad
- 1 parallel, 1 serial, and external VGA monitor

- Connector for 101-key keyboard or numeric keypad.
- Connector for external 5.25" 1.2 MB diskette drive.
- Two removable and rechargeable NiCad battery packs utilizing Dell's "Continuous Power Battery System" (patent pending).
- ^Xerox Extended Service Plan pricing starts at \$390 (320LT) or \$300 (316LT).

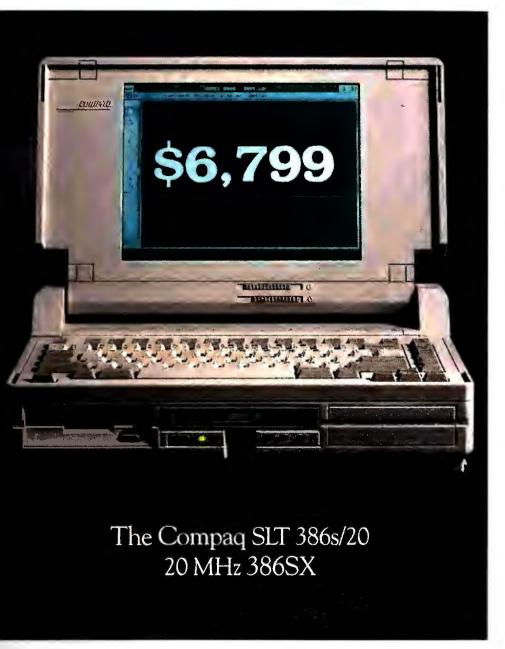
**Commercial Lease Plan. Lease for as low as \$141/month (320LT) or \$112/month (316LT).

316LT: 20 MB, 1 MB RAM \$2,999 320LT: 40 MB, 2 MB RAM \$3,899

AD CODE 11D23

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THE LAP OF LUNACY.



of RAM, a 3.5" 1.44 MB diskette drive and a 20 or 40 MB hard drive. It also has a dedicated slot for a Dell™ Data/Fax modem, and a separate slot for a standard half-length expansion card. (On a Compaq, that expansion slot would cost you an extra \$1,000).

When it's time to stay put, you can connect our laptop to an external VGA monitor and keyboard, a 5.25" external floppy disk drive, and even to your network or mainframe.

If you can work 24 hours a day, our laptop can work 24 hours a day. Dell's special Continuous Power Battery System lets you change batteries without losing your data, or your train of thought. The system includes two lightweight rechargeable battery packs.

Our service goes where you go. If you have a question, our toll-free technical hotline solves 90% of all problems over the phone. If we can't solve it over the phone, we'll send a Dell trained technician from Xerox to your lapside the next business day—nearly anywhere in the contiguous U.S.

For sale, for lease, for less. When you call us, you talk with a computer expert whose sole mission is to give you exactly what you

want. At a great price. We'll custom configure your laptop, give you a 30-day no questions asked money back guarantee, and a choice of leasing plans.

Then we'll do a configured system test, and ship it wherever you want.

Call now for either our 16 MHz or new 20 MHz 386SX laptops.

It'd be lunacy not to.

Above and beyond the call.

"Overkill"

That's the kind word PC Week used to describe our service.

It came up when Dell[™] computers won their first

PC Week Corporate Satisfaction Poll for PCs, and our service beat the daylights out of everybody else's.

Now that we've won eight out of eight PC Week polls, it's even more appropriate. Because each time,

> our service is called vastly superior. While the service provided by

WHAT

most of our competition is often called "non-existent."

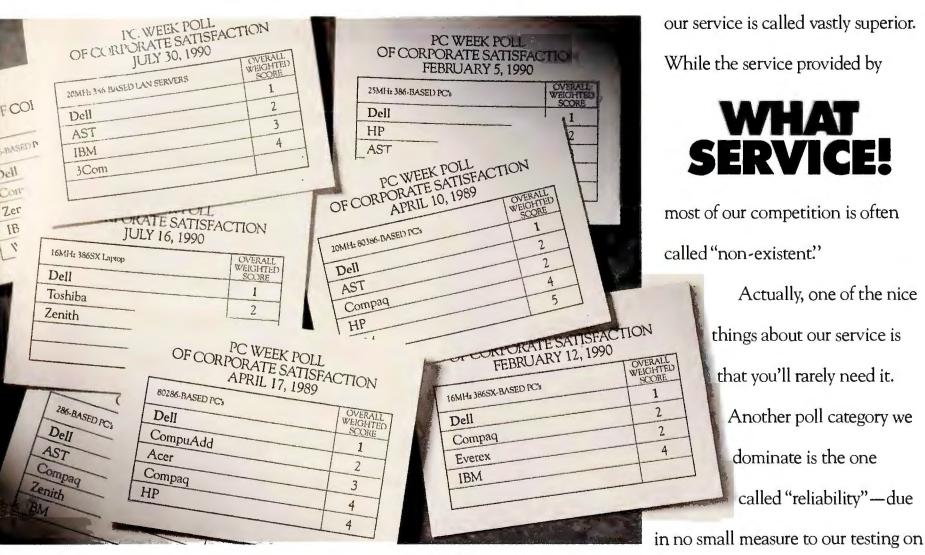
> Actually, one of the nice things about our service is that you'll rarely need it. Another poll category we dominate is the one called "reliability"—due

each machine as it goes out the door.

You shouldn't have to go through some Compag

dealer. It's better for you to talk directly to the manufacturer. So we've made it easy to call us direct. We have a staff of technical people trained at Dell who solve over 90% of the problems over the phone, generally in under 5 minutes.

And we're open when you're open. Our normal hotline hours are from 7am to 7pm Central Time, Monday through Friday. On Saturdays, from 9am to 4pm Central Time.



Here's Why Our Service Is Rated The Best In The Industry

All service is included in the price of the computer.

Self-diagnostic software.

Toll-free technical support hotline.

Next business day deskside service.

Here's How We Made It Even Better:

New Hours:

7am to 7pm Central Time, Monday-Friday 9am to 4pm Central Time, Saturdays.

24-hour toll-free TechFax line.

Dell Bulletin Board (512) 338-8528.

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But let's say your normal hours are ridiculously abnormal.

Even if you're pulling an all-nighter, you can still call the Dell technical library on our new twenty-

four hour automated TechFax line.

Detailed information will be faxed

WHAT SERVICE?

back to you automatically.

But our help doesn't end there.

We've introduced a Dell
Bulletin Board. When you tap into
it with a modem, you'll see other
questions about Dell computers.
Better yet, you'll see Dell's answers,
which could help you learn more
about your own Dell system.

One more word about your calls:

We log every call you make to us into a database.

TO ORDER, CALL
800-289-1170
IN CANADA, CALL 800-387-5752

FOR NETWORKING/UNIX® INFO
800-678-UNIX

HOURS: 7 AM-7 PM CT M-F 9 AM-4 PM CT ON SAT

Over the course of years, we end up knowing your computer better than you do. This familiarity with

your computer means better help quicker.

We're actually there when you need us the most.

It doesn't happen often, but sometimes even our experts can't solve your problem over the phone. Then we call Dell trained technicians at Xerox and tell them what's

going on with your system. They'll come to your desk the next business day, with the solution or part in hand.

You can test our service right now We figure the best way to sell you on our service is to show it in

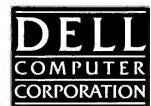


action. Call and talk to our technicians. If you don't have a problem, make one up. Or just chat. Get a feel about what we know, and how we handle questions, and what we can do for you.

Okay, we're going to repeat this one more time:

For PC service that's been voted the best in the business eight times, call 800-624-9896.

It'll give you a taste of what you've been missing.



Above and beyond the call.

HERE'S OUR NEW STORE, SO YOU'LL NEVER HAVE TO GO TO THEIR STORE AGAIN.

When you go out to buy computers, here's what you usually get:

A beefy mark-up.

Pressure to buy something you don't want.

That crummy feeling of not knowing what you're getting, because the salesman isn't sure what he's selling.

And, when there are problems, some stranger with a screwdriver taking your computer apart.

When you call Dell, on the other hand, here's what you get:

A frank talk with computer experts about what you need, and a recommendation about the best overall package for you.

TO ORDER, CALL

800-289-1170
IN CANADA, CALL 800-387-5752

FOR NETWORK/UNIX®INFO

800-678-UNIX

HOURS: 7 AM-7 PM CT M-F 9 AM-4 PM CT SAT

Customer configuration, with a long list

of options including monitors, memory sizes,

software, accessories and peripherals.

Service—often voted the best in the industry—by constate experts who know our computers inside and out.

A variety of financing and leasing options.

A firm promise to build your computers, a configured systems test, and shipment by two-day air standard.



THE DELL SYSTEM 316SX 16 MHz 386™SX. The perfect low profile mainstream computer.

• Intel 80386SX microprocessor running at 16 MHz. • Standard 1 MB of RAM, optional 512 KB, 640 KBor 2 MB of RAM* expandable to 16 MB (8 MB on system board). • Page mode interleaved memory architecture. • LIM 4.0 support for memory over 640 KB. • Socket for Intel 80387 **SX math coprocessor. • 5.25" 1.2 MBor 3.5" 1.44 MB diskette drive. • Enhanced 101-key key board. • 1 parallel and 2 serial ports. • 3 full-sized 16-bit slots. • 12-month On-Site Service Contract provided by Xerox. • **Commercial Lease Plan. Lease for as low as \$82/month. • Xerox Extended Service Plan pricing starts at \$220. 40MB VGA Color Plus System \$2,199

Price listed includes 1 MB of RAM. 20, 40, 80, 100 and 190 MB hard drive configurations available.

AD CODE 11D24

A 30-day, no questions asked, money back guarantee.

A one-year limited warranty.

And a great price, with no mark-up.

Call us now. Why waste a trip when everything you need is right in front of you?



Above and beyond the call.



THE NEW DELL SYSTEM® 433TE 33 MHz EISA 1486."

- Intel[®] 80486 microprocessor running at 33MHz.
- **Commercial Lease Plan. Lease for as low as \$377/month. ^Xerox Extended Service Plan pricing starts at \$1,040.
- 330 MB Super VGA Color System (800 x 600) \$10,499

Price listed includes 4 MB of RAM. 80, 100, 190, 330 and 650 MB hard drive configurations available.



THE NEW DELL SYSTEM 425TE 25 MHz EISA i486.

• Intel 80486 microprocessor running at 25 MHz.

Commercial Lease Plan. Lease for as low as \$278/month. Xerox Extended Service Plan pricing starts at \$770.

190 MB Super VGA Color System (800 x 600) \$7,699

Price listed includes 4 MB of RAM. 80, 100, 190, 330 and 650 MB hard drive configurations available.



THE DELL SYSTEM 433E 33 MHz EISA i486.

• i486 microprocessor running at 33 MHz.

Commercial Lease Plan. Lease for as low as \$307/month. Xerox Extended Service Plan pricing starts at \$850.

100 MB Super VGA Color System (800 x 600) \$8,499

Price listed includes 4 MB of RAM. 80, 100, 190, 330 and 650 MB hard drive configurations available.



THE DELL SYSTEM 425E 25 MHz EISA i486.

• i486 microprocessor running at 25 MHz.

Commercial Lease Plan. Lease for as low as \$235/month. Xerox Extended Service Plan pricing starts at \$650.

100 MB Super VGA Color System (800 x 600) \$6,499

Price listed includes 4 MB of RAM. 80, 100, 190, 330 and 650 MB hard drive configurations available.



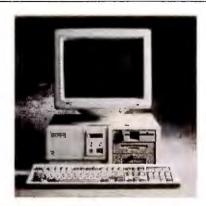
THE NEW DELL SYSTEM 333D 33 MHz 386.

• Intel 80386 microprocessor running at 33 MHz.

Commercial Lease Plan. Lease for as low as \$145/month. Xerox Extended Service Plan pricing starts at \$400.

80 MB Super VGA Color System (800 x 600) \$3,999

Price listed includes 1 MB of RAM. 40, 80, 100, 190, 330 and 650 MB hard drive configurations available.



THE NEW DELL SYSTEM 325D 25 MHz 386.

• Intel 80386 microprocessor running at 25 MHz.

Commercial Lease Plan. Lease for as low as \$112/month. Xerox Extended Service Plan pricing starts at \$300.

40 MB VGA Color Plus System \$2,999

Price listed includes 1 MB of RAM. 40, 80, 100, 190, 330 and 650 MB hard drive configurations available.



THE DELL SYSTEM 320LX 20 MHz 386SX.

 Intel 80386SX microprocessor running at 20 MHz.

Commercial Lease Plan. Lease for as low as \$104/month. Xerox Extended Service Plan pricing starts at \$280.

40 MB VGA Color Plus System

\$2,799 re listed includes 1 MB of RAM

Price listed includes 1 MB of RAM. 40, 80, 100, 190, 330 and 650 MB hard drive configurations available.



THE DELL SYSTEM 210 12.5 MHz 286.

 80286 microprocessor running at 12.5 MHz.

Commercial Lease Plan. Lease for as low as \$59/month. Xerox Extended Service Plan pricing starts at \$155.

20 MB VGA Monochrome System \$1,549

Price listed includes I MB of RAM. 20, 40, 80 and 100 MB hard drive configurations available.

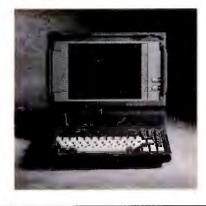


THE NEW DELL SYSTEM 320LT 20 MHz 386SX.

 Intel 80386SX microprocessor running at 20 MHz.

Commercial Lease Plan. Lease for as low as \$141/month.
Xerox Extended Service Plan pricing starts at \$390.

40MB, 2 MB RAM \$3,899
Price listed includes 2 MB of RAM.
20and 40 MB hard drive configurations



THE DELL SYSTEM 316LT 16 MHz 386SX.

 Intel 80386SX microprocessor running at 16 MHz.

Commercial Lease Plan. Lease for as low as \$112/month. Xerox Extended Service Plan pricing starts at \$300.

20MB, 1 MB RAM \$2,999
Price listed includes 1 MB of RAM.
20 and 40 MB hard drive configurations available.

The Dell System 433TE and 425TE are Class A devices sold far use in commercial environments only. *Perfarmance Enhancements: Within the first megabyte of memory, 128 KB (316SX, 316 LT and 210), 96 KB (333D and 325D) or 384 KB (320LX, 310, 425E and 433E) of memory is reserved far use by the system to enhance perfarmance. Can be aptianally disabled an 333D, 325D, 316SX and 210. All systems are photographed with aptianal extras. Dell cannot be respansible far errors in typography or phatagraphy. *Prayment based an 36-manth, apen-end lease. Leasing arranged by Leasing Graup, Inc. In Canada, canfigurations and prices may vary. DELL SYSTE* is a registered trademark, Dell, 425E and SmartVu are trademarks of Dell Computer Carporation. UnlX is a registered trademark and 386, 486 and i486 are trademarks of Intel Carporation. UnlX is a registered trademark and 1806, 486 and intel Carporation. UnlX is a registered trademark and 1806, 486 and intel Carporation. UnlX is a registered trademark and 1806, 486 and intel Carporation. UnlX is a registered trademark and 1806, 486 and intel Carporation. UnlX is a registered trademark and 1806, 486 and intel Carporation. UnlX is a registered trademark and 1806, 486 and intel Carporation. UnlX is a registered trademark and 1806, 486 and intel Carporation. UnlX is a registered trademark and 1806 are trademarks of Intel Carporation. UnlX is a registered trademark and 1806, 486 and intel Carporation. UnlX is a registered trademark and 1806 are trademarks of Intel Carporation. UnlX is a registered trademark and 1806, 486 and intel Carporation. UnlX is a registered trademark and 1806, 486 and intel Carporation. UnlX is a registered trademark and 1806, 486 and intel Carporation. UnlX is a registered trademark and 1806, 486 and intel Carporation. UnlX is a registered trademark and 1806, 486 and intel Carporation. UnlX is a registered trademark and 1806, 486 and intel Carporation. UnlX is a registered trademark and 1806, 486 and intel Carporation. UnlX is a registered trademark and 1806, 486

Here's why it's worth adding another credit card to your wallet:

The Dell Direct Advantage MasterCard is just like other premium cards, and can be used at eight

DESERVE SOM

of financing and leasing plans custom made for all sizes and sorts of businesses**

For instance, you can lease Dell computers for as little as \$59 a month, and reap all the benefits

leasing affords.

Or you can take advantage of the Power

this plan, you can lease your Dell computers, and at the end of the term, buy them outright for one dollar.

in your best interest.

Payment Plan.™ On

There are numerous financing plans, and we'll work with you on a plan that's

Get the credit you deserve.

million locations worldwide.

But, unlike other credit cards, everytime you use it you earn points toward Dell™products.

Plus, upon approval, you can get up to \$15,000 credit. Which is a lot more than most credit cards.

And there's no annual fee the first year. Which is a lot less than most credit cards.



call 800-688-3355. For the Dell Direct Advantage MasterCard, fill out the application and drop it in the mail.

These are the most comprehensive credit

and leasing plans in the industry. For information,

And if there's any other way we can help out, let us know. We'll do anything to make buying a

Dell computer easier.

Masterla

Above and beyond the call.

You can get more credit than you think. Not all credit on Dell products is plastic. There are a variety

GIVE ME SOME CREDIT.

Fill out the application for the Dell Direct Advantage MasterCard and return this postage-free card. As soon as you qualify you will receive your card, so you can start earning credits towards new Dell computers.

YES! I WOULD LIKE TO APPLY FOR A GOLD MASTERCARD*

OR A SILVER MASTERCARD*

YES! I WOULD LIKE TO APPLY FOR A GOLD MASTERCARD* OR A SILVER MASTERCARD* Should my application for a Gold MasterCard* not be approved, this request constitutes my application for a Silver MasterCard* and I accept that on a

Should my application for a Gold MasterCard* not be approved, this request constitutes my application for a Silver MasterCard* and I accept that on a periodic basis I may be considered for an automatic upgrade to the Gold MasterCard* at MBNA America's discretion. The information I provide will also be used to set up my Direct Advantage buyer account.

APPLICATION	INFORM	ATION (Please p	rint clearly)					
NAME (first, middle, last)			DATE OF BIRTH	H SOCIAL		SECURITY NUMBER		
ADDRESS (No P.O. Boxes Please)			CITY & STATE	ZIP CODE		Ε	YEARS THERE	
□ RENTING MONTHLY PAYMENT HOME PHONE OWN \$ ()			MOTHER'S MAIDEN NAME (For use when you request special action taken on your account)					
PREVIOUS ADD	PRESS (If less	than 3 years at cur	rent address)	CITY & STATE	ZIP Co	ODE	YEARS	THERE
NATURE OF BUSINESS		BUSINESS PHONE ()	ANNUALINCOME OTHER INC Which you rely on a basis of repayment		THER INCOME ch you rely on as \$ s of repayment			
EMPLOYER		POSITION	YEARS THERE	SOURCE OF OTHER maintenance income need not l	R INCO	ME (Alimony, chif you do not wis	nild support, h it consider	spousal income, or separate ed as a basis of repayment.)
CO-APPLICAN	T INFOR	MATION (If you v	vish an additional card iss	ued to a co-applicant over	18 years	of age comple	ete the inf	ormation below.)
NAME (first, midd	lle, last)			RELATIONSHIP		SOCIALS	SECURI	ΓΥ NUMBER
EMPLOYER		POSITION	YEARS THERE	BUSINESS PHONE	ANNUAL SALARY \$		Y	
CURRENT CRE	DIT CARD	ACCOUNTS						
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PLEASE SIGN	AUTHOR	ZATION						
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CONSUMER WATCH

Advice and information for the computer consumer

Got a technical question that needs answering in a hurry? Vendor phone lines aren't your only source of information.

Roberta Furger

Where Can You Turn When Tech Support Fails?

Let's face it. Vendor phone support doesn't always do the job. Busy signals, long periods on hold, and incomplete or incorrect answers can all prevent a quick resolution of your problem.

But striking out with traditional technical support doesn't have to mean hours or days wasted as you desperately try to find someone who can answer your questions. Third-party help is close at hand.

Dial-Up Service

If you're like many PC users, your first inclination when confronted with a technical problem is to pick up the phone and dial the vendor's tech support line. But this time-honored method may not be the best way—or the most efficient—to

get your questions answered.

As discussed in this month's feature "Who Pays for Tech Support?," on-line services are being touted by users and vendors alike as a cheaper, more versatile alternative to telephone support. Most major hardware and software companies offer some type of bulletin board service (BBS) where users can post questions, get the latest product news, and download drivers and fixes. All you need is a modem and communications software, and technical assistance is yours 24 hours a day, seven days a week. You aren't limited to the on-line services supported and maintained by vendors, however. CompuServe offers more than 100 forums for PC hardware and software products, many of which were started and continue to be supported by enthusiastic users rather than the product manufacturer.

Both independent and vendor-sponsored forums include three basic components: message services; library areas for downloading bug fixes, updates, and drivers; and live conference areas. Most forums are free to CompuServe subscribers (the annual fee is \$39.95), but you may find that some vendor-sponsored forums are available only to registered users of a product.

Vendor-sponsored forums are monitored by a company representative, and a response is usually guaranteed within 24 hours. But independent forums are often just as helpful and as quick to respond, since fellow users don't hesitate to jump in with their own triedand-true remedies to problems posted on the BBS.

Although the process of posting a message is relatively straightforward, many PC novices may be leery of going this route; there's something comfort-

ing about being able to talk to another human being, particularly if you're not on solid technical ground to start with. But when you're feeling adventurous and aren't in an emergency situation, dial up one of the services. You may be surprised at the results.

Users Helping Users

What makes on-line services worthwhile is the broad spectrum of users who are willing to share their experiences. The same dynamic makes user

On-line services represent a cheap, versatile support alternative.

groups an ideal source of technical assistance.

Virtually every user group includes a question-and-answer session during its monthly meetings so users can get advice and information from fellow members. Most user group newsletters also feature a Q. and A. section where knowledgeable members will answer questions on a variety of topics.

But what if you can't wait until the next meeting or the next newsletter to get your problem resolved? That's where two other services—user group—sponsored bulletin boards and help lines—play a key role.

"Virtually every user group out there with 100 or more members has a BBS," says Jerry Schneider, a member of the Capital PC User Group and founder of the Association of PC User Groups. "By its very nature a BBS means an ex-(continues)

change of information on products and services. It's very common for a user to describe a problem and have several members answer."

Although their user base isn't as large or as targeted as a CompuServe forum, user group bulletin boards can be invaluable when it comes to getting problems solved—especially if you're

using an obscure product that isn't supported elsewhere.

"Members are never at a loss for words," says Carol Diamond, staff administrator for the Chicago Computer Society, which runs a BBS for its members. "You always get an answer-and more."

Moreover, many user groups don't

stop with on-line support. Several of the larger groups—from the Sacramento IBM PC Users Group to the Boston Computer Society—organize telephone support, where members knowledgeable about particular products share (continues)

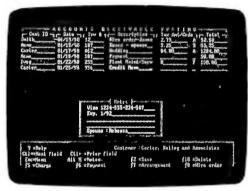
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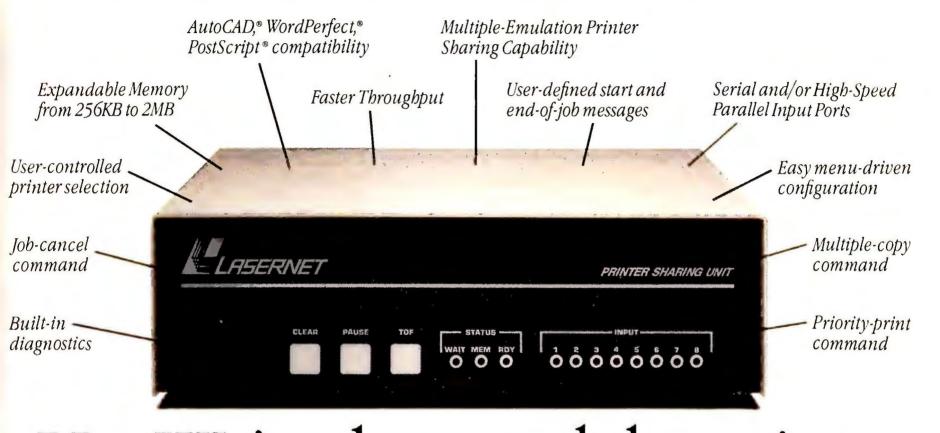
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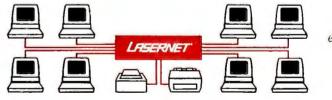


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their expertise. Listings typically are published in the monthly newsletter and include information on the products volunteers are familiar with as well as the days and times they can be reached. The Chicago Computer Society's newsletter, for example, features four pages of names and phone numbers of members who have volunteered to answer ques-

tions on everything from obscure shareware products to Lotus's 1-2-3. And in Houston, 500 members of the HAL PC user group have volunteered their time to answer technical questions.

There's more to user groups, however, than the formal programs they sponsor. Members often go out of their way to assist other users. "When was the last time your dealer made a house call to solve a problem?" asks Schneider. "User group members do that every dav."

Formal Alternatives

If you need a more structured way of getting answers to technical questions and vendor-provided support isn't doing the trick, one option is to hire a PC consultant. Organizations are springing up throughout the country that offer fee-based support on a variety of hardware and software products as well as assistance in tying together all the pieces.

One company, Computer Hand Holding of San Francisco, has been in the business of providing third-party technical support since 1983. Although not every company needs a consultant, this option is ideal for firms whose employ-



ees aren't sophisticated technically, especially if you "don't want them wasting a lot of time dealing with a vendor's technical support staff," says company founder and president Emil Flock.

Even the larger companies that have traditionally offered on-staff help desks are choosing this route as a cost-efficient way of answering technical questions quickly and accurately.

One new firm, the PC Help Line in Marietta, Georgia, offers two types of service. Users can pay on a per-call basis (at \$2 per minute), or they can contract for the service based on the number of users supported. The Help Line is open from 9 a.m. to 5 p.m. EST and offers a toll-free number for out-of-state customers.

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MAGAZINE EDITORS' CHOICE

> March 27, 1990 The Mace Utilities, Version 1990

"Mace Utilities, Version 1990: Emergency Room Pushes Aside Norton's Disk Doctor"

. it can get you out of hot water while other programs are vainly attempting to save the day"

- Edward Mendelsohn,

PC MAGAZINE Associate Editor

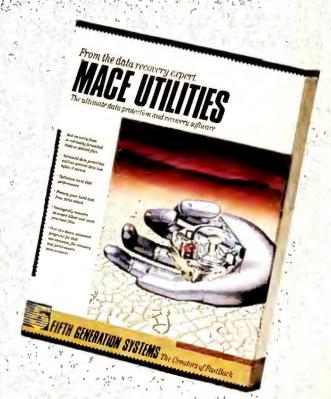
Now that the jury is in, a lot of people who bought Peter Norton's Norton Utilities Advanced Edition wish they had bought Paul Mace's Mace Utilities Version 1990 instead.

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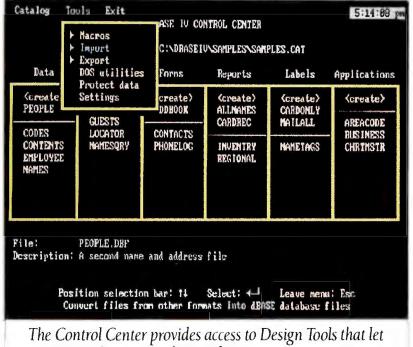
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Schumann, vice president of sales and marketing for the firm.

Mix-and-Match Options

None of these alternatives will completely eliminate the need for vendor support, since there will always be questions that only a product's manufacturer or developer can answer. In its own way, though, each can supplement what's provided by vendors and help ensure that you're not stuck staring at a blank screen, waiting for the phone to ring.

SHOP TALK

Making the Best of a Bad Situation

Recently I received a letter from Hewlett-Packard stating that some early LaserJet IIP's have problems with their power supplies. Mine was one of the affected printers, so I called the tollfree number listed in the letter and was given three repair options by a courteous representative. Here's how HP corrected my problem.

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I am now considering buying a new computer. I probably would have overlooked the HP Vectra line, thinking it would be too expensive. Perhaps I will reconsider.

Thomas Schreffler Newton, Massachusetts

Editor's note: According to an HP representative, some of the early LaserJet

IIP printers were shipped out with a faulty power supply that causes premature failure. HP notified users of the potential problem in a mailing to registered owners, as well as in press reports. LaserJet IIP owners who have not been contacted should call 800/233-5153 (in the U.S.) to determine if their unit is affected.

While such defects are unfortunate for all concerned, HP has handled the replacement process with style. Other manufacturers should take note.

Service Worth Writing About

Consumer Watch receives dozens of letters each month from users who are dissatisfied with the service provided by hardware and software companies. It came as a welcome surprise, then, to receive three letters commending Plus Development Corporation of Milpitas, California, for its exemplary service and support. In each case, the writer (continues)

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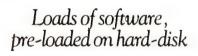
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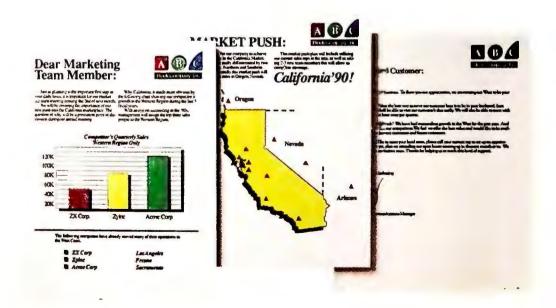
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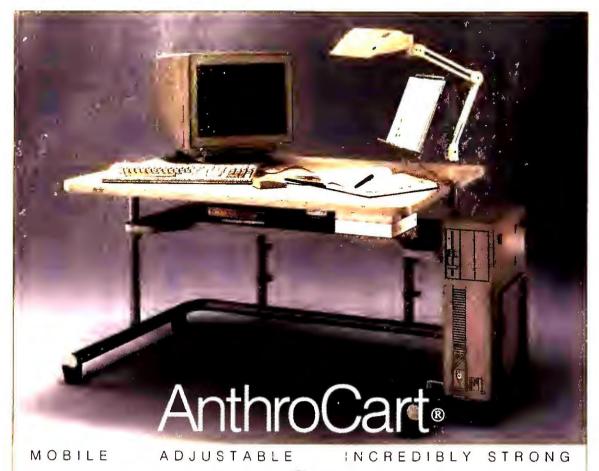
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praised Plus for its friendly and knowledgeable technical staff.

Neil A. Harriman with the University of Wisconsin, Oshkosh, biology department was one who wrote to us about the responsive staff at Plus Development. His problem was diagnosed and corrected quickly and with a minimum of disruption. "Such outstanding customer support and product support should not go unnoticed," writes Mr. Harriman. We agree.

A Dissatisfied Customer

It has been a full month since I returned merchandise to Sefco Computer Products, and I have been unable to get anyone there to see that the refund is processed and a check is mailed to me. In returning the system, I relied on the company's ad, which stated, "If for any reason you're not completely satisfied, return the item for a full refund of the purchase price." I am certainly not satisfied and have called the company to see that a check for a full refund is sent to me without further delay.

W. R. Southern Southern Temporary Services Little Rock, Arkansas

Editor's note: Mr. Southern has received a refund from Sefco, minus a 15 percent restocking fee. Although restocking charges are not uncommon in the mail-order business, Sefco's advertisement does not mention such fees on returned merchandise. Given that omission and the money-back guarantee in the ad, Consumer Watch believes a full refund is in order. In the future, Sefco should either reconsider its policy of charging a restocking fee or state it outright in its ads so customers can make a buying decision based on all the relevant information.

Take action! If you've got a complaint or a compliment, send it to Consumer Watch. We'll follow up and publish letters with the broadest interest. For more information, see How to Contact PC World, page 4. ⊜

Power Tools for Your PC...

igerSoftware presents The Complete PC line of professional quality hardware accessories that turns a spare room, a telephone and your computer into a powerful place of business. Add a fax (an indispensable item) to your PC - or your laptop. An internal answering machine can be quickly added to your PC for ultimate convenience and functionality.

Three types of super-sharp scanners (full-page, halfpage and hand-held) allow you to easily include graphics and logos into your pages.

The Complete Page Scanner





The Complete Page Scanner can scan images up to 8.5"×14" at 200 or 300 dpi. View images on screen as you scan. Scale images from 10% to 200%; rotate, crop, erase, and pixel edit images. Your choice of three dithering patterns for scanning photographs. Then export images to the most popular word processing, graphics and desktop publishing programs. Save images in Dr. Halo, PC Paintbrush+, TIFF, GEM, MS Windows Paint, and CPC fax formats.

Prints out on laser or dot-matrix printers. Includes scanner, power cord, interface card, SmartScan™ software, user's guide and 90-day warranty. Optional OCR software.

The Complete Half-Page Scanner/400

Scan images up to $4"\times14"$ at 200, 300, or 400 dpi with The Complete Half-Page Scanner/400. View images on-screen as you scan. Scale images from 10% to 200%; rotate, crop, erase, and pixel edit images. Your choice of three dithering patterns for scanning in photographs.



In Just Two Quick Passes!

Sleek ergonomic design with large viewing window makes it easy to position the scanner accurately on the page. You can export images to the most popular word processing, graphics and desktop publishing programs, or save them in Dr. Halo, PC Paintbrush +, TIFF, GEM, MS Windows Paint, and CPC fax formats. Prints out on laser or dot-matrix printers. Includes scanner, interface card, SmartScan™ software, user's guide and 2-year warranty. Optional OCR software.

The Complete Hand Scanner/400

Complete Hand Scanner/400 is the ideal personal scanner for desktop publishing. Compact, flexible, and easy to use, CHS/400 is perfect for adding photographs, drawings, logos, and signatures to your word processing and TheComplete desktop-publishing documents. Scan images up to $2\frac{1}{2}"\times14"$ at 200, 300, or 400 dots/ inch. View the image on screen as you scan. Scale scanned images from 10% to

200% to fit your page. Rotate, crop, and edit your image or merge together multiple images to create a full page. You can export images to the most popular word processing, graphics and desktop publishing programs, or save them in graphics formats

The Complete FAX/9600



Send and receive documents to and from any Group III fax machine. Delayed transmission lets you send unattended fax messages when phone rates are lowest. Broadcast feature sends fax messages to multiple locations with a single command. Automatic redial saves time when lines are busy. Operates in background without interrupting the program you're using. Uses just one phone line for both voice and fax transmission. Includes add-in card with 9,600 bps fax with on-board processor, operating software, user's guide, telephone cord, and 2-

The Complete FAX/Portable

This external fax makes it easy and less expensive to fax from hotels, airports - anywhere you travel. It's lightweight and small enough to fit in a pocket! Plugs into serial port and runs on AC adaptor or 9V battery. Send and receives fax messages at 9,600 bps. Delayed transmission lets you send unattended fax messages. Broadcast feature sends fax messages to multiple locations with a single command. Includes plug-in fax unit, operating software, AC power adaptor, RS-232 cable, 25-pin adaptor, telephone cord, user's guide, and 2-year warranty



Complete Communicator

PC Computing's Most Valuable Product for 1989 delivers 9,600 bps Group III fax capabilities with advanced telephone answering and message management. The 2,400 bps Hayes-compatible modem can send



and receive documents to and from any Group III fax machine even while your computer is running other applications. So versatile you can fax directly from your PC, send to multiple destinations at one time, and schedule transmissions to take advantage of lower phone rates.

Automatic redial saves time when lines are busy. Fax forwarding lets you retrieve faxes from another location using any touch-tone phone. Voice messaging records calls even when you're not there, with remote play-back from any touch-tone phone. Deliver your recorded voice messages to multiple locations automatically, any time of day or night. Even includes convenient ports for The Complete PC Scanners.

The Complete Communicator includes add-in card, operating software, BitCom modem software, user's guide, telephone cord, and 2-year warranty.

The Complete Answering Machine

Answers incoming calls even when you're not there. Digitally records incoming and outgoing messages on your hard disk for improved accuracy and quality. Call in from any touch-tone phone to listen to your messages, or to change your greeting or system configuration.

The Complete Answering Machine can automatically call you at any number to deliver messages. Supports up to 999 individual password-protected mailboxes - one for each of your employees, departments or customers. Each mailbox can have its own personal greeting. Automatically calls and delivers your message to a list of people any time of day or night - keeps dialing until all messages are received.

The Complete Answering Machine can share a phone line with The Complete FAX or The Complete FAX/9600. Operates in the background while your computer is running other programs. Includes add-in card, operating software, user's guide, telephone card and template, wallet-sized quick reference card, and 2-year warranty.

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HW 175	5 The Complete Full Page Scanner
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onsider the database as an amazingly powerful business tool. With Alpha Four you can develop custom applications, manage data entry and verification, easily handle groups of related files from as many as 10 different databases, create professional menus, reports — even paint custom screens — without any programming at all.



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You won't type one single line of code. Alpha Four works intuitively to build "smart menus" that can call other menus, execute macros, create temporary variables, and customize data entry and help screens.

And Alpha Four's innovative menus and keyboard shortcuts are faster and more productive than the Assist Mode of dBASE Ill and the Control Center of dBASE IV. The searching and indexing features extend the power of dBASE and provide sequential searches, index searches, searches by any field, (including memo fields) and multiple searches.

Alpha Four delivers the extensive features of dBASE,

along with sophisticated relational capabilities, without the crippling learning curve. Build an index of several databases, then link up to ten files by simply defining a linked set.

"I Need Detailed, Complex Reports..."

Just name it. Quickly define the sections (or bands) of your report, the title, up to nine subgroupings and a summary. Text is handled for you with a host of advanced features. Or, if you're up against a tight deadline, Alpha Four can create reports for you, using its Quick Report option. Of course, Alpha Four imports and exports Lotus 1-2-3, dBASE II, AS-CII and other file formats in a flash.

TECHNICAL NOTES: Alpha Four Scores Big!

Tiger has looked at other relational databases and finally found one worth

carrying. All others have either been too complicated or not powerful enough. Alpha Four offers the perfect mix. We were able to import a 2MB ASCII file, for example, and quickly post price changes on a monthly basis with about 8 keystrokes!

Database Specifications and Field Types

- 128 fields per record; 4,000 characters per record
- 2 billion records per database
- · Databases per disk limited only by disk capacity
- Field types: Character, Numeric, Date, Logical, Memo

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Teacher In A Box for Alpha Four will show you everything you need to effectively and efficiently work with Alpha Four. Using a multi-media approach that combines audio tape, written support and computer examples, Teacher In A Box is a powerful package that will show you the ins and outs of Alpha Four.

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ow did it reflect on him? Now ask yourself a more important question. How does your own writing reflect on you? Successful people communicate clearly... and powerfully. RightWriter is an intelligent system that flags common errors in your writing and helps you produce clean, crisp letters and proposals — applying 5,500 rules of grammar, style, usage and punctuation to letters, reports, proposals, press releases and more!

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And now RightWriter is fully compatible with Microsoft Word for Windows and Q&A Write.

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Version 4.0 Features

- ► It's easier to use, because it has only one command. Your word processor does the rest.
- Inserts messages directly into the text to point out problem areas in letters, proposals, reports.
- Now runs from within WordPerfect, MultiMate, Microsoft Word, WordStar, Professional Write and Q&A Write.
- Indexes measure strength of delivery, readability, use of adverbs, adjectives, jargon.
- ► Uses more then 5,500 rules to make recommendations.
- New Menu System allows you to customize RightWriter to meet your particular needs.

Now Runs From Within Six Major Word Processors.

RightWriter's direct interface works within the six major word processors: WordPerfect, MultiMate, Microsoft Word, WordStar, Professional Write and Q&A Write.

Specific Recommendations RightWriter flags common writing errors such as passive voice, noun-verb agreement and more.

Readability And Strength Index The Readability Index shows the educational level a reader requires to understand your writing.

Parts of Speech, Sentence Structure Other indexes measure your adjective and adverb usage, and use of jargon. Recommendations guide you in how to improve your sentence structure.

Words to Review The Words In Review list points out problem words that could cause confusion.

RightWriter vs. The Competition.

Dr. Cynthia L. Selfe, Associate Professor of the Humanities Department at Michigan Technological University independently tested the big three grammar and style checkers. The results? — Right Writer wins hands down!

Researchers at Michigan Technological University tested the three IBM PC-based grammar and style checkers. The following is an excerpt from the letter which accompanied their findings...

"We've finished our independent tests comparing the performance, accuracy and usefulness of RightWriter 3.1, Grammatik and Perfect Grammar on two separate documents: one ("Testbed") that you have sent to us and another ("Ties") that we selected independently.

As you can tell from just a quick glance at the enclosed tables, RightWriter impressed us as far as style-analysis programs go: RightWriter correctly flagged 176 errors (with a total error rate of only 8 percent) in an essay that saw more than twenty major revisions.

RightWriter has such a low error rate that the program rewards users instead of overwhelming them. RightWriter's manual was also both easier to read and more informative than either Grammatik's or Perfect Grammar's. Finally, RightWriter's problem explanations form a good refresher course in grammar and style.

We believe RightWriter would be of value to writers interested in improving the surface structure of their writing. We applaud RightSoft's attempts to test their products thoroughly and in realistic situations; your company has a couple of fans in Houghton, America.

Sincerely, Dr. Cynthia L. Selfe."

Associate Professor, Humanities Department Michigan Technological University, Houghton, Michigan









Which Grammar Checker Would You Trust?

Test Document 1	RightWriter	Grammatik
Total Flags*	4124	1290
Correct Flags*	4065	1118
Incorrect Flags**	59	172
Error Rate	1%	13%

Results for Test Document 2	RightWriter	Grammatik
Total Flags*	201	182
Correct Flags*	174	118
Incorrect Flags**	27	64
Error Rate	13%	35%

*A higher value is better. **A lower value is better.

TEST NOTES: Flags were identified as ''incorrect'' if the program suggested textual changes where none were required or each time a program flagged a compound adjective as possibly mispunctuated when the word was punctuated correctly.



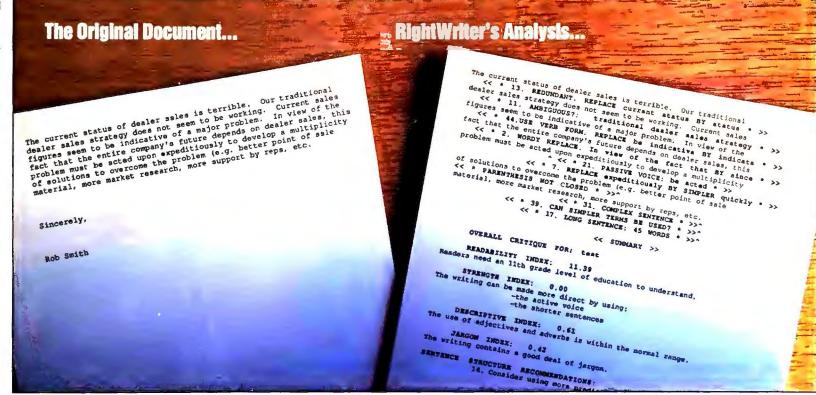
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Runs on IBM PC, XT, AT and compatibles with 384K. Hard disk of floppy.



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O/SESSION allows C you to quickly connect your computer to a distant PC (on a phone line) and run that remote computer as if you were right there — at the keyboard! From a laptop in a hotel room, you can control your PC back at the office - even if it's more powerful - provide training, or troubleshoot a customer's system from your office.

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Co/Session protects your data with features like: dual-passwords, password-checking and data encryption. You can restrict the ability to send or receive files on the remote PC, blank the other computer's screen even disable its keyboard to prevent unauthorized access.

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Fastest Remote Software Available.

Co/Session transfers files up to 20% faster - updates screens up to 400% faster than competitors! In fact, Co/Session was proclaimed "Fastest Remote Software Package" by InfoWorld in March, 1989!

And Co/Session is fully compatible with all leading software like Lotus, WordStar, WordPerfect, dBASE IV, and SideKick.

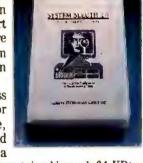
SYSTEM SLEUTH.. **Discover Hidden Configuration Details Inside Your PC!**

System Sleuth is an easy-to-use, advanced "passive diagnostic" system that probes deep into the heart of your PC, illuminating secrets (and pitfalls) — without damaging your precious data. Extensive helps screens aid in understanding how your computer works - and why it won't! System Sleuth also gives you the information necessary to make smart configuration decisions when adding new hardware and software - maximizing its performance - and avoiding conflicts.

In addition, System Sleuth helps you avoid needless

repair bills and provides details that can be helpful when obtaining technical support from hardware and software manufacturers - your system status is displayed right on the screen.

You'll have instant access to information on processor and card types, BIOS date, DOS version, ports used and memory installed, including a



complete rundown of what's contained in each 64-KBtye segment up to 1 MByte. Display TSRs loaded, their functions and memory allocation, interrupt vector tables, device drivers loaded (and attributes) and disk information (including bad tracks).

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An all new version of System Sleuth for Windows 3 protected environment. The familiar reporting features of System Sleuth are available as well as many new anal-

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Expand Your Power and Control Over Lotus 1-2-3 Macros!

Go Inside and Diagnose Any 1-2-3 Macro Error!

M any PC users all over the world have come to realize the power of Lotus 1-2-3. Not only is it a great spreadsheet program, its macros make it a powerful computing language unto itself. Anyone who knows 1-2-3 quickly realizes you don't know 1-2-3 until you know how to do macros. 1-2-3 macros let you automate a whole range of tasks that save time and energy. They make Lotus 1-2-3 the revolutionary program it is.

But 1-2-3 macros, like any programming language, have their special characteristics that turn little syntax errors into monstrous problems. Everyone who uses 1-2-3 macros undoubtedly knows the frustrating ERROR message that inevitably crops up when you're trying to run a new macro. Even the best 1-2-3 macro developers run into snags when putting together a macro.

The Macro Solution.

Until now, the only answer for those frustrating situations has been invoking the 1-2-3 STEP mode. You start at the beginning and poke along until an error message pops up on the screen. After you've figured out what's wrong, you go back to the beginning and start all over again. To make matters worse, if your macro contains the [WINDOWSOFF] and [PANELOFF] commands, you're sailing in the dark. There's nothing more frustrating than trying to get a job done with a macro you can't get to work and having no help with it. On routine 1-2-3 questions, you can ask whoever is around for help or call technical support. With macros, you either find an expert or you can just give up.

Now, there's a better way - the Personics Macro

Editor/Debugger (MED), an enormously powerful, truly interactive, and genuinely easy-to-use tool for developing, debugging, and maintaining 1-2-3 macros. As soon as you find a problem with one of your macros, just pop up the MED debugger window and quickly find out what you need to change. The Personics Macro Editor/ Debugger will become your private technical support line, immediately available whenever you need it.

No Need To Be Frustrated Any Longer.

You'll be amazed at how much more productive you'll be with MED in your tool kit. When an error condition is identified in MED's debugger window, you can jump to the editor window, quickly make a change, then resume execution where you left off. And MED's expanded error messages give you the information you need to understand why your macro errors have occurred. Each error message is also described in depth in MED's detailed handbook. From now on, if you have a problem with a macro, you know where to turn.

With the Personics Macro Editor/Debugger, you won't dread attempting long 1-2-3 macros because you're afraid they won't work. You can track down even the most elusive macro problems simply and easily and then know how to fix them. You can start macro execution anywhere and follow along at a choice of speeds or set watchpoints to monitor important variables. With MED, you can set breakpoints to halt execution when a user-defined condition is met. Each of the Personics Macro Editor/Debugger's features are designed to make developing and debugging your macro jobs as easy as possible.

Fast, Effective, and In-Depth.

Sometimes, you have to play doctor with a software package like Lotus 1-2-3 to get the most out of it. Should I

have done this in my macro? Or should I have done that? Sometimes, being the best doctor isn't enough to diagnose the problem with a complicated macro. That's when MED comes in.

The Personics Macro Editor/Debugger is receiving wide praise for its effective way to shortcut 1-2-3 macro errors. "No serious macro developer should be without this tool," says noted macro expert Scott Tucker. The Personics Macro Editor/Debugger - your complete diagnostic kit for 1-2-3 macros.



personks

HW 2830 (MED) 5¼ " & 3½" \$199.95

IBM PC, XT, AT, PS/2 and compatibles. MED works with 1-2-3 Release 2.0, 2.01 and 2.2 and uses approximately 65K of RAM. If you are using 1-2-3 Release 2.0 or 2.01 and MED is your only add-in, you'll need approximately 20K of RAM for the 1-2-3 Add-In Manager.

Don't Make a Quick Decision — Get the Accounting System with Room to Grow...

Money Matters for Small Businesses That Are Quickly Becoming

Large Businesses.

A ccounting software for home and small businesses must be two things: 1.Easy enough to get started on right away, and 2. flexible enough to ADAPT TO THE USER'S SITUATION, then grow as they become more experienced and demanding. If both these elements aren't present, the accounting system simply won't be useful.

Money Matters is a less complicated approach to financial management for the home and small office. It combines fast, on-screen transaction handling, instant balance updates, simple check writing, invoicing and de-

tailed financial reporting.

The beauty of Money Matters is that it actually adapts its functionality to the way you run your business, instead of cramming some complex accounting concept down your throat. If you're a contractor, for example, you can easily track costs and hours for each phase of a project. If you own a fleet of taxicabs, you can track income and costs by cab. If you run a small retail store or factory, you can track inventory any way you like for complete financial control.

Get Started Right Out of the Box. Set-up is Done for You.

You don't have to know anything about accounting to become instantly productive with Money Matters. There are no time-consuming set-up procedures or accounting techniques to learn. Choose from 14 pre-defined business categories. When you select one, the account tables are automatically established. Quickly enter starting data into Money Matters' handsome interface and from then on, each function is as easy as writing a check.

The Fastest, Easiest Checkbook Management **Concept Ever!**

No other software program is as thorough in this area as Money Matters. Payments, deposits and reconciliations can be made automatically, and transactions can be distributed in up to 20 different ways. Money Matters will automatically track and report interest income for you and provide balance sheets, management reports, invoice analysis reports and up-to-the-minute profit and loss statements.

When tax time rolls around Money Matters is there with complete, organized information. And Money Matters automatically monitors credit card and bank account transactions, to help you forecast your cash requirements.

Take Care of Your Customers.

... And your vendors. Money Matters can easily handle up to 4,000 vendor and customer accounts. Track year-to-date figures, print mailing labels, lists, and re-

Take Care of Your Company.

You'll collect receivables sooner because Money Matters helps you stay better organized so invoices go out on time ... stay on top of late payments ... even automatically add finance charges if you want to. You'll improve your cash flow because you can establish budgets and stick to them. And you can take advantage of vendor discounts automatically. Payroll becomes a snap. Money Matters takes care of computing taxes, writing the checks, completing quarterly reports and more with just

"Money Matters Sounds Great — But My Business Is Different..."

Money Matters was designed around the notion that all businesses are unique, each with a different set of procedures and situations. Because it is so flexible, you can tell Money Matters how you prefer to work and it follows your lead, adjusting to your set of requirements.

Money Matters Can Do All of These Jobs for You. While You Run the Rest of Your Business:

Dozens of built-in

out of the box!

formats to get you up and running right

MONEY MATTERS

· Invoicing/Billing

- Check Writing
- Financial Reporting
- Receipts/Deposits
- **Bank Reconciliations**
- **Automatic Payments**
- Payroll Tracking
- Tax Information
- **Inventory Control**
- · Job Costing
- Budgeting Personal Financial Management
- Sales Tax Calculations
- Credit Card Accounting
- **Transaction Histories**
- **Expense Analysis**
- · And Many More

Money Matters Features: ► Easy Set-Up

- 14 pre-designed business categories to choose from
- Account set-up done automatically
- Short-Cuts section
- Easy to enter starting balances
- Customized account names, titles, numbers
- · Provides for departmental accounting or subcategories

Checkbook Management

- Automatic payments
- Automatic bank deposits
- Bank reconciliation
- Distribute transactions 20 ways
- Easy edit & void feature
- Tracks interest income

► Special Tasks

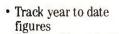
- · Organizes tax information
- Profit & Loss
- Optional balance sheet
- Management reports · Invoice analysis report
- SuperTrack reports
- Automatic budgets
- · Provides on line account activity reports
- Detail retained for prior period adjustments

► invoicing

- · Prints three types of invoices
- · Maintains up to the minute bank balances
- Calculates finance charges, due dates, and discounts automatically

➤ Customers/Vendors

- Holds up to 4,000 vendor & customer cards
- Evaluate vendor & customer accounts



 Print mailing labels, lists & reports

· Store name, address & telephone numbers

▶ Bank Accounts

- Handles up to 15 bank accounts & credit cards
- · Includes checking, savings, money market and more

► Forms

- 3 styles of invoices
- 2 styles of checks
- · Receipts
- Mailing labelsSupports laser forms

► Short-Cuts

- · Pop up lists of vendors, customers
- Pop up list of accountsSpeed Search feature
- · Find key
- · Macros for repetitive entries

► Reports

- · Optional Balance Sheet
- · Income Statement · Check or Receipt
- Register · Account Analysis
- Report
- · Vendor/Customer Analysis Report
- · SuperTrack Reports





HONET MATTERS

BONUS OFFERS!

Get @Accounting™ FREE! **When You Purchase Money Matters**

@Accounting provides a seamless interface between Money Matters and Lotus 1-2-3 Release 2.2 allowing you to automatically send financial information to a complete spreadsheet including headings, formulas and your data. Save time and increase accuracy with this easy-to-use feature. You'll now have additional reporting capabilities such as budgeting and forecasting trial balances, trend reports, financial ratios, and more. (A \$ 95.00 Value)

LIMITED QUANTITIES! **FREE Business Week**

Business Advantage When You Purchase Money Matters

An amazingly real big-business simulation system that puts you at the helm of some of the nation's top corporations such as Chrysler and Compaq Computers. You call the shots, make the tough decisions and take your place among the "Captains of Industry." A \$59.95 value! Limited quantities - offer good while supplies last.

Great American Software, Inc.

HW 1210 Money Matters 5¼ " & 3½ " \$89.95

Pointing Devices for Normal Human Beings.

Ruggedly Crafted, Incredibly Accurate and Surprisingly Affordable.

B efore the days when mice were associated with PC use, who could have imagined that a small electronic pad with a little ball would revolutionize the way we use

But PC applications have become more sophisticated today and the benefits of high-speed, sophisticated pointing devices become more and more apparent. That's why the Logitech Mouse and TrackMan were designed.

Slick and precise, the Logitech Mouse and TrackMan deliver pinpoint accuracy and speed in a variety of applications. From spreadsheets to desktop publishing to CAD and other input intensive applications, you know you have the best with the Logitech TrackMan and Mouse. Try them with Logitech's Finesse desktop publishing software and you'll see how powerful your PC can be.

Speed into the High-Tech Age with TrackMan.

Trackman is Logitech's high resolution stationary mouse. More than a trackball and more than an ordinary mouse, TrackMan is a pointing device in a class of its own, giving you all the advantages of mice and trackballs in one product. Rest your hand on TrackMan and you'll understand how revolutionary it is.

With a perfect fit for the human hand, TrackMan offers more ease, comfort and productivity than any pointing device you've ever used. You rotate the TrackMan ball with your thumb and click with any of the three buttons. Resolution is adjustable from 50 dpi to 15,000 dpi. Track-Man comes with a super-efficient set of utilities, including LogiMenus, which gives you a TrackMan-based menu system, and Mouse-2-3, which works with Lotus 1-2-3, Releases 1 and 2. Both LogiMenus and Mouse-2-3 will speed up your applications.

Imagine how fast you'll be able to move through a big spreadsheet or your desktop publishing work with Track-Man. And since it's designed to exactly fit the shape of the human hand, TrackMan will eliminate the discomfort that comes with using other non-ergonomically designed pointing devices. The three buttons give you great flexibility and the great utility software will make you so much more productive.

Besides, TrackMan uses less desk space than conventional pointing devices and is guaranteed to be compatible with all of your IBM or compatible software. With that kind of guarantee, comfort, and innovation, you can't pass up the Logitech TrackMan!

A Speedy Demon.

The Logitech Mouse, thoughtfully engineered and scientifically designed, uses 62% less desk space than standard mice. The Logitech Mouse is perfect for applications from CAD to desktop publishing because of its Intelligent MouseWare Utilities, that automatically adapt to your immediate needs. In fact, Logitech is so sure the Mouse will work with your software they



A best-seller. A top performer.

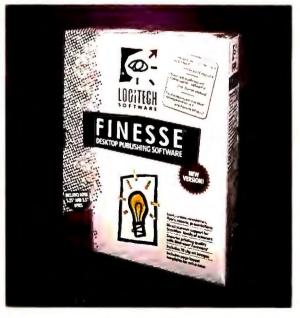


Included in the Mouseware Utilities is software that lets you adjust the resolution as low as 50 dpi for increased precision or higher than 19,000 dpi for extremely high speed, the LogiMenu mouse menus which speed up keyboard-based applications, and Mouse-2-3, which sets new levels of ease and performance for Lotus 1-2-3 Releases 1 and 2.

Also included is Pop-Up DOS, the ultimate mousebased shell which replaces unwieldy DOS commands with a fast, modern point and click environment. Manage your system, run applications, and use the built-in calendar, editor, card file and calculator with just the press of a button.

World Class Desktop Publishing.

If you're like most first time Finesse users, you'll be amazed when you first load Finesse and see the easy-touse pull down menus. Almost intuitively, you will open a document window, where you can import your word processing files with a single click of the mouse. Or, type right into Finesse. Either way, what you see on the screen is exactly what prints out. No more guessing. As if that is not enough, you can use your Logitech Scanman Plus to scan images directly into Finesse without ever leaving the program.



Imagine, your year-end report is almost complete. You find a picture that perfectly illustrates your point. Scan it and 10 seconds later that picture is part of your document.

Finesse's features include text wrapping around graphics, cutting and pasting, scaling and cropping, kerning and leading, variable gutter and column widths, on-screen rulers with cursor indicators, preview mode, and a variety of quick keys.

Supported printers include the Epson LQ Series; HP LaserJet, LaserJet Plus, LaserJet Series II, DeskJet, and PaintJet; IBM and Epson High Resolution Printers; IBM Proprinter; and PostScript Printers. Finesse also comes

with 5 Bitstream type families. With dozens of more great features, Finesse is gaining wide praise in the industry. "...Near perfection... you should rush out and buy it," says PC Magazine. 'Simplicity, thoughtfulness and scanner support... well worth it," say InfoWorld. In fact, Logitech is so sure you'll love Finesse, they'll buy it back from you if you're not satisfied. And send you a T-shirt to boot. At this exclusive Tiger price, how can you resist Finesse?

- Create documents up to
- 99 pages
 Sharp, clear printing quality
- Wrap text around graphics automatically

 • Automatic hyphenation



6 LOCATECH

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HW 2920 Trackman Bus
HW 2925 Serial Mouse w/Finesse \$129.00
HW 2900 Finesse Dual Media
TrackMan: IBM PC, XT, AT, PS/2, I RS-232 serial or bus port, 256K

RAM, DOS 2.1 or higher, dual floppy drive or one floppy drive and a hard disk. Logitech Mouse: IBM PC, XT, AT, PS 2 and compatible computers; DOS 2.1 or higher; dual floppy drive system. Finesse: IBM PC, XT, AT, PS 2 and compatibles, 640K RAM, DOS 2.1 or later (3.1 or later for Bitstream Fontware), one floppy drive and a hard disk

Now You Can Download Reports From Any Mini or Mainframe and Bring the Data Alive on Your PC!

Turns a Report File into a Ready-Made Database.

Onsider for a moment the vast ocean of information that governments, corporations and other organizations around the world accumulate, store and manage. Every day, billions of bytes of new information are added to the pool. If handled with thoughtful care, this information can be a priceless resource.

The sheer volume of information demands a mainframe or mini-computer for data storage. But here's the paradox: All the best tools for data analysis are on the PC. PC users who need to get their hands on the data cannot gain access to it. They must sift through stacks of printed reports to find what they want. Now, for the first time, there's a remarkably intuitive new tool to help PC users bridge the data gap.



Monarch reads report files and extracts the data. Here, the extraction template overlays the report.

Existing Reports Become Valuable, Ready-Made Databases.

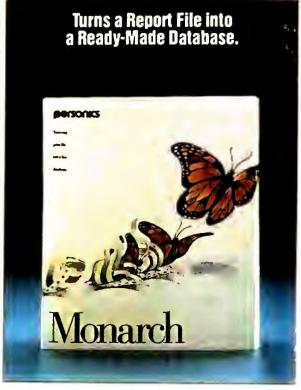
Monarch reads computer-generated reports and extracts the data! To understand the magic of Monarch, picture all the reports that come across your desk. All those cost summaries, transaction reports, customer lists, asset schedules, payroll reports and more. Think of flipping through all those pages trying to understand what's going on. Imaging trying to rekey all that data into your spreadsheet for analysis. With Monarch, the data comes alive.

Monarch can read any report downloaded from a mainframe or mini-computer. (Or generated on a PC.) It extracts data from the report file and serves it up any way you want. You can see it, sift it, select it, summarize it and send it out to your spreadsheet, word processor, graphics package or database manager. Monarch can read any report stored on disk, including ASCII files, TXT files, PRN files and SDF files.

CASE STUDY: The Agony of Printed Reports...

Suppose you've got a 500-page customer activity report that's been downloaded from your company's mainframe. You've been asked to analyze sales trends, but you don't want to spend hours digging through the printed report. Monarch allows you to automate the analysis by turning the report into a live database.

Here's how it's done. Simply load the customer report file into Monarch, quickly define a data extraction template, and then explore the report using powerful data analysis commands.



You can tell Monarch to show you all the sales transactions for a particular customer, product, salesman or region. Then produce crosstab summaries that show the field totals and record counts broken out in a variety of useful formats. Data and reports can be output on a printer, or exported to applications like Lotus 1-2-3.

personks

HW 1002 Monarch 5¼ " & 3½" \$495.00 IBM PC, XT, AT, PS/2 and compatibles with 512K. Hard disk recommended.

HE WALL STREET JOURNAL.

Instantly Calculate and Analyze Mortgage Rates, Present Values, Amortization and Variable Rates...

Calculate Swift Answers to
Complex Financial Questions.

This speedy financial tool allows you to quickly enter information about anything from annuities to loan balances to amortization schedules — then, using a sleek interface, PercentEdge will calculate and present a custom analysis of any specific financial transaction.

Using PercentEdge, you can quickly develop alternative structured settlements to fit your client's needs. Or instantly calculate the present value of losses or gains during periods of fluctuating interest rates. Create an unlimited number of alternative financing options for any negotiated purchase. Great for determining the smartest way to finance a house, automobile — any investment.

Once you've got the numbers, you can crunch with flexibility and superior interactivity. Like calculating multiple balloon payments, unlimited "what-if" scenarios, and comparing several scenarios — simultaneously on your screen.

PercentEdge can also be used as a personal finance tool. For instance, an individual can estimate the maximum affordable price for property, evaluate a car loan, compare financial benefits of a variety of investments, or design a savings program for a child's education.

PercentEdge is the only financial software capable of operating in two modes. Run PercentEdge as a RAM-resident program for "pop-up" convenience, or as a full application for extensive financial work.

How Much Can I ACTUALLY Afford?...

Mortgages can be tricky. Now real estate profession-

als, as well as first-time buyers can
— in seconds — calculate the maximum affordable price of a property.
Just give PercentEdge the monthly
budget, the interest rate, the life of
the loan and the downpayment.
Bang! You'll get the number. If there
are special considerations such as multiple balloon payments or variable interest rates over the life of the loan, just
enter it into the Mortgage Screen and
PercentEdge instantly recalculates and
gives you the revised values.

Wondering About Present Values?...

Questions about a pension plan, annuity or other time/value calculation? By leaving the appropriate boxes or cells blank on the Present Value Screen, and filling in the known data, you can compute rates, dollar amounts, and dates. You'll have an accurate answer in seconds.

Easy Amortization Schedules...

The Amortization Screen shows you how a loan will be paid back over time. These calculations can be helpful in determining figures for tax returns and financial statements. It simultaneously creates an amortization table to show the outstanding principal owed, the principal paid each period, the interest of each period, and the interest to date. The amortization table can be printed directly, saved as a text file, or saved as a Lotus formatted file for inclusion in a 1-2-3 spreadsheet.



TIMESLIPS

HW 1240 PercentEdge 5¼" \$99.95 11W 1245 PercentEdge 3½" \$99.95 1BM PC, XT, AT, PS 2 or compatibles with 320K

Open and Run Twelve Programs at Once — Just Switch Between Them! New Software Carousel Release 4.0!

Simple to Set-Up, Even Simpler to Use.

- No complex installation required. Just type "Carousel" and load your software as usual.
- Automatically remembers your set-up and repeats it each time you start your computer.

Instantly Switch Between
Up to 12 Different Programs—
Software Carousel Eliminates Saving,
Exiting, and Retrieving Forever!

An All-New Software Carousel!

magine switching programs on your computer as quickly and easily as you change channels on your TV! No more 10 step routines just to exit one program to work in another. Just switch and you're in your spreadsheet for work on the budget, switch you're in your word processor to zip off a memo, switch over to your database to add items to your mailing list, and then just switch back to your spreadsheet — to the exact spot you left off!



Software Carousel Release 4.0 allows you to load up to 12 programs when you begin work and simply switch between them all day long, or load several sessions of the same program, each with a different file, and snap back and fourth to work on several spreadsheets, reports, letters — anything you need — all at once.

Customizable. Compatible. And Highly Economical.

Not everyone will want Software Carousel to work exactly the same. So we've included a number of convenient ways to configure Software Carousel to suit everybody's needs and tastes.

Everything from the hot-key used to switch partitions, to colors on the screen, to the way menus appear.

Now With Print 'n' Run.

With this newest feature, Software Carousel becomes something more than an outstanding task switcher.

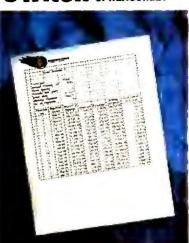
Print 'n' Run is a proprietary print handler designed for the special requirements of the Software Carousel environment.

It works by directing printer output from any application running in a Software Carousel partition into a configurable pool of Software Carousel memory. Print 'n' Run, simultaneously sends the output to the printer as fast as the printer can take it. With Print 'n' Run, printing programs finish in just seconds. And while their printers keep running, users can go on to other tasks in the same application, or even switch to a different partition running another application. No more wasted time waiting for printers. No more lost productivity.

Switch TO YOUR WORD PROCESSOR



Switch TO YOUR SPREADSHEET



Switch TO YOUR DATABASE



Makes the Most of All Your Memory.

- Use all available RAM with every program, no matter how many are loaded. Move from massive spreadsheet, to giant document to huge database in a blink.
- · Compatible with Graphics, Networks, Mouse, etc.
- Makes full use of expanded or extended memory boards for lightning fast program swapping.
- · Occupies as little as 11K RAM.
- Switch back to the first application, and it's just like you left it. Software Carousel can swap inactive applications to any type of RAM, or even use disk space as RAM.

It's Compatible with All Your Software.

If it runs on your IBM PC or compatible, it runs with Software Carousel. No modification or special files needed. No lost features or clumsy windows.

SOFTLOGIC SOLUTIONS

HW 3300 Software Carousel 4.0 5¼″ ... \$89.95 HW 3305 Software Carousel 4.0 3½″ ... \$89.95 IBM PC, XT, AT, PS/2 or compatibles, with 256K.

FREE BONUS DoubleDOS!

RUN YOUR PROGRAMS SIMULTANEOUSLY — The True Multi-Tasker For Your PC!

Quick. What happens when you finish a lengthy document in your word processor and then spell check it. Or when you print huge reports, or run data communications? You wait.

Why Can't I Do Two Simple Things at Once?

The reason is that the PC is designed to handle one processing task at a time. Sure, it's unproductive — but you're used to it, right? With DoubleDOS, you can actually achieve true multi-tasking. Simply, quickly and without additional hardware or reconfiguring your system. Now you can continue to work while your spell-checker does its job, go on to the next project while printing large reports and finish up a memo while running data communications or "E-mail."



It's Like Having 2 Computers Instead of Just One!

Now your computer can do two things at once:

- DoubleDOS it's the powerful, multi-tasking system.
- · Runs the IBM PC software that you have now.
- · Uses as little as 28K RAM.

Now you can stop wasting precious time waiting for your PC to finish one task before you can start another.

DoubleDOS is the time-proven multi-tasking program that lets you load and run two different programs at the same time — one program invisibly in the "background," while

you work with the other program in the "foreground."

Double your PC productivity.

Print long reports at the same time you enter data.

- Spell check one document while working on another, or in an entirely different program.
- Conduct long database search and sort routines without tying up your computer.
- Compile programs "in the back-ground" while you edit/debug code.

TIGER WAREHOUSE YELLOW SHEET

The Latest Software! The Hottest Hardware! If it's not here, call us — we'll find it!

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KEY

Dual Media Package.
Includes both 5 ¼ " and 3 ½ " disks.

X Specify Media.

Please specify 5 1/4 " or 3 1/2 " disk.

Manufacturer Availability.
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Prices subject to change without notice.

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It's a fax. It's a modem. It's the EverFax 24/96, and it's the hottest thing in communications since the smoke signal.

Besides sending/receiving and viewing/printing, the bells/whistles let you schedule automatic/unattended transmission of faxes. Our "pop up" feature lets you send/receive/schedule faxes

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The premium 2400 bps modem includes MNP 5 data compression/error correction.

And the EverFax 24/96 is compatible with all the major standards—Bell/CCITT/

Hayes AT command set.

For more information, call 1-800-821-0806 for the name of your nearest Everex Reseller.

At a suggested retail price of just \$399, the EverFax 24/96 is an unbeatable combination of price/performance.



INDUSTRY





OUTLOOK

Edited by ERIC BENDER

Creating Complete, Unified Presentations

Graphics Packages See New Competition

Windows Entries Challenge Today's DOS Leaders

The front-runner in PC presentation graphics, *Harvard Graphics*, will soon feel the heat from rivals who promise users a new genre of powerful, easy-to-use tools.

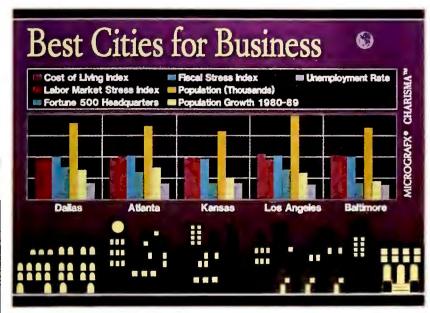
A crop of Windows 3.0 offerings focuses on creating snazzy, soup-to-nuts presentations. Newcomers like Microsoft's PowerPoint and Micrografx's Charisma are catching the attention of Windows and non-Windows users alike. That, many observers say, makes presentation graphics ripe for a corporate takeover by Windows.

"To really run graphics you have to have Windows," declares Joan-Carol Brigham, an analyst with International Data Corporation (IDC) in Framingham, Massachusetts. She predicts dramatic growth in PC presentation graphics software, with U.S. shipments jumping from 394,000 in 1989 to 1.2 million in 1994 and with Windows products playing starring roles.

Windows is a natural for the graphics arena. "It's more than just look and feel," says Paul Grayson, chairman of Micrografx in Richardson, Texas. "It's a more robust environment." Phenomenal Windows sales—Dataquest projects more than 2 million copies will ship this year—will accelerate the changeover.

More Than Windows

Faster hardware and the proliferation of laser printers also contribute to heightened interest in graphics. So does



Windows 3 packages like Micrografx's Charisma want to elbow aside established graphics leaders like Harvard Graphics.

growing user sophistication—once they become proficient in other applications, many managers are eager to make presentation graphics part of their computing arsenal.

Vendors also hope to attract hordes of graphics novices. With their friendlier environments, "Windows and [OS/2] Presentation Manager play a key role in that [process]," says Fernand Sarrat, head of IBM Desktop Software, which is expected to release a Windows entry late this year. Desktop publishing leader Aldus is also expected to introduce a Windows version of Persuasion, its Macintosh presentation offering.

Unlike most current graphics packages, the newcomers are geared toward creating unified presentations. They include hand-holding devices such as templates, preselected color schemes, speaker notes,

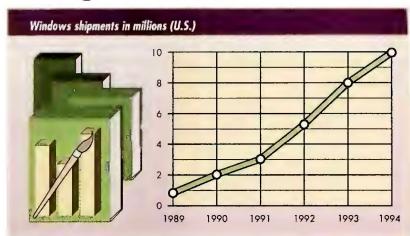
and built-in outliners. "The idea is to give users a more advanced starting point—to treat the presentation as a whole, rather than as individual charts and graphics," explains Kim Shah, Lotus's marketing director for graphics products.

Pushing Harvard's Strengths

Meanwhile, *Harvard Graphics* still enjoys a 40 percent share of an immature market. Software Publishing Corporation (SPC) estimates that only 8 percent of computer users regularly work with a graphics package. "Our number one problem is to expand that market," says Tess Reynolds, director of the company's graphics business unit.

Harvard Graphics 2.3, which shipped this spring, includes support for on-screen slide shows plus an application shell for switching between Harvard Graphics and other software. SPC will offer both Windows and OS/2 versions, but Reynolds isn't convinced that today's Windows packages represent a step up. "The appeal of Harvard Graphics has been its clear-cut menu," she says. "First-time users don't have to click on five different menus to figure out what they're trying to do." And despite all the hubbub about Windows products, IDC's Brigham predicts that large numbers of Harvard Graphics users will remain loyal. —Roberta Furger

Riding Windows' Coattails



Dotoquest projects Windows soles will more than double in 1990, and pockages like PowerPoint and Persuasion are likely to go along for the ride. Given the explosive growth of Windows, these presentation graphics contenders may have a built-in edge over non-Windows stalwarts.

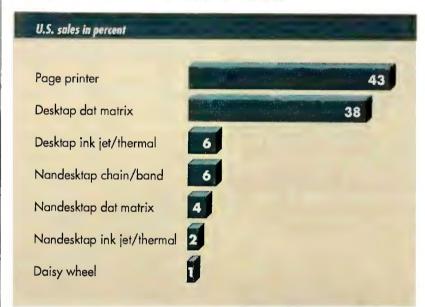
Dot Matrix Printers Regroup Under Fire From Lasers

Sales of Impact Printers Now Falling; Vendors Move to Improve Speed, Fonts

A cross America, customers are walking into computer stores intending to buy dot matrix printers for their desk-

to \$2.6 billion. At that point, the non-impact printer market (primarily comprising lasers but also thermal and ink jet

Page Printers Outsell Dot Matrix Devices



Last year, sales af laser and ather page printers surpassed thase af dat matrix printers in the U.S. market, accarding to BIS CAP International. Page printers accounted far 43 percent af the \$10.3 billian in total sales, while desktap dat matrix printers garnered a 38 percent share.

tops but walking out with something else—maybe even one of the laser printers that now sell for under \$1000. At the same time, offices are replacing dot matrix devices with more powerful laser devices that can be shared over a network.

Both of these trends are putting enormous pressure on dot matrix printer manufacturers to drop prices and add new features.

After climbing steadily to a high of about \$3.9 billion last year, dot matrix sales will drop for the first time to \$3.79 billion this year, according to BIS CAP International of Norwell, Massachusetts. By 1994 that market will decline 31 percent

devices) should reach \$6.5 billion.

As volumes slowly drop, pricing on dot matrix printers is getting hammered. Additionally, vendors are working to boost speed, build in more memory, and offer more fonts—either built-in or on a cartridge. They also seek to exploit existing advantages, including rugged performance and the ability to print multiple forms at once.

Dueling and Dwindling

Competition is fierce among more than a dozen significant suppliers. At the top, Epson America in Torrance, California, which created the dot matrix market with its MX-80

printer, struggles to fight off rival Panasonic Industrial of Secaucus, New Jersey.

Two years ago, Epson held 20.3 percent of the U.S. dot matrix market compared to Panasonic's 11.5 percent, according to InfoCorp in Santa Clara, California. Last year Panasonic boosted its share of the market to 19.7 percent, while Epson's share dropped to 18.3 percent.

"Panasonic just came out of nowhere," says Ed Pullen, InfoCorp's director of printer market research. The charge was led by Panasonic's 24-pin KX-P1124 printer, which sells on the street for as little as \$250 and accounts for 30 percent of Panasonic's dot matrix sales.

"Panasonic found some wrinkles that Epson missed, such as the mass merchandising market," comments Charlie LeCompte, editor of Printout in Newton, Massachusetts. About 30,000 retail outlets now carry the Panasonic line, says Terry Shorrock, a senior product manager at Panasonic. Epson, however, had an over-distribution problem—selling through so many stores that dealer profits suffered. In the past few years. it has cut back its outlets from 15,000 to 4000, Pullen notes.

Last year, Epson released its first laser printer, the EPL 6000, and has pushed this product aggressively ever since. But it hasn't forgotten its dot matrix line, which includes about 20 models. "That's an indication of our responsiveness and commitment to our niche markets," says general manager Eugene Kunde.

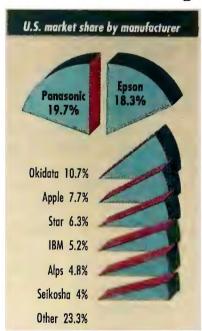
Epson's best-sellers have been the 24-pin LQ-510 and the 9-pin LX-810. Kunde thinks he can lure more customers to Epson's well with the LQ-860, a 24-pin, \$949 color machine.

Panasonic will entice cus-

tomers with two-year warranties and may introduce its first color dot matrix printer, Shorrock says. The company also wants to improve font scaling and incorporate easier-to-use panel controls on future models.

Overall, dot matrix devices will remain a fixture in many niches throughout the computing landscape for years to come. Pullen predicts an increasing emphasis on sales to small offices, which will double from 15 percent of total sales today to about 30 percent in 1993.

Panasonic Overtakes Epson In Dot Matrix Printer Derby



Panasanic's big push inta large retail autlets has paid aff in leadership of the U.S. dat matrix printer market, accarding to InfaCarp. Panasanic naw sells almost ane-fifth of all such devices, edging aut perennial frant-runner Epsan. Almost 5.7 millian printers (bath 9- and 24-pin) were sald in the U.S. in 1989.

But sometime in the 1990s, the dot matrix party will come to an end. Says Charlie Le-Compte, "Companies will get tired of not making money and will drop out of the market." — Patrick Cole

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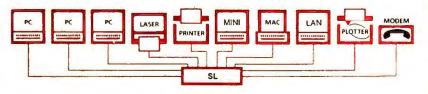
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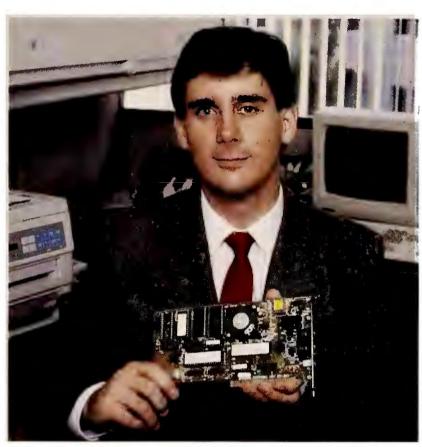
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PC Fax Spreads Slowly Despite Advantages

Progress Overcomes Earlier Technical Handicaps



PC fax plays well on networks, but you still need someone to route incoming faxes, notes Latest Developments' Jeff Gillard.

PC fax boards suffer from the marketing equivalent of a paper jam—they have trouble delivering the message about the customer benefits of PC-based fax.

It's not that users aren't giving them a try. BIS CAP International expects U.S. sales of fax boards to reach 110,000 this year, up 57 percent over last year's. But compared to fax machines, "it's a very small market," says BIS CAP analyst Judy Pirani, who predicts that stand-alone fax machines will outpace boards by about 12 to 1 this year.

Three times as many PCs as fax machines have been installed worldwide, and the technologies are closely tied—one AT&T study shows 80 percent of faxes are originally generated on a computer. With a fax-equipped PC, you can send a file from your disk without leaving your application, or "scattergun" faxes to a group

of people in off-hours when phone tolls are lower. You can view a computer-received fax before printing and produce a copy on plain paper. Also, PC faxes are sharper, since they need not be scanned first.

Progressive Pricing

Fax boards are also cheaper than stand-alone machines. That was true when Gamma-Link of Sunnyvale, California, introduced its first GammaFax for \$1995 in 1985, and it's still so. A low-end GammaFax model now sells for \$495, although other 9600-bps Group III faxes can exceed \$1000. Boards that send at 4800 bps can be had for under \$300, and cheap fax/modem combos are popular. In contrast, the typical office fax machine offers fewer features at around \$1300, and prices rise to more than \$2000 for models that run unattended.

This price gap widens fur-

ther when it comes to networkfax gateways. A fax server XT, with multiple boards, can replace any number of machines and save time for any net user.

"The whole application of PCs to fax is still down the road," says Richard Gough, communications business unit manager at Intel's Personal Computer Enhancement Operation in Hillsboro, Oregon. "But technology is definitely on the side of the fax board."

So What's the Hang-Up?

Fax machines remain much easier to use, and they can handle anything on paper (you need a scanner to do the same with a fax board). So although PC fax can do anything standalone fax can do, "fax boards augment fax machines, they don't replace them," says Bert Ranking, group product manager for The Complete PC in San Jose.

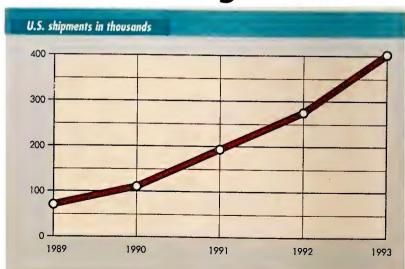
Some technical barriers have fallen. The better fax boards now handle transmissions smoothly in the background. And with a device that detects fax, modem, and voice traffic and switches between them accordingly, you don't

need a dedicated phone line.

While vendors have emphasized single-user installations, fax boards will naturally move to networks. The biggest problem with a net is receiving and routing messages, says Bill Butcher, vice president of Hayes Microcomputer in Norcross, Georgia. "You need a fax manager to pick up the faxes and determine who they're for, which is a manual operation," agrees Jeff Gillard, systems integrator at Latest Developments of Toronto.

One problem that has plagued fax boards is the lack of standards—as a rule of thumb, no one's board works with anyone else's software. That problem is easing somewhat with the emergence of the Intel/DCA Communicating Applications Specification, which lets you send faxes directly from applications. More than 60 packages now support CAS, ranging from headliners like PC Tools Deluxe to FAC-Sys from Optus Software of Somerset, New Jersey, a Windows-based net product that uses text-recognition scanning to help route incoming faxes. Rival hardware vendors are reluctant to back CAS, but they are slowly yielding to pressure from software developers.—Mark Henricks

Fax Boards Plug Ahead



U.S. shipments af PC facsimile baards shaw steady growth, according to BIS CAP International. But stand-alone fax machines sell in far greater numbers—1.6 millian this year, far example.



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dBASE IV 1.1 Ships—Finally

Will Users Embrace New Version?

Nearly two years after the initial release of a flawed dBASE IV, Ashton-Tate is shipping the fix. But with version 1.1 of the leading data base manager finally on the scene, will customers simply forgive and forget? Or will the sales momentum generated by products like Fox Software's Foxbase and Borland's Paradox overwhelm the data base kingpin? Most important, should users remain committed to the dBASE language?

The uproar in the data base management arena is compounded by differing views of dBASE IV 1.0: Users are far less critical than developers, many of whom trash it with gusto. The only thing the two groups agree upon is that Ashton-Tate almost blew it.

A Ride in Red Ink

Originally shipped in October 1988, version 1.0 was fat, slow, and bug-ridden. Ed Esber, Ashton-Tate's then-CEO, promised a rigorous reworking and a quick release of a standard edition, to be followed by a version tailored for

the *SQL Server* being built by Ashton-Tate and Microsoft. Esber also showed developers a compiler that he claimed outperformed Nantucket's *Clipper 4.0*.

But version 1.1 development languished—and with it, work on both the compiler and the SQL edition. As a result, Ashton-Tate lost exclusive retail marketing rights to SQL Server, the linchpin of its grand corporate connectivity scheme.

The delay has meant five straight quarters of losses for the Torrance, California, firm and has led to the resignation of nearly every executive associated with dBASE-including Esber himself. As version 1.1 neared its release date, purchases of other dBASE versions slowed, adding red ink. In the second quarter ended June 30, Ashton-Tate lost \$12.6 million on revenues of \$48.1 million—a steep slide from the first quarter, when it lost just \$979,000 on \$57 million of revenues. (dBASE products account for about 67 percent of total sales.)



While his company's confidence in Ashton-Tate was shaken, the new dBASE looks solid, says 3M Corporation's Paul von Fange.

Analysts expect the bottom line to get worse before it gets better. Nancy McSharry of International Data Corporation in San Francisco figures that revenues could dip 20 percent this year, in part because copies of 1.1 will be given free on request to buyers of 1.0.

Yet IDC's numbers show that Ashton-Tate's various *dBASE* versions still account for 40 percent of relational data base products sold and 50 percent of the installed base.

While its share has slid steadily, dBASE remains the relational data base standard and the odds-on favorite to stay so, says Bill Higgs of InfoCorp. In his view, competitors have profited as much as they can from Ashton-Tate's stumbling. With 1.1 shipping, the company's fate remains in its own hands, says Higgs: "They're the league leader, and it's their pennant to lose."

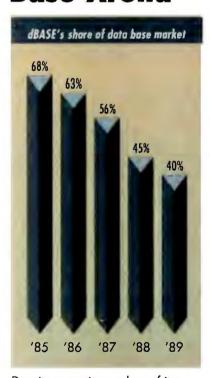
Is 1.1 Good Enough?

The future of Ashton-Tate and to a certain extent the vibrancy of the *dBASE* standard will depend upon the quality of version 1.1. This is more than a bug fix—Ashton-Tate rewrote the memory architecture (so that the software works in as

little as 450K of available memory) and added performance-tuning options and language extensions. The result is much smaller, faster, and more reliable, the vendor claims. So far, users agree.

Release 1.1 looks solid, says (see dBASE IV, p. 100)

dBASE Loses Share in Data Base Arena



Despite a cantinuous lass af its share af relational data base unit sales to products like Faxbase and Paradax, the dBASE family continues to hald a commanding share of the market.

A Stronger Standard Setter

Enhancements in dBASE IV 1.1

- Canventianal-memory requirement: 450K as appased to 516K
- Faster perfarmance af averlay-dependent applications, particularly thase using Cantral Center ar menus and windaws
- Users can balance need for speed against need far memary
- Lawer memary demands an networks
- Simplified installation rautine and easier madification of existing setup
- Disk caching option lets averlays be stared in expanded ar extended memory
- · Better record indexing for faster perfarmance
- Expanded use af user-defined functions enables you to perform more actions with fewer keystrokes
- Impraved implementation of Structured Query Language cammands

Ashtan-Tate nat anly addressed reliability and memary-use issues in the new release af dBASE IV, it added same significant new features.

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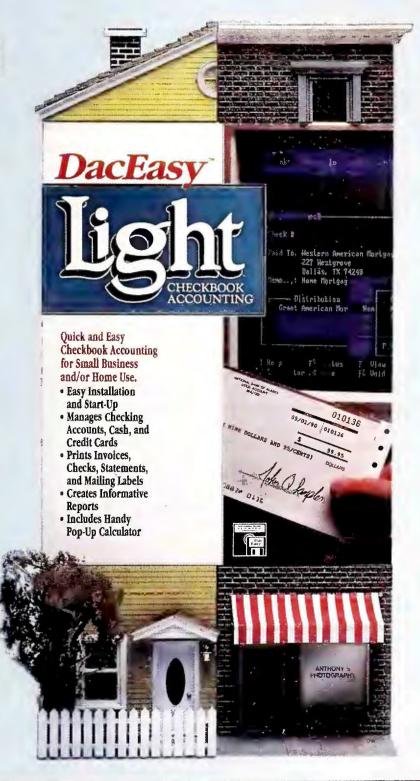
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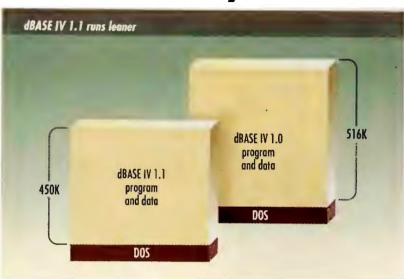
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New Version Adds Features, Reduces Memory Overhead



Accarding to Ashtan-Tate, dBASE IV 1.1 uses 450K of memory to hald the dBASE pragram, a typical dBASE user application, and an average amount of application data. That's a big drap from the 516K that dBASE IV 1.0 requires. The dBASE IV 1.1 pragram itself accupies a slim 264K—much claser to the 220K that dBASE III Plus accupies and far less than the 398K that dBASE IV 1.0 needs.

dBASE IV

(continued from p. 98)

beta tester Paul von Fange, a systems analyst for 3M Corporation in St. Paul who supports about 1000 dBASE users. About 200 users switched to 1.0 when it came out, and "there haven't been all that many complaints," notes von Fange. Others stayed with dBASE III Plus partly from inertia, partly from budget considerations, but mostly because of adverse press about dBASE IV's bugs.

Tony Lima, dBASE Language Advisory Board member and president of Pacific Systems Design Workshop in San Francisco, observes that his corporate clients are generally far more tolerant than developers. Corporations "tend not to be very vocal, but that's where Ashton-Tate makes its bucks," Lima says. "Right now, there are lots of purchase orders for dBASE IV that everyone just left on the shelves, waiting for 1.1."

Developers Departing?

If their clients are so unconcerned, why do dBASE lan-

guage developers pan the product so consistently? Some long-time dBASE devotees now ask clients who insist that they write in dBASE to release them from their warranties; they've come to prefer other development tools. But often this is because of Ashton-Tate's inability to keep its product current or provide adequate developer support, explains Les Squires, president of Word Jenny in Wellesley, Massachusetts.

On the other hand, most developers quickly point out that each leading data base product has its own strengths, that purchases of software tools are not mutually exclusive, and that corporate customers increasingly use whatever is appropriate. "When someone asks me 'Should I buy Clipper or dBASE,' I tell them: 'Buy both; you need both," Squires remarks. "Why buy only a Phillips screwdriver or regular screwdriver? You need several tools."

Von Fange says that his end users face less rigorous needs than developers and weren't put off by version 1.0's admitted slowness and large appetite for conventional memory.

He expects another couple of hundred users to move to 1.1. But he adds that confidence in Ashton-Tate has been shaken.

Wall Street is even less favorably disposed toward the company, reports analyst Bahar Gidwani of Gidwani & Co. in New York City, although he doesn't share that view. Many analysts expect Ashton-Tate to be acquired or to slowly devolve into a second rate power. But the company's stock, which declined by a quarter of its value to 93/8 this year, jumped a point and a half on news of 1.1's shipment.

Even should Ashton-Tate fall, the dBASE language will not only survive but prosper, maintains Gidwani. Most analysts and developers agree.

Altered Vendor Vision

Bill Lyons, Ashton-Tate's new president and COO, isn't leaving it to chance. He has brought in veteran IBM development executive David Proctor to run the data base division. Lyons also has shifted development staff over to technical support to closely monitor and quash any bugs that appear in version 1.1. He

pledges a steady stream of maintenance releases. Moreover, Lyons promises that the *SQL Server* edition will enter beta testing soon, followed within a reasonable time by the compiler and Macintosh and *Windows* versions.

Ashton-Tate will become profitable sooner than people think, says Lyons, because version 1.1 will jump-start the product category. Contrary to past corporate philosophy that begrudged *dBASE*-compatible packages' every sale, "this isn't a zero-sum game," he adds. "A reliable, stable product will reinvigorate the category and give people confidence in *dBASE*, and all will grow. We just expect to grow faster than others."

Longtime observers tend to agree with him, pointing to the huge installed base of *dBASE* applications and training—and the lack of a competitor strong enough to overcome this lead. Concludes IDC'S McSharry, "I think they can ride it out." —*Mike Hogan*

■

Patrick Cole is a business writer based in Los Angeles.

A Slow Shift Up in PC Power



In Camputer Intelligence surveys af thausands af U.S. and Canadian businesses, 80286- and 8088/86-based PCs make up 81.4 percent af the installed base af PCs. In the year beginning May 1990, 41.8 percent af planned purchases will be 80386 ar 80386SX machines. But despite industry hubbub, purchase plans far 80486-based PCs were nil.

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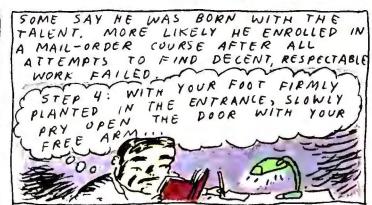


TWO-FISTED MANAGEMENT





















For eleven days and 1,641 miles, Team Solarcat had



o rely on more than the sun.

Looks like another beautiful day for Sony floppy disks.

For a certain solar-powered vehicle, they shine even when the sun doesn't.

After all, Sony floppies are made for critical missions.

Recently a team of engineering students from Villanova raced their "Solarcat" from Florida to Michigan in Sunrayce USA.

The competition: Physics. The elements.

And thirty-one other solar-powered cars.

Moreover, the team had to analyze a steady stream of computer information: Energy absorption. Battery depletion. Even the elevation of hills.

Not one byte could be lost.

That's why, after sweating over their computer screens for this very critical event, Team Solarcat trusts their data only to Sony's critically acclaimed 3.5" disks.

The floppies that always earn their place in the sun.



SONY

Circle 269 on reader service card



Now you can change programs on your computer just as easily.

"Click," spreadsheet. "Click," word processor. "Click," database.

Imagine. Now you can change from one software program to another just like changing channels on your television. With Software Carousel, it's that easy.

No more saving files, exiting programs, loading new programs and retrieving new files, every time you need to change applications.

Simply load your programs in the morning (it handles up to twelve at a time). Then "click" from one to another

all day long.

Over to word processing for a quick memo. Into your spreadsheet for budget work. Off to your database for a mailing list update. Return to your word processor, and it's ready to go back to work, right where you left off.

Or load several sessions of the same program, each with a different file, pop back and forth, and work on several spreadsheets, documents, or anything else, all at once.

Why didn't someone do this before?

Actually, a lot of people tried. But what they ended with were a bunch of fancy software "environments" that eat up memory, change the way you work, and boggle the mind with complexity.

Plus, a lot of them make you buy new "compatible" software applications. Some even make you buy a bigger computer.

Software Carousel, on the other hand, works with the programs you already own. So you can go on using 1-2-3, WordPerfect, dBASE, SideKick, any program that runs on the computer you use right now. In an absolute minimum of memory. Without changing anything about the way your software runs.

Best of all, Software Carousel makes the most of your computer's memory by letting you use all available lower RAM in each program you

Softwarefall

use. And if you decide to add extended or expanded memory, Software Carousel works with that too, and makes switching even faster.

Garry Ray, writing for PC Week said, "Of these three alternative operating environments (OS/2, Desqview and Software Carousel), Carousel may be the best choice of the day."



You'll never wait for your printer again! Now when your printer can't keep up, Carousel directs printer output into its storage pool. Your printing programs finish in just seconds, by printing to the pool (memory).

While your printer keeps running, you go on to something else. You can even switch to another Carousel partition and work with a completely different program. Software Carousel can store thousands of lines of printer output while your program zooms to completion.

You'll also find new options that free up even more memory for your programs. A new customization menu where you can tailor all of Software Carousel's features the way you want. Plus full support for graphics programs, as well as networks.

So sit back, relax, and start changing programs the easy way. With Software Carousel.



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PRE VIEW

PC WORLD OFFERS FIRST IMPRESSIONS OF PRERELEASE HARDWARE AND SOFTWARE

Paradox Muscles Up

Borland's three-pronged attack places Paradox 3.5 firmly in the league of the corporate heavyweights.



Aside from performance improvements, the big addition to Paradox 3.5 is its built-in hooks to the optional Paradox SQL Link. When SQL Link is hooked up, a new SQL menu group appears.

Eric Brown

From its inception, Paradox has been sold as an easy-to-use, even stylish application for managers rather than data base gurus. But once these managers learned query by example (QBE) and explored programming in Paradox's PAL, they wanted more.

As PAL applications became more complex, users found they needed better performance. As *Paradox* took hold in corporations fed up with waiting for Ashton-Tate, there came a growing need for connectivity. And as dBASE developers moved over to PAL,

there was a greater demand for development power.

Borland has addressed all these needs with new products that give Paradox more muscle for its growing role as a corporate data manager. To boost speed, Borland gives us Paradox 3.5. For connectivity, you can call on Paradox SQL Link, a \$495 add-on that lets Paradox 3.5 users access data on the top three SQL data base servers. And for development muscle, Borland is upgrading Paradox Engine, its library of C calls for manipulating Paradox data.

Like its rival *DataEase*, *Paradox* is now in a better po-

sition to lure disgruntled dBASE users. Although dBASE IV 1.1 has finally shipped, the dBASE SQL connection is not expected until 1991. Meanwhile, Borland and DataEase offer SQL front ends today. (See Product Outlook for a look at DataEase SQL and "Four SQL Data Bases: Mainframe Muscle in a PC Package" for more on SQL data base servers and front ends.)

Paradox 3.5: VROOMMing Ahead

The latest version of *Paradox* looks like 3.0, but it's quicker. The main boost comes from

VROOMM (virtual runtime object-oriented memory management). VROOMM destroys the barrier between the memory space that programs use for overlays and the space above it that's allocated to data. VROOMM uses small. modular overlays and dynamically reallocates as needed the amount of RAM assigned to data and overlays. If you need more room for data and applications, for example, the overlay area decreases. Also, VROOMM frees up an average of 50K of conventional memory-good news for network users.

The result is top speed, especially during indexing and sorting. On a 286 PC with 1MB of RAM, Borland claims sorts are 50 percent faster than with *Paradox 3.0*. In addition, using a built-in DOS extender called TurboDrive, users of 286, 386, and 486 machines can tap up to 16MB of memory, further boosting speed. Thanks to TurboDrive, the 80386-specific *Paradox 386* is being phased out.

Aside from improved performance, there are only a few enhancements worth noting. PAL programmers can now place variables and functions directly in forms and reports as calculated fields. Also, there are links for up to nine tables (rather than five) in multitable forms. And Borland snuck the price up from \$725 to \$795.

Paradox SQL Link: Simultaneous Access

SQL Link is an add-on to Paradox 3.5 that lets users access SQL data base servers from IBM, Oracle, and Microsoft. You load a single module that accesses all three server types—and all at once if you so desire. For example, you

To get started, you set up a configuration file that auto-

SNAPSHOT

Paradox 3.5 Paradox SQL Link 1.0 Paradox Engine 2.0

This tria af upgrades and intraductions strengthens Paradox for the taugh demands of the carparate world, odding speed, cannectivity, and development support.

PARADOX 3.5

- Faster performance with VROOMM
- Support for up to 16MB of memory
- Calculated fields in reports

PARADOX SQL

- Front end links to IBM, Oracle, Microsoft servers
- Automatic configuration
- Simultaneous multiple server access

PARADOX ENGINE

- Developer support for Windows 3.0
- Object-oriented programming layer

AVAILABILITY

September far Parodax 3.5 ond SQL Link 1.0; foll 1990 for Paradax Engine 2.0

PRICING

Porodox 3.5 \$795, Paradax SQL Link \$495, Paradax Engine unavailable at press time

Borland Int'l. Inc.

1800 Green Hills Rd. Scotts Valley, CA 95067 408/438-8400

Reader service no. 732

matically opens access to any of the attached servers. SQL Link then makes replicas of all the tables to which you have access and copies them to $Paradox\ 3.5$'s traditional Table area. The replicas contain the field and structure of the remote tables, minus the data, speeding up queries involving remote tables.

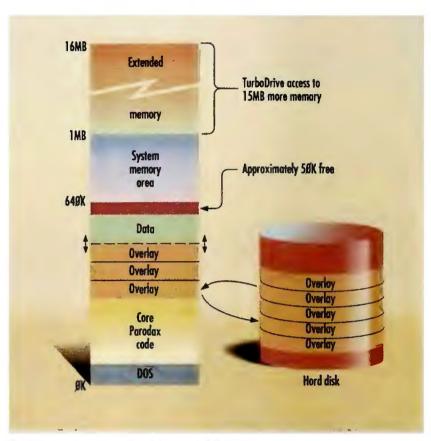
Because Paradox and SQL are both set oriented (rather than record oriented like dBASE), the QBE translations to SQL are straightforward. Paradox SQL Link demystifies SQL data by making a SQL table appear like any other. As you highlight each table in Paradox 3.5, a colored flag identifies its type. You can even perform Paradox menu operations, such as retrieving, updating, inserting, and deleting via QBE, on remote SQL tables. Paradox 3.5 provides special menu options for remote table operations, but they remain hidden unless Paradox senses the presence of SQL Link.

There are some limits to remote operations, however—you can't call on QBE extensions, and you can't use setlevel queries, such as "Give me everybody who bought none of our 1989 products." Also, the only way to join two disparate tables is to combine them into a local *Paradox* table.

SQL Link supports each server's security tricks and dialect enhancements, including SQL Server's performance-boosting stored procedures. Additionally, SQL Link provides its own security code, which you can use together with or in place of the servers'.

You can embed SQL in PAL programs (a handful of SQL-specific commands and functions have been added), but it's doubtful that many PAL programmers will be writing critical transaction processing applications. Rather, SQL Link is designed primarily for

VROOMM: Speed, More Free RAM for Borland Programs



Like Quattro Pro, Paradax 3.5 uses VROOMM memory management ta reduce the size of pragram overlays and swap them to disk when more room is needed for data and ather memory-resident applications. Na langer is there a firm barrier between the section of memory devated to data and that assigned to overlays. The result is greater speed and an average of 50K extra conventional memory—just enough RAM to squeeze in a favorite TSR ar a network driver.

managers who need occasional access to corporate data via QBE. Because PC-based SQL servers have barely made a dent in the marketplace, Borland expects that many initial customers will be using SQL Link to access UNIX-based Oracle servers. SQL Link is written for any Oracle server, but it's up to the user to iron out the remote links via modem or IRMA board.

Paradox Engine 2.0: Windows and OOP

Meanwhile, Borland is aggressively pushing Paradox Engine, a development library that lets C programmers write applications that tap Paradox data. The idea is to keep PAL simple for the casual corporate programmer while providing a powerful development environment for professionals who work in C.

With version 2.0, Borland is hitching its wagon to archrival Microsoft's Windows 3.0. By adding support for Windows Dynamic Link Libraries, Paradox Engine will let developers write Windows applications that call upon Paradox data. (All this is but a prelude to a true Windows version of Paradox, due in 1991.) Furthermore, version 2.0 adds an object-oriented programming layer that will let developers experiment until a true OOP version arrives in a year or so.

Overall, Borland's enhancements boost *Paradox*'s legitimacy as a powerhouse corporate data manager. *Paradox* may become *the* corporate data base of the nineties while old favorites stumble in the starting gates.

Eric Brown is the senior associate editor for PC World.

There Are Many Ways to Take Control.

















Only one puts you in control of your personal computer.

Control Room: The ultimate utility from Ashton-Tate.

Imagine having a built-in computer consultant that can analyze your system's capabilities. Configure it for optimal comfort and performance. Automate dozens of chores. Check your system daily for viruses. Perform hardware and software inventories of entire networks. And make your internal support easier.

Control Room does all this and more in seconds. And in plain English.

You can customize your keyboard to work the way *you* want it to work. Save time with an outstanding disk cache. Change system files in a flash. Undelete files and directories without access to tools that can be damaging when used by novices. Have the answers you need to simplify technical support calls. And get instant response to hundreds of questions. In fact, Control Room replaces up to 25

different utilities. Even if you don't yet own a computer, just pop it into any IBM® or 100%-compatible



for an in-depth summary that helps you choose the system that's right for you.

For more information on the ultimate software utility—one that puts control of your computer at your fingertips—call 1-800-437-4329, ext. 3712.



Five lessons other companies have yet to learn about PostScript printing.

Genuine Adobe * PostScript.* You need a true Adobe PostScript printer. The Silentwriter2 290 printer from NEC. Some companies emulate Post-Script with clone interpreters or addon cartridges. Others have limited font capabilities. But that's not the way to produce eye-popping newsletters, or 3D charts. We've known this since we introduced our first Silentwriter LC 890 printer back in 1987.

MS-DOS* and Macintosh* Connectivity. That's right, the 290 works with both Macintosh and PC-compatibles.

And with its standard Centronics parallel, RS-232C, RS-422 and AppleTalk™ interfaces, the 290 is ideal for standalone or network environments.

As in What-You-See-Is-What-You-Get. Our printer support kit included with every 290 we sell includes software that lets you see all of the printer's 35 scalable typefaces before you print them out. Also included are diskettes that allow

fonts on any
Macintosh
or under
Microsoft*
Windows™ in the MS-DOS
environment.

you to install the

Memory. With a full 2 MB of standard memory, there's simply no more worry. Since now you have more than enough memory to print a full page of text and graphics (letter or legal size) without losing valuable data. Plus the optional user-installable 2 MB of additional memory satisfies your need to store downloadable fonts and overlays.

Software. The Silentwriter 2290 is the printer of choice for MS-DOS or Macintosh users working with hundreds of the most popular software packages.

With an installed base of over 100,000 Silentwriters, our experience with printer software is hard to beat. Meaning you get more than just a printer, you get answers.

Since NEC began making PostScript*printers, we've learned how to stay ahead of the competition. Sure, other PostScript printers can do some of these things, but only NEC puts them all together in the Silentwriter*2 290, the printer that goes to the head of the class. To find out more about the Silentwriter2 290, call us at 1-800-NEC-INFO. In Canada, 1-800-343-4418.



A New Kind of Home PC

No doubt about it—Tandy wants to be your homecomputer company. Tandy's 1000 RL is a savvy marriage of low-cost hardware and engaging software.



The 1000 RL's claim to fame isn't hot hardware but simple-to-grasp software that covers a wide range of home applications, from message taking to checkbook balancing to meal planning.

Richard Landry

with 8MB of RAM, a supy home PC is a 386 clone er-VGA monitor, a fax/modem combo, and a 150MB hard disk. I bought it the way many street-smart users do-I dialed up a mail-order vendor that offered the hottest features for the lowest price, then spent a month fixing glitches and trading out defective parts via express mail. Now I have a fully debugged system with blazing performance and a fan that drowns out the rap music blaring from my teenager's bedroom.

Problem is, nobody pounds the ivories on my industrial-strength screamer except me. So when Tandy offered me a preview copy of the new 1000 RL, I decided to see whether it would feel more at home than my business powerhouse. I brought it home, plugged it in, and stood back to watch. And guess what—it's been in quiet but constant use ever since.

Software Makes the Difference

Tandy touts the 1000 RL as a superior home machine compared with IBM's PS/1, but hardware specs don't tell the story. The 1000 RL includes a modest 9.54-MHz 8086 processor, 512K of RAM expandable to 640K, CGA graphics, and one 8-bit expansion slot. By contrast, the PS/1 sports a 10-MHz 286 processor and VGA graphics and can grow to include up to 16MB of RAM and three 8/16-bit slots.

Tandy's compromises were made in the name of price: The base unit with monochrome monitor and 720K drive retails for \$750, compared with \$1000 for a similar PS/1 (with 1.44MB floppy drive). A color model with 640K, 20MB hard disk, and 2400-bps modem goes for \$1560, compared with \$2000 for a 30MB color PS/1 with 1MB of memory. Tandy throws in two joystick ports and audio capabilities that cost \$249 extra on the PS/1. Like

the PS/1, the 1000 RL features a compact footprint, comes ready to run out of the box, and is virtually noiseless.

Still, the 1000 RL shines where the PS/1 falls flat—in bundled software. Whereas the PS/1's programs feature clashing interface styles, the 1000 RL boasts a unified *Desk-Mate* graphical environment with tools that make light work of common DOS tasks. It also includes 24 home applications, from an electronic message center to a check register that lets you see graphically where the money went.

All the programs operate with a point-and-click simplicity. And the proof is in the pudding: My family learned its way around the 1000 RL without any coaching from me, except on how to use the mouse. Tandy hopes the system will find a place next to the phone or in the kitchen where it will get constant use—rather than in a spare bedroom where it will collect dust.

A Home PC-For Whom?

If you're looking to start small and expand your system as you go, the 1000 RL isn't for you. While the PS/1's graphics and expandability theoretically give it the power to run Windows, the 1000 RL is strictly for memory-lean DOS programs or DeskMate-specific software. That includes many grade-school education programs and a strippeddown version of 1-2-3, but not many other serious business programs. So it won't please people who buy a PC to bring work home.

But the 1000 RL isn't meant for people already sold on PC technology. It's designed instead to reach the vast majority of people for whom PCs remain a mystery. As it did for us, it might even create two-PC families. \blacksquare

Richard Landry is editor in chief for PC World.

SNAPSHOT

Tandy 1000 RL

Tandy redefines the home PC market with an inexpensive, family-oriented system that's eminently easy to learn and use.

KEY FEATURES

- Easy user interface
- Bundled home applications
- Low-noise operation
- Serial, parallel, mouse, and two joystick ports; microphone and stereo headphone jacks

AVAILABILITY

Immediate

PRICING

\$750 to \$1299 in standard configurations

Tandy Corp.

1800 One Tondy Center Fort Worth, TX 76102 817/390-3011

Introducing this year's best performance. Solo.



Once again, Compaq unleashes a series of stunning performances.

The new COMPAQ DESKPRO 486/33L and COMPAQ DESKPRO 386/33L Personal Computers are single-user PCs that deliver the utmost in power.

And 33-MHz 486 models of the COMPAQ SYSTEMPRO Personal Computer System strengthen its position as the network server without equal.



For individuals, our powerful new desktops extract the highest performance from Intel's 33-MHz 486 and 386 microprocessors. So you can run the most complex CAD/CAE, scientific and business applications faster than ever. You can also take advantage of SCO's UNIX operating system and Microsoft's Windows. Plus run the thousands of industry-standard software products available under Microsoft's MS-DOS and MS OS/2.

Both machines fulfill your need for speed. They're optimized with high-speed cache memory designs, fixed disk drives and powerful Extended Industry Standard Architecture (EISA). So nothing slows you down.

Both offer unequaled growth potential with seven EISA expansion slots plus internal room for up to 100 MB of RAM and 1.3 GB of mass storage. The COMPAQ DESKPRO 386/33L also offers an upgrade path to

And this year's best performance. Group.





the power of 486 technology.

For networks,

the COMPAQ SYSTEMPRO Family now delivers the ability to employ one or two 33-MHz 486 or 386 microprocessors. It's power you can put to work in the broadest range of connected environments, from resource sharing to departmental database management.

Inside you'll find innovations like a 512-Kbyte ServerCache design, EISA I/O performance and drive array technology. Plus the ability to use up to 11 expansion slots and store up to 4.28 GB of data.

These innovations are complemented by the COMPAQ DESKPRO 386N and COMPAQ DESKPRO

286N Personal Computers, PCs designed with specific network features. Put them all together with Novell's NetWare, Microsoft's LAN Manager, SCO's UNIX or other industry-standard network or multiuser operating systems and you'll get the greatest performance to ever hit the networks.

And the one place to see these performances live is your Authorized COMPAQ Computer Dealer. For the nearest location and more information, call 1-800-231-0900, Operator 131. In Canada, 1-800-263-5868, Operator 131.



It simply works better.



PRODUCT



OUTLOOK

Edited by MIKE HOGAN

113 PostScript Cartridge

Get the premier page description language straight from the source—and for less—with a plug-in cartridge from Adobe.

114 **AutoWord** Ease of use and abundant options make this file conversion program suitable for novice and expert alike.

114 Epson LQ-860

Bored with black and white? A color dot matrix printer can energize your output without breaking the bank.

116 NCR PC486/MC33, AST Premium 486/33

Two different paths to highpowered performance let you decide how far and how fast you want to go.

116 **QMS PS 410** This font-scaling laser printer from QMS offers high-end features at a low-end price.

118 **DataEase SQL** This SQL data base front end gives you access to three major OS/2 SQL servers—but at a steep price.

118 **Sharp PC-4741, PC-5741** These portables feature 640 by 400 resolution that's easy on the eyes, and one of them is a 386SX powerhouse.

120 ReadRight for Windows, ReadRight Personal OCR's software scans complex pages accurately and works with handheld scanners.

120 **DrawPerfect 1.1** A run-time module lets you show a presentation to the work group at their desks.

122 IRMAtrac Token-Ring Adapter/Convert-

ible DCA's versatile Token-Ring adapter plugs into a standard or Micro Channel bus, supporting twisted-pair cabling at 4 or 16 mbps.

122 **Desk Station, T24D/X** Plug your portables into a unit that converts them into desktops, or equip them to accept a modem.

124 **QEMM 5.1, Desqview 2.3** Two memory managers that pick up where Windows leaves off: the far reaches of high RAM.

124 R:base 3.1

Streamlined to run in 480K, *R:base* is faster—and it's compatible with *dBASE*.

124 **25 Plus/Charisma MasterCartridge** It starts you off with a healthy helping of popular fonts, and you can add more as needed.

126 **Epson ES-300C** Epson brightens this 256-

Epson brightens this 256 level gray-scale scanner with 16.7 million colors.

126 **PFS:Preface** Shield yourself from the painful realities of DOS with Software Publishing's efficient file management system.

128 **Charisma** Sharp, speedy business graphics geared to *Windows 3.0*.

128 **The Brick** Ergo Computing's 8-pound, 386SX portable handles the short haul from home to office.

128 **DesignView 2.0** A CAD package that learned from its first release and now supports *Windows 3.0*.

PostScript Cartridge

PostScript From the Source's Mouth

Better late than never: After years of trying to hold the line on PostScript pricing, Adobe has finally taken the bit in its mouth and independently released its page description language in a \$495 cartridge that plugs into the HP LaserJet Series II, the world's most popular laser printer.

Besides being cheaper than PostScript clones like Pacific Data's \$695 PacificPage, Post-Script Cartridge is one-anda-half to three times faster, Adobe claims. It includes Adobe's standard 35 fonts, ranging from Avant Garde to ITC Zapf Dingbats, and works with Type 1 and Type 3 downloadable PostScript fonts. Its Font Foundry software generates matching screen fonts for Windows and major DOS applications. The cartridge does not, however, work on other Hewlett-Packard printers or Series II compatibles.

Among the cartridge's most convenient features is a TSR-based program that lets you switch the LaserJet between HP's PCL and Post-

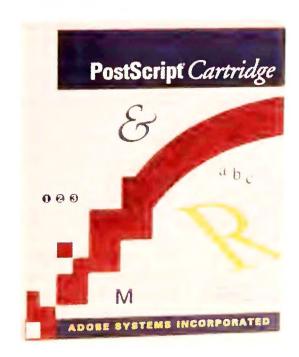
Script without leaving your desk or your application. Network users can rely on the TSR to examine the file to be printed and switch PostScript on or off as needed. The PostScript version 52.3 cartridge is downwardly compatible with the older PostScript drivers that are supplied with most applications.

If 35 fonts aren't enough for you, Adobe offers Adobe Type Cartridges with extra fonts for \$395 each. Type Cartridge 1 includes display fonts such as Hobo, Bodoni, and Lithos. Type Cartridge 2 features Adobe's best-sellers, ranging from Garamond to Tekton Oblique. These additional cartridges plug into the second slot on the right-hand side of the LaserJet.

You'll need at least 1.5MB of printer memory to use Adobe's PostScript Cartridge. Adobe Systems Inc., 1585 Charleston Rd., Mountain View, CA 94039-7900; 415/961-4400, 415/961-3769 (fax).

Reader service no. 735

—Susan Lustu



Adobe's Post-Script Cartridge plugs into the LaserJet Series II, and its Font Foundry generates matching screen fonts for major applications. **AutoWord**

From Format to Format on Autopilot

If you've finally decided to give up *WordStar* for *Word for Windows*, or if you frequently must hand over documents to co-workers with word processing preferences of their own, you need a conversion program. Enter *AutoWord*, the word processing and graphics translator.

AutoWord translates files to and from over 20 popular word processing packages, including WordPerfect, WordStar, Microsoft Word, Word for Windows, and Ami Professional, as well as intelligent ASCII and 1-2-3. It also handles TIFF, PCX, PIC, and other leading graphics formats.

Whether you convert files often or occasionally, you want your conversion program to be quick and easy to use. You probably convert from your word processor to one other format most of the time, and you want that process as automatic as possible. You also want the ability to branch out as necessary.

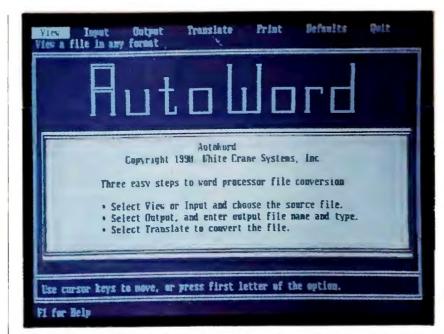
AutoWord automatically detects the format type of an input file and converts it to the export format you chose as the default. You can configure the program to set up default subdirectories for input and output files and assign default output file extensions.

Novices can use either the keyboard or a mouse to select from *AutoWord*'s 1-2-3-style menus and pop-up windows, even tagging multiple files or using wild cards. Advanced users can convert files singly or in batches direct from the DOS command line by supplying the input and output file names and the output format. *AutoWord* saves your bold, underline, margin, and other formatting, and it's very quick.

You can view word processing files and PCX, TIFF,

WPG, and PIC graphics formats prior to translation. You can even print document and graphics files from within *AutoWord*, which includes driver support for Epson printers as well as for PostScript and LaserJet compatibles. Priced at \$149.95, the program requires DOS 2.1 or later and 512K of RAM. White Crane Systems, 6400 Atlantic Blvd. #180, Norcross, GA 30071; 800/344-6783, 404/446-0660, 404/242-8712 (fax). —*Steve Bass*

Reader service no. 740



AutoWord recognizes the format of your input file and translates it to any of more than 20 word processing or graphics formats, including Word-Perfect, WordStar, Word, TIFF, PCX, and PIC.

Epson LQ-860

A Dash of Color at a Dot Matrix Price



The 24-pin Epson LQ-860 prints letter-quality documents and graphics in seven colors at a resolution of 360 by 360 dots per inch.

Even if your simple, black-on-white printouts are adequate, you probably wouldn't mind adding a dash of color to your company logo, livening up those pie charts, or printing the loss portions of your spreadsheet in red. Epson's 24-pin LQ-860 not only handles graphics and letter quality printing, it can also make a seven-color impact at a fraction of the cost of fancier thermal color printers.

Given its compact size (18 inches wide, 16 inches deep, and 9 inches tall), light weight (22 pounds), and dot matrix operating costs, the LQ-860 turns the concept of a personal color printer into a reality. But it also serves as a versatile resource for a department or small business.

The LQ-860 deftly outputs 300 cps in draft mode and a respectable 82 cps in letter quality pica. Your word pro-

cessing applications should do just fine with its resident draft, Roman, and sans serif fonts, but a multifont module is available for \$73. Top resolution in graphics mode is 360 by 360 dots per inch, and while the output is hardly as glossy as that provided by an \$8000 thermal color printer, you can console yourself with the LQ-860's \$949 price tag. Also, at \$28 for a 2 million-character ribbon, operating costs are definitely reasonable.

Epson includes its usual paper-handling extras. The friction feed loads single sheets automatically. For continuous forms, the tractor feed is a push design, but an optional pull tractor-feed mechanism is available for \$73. Standard paper parking lets you switch to single-sheet letterhead or envelopes without having to remove continuous form paper. Top-of-form memory, microline adjustment, and a tear-off bar to help with invoices and other short forms are all standard. A single-sheet bin feeder costs \$240. Epson America Inc., 23530 Hawthorne Blvd., Torrance, CA 90505: 800/ 922-8911. — Mark Henricks

The software that made writing easier now makes your writing better.

The leading executive word processor now includes a custom integration of the leading grammar-checker – Gram·mat•ik™ IV

> New Professional Write® 2.2 from Software Publishing Corporation detects errors in grammar, style, usage and punctuation. Then recommends a way to correct them.

for busy executives.

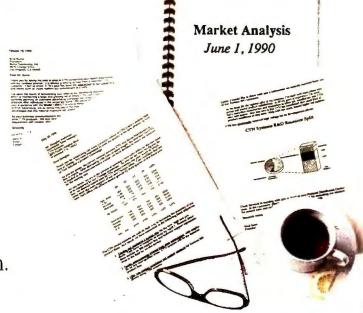
This new version also Better writing supports many more printers, including

HP® LaserJet® III, LaserJet IIP, and DeskJet® Plus. And offers a new line of HP font support, as well as the 25 in One!™ III cartridge from Pacific Data Products.

Edit F4-Format F5-Spell/Grammar F6	-Addresses
1. Check spelling of word 2. Check spelling to end of document	Ctrl-A t Ctrl-V
3. Find synonyms	
4. Check grammar to end of document 5. Show statistics	Ctrl-6

Check your grammar as easily as you check your spelling.

That's not all. Professional Write 2.2 has lots of other new features — automatic



Greatly expanded printer and font support.

hyphenation, unlimited document size, enhanced import and export of delimited ASCII files, and much, much more. It's also available in Professional Write's new LAN version.

The best news is that even with all these new features Professional Write is still the

word processor that's easy to learn and easy to use. No tenpound manuals. No training.

Lots of new features without any compromise in ease of use.

The easiest way to prove it, of course, is to show you. Send for your free trial disk today. You'll be a better writer tomorrow.



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NCR PC486/MC33, AST Premium 486/33

Choose Your Fork in the 486/33 Road

Even after you've decided to go with a 33-MHz 486 for your CAD, technical, or file server application, you must decide just how far out on the cutting edge you want to get. AST's Premium 486/33 represents the less risky and expensive route, keeping to the beaten track of PC design, while NCR's PC486/MC33 takes the road less traveled.

AST uses its familiar Cupid-32 ISA-compatible architecture that places CPU, up to 4MB of memory, and all CPU-specific hardware on one modular board. The idea is to let you upgrade your CPU or even move on to the Extended ISA bus standard without having to scrap your system.

The Premium 486/33 lets you expand memory to 16MB on the system board and to 48MB by means of two optional 32-bit cards. A 51/4-inch, 1.2MB floppy drive occupies one of three externally accessible half-height drive bays. Inside the roughly 19-by-17-by-6-inch case are two more half-height bays.

The Model 115's built-in drive interface accommodates the 25ms, 110MB drive's embedded controller. One parallel and two serial ports are included, but you'll use one of the seven ISA slots—three 32-bit, three 8/16-bit, and one 8-bit—for an optional VGA adapter. An EISA upgrade to the motherboard costs \$1250.

NCR's PC486/MC33 is built around the 486/33 but clearly oriented toward future expansion. The 486's power is complemented by a Micro Channel chip set that allows intelligent peripherals and the CPU to work cooperatively by swapping control of the bus.

Highly integrated, the PC486/MC33 has seven custom ASICs, including NCR's

16-bit Super VGA graphics on the system board. There's also room for up to 16MB of memory. You can boost system memory to 64MB with 16MB, 32-bit memory boards in the four dedicated memory slots. The NCR's dual-port interleave memory bus allows a peripheral to access memory at the same time as the CPU. Result: You run at zero wait state while multitasking, and there's an upgrade path for multiple processors.

Measuring only 17 by 15 by 5 inches, the NCR machine still gives you four free MCA expansion slots. A separate I/O slot is occupied by a SCSI controller. You'll also find six half-height and three full-height drive bays.

NCR's PC486/MC33 costs \$15,995 with 4MB of memory, a 20ms 100MB SCSI hard drive, Super VGA graphics, and a 1.44 3½-inch floppy. The AST Premium 486/33 is



NCR's PC486/MC33 is a 486-based system that takes advantage of Micro Channel architecture, custom ASICs, and plenty of memory for maximum throughput during multiple operations.

\$11,495 for the Model 115 with 4MB of memory, a 5½-inch 1.2MB floppy, and a 110MB drive. —Mark Henricks
NCR Corp., Workstation Products Division, 1601 S.
Main St., Dayton, OH 45479;

800/541-3333.

Reader service no. 738

AST Research Inc., 16215 Alton Pkwy., Irvine, CA 92713-9658; 714/727-4141, 714/727-9363 (fax).

Reader service no. 739

QMS PS 410

This Laser Knows PCL and PostScript

QMS's PS 410 breaks new ground among inexpensive font-scaling laser printers. This 4-ppm, \$2795 device offers not only all the familiar PostScript benefits but also a generous collection of 12 built-in scalable typeface families and even automatic printer emulation switching.

Because the PS 410 uses Adobe's PostScript interpreter, it works with standard PostScript drivers. But not every application includes such a driver, so the printer emulates an HP LaserJet Series II as well. No big deal? What is a big deal is that it samples incoming data on a job-by-job

basis and switches automatically between PostScript and LaserJet Series II emulation. At best, other printers switch emulations via a software command; some printers require that you get up and switch settings or turn the printer off and on again.

This capability makes the PS 410 ideal as a network printer for a small work group where print jobs from different applications with different printer drivers arrive one after another. The PS 410 supports three input ports (parallel, serial, and AppleTalk), all of which can be active at the same time, enabling net-

worked Macs and PCs to use the printer.

A generous array of 12 built-in Adobe-licensed type-face families comes standard. (Typically, a family includes regular, italic, bold, and bold italic typefaces; most low-end font-scaling printers give you four or five families.)

You also get 2MB of RAM—more than enough for a full page of graphics—expandable to 6MB. A 50-sheet paper bin is built-in, and a 250-sheet tray is optional. Consumables can be changed with one cartridge. QMS, Inc., Sales and Marketing Support, One Magnum Pass, Mobile, AL 36618; 800/631-2692, ext. 922, 205/633-9064 (fax).—Michael Goodwin



DataEase SQL

One Front End for Three Servers

Finally, SQL data base front ends are arriving. One of the first non-dBASE language competitors on the scene is DataEase SQL. A superset of the popular nonprocedural data manager DataEase 4.2, DataEase SQL can query either local DataEase tables or remote tables located on a networked data base server.

Like Borland International's Paradox SQL Link, Data-Ease SQL provides access to the three major OS/2-based SQL servers: Microsoft/Sybase's SQL Server, Oracle's Oracle Server for OS2, and IBM's Extended Edition OS/2 Database Manager. The SQL Server front end just started shipping, while modules for Oracle and IBM servers are coming.

You need to know on which server your tables are located.

Once accessed, a table appears like any other in DataEase, and you can manipulate it via the familiar menus. Data from several servers and server types can be integrated in a single DataEase form. You query SQL data as you would local files, simply selecting SQL statements from the menus. DataEase SQL's querying system is based on its fourth-generation language (DQL), a superset of SQL, so developers can embed optimized SQL statements.

Each query is optimized for the server to which it speaks, so, for example, you can exploit the greater efficiency of *SQL Server*'s stored procedures. Once you copy data to your PC, you can manipulate it with the full range of relational operators, joining data from different data bases. You also can



DataEase SQL, a superset of DataEase's nonprocedural data manager, lets you query tables in the three major OS/2-based SQL data base servers.

use the program as a SQL converter, downloading a file from an IBM server, for example, and copying it into *SQL Server* format.

Pricing is on the steep side. DataEase SQL is expected to cost \$995 for each developer's version, which includes an application generator, and \$350 for each workstation version sans application generator. In

addition, you must pay \$1500 for the front ends to each type of server you want to access. DataEase 4.2 will continue to be sold and upgraded separately; no upgrade plan for DataEase SQL has been announced. DataEase Int'l, Inc., 7 Cambridge Dr., Trumbull, CT 06611; 800/243-5123, 203/374-8000. —Eric Brown Reader service no. 745

Sharp PC-4741 and PC-5741

Sharper Portables

Two new portables from Sharp ease both eyestrain and processing bottlenecks on those long road trips.

First, Sharp's PC-4741 gives you a razor-sharp, triple-supertwist display with 640 by 400 resolution in a nearnotebook form factor. In addition to this double-scan CGA backlit screen, you get 10-MHz V40 power, 640K of memory, and a 29ms 40MB hard drive. The 8½-pound package, including a ½-hour battery, measures only 11 inches square by ½-high.

You can boost memory to 1.6MB with a 1MB board in the proprietary slot, or you can use that space for an external CRT adapter. A second propri-

etary slot holds a 2400-bps modem or a serial port.

Meanwhile, thanks to a 20-MHz 386SX CPU, Sharp's PC-5741 brings far more power in a convenient package. You can expand the standard 2MB of memory to a robust 12MB by adding a proprietary memory board. A second proprietary slot holds either a 2400bps modem or a serial port. A 10-inch double-supertwist VGA display (with 640 by 480 resolution) gives you 16 levels of gray, and the PC-5741's CRT adapter lets you add an external monitor.

The 14-pound weight of the PC-5741 includes a 2-hour nickel-cadmium battery. A second \$399 battery pack screws onto the back, adding 4 pounds, 10 ounces, and another 3 hours of computing. An AC adapter is standard.

You'll pay \$2699 for the



It's a little hefty for a notebook, but Sharp's PC-4741 gives you a double-scan CGA display, 10-MHz power, and a 40MB hard drive.

standard PC-4741 with 3½-inch 1.44MB floppy, 640K of memory, DOS 3.3, and parallel, serial, and external 5¼-inch floppy drive ports. The 1MB expanded memory card costs \$419. A 2400-bps modem is \$449. The PC-5741 is \$5595,

including a 25ms 40MB hard drive and a 3½-inch, 1.44MB floppy. Sharp Electronics Corp., Sharp Plaza, Mahwah, NJ 07439; 201/529-9500, 201/529-8919 (fax). —Mark Henricks



buying a computer today is such a computer today is such a complex rule of thumb.

36" or 486" on the outside to be to be up to be intellected to be up the company that invented the company that has shipped to be a company that has

to make sure the computer inside your computer has the technology, power and compatibility to take you into the future.



The Computer made at the 486 are undermarks of Intel Computern

ReadRight for Windows, ReadRight Personal

Scan Handlers Take Precise Approach

Two releases from OCR Systems speed optical character recognition by adopting a Windows 3.0 interface and adding technology that more accurately captures text from pages that mix words with pictures.

ReadRight for Windows is a true child of the Windows 3.0 environment, taking full advantage of its windowing interface and memory management capabilities to give you more perspectives on larger documents. The program exploits extended, expanded, and disk-based virtual memory as appropriate and lets you view work in progress through several open windows.

You not only see a complete image of the document being scanned but get window views of magnified versions of words that didn't scan correctly. You can type in your corrections before *ReadRight for Windows* completes its text file. Another window lets you adjust scanning contrast.

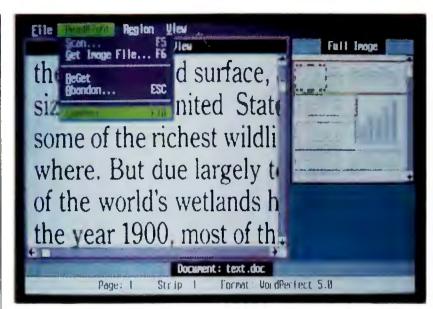
ReadRight for Windows' recognition capabilities are significantly more advanced than those of the DOS-only ReadRight 2.01 (which will still be available). Among improvements are more options for setting the parameters by which the program recognizes what's text and what's graphics on a page. Better handling of degraded and italic text, the maintenance of original document formatting, recognition of a wider range of type sizes, and the ability to process double-sided pages or several pages consecutively round out ReadRight for Windows' features.

ReadRight Personal requires less memory and addresses the special problems of hand-held scanners. It has a graphical user interface that's

quite similar to *Windows*' and gives you the same full-page and magnified views of your document for purposes of catching mistakes, setting contrast, and separating text from graphic regions.

ReadRight Personal runs in 640K of memory. In addition to having the full OCR capabilities of ReadRight 2.01, it has a number of features hand-scanner users will appreciate—including the ability to compensate for a wobbly hand that can't seem to scan straight down a page.

ReadRight for Windows costs \$595. It requires Windows 3.0, DOS 3.0, and 4MB of



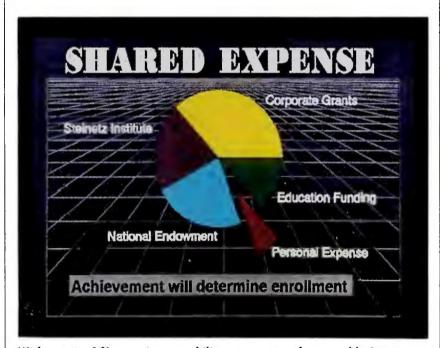
OCR Systems' ReadRight Personal smooths the way for hand-held scanners and even adjusts for wobbly scanning.

RAM. ReadRight Personal sells for \$249 and needs DOS 3.0 and 640K of memory. Both require a hard disk, and a mouse is recommended. OCR

Systems, Inc., 1800 Byberry Rd. #1405, Huntingdon Valley, PA 19006; 800/233-4627, 215/938-7465 (fax). —*Mike Hogan* Reader service no. 744

DrawPerfect 1.1

Once More With Free Run Times



With version 1.1's run-time capability, you can send executable Draw-Perfect slide shows to your co-workers or clients.

In record time, WordPerfect has begun shipping *DrawPerfect 1.1*, an upgrade of its new drawing program.

The principal reason for the quick release is a run-time module that lets you copy and distribute on-screen slide shows to work-group mem-

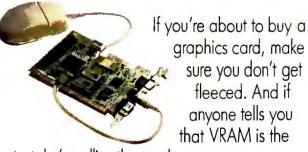
bers. Thus, others can view your fully executable graphic presentations without loading a copy of *DrawPerfect*. Also included are advanced options for moving between screens in your desktop presentations, including effects such as blinds and diagonal sweeps.

Other new editing features include the ability to align objects on a page or in relation to each other—left, right, above, or below—and center them vertically or horizontally. You can add and delete points in objects and convert lines to polygons and back again. Close a line to form a polygon, and you can fill it with colors and patterns.

DrawPerfect 1.1 lets you group and ungroup objects to edit and move them more quickly. And you can import more types of files into your drawings, including EPS files and graphs from 1-2-3. Support for 50 more printers has been added, bringing the total to 500. DrawPerfect requires DOS 2.0 or later and 384K of memory. Updates to the \$495 program are available to registered users who send the title page of their version 1.0 manuals and \$15 to WordPerfect Corp., DrawPerfect Update, 1555 N. Technology Way, Orem, UT 84057; 800/321-4566. —Mike Hogan



VGAWONDER+ FASTER THAN VRAM



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While others follow, VGAWONDER+ leads the flock with remarkable resolution, fabulous colors and outstanding value. VGAWONDER+ offers an optimized architecture including fast 16-bit bus support and fast page mode memory which assures maximum speed...that's faster than VRAM and other VGA cards. Based on ATI's

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IRMAtrac Token-Ring Adapter/Convertible

A Two-Faced, Two-Speed LAN Board

Digital Communications Associates' LAN adapter, the IRMAtrac Token-Ring Adapter/Convertible, brings the same versatility to Token-Ring networks that DCA's IRMA 3 Convertible board brings to PC-to-mainframe links.

The IRMAtrac board can be plugged into any PC, XT, AT, or Micro Channel machine, since one edge has a standard 8-bit edge connector and the other has a 16-bit connector for Micro Channel systems. Just flip the appropriate edge downward, attach the standard or the Micro Channel slot cover/mounting bracket, and you're ready to slip the board into a free slot.

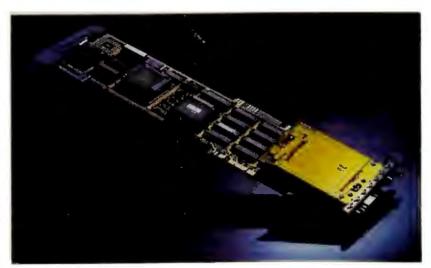
Handling those different system bus architectures isn't the only trick the IRMAtrac has up its sleeve—it can also communicate at different speeds over different Token-Ring LAN media.

The IRMAtrac uses replaceable Ring Interface Modules (RIMs) so that you can configure the board to run on either 4-mbps shielded or unshielded twisted-pair cable or 16-mbps shielded twisted-pair. You just add the appropriate RIM from among the two that ship with the board.

Since it's equipped with an on-board processor and 128K of RAM for MCA bus mastering, IRMAtrac can process communications in the background on an MCA compatible while the CPU is busy with other applications. The board supports industry standards for Token-Ring hardware and software including DCA's 10Net Plus LAN operating system, Microsoft LAN Manager, IBM PC LAN, Novell NetWare 286 and 386, and 3Com 3+ Open.

The board is software con-

figurable, so no adjustment of DIP switches is needed. You select data transmission speed, interrupt levels, and so on via a menu-driven program. IRMAtrac sells for \$895. Digital Communications Assoc., 1000 Alderman Dr., Alpharetta, GA 30202-4199; 404/442-4762. —Mike Hogan Reader service no. 746



IRMAtrac Token-Ring Adapter/Convertible works on an ISA or MCA bus and can communicate at different speeds over different Token-Ring LAN media.

Desk Station, T24D/X

Toshiba Enhances Its Portables

Toshiba has added several enhancements and options to its portable line, ranging from docking stations to better battery packs and larger hard drives.

The Desk Station elevates four of Toshiba's notebooks—the T1000SE, T1000XE, T1200XE, and T3100SX—to the status of desktop machines. Plug your portable into the Desk Station, and you can instantly connect to printers, modems, serial devices, your network, an external keyboard, an external monitor,

and an expansion bus. About 15 inches wide by 11 inches deep and only 3 inches high, the Desk Station for the T1000SE, T1000XE, and T1200XE sells for \$1199 and comes with two full-length 16-bit slots or one full-length and one half-length slot, plus a proprietary slot for a Toshiba modem or Ethernet card—all 16-bit. You also get two serial ports, a parallel port, and a DC output port.

The Desk Station for the T3100SX is of a very different design—about 16 inches wide

by 6 inches deep, but 9 inches high. For \$1499, you get two full-length 16-bit slots and a full 8-bit slot, two serial ports, a parallel port, a DC output port, an RJ11 modem port, and a keyboard port.

Toshiba has also unveiled a cellular modem option that fits the above laptops as well as its T1200, T1600, and T3200SX. The T24D/X offers both a standard RJ-11 telephone connection and an optional intelligent cellular telephone interface for modem access via a cellular network. Spectrum Cellular's SPCL Protocol ensures error-free transmissions over the cellular system. The T24D/X provides V.22bis and Hayes compatibility at 2400 bps and MNP-5, V.42, and V.42bis error correction and data compression for 9600-bps transmissions.

Larger hard disks are now available for the T3100SX and T3200SX. A T3100SX with a 25ms 80MB drive retails for \$6799, while the T3200SX with a 19ms 120MB drive sells for \$6999. Both include a 16-MHz 386SX processor, 1MB of memory expandable to 13MB, and a VGA gas plasma display. Toshiba America Information Systems, Computer Systems Division, 9740 Irvine Blvd., Irvine, CA 92718; 800/334-3445. —Mike Hogan



Toshiba's T24D/X cellular modem gives its laptops both a standard RJ-11 telephone connection and an optional intelligent cellular telephone interface for modem access via a cellular network.





If you're filing documents in the depths of your PC, finding them again can be a tedious search. But once you organize your

hard disk with XTreePro Gold," you'll find every file, every time.

You see, XTreePro Gold is the most complete file manager you can buy. Now you can forget all those difficult DOS commands. Its unique global features let you see your entire hard disk-and all the files organized on it. For instance, Autoview lets you browse through your file directory and

> look at each file without leaving the program. Or use the Split Window to copy or compare groups of files across different drives or directories. You can

tag, copy, and move files in a snap.

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The world leader in disk management XTreePro Gold is a trademark of Executive Systems, Inc.

Circle 340 on reader service card

QEMM 5.1, Desgview 2.3

Quarterdeck Takes Windows Challenge



Quarterdeck's latest Desqview brings the memory-grabbing capabilities of its QEMM memory manager to Windows applications.

Microsoft claims that Windows 3.0's memory-handling capabilities have eliminated the need for 386 memory managers like Quarterdeck's QEMM and multitaskers such as Quarterdeck's Desqview. In fact, until now Windows 3.0 wouldn't work with either

product or with other memory managers. Quarterdeck rises to the challenge with Windows-compatible versions of QEMM and Desqview.

Windows lacks one major feature found in memory managers like QEMM: the ability to place device drivers and

25 Plus/Charisma MasterCartridge

RAM-resident programs in

the unused memory between

640K and 1MB. That inability

means each driver and TSR

loaded before Windows re-

duces the RAM available to ev-

ery non-Windows application

run inside Windows; if you're

on a network, you can't expect

to get more than 500K of RAM for any standard DOS applica-

tion. Enter version 5.1 of

QEMM, which supports all three of Windows 3.0's mem-

ory-handling modes, letting

you run large DOS applica-

Similarly, if you're torn be-

tween buying Windows and

Desgview because many programs that use DOS extender

technology, such as Paradox

386, won't work in Windows,

don't worry. Desaview 2.3 will

support Windows 3.0 in real

or standard modes so that you

tions inside Windows 3.0.

Laser Fonts With an Upgrade Path

When you start out in desktop publishing, you focus on the price of your laser printer. Then you're surprised at how much you spend for font cartridges—and how quickly those cartridges pile up, many with overlapping sets of fonts.

Elite Business Applications takes aim at both problems with its upgradable font cartridge, the 25 Plus/Charisma MasterCartridge. For \$399, you get the MasterCartridge with 15 monospaced and proportional typeface families, including Helvetica, Times Roman, Courier, and Prestige Elite. You also get not-so-common "typefaces" such as bar codes, postal bar codes, and Zapf Dingbats. Some come in bold and italic, and most range from 6 to 30 points. For the small print that you don't want anyone to read, there are fonts as small as 3.6 points.

But the beauty of the MasterCartridge is that you can add modules simply by plugging them into one of four slots. The modules cost \$99 each, but they include such avant-garde offerings as Avant Garde, Headlines, Century Schoolboy, Donn Casal, Garamond, Optime, Palatino, and Park Place. Want a custom module? For a cost of \$99 to \$149, Elite will make a cartridge incorporating your logo,

can run Windows, along with

its own applications, inside a

single Desqview window.

Desgview 2.3 won't support

Windows' 386-specific en-

hanced mode, but the principal

advantage of that mode is mul-

titasking non-Windows appli-

cations, a capability you get

with 1.8MB of RAM; up-

grades are \$40. Desqview 2.3 sells for \$129.95 and requires

DOS 2.0 or later and 640K of

RAM; upgrades are \$35. The

two programs are bundled as

Desgview 386 for \$219.90, with

upgrades to past versions

available for \$65. Quarterdeck

Office Systems, 150 Pico Blvd.,

Santa Monica, CA 90405;

213/392-9851, 213/399-3802

(fax). —Lincoln Spector Reader service no. 748

QEMM costs \$99.95 and requires DOS 2.0 and a 386

through Desqview.

Compatible with most leading software drivers, the 25 Plus/Charisma works on the HP LaserJet II. IID. IIP. and III as well as Brother, Wang, and Olivetti printers. Elite Business Applications, 28 Rte. 3 N, Millersville, MD 21108; 800/942-0018, 301/987-9093 (fax). —Susan Lustu

forms, symbols, and fre-

quently used designs.

Reader service no. 747

R:base 3.1

Tucking and Rolling Out a New Version

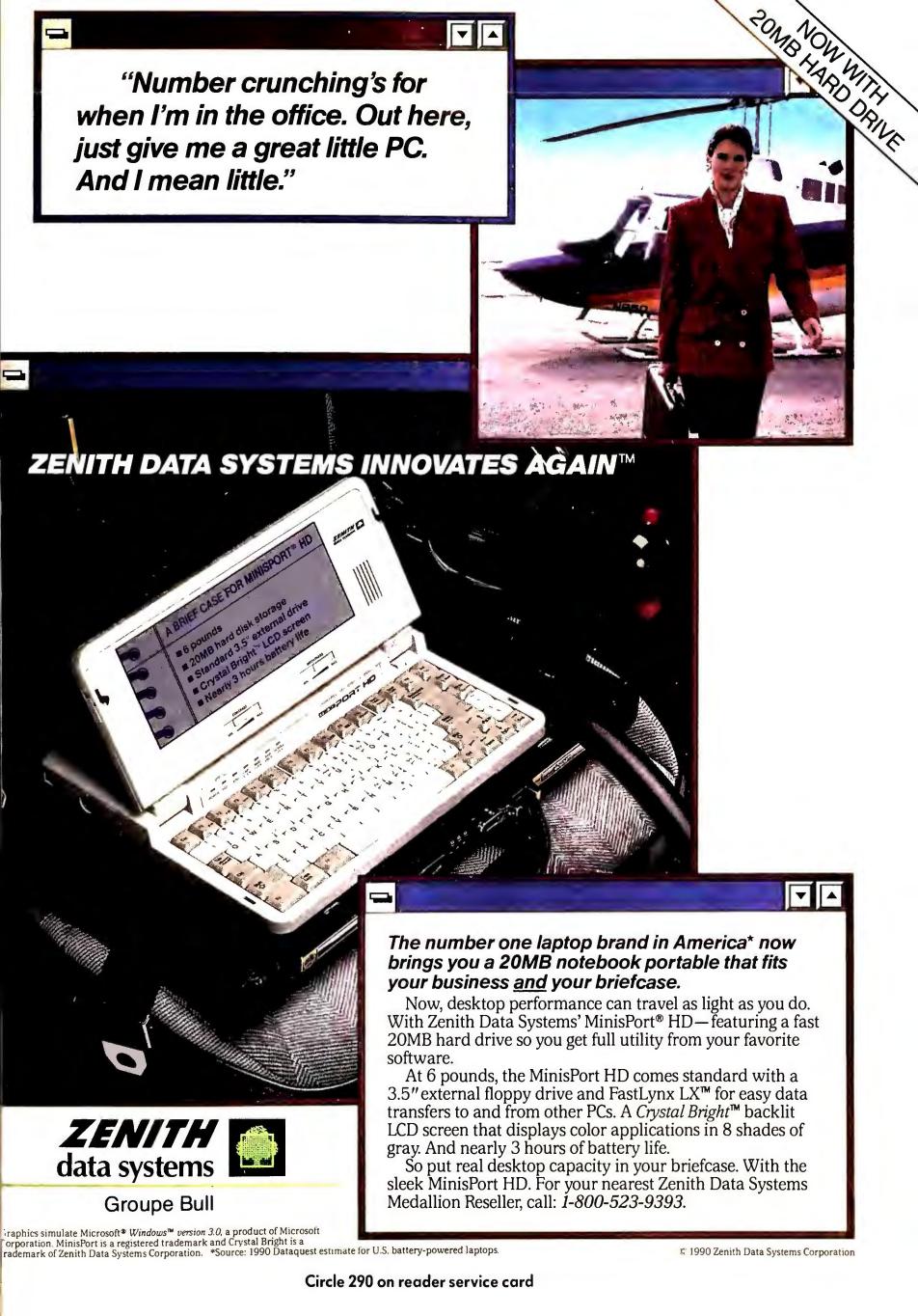
With its mouse-driven interface and query-by-example features, R:base 3.0 was a ground-breaking upgrade for Microrim. But users howled about its hefty 520K memory requirement.

As a result, Microrim has tucked and squeezed R:base so that it runs in 480K of conventional memory. Not only does R:base version 3.1 offer significant performance enhancements and a more polished interface, but the lower memory requirement makes this relational data base accessible and convenient for many more users.

Microrim also has taken note of the real world by incorporating a "dBASE connector" that will let R:base applications read, query, write, and edit dBASE files in their native format alongside R:base tables. That means you can have a dBASE application and an R:base application side by side, put common information in a shared dBASE file, and never have to worry about data integrity problems or file import/export again. The upgrade is free to registered 3.0 owners and \$195 to registered owners of previous versions. Microrim, 3925 159th Ave. NE, Redmond, WA 98052; 206/885-2000, 206/881-7723 (fax). —Ed Bott

Reader service no. 752

124 PC WORLD OCTOBER 1990



Epson ES-300C

A Royal Scanner at a Humble Price

When you want to create a royal impression, sometimes even photo-quality black-and-white images aren't enough. Desktop publishers and presenters looking forward to a more colorful future need cast their gaze no farther than the familiar Epson name. The dot matrix printer king has introduced a gray-scale/color scanner that sells for less than \$2500—a price even occasional publishers can afford.

Epson's ES-300C scans up to 256 levels of gray and 16.7 million colors at up to 300 dots per inch. The ES-300C can *output* at 600 dpi—a facility that products like Intel's *Visual Edge* image enhancer put to good use.

At \$1995 for the scanner and \$495 for an interface kit

(an 8-bit board bundled with image-editing software), Epson's flatbed unit is slightly less expensive than Microtek's equivalent, the \$2695 MSF-300Z. Epson sweetens the deal with an unusually wide selection of software for both Windows and DOS. You get Windows-based Colorlab ES-300C and DOS-based Color Halo Scan, both of which excel at image capture, plus the additional image-manipulation powers of Image-In and Picture Publisher Plus.

The 20-pound unit handles images up to 8½ by 11 inches and can output directly to Epson color dot matrix printers and the Hewlett-Packard PaintJet. The ES-300C's proprietary scan engine won't emulate other popular scan-



Epson's affordable ES-300C scans 256 levels of gray and 16.7 million colors at up to 300 dpi—and comes with a healthy amount of software.

ners like HP's ScanJet, but Epson plans to offer drivers for leading programs such as Z-Soft's *PC Paintbrush IV Plus*.

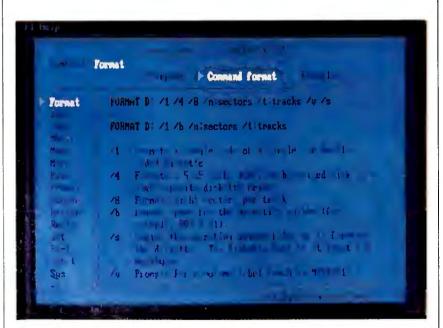
Image-In and Picture Publisher Plus require at least

1MB of RAM and Windows 2.0 or a later version. Epson America, Inc., 23530 Hawthorne Blvd., Torrance, CA 90505; 800/922-8911.—Daniel Tynan

Reader service no. 741

PFS:Preface

Dressing Up DOS With Menus, Help



PFS:Preface takes the mystery out of the C: prompt with a menu system and DOS shell combination that includes context-sensitive DOS help.

Software Publishing has stepped into the ongoing grudge match between users and DOS with still another menuing and file management

system designed to let you remain happily ignorant of DOS. *PFS:Preface* differs little from the many existing menu system/DOS shell combinations

except in speed.

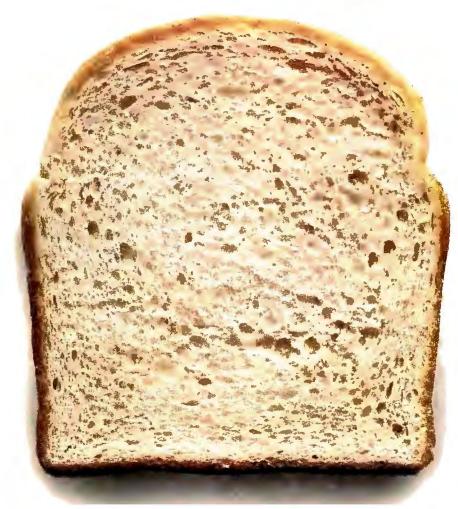
At the most basic level, PFS:Preface helps you organize your software into menus without having to learn DOS syntax. You launch an application simply by typing the number that appears beside it. Beyond that, PFS:Preface streamlines common file and directory management tasks by letting you use a pulldown menu or an <Alt>-key combination to access help or execute common DOS functions. The program gives you context-sensitive help for PFS:Preface itself, and a window provides lucid explanations of common DOS commands. And PFS:Preface is network ready, so you can display remote menus and perform other operations on the disks that the menus serve.

When you get down to building menus, *PFS:Preface* saves you time by searching your hard disk for the more

than 100 applications that it recognizes and automatically loading the ones it discovers into your main menu. You can opt to skip this step and specify programs yourself, and you can even organize them into submenus that cascade from main menu choices.

When an application is loaded, the PFS:Preface screen quickly swings aside like a theater curtain, and the program called for pops onto the screen. Although the file manager is not as powerful as Norton Commander's, it does simplify routine work such as copying, deleting, renaming, and moving files as well as viewing ASCII files. The \$69 PFS:Preface requires DOS 2.1 or later, 325K of RAM, and a hard disk. A mouse is optional. Software Publishing Corp., 1901 Landings Dr., Mountain View, CA 94039-7210; 415/ 962-8910. —Steve Bass

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Charisma

Word Charts, Slide Shows for Windows

What better application for Windows 3.0's graphical interface and memory management than business graphics?

Micrografx's Charisma hopes to use the Windows 3.0 platform as a springboard to overtake Harvard Graphics 2.3, neatly integrating its word charts, business charts, desktop presentations, and draw capability. Like Harvard, Charisma uses templates to speed the creation of word charts and illustrations as well as business charts that include area, bar, column, line, pie, scatter, table, and combination charts in 2-D and 3-D variations. It also includes more than 2200 free clip-art images. You can store your customized charts for future use.

Charisma's illustration ca-

pability includes the usual drawing tools, but you also get Bézier curves and the ability to do gradient fills in more than 16 million colors.

Increasingly, though, the focus in graphics packages is on desktop presentations. Charisma includes SlideShow, an electronic utility that provides more than 30 transitional effects between screen shots, 20 predefined word chart templates, and 80 predefined business charts. You can have as many as 30 slides per file and an unlimited number of files in a single presentation, and you can choose either manual or automatic operation. What Charisma lacks is the ten-slide branching capability of Harvard.

You can use images created



Charisma helps you create good-looking charts and SlideShow desktop presentations fast under the Windows interface.

not only with *Charisma* but with Micrografx's *Designer* and *Draw Plus* as well as color or black-and-white PCX, EPS, and TIFF files. And *Charisma* also ships with an enhanced DDE Link Macro to bring in charts and data from *Excel* or to transfer copy among its own modules.

Charisma, which retails for \$495, requires Windows 3.0 and corresponding hardware. Owners of Micrografx's Graph Plus can upgrade for \$100. Micrografx, 1303 E. Arapaho Rd., Richardson, TX 75081; 800/733-3729, 214/234-2410 (fax). —Mike Hogan Reader service no. 750

The Brick

Ergo's Modular Mail-Order PC

The Brick, Ergo Computing's 386SX-based portable, fits in half a briefcase, but it's designed primarily for the trip between office and home.

The core module has an 8-by-11-inch footprint, stands 3 inches tall, and weighs 8 pounds. It includes a 16-MHz 386SX, 1MB of RAM (expandable to 8MB), a 3½-inch floppy, a 22ms 40MB hard drive, and an extended VGA adapter with 1MB of video memory, supporting 1024 by 768 pixels and 16 colors. For the \$2695 price, you get a keyboard, a desktop-style monochrome VGA monitor, a 21/2-pound power supply, a half-card 8/16bit slot, one parallel and two serial ports, and a 2400-bps modem. Add \$80 for DOS 3.3.

Due by year-end is a paper-white VGA LCD screen for \$895 that will use an expansion slot but will fit in a brief-case with The Brick. A 180-pin connector will let The Brick fit atop an optional docking station planned for late 1990. Optional hard drives include 25 ms 100 MB and 18 ms 200 MB models for \$395 and \$995 respectively.

Ergo also sells upscale models, starting with a \$4495 machine with 4MB of RAM, a mouse, a 100MB drive, and a 120MB tape backup. These models come with preconfigured software that includes DOS, Desqview 386, Quattro, askSam, Tree86, disk caching and encryption packages, and on-line DOS and system manuals. Ergo Computing Inc., One Intercontinental Way, Peabody, MA 01960; 800/843-2743, 508/535-7512 (fax). —Eric Bender

Reader service no. 743

DesignView 2.0

New-Breed Design Tool for Windows

When DesignView appeared, its immaturity was typical of a first release, but it clearly had the potential to fundamentally change the way engineers work. Release 2.0's features reflect a lot of maturing—a virtual reversal of 1.0's shortcomings. That it runs under Windows 3.0 is icing on the cake.

DesignView was one of the first PC programs to implement dimension-driven variational geometry. The second release takes another leap by adding support for quadratic and cubic splines, rotatable grids, delayed recalculation, mass property synthesis, import of IGES and DXF files, and enhanced mathematics capabilities with inequalities, absolute values, logic functions, a warning function, and integer

conversion. Users can also define their own formulas, which appear as native functions. Mass property synthesis is useful for optimizing geometry based on volume, stress, weight, and cost constraints. For example, *DesignView* could scale a complex 2-D profile of a fluid container to meet a volume constraint.

DesignView retails for \$895. Registered users can upgrade by buying the \$295 annual support policy. Requirements are the same as for Microsoft Windows. The Simulation Module and an Applications Library are available separately for \$295 each. Premise, Inc., 3 Cambridge Ctr., Cambridge, MA 02142; 800/888-7736, 617/225-0322.

--Chris DeLucchi
Reader service no. 754

They Left out Features.... We Left out the COMMA!!

The only thing missing...

is the comma in the price. If you look at the chart on the right you will see prices charged by our competition. All but one contain a comma. DesignCAD 3D sells for \$399.00. Period. No Comma!

in order to draw the complex pictures shown below it is desirable to have the following 3D features:

- Interactive design with 3D cursor
- Blending of surfaces
- Boolean operations such as add, subtract, and intersection
- Complex extrusions
- Cross sectioning
- Block scaling
- On screen shading
- Shaded output to printers and plotters

All of these competitors left out one or more of these desirable features in their standard package. They didn't forget the most horrible feature - the comma.

DesignCAD 3D offers **ALL** the listed features plus many more!

If DesignCAD 3D has the power to create the 3D objects shown below, imagine how it could help with your design project!

DesignCAD 3D sells for \$399. We left out the comma. We didn't think you would mind!

PC MAGAZINE SAYS...

DesignCAD 3D, the latest feature-packed, low-cost CADD package from American Small Business Computers, delivers more bang per buck than any of its low-cost competitors and threatens programs costing ten times as much. For a low-cost, self-contained 3D package... DesignCAD's range of features steals the show."

\$399

AutoCAD rel. 10	\$3,000.00	AutoCAD AEC \$1,000.00 AutoShade \$500.00
CADKEY 3.12	\$ 3.195.00	Solids \$995.00 IGES translator \$1,995.00
DataCAD with DC Modeler	\$ 3.990.00	DataCAD Velocity \$2,000.00
DesignCAD 3D ver. 2.0	\$399.001	NO expensive options! IGES <u>Free</u> , Shading <u>Free</u>
MaxxiCAD 1.02	<u>\$ 1.895.00</u>	N/A
Mega Model	\$995.00	MegaDraw \$195, List \$295, MegaShade \$395
MicroStation PC 3.0	\$3,300.00	Customer Support Libraries \$1,000.00
ModelMate Plus 2.8	\$ 1,495.00	N/A
VersaCAD Design 5.4	\$ 2,995.00	N/A Source: Byte Magazine

BYTE MAGAZINE SAYS...

"At \$399, DesignCAD 3D was the least expensive package we saw, yet it was one of the more powerful. ..Don't be fooled by the remarkably low price, this program can really perform!"

Complete 3-Dimensional design features make it easy for you to construct realistic 3-D models. With full solidobject modeling capabilities you can analyze your drawing to determine the volume, surface area or even center of gravity! DesignCAD3-D even permits you to check for interference between objects! Aeronautical Engineers can now find the center of gravity for a new airplane design with a couple of keystrokes. The Architect can determine the surface area of a roof for decking in a matter of minutes. The Civil Engineer can calculate the volume of a lake or dam in seconds. The Mechanical Engineer will know for sure if certain parts fit together without interference. The uses for DesignCAD 3-D are only limited by YOUR imagination!

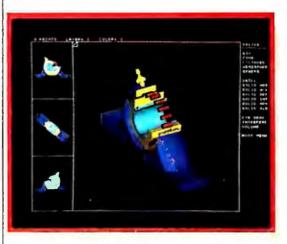
HOW DO I GET ONE?

DesignCAD 3-D and DesignCAD 2D are available from most retail computer stores, or you may order directly from us. If you have questions about which program to purchase please give us a call. All you need to run DesignCAD 3-D is an IBM PC or compatible computer with 640 K RAM memory and a hard disk. Both products support most graphics cards, printers, plotters and digitizers. Free Information and a demo disk are available by faxing (918) 825-6359 or telephoning:

1-(918) 825-4844



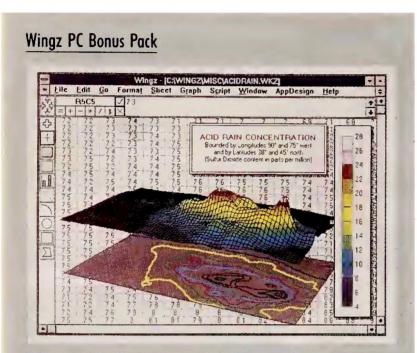




American Small Business Computers • 327 South Mill Street • Pryor, OK 74361 U.S.A.

UPDATE

New Versions of Your Favorite Products



Informix packs Windows 3.0 and OS/2 Presentation Manager versions of the Wingz graphic spreadsheet together in the same box.

The Windows 3.0 and the OS/2 Presentation Manager versions of the Wingz graphical spreadsheet are available in a single package for \$499. Both support Dynamic Data Exchange, enabling data to be shared

with other applications supporting these environments. Informix Software, Inc., 4100 Bohannon Dr., Menlo Park, CA 94025; 800/438-7627, 415/926-6593 (fax).

Reader service no. 761

SpinRite II 1.1

Version 1.1 of SpinRite II, the disk diagnostic and maintenance tool, can perform its testing, interleave adjustment, and low-level reformatting tricks on a wider variety of hard disks. Those include disks with track-buffering and sector-translating controllers such as ESDI, SCSI, and IDE subsystems as well as Plus Development Hardcards and laptop drives. Version 1.1 also ships with a utility to automatically park a drive's heads on an unused area when it's not in use. Upgrades to the \$89 product are free to registered users. Gibson Research Corp., 22991 La Cadena, Laguna

Hills, CA 92653; 800/736-0637, 714/830-0300.

Reader service no. 755

Read-It O.C.R. 2.0

Version 2.0 of Read-It O.C.R., Olduvai's popular optical character recognition program, takes full advantage of the graphical user interface and memory management features of Windows 3.0, letting you utilize extended, expanded, and disk memory for optical character recognition. It includes new drivers, new fonts, and the ability to save text in WordPerfect, Word-Star, and ASCII format. Upgrades for the \$495 product

are \$49. Olduvai Corp., 7520 Red Rd., Ste. A, South Miami, FL 33143; 800/822-0772, 305/665-0671 (fax).

Reader service no. 756

The Norton Backup 1.1

Version 1.1 of *The Norton Backup* operates faster and supports a larger number of operating environments, BIOS combinations, and disk types. The backup-to-floppy program now compresses data into less space. Upgrades to the \$149 *Norton Backup* are free to registered users of *1.0*. Peter Norton Computing, 100 Wilshire Blvd., 9th floor, Santa Monica, CA 90401-1104; 800/626-8847 California, 800/441-7234 (U.S.).

Reader service no. 757

Professional Write 2.2

Software Publishing has integrated the grammar checker Grammatik IV into Professional Write 2.2, its executive word processor. The package also adds support for more printers and font cartridges, longer documents, and autohyphenation. The cost of upgrades to this \$249 word processor vary, depending on your previous version and when you bought it. Software Publishing Corp., 1901 Landings Dr., Mountain View, CA 94039-7210; 415/962-8910.

Reader service no. 758

Project Bridge

Applied Business Technology offers a project-estimating tool for use with its high-end project management software, *Project Workbench*. Targeted

at MIS software engineers, *Project Bridge* lets users integrate top-down and bottom-up estimating with the other decision criteria. *Project Bridge* is a \$5000 add-on to the \$1275 *Project Workbench*. Applied Business Technology Corp., 361 Broadway, New York, NY 10013; 212/219-8945.

Reader service no. 759

Microsoft Mouse/Windows 3.0

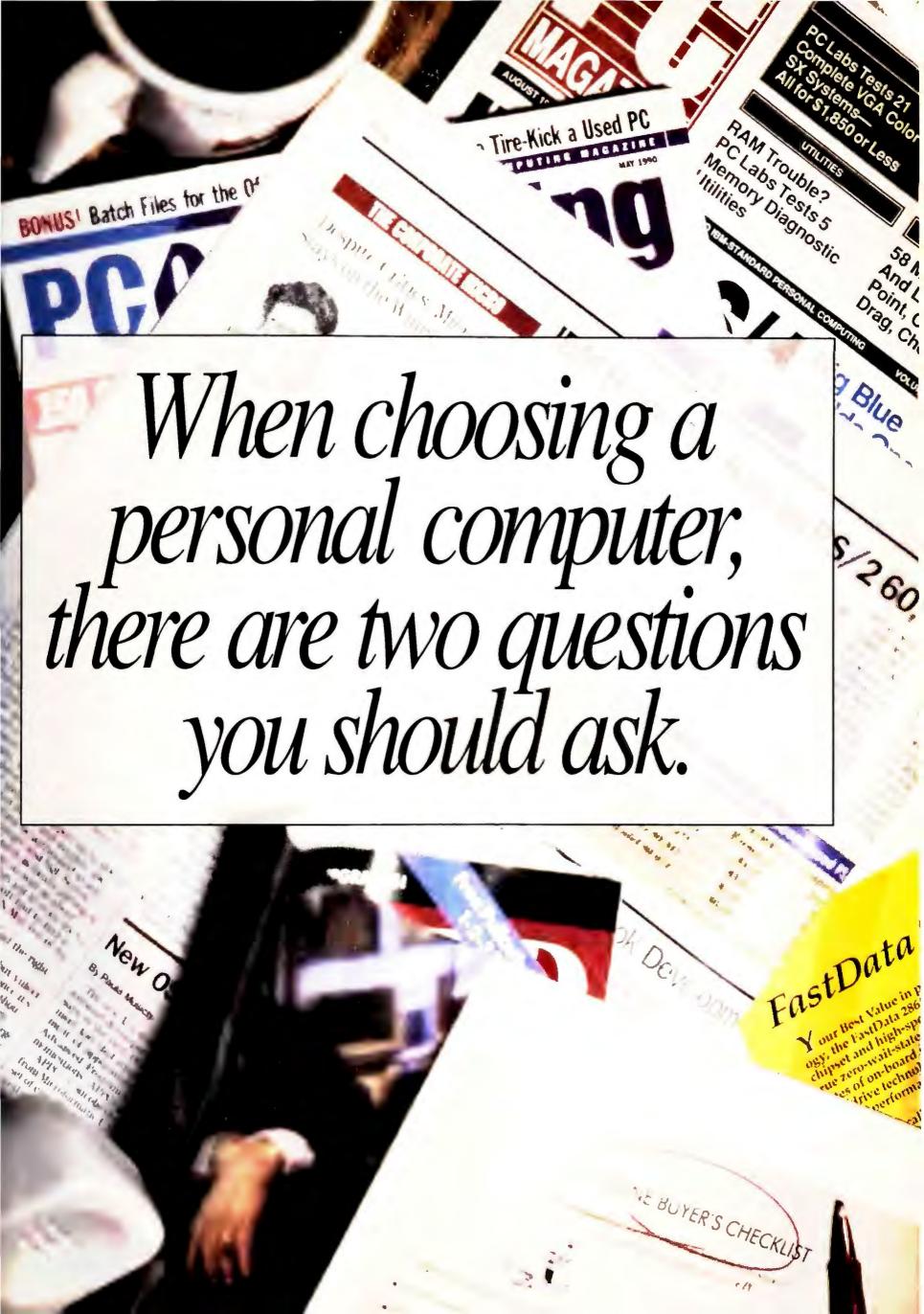
The 400 Series Microsoft Mouse is now available in a bundle with *Windows 3.0* for \$225, a \$49 saving over the \$274 price of both products when sold separately. The Mouse is available in both bus and serial versions. Microsoft Corp., One Microsoft Way, Redmond, WA 98052-6399; 206/882-8080.

Reader service no. 760

WordPerfect Office Editor 3.0

The program and macro editors in WordPerfect Office 3.0 are now available as a separate product called WordPerfect Office Editor 3.0. The \$45 package includes enhanced functions such as definable tables, editing in Reveal Codes, multiple-document editing, and support for the macros of WordPerfect 5.0, 5.1, PlanPerfect 5.0, and Shell 3.0. WordPerfect Corp., 1555 N. Technology Way, Orem, UT 84057; 800/321-4566.

Reader service no. 763



Iny FastData?

personal computer is a large investment; before you choose, we want you to know what to expect when you purchase a FastData personal computer from FastMicro.

Superior Design.

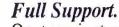
You get more out of your FastData personal computer because we put more into it. We've been building PC's longer than most of the compe-

tition and we put that experience to work for you. We use proven designs that pass our stringent performance

requirements and compatibility standards so it will be sure to pass

yours.





Our team is standing by and ready to make your FastData computer perform to its greatest potential for you. When you buy a FastData computer, you're covered by Toll-Free technical support for life. And since we sell more software than other computer companies, we are

uniquely qualified to give the proper support the customer deserves.





The whole is only as good as the sum of its parts; and FastData systems use some of the best parts in

the industry. For example, each FastData

system ships with a Keytronics keyboard; Keytronics costs a lot more than others, but the quality is worth

Our systems use exclusively Toshiba floppy drives, the industry leader. Standard equipment includes other quality components from Western Digital, Phoenix, Chips & Technologies, just to name a few.



FastData personal computers come with a full

one year warranty, but that's just the start. In the unlikely

event your computer is down, it is our goal to get back up and working as quickly as possible - and we back it up with action. Call us toll-free and we'll work with you to determine the problem; if a part breaks, we will send you the

replacement part through our FastSHIP program - before the broken part is returned to us - and we'll pay the freight both ways. If our phone support or FastSHIP program can't solve

your problem, we will service it on-site to most U.S. locations or replace your computer at no charge. Now that's





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Our face to face retail background has made us never forget that the f customer comes first and that a personal computer is just part of a

customer's overall needs. That's why FastMicro offers thousands of hardware and software products to enhance

your new personal computer. In fact, our competition will probably tell you to call us when you need something to run on their personal computer.

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We pass the test for the choosiest of customers; in fact, FastMicro sells to over half of the Fortune 500 and Universities in 47 states (we're working on the rest). These people buy for a living and rely on us, you can too. You can do more than take our word on

it - go ahead and purchase any FastData brand product from FastMicro and if you are not thoroughly satisfied after 30 days, you can return it for a full refund of the purchase price.





Circle 100 on reader service card

Which FastData?



FastData 386/SX

Combine the benefits of an advanced Intel 386 processor, the value of a 286 and the advantages of FastData and you've got the FastData 386/SX! This machine is the choice of those who want to run today's powerful 386 and multitasking software, like Windows, and want to rip through their favorite programs, like Lotus and WordPerfect at blinding speeds. This machine is ideal to run the latest memory demanding and graphic software, right out of the box. We've made our customers' favorite options standard: it comes with an ample two megabytes of memory, a high performance 40mb hard drive, and 16 bit color VGA. Compare performance, features, and service and you will find no better SX value. Interested further? Try the FastData 386/ SX for 30 days; you have to be happy - if not, we'll take it back.

Standard Features

- √ 16mhz Intel 80386-SX
- processor. (20mhz optional) 2 megabytes of zero wait-state RAM.
- 40 mb 28ms IDE hard disk, 1:1 interleave.
- 1.2mb 5.25" or 1.44mb 3.5" floppy drive.
- Second drive add \$79) Standard chassis with keylock, speed and reset buttons.
- (Optional chassis add \$50) Five available drive bays.
- ✓ 200 watt power supply

- √ 14" VGA color monitor with 16 bit VGA card with 256K.
- ✓ Clock calendar, parallel port, and two serial ports. (Game port included on color systems)
- ✓ Keytronics 101 key keyboard.✓ 8 expansion slots, 5 available.
- 80387-SX coprocessor socket. Full Shadow RAM and LIM 4.0 EMS support. Phoenix BIOS
- Compatible with DOS, OS/2, Windows, Xenix and Novell.
- ✓ FCC Class B approved.

System Price	40mb	65mb	80mb	100mb
Monochrome	\$1,269	\$1,369	\$1,519	\$1,619
VGA Color	\$1,599	\$1,699	\$1,849	\$1,949
VGA 1024	\$1,749	\$1,849	\$1,999	\$2,099





FastData 386/25

The optimum combination of features, expandability, and power make the FastData 386/25 an ideal choice for those whose applications demand the most from a computer. Whether running as a network fileserver, CAD or graphics station, or power-user's workhorse, the FastData 386/25 handily meets the challenge. It comes configured with a whopping four megabytes of fast RAM, a superfast 22 millisecond 65 megabyte hard disk, and maximum VGA displaying 1024 by 768 resolution powered by a high-output 16 bit 512K VGA board. Plus, the FastMicro team will configure your FastData 386 exactly the way you want, without sending you shopping elsewhere. When evaluating 386-DX workstations, why even consider anything else?

Standard Features

- √ 25mhz Intel 80386-DX
- processor. (33mhz optional) 4 megabytes of zero wait-state RAM.
- 65 mb 22ms RLL hard disk, 1:1 interleave.
- 1.2mb 5.25" or 1.44mb 3.5" floppy drive.
- Second drive add \$79) Standard chassis with keylock, speed and reset buttons.
- Five available drive bays.
- √ 80387-DX coprocessor socket.
- ✓ 200 watt power supply

- ✓ 14" Super VGA color monitor, 1024x768 resolution, with 16 bit VGA card with 512K.
- Clock calendar, parallel port, and two serial ports. (Game port included on color systems) Keytronics 101 key keyboard.
- 8 expansion slots, 5 available. Full Shadow RAM and LIM 4.0 EMS support. Phoenix BIOS.
- Compatible with DOS, OS/2, Windows, Xenix and Novell.
- ✓ FCC Class B approved.

System Price	65mb	80mb	100mb	200mb
Monochrome	\$1,819	\$1,969	\$2,069	\$2,469
VGA Color	\$2,149	\$2,299	\$2,399	\$2,799
VGA 1024	\$2,299	\$2,449	\$2,549	\$2,949

For information or to order call:

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ALPS Allegro 500 309 Citizen GSX140285

Citizen GSX140 Loaded with features. this 24 pin printer is a hot seller! It comes with

not seller! If comes with 6 resident fonts, paper parking, and Epson & IBM printing modes. It does up to 192 CPS and has a unique LCD control panel that lets you set every-thing without DIP switches, Upgrade to color anytime for just \$39.



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Seiko Smart Label Printer	179
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XB2410 / 2415	429 / 569
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Multisync 4d	1095
Panasónic	
C1381 VGA 1024x768 new!	439

MONITORS



Panasonic Super VGA

\$439 The Panasonic C1381 will do VGA up to 1024x768 interlaced resolution. It has a dot pitch of .28 and is compatible with all standard VGA cards. with all standard VGA cards. Includes swivel base and VGA

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	Intel	445
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	287XL New!	209
	387-DX20	369
	387-SX16	319
	Logitech ScanMan Plus	
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by Logitech \$165

The perfect companion to popular desktop publishing software, the ScanMan Plus comes with PaintShow Plus editing software. It scans from 100 to 400 DPI and up to four inches wide. Add just \$139, and CatchWord OCR software will let your ScanMan actually read text!

Orchid	
ProDesigner	229
ProDesigner II 512/1mb	299/349
Tiny Turbo 286	207
Tiny Turbo Xtra	267
Paradise	
Basic VGA - 8 bit	109
VGA 1024 256K	175
VGA 1024 512K	229

Paradise VGA 1024 \$175

The 16-bit VGA 1024 comes standard with 256K and is expandable to 512K & will do up to 256 colors. It does up to 1024x768 interlaced, is compatible with EGA & CGA software, & comes with drivers for most major software. Free Indiana Jones 256 color game included (while supplies last).



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Practical Peripherals 59 1200B Int Modem 125 2400B Int Modem 125 2400B Int with MNP 169	
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Promodem 2400B Mini-Pocket 119	•
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Fax 4800	á
Hand Scanner 400	í
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Lancard/A PC (Arcnet)	?
Lancard/E Star 8 (Ethernet)	9
Lancard/E AT (16 bit Ethernet)249	,
USRobotics	
2400 Baud Internal119)
2400 Baud External 149)
Courier HST 14,400 Ext579)
Courier HST 14,400 Int539)

System Price	40mb	65mb	80mb	100mb
Menochrome	\$899	\$099	\$1,149	\$1,249
VGA Color	11 120	\$1,329	\$1,479	\$1,579
VOA 1024	179	\$1,479	\$1,629	\$1,729

FastData 286/12

Imagine a fast 286 computer at a super price and you've got the FastData 286/12. This system is complete, not stripped. You get one megabyte of zero-wait-state memory and a 28ms IDE hard disk - standard. Also included is an amber monitor and graphics card, your choice of a high density 1 2mb or 1.44mb floppy drive and a Keytronics keyboard. And since its a FastData, you are backed with toll-free technical support, one year warranty with the FastShip replacement program & on-site service plan, and our 30 day full money back satisfaction guarantee!

/	12mhz 80286 pro	cesso
1	1 megabyte RAM	

- √ 40 mb 28ms hard disk 1:1 interleave.
- 1.2mb 5.25" or 1.44mb 3.5" floppy drives
- Standard chassis (shown with optional chassis - \$50) 🗸
- Five drive bays. 200 watt power supply. Phoenix BIOS.
- ✓ Monochrome monitor with monochrome graphic board.
- Clock calendar, parallel port, and two serial ports. Keytronics enhanced 101
- keyboard. 8 expansion slots, 6 available.
- Full documentation. ✓ FCC Class B approved.

1-800-441-*FAST*

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	Video 7 VGA 1024i 256K VGA 1024i 512K	237
	Vega VGA V-RAM VGA 512K Western Digital Controllers	355
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FastData Products

FastData 16 Bit VGA

The FastData 16 bit VGAcard features 256K of video memory, does CGA, EGA, & VGA up to 1024x768. Its ex-spandable to 512K and comes with a 30 day money-back guarantee.



FastData CGA Card35
FastData MGP Card35



FastData 2400 Baud Internal Modem

\$69 The FastData 2400 baud internal modem is fully Hayes compatible and can be configured to COM port 1-4, It has an internal speaker, is auto answer & auto dial, and comes with BitCom software.

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FastData Monitors

Your best value, we have a completeline made for us by leading manufacturers like Samsung & Hyundai, Like all FastData products, you have a full 30 day money back guarantee. Shown is the VGA Color for \$319.



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14" Amber Monochrome	119
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14" White VGA Monochrome	129
14" CGA Color .52 dot pitch	199
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65mb AT Kit

\$349 RLL encoding, 1:1 controller, and 22ms access time make this a very fast performer. The perfect upgrade for your 286 or 386 compatible, this kit comes with everything you need including controller and cables.

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360K Floppy 720K 3.5" Floppy	69
720K 3.5" Floppy	69
1.2MB 5.25" Floory	70
1.44MB 3.5" Floppy	79

Toshiba 1.44mb Floppy Drive \$79

Complete with mounting brackets and installation instructions, this Toshiba works in all true 286 & 386 compatibles. Will also read/write/format 720K 3.5" disks, Rails, add \$5.



POWER PROTECTION

American Power Conversion	
200DL UPS - XT Size	147
450AT UPS - 386 Size	317
Curtis	
Command Center	85
Ruby Plus	59
Datashield	
CPS-60 - 6 oulet surge	19
S-85 - 6 oulet surge EMI/RFI protection	49
S-100 - adds modem protection	57

800-441-*FAS*7

Software

DATABASE	
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The fastest, most powerful, Dbase language relational database available today. Includes windowing, desk accessories, memo fields, and report writer. The trace window lets you watch while FoxPro debugs your programs. Add a mouse and you can run it with point and click ease.

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Winner of all the top awards, Corel Draw gives yourmore for your money. It supports the new Windows & includes incredible drawing and editing tools. Includes over 100 typefaces and 300 pieces of clipart. CorelTrace converts scanned art to smooth vector images in seconds. This is the most complete illustration package we've ever seen!



tration package we've ever seen!	min min
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Pagemaker	479
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Publish It! \$104

The top-rated, entry-level desktop publishing software runs well even on an XT. Includes the GEM/3 user interface with easy pull down menus and multiple size page views. Supports most popular printers and has a variety of built-in fonts and sizes.

Publish It!	104
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FINANCIAL	
Bedford Integrated Acct. DAC Accounting 4.0	145
DAC Accounting 4.0	79
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Managing Your Money	113

Peachtree \$139

A super value! Includes General Ledger, Accts. Payable, Accts. Receivable/Invoicing, Purchase Order, Payroll, Inventory, Job Cost, Fixed Assets and more. Loaded with over 450 reports, automatic backup and helpful manuals. helpful manuals.



Peachtree Complete III Peachtree with Data Qu	
INTEG	RATED
First Choice	105
SmartWare II	Call89
Works	89



Kevtronics Professional

......65 Logitech C9 Serial Mouse

.....59

\$65 Our best-selling mouse is top rated also. Comes with software to adjust the resolution just the way you want it and includes driver software and Pop-Up-Dos to make your computer hum at your fingertips. For PaintShow, add \$15.

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Turbo Pascal	
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Quick C	60
Quick Pascal	60

Utility Software

	DESQview 386
Desqview 386	115
Carbon Copy Pli Desoview	us109
CoreFast	60
Control Room	.,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,



Bring multitaking to your 386. Includes DESQview, the award-winning multitasking environment. Also includes QEMM386, the memory manager for 386 machines that makes DESQview scream and can remap your TSR programs and transform your extended memory into expanded (EMS 4.0) memory. Includes Manifest Mcmory Analyzer as an added

Direct Access	54
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FormTool Gold	

FormTool Gold

The fastest, easiest way to create any form on your PC! Includes forms management, WYSIWYG preview, and intellegent line drawing. Has fill-in and merge capabilities and supports hundreds of printers, Includes over

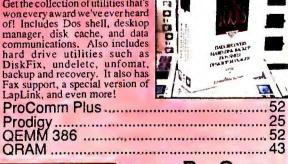


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SPREADSHEETS	
Allways	106
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Lotus 1-2-3 version 2.2	325
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Lucid 3-D	
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Lotus 1-2-3 Version 2.2 \$325

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WordPerfect is the #1
Tated word processor
and the top selling software in the
U.S.A. Its got almost every feature
imaginable and yet it is easy to use.
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menus, mouse support, table creation and equation editor. Add this
to the best software support in the
business and you can't go wrong!
Word Perfect 5.1



Word brice

Wordotal Froiessional	Can
WINDOWS SOFTWARE	
Adobe Illustrator (GR) Adobe Type Manager (UT)	279 59
Ami Professional (WP)	287
ASVMetrix Loolbook	2/9
DBfast/Windows (DB) Excel (SS)	239
Form Publisher (DP)	139
PC Paintbrush for Windows (GR)Pagemaker (DP)	77 479
	WINDOWS SOFTWARE Adobe Illustrator (GR) Adobe Type Manager (UT) Ami (WP) Ami Professional (WP) Asymetrix Toolbook Corel Draw (GR) DBfast/Windows (DB) Excel (SS) Form Publisher (DP) Grammatik IV for Windows (WP) PC Paintbrush for Windows (GR)

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LAPTOPS WITH THE LIGHT STUFF

The days of the desktop PC may be numbered. These lean, mean systems have roomy hard disks and plenty of CPU power—but they're still small and light enough to fit in a briefcase





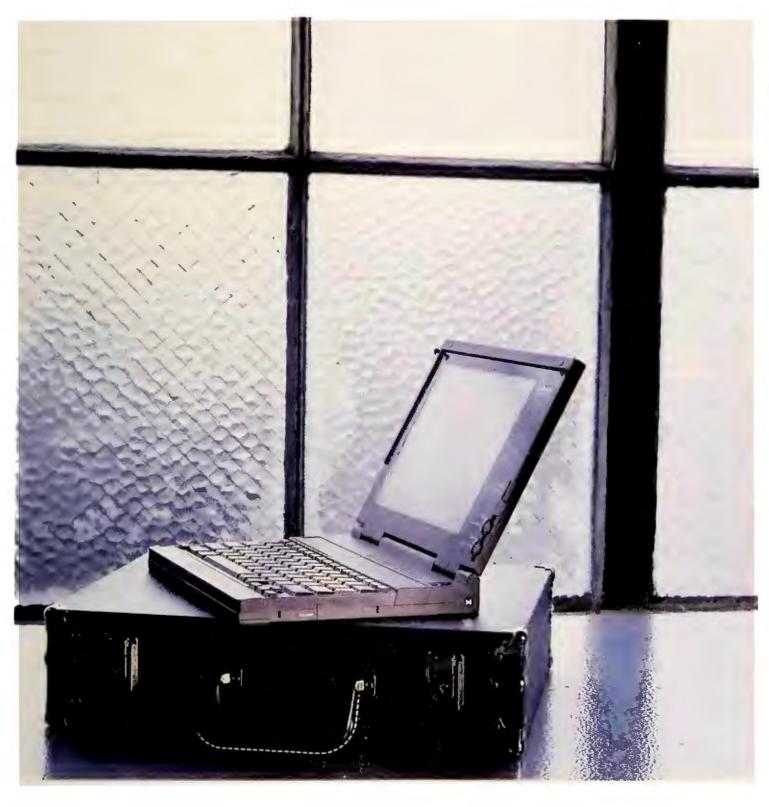
otebook computers are the machines for which many of us have put off buying laptops.

What is a notebook? PC World started out looking for hard disk laptops you could stuff into your briefcase and transport all the way to New Orleans without crushing your sandwich. In the end, because we know users don't want to trade features for portability, we sharpened our focus to lightweight laptops with hard disks, modems, full QWERTY keyboards, and either a built-in floppy drive or—my preference—an outboard floppy (see the

sidebar "Floppies—Love 'Em and Leave 'Em").

What does "lightweight" mean? We drew the line at 10 pounds traveling weight (including PC, battery, modem, and AC recharger/power supply).

Seven laptops met our tough criteria—three 8086-based machines, and four that use an 80286 CPU. Two brand-new 286-based machines took Best Buy honors: Sharp's PC-6220 and Texas Instruments' TravelMate 2000. These incredible PCs combine mind-boggling portability with unheard-of battery life.



Texas Instruments' TravelMate 2000
(far left) and
Sharp's PC-6220
(left) share
great portability, long
battery life,
and a VGA
display.

Buying Light Is Buying Right

Whether you buy an 8086- or an 80286-based notebook, the key buying issues are portability, battery life, screen, keyboard, and price. If you plan to do more than word processing, telecommunications, or light spreadsheet work, then CPU type, RAM capacity, performance, and service and support will affect your buying decision too (see the sidebar "Buying Smart").

To help you make cost comparisons more easily, all the notebooks in this roundup have been priced in a standard *PC World* configuration: 1MB of RAM, a 20MB hard drive, either a built-in or an outboard floppy, a 2400-bps modem, and DOS.

8086 NOTEBOOKS

Compaq LTE

Until Compaq released this middleweight notebook and its faster brother (the LTE/286) last year, the laptop

Toshiba's T1200XE (left) and T1000XE (right) combine great portability, excellent screens and keyboards, and extremely low prices. Battery life is less impressive.

story was a tale of two trade-offs: If you wanted low weight you could forget about a hard disk and long battery life. These miraculous machines changed all that.

The LTE still delivers outstanding battery life and the fastest performance of any notebook in its class, and despite a built-in floppy drive it's quite compact. However, in other respects it's been surpassed by newer machines: It's relatively heavy (8.6 pounds traveling weight), the keyboard is awkward, the display is small and wide, and the LTE's street price (\$2525 in the *PC World* configuration) is the highest in its class.

The LTE may be heavy, but its size is about average. In short, while this notebook will fit into your briefcase easily, your sandwich may suffer. On the other hand, its battery life is extraordinary. Our informal tests showed nearly 5 hours with normal use.

The LTE has two Achilles' heels: its screen and its keyboard. The screen is quite small, and its 2:1 width-to-height aspect ratio turns circles into eggs and distorts text. The keyboard's dedicated cursor keys fall in an L, instead of the inverted T your fingers expect. <Page Up> and <Page Down> are simulated, as are quite a few other keys. Worst of all, unless you hit the keys hard they don't always make contact.

The machine's performance is the best of any 8086-based notebook we tested, taking top place in all four speed

tests.

The LTE's RAM capacity is a cramped 1MB, the lowest count in the roundup. And while most of its design is well thought out, placing the AC power jack (which you need every day) behind a nail-breaking snap-cover at the rear of the machine was a poor decision.

The LTE's excellent battery life means you can work comparatively long hours away from the power plug, and its fleet performance is the best of the inherently poky 8086 CPUs. However, its high price, overly wide screen, poor keyboard, and 8.6-pound weight make it much less competitive than some of the newer kids on the block—and it's still about twice as slow as an 80286.

Toshiba T1000XE

Toshiba's 7.5-pound T1000XE is a perfect example of the dictum less is more—as long as the *less* refers to pounds, inches, and dollars. One of the lightest and least expensive notebooks reviewed (it's only \$2348 on the street, in the standard *PC World* configuration), it boasts a terrific screen, a great keyboard, average performance, and a handy outboard floppy drive.

Trade-offs? Though light, the T1000XE is actually a bit large. Moreover, battery life is unimpressive: Under normal use, you'll start seeing low-battery warnings before 2 hours elapse. On the bright side, there's a handy pop-up battery-charge indicator.

The T1000XE's screen is large, bright, and easy to read, and it boasts an aspect ratio that's close to that of a standard CRT. Double-scan CGA gives you text at 640 by 400 pixels (slightly better than EGA resolution), but unless your program supports AT&T's or Toshiba's special 400-line modes, graphics are 200-line CGA. The keyboard is better, with dedicated cursor keys in the standard inverted T, plus dedicated page and function keys. The numeric keypad is simulated, as are a few other keys. Key touch is excellent: full travel, soft landing, and positive key contact.



Compag's LTE is the fastest 8086-based notebook we tested, and it boasts an outstanding battery life of 5 hours in normal use. Unfortunately, it's relatively heavy.

Desktop Features in a Briefcase-Sized Package

Portability (weight and size) and battery life are the critical features in these notebook laptops, and in these categories the machines from Texas Instruments and Sharp score high honors. However, when you look at keyboard ergonomics and street price, Toshiba's T1200XE shines.

,	8086 Noteb	ooks			Notebook		
• Yes	Compaq IIE	Mini-	Lenith Data Systems	Compaq 1111/286	Sharp PC-6220	6	Toshiba 11200XE
O No	Ta la						SHE!
→ Deficient		=	9, 8	199	55	Mate 2000	2
	1	000	19 2		13	3	19
		1	100	8		SE	SE I
andard features			13/		\		
Street price1	\$2525	1		62/75	COLEGO 2	COUED?	¢0000
List price	\$3617	\$2348 \$3297	\$2255 \$3198	\$3675 \$4767	\$3653 ² \$5046 ²	\$36532 \$50462	\$3238
CPU	80(86	80086	80(88	800286	80C286	80C286	\$4348 80C286
CPU speed	9.54 MHz	9.54 MHz	10 MHz	12 MHz	12 MHz	12 MHz	12 MHz
Capracessar type and speed	7.34 mil2	7.34 mil2	n/a	80C287-12	80C287-12	80C287-12	n/a
RAM capacity	1M8	3MB	2M8	2.6MB	3MB	3MB	5M8
	TIMO	Jino	ZINO	2.0110	Jino	Sinu	omc
rtability							
Traveling weight (paunds) ³	8.6	7.5	7.5	8.6	7.5	7.5	9.75
Size (inches)	1.9 x 8.5 x 11	1.8 x 10 x 12.2	1.3 x 9.8 x 12.4	1.9 x 8.5 x 11	1.4 x 10.75 x 11	1.4 x 10.75	2 x 11 x 12.2
Valume (cubic inches)	178	220	158	178	166	x 11 166	268
Built-in flappy drive	178	0	0	1/0	- 100	100	200
							_
Ittery				-			
Battery life (haurs/minutes)							
Pawer-saving enabled/disabled	6:40/4:55	3:18/1:54	2:20/2:05	6:50/4:30	11:00/5:05	11:00/5:05	2:53/1:5
Charger indicates charge-in-pragress			0				_
reen							
Size (square inches)	29	38	26	29	46	46	39
Aspect ratio	2:1	1.57:1	2.6:1	2:1	1.3:1	1.3:1	1.55:1
Display type	CGA	CGA	CGA	CGA	VGA	VGA	CGA
Shades af gray⁴	4	4	4	4	16	16	4
yboard							
Dedicated cursar keys							
	0	•		0			
Cursar keys in standard inverted T	0	•	•	0			•
Cursar keys in standard inverted T Dedicated page cantral keys	O O	•	O 5	O O 0 5	• 5	5	•
Cursar keys in standard inverted T Dedicated page cantral keys Dedicated function keys	0	•		0			•
Cursar keys in standard inverted T Dedicated page cantral keys Dedicated function keys rvice and support	○5		• 5	○• 5	5	5	•
Cursar keys in standard inverted T Dedicated page cantral keys Dedicated function keys rvice and support Warranty periad (months)	5	12	12	12	12	. 12	12
Cursar keys in standard inverted T Dedicated page cantral keys Dedicated function keys rvice and support Warranty periad (months) Free on-site service	12 • 6		12	12 • 6	5	12	12
Cursar keys in standard inverted T Dedicated page cantral keys Dedicated function keys rvice and support Warranty periad (months) Free on-site service Tall-free tech support	12 • 6 • 6	12 ••	12 O	12 • 6 • 6	12	. 12 •	⊖ ⁶
Cursar keys in standard inverted T Dedicated page cantral keys Dedicated function keys rvice and support Warranty periad (months) Free on-site service	12 • 6	12	12	12 • 6	12	12	

Standard configuration includes 1MB RAM, 2400-bps madem, 20MB hard disk, flappy drive (built-in or outboard), and DOS.

²Estimated; includes add-on "slice" battery.

³Includes PC, battery, modem, and AC pawer/charger.

⁴Including black and white.

⁵<F1> through <F10> dedicated; <F11> and <F12> simulated.

⁶At dealer's discretion.

BUYING SMART

A notebook PC may look like a laptop, but in reality it's a new product category—with its own buying issues.

Portability For notebooks even more than other laptops, small size and low traveling weight are all-important.

At 10 pounds and under, including the PC, the battery, and the AC charger, each of these machines compares excellently with the overall laptop field.

Everyone needs a floppy drive. Three of these notebooks have them built-in, but when portability is primary, I prefer outboard floppies you can leave at home.

Battery Life As the saying goes,
"There ain't no such thing as a free
lunch." Low weight means light batteries means relatively short battery life.
You have a right to demand at least 3
hours of battery life. All these machines
let you exchange batteries, so you won't
have to stop working if the one in the
machine runs low.

Screen All these systems have bright, backlit displays, so the critical issues are display type (VGA is desirable, but only two of the seven have it), size (the bigger the better), and aspect ratio

(wide "CinemaScope" screens distort graphics and make text hard to read). Standard displays are usually 1.2:1. Anything wider than 1.6:1 is too wide.

Keyboard The most important keyboard features are dedicated cursor keys (in the familiar inverted T), plus dedicated page and function keys; if these are missing you'll find it harder to switch back and forth between your desktop and the notebook. Reliable key contact, key travel (the distance the key moves before it bottoms out), and "soft landing" (the smoothness with which the springs under the keys cushion the landing) are critical, too.

Price We base our cost comparisons on street price. For every machine, we call as many as five PC dealers in each of eight cities (Boston, New York City, Atlanta, Chicago, Dallas, Houston, San Francisco, and Los Angeles) and ask for a quote in the standard PC World configuration. Results are averaged.

Neither the Sharp nor the TI was available in stores as we went to press, so we had to estimate street prices (see reviews for details).

RAM Capacity We consider a

2.6MB memory ceiling a minimum requirement. That lets you install a large RAM disk, plenty of expanded memory, and the like. Not everyone will want to run Windows 2.0 on a notebook, but if you can't live without Microsoft's GUI, 4MB of RAM is none too much.

Performance For most notebook users, performance is not nearly as critical as portability. However, if your roadwork requires high-speed computing, you'll want to buy one of the 286-based systems—they all perform at roughly the same level.

Service and Support All the companies in this roundup handle service and support through dealers, which means features and quality vary from one location to another. To find out how they compare, we made a series of blind calls to dealers around the country.

Most dealers offered 12 months of warranty coverage and an average of 9 hours of daily tech support. On-site service was generally available, but only as an extra-cost option. Weekend support was rare, but most dealers had a fax for technical inquiries. Exceptions are discussed in individual reviews. —M. G.

Toshiba prefers its customers to get service and support through dealers, but it also offers a toll-free tech support line. We called three times and averaged 11 minutes on hold before we got an answer.

With a generous 3MB RAM ceiling, the T1000XE provides plenty of overhead for placing a big 1-2-3 spreadsheet in expanded memory, or a RAM disk in extended. (A RAM disk is a great way to save battery life by minimizing hard disk access.) Except for a stiff latch that makes it hard to open the case, design is excellent.

The T1000's short battery life is a shame, especially because its light

weight, attractive screen, and outstanding keyboard make it one of the most portable and easy-to-use notebooks in the roundup. However, if you don't mind carrying a few charged batteries and can live without 286 performance, this machine still makes a tempting package.

Zenith Data Systems MinisPort HD

At \$2255 on the street (in the *PC World* configuration, with an outboard floppy drive), the MinisPort HD boasts the lowest price of any machine in the roundup. It's also the smallest, and it

ties for lowest weight. Unfortunately, not all the news is good: The HD's keyboard and battery life could be better, it's the slowest machine we tested, and its small screen is the worst in the roundup.

This system's portability numbers are impressive. Its weight (7.5 pounds) and size are both excellent. But its 2-hour battery life is only average, and it's the only machine in the roundup to lack a charge-in-progress indicator; without it, there's no way to find out if the battery is fully charged.

The HD's screen is bright and crisp and displays four shades of gray. But it's also the tiniest in the roundup, and so

PC WORLD TEST REPORT

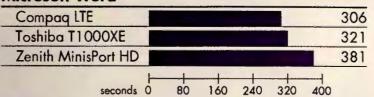
Weight, Not Speed, Distinguishes Notebook PCs

No surprise: 286-based notebooks run rings around 8086-based machines. Within the 8086 category, Compaq's LTE takes top honors. The 286s score so closely that we have to declare a dead heat.

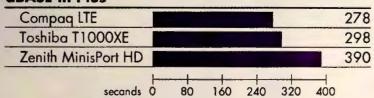
Best Buy

8086 Systems

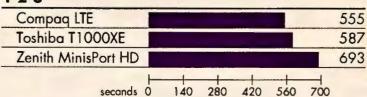
Microsoft Word



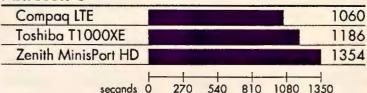
dBASE III Plus



1-2-3

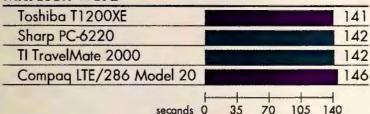


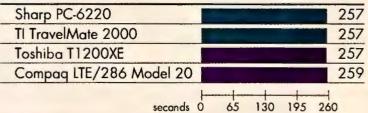
Microsoft C



80286 Systems

Microsoft Word

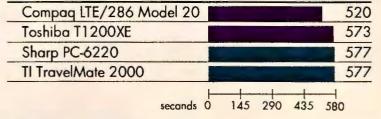




dBASE III Plus

Compaq LTE/286 Ma	odel 20	 134
Toshiba T1200XE		135
Sharp PC-6220		138
TI TravelMate 2000		138

Microsoft C



Methodology

All the computer systems were tested with a 256K disk cache. The 8086 machines had on expanded-memory disk cache; the 80286 mochines had an extended-memory disk cache. Systems were tested with the fallowing amounts of RAM: Campaq LTE, Sharp PC-6220, Texas Instruments TravelMote 2000, Tashiba T1200XE, and Zenith MinisPart HD, 1MB; Campaq LTE/286 Model 20, 2.5MB; and Tashiba T1000XE, 3MB. Every camputer was tested with the vendar's versian of DOS, and each system had a 20MB hard disk.

dBASE III Plus 1.1

The dBASE III Plus test measures the time required to prepare and print a repart of post-due invaices. The report includes calculated fields and is based on three files: a 500-recard custamer file, a 1000-recard invaice file, and a 2000recard item file. When disk caching is nat used, the random access speed af the hard disk is, after processar speed, the mast significant factor in this benchmark. With disk caching, sequential read performance becames mare important than random access.

Microsoft Word 4.0

A Microsoft Ward macra loads a 35-page, 140-poragraph dacument and performs search-and-replace and spell-checking operations. The first page of the document is then printed. Although the results of the benchmark depend primarily an processor and memory access speeds, display adopter and hard disk speeds are also contributing factors.

Microsoft C 5.0

The Micrasaft C benchmark measures the time required to campile and link XLISP. The mast impartant factors in this benchmark are processor and memory access speeds. The performance of the hard disk is also o factor; generally, disk caching has little effect.

1-2-3 2.01

In this benchmark, a 1-2-3 macra executes a series of recalculations using five different farmulas within a 75-by-75-cell matrix. Because there are few screen updates and na disk access is required, the results depend almost entirely an processar and memory access speeds.



Data based on tests designed and conducted by National Software Testing Laboratories (NSTL), Conshohocken, PA 19428. All rights reserved.



The MinisPort HD from Zenith is the least expensive notebook in the roundup. It's also the smallest, and it ties for the lowest weight. However, its performance is the slowest of any we tested, and its screen is both tiny and too wide.

wide that circles look more like sausages than eggs. The keyboard has dedicated cursor keys in a true inverted T, and <Enter> and <Backspace> are nice large keys. However, <Page Up> and <Page Down> are simulated, as are many other keys. Touch is excellent, and key contact is reliable.

The HD's 2MB memory ceiling is a bit low. This is especially unfortunate, since it limits the usefulness of the HD's "hard RAM" disk (a RAM disk that preserves your data even when the PC is turned off). The biggest RAM disk you can create is 1408K.

The Zenith MinisPort HD is light, tiny, and inexpensive, and it boasts an impeccable design. Nevertheless, its relatively short battery life and its small, misshapen screen knock it out of the running.

80286 NOTEBOOKS

Compaq LTE/286 Model 20

Compaq's 80286-based notebook, the LTE/286, is virtually identical to the 8086-based LTE. It's got the same miraculous battery life; the same small size; the same middleweight heft; and the same built-in floppy drive, disappointing keyboard, and small display. And like its brother, it's the most expensive machine in its class.

There are a few differences: The

LTE/286 boasts a higher (2.6MB) ceiling for CPU-speed RAM and offers the useful option of a 40MB hard disk (the only notebook reviewed to do so). And of course with a street price of \$3675 (in the *PC World* configuration), it's considerably more expensive.

All the 80286-based notebooks we ran through our speed suite turned in very similar numbers. The LTE/286 beat the crowd on the $Microsoft\ C$ test, but not by much.

Thanks to its faster performance, excellent RAM capacity, and 40MB option, the LTE/286 makes a more tempting package than the LTE. Moreover, like its slower brother's, its battery life is phenomenal. But its wide screen, poor keyboard, and heavy weight make it seem old-fashioned.



Compag's LTE/286 Model 20 passes the briefcase test with flying colors, and it shares the LTE's 5-hour battery life. Sadly, it also shares a high price.

Sharp PC-6220



Sharp's brand-new PC-6220 is so thin and light, it's hard to believe it's a real hard disk PC

and not a toy. It features a big, beautiful VGA screen, amazing battery life, and a good street price (an estimated \$3653 in the standard *PC World* configuration, with an outboard floppy and an add-on battery "slice"). Since this machine is the only one in the roundup to offer the option, we included the screw-on battery slice as part of the package—you'd need it for anything but the shortest junket.

The PC-6220 was not yet in the stores as we closed this article. To estimate its street price, we averaged the percentage difference between the list

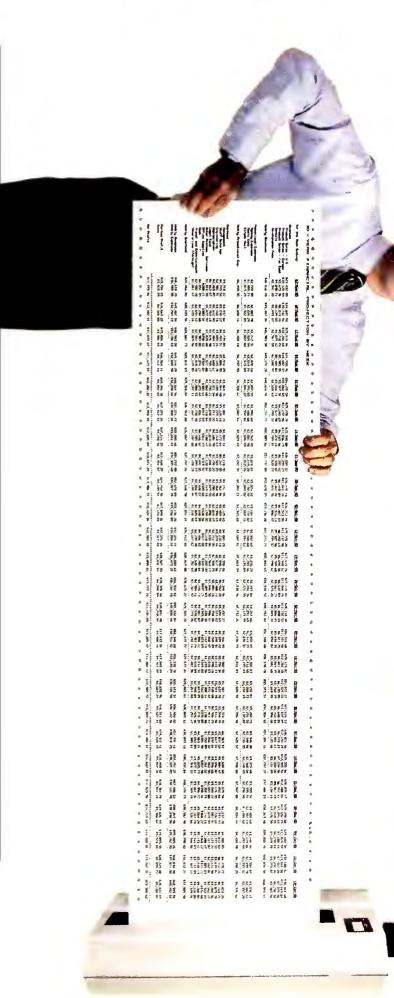
The MinisPort HD is light, tiny, and inexpensive, and it boasts impeccable design.

price and the street price for all the machines in this roundup that *were* in stores (27.6 percent), multiplied that by the PC-6220's \$5046 list price, and subtracted the result.

The specs on Sharp's new baby are outstanding: Its traveling weight is a mere 7.5 pounds, and even with the add-on battery attached to the back, it's still one of the smallest notebooks reviewed. The battery delivers over 5 hours of life in normal use—the best in the roundup. (We ran our tests without a modem; your battery life may be shorter with one installed.) If you go with the standard battery, traveling weight drops to 5.6 pounds, but you get only 90 minutes of battery life.

The VGA-compatible screen is bright, crisp, and very large, and it features a conventional aspect ratio. There's even a standard/reverse switch

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EXECUTIVE SUMMARY

Nearly Perfect Portables: TI, Sharp Tie for Top Slot

Light notebook laptops deliver portability plus power.

These lightweight, battery-powered, hard disk laptops are extremely easy to carry around, and if you buy wisely, you can get fine screens and battery life too. The perfect keyboard is still on someone's drawing board—although Toshiba's comes close.



The two Best Buys—TI's TravelMate 2000 and Sharp's PC-6220—are really the same machine. Incredibly light and small, they boast terrific VGA screens and excellent battery life. Except for slightly awkward keyboards, they are first-rate. Second-place honors go to Toshiba twice—once for its 8086-based T1000XE and again for its 80286-based T1200XE. Both score Excellent ratings for portability, screen, and keyboard, and the T1200XE rates Excellent on price—but both miss the mark on battery life.

	8086 Note	1	House Systems		R86 Notebooks	Texas lastruments	Hiba TIZOOXE
Portability	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent
Battery life	Excellent	Good	Good	Excellent	Excellent	Excellent	Good
Screen	Fair	Excellent	Poor	Fair	Excellent	Excellent	Excellent
Keyboard	Poor	Excellent	Good	Poor	Good	Good	Excellent
RAM capacity	Fair	Excellent	Good	Excellent	Excellent	Excellent	Excellent
Performance	Excellent	Good	Fair	Excellent	Excellent	Excellent	Excellent
Service and support	Fair	Good	Fair	Fair	Good	Fair	Good
Price	Good	Good	Excellent	Good	Good	Good	Excellent
Overall value	Fair	Excellent	Fair	Good	Excellent	Excellent	Excellent
					BEST	BEST	
Reader service no.	686	727	728	686	725	726	727

How we rate natebook computers

We rate natebaaks based an information in the Features Evoluation table and the PC Warld Test Repart, cambined with our apinions of quality, reliability, and user benefit.

Portability rates size and traveling weight (including PC, bottery, madem, and AC adopter). For on Excellent rating to be owarded, we require a size under 300 cubic inches and a traveling weight under 10 pounds.

Battery life also rates battery-charging features. We require at least 3 hours of battery life (with battery-saving aptions disabled) for an Excellent roting.

Screen groups erganamic features that make staring at the PC for hours an end as pleasont as possible. To rote Excellent, o natebook's screen must have 350-line (ar better) resalution, an aspect ratio na wider than 1.6:1, and the ability ta display at least four shades af gray (including black and white).

Keyboard covers features that make it easy to switch back and farth between a standard desktap keyboard and that af the natebaak. Dedicated cursar keys in a standard inverted T layaut, desktap-quality tauch, and dedicated page and function keys yield an Excellent rating.

RAM copacity refers to the total amount of installable RAM. Law capacity can degrade memory-hungry programs' performance and limit access to power-saving aptions like a large RAM disk. Only natebacks with 2.6MB ar more receive an Excellent rating.

Performance scares are calculated within the two categories: 8086-based natebooks are campared to the other 8086 laptops, and the 80286-based natebooks are campared to the other 80286

laptaps. To earn an Excellent rating a natebook must excel in at leost three-quarters of the benchmarks when tested against the other machines in its

Service and support includes the length of the warranty, quality at documentation, quality and availability of phane support, support haurs, and other support services. A natebook with at least ane year's full warranty, free an-site service, and lang support haurs merits an Excellent rating.

Price refers to street price. The price of each machine is compared to the others in its class: 8086s against 8086s, 80286s ogoinst 80286s. To get an Excellent, a natebook's price must be in the lowest third of the price range for its class.

Overall value takes into account all the abave criteria with emphasis on battery life, partability, screen, and keybaord.

mounted handily next to the screen.

The keyboard is clearly one of Sharp's concessions to size and weight. It has very shallow travel, and it flexes as you type! However, key contact is unfailing. The cursor keys are dedicated in a standard inverted T, but the <Page Up>, <Page Down>, <End>, <Home>, <F11>, and <F12> keys are simulated.

Sharp handles service and support through its dealers, but for customer convenience it also provides a toll-free tech support number. We were unable to check promptness, since you can't get past the receptionist without serial and invoice numbers.

The PC-6220's 3MB memory ceiling is excellent, but its case construction is another matter. Connectors (and the battery) are placed behind pop-off cov-

ers, some of which popped off by themselves during normal handling of the machine. Removing some of the other covers took extended prying—and once popped, they proved hard to replace (and easy to lose). In addition, brightness and contrast controls are awkward push-and-turn knobs next to the screen.

Your sandwich is safe with the PC-6220. This notebook is ultralight, ultraslim, and reasonably inexpensive, and it features the best VGA display reviewed. Moreover, like those ultralight airplanes that are designed to flex, its flimsiness may be illusory. But with a machine this light there's always a trade-off—and in this case it's the keyboard. Nonetheless, for most users the effort of adjusting to the PC-6220's keyboard will be easily offset by its amazing portability and battery life. Best Buy? You bet!

Texas Instruments TravelMate 2000



Texas Instruments (TI) makes the PC-6220 for Sharp and sells it under its own brand name as

the TravelMate 2000. Hence, except for a slightly different software bundle, this machine is identical to the PC-6220 in every respect, including the good price, the screw-on battery slice, and the popand-drop hatch covers.

Texas Instruments expects customers to go through dealers for service and support. Like Sharp, TI also provides a direct tech support line, but it requires a toll call. Nor was performance impressive: Only two of our three calls were returned, and then only after delays ranging from 3 to 21 hours.

Since TI's and Sharp's machines are essentially the same, the Best Buy recommendation is the same too: Yes!

Toshiba T1200XE

Toshiba's T1200XE is the least expensive 286-based notebook you can buy (\$3238 on the street, in the *PC World*

FLOPPY DRIVES—LOVE 'EM AND LEAVE 'EM

When laptops weighed 25 pounds and were as bulky as fat briefcases, the size and weight of a built-in floppy drive was negligible compared to its convenience. But now that lowpower, low-weight displays and hard disks have reduced notebooks to unprecedented lightness and smallness, we're rethinking our position. A built-in floppy (and the larger case to house it) adds bulk and weight.

There are several reasons why you still need a floppy. While a fast, easy-to-use serial-port file transfer program like Lap-Link works perfectly well to move files back and forth between your desktop and your notebook, some applications must

be installed from a floppy. Also, if the hard disk ever develops problems, you'll need to be able to boot from a floppy. And if you want to exchange files on the road, it's much easier to use a floppy drive than to hunt up someone who has Lap-Link on their PC (or trusts you enough to let you install it).

Unless you expect to use a floppy on every trip, an outboard floppy (which lets you pack the drive when you need it and travel light the rest of the time) makes more sense than a built-in unit. You'll find detailed discussions of floppy options in individual reviews. —M. G.

configuration). Moreover, it boasts excellent portability and the same fine keyboard and double-scan CGA screen as the 8086-based T1000XE. On the downside, its battery life is nothing to write home about.

The T1200XE's 5MB memory capacity is outstanding.

This 9.75-pound unit (with a built-in floppy drive) is both the heaviest and the largest notebook in the roundup. But compared to most laptops, it still deserves an Excellent rating for portability. Its battery life is a more serious problem; under normal operating conditions, you won't even make 2 hours.

Service and support are identical to that for the T1000XE, reviewed earlier.

The T1200XE's 5MB memory capacity is outstanding, and a utility lets you use that memory for a hard RAM disk. Unfortunately, the T1200XE's ergonomics leave something to be desired. Push-

and-turn brightness and contrast knobs are awkward to operate, a stiff latch makes the case hard to open, and the phone plug for the modem is inconveniently placed behind a nail-breaking snap-down hatch cover.

The T1200XE has a lot to recommend it: excellent portability, low price, an outstanding keyboard, a large screen, and a high RAM ceiling. Battery life could be better, but given the realities of the product category, this is still one of the best notebooks you can buy.

Portability Is Prime

This new batch of hard disk notebooks comes closer than ever before to rewriting the tale of two trade-offs (no hard disk, short-lived batteries). The two Best Buys, the Sharp PC-6220 and the TI TravelMate 2000, deliver outstanding portability along with astonishing battery life—and their VGA screens are terrific. Their only significant trade-off is a less-than-fabulous keyboard.

The two Toshibas (the T1000XE and

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January 15, 1991.MIDI interface requires
the MIDI Connector Box. Referenced products
and companies are registered trademarks of their respective holders. the T1200XE) boast fine portability too, plus excellent keyboards and screens but their battery life is less than 2 hours. Both the Compaqs (LTE and LTE/286) feature excellent battery life, but they're expensive—and they fall

down on screen and keyboard.

Clearly, there's still some way to go, but as trade-offs between power and portability grow fewer, these notebooks are looking more and more like the PCs

Michael Goodwin is an associate editor for PC World.

For more information about all products in this article, circle reader service no. 909.

WHERE TO BUY

Compaq LTE, Compaq LTE/286 Model 20

Compaq Computer Corp. P.O. Box 692000 Houston, TX 77269-2000 800/231-0900 LIST PRICE: LTE with 640K RAM, 1.44MB floppy drive, and 20MB hard disk \$2699; LTE/286 Model 20 with 640K RAM, built-in 1.44MB floppy drive, and 20MB hard disk \$3499 ACCESSORIES: 12-MHz 80C287 coprocessor (LTE/286) \$799; expanded memory upgrade board with 384K RAM (LTE) \$349, 1MB memory expansion board with 1MB RAM (LTE/286) \$699, 2MB memory expansion board with 2MB RAM (LTE/286) \$1299; external 360K floppy drive \$275, external 1.2MB floppy drive \$275, external 1.44MB floppy drive \$275; 20MB hard disk \$799, 40MB hard disk (LTE/286) \$1199; 2400-bps internal modem \$449; DOS 3.31 \$120, DOS 4.01 \$150, OS/2 1.1 or 1.21 (LTE/286) \$340; external numeric keypad \$119; external fast charger/AC adapter \$199, automobile power adapter \$129; battery pack \$129; carrying case \$89 WARRANTY: one year parts and labor **EXTENDED WARRAN-**

TY: none

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Sharp PC-6220

Sharp Electronics Corp. Sharp Plaza Mahwah, NJ 07439 201/529-9500. 201/529-8919 (fax) LIST PRICE: with 1MB of RAM, 20MB hard disk, DOS 4.01 \$3999 ACCESSORIES: 1MB RAM upgrade \$499; outboard 1.44MB floppy drive \$299; 2400-bps Send Fax internal modem \$499; external numeric keypad \$99; add-on battery pack \$249; internal battery \$129; carrying case \$69, allaccessory carrying case \$99; video interface card \$149; expansion unit \$699 WARRANTY: one year parts and labor EXTENDED WARRAN-TY: available **TECHNICAL SUPPORT:** toll-free number, M-F 9-5; fax OTHER SUPPORT: inhouse BBS Reader service no. 725

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1.44MB floppy drive \$299; 2400-bps Send Fax internal modem \$499; external numeric keypad \$99; add-on battery pack \$249; extra internal battery \$129; carrying case \$99; video interface card \$149 WARRANTY: one year parts and labor standard; one year with overnight exchange \$84; one year with on-site service \$132 EXTENDED WARRAN-TY: none TECHNICAL SUPPORT: toll number, M-F 8-5; OTHER SUPPORT: none

Toshiba T1000XE, Toshiba T1200XE

Reader service no. 726

Toshiba America Information Systems, Computer Systems Division 9740 Irvine Blvd. Irvine, CA 92713-9724 800/334-3445 LIST PRICE: T1000XE with 1MB RAM and 20MB hard disk \$2699; T1200XE with 1MB RAM, built-in 1.44MB floppy drive, 20MB hard disk \$3999 ACCESSORIES: 1MB RAM (T1000XE) \$599, 2MB RAM (T1000XE) \$999, 2MB RAM (T1200XE) \$1099; external 360K floppy drive \$499, external 1.44MB floppy drive \$249; 2400-bps internal modem \$349;

DOS 3.3 \$99, DOS

4.01 \$120; external numeric keypad \$99; external recharger/AC adapter \$349, automobile power adapter \$129; battery pack (1700 mAh) \$79, battery pack (2200 mAh, for T1200XE only) \$129; carrying case \$99 WARRANTY: one year parts and labor EXTENDED WARRAN-TY: available TECHNICAL SUPPORT: toll-free number, M-F

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POWER TIP NO. 134

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> Robert Lauriston Associate Editor

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In fact, John Dvorak calls MemoryMAX nothing short of "amazing."

The Press goes on to mention that because DR DOS 5.0 is fully DOS compatible, you can run all your current DOS applications. And because it is easy to install and requires no hard disk reformat-

ting, upgrading to DR DOS is simple. Since DR DOS 5.0 also includes ViewMAX,, a graphical interface, DOS is easier than ever to use.

Now if we could just get a word in edgewise, we would simply like to add that DR DOS 5.0 is available now. Call us at (800) 443-4200 today.

DR DOS 5.0



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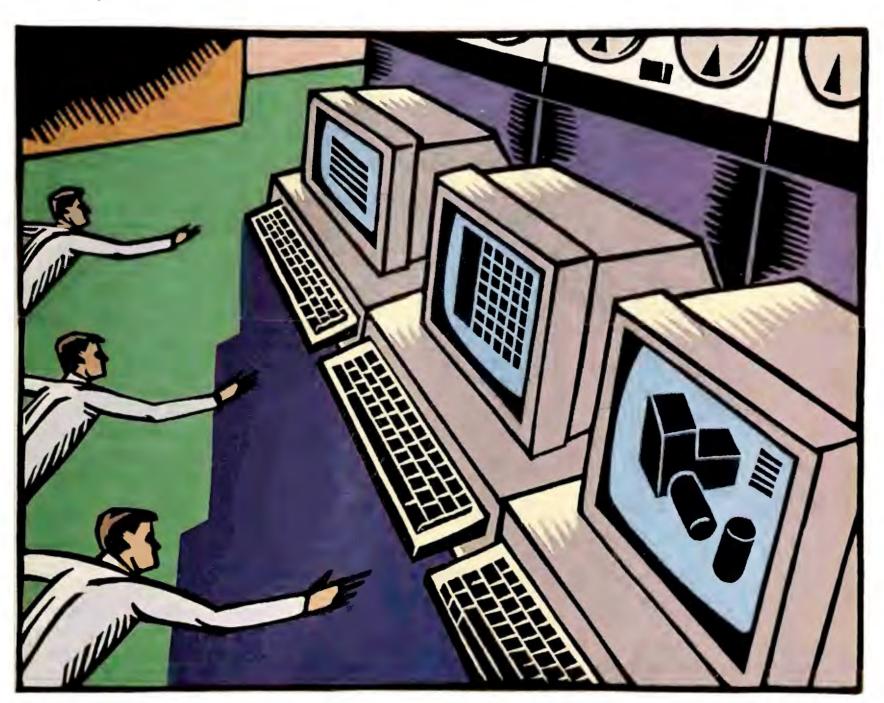
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Four SQL Data Bases:

Mainframe Muscle in a PC Package

OS/2 SQL data base servers from IBM, Microsoft, Oracle, and Gupta promise mainframe performance over affordable PC networks. Until SQL front ends arrive in force, though, the development challenges may be too much for most users.

Tyler Band



ntil recently, PCs couldn't come close to performing the key function of minicomputers and mainframes: providing many users shared access to huge quantities of data. But as today's 386- and 486-based network servers gain gigabyte-sized hard disks and fault-tolerance features, putting a mainframe-sized data base at the hub of a PC local area network (LAN) is becoming a real possibility.

Unfortunately, conventional PC-based multiuser data managers aren't up to the task. As the number of users grows and the size of the data base increases to big-iron proportions, programs such as *dBASE* and *Paradox* bog down miserably. Furthermore, the security and data integrity features of the typical PC-based data managers can't measure up to those of large-system products.

The computer industry's proposed solution is the *data base server*, a software engine that runs on the LAN server and provides data processing ser-

vices for the entire network. With conventional multiuser data managers, workstations do all the processing and often must download entire files from the LAN server to run a simple query—a good way to cause LAN congestion. Data base servers cut traffic drastically by doing the job at the server, sending the workstation only the records that match the query.

Today's most promising data base servers use Structured Query Language (SQL), a nonprocedural language popular with mini and mainframe data base programmers. SQL data base servers provide not only better performance on large LANs than do conventional data bases, but also improved security and reliability—plus the potential to link with mainframe SQL data bases.

The most exciting development, however, is that a host of PC software developers are teaching their applications to speak SQL. As a result, instead of having to learn a new application to query the company data base, you'll be able to use your favorite data manager or spreadsheet (see the sidebar "Uncomplicating SQL: Easy Front Ends Are the Puzzle's Final Piece").

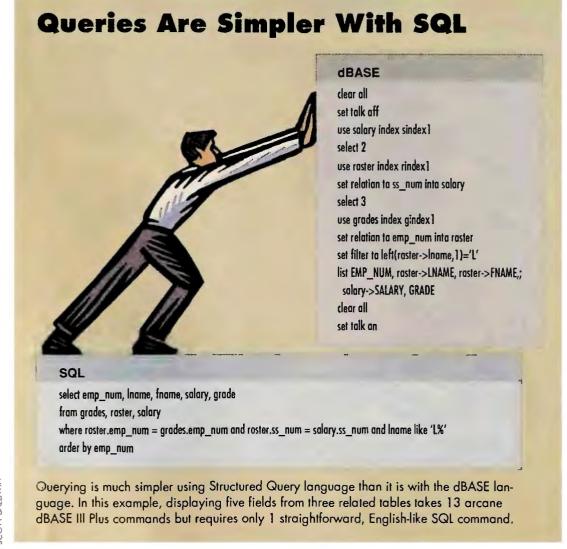
But make no mistake: SQL servers are bleeding-edge technology. This review of four SQL data base servers—IBM OS/2 Extended Edition 1.2's Database Manager, *Oracle Server for OS/2 1.0*, Gupta's *SQLBase Server for OS/2 4.0.1*, and Microsoft's *SQL Server 1.0*—clearly demonstrates that you can't overestimate the difficulty of setting up a data base using any of these products. The bottom line is that if you're committed to making SQL server power available *now*, you'll need a good data base programmer and plenty of time to get things up and running.

The Price of Power

Any multiuser data base needs the services of an experienced developer. With conventional multiuser data managers, setting up the data tables themselves is fairly trivial. But to keep users from corrupting the data base, you need custom-written front ends.

dBASE IV, R:base, Paradox, and Advanced Revelation—virtually all the major PC data managers—include tools (many menu-driven) that ease application development. By contrast, the programming aids that come with Database Manager, Oracle Server, SQL Server, and SQLBase Server are either primitive or difficult to use. In addition, the developer needs fluency in two languages—SQL, plus C, COBOL, or one of the other languages these products understand-to set up tables and complete an application. And since none of the programs offers modern debugging tools for SQL code, trial and error is the order of the day.

In a conventional multiuser data base, a programmer builds data validation into a custom front end to keep you from entering invalid part numbers, changing past income, putting text in a numerical field, and so on. But again, with SQL server data bases, you'll want to build data validation into the data



SQL Server: Peerless Security, Superior Programming

Wide support by a variety of front ends, rock-solid data security features, and top administrative and programming powers put SQL Server ahead of the competition.

● Yes ○ No ○ Deficient △ Limited only by ovoiloble RAM	Oracle Server	\$018050 Server 05/2 A.O.1 100 05/2 1.0	SQL Server 1.0	•
Standard features		N 05/2 1.0	ox \	
Price	SB301	\$3699	\$2495	\$2495
Maximum number af simultaneaus users ²	Δ	40	Δ	250
Minimum RAM required/ additianal RAM required per user	9.5MB/ 150K	8MB/ 250K-512K	4MB/ 3K	8MB/ 42K
Multiple active data bases	•	0	•	•
Data base can span disk valumes	0	•	0	•
Warkstatian query-repart utility	→3,4	•4	0	0
Compatibility				
Available frant ends				
1-2-3	⊖5	•	•	•
Excel	5	⊖5	•	○ ⁵
DataEase SQL	⊖5	⊖5	0	⊖5
Paradax SQL Link	⊖5	⊖5	0	○ ⁵
Advanced Revelation	⊖5	⊖5	0	⊖5
IBM OS/2 Extended Edition Query Manager	•	0	0	0
LAN support				
NetWare	0	•	⊖6	•
LAN Manager	0	•	⊖6	•
NETBIOS-campatible LANs	0	•	•	0
Banyan VINES	0	•	⊖6	0
Impart delimited ASCII files	•	•	•	•
Import graphics	0	0	⊖7	•
Administration				
Manage selected users as graup	•	•	0	•
Back up active data base	0	0	•	•
Auditing (activity lag)	0	•	•	⊖8
Monitoring (real-time)	0	•	•	•
Terminate selected-user process	0	0	0	•
Compress data base	•	0	0	•
On-line help	•	⊖°	0	•

Tutorial

Data security	Oracle Server	SOLBOS SOTUP. SOLBOS SOTUP. SOLBOS SOTUP. 101 OS/2 1.0	SOT SOLANDE 1'0	
Exclusive locks	•	•	•	•
Shared lacks	•	•	•	•
Primary-key referential integrity	•	•	•	•
Fareign-key referential integrity	•	0	0	⊖ ⁸
Enfarce business rules	0	0	0	•
Transactian rallback	•	•	•	•
Transaction rall-farward	0	•	•	•

Languages supparted				
С	•	•	⊖4	•
COBOL	•	•	○ ⁴	•
BASIC	0	0	0	•
FORTRAN	•	•	0	0
Pascal	•	0	0	0
Proprietary pracedural language	•	0	○ ⁴	•
Windaws taal kit	•	0	○ ⁴	•
Server-based subrautines	0	0	0	•
Query syntax aptimizer	•	0	•	•
Delete column	0	0	•	0
Rename calumn	0	•	•	•
Set default calumn values	0	0	⊖10	•
Aliasing	0	•	•	•
Outer joins	0	•	•	•
Auta date-time stamp	0	•	0	•
Turnkey pragramming services	0	•4	•4	0

¹ Price is for IBM OS/2 Extended Edition 1.2, which includes Datobase Monager.

² Actual maximum number of users will depend on amount of RAM in server.

³ IBM OS/2 Extended Edition 1.2 workstations anly.

⁴ Avoilable at extra cost.

⁵ Announced but not shipping ot press time.

⁶ DOS workstations must run NETBIOS.

⁷ Fields limited to 32K.

⁸ Only by monuolly programmed triggers.

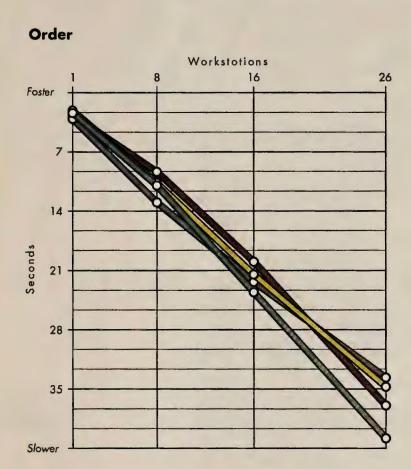
⁹ Only for some functions.

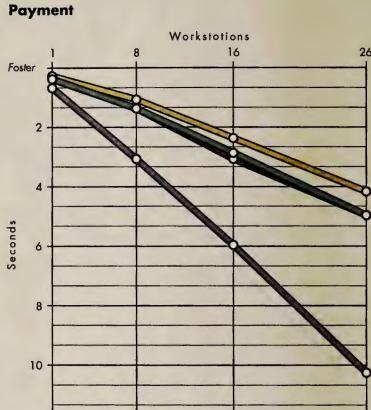
¹⁰ Set to zera or current dote only.

PC WORLD TEST REPORT

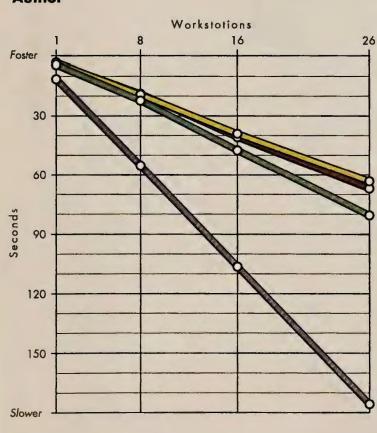
Fast Service From SQL Server

Microsoft's SQL Server provides the best overall performance and holds up best under heavy loads. Oracle Server and Gupta's SQLBase are close behind, but IBM OS/2 Extended Edition's Database Manager trails badly.





Author



Slower

Methodology
A 25-MHz IBM PS/2 Model 80 with two 300MB hord disks and 16MB of RAM A 25-MHz IBM PS/2 Model 80 with two 300MB hord disks and 16MB of RAM octed as bath LAN server and data base server. Workstotians were 16-MHz Everex Step/386si SX systems with 4MB af RAM and IBM Taken-Ring adopters. For every program except IBM OS/2 Extended Edition, the server used IBM OS/2 1.1 as the operating system. The workstotions used Compage OS/2 1.1, and the network used the 3Com 3+ Open 1.1 operating system. IBM OS/2 Extended Edition used its integrated operating system, Communications Manager, and Database Manager. All programs were set up to use one hord disk for the database and the ather for lag files.

Omo iBM Omo Oracle Omo SQL Server Omo SQLBase

The three tests simulate various aspects of a single transaction-processing system based on a hypothetical book-selling business. In the Order test, each transaction creates an order far five books selected at random. Transactions in the Author test select a single book by the outhar's name. Payment test transactions pick on order of random, invoice it, and update inventory



Data based on tests designed and conducted by National Software Testing Laboratories (NSTL), Conshohocken, PA 19428. All rights reserved.

Data Base Servers Cut LAN Traffic, Speed Up Queries File server SQL data base server File starage File starage Recard locking Processing Access rights Workstation Access rights Fault talerance Workstation Recard locking Referential integrity Fault talerance Requests Workstation Processing Referential integrity Workstation Querying Selected Data base Querying recards Pracessing Referential integrity Workstation Workstation Querying Processing Referential integrity Querying Querying In a canventianal multiuser data base, the file server daes little In a SQL data base server, data base management, data security, wark; pracessing and enfarcement of referential integrity are perand transaction pracessing are handled entirely by the server, refarmed by the warkstatians. This results in heavy LAN traffic and ducing LAN traffic. Since warkstatians dan't have to wark so hard. makes majar demands an warkstatians' CPUs. gaad perfarmance is passible even with alder, slawer PCs.

base itself. If you're going to offer access to users through SQL versions of 1-2-3, Paradox, DataEase and so on, you must consolidate data validation on the server to protect the integrity of your data—even if you've written a custom front end for data entry (something most businesses that maintain large data bases will do in any event).

In the future, developers will supposedly be able to set up a data base—from the data tables, to security, to custom front ends—using SQL versions of popular PC data managers (see the sidebar "Data Base Alternatives: Client-Server Computing Without OS/2"). Until then, you need to find a fearless bilingual programmer with lots of free time, or wait until an in-house developer gets up to speed in SQL.

Choose Your Engine

Obviously, electing to buy into SQL server technology is no casual choice. Perhaps you've just added a couple of users to your tried-and-true multiuser data base, and even with powerful PC hardware you're starting to get complaints about performance. Or you're planning on setting up a shop full of data

entry clerks, and your consultant whips out a VAX brochure.

In other words, the time to consider a SQL server is when a mini or mainframe is the only other solution. Assuming you're primed to take the plunge, consider the following buying issues:

Compatibility The crucial factor in choosing a SQL server is the selection of compatible third-party front ends. These must be written for a specific server, so if your office has standardized on *Paradox*, for example, you should select a server that *Paradox* supports in order to avoid retraining.

At this writing, SQL Server enjoys the lion's share of support—compatible versions of 1-2-3, Advanced Revelation, DataEase, Excel (with the Q+E addin), and Paradox are all either shipping or will be released shortly. Vendors seem to be taking more time supporting the other servers, but only SQLBase is short on major vendors with announced plans for front ends.

Of the four servers reviewed, only Database Manager and *Oracle Server* offer front ends that enable users to query and revise data and generate reports. Although Database Manager has the better user interface, you'd probably prefer to use a third-party front end or write your own.

LAN compatibility is also crucial—unless you're willing to switch network operating systems to suit your data base server. *Oracle* and *SQLBase* can handle all major LANs, and *SQL Server* talks to both *LAN Manager* and Net-Ware, but Database Manager runs only with *LAN Server 1.2*.

Administration All four programs are basically easy to install. And all but *SQLBase* have the key administrative feature: the ability to assign access rights to users in *user groups*.

Access rights are usually assigned by department and job position—personnel clerks can view all information in the employee file except salary, for example. User groups are merely predefined sets of privileges; you can change a user's access rights merely by moving him or her from one group to another. Without user groups, you must assign access rights to files, records, and fields one user at a time.

The ability to back up an active data base is also important; without it, you can't have round-the-clock access to the

system. In addition, the ability to monitor data base activity (both in real time and in an activity log) has its uses—it's helpful for fine-tuning performance, spotting ill-behaved applications, and identifying users who attempt unauthorized access.

Data Security This category includes four elements: access rights, locks, referential integrity, and fault tolerance. The four programs have identical SQL-standard capabilities that enable administrators to assign different levels of access to different users. In addition, all four programs have in common one serious limitation: You can't generate a full report of rights granted, but instead have to generate a separate report for each user or group.

Locks determine how a server arbi-

trates simultaneous attempts to access the same data. When someone updates a record, an *exclusive lock* kicks in and prevents anyone else from viewing or revising that record. A *shared lock* permits more than one user at a time to query or view a record. All four servers have these two basic lock types.

Referential integrity prevents users from corrupting the data base with bad entries. Primary-key referential integrity, found in all the servers, requires each entry in a column to contain a unique value (such as a record number), prohibiting duplicate records. Only Database Manager, however, has foreign-key referential integrity, which restricts entries in a column to those values that can be found in a specific column in another table—limiting packing

slips to valid part numbers, for example. Programmers can add foreign-key integrity to *SQL Server* data bases by writing special routines; in *Oracle* and *SQLBase*, the front end must handle this task.

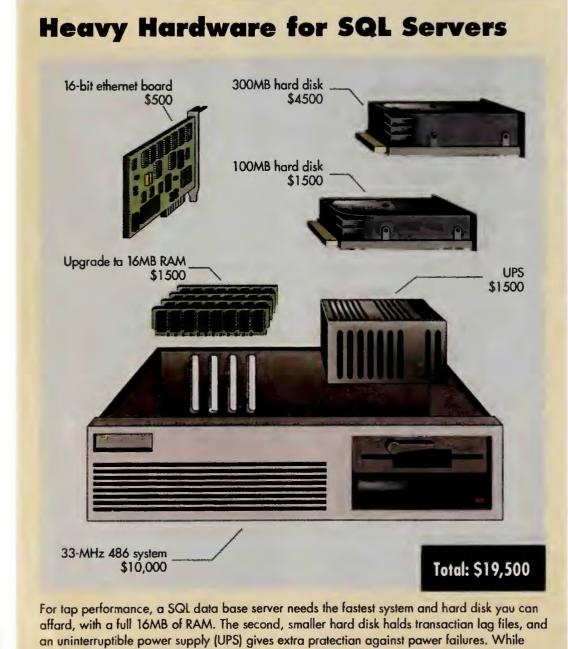
Fault tolerance helps avoid loss or corruption of data due to a system crash or power failure. Transactions are recorded in a log file (kept on a separate hard disk for added safety). After a crash, this log file lets the data base administrator "roll back" incomplete transactions, removing the partial updates from the data base, or "roll forward" completed transactions, writing the remaining data to disk. Database Manager has only rollback; the others have both.

Performance Each of our three performance benchmarks simulated a typical transaction-processing task. We ran each benchmark with 1, 8, 16, and 26 workstations to determine the degree of performance decay that occurs with additional users. For three of the servers, the performance differences were slight; however, Database Manager's performance fell well below the rest in two tests.

Programming It's important that a server support a variety of languages. Although all can be programmed with C or COBOL, SQL Server is the only one that speaks BASIC. More important, SQL Server lets you write subroutines and run them on the server—giving you tremendous flexibility in creating server-based data validation.

Price Since developing a single data base application will likely cost much more than the server software does, price is not an issue. However, you may want to figure cost over the long term based on the maximum number of users each server supports.

Surprisingly, the number of simultaneous users the servers can handle varies widely. *Oracle* accommodates only 40 users; *SQL Server*, 250; Database Manager and *SQLBase* have no fixed limit. However, since each user who logs in takes up some of the server's memory,



the server's price tag may appear high for a PC, it's anly a fraction of the cost of the mini-

camputer or mainframe it displaces; maintenance casts are alsa lawer.

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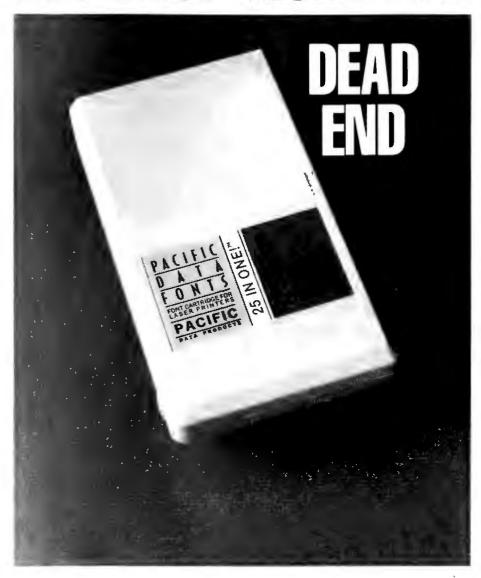
BOOTH N3622 FALL COMDEX 1990

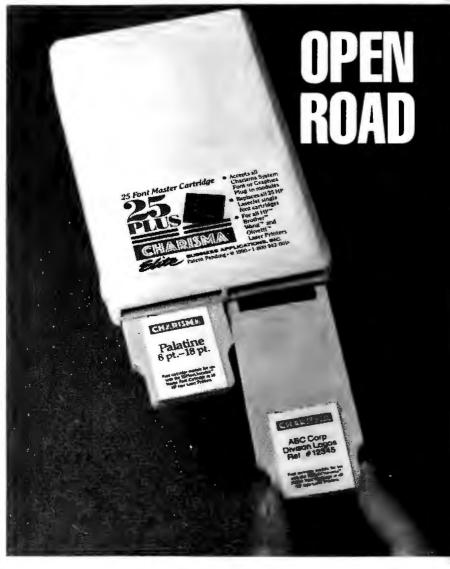
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all four programs are constrained by OS/2's 16MB RAM ceiling. The more memory each user requires, and the greater the amount of RAM required by the SQL server itself, the fewer users the server can handle. SQL Server and SQLBase have much lighter RAM requirements than Database Manager and Oracle.

IBM OS/2 Extended Edition 1.2's Database Manager

Extended Edition's Database Manager is the hardest to administer of the four servers. It's a real test of IBM loyalty: To use DOS workstations you have to run *IBM LAN Server 1.2*, which in turn demands that the file server be a PS/2. Worst of all, in two of three *PC World* tests, Database Manager was only half as fast as the other three products.

The only Database Manager front end available at this writing is another Extended Edition module, Query Manager. Its menu-driven Presentation Manager interface lets OS/2 users easily perform ad hoc queries, set up data entry screens, and run reports. This is the best dedicated front end of the group. IBM has no solution for DOS and Windows users, but at least most of the companies working on SQL front ends plan to support Database Manager.

Database Manager is installed as part of IBM's OS/2 Extended Edition 1.2 (it can't be run under earlier OS/2 versions or those from other vendors), and the many options and features call for careful preinstallation planning. The server needs a minimum of 9.5MB of RAM, plus an additional 150K for each workstation. Combined with the 16MB OS/2 RAM ceiling, that means Database Manager is limited to about 45 users.

Although Database Manager supports user groups, administration is difficult, because it's not completely centralized. The administrator must go to each workstation and manually enter configurations for each data base that the station needs to access—a waste of

EXECUTIVE SUMMARY

SQL Data Bases: Ready or Not

Data servers offer new capabilities—and new complexity.

SQL data base servers are faster and more reliable than conventional multiuser products, can handle larger data bases, and will soon let users access data using their favorite spreadsheet or DBMS. But programming a SQL data base server is currently so difficult that you should consider one only when your alternative is using a mini or a mainframe.

SQL Server is clearly the best of the four servers reviewed, but it's just too hard to use to merit a Best Buy. This difficulty should be reduced with the arrival of SQL versions of easy-to-use DBMS's like Paradox and DataEase, which promise to let nonprofessionals develop **SQL Server** applications.

Mamager	for 1888 OS/2 Edition 1888 OS/2 Edition	oracle Server	salaase server	sal server 1.0
Compatibility	Poor	Good	Fair	Good
Administration	Fair	Fair	Poor	Good
Data security	Fair	Fair	Fair	Excellent
Programming	Fair	Fair	Fair	Good
Performance	Poor	Good	Good	Good
Ease of use	Poor	Poor	Poor	Fair
Overall value	Fair	Fair	Fair	Good
Reader service no.	665	666	667	668

How we rate SQL data base servers

We rate these servers based on information in the Features Evaluation table and the PC World Test Report, combined with our opinions af quality, reliability, ease of use, and user benefit.

Compatibility reflects the voriety of user frant ends avoilable and under development for the server, LAN types supported, and flexibility of data import. An Excellent rating requires a query and report utility, front-end support by all major third-porty developers, compatibility with all major LAN operating systems, and the ability to import delimited ASCII and graphics files.

Administration measures the strength of tools pravided for data base administrators, including installation; management of users, groups, and tables; backup; auditing; monitoring; and data base compressian. An Excellent rating requires comprehensive tools for all those tasks and the ability to back up active data bases.

Data security includes access rights, locks, referential integrity, and fault tolerance. To be rated Excellent, o server must hove exclusive and shared locks; primary-key, fareign-key, and

business-rule referential integrity; and transaction rollback and roll-forward.

Programming measures the strength of tools provided for doto base developers, including programming-language support, tool kits, debugging tools, and internal features like column delete and aliasing. To receive an Excellent rating, a program has to offer a simple interactive development environment in which to build, test, and debug applications.

Performance ratings compore the products' scores in the PC World Test Report. A server that exhibits superior performance in every test receives an Excellent rating.

Ease of use measures haw intuitive and accessible a program is and applies to all the criteria. For an Excellent rating, a program must have logically nomed menu chaices for all basic functions, and cleor explanations of other important tasks must be eosy to find in the program's anline help.

Overall value takes into account the abave criteria, plus reliability, capacity, and price.

time. You can't back up an active data base, and Data Manager lacks auditing and monitoring tools.

Database Manager's single advantage over the other products is its foreign-key referential integrity. Otherwise, Database Manager is the only server that lacks roll-forward, making it more likely to lose data after a system crash. During tests, a programming er-

UNCOMPLICATING SQL: EASY FRONT ENDS ARE THE PUZZLE'S FINAL PIECE

Roberta Furger

It's taken mare thon o year longer than onyone expected, but PC users can finolly chaase from o variety of familiar business applications that can function as frant ends for SQL data base servers.

One reasan for the woit is that each front end must be designed to haak to a specific server. You'd expect to be able to mix and motch front ends and servers; after all, these are SQL servers, and all front ends hook to the servers by sending SQL commands. However, each server uses a slightly different version of SQL—which means, for example, that on upcoming edition of Paradax that works with Microsoft's SQL Server won't work with Gupto's SQLBose Server.

This complicated state of offairs means that the issue of which product warks with what is vital to your server buying decision. Release dates were still slippery at press time, but the following represents the latest information on front-end support for various SQL servers.

Data Base Tools

The long-owoited SQL versions of big PC dota boses are beginning to arrive, with one notable exception: Ashton-Tate's dBASE Server Edition has yet to ship, and officials at the Torrance, Colifornia, company aren't commenting on expected delivery dates.

Haping to copitalize on dBASE

Server's long delay are Borland and

DotaEase. Both componies should be
shipping SQL-reody praducts by the
time you reod this. Borland's Paradox

3.5 (see the preview in this issue), tagether with its SQL Link, will access SQL

Server, Oracle Server, and IBM Extended
Edition's Dotabose Monager. In its first
release, DataEase SQL will support SQL

Server; Databose Monager and Oro-

cle Server support will fallow (see Product Outlook in this issue).

SQL-fluent Advanced Revelotian 2.0 fram Revelatian Technologies should be aut by now. Users will need to purchose separate madules depending an which server is installed: The SQL Server product will be avoilable during the third quorter, with support far Orocle Server and Datobose Monoger ta fallow by the end of the first quorter af 1991.

WardTech Systems was one of the first data base developers to affer occess to SQL servers. Custam versions of its programs, Oracle dBXL and Oracle Quicksilver, support Oracle Server. In addition, Quicksilver SQL from Word-Tech supports Gupta's SQLBase Server, and the campany plans to support both Navell's NetWore SQL and Database Monoger, although no delivery dates have been announced.

Nontucket Corporotion and Fax Saftwore both plan to include support for SQL dato bose servers in their dBASE-campatible products, but don't expect the hooks onytime soon. Nontucket expects to hove drivers to link Clipper 5.0 opplications with SQL servers sametime during the first quorter of 1991. Fox Software will sell its own FaxServer, which FoxPro will support. With the releose of FaxPro 2.2 loter this year, Fox will also affer a stand-olone compiler that will include specifications to allow third-porty developers to write drivers linking Fax-Pro to ather SQL servers.

Spreadsheet Links

Not everyone, hawever, wants ar needs o relational data base. Many business users will feel mare at hame—and will find a more appropriate solution—using a spreadsheet to access SQL servers (see

"The Spreadsheet Connection: From Dota Bose to Decision," September 1990).

Microsoft provides the link via Excel using the Q+E add-in fram Pianeer Softwore. The Windows versian, which supparts SQL Server, is ovailable naw; the OS/2 versian will suppart SQL Server and Dotobase Manager and is due aut this manth. Suppart far Oracle Server is sloted for November.

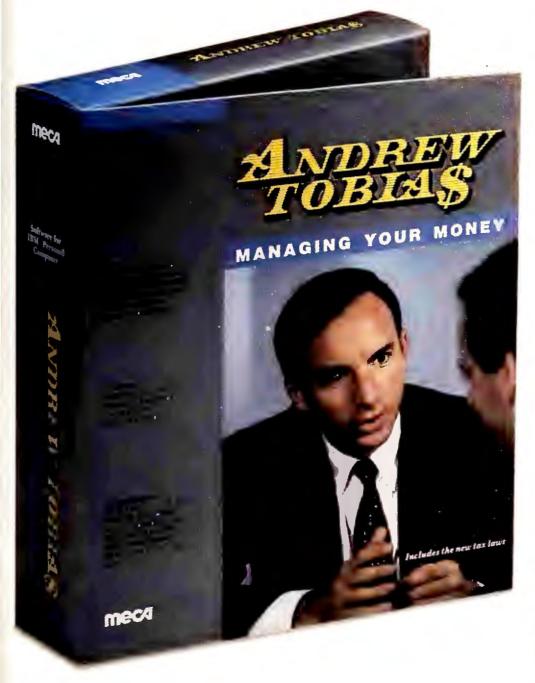
Users of 1-2-3 versions 2.01 and 2.2 gain occess to SQL Server via @SQL, a Lotus add-in. 1-2-3 release 3 and higher includes suppart far external data bases within the base pockage, so users need anly purchase the apprapriate driver—from either Lotus ar the data base server developer—ta camplete the link. A SQL Server driver is available naw. Drivers far Oracle Server and Extended Edition will follow.

Developers ore olsa intraducing general-purpase querying taals, such as SQL Cammander, o Windaws and OS/2 opplication from Strotegic Technalagies Group. The company cloims ta affer point-and-click occess to SQL dato boses. Two servers are currently supported: SQLBase Server and SQL Server. SQL Cammonder supparts DDE (Dynamic Doto Exchange), sa users can easily bring selected data into opplications, such os word processors, that don't pravide direct access ta SQL server data.

Finally, a Choice

The recent flurry of activity from frontend developers is good news. As the finol piece of the SQL dato bose server technology folls into place, users will be oble to choose the front-end opplicotions that best suit their needs.

FINANCIAL POWER MADE SIMPLE



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1372 Valencia Avenu Tustin, California 92680, U.S.A (714) 259-9555 • FAX (714) 549-400 ror (an attempt to fetch data from an unopened cursor) caused the server to crash, and the data base could not be recovered.

While the other data base servers allow programmers to work in DOS, Database Manager insists that they use an Extended Edition workstation. The program includes a procedural batch language, REXX; programs written in REXX are similar to SQL Server's server-based subroutines but not nearly as useful.

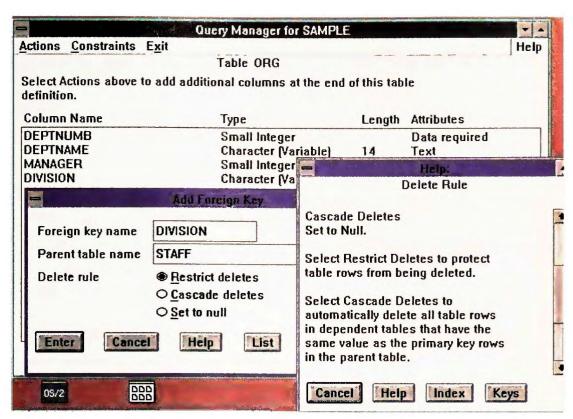
Database Manager's limited compatibility puts it out of the running for all but the staunchest IBM loyalists. Poor performance, clumsy administration, and the lack of roll-forward should further deter users.

Oracle Server for OS/2 1.0

Oracle Corporation was one of the first developers of SQL data base engines for minis and mainframes—and *Oracle Server for OS/2* shows its lineage. Its programming interface is crude, and because it lacks a query syntax optimizer, it requires careful attention to programming guidelines and time-consuming manual tuning. You may well need to employ the services of one of the company's many programmers, who can be hired to build, tune, and maintain data bases for users daunted by the product's complexity.

Oracle sells user query and reporting tools for DOS, *Windows*, and even Macintosh workstations, and most major players plan to supply front ends. *Oracle* also sells a variety of off-the-shelf financial and accounting software packages that include both data bases and custom front ends.

Oracle supports all major network operating systems, and it's the only product reviewed that can reroute queries to another server. It can send queries to two servers simultaneously to join tables; however, if one server commits and the other server can't complete the transaction, the data bases will be out of sync.



IBM OS/2 Extended Edition's Query Manager eases setting up a Database Manager data base. Here, a programmer sets up a foreign-key reference with a few simple menu choices.

Oracle requires 8MB of RAM, plus between 250K and 512K more for each logged-in workstation. Running with OS/2, the data base may not be able to handle more than 32 simultaneous users, since that operating system is limited to 16MB of RAM.

Despite a broad variety of administrative tools, Oracle comes up short on key features. You can't back up an active data base, and after a number of workstations crash, you must shut the server down and restart to clear the unfinished sessions. There are many utilities for performance monitoring and data base tuning, but there's also a preponderance of cryptic mainframe-style codes you have to decipher with a reference manual. The only way to add referential integrity for foreign keys is with a custom front end. That means you can't let users update data with third-party front ends unless you're willing to risk corrupting the data base. Oracle promises a future release that will include a procedural language enabling you to build foreign-key integrity into the

In PC World's benchmark tests, Oracle was very close to SQL Server in overall performance. But in the real world, when the number of records fluctuates unpredictably and the number of users is not constant, Oracle will not provide consistent performance—unless you tune it continually.

Because *Oracle* doesn't optimize SQL queries automatically, the data base programmer must have a thorough knowledge of SQL; a slight change in syntax can dramatically alter performance. Oracle offers a precompiler for faster, easier programming, but it produces inefficient code: A benchmark written with it ran only half as fast as the benchmark used in the tests.

On the bright side, Oracle offers programmers the widest variety of tools. There are report writers, menu builders, and excellent CASE tools.

Oracle is extremely flexible but unreasonably complex. The most likely home for this product is in an office that's already running mini or mainframe versions of Oracle, enabling applications to be moved between large systems and the LAN. For the rest of the world, Oracle Server for OS/2's limited referential integrity, administrative problems, and mainframe-style

DATA BASE ALTERNATIVES: CLIENT-SERVER COMPUTING WITHOUT OS/2

Lincoln Spector

Although OS/2 is clearly the plotform of choice omong SQL doto base server vendors, it's not the only game in town. Several servers are avoilable on DOS or Novell's NetWore. Due to memory constraints, DOS-based servers con hondle fewer simultoneous users before performonce storts to degrode, but they moy be a good, low-cost choice if you want to investigate client-server computing without committing yourself to OS/2. With its better memory monagement, NetWore should be a for more powerful plotform, but it currently suffers from o lock of development support. Once there are more tools available for writing NetWore 386 client-server opplications in the form of NetWore Loodoble Modules (NLMs), NetWare-bosed servers may take off.

Mony of these non-OS/2 servers oren't expected to compete heod-to-head with the likes of IBM and Microsoft. Rather, they're designed to provide the vendors' installed base with a pothway to the client-server world and a way to improve performance of overloaded transaction-processing sites. Here are some contenders in the DOS and Net-Ware orenos:

NetWare SQL 2.10. Novell's NetWare SQL hos been shipping since 1988 but hos attrocted scont front-end support compared with the OS/2 servers. Less sophisticated than the OS/2 servers, NetWare SQL is essentially a translator between SQL front ends and Novell's Btrieve, a non-SQL data base aimed at developers. The programs let both SQL and Btrieve front ends access the same data an NetWare LANs. Security, locking, and validation are done at the Btrieve level, but NetWare SQL currently

locks referential integrity features. Front ends include Novell's NetWore XQL development pockage, Concentric Doto's R&R for SQL, and a driver for 1-2-3 release 3. Promised for the future is support from Advanced Revelotion, Alpha Four, Paradox, Quicksilver, and dBXL.

Informix-OnLine 4.0. A competitor with Orocle in the UNIX world, Informix is a lote entry in the server wors. A Net-Wore 386 version of Informix-OnLine, a SQL doto bose server currently ovoilable on UNIX, is expected by the end of this year. Like SQL Server, OnLine can incorporate ony type of data into a data bose, enabling you to store scanned photos, formatted documents, or even sound recordings along with conventional data. Initially, front-end support will be limited to Informix's Informix 4GL data manager and the upcoming Windows version of its Wingz spreadsheet.

XDB-Server. Another UNIX migront, XDB Systems' XDB-Server comes in Net-Ware and DOS versions, with an OS/2 entry on the way. Its main claim to fome is its strict DB2 SQL compatibility and the fact that its DOS version can run in as little as 400K. XDB's data manager, report writer, forms manager, and COBOL and C development tools all support XDB-Server, but R&R for SQL is its only major third-porty front end.

Emerold Boy Dotobose Server 2.1. If you have a dBASE shop, and you're not ready to switch to SQL, you might consider Ratliff Software's Emerald Bay Dotabose Server, a dBASE-style server by Woyne Rotliff, the original author of dBASE II. DOS-bosed, it runs in 640K. Unlike standard dBASE, Emerald Boy combines multiple tables, indexes, volidation, and security into a single file, making it possible for multiple programs to occess the same data sofely.

The few front ends available include
Rotliff's 1-2-3 2.01 add-in, its dBASE
clone and compiler, and its C and Poscal
libraries, as well as Successwore's Clipper library, Clip2dB.

Undoubtedly, more entries will appear, ond more OS/2 servers may be on the woy. Detoils ore scorce obout one longtime voporware server, Microrim's Vonguord, but the project is still alive. Meonwhile, the momentum in dato base servers is towards OS/2.

WHERE TO BUY

NetWare SQL 2.10

Novell Inc. 5918 W. Courtyard Dr. Austin, TX 78730 800/733-9673 LIST PRICE: \$595 Reoder service no. 670

Informix-OnLine 4.0

Informix Software, Inc.
4100 Bohannon Dr.
Menlo Park, CA 94025
415/926-6300, 415/926-6593 (fax)
LIST PRICE: for PC platforms \$1600—
\$4400; NetWare version not yet priced
Reoder service no. 671

XDB-Server

XDB Systems, Inc. 7309 Baltimore Ave. #220 College Park, MD 20740 301/779-6030, 301/779-4560 (fax back) LIST PRICE: \$1995

Reoder service no. 672

Emerald Bay Database Server 2.1

Ratliff Software Production, Inc. 2155 Verdugo Blvd. #20 Montrose, CA 91020 818/248-0877, 818/248-2605 (fax) LIST PRICE: \$199—\$599, depending on number of users

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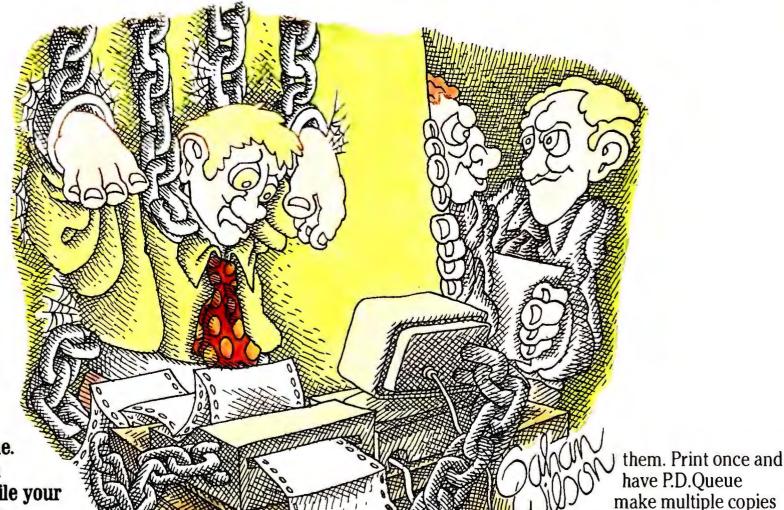
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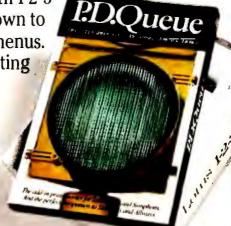
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programming interface make it less appealing than *SQL Server*.

SQLBase Server for OS/2 4.0.1

SQLBase Server is hard to use, poorly documented, and a bit slower than SQL Server and Oracle. Worst of all, it's buggy.

SQLBase crashed often during PC World tests. In an application that used SQLBase's Context Preservation feature to speed repeat queries, the server crashed when two users attempted to lock the same record. In that case we were able to recover the data, and Gupta provided a work-around to avoid a recurrence. But when we set the transaction log file to a specific size and issued a rollback command, and again when we accidentally relocated SQLBase's transaction log file without shutting down first, the data base was corrupted beyond recovery. Such serious bugs are unfortunate in a program intended for critical applications.

SQLBase has the least third-party support of the servers reviewed; at this writing, you can access SQLBase with either 1-2-3 or Excel using third-party utilities resold by Gupta. In any case, SQLBase's lack of foreign-key data integrity limits its usefulness in environments with a variety of front ends.

SQLBase works with all major network operating systems, including Net-Ware, LAN Manager, Banyan VINES, and any NETBIOS-based LAN. Gupta sells a gateway to allow access to IBM DB2 mainframe data bases and has announced a gateway to Oracle servers.

Installation is complicated by the scattering of instructions through several sets of release notes, and one small but essential piece of information had to be obtained from the company's phone support staff. RAM requirements are surprisingly light: only 4MB, plus 3K for each logged-in user.

There's one crucial feature missing from *SQLBase*'s administrative tools. You can't assign users to groups for efficient management, so access rights have

to be laboriously set for each user.

Gupta offers programmers a good selection of tools for both C programming and building screens with *Windows*. It's the only product reviewed that lets you delete a column—good for modifying tables rather than rebuilding them from scratch. *SQLBase* can store SQL code on the server, but unlike with *SQL Server*, you can't create server-based subroutines.

The bugs we encountered during testing are sufficient reason to avoid *SQLBase*. On top of that, it's hard to administer, referential integrity is limited, and the major third-party players have yet to get behind it. It's the least attractive choice of the four servers reviewed.

SQL Server 1.0

SQL Server is the fastest, most powerful, easiest to use, and most flexible of the four servers. Its superior data security features make it the best at juggling a mix of front ends. It also has the strongest support from third-party front-end developers.

SQL Server can communicate not only with LAN Manager but with any other OS/2 program, which should help developers create new work-group software. *SQL Server* is also compatible with NetWare and can run data bases developed on Sybase's minicomputer data base systems with little or no recoding.

Like *Oracle*, *SQL Server* requires 8MB of RAM—but its small 42K requirement for each logged-in workstation means it's clearly capable of handling many more simultaneous users than Database Manager or *Oracle*. The only network installation tips in the manual relate to *LAN Manager*; Net-Ware users have to fend for themselves.

You can administer *SQL Server* from the server or from any DOS or OS/2 workstation. The administrator can create and manage user groups, back up and restore data bases and log files, modify the system configuration, and build and test server-based subroutines. A library of 53 useful subroutines is included with the product.

SQL Server offers administrators several attractive advantages. You can back up a data base without shutting the server down, and data base files are automatically compressed as rows are deleted. Real-time monitoring tools to view system, user, and data base activity aren't as thorough as Oracle's (though they're much easier to understand). Though SQL Server lacks built-

POWER TIP NO. 135

Norton MCI From Anywhere

Norton Commander 3.0 users can write MCl Mail with any word processor, as long as the letter starts with the following:

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To: MCI mailbox

Subject: subject

After the letter is complete, save it as an ASCII file in Commander's OUT directory, and it will be sent out the next time Commander logs on to MCI. If you wish to attach a binary file, insert the line Attach: drive:\path\filename between the 'To' and 'Subject' lines.

Lincoln Spector Assistant Editor in auditing tools, programmers can write server-based subroutines to log data base and user activity.

The other servers can't match *SQL Server*'s data integrity features. You can build in both foreign-key referential integrity and, unique among the products reviewed, *business rules*. For example, you can prevent a user from deleting a customer record when the customer has open invoices. This type of control helps keep security from being compromised when users with SQL versions of spreadsheets or data bases access the data base.

SQL Server was the overall top performer in *PC World* tests. The scores reflect a significant improvement gained by limiting the server to a maximum of 26 user connections, the number actually required for the tests.

The product's server-based subroutines make it the most powerful tool for professional developers. Since it can be programmed in BASIC and includes a thorough tutorial, *SQL Server* is the only product that could conceivably be programmed by a nonprofessional.

SQL Server's simplicity of operation, superior data security, powerful programming options, and good overall performance bring it closest to fulfilling the SQL server promise. Add to this the

flurry of third-party development, and $SQL\ Server$ is by far the best bet among the products reviewed.

Ready to Serve?

Even *SQL Server*, clearly the top product in the roundup, has a way to go before setup will be anything less than a hair-raising adventure. Originally, Ashton-Tate and Microsoft teamed up to create a solution that combined both *SQL Server* and a *SQL* version of *dBASE IV*. With that front end on indefinite hold, however, developing data base applications with *SQL Server* is more like coding a mini or mainframe data base than setting up a custom PC front end.

Whether or not you want to wait until front ends make banging out SQL code unnecessary, the promise of SQL data base server technology is real. Once all the pieces are in place, the combination of mainframe power and PC flexibility will make SQL servers the data management solution of choice.

■

Tyler Band is a data base consultant for Vanguard Business Solutions in Sausalito, California. Roberta Furger is an associate editor and Lincoln Spector an assistant editor for PC World.

POWER TIP NO. 140

Easy On-Line Reminders

If you can't always remember short but complex procedures and command sequences (printer setup codes and the like), jog your memory with brief, on-line ASCII how-to files created with your editor or word processor. Format the files so that they're easily readable in a single screen. Give them names you'll have no trouble remembering, and store them in a directory called C:\HELP. Then add a batch file called HELP.BAT, which contains the line type c:\help\%1, to your batch file directory, which should be in the PATH statement in your AUTOEX-EC.BAT file. When you need. assistance, use the DOS command help filename to get an instant refresher course.

Wanda Smith Rockville, Maryland

WHERE TO BUY

IBM OS/2 Extended Edition 1.2's Database Manager IBM

Old Orchard Rd. Armonk, NY 10504 800/426-2468 LIST PRICE: first copy \$830, each additional one \$620; set of Database Manager manuals \$222 **REQUIREMENTS:** 8.4MB RAM, plus 1.1MB per data base and 150K per user; 20MB disk space TECHNICAL SUPPORT: toll-free number, M-F 7-7 (\$360 per user per year) or 24 hours,

7 days a week (\$384) OTHER SUPPORT: newsletter, videotapes, training

Reader service no. 665

Oracle Server for OS/2 1.0

Oracle Corp.
500 Oracle Pkwy.
Redwood Shores, CA
94065
800/345-3267
LIST PRICE: \$3699;
Oracle Tools for OS/2
\$799; CASE for OS/2
\$9999
REQUIREMENTS:
OS/2 1.1 or later

version, 8MB RAM, plus 250K–512K per user; 20MB disk space TECHNICAL SUPPORT: 30 days free, \$1000 per year thereafter; toll-free number, 24 hours, 7 days a week OTHER SUPPORT: newsletter, Compu-Serve, training, upgrade subscriptions Reader service no. 666

SQLBase Server for OS/2 4.0.1

Gupta Technologies, Inc. 1040 Marsh Rd. Menlo Park, CA 94025 800/876-3267,

LIST PRICE: \$2495; Excel and 1-2-3 addins \$295 each; C tool kit \$495; Windows tool kit \$1295, runtime licenses \$150-\$300; COBOL tool kit \$995; DB2 gateways \$30,000-\$50,000 each **REQUIREMENTS:** OS/2 1.0 or later version; 4MB RAM, plus 3K per user; 10MB disk space TECHNICAL SUPPORT: toll number, M-F 6-6 OTHER SUPPORT: BBS,

415/321-5471 (fax)

newsletter, training
Reader service no. 667

SQL Server 1.0

Microsoft Corp. One Microsoft Way Redmond, WA 98052-6399 206/882-8080 LIST PRICE: \$2495 REQUIREMENTS: OS/2 1.0 or later version; 8MB RAM, plus 42K per user; 30MB disk space TECHNICAL SUPPORT: toll number, M-F 7-5 OTHER SUPPORT: BBS, magazine, user group, CompuServe, training Reader service no. 668

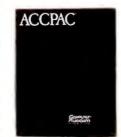
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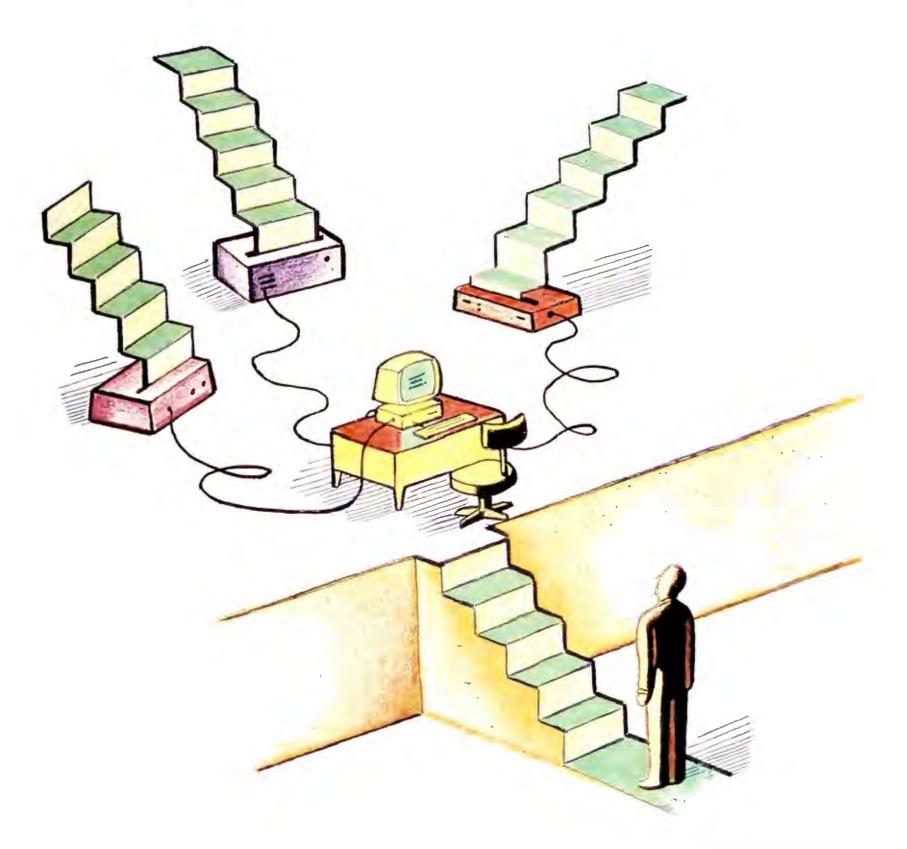


Printer Power: NetWare Pop-Up Utilities

Do you need to serve an entire network with a handful of printers?

These simple utilities can help. But only Best Buy LANSpool does it without taking a big bite of precious RAM.

David M. Syme



ith the latest versions of Novell's NetWare, printing on a LAN has never been easier. You can check on the progress of your print job, switch network printers, delete jobs from the print queue, access special fonts and print effects, and much more.

The new utilities that come with Net-Ware even provide peer-to-peer printer sharing, which means that you no longer have to tie a printer to the server or waste a PC as a dedicated print server—instead you can send jobs to any networked PC with a printer attached. And with peer-to-peer printing, you can pick up your print job (or clear a paper jam) by stepping across the aisle to the printer at your neighbor's desk rather than hiking down the hall (see the sidebar "Print Server: NetWare 286 Provides Peer-to-Peer Printer Sharing at Last").

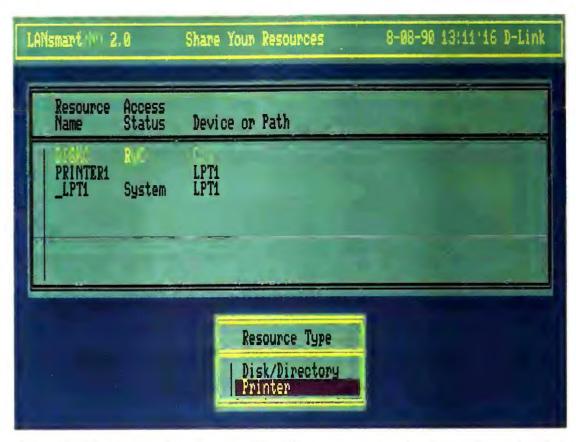
Unfortunately, NetWare's printer utilities lack a critical feature: They aren't RAM resident. That means if you need to switch printers or reconfigure the one you're using, you have to exit your application to load the appropriate utility.

Nor is that the only problem. Net-Ware 2.15's print utilities are slow, and they're tough to install. And NetWare users with versions older than 2.15 must upgrade to get peer-to-peer printer power.

Fortunately, a growing number of third-party vendors are providing reliable RAM-resident, NetWare-compatible utilities that let you perform most important printer-related tasks quickly and easily from within applications—and give you peer-to-peer printer sharing as well.

Share and Share Alike

All the products reviewed here deliver peer-to-peer printer sharing. With that as a given, the key buying issues become printer control features and queue management. Other important considerations include RAM consumption, price, ease of use, and performance.



LANsmart/NV is more than just a printer utility: It's a peer-to-peer network operating system that lets you share files as well as printers. As this screen shows, you use a simple point-and-shoot menu to select resources to be shared.

Printer Control All these utilities can be set up in memory-resident mode so that you can select printers, configure them, and print to them from within applications. Key capabilities include notification that a print job is done and the abilities to change printers and to send a message asking the user at the

All these packages let you manipulate jobs from within an application—a critical ability.

local print station to change the paper in the printer. Only *LANSpool* and *PS-Print* have all these features. The ability to change print characteristics (like formfeeds or banners) on a job-by-job basis from within applications is also highly desirable.

Queue Management The ability to view and manipulate print jobs from within an application is critical, and all

these packages provide it. It's important to be able to delete jobs, reorder jobs in the queue, and hold jobs for later printing; only *LANSpool* and *PS-Print* can handle all three.

RAM Consumption Since most LAN workstations start off with at least some RAM tied up in network drivers and shells, low RAM consumption is essential for a memory-resident printer utility. Merely setting up your PC as a nonprinting workstation (so you can print on remote printers) can cost between 4K and 160K; if you want to make your PC a print station (so your printer is available to the network), you can expect to sacrifice anywhere from 6K to 191K of PC memory. Since RAM-hungry utilities may keep you from running powerful applications such as Ventura or even large spreadsheets, the smaller the utility's appetite for memory, the better.

be installed by menu-driven routines, but those routines vary quite a bit. For instance, *LANSpool* requires that you bring down the *LAN* before installation, and *Printer Assist* requires a two-byte patch to NetWare to be fully functional.

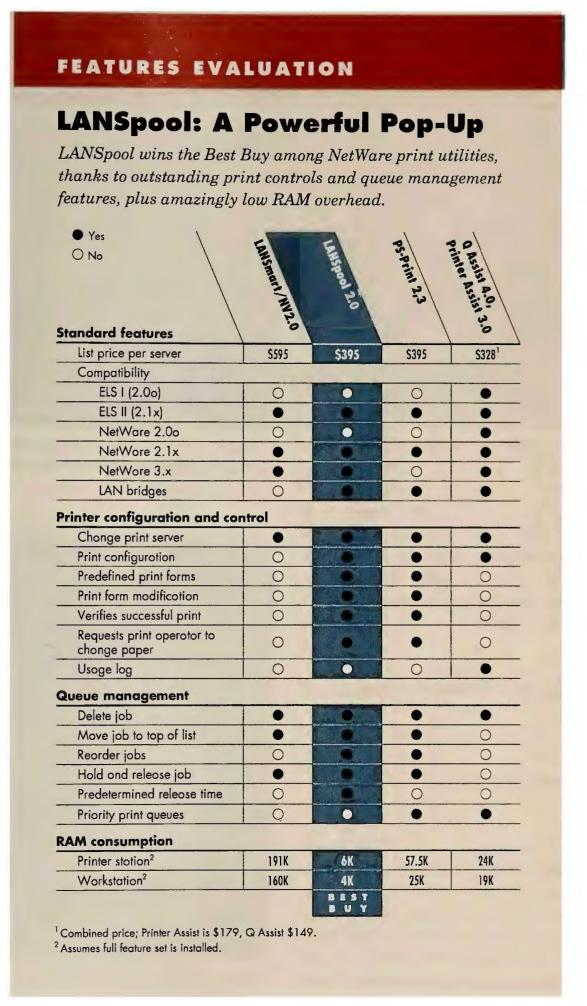
Performance Printer utilities have little effect on actual print speed, but since printing occurs in the background, they can disrupt normal PC operations. Hence, "good performance" in this context means minimal slowdown of normal computing operations while someone else is using the printer that is attached to your computer. We did informal tests to compare performance degradation caused by these products on print station PCs, and we found that although the level varies, disruption is seldom severe.

LANsmart/NV 2.0

LANsmart/NV provides peer-to-peer file sharing along with printer sharing—the only program reviewed here to do so. This capability adds virtually all the peer-to-peer features of a network operating system like TOPS to NetWare's already powerful talents. Unfortunately, LANsmart's \$595 price is the highest in the roundup, its other powers are severely limited, the RAM overhead is steep, and it's the only product that won't operate across network bridges.

Printer control is one of the program's weakest areas. You can switch printers from within an application, but that's about it. *LANsmart* cannot tell you your file was printed or send messages to users at local print stations instructing them to change paper trays. Nor does it provide RAM-resident printer configuration.

LANsmart/NV includes a pop-up queue manager, but it's fairly limited. You can delete print jobs and move one job to the top of the list, but that's all. Moreover, LANsmart/NV's memory problems are the worst in the roundup. You must give up 59K merely to access shared printers; add pop-up queue control, and you lose a total of 160K. Setting up your PC as a print station consumes 90K; add the pop-up menus and a primitive E-mail mode, and you'll sacrifice a humongous 191K. (You can save RAM, though, by loading some components in



extended or expanded memory.)

Nor is this product easy to set up. Menu-driven installation may be quite confusing if you're not familiar with NetWare basics—and the documentation won't be much help for a novice. Fortunately, things ease up once the

system is installed: Well-designed menus and clear, context-sensitive online help make daily use a snap.

On the bright side, *LANsmart/NV* hardly degrades PC performance at all; as long as the print station has a hard disk (for print spooling), slowdown dur-

ing print jobs is almost unnoticeable. If the print station can spool to a RAM disk, the slowdown is imperceptible.

Nonetheless, *LANsmart/NV* is simply too expensive, RAM hungry, and feature poor for most users. It makes sense only if you must have peer-to-peer file sharing.

LANSpool 2.0



At \$395, LANSystems' LANSpool 2.0, PC World's Best Buy, is quite reasonably priced.

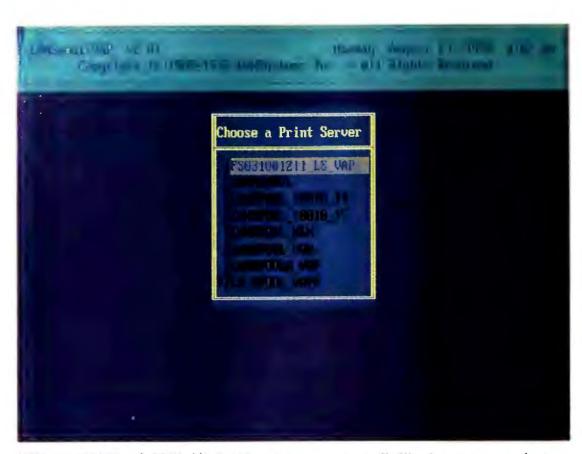
Better yet, it offers superb printer control and queue management. Best of all, it does everything in a tiny amount of RAM.

LANSpool delivers printer control via pop-up access to NetWare's unsurpassed utilities, Printcon and Printdef. In addition, LANSpool sends you a message when a job is done printing and lets you notify a print operator to swap paper trays by sending automatic popup screen messages for various kinds of print jobs.

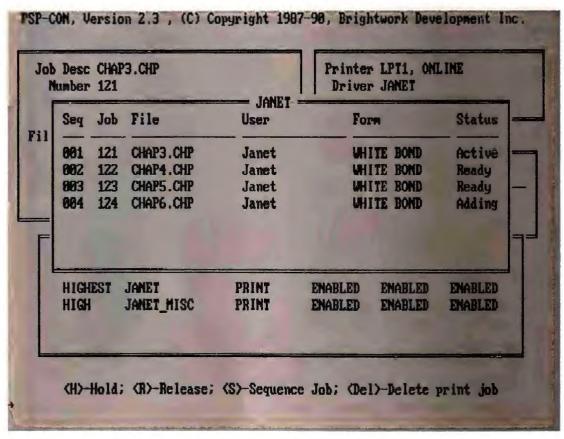
LANSpool offers superb printer control and queue management.

Similarly, you get full-featured RAM-resident queue management via a pop-up window to NetWare's Pconsole. LANSpool adds a proprietary utility called Status that lets you know whether the printer is on line, printing, or holding jobs. And unlike NetWare Print Server, Status lets you check on the printer before the job is sent instead of afterward.

LANSpool boasts the lowest memory use of the roundup. Workstations sacrifice no RAM at all for access to peer-to-peer printing and lose only 4K if they load pop-up TSRs. The print station module takes up a mere 2K (6K if you



LANSystems' LANSpool, PC World's Best Buy, gives you access to NetWare's own queue and printer control utilities, but popped up in a window so you needn't leave your application to use them. Here, LANSpool's own menu lets you choose a print server.



Brightwork's PS-Print has excellent pop-up queue and printer control. The queue-handling screen shown permits print jobs to be held, released, deleted, and moved higher or lower in the queue.

want pop-up utilities).

LANSpool also delivers excellent performance; little degradation occurs on print stations.

Installing *LANSpool* is painless; the only problem is that you have to turn off

the net to do it. Using it is just as easy. Its interface is not only powerful, it's elegant. A pop-up window lets you choose between LANPrint, Pconsole, and Status, and it provides access to Novell's own on-line help. Documenta-

tion is step-by-step specific.

LANSpool 2.0 is a real standout, thanks to its low RAM use, outstanding printer control, full-featured queue management, and reasonable price. If you're in the market for a network print manager, you can't do better than this.

PS-Print 2.3

Brightwork's *PS-Print* (\$395) comes with *Queue-It*, a pop-up utility that allows users to choose different network printers and access font and paper controls via NetWare's Capture command—all from within applications.

Printer control is excellent: All important features are supported, including verification of completed print jobs. Not only can you set up *PS-Print* to notify the user at the print station to change settings, paper, and so on; if he or she doesn't jump to it within 10 seconds, you'll be notified so you can hold the print job.

Queue management is excellent too; this utility boasts a menu-driven interface and a full-featured set of queue controls that are roughly as powerful as



Among other things, Q Assist's pop-up menu lets you select printers and display the jobs in the print queue—but you can't change the order of the jobs in the queue.

those of NetWare's Poonsole. The only fly in the ointment is that your system must be set up as a print station before you can access the queue controls.

RAM usage isn't exorbitant, but it's not insignificant either. Workstations

must devote between 12K and 25K to accessing remote printers; to make your PC a print station (and gain RAM-resident queue management capability), you'll have to give up 57K of perfectly good RAM.

PS-Print is fairly easy to install and use. There's no on-screen help, but most of its menu-driven operations are so straightforward you may not miss it. And the documentation is quite good.

PS-Print's performance is adequate but somewhat inferior to *LANsmart's* and *LANspool's*. If your PC is set up as a print station you may notice a slowdown in performance during heavy print traffic or when someone is printing graphics.

PS-Print's strong printer controls, easy installation, and reasonable RAM usage are attractive features. However, the program's merely adequate performance and restricted access to RAM-resident queue management will probably send smart buyers elsewhere.

A new version of *PS-Print*, 3.1, was released as we went to press. It includes many handy new features, supports *NetWare 386*, and (best of all) uses less memory in print server mode—34K in-

PRINT SERVER: NETWARE 286 PROVIDES PEER-TO-PEER PRINTER SHARING AT LAST

NetWare 386, Navell's new high-end netwark operating system, caused quite a stir by praviding peer-ta-peer printer sharing as a standard feature. This feature is also available far 286-based NetWare LANs, thanks to a utility called Print Server that's shipping as part of NetWare 2.15, the latest version.

Print Server takes up anly 9K of RAM on print statians (PCs ta which a printer is attached) and uses no RAM at all on warkstatians (netwarked PCs without printers). And it includes several handy features: Far instance, if a netwark printer is off line, aut of

paper, or jammed, Print Server will send specified users a screen message giving a detailed description af the problem.

Unfartunately, Print Server's silver lining has a few clauds. Far ane thing, installation is difficult. Far another, the documentation is disk based and lacks an index ar a detailed table of contents. And, of caurse, it's not memory resident, so if users need to change printers, madify queues, ar reconfigure printers, they'll have to exit the application they're using. —D. M. S.

stead of 57K. However, *PS-Print*'s primary problem, restricted queue access, remains unaddressed.

Q Assist 4.0 and Printer Assist 3.0

Together (for a combined price of \$328), Q Assist and Printer Assist provide many useful network printing features, use very little RAM, and are the only utilities reviewed that work with Net-Ware ELS I version 2.0a and NetWare 2.0a. However, their printer control and queue management features are limited, and printer configuration is a lot less friendly than with other products.

Printer Assist makes reports on printer usage and gives you the handy ability to assign priorities to print jobs so longer ones go last. However, a number of key control features are not supported, including notification of print completion and automatic messages to print operators.

Q Assist is the pop-up queue manager. Its easy-to-use interface is much like Pconsole's, but its functionality doesn't come close. For example, you can't change the order of print jobs in the queue, and you can't hold a job for printing at a later time.

Printer Assist's appetite for RAM is quite low: It uses no RAM at all on workstations and only 5K on print stations. Q Assist is similarly restrained in its RAM use—only 19K per workstation or print station.

Installation routines may be too difficult for nontechies: For *Printer Assist*, you have to patch NetWare to give local users the right to delete other users' files from the local print queue. Nor does ease of use improve significantly once installation is complete. *Printer Assist*'s printer setup and configuration manager is surprisingly clumsy. Instead of selecting predefined printer control codes from a menu, users must enter Escape sequences from scratch—a tedious and confusing task.

And there's more bad news. If you're using an EGA or VGA display in graph-

EXECUTIVE SUMMARY

Easy Access to Network Printers

Third-party, NetWare-compatible printing utilities provide power that NetWare's own utilities lack.

NetWare 286 didn't win its popularity on the strength of its command-line printing utilities. These third-party NetWare-compatible products not only add peer-to-peer printer sharing but let you access network printers and print queues from inside your applications via pop-up windows.



LANSystems' **LANSpool** earns a Best Buy thanks to its superb printer controls, low RAM consumption, reasonable price, and outstanding ease of use. D-Link Systems' **LANsmart/NV** provides peer-to-peer file sharing—but its \$595 list price is a lot steeper than the competition's.

	Maman/MV 2.0	anspool 2.0	Prime 2.3	O Assist A.O. 3.0
Printer control	Poor	Excellent	Excellent	Fair
Queue management	Good	Excellent	Excellent	Fair
RAM consumption	Poor	Excellent	Fair	Good
Ease of use	Poor	Excellent	Good	Poor
Performance	Excellent	Excellent	Good	Good
Overall value	Fair	Excellent	Good	Fair
		BEST		
Reader service no.	605	606	607	608

How we rate NetWare printer utilities
Since all these printer utilities provide peer-topeer printer sharing, the most important features
to look for are powerful printer control capabilities, flexible queue management, and low RAM
consumption. Other handy features include
good performance (that is, minimal disruption
of normal computing operations while your PC
is functioning as a print station) and easy access to these features via simple pop-up menus.

Printer control includes the ability to change printers, configure them, and control them. In order to be rated Excellent, a utility must provide pop-up printer selection and pop-up notification when a print job is complete and when the user at the local printer should change paper.

Queue management refers to the ability to view and manipulate jobs in the queue from within an application. A rating of Excellent is awarded only if the utility lets an authorized user delete files from the queue, reorder jobs, and hold jobs for later printing.

RAM consumption refers to the amount of RAM these utilities use in print station mode (which requires more RAM than workstation mode). A utility must consume 15K or less in print station mode to be rated Excellent.

Ease of use concerns both installation and daily use. For an Excellent rating, we require menu-driven installation; clear, context-sensitive on-screen help; step-by-step ("type this and you'll see that") documentation; and an intuitive menu-driven interface.

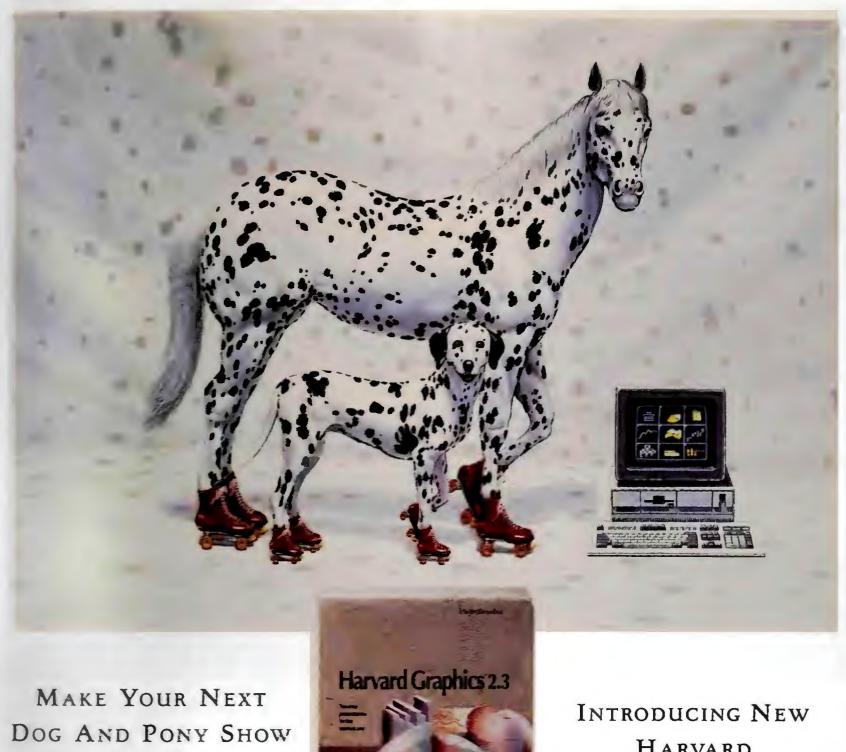
Performance refers to the slowdown you'll experience doing work if your PC is set up as a print station and someone else is accessing your printer. This assessment is based on informal tests, which revealed that even at the worst, slowdown is negligible.

Overall value combines the above criteria, plus price.

ics mode (as with *Windows*), popping up and then unpopping *Q Assist*'s control menu can result in an unreadable screen. Given the growing interest in Microsoft's recent release of *Windows* 3.0, this is a serious problem.

Printer Assist's performance is acceptable; the PC print station slows down only slightly when graphics are being printed.

Printer Assist and Q Assist are easy on RAM, but their lack of key features



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NETWORK PRINTING BASICS: HOW NETWARE MINDS PCs AND QUEUES

If you have only one network printer on your NetWore LAN, printing is foirly stroightforword. You set up your opplication to print to your PC's defoult port (usually LPT1:), and NetWare redirects the print job to a holding area on the server's hord disk called o print queue. There it woits its turn with other print jobs until it prints out on the network printer.

When you add more network printers, however, printing con get o lot more complicated in a hurry. You'll probably hove multiple print queues, and users will need to route print jobs to the right queue. This is a tosk few softwore applicotions can handle by themselves. Net-Wore provides the Copture command so users con do this job, as well os set parameters like formfeeds, bonner poges,

and so on. This system works very well —but you have to get to the DOS commond line to issue o Copture commond.

NetWore olso provides three more commond-line utilities. Printdef ond Printcon let you choose vorious Copture options and sove those settings. In oddition, these hondy utilities ollow users to select o driver from Novell's list of 30 printers and modify it to use vorious combinations of fonts and poper sizes all by making selections from o menu.

Print Server, NetWare's newest print utility, provides peer-to-peer printer shoring, allowing users to choose o printer ottoched to ony networked PC, not just printers ottached to the server (see the sidebor "Print Server: NetWore 286 Provides Peer-to-Peer Printer Shoring at Last").

Once you've chosen your printer ond print queue, you'll still need to modify that queue now and then—either to delete a print job (that 100-page onnual report, for instance, that you've sent in error), move your print job to the top of the queue, or check to see how mony jobs ore oheod of yours. To do this, you'll use NetWore's Pconsole utility. Like all its brothers, it's easy to use-but it must be started from the command

For the most port, NetWore's print utilities ore well designed and rich in features. However, the fact that they con't be used from within on opplication (os pop-up TSRs) is o mojor drowbock. This is why many users are turning to third-porty pop-up utilities. -- D. M. S.

(not to mention erratic graphics compatibility) and their clumsy printer manager knock them out of the running.

Pop Up and Get Down

LAN printing utilities have to cover a lot of territory, so it's a treat to discover a program like Best Buy LANSpool that succeeds so well in covering all the bases—full-featured pop-up printer control and queue management, good performance, low RAM consumption at a relatively low price. Until Novell adds RAM residence (plus better speed, easier installation, better documentation, and greater reliability) to NetWare printer utilities, this well-designed utility from LANSystems will constitute

the state of the art.

David M. Syme is a LAN consultant with Marathon Micro, an Alamo, California, network consulting firm.

For more information about all products in this article, circle reader service no. 901.

WHERE TO BUY

LANsmart/NV 2.0

D-Link Systems, Inc. 5 Musick Irvine, CA 92718 714/455-1688, 714/455-2521 (fox) LIST PRICE: \$595 per REQUIREMENTS: 640K; one floppy drive (hard drive for each print server); DOS 3.1 or loter version; Net-Wore 2.1x, 3.x, or ELS 11.2.1x**TECHNICAL SUPPORT:** toll number, M-F 8-5

OTHER SUPPORT: compony BBS Reoder service no. 605

LANSpool 2.0

LANSystems Inc. 300 Pork Ave. S New York, NY 10010 800/458-5267, 212/995-8604 (fox) LIST PRICE: \$395 per server **REQUIREMENTS:** 384K; one floppy drive; DOS 3.0 or loter; NetWore 2.1x, 3.x, or ELS II 2.1x

TECHNICAL SUPPORT: toll-free number, M-F 9-7:30 **OTHER SUPPORT:**

Reoder service no. 606

PS-Print 2.3

Brightwork Development 766 Shrewsbury Ave. Tinton Folls, NJ 07724 800/552-9876, 201/530-0622 (fox) LIST PRICE: \$395 per server **REQUIREMENTS:**

384K, one floppy drive, DOS 3.1 or loter version, NetWore 2.1x or ELS II 2.1x TECHNICAL SUPPORT: toll number, M-F 9-7 OTHER SUPPORT: newsletter

Reoder service no. 607

Q Assist 4.0, Printer Assist 3.0

Fresh Technology Group 1478 North Tech Blvd. #101 Gilbert, AZ 85234

602/497-4200, 602/497-4242 (fox) LIST PRICE: Printer Assist \$179 per server, Q Assist \$149 per server REQUIREMENTS: 384K, DOS 2.0 or loter version, NetWore 2.0 or loter version TECHNICAL SUPPORT: toll number, M-F 8-5 OTHER SUPPORT: none

Reader service no. 608



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SVGA-Color*	\$1010	\$1150	\$1260	\$1759	\$2360	\$3150
Portable VGA	\$2640	NA	\$2890	\$3389	NA	NA

* SVGA 1024 x 768 interlaced

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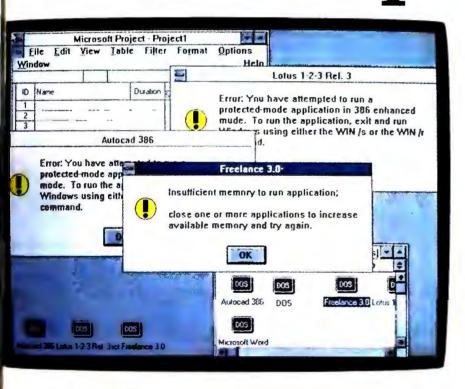
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Windows 3.0. The multitasking, windowing environment.

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DESQview 386 2.3. The multitasking, windowing environment.

within DESQview 386. So the next time you get error messages like the ones at the left in Windows, remember how the same set of programs look running in DESQview.

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This comparison was made using a system like the one you might run: Both shots show an ALR FlexCache 33/386 running DOS 3.3 with VGA display adaptor, Novell NetWare v3.01 Rev. A, with IPX/SPX v3.01 Rev. A, Microsoft Mouse 7.00, and Microsoft SMARTDrive v3.03 disk cache. Buffers were set to 20. For the Windows screen, we ran Microsoft Windows 3 HIMEM.SYS and EMM386.SYS. For the DESQview screen, we ran QEMM 386 v5.1.

THE READERS' CHOICE



THE WORLD CLASS AWARDS ARE BACK AND BIGGER THAN EVER—WITH MORE CATEGORIES, MORE CLOSE FINISHES, AND THE BIGGEST READER RESPONSE EVER.

WINNING PROFILES

For most of us, the phrase "you may already have won" is merely a cheap marketing ploy, but for three lucky PC World readers, it's become a reality. Every year we reach into the heap of World Class ballots and randomly select three winners. Our third-prize winner walks away with the most popular laptop computer, while our second-prize recipient takes home the top transportable. The first-prize winner hauls in the jackpot: the premier desktop computer, plus the remaining lineup of World Class hardware and software—a package worth nearly \$31,000.

KEITH CORSBIE

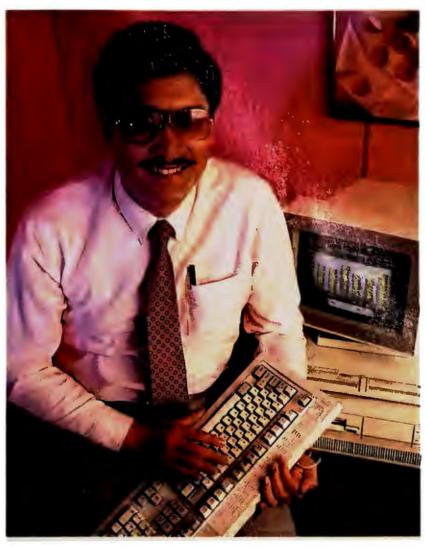
First prize: Compaq Deskpro 386/33, plus the winning hardware and software products HOME: Miami, Florida AGE: 38 PROFESSION: Accounting manager for The Wackenhut Corporation, which provides security services for power plants and government installations HOBBY: Tennis OFFICE PC: IBM PS/2 Model 70 HOME PC: Kaypro PC XT clone with an NEC MultiSync monitor and an Epson dot matrix printer CORE PROGRAMS USED: 1-2-3 release 3, DisplayWrite, Harvard Graphics, The Norton Utilities PROFILE: A PC-proficient manager who sits on the corporate committee that makes

recommendations for new

QUOTE: "Am I going to have

to pay taxes on all this?"

equipment



CEV HAG

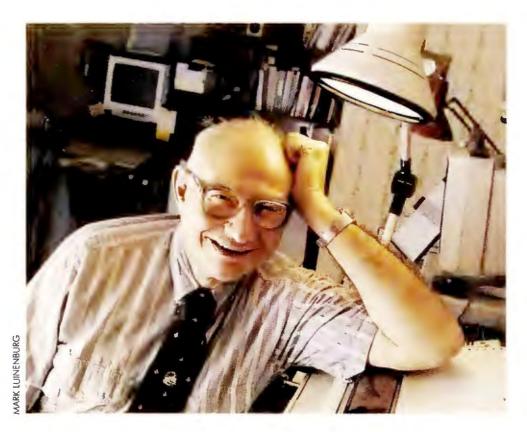
hen we want your opinion, we ask for it—and this year your response was earthshaking. Our World Class Awards contest produced more than 30,000 ballots—the biggest landslide in *PC World* history—proving more than ever that our readers are informed, demanding, and not shy about sharing their thoughts.

We asked readers to name their favorite hardware and software products in 37 categories, offering over \$40,000 in prizes for three lucky voters (see the sidebar "Winning Profiles"). When we finally dug our way out of the rubble, we uncovered a heap of old favorites and more than a few newcomers. The results appear on the following pages.

In this industry, nothing stands still very long, including the World Class contest. This year we added a handful of important categories, such as top data base utility and best on-line service or BBS. And for the first time we asked readers to name their favorite mail-order firms and the top companies in service and support.

What makes one company soar where another stumbles? Responsiveness, reliability and technical expertise, say our readers, who voted overwhelmingly for WordPerfect Corporation as the most user-friendly software firm. Among hardware manufacturers the race was virtually a dead heat between IBM and Austin, Texas-based Dell Computer, but IBM won by a nose. When it comes to ordering by mail, our voters

DANIEL TYNAN



HOWARD TEGLAND

SECOND PRIZE: Compaq Portable 386

HOME: Pierre, South Dakota

AGE: 64

PROFESSION: Retired; former audiovisual technician for the South Dakota State Library for the Handicapped HOBBY: Uses his PC to do volunteer work for the Shriners' Circus Club and performs occasionally as clown. "My clown name is GIGO—garbage in, garbage out. It's my own little joke."

HOME PC: AT&T PC 6300 with 30MB hard disk, a Plus HardCard, and an Epson dot matrix printer CORE PROGRAMS USED: PC-Write, WordStar, Lucid 3D, PFonts

PROFILE: Home PC user

QUOTE: "Last thing I ever won was a fifth of whiskey when they pulled my name out of a hat. That was 20 years ago."

CRAIG GARRETT

THIRD PRIZE: Compaq LTE/286 HOME: Colorado Springs, Colorado

AGE: 42

PROFESSION: Sales manager for Outomec, a mining

equipment manufacturer

HOBBIES: Racquetball and computers. "I enjoy messing around with computers, setting up customized data bases, that sort of thing."

ouses, that sort of thing.

OFFICE PC: Zenith TurbosPort 386

HOME PC: Stanford Computers XT with an Epson

LQ-2500 printer

CORE PROGRAMS USED: Informix's SmartWare, WordStar 2000, Harvard Graphics, The Norton Utilities, Lap-Link

PROFILE: PC road warrior

QUOTE: "I travel quite a bit, and I take a PC with me when I drive, though not so much when I fly. It's nice to have in a hotel room, so I can do some work in the evening."



Microsoft Mouse and the Hayes Smartmodem captured their categories—but most margins of victory were tighter than ever. Will 1991 be the year when *Quattro* overtakes 1-2-3 or *Paradox* topples *dBASE*? Will most PC users finally make the long-awaited move to *Windows*?

Daniel Tynan is an assistant editor for PC World.

World Class ballots were tabulated by the Wilson Research Group in San Carlos, California.

gave the stamp of approval to PC Connection in Marlow, New Hampshire, proving that the best-run companies are not always the biggest (see the sidebar "Mail-Order Pride").

But knowing which products our readers voted for wasn't enough—we wanted to know *why*. So we called voters at random to get the skinny on their likes and dislikes, then posed the same questions to the "experts"—authors, developers, and those oft-quoted industry gurus. Who has more insight, the amateurs or the pros? See the sidebar "The People and the Pundits," and judge for yourself.

Of course, some things never change. Compaq won its fourth straight title as top desktop computer. And for the eighth year in a row 1-2-3, dBASE, Flight Simulator, the

THE PEOPLE AND THE PUNDITS

As the saying goes, if you laid all the experts in the world end to end, they'd still point in every single direction. In our calls to professional pundits and World Class voters, we encountered a wide range of viewpoints, but one theme echoed consistently throughout: Products must be easy to use and well supported. Two common traits among our respondents were a thorough knowledge of computing and a passion for well-designed hardware and software. Here's a sampling of some of the things they told us.

DATA BASES

Pundits: "Why do I use *dBASE?* Because the application generator is superb. The one in *dBASE IV* is a great tool once you understand what you can do with it. It lets you develop and prototype decent applications without spending enormous amounts of time writing lines of code." *Edward Jones, author of Using dBASE IV 1.1*

"We're a data base-intensive office and we use *dBASE*. We'd have to see some incredible advantage to another program before we'd switch. Rewriting all of our applications would be a nightmare." *Jeffrey Tarter*, *editor of* Soft-letter

People: "I like *dBASE III.* It's easy to train people to do simple things, and as they gain more proficiency the program grows along with them." *Nevin House, microcomputer specialist, Arlington, Virginia*

"I'm most impressed by the volume of information dBASE can manage. We keep humongous records on all the people who work in our department, and dBASE handles them, no problem." David Kinney, petty officer, U.S. Navy

WORD PROCESSORS

Pundits: "I think *Word* has a superior feature set, but I can't tell anyone to abandon *WordPerfect* and go with *Word*. What would you rather drive, a Porsche or a BMW?

"The future is definitely in graphical word processors. If I had to pick a word processor today I'd pick *Word* for DOS. Three years from now I'd probably pick *Word for Windows*—or even *WordPerfect for Windows*, depending on what they do with it." *Peter Rinearson*, author of Word Processing Power With Microsoft Word and creator of MasterWord, the Microsoft Word companion disk

People: "I love *Word for Windows*. It's so easy to use and you can cut and paste pictures without a lot of keystrokes. After using *Windows*, *WordPerfect*'s menus and function keys are frustrating." *Nancy Louis*, *PC consultant*, *Newton Square*, *Pennsylvania*

"I don't like graphical word processors. Bumping back and forth between the mouse and keyboard all the time it gets irritating. The mouse has its uses, but when you're dealing with character-based programs, characters are what you want to put in there." Don Sandell, MIS director, Minneapolis, Minnesota

SPREADSHEETS

Pundits: "A lot of people are thoroughly disgusted with Lotus—but that doesn't mean corporations are about to throw 1-2-3 out the door. There's too much inertial mass built up, too much time and money invested in building their models." Amy Wohl, president of Wohl Associates

"Quattro Pro is a much better product than 1-2-3 release 3 and more powerful than release 2.2. 1-2-3's file-linking capability lets you open only one worksheet at a time. Quattro lets you open many worksheets and link them together—it's much more functional." Steve Cobb, coauthor of Douglas Cobb's 1-2-3 Release 2.2 Handbook and a contributing author to Quattro Companion

People: "I like 1-2-3 release 3. Why? I'm a power user. I like three dimensions, and nobody else has it. Borland says *Quattro* does, but it really doesn't. It lets you link spreadsheets but it isn't true 3-D." *Don Sandell*

"I like *Excel*, but I prefer *Quattro* because you can run it in multiple interfaces. 1-2-3 users can jump into it and go. And you get all the fonts. *Excel* lets you add fonts, but Borland just hands them to you when you buy the product." *Dale Fanning*, technician and LAN operator for cable TV network, Virginia Beach, Virginia

OPERATING ENVIRONMENTS

Pundits: "Before 3.0, Windows was a joke. I think 3.0 makes all the difference." John Seybold, publisher of The Seybold Report on Desktop Publishing

"The crux of *Windows*' popularity isn't multitasking but the consistent look and feel. It's easy to learn, and there are a bunch of fully featured applications." *Leon Chalnick, contributing editor,* Acknowledge, The Window Letter

People: "Other environments are Volkswagens— Windows is consistent and smooth. I didn't even crack the manual to learn Ami Pro—I just installed it and ran it." Jess Olonoff, president, Docutech Inc.

MAIL ORDER

Pundits: "Mail order has had a history of problems. Paper-thin margins and cutthroat prices have put some companies in precarious positions. But it's gotten better as the market has thinned out. I hear fewer horror stories now." Tracy Licklider, president of the Boston Computer Society

People: "CompuAdd is an incredible outfit. It's a little more expensive, but boy are they thorough. You discuss your

needs with them, and they tell you whether what you want is incompatible and what you should be getting. A lot of companies don't have a staff this savvy—they just send you what you order." *Nancy Louis*

"I love PC Connection. The service is great: You need it today, they send it. And they always send you the latest version of the software—not like some other companies." *Gayle Joas*, *PC consultant*, *Newton Square*, *Pennsylvania*

SERVICE AND SUPPORT

Pundits: "WordPerfect's support operation is the biggest and the best. They take good care of everybody. They don't ask you if you're a customer, because they figure if you aren't one now, next time out you will be." *Amy Wohl*

"I think service and support are as important as any other factor in choosing hardware and software. The trouble is, unless you've dealt with the company before, you only find out about these things *after* you've bought the product." *Tracy Licklider*

People: "I'd rather have a machine that's one generation behind the rest and have a good working relationship with the company that makes it than have my state-of-the-art machine fail, call a company 1500 miles away, and get a hard time over the phone." *Bill Dirk, graduate student/PC consultant, Austin, Texas*

"I'd pick Compaq over IBM. When something goes wrong,

it's much easier to reach somebody and get something done." Gayle Joas

SYSTEMS

Pundits: "The Deskpro 386/33 is suited for applications most of us down here in the trenches would never dream of using. It's like naming a Lamborghini 'Car of the Year'—it's a system many people might like to have but not many are likely to buy." *Peter Lewis, computer columnist for the* New York Times

"Faster machines win because users put speed above everything else—they absolutely want performance. Whether they really need that power is a function of user profile. Programmers and *AutoCAD* users must have fast turnaround; for a *WordPerfect* guy, a slow 286 is absolutely as fast as he needs." *Steve Gibson*, InfoWorld *columnist and president of Gibson Research Corp*.

People: "I figure if you're going to get a new computer, you might as well get the most advanced in the field, because everything changes so rapidly. The machines that came out five years ago are obsolete." Lars C. Christensen III, beef farmer, Elk Creek, Virginia

"Right now, my Deskpro thinks about as fast as I can type. Unless we install a network, I see no use for a 33-MHz machine." *Michael Thomas*, accounting manager, Omaha, Nebraska

MAIL-ORDER PRIDE: SERVICE AND SUPPORT ARE THE KEY

The most popular mail-order firms in our survey share certain characteristics: fast delivery, money-back guarantees, and strong support policies. Here's how the six top vote-getters compare.

	PURCHASE AND RETURN POLICIES				TECHNICAL SUPPORT							
	Estimated delivery time ¹	Accepts credit cords	Charges card before shipping	Money- back guarantee	Extended worranties	Volume discount		Free phone support	Toll- free number	Technicol support hours	BBS support	Fax support
PC CONNECTION	1 to 2 days	yes	no	no ²	no	yes	no	unlimited	yes	M-F 9-5:30	no	yes
COMPUADD	3 to 5 days	yes	no	30 days	systems only	yes	yes	unlimited lifetime	yes	M-F 8-7	yes	yes
DELL COMPUTER	4 days	yes	no	30 days	yes	yes	yes ³	unlimited	yes	M-F 7-7	yes	yes
TELEMART	1 to 2 days	yes	no	30 days	no	yes	yes ⁴	5	n/a	n/a	ho	yes I
GATEWAY 2000	within 2 weeks	yes	no	30 days (hardware only)	yes ⁶	yes	yes ⁴	unlimited lifetime	yes	M-F 8 a.m 10 p.m., S 9-4	yes	yes
NORTHGATE COM- PUTER SYSTEMS	within 2 weeks	yes	no	30 days	yes	yes	yes ⁷	unlimited	yes	24 hours, 7 days	yes	yes

¹ Vendor estimate

²No formal policy; determined on case-by-case basis

³Through Xerox. First year free, additional support approximately 10 percent of system cost per year

⁴Through TRW

Support for MIT brand systems only, provided by manufacturer.

One year free ports and lobor; thereofter, free labor and lifetime free phone support.

Through Bell Atlantic

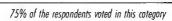
HARDWARE

% Product

Manufacturer

DESKTOP COMPUTER

6	Compaq Deskpro 386/33	Compaq Computer
5	Compaq Deskpra 386s	Compoq Computer
5	Dell System 325	Dell Camputer
3	IBM PS/2 Model 80	IBM
3	IBM PS/2 Madel 70 486/25	IBM
78	Others	





TRANSPORTABLE COMPUTER

15	Compaq Portable 386	Compaq Computer
11	IBM PS/2 Model P70	IBM
8	Tashiba T5200	Toshiba
7	Compaq Portable III	Compoq Computer
5	Compaq SLT/286	Campaq Camputer
5	Toshiba T3200SX	Toshibo
49	Others	

32% of the respondents voted in this cotegory

LAPTOP COMPUTER

15	Compaq LTE/286	Compaq Computer
6	Tashiba T5200	Toshiba
6	Toshiba T1600	Tashiba
4	Tashiba T3200	Tashiba
4	Compaq SLT/286	Campaq Camputer
65	Others	

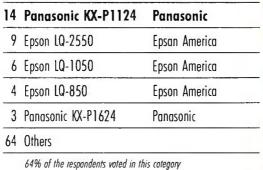
49% of the respondents voted in this cotegory



LASER PRINTER

37	HP LaserJet Series II	Hewlett-Packard		
26	HP LaserJet Series IIP	Hewlett-Packard		
11	HP LaserJet Series IID	Hewlett-Packard		
3	LoserJet Series III	Hewlett-Packard		
2	NEC Silentwriter LC890	NEC Technologies		
21	Others			
	66% of the respondents voted in this cotegory			

DOT MATRIX PRINTER





% Product

Manufacturer

MONITOR

16	NEC MultiSync 3D	NEC Technologies
15	NEC MultiSync 2A	NEC Technologies
7	NEC MultiSync 5D	NEC Technologies
4	Zenith ZCM-1490	Zenith Data Systems
4	NEC MultiSync 4D	NEC Technologies
54	Others	
_		

53% of the respondents voted in this cotegory



MOUSE

50	Microsoft Mouse	Microsoft
33	Logitech Series 9 Mouse	Logitech
3	Trackman Stationary Mause	Lagitech
2	PC Mouse	Mouse Systems
12	Others	
	16% of the respondents voted in this rategory	

MODEM

	MODEM	
33	Smartmodem 2400	Hayes Microcom- puter Products
4	Smortmodem 1200	Hayes Micracamputer Praducts
4	Intel 2400EX	Intel
4	V-series Smartmadem 9600	Hayes Microcomputer Praducts
4	Courier HST 9600	U.S. Rabatics
51	Others	

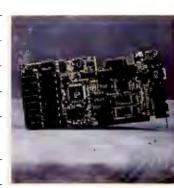
39% of the respondents voted in this cotegory



GRAPHICS BOARD

	OVER HILLS DANKE	
18	VGA Wonder	ATI Technologies
12	VGA Plus	Poradise Systems
6	VGA Professional	Paradise Systems
4	V-RAM VGA	Videa Seven
4	Hercules Graphics Card	Hercules Camputer Technalagy
56	Others	

28% of the respondents voted in this cotegory



MASS STORAGE

12	Seagate ST251-1	Seagate Technology
9	Seagate ST4096	Seagate Technology
5	Hardcard 8011	Plus Development
3	MW-5U1 WORM Drive	Mitsubishi
3	Bernaulli Bax II 44	lomego
2	Bernoulli Bax II	lamega
66	Others	

24% of the respondents voted in this cotegory



% Product

Monufacturer

SCANNER

35	HP ScanJet Plus	Hewlett-Packard
26	SconMon	Logitech
5	Complete Page Sconner	The Complete PC
5	Hondy Sconner 3000	DFI
4	MSF-300G	Microtek
25	Others	

20% of the respondents voted in this category



MEMORY EXPANSION BOARD

41	AboveBoard Plus	Intel
14	Rampage Plus	AST Research
6	SixPakPlus	AST Research
4	Inboard 386	Intel
35	Others	

19% af the respondents voted in this category



MOST PROMISING NEWCOMER—HARDWARE

10	HP LaserJet Series IIP	Hewlett-Packard
6	Compoq Systempro	Compaq Computer
4	Compaq LTE/286	Compoq Computer
4	Next Computer	Next
3	Compoq Deskpro 486/25	Compaq Computer
3	Poqet PC	Poqet
70	Others	
	1001 ()	

19% af the respondents vated in this category



SOFTWARE

% Product

Manufacturer

WORD PROCESSING

54	WordPerfect	WordPerfect
13	Microsoft Word	Microsoft
8	WordStor Professional	WordStar Int'l
5	Professional Write	Software Publishing
5	Word for Windows	Microsoft
15	Others	
	050/ -1.4	this category

85% af the respondents voted in this category



SPREADSHEET

34	1-2-3 2.xx	Lotus Development
23	Quottro Pro	Borland Int'l
15	Excel	Microsoft
13	1-2-3 3	Lotus Development
4	SuperCalc5	Computer Associates
11	Others	

72% af the respondents voted in this category





% Product

UTILITY

32	PC Tools Deluxe	Central Point Software
29	Norton Utilities Advanced	Symontec
8	XtreePro Gold	Executive Systems
5	Norton Commonder	Symontec
2	Mogellon	Lotus Development
2	Fastbock Plus	Fifth Generation
22	Others	

Manufacturer

46% af the respandents voted in this category



RELATIONAL DATA BASE

23	dBASE IV	Ashton-Tate
20	Porodox	Borland Int'l
14	dBASE III Plus	Ashton-Tate
8	R:base for DOS	Microrim
7	FoxPro	Fox Software
28	Others	

42% af the respandents vated in this category



OPERATING SYSTEM/ ENVIRONMENT

41	MS-DOS/PC-DOS 3.xx	Microsoft/IBM
18	MS-DOS/PC-DOS 4.xx	Microsoft/IBM
16	Microsoft Windows 2.xx	Microsoft
7	Desqview 2.xx	Quarterdeck
6	0S/2	Microsoft/IBM
12	Others	

40% af the respondents voted in this category



COMMUNICATIONS

COMMUNICATIONS		UNS
53	Procomm Plus	Datastorm Technologies
6	Smortcom III	Hoyes Microcomputer Products
4	Crosstolk XVI	DCA/Crosstalk Communicotions
4	Telix	Exis
4	Crosstolk Mk.4	DCA/Crosstalk Communications
29	Others	

38% af the respondents voted in this category



DESKTOP PUBLISHING

37	PageMaker	Aldus	
32	Ventura Publisher	Venturo Software	
9	First Publisher	Software Publishing	
6	Publish-It	Timeworks	
2	WordPerfect	WordPerfect	
14	Others		

37% of the respondents voted in this category



PROGRAMMING LANGUAGE

20	Turbo Pascal	Borland Int'l
18	Turbo C	Borlond Int'l
17	QuickBASIC	Microsoft
12	Microsoft C	Microsoft
6	QuickC	Microsoft
27	Others	

29% of the respondents voted in this cotegory



PERSONAL FINANCE

43	Quicken 3.0	Intuit Software
30	Andrew Tobios' Monoging Your Money	MECA Softwore Inc.
14	Money Counts	Porsons Technology
3	Dollors ond Sense	Monogrom
10	Others	
	28% of the respondents voted in this cotegory	



DRAW/PAINT

36	PC Paintbrush	Z-Soft
25	Corel Drow	Corel Systems
4	Designer	Microgrofx
3	Deluxe Point II	Electronic Arts
3	Horvord Grophics	Softwore Publishing
29	Others	

28% of the respondents voted in this cotegory

Corel Systems Microgrofx Electronic Arts Softwore Publishing d in this cotegory

GAME

16	Microsoft Flight Simulator	Microsoft
8	Leisure Suit Lorry	Sierro On-Line
7	Tetris	Spectrum Holobyte
4	F-19 Steolth Fighter	Microprose
4	SimCity	Moxis
4	King's Quest	Sierro On-Line
57	Others	

27% of the respondents voted in this cotegory



PRESENTATION GRAPHICS

59	Harvard Graphics	Software Publishing
15	Freelonce Plus	Lotus Development
3	Drow Applouse	Ashton-Tate
2	Groph Plus	Microgrofx
21	Others	
	26% of the respondents voted in this cotegory	



% Product

Monutocrurer

TAX PLANNING OR PREPARATION

64	TurboTax	Chipsoft
14	Tox Cut	MECA Softwore Inc.
5	Personol Tox Preporer	Porsons Technology
2	AM-Tox Advonced	AM Softwore
2	Andrew Tobios' Manoging Your Money	MECA Softwore Inc
13	Others	

26% of the respondents voted in this cotegory



FLAT-FILE DATA BASE

27	Q&A 3.0	Symantec
15	Reflex	Borlond Int'l
14	PC-File Plus	ButtonWore
8	Professional File	Softwore Publishing
7	Alpho Four	Alpho Softwore
29	Others	

22% of the respondents voted in this category



INTEGRATED

37	Microsoft Works	Microsoft
12	First Choice	Softwore Publishing
9	Symphony	Lotus Development
7	Enoble/OA	Enoble Softwore
6	Fromework III	Ashton-Tote
6	SmortWorell	Informix
23	Others	

21% of the respondents voted in this category



ACCOUNTING

22	DacEasy Accounting	DacEasy
17	Peochtree Complete III	Peochtree Softwore
12	Quicken 3.0	Intuit Softwore
5	Accpoc Plus	Computer Associotes
3	Money Counts Plus	Porsons Technology
41	Others	

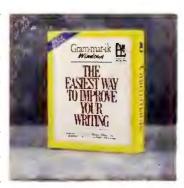
21% of the respondents voted in this cotegory



WORD PROCESSING UTILITY

WORD PROCESSING UTILITY				
28	Grammatik	Reference Software Int'l		
19	RightWriter	RightSoft		
6	WordPerfect Executive	WordPerfect		
5	WordPerfect Librory	WordPerfect		
2	Fontwore	Bitstreom		
40	Others			

20% of the respondents voted in this cotegory



Product

Monufacturer

PERSONAL ORGANIZER

19	SideKick Plus	Borland Int'l	
16	Agendo	Lotus Development	
13	PC Tools Deluxe	Centrol Point Softwore	
7	Current	IBM	
5	WordPerfect Librory	WordPerfect	
40	Others		
	19% of the respondents voted in this cotegory		



COMPUTER-AIDED DESIGN

54	AutoCAD	Autodesk
12	Generic CADD	Generic Softwore
10	DesignCAD	Americon Smoll Business
3	AutoSketch	Autodesk
2	EosyCAD	Evolution
19	Others	
	100/ 6.4	. 1 . 4 .



19% of the respondents voted in this cotegory

SPREADSHEET UTILITY

12	Allowers 1.2	Funly Calauman
43	Allways 1.2	Funk Software
14	Sidewoys	Funk Software
7	SeeMore	Personics
4	1-2-3 2.xx	Lotus Development
3	Impress	PC Publishing
29	Others	



ON-LINE SERVICE/BBS

54	CompuServe	CompuServe
16	Prodigy	Prodigy Services
8	GEnie	Generol Electric
22	Others	

17% of the respondents voted in this cotegory



PROJECT MANAGER

25	Time Line	Symantec
19	Horvord Project Monoger	Softwore Publishing
12	Project Scheduler 4	Scitor
9	SuperProject	Computer Associotes
7	Microsoft Project	Microsoft
28	Others	

12% of the respondents voted in this cotegory



For more information about all products in this article, circle reader service no. 908.

% Product

Monufacturer

DATA BASE UTILITY

15	Clipper	Nantucket
10	R&R Report Writer	Concentric Doto
8	dBASE IV	Ashton-Tote
6	dBASE III Plus	Ashton-Tate
4	Q&A 3.0	Symontec
57	Others	,
		44

9% of the respondents voted in this cotegory



MOST PROMISING NEWCOMER—SOFTWARE

6	Quattro Pro	Borland Int'l*
6	Word for Windows	Microsoft
4	Mogellon	Lotus Development
3	Animotor	Autodesk
81	Others	

18% of the respondents voted in this cotegory

^{*}Percentages rounded; product received largest number of votes.



READER POLL

LOCAL AREA NETWORK-**OPERATING SYSTEM**

52 Advanced Netware/286 (Novell)

8 Advanced Netware/386 (Navell)

7 LANtastic (Artisaft)

4 VINES (Banyan Systems)

4 3 + Share (3Cam)

25 Others

14% of the respondents voted in this cotegory

LOCAL AREA NETWORK—BOARD

11 Token-Ring (IBM)

9 Etherlink (3Cam)

8 LANtastic board (Artisaft)

8 EtherCard Plus (Western Digital)

6 Arcnet baard (Standard Microsystems)

58 Others

9% of the respondents voted in this cotegory

BEST SERVICE AND SUPPORT— SOFTWARE COMPANY

37 WordPerfect

14 Microsoft

5 Barland Int'l

4 Lotus Development

2 Central Point Saftware

38 Others

27% of the respondents voted in this cotegory

BEST SERVICE AND SUPPORT— HARDWARE COMPANY

13 IBM*

13 Dell Camputer

7 Hewlett-Packard

6 Narthgate Camputer Systems

6 Compaq

5 Gateway 2000

50 Others

22% of the respondents voted in this cotegory *Percentages rounded; company received targest num-

BEST MAIL-ORDER COMPANY

25 PC Connection

17 CompuAdd

8 Dell Computer

4 Telemart

4 Gateway 2000

3 Narthgate Camputer Systems

39 Others

30% of the respondents voted in this category



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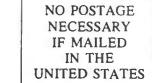
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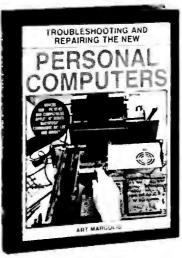
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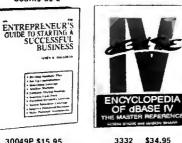
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15001P \$22.95



3403 \$29.95 Counts as 2



30049P \$15.95



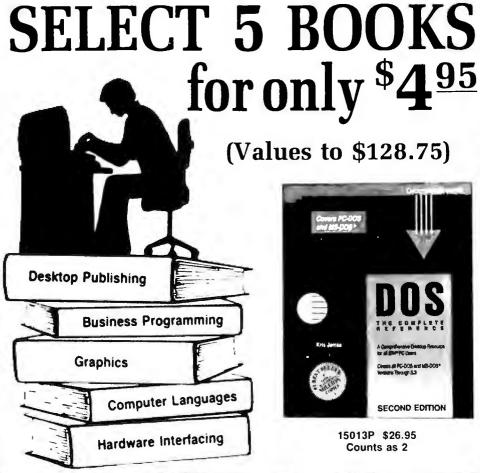
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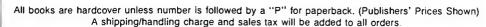




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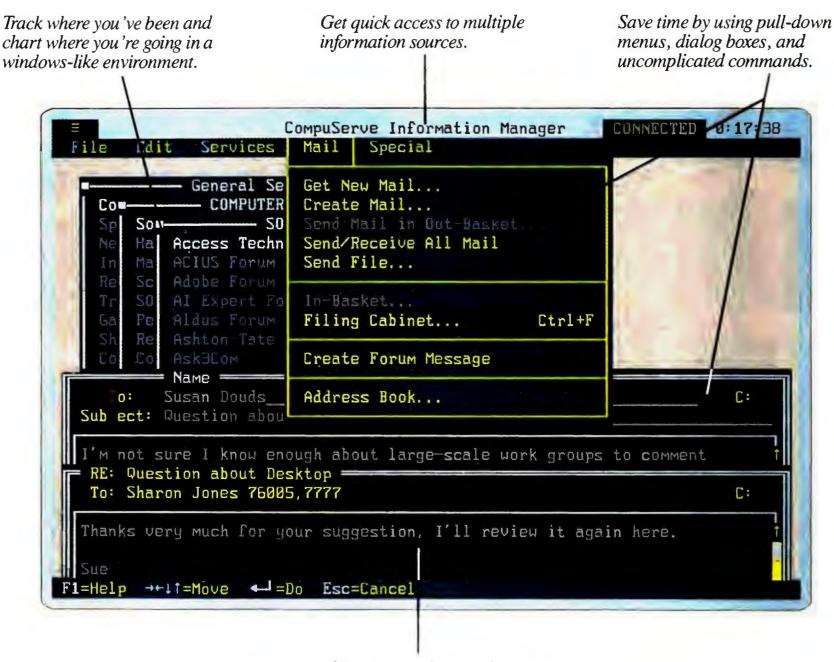
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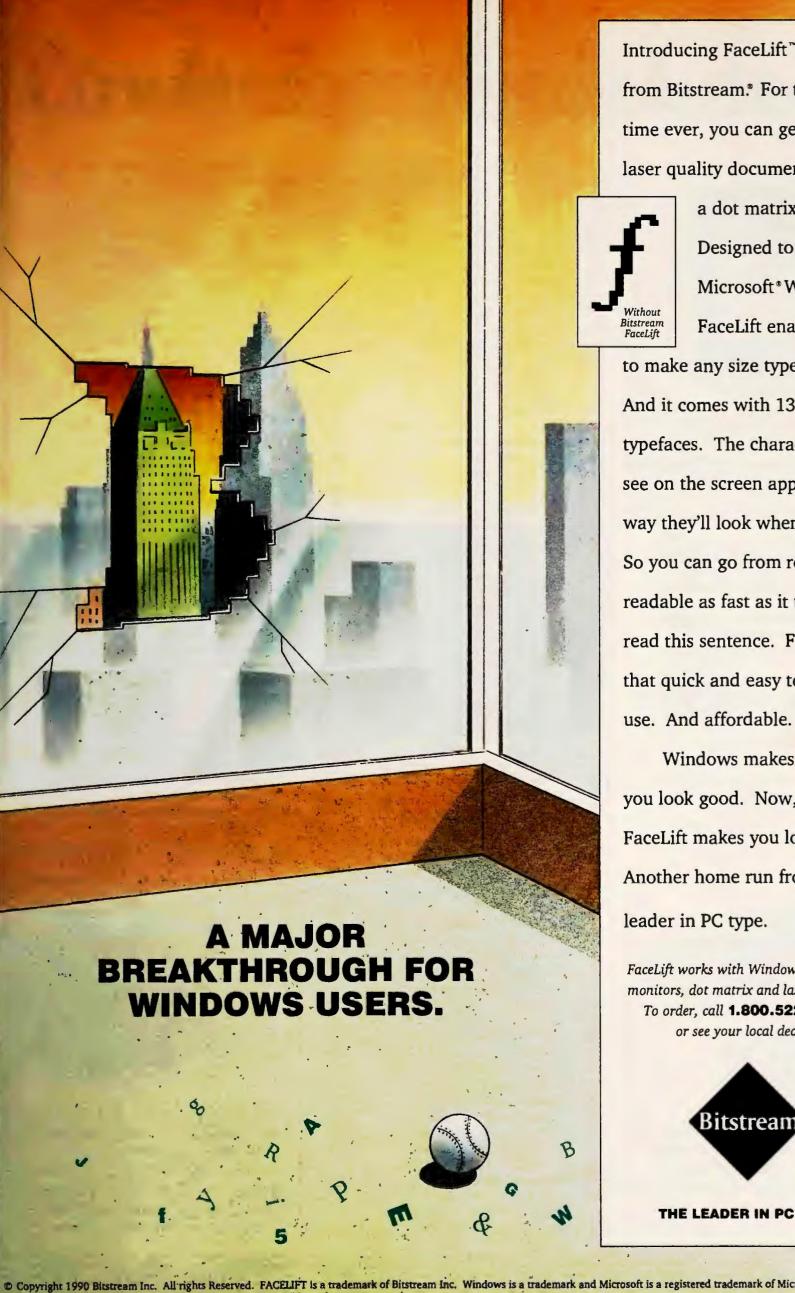
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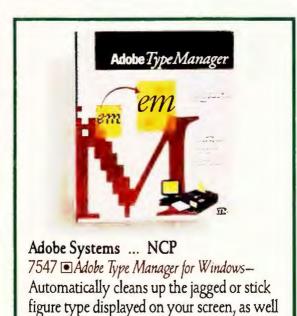
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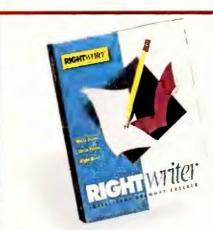
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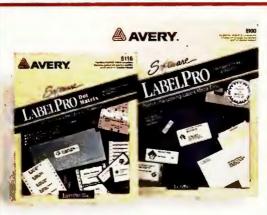
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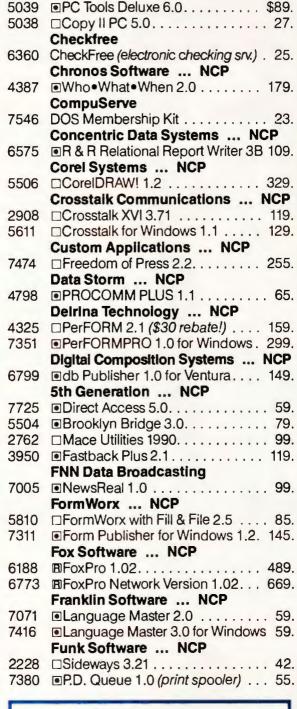
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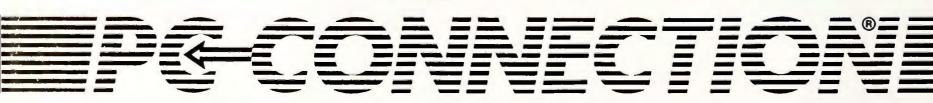


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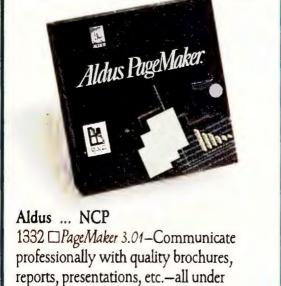
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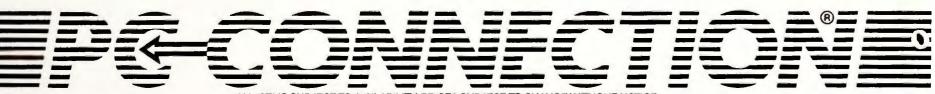


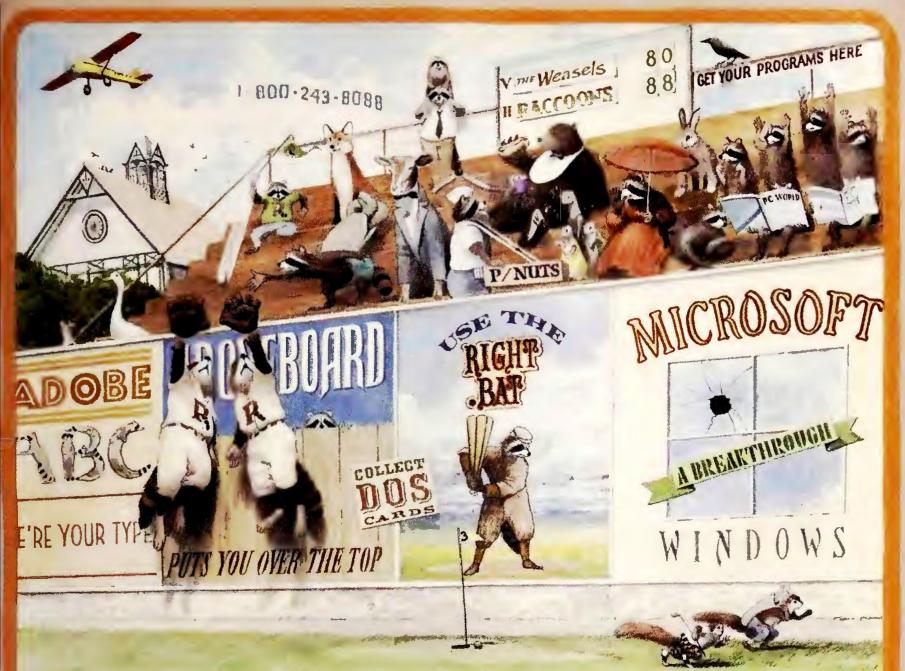
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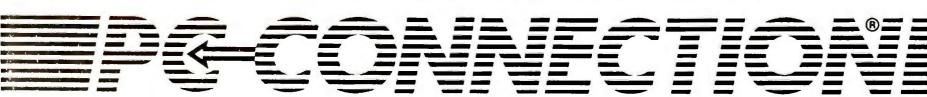
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6421 2400B MNP Internal Modem 199.

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2346 Inboard 386/PC w/1 Meg (w/free Ami) 519.

4266 Above Board Plus 512k....... 369.

5336 Above Board Plus 8 2 Meg 599.

5342 Above Board Plus 8 I/O 2 Meg . . . 629. 4272 Above Board 2 Plus 512k 469.

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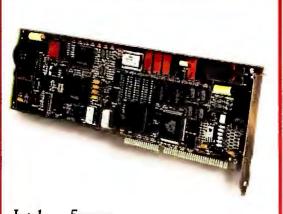
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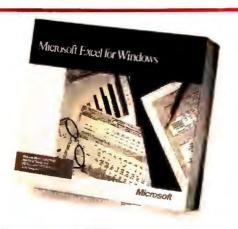


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	TEAC 1 year
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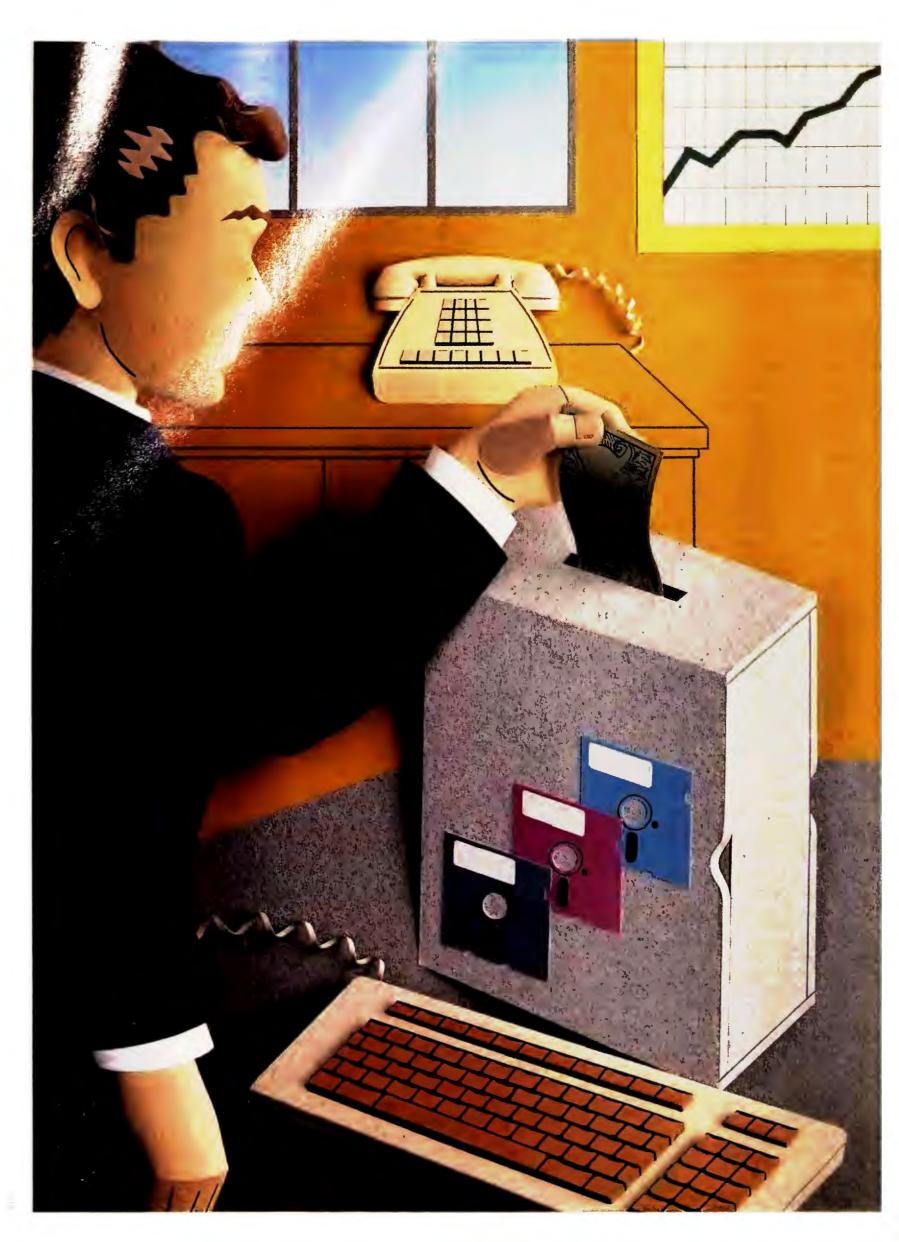
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Who Pays for Tech Support?

THE ERA OF FREE

TECHNICAL SUPPORT

IS NEARLY PAST.

BUT PC USERS DON'T

HAVE TO SETTLE

FOR SECOND-RATE

SERVICE AT

OUTRAGEOUS

RATES. HERE'S WHAT

YOU HAVE A RIGHT

TO EXPECT.

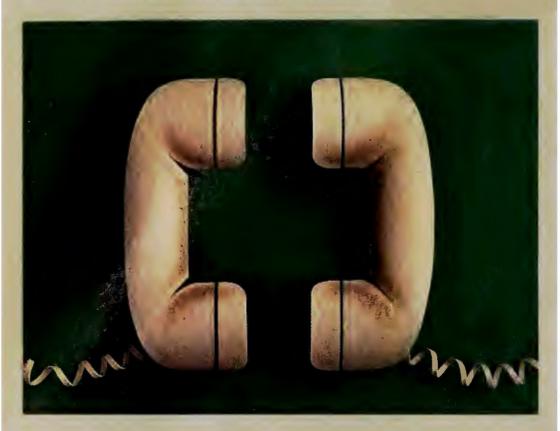
Roberta Furger

IN THE EARLY DAYS, PC software and hardware companies set a high standard for customer support: Technical advice was free and only a phone call away. Although they didn't always live up to their promises, most companies at least paid lip service to this ideal.

But today, more and more companies are defecting from the ranks, arguing that free support is no longer a realistic expectation. And a *PC World* survey of 1000 business users, backed by extensive interviews with users and vendors, shows the gulf is broadening between what vendors are willing and able to provide and what most users have come to expect.

Vendor policies are far from consistent. In software, the biggest debate is over which services should come free: While WordPerfect Corporation provides unlimited toll-free support, Aldus, Lotus, and others offer free service only

TECHNICAL SUPPORT PROGRAMS AT A GLANCE



Software and hardware companies have mixed and matched a variety of technical support options.

Company	Free support	Toll free	900 line	Extended hours	Fee- based program	BBS	FAX
Aldus	90 days	no ¹	yes	no	yes	yes	no
Ashton-Tate	yes	no ¹	no	yes	yes	yes	yes
Borland	yes	no ¹	no	yes	yes	yes	no
Computer Associates	yes ²	no¹	no	no ¹	yes	yes ³	no
Lotus	6 months	yes	yes ³	yes	yes	yes	no
Microsoft	yes	no	yes ⁴	yes	no	yes	no
Software Publishing	yes	no	no	no	no	yes	yes
WordPerfect	yes	yes	no	yes	no	yes	no
AST Research	yes ⁵	no	no	no	yes	yes ⁶	no
Compaq	dealer only						
Epson America	dealer only						
Hewlett- Packard	no ⁵	no	no	yes	yes	no	no
IBM	yes ⁷	no	no	no	no	yes ⁷	no
NEC Electronics	yes ⁴	no	no	yes	no	по	no

¹Fee-based plans only.

230 days to 6 months, depending an product.

4For DOS questions only.

5Customers referred to dealers first. 4Informational only. 75-c PS (1 pals) during installation and then begin to charge for calls. In hardware, the main concern is who fixes problems: Hewlett-Packard, for example, requires users to go through a dealer for technical support on its systems, but it offers a free hot line for advice about printers.

To confuse matters further, many software and hardware suppliers are experimenting with a variety of payfor-support options, including 900 numbers, annual fees, and advanced consulting services.

So the variations on support policies are almost endless—and the fun really begins when you're faced with those nagging problems that involve products from multiple vendors. You never know what to expect when you grit your teeth and pick up the phone for the first time. That uncertainty underlines the need to investigate technical support policies thoroughly *before* you write out a check.

NEED FOR SOFTWARE EXPERTISE SOARS

Despite all the hoopla about easy-to-use software, most users find that their programs are becoming larger and more complex. At the same time, the growing interdependence of PCs with other networked machines makes computing in general more challenging every year.

Not only are thousands of new users looking to get problems resolved, but experienced users now demand a higher level of help and expertise than telephone technical support has typically offered.

"The complexity is such that we're staffing [technical support lines] with high-end, sophisticated people," says Eric Ornas, director of technical support for Borland International in Scotts Valley, California. Technical support "used to be an entry-level position where people worked hard and moved on, but it's becoming more of a career."

Increased demand for service brings with it escalating costs, say vendors,

particularly in salaries and training. According to a study published by *Softletter*, support costs total anywhere from 4 to 12 percent of sales at PC software companies. Most big software firms remain quite profitable, but "you can't provide an enhanced level of software support for free," says Mike Semegran, director of technical support services for Ashton-Tate. Ironically, though, Ashton-Tate recently switched from charging for technical support to offering a basic level of service at no cost.

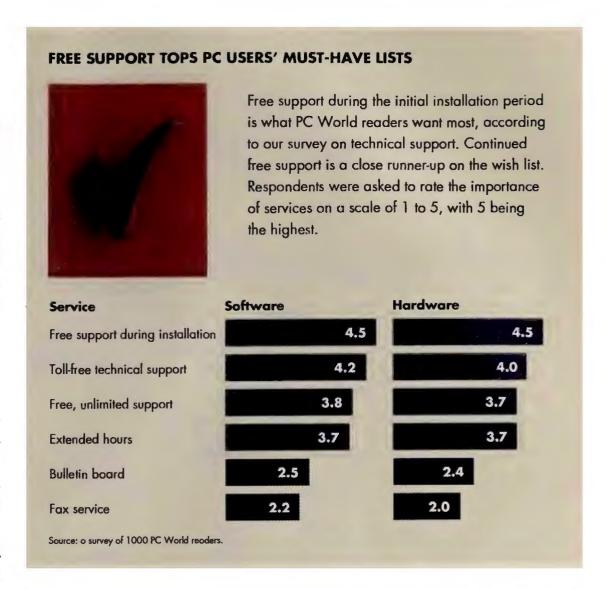
NO SUCH THING AS A FREE HUNCH?

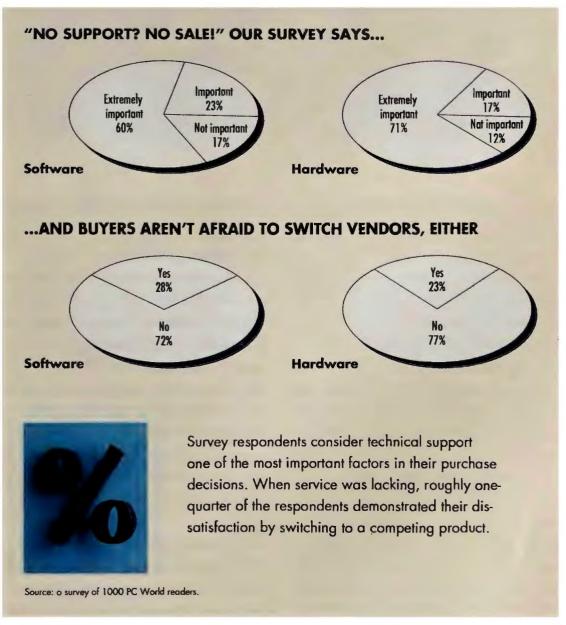
Free support is precisely what Word-Perfect has built its reputation on, dedicating roughly 600 employees to customer support; see the sidebar "Word-Perfect Sets a Lofty (and Costly) Standard for Service." But for many suppliers, the answer has been to start charging for technical support. Even those that still provide free support reserve the option of fee-based plans in the future—though user response has chastened companies like Ashton-Tate that tried to phase out free support.

Vendors acknowledge that users generally expect free and unlimited support. "It's something we as an industry have inculcated in the user base," says Borland's Ornas. "Users have grown up in the industry expecting free support," agrees John Archdeacon, director of customer service for Aldus in Seattle. "They don't always look around and make analogies to what's going on [in other industries]."

However, other industries don't routinely ship products that may be buggy, incomplete, complicated, and inadequately documented. So it's no surprise that users view hand-holding as one of the services vendors owe them. *PC World*'s survey found that only 11 percent of the respondents opted for a payfor-support plan with a software company, while 7 percent chose this route for hardware.

Some users comment that whether





WordPerfect Sets a Lofty (and Costly) Standard for Service

WardPerfect has built an international reputation—and gained substantial market share—thraugh its cammitment to customer support. Raughly ane-third of its 1800 employees are part of the campany's massive customer service aperation, which takes nearly 14,000 calls a day—many of which aren't even about its awn products.

Last year the campany installed a cable televisian system far manitaring caller traffic an each af the campany's 12 incaming technical suppart lines. In their affices, several tap executives have televisians far tracking suppart activity. With a flick af a switch, they can get an instant update an haw many callers are an hald and haw lang the callers have been waiting. A red bar running acrass the screen indicates the hald time far any given queue. When the bar starts ta spread acrass the screen, either an executive ar a suppart manager makes calls ta reallacate staff.

The elabarate manitaring system is anly ane af several mechanisms that en-

sure that WardPerfect cantinues to meet custamers' high expectations. Technicians are divided into teams, each dedicated to addressing specific types of questions, such as those relating to networks, installation, and printers. An anline data base is updated daily to give technicians ready access to reported problems and salutions.

Sametimes, though, custamers aren't laaking far the answer to a problem so much as a helping hand. During a recent PC Warld visit to WardPerfect, far example, ane technician patiently spent 40 minutes an the line with a user updating to WardPerfect 5.1.

The campany spends raughly \$9 per bax af saftware an technical suppart.

That's 6 percent af its averall casts, accarding to Dan Lunt, vice president af marketing. The phane bill alone totals nearly \$300,000 per manth. "We look at that and say 'Ouch,'" Lunt admits.

Initially, this investment was cansidered "just samething we needed to da,"
Lunt says. But as WardStar custamers

began saying they'd switched ta Ward-Perfect because af the support, samething clicked. "We thought maybe we aught to try to make samething out af this," says Lunt. "Once we began loaking at technical support as a marketing tool, the maney we spent an it didn't seem to matter as much."

Things haven't always gane smoothly. After the introduction of WardPerfect 5.0—a major rewrite of the program—the campany was inundated with calls. "All AT&T lines into Utah were tied up for twa days," Lunt recalls. The campany's response was to add more phane lines and hire more technicians. Ward-Perfect has also started several other programs, including a bulletin board where users can post questions and download drivers and technical information.

WardPerfect's latest twist is disk jockeys. While an hald, yau get ski reports in winter, weather reparts year-raund, and a carefully selected cambination of papular music and ad spats far Ward-

they'll pay is not so much a philosophical question as a matter of practicality. "I'd be willing to pay top dollar for really excellent support," says Joe Dulworth, assistant controller and MIS manager for Dickies Industrial Services in Fort Worth, Texas. "The problem is, when I've purchased technical support in the past, it was unsatisfactory. I was able to figure out problems quicker and easier than they could."

FEE-BASED POLICIES

Amidst the mounting confusion, software suppliers are experimenting, trying to find a way to provide services that will satisfy customers without eating away at profit margins. Fee-based plans, 900 numbers, and a limited support period are a few of the alternatives that companies have put into place. Each has its pluses and minuses.

Aldus was one of the first to go the fee-based route. After an initial 90-day support period, the company charges users who don't subscribe to a fee-based support plan \$15 per call. "The level of support we give is expensive, and there are several ways to pay for that," says Archdeacon. "One is to incorporate the cost into the price of the program. Our approach is that the people obtaining support ought to be those who cover the cost."

Others, though, argue that free support is still an obligation, and they scoff at 900 numbers and other pay-for-support plans. "It's clearly the wrong mes-

sage to send to customers," says Brian Bartel, product support manager for the graphics business unit at Software Publishing Corporation (SPC) in Mountain View, California. The 900 number poses a practical problem as well: Many corporations block employees from making calls to 900 numbers because of the potential for misuse.

More and more suppliers are opting for a compromise: Provide free support for new users and then, after the initial installation period, begin charging for the service. Aldus, Computer Associates, and Lotus take this tack. "Getting up and running is [users'] main concern," says Jim McMullan, Lotus's director of customer support. "The vast majority of questions users have will be

Perfect products and services. Most important are the traffic reports, which let you know what the backup is. "They add a human touch," says DJ Barbara Lee, who selects music to fit the level of traffic and the time of day. "You don't want to play anything too wild when people are waiting to get through."

As the cost of providing such services increases, many observers question how long WordPerfect can continue to provide high-quality services at no cost to customers. "When growth slows down, they're in deep trouble," says Mike Semegran, Ashton-Tate's director of technical support services.

As services are added, WordPerfect will consider offsetting costs. The new 24-hour service, for instance, doesn't come with a toll-free line. Most customers, says Lunt, are more concerned about the quality and availability of support than they are about toll charges. He adds, though, that there are no plans to change the overall scheme, because "it's well worth the investment." —R. F.



WordPerfect recently hired disk jockeys to help entertain users who are waiting on the technical support lines. You listen to weather reports, music, ad spots on the supplier's products and services, and reports on the length of the backup. "They add a human touch," says Barbara Lee, who selects music to fit the traffic level and time of day.

addressed during the first six months."

HARDWARE CHOICES

On the hardware side, the big issue isn't advice but rather repair and who provides it. Almost without exception, vendors that sell through dealers say the retail channel should be the primary source of technical support.

"Nine out of ten times, the best place for a customer to go for support is to the dealer," says Jim Schraith, vice president of worldwide service and support for AST Research in Irvine, California. "[Dealers are] typically in the same town and more often than not were the ones who put together an integrated solution for the customer."

However, AST does provide direct

support for that tenth customer. "All documentation that ships with our products recommends that users contact their dealer. But it also tells them how to reach us directly," says Schraith.

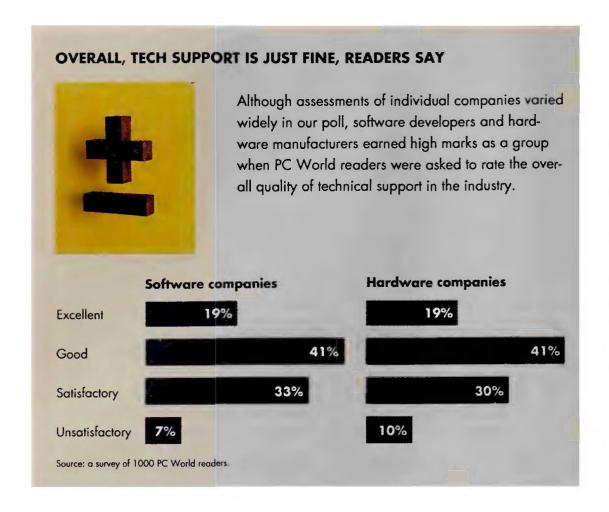
But Compaq, IBM, and other suppliers rely solely on the dealer to provide technical support for their products. Why? "We consider the end user the customer of the reseller," says Dick Bulot, vice president of customer services for Epson America in Torrance, California. That hardly answers the question, however. Respondents ranked hardware vendors' tech support lower than that of software suppliers, and dealers' lowest of all (see the sidebar "Can You Depend on Your Dealer for Technical Support?").

ON-LINE OPTIONS

Many companies are turning to PC technology to provide better service and defray costs. Several hardware and software companies now provide some form of on-line access to technicians, as well as technical information and software updates via electronic bulletin board services (BBS's).

Borland is putting more and more resources into on-line services. "It's a win-win situation," says Ornas. "It's a one-to-many relationship; everyone sees the answers that are posted."

Virtually all the companies that have a BBS or that support a forum on CompuServe or GEnie report high activity levels. Surprisingly, however, few report a significant drop in phone calls



as a result. "Ninety percent of the marketplace would prefer to pick up the phone and talk to someone live," says SPC's Bartel. "Most don't understand the concept of posting a message. They feel like they'll never get help."

AST Research suffered from the opposite problem—its technicians were swamped with questions on its BBS, says Schraith. "Because we were unable to provide answers within 24 hours, we changed the format to be informational," he explains. AST now takes the most frequently asked technical support questions and posts them on the BBS in a section called "Dear AST."

Gary Staubach, vice president and general manager at DoAll Philadelphia Company, a machine tools and industrial supplies firm in Philadelphia, gets almost all his technical support via CompuServe forums. "I like the convenience," he notes. "I can go on anytime, day or night, and leave messages."

Vendors say that Staubach, who's been using PCs for over five years, is typical of the technically sophisticated user of on-line technical support services. But IBM's upcoming experiment with the Personal System/1, in which

novice users get help on line, will receive close attention. On-line service is integral to IBM's plan: "If people call our 800 number a lot, we're in deep yogurt," one executive says frankly.

THE MULTIVENDOR NIGHTMARE

When your problem involves multiple products from more than one vendor, difficulties skyrocket. Is it the software? Is it the hardware? Could the network operating system be the culprit? And who are you going to call?

Several hardware and software companies have established informal relationships with other vendors to keep the user from being bounced back and forth like a Ping-Pong ball. But to date these programs have been little more than ad hoc arrangements, dependent entirely on friendly relations among vendors.

One company that's taken an active role is Hewlett-Packard, whose printer support group has instituted a program called "The Support of Support." Under this program, HP technicians work with technicians from other companies to brief them in advance on new products and get the same kind of service

and assistance in return. "Then, if our line is busy, the user can call WordPerfect or Lotus, whom we've briefed on our products," says Susan Copple, customer support manager for HP's Assist Line for peripheral products.

Dan Lunt, WordPerfect's vice president of marketing, argues that hardware and software companies alike need to be more willing to share information with other vendors as well as with corporate accounts. Such cooperation could eliminate time wasted trying to uncover the solution to a problem that someone else has already identified and corrected.

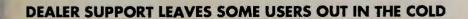
Novell chairman Ray Noorda recently raised the notion of a "one call solves all" approach. Users, he suggested, would ultimately be able to make a single call to Lotus, Novell, or WordPerfect and get all their technical supportrelated questions answered. But although this idea has a definite appeal, Lunt isn't convinced that it's practical. "I can't imagine anyone else trying to support WordPerfect and the 700 printers it supports," he says.

THE DECADE OF SERVICE AND SUPPORT?

It's ironic that the industry's rethinking of technical support comes at the beginning of what's been dubbed the decade of service and support. Companies are realizing that as competition intensifies, they must provide added value to consumers. But it apparently won't come easy for them. Little-used fee-based programs don't meet the needs of the vast majority of customers. On-line services are a nice supplement, but they won't replace telephone support. Even free support isn't enough by itself.

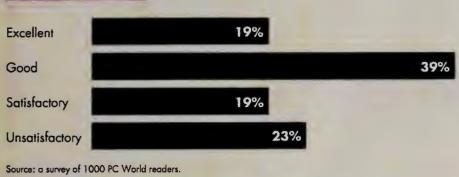
Suppliers must take steps to ensure that users aren't left hanging while problems go unresolved. Increasingly, users will measure vendor performance against that of WordPerfect and other standard setters in customer service, and if their needs aren't met, they'll take their business elsewhere. Rather than waiting for that to happen, vendors

Can You Depend on Your Dealer for Technical Support?





The quality of support provided by dealers is inherently unpredictable. Overall, readers surveyed by PC World rated dealer support below manufacturer support.



Mordwore componies point to deolers os the primory source of technical support—but what's being done to ensure consistent, high-quality service?

The problem, many users soy, is not that the channel is incopoble of providing technical support, it's that the quality of support varies from one dealer to the next. The luck of the drow and the size of your account dictate whether you'll get someone who will solve your problems.

Hordwore monufacturers soy they provide a variety of resources, such as direct hot lines, training, and frequent technical updates, to better equip dealers to meet customer needs. They concede, however, that there's no guarantee of a consistent level of service.

"Service by monufacturers should

always back up resellers," soys Jim Schroith, vice president of worldwide service and support for AST Research. "There are always coses where the end user con't get to the reseller."

Over half the respondents to PC
World's recent technical support survey
use dealers as the primory means of
support for their hordwore—often becouse the monufacturer provides no direct support. More telling, however,
were comments obout the unpredictable
noture of dealer support.

Arlene Wocholtz, an ossembler for Mercury Morine in Fond du Loc, Wisconsin, was never oble to get the ossistonce she needed for her Compoq 386/20e. "The people I purchosed the computer from didn't tell me they'd lost their controct from Compoq," soys Wacholtz.

"They were more than glod to sell me the machine, but when it come time for service there was nothing there at all."

But John Pellegrom, the plant floor information system chairmon with Ford Motor Compony's Sterling, Michigon, plont, soys his deoler provides "fontastic support." He's recommended the deoler to other users, who hove also been pleosed.

In an effort to minimize uncertainty, oll the major chains run intensive training and continuing education programs for their retail stores. As with other manufacturer-sponsored programs, however, assessing their effectiveness can be difficult.

A new Businesslond progrom may eliminate some uncertainty by supplementing local dealer support with customer support from a centralized corporate office. The fee-bosed Solution Line Plus program provides customers with hardware and software support. If problems can't be resolved over the phone, a service engineer is dispotched to the site. The service assures customers they'll get a consistent level of service, which "most certainly is an issue," soys Bob Berry, vice president of service for Businessland.

Some hardwore manufocturers bock up deolers by providing direct support to end users. NEC Technologies and AST Research, for example, both provide free support (olthough they advise users to go to their deolers first). "For a lot of reasons, support from the deoler is advantageous," says Ronald Janus, vice president of reseller support for NEC in Boxborough, Mossachusetts. "But it doesn't always do the job."—R. F.

must be proactive, letting customers know up front what they can expect in the way of technical support and providRoberta Furger is an associate editor for PC World.



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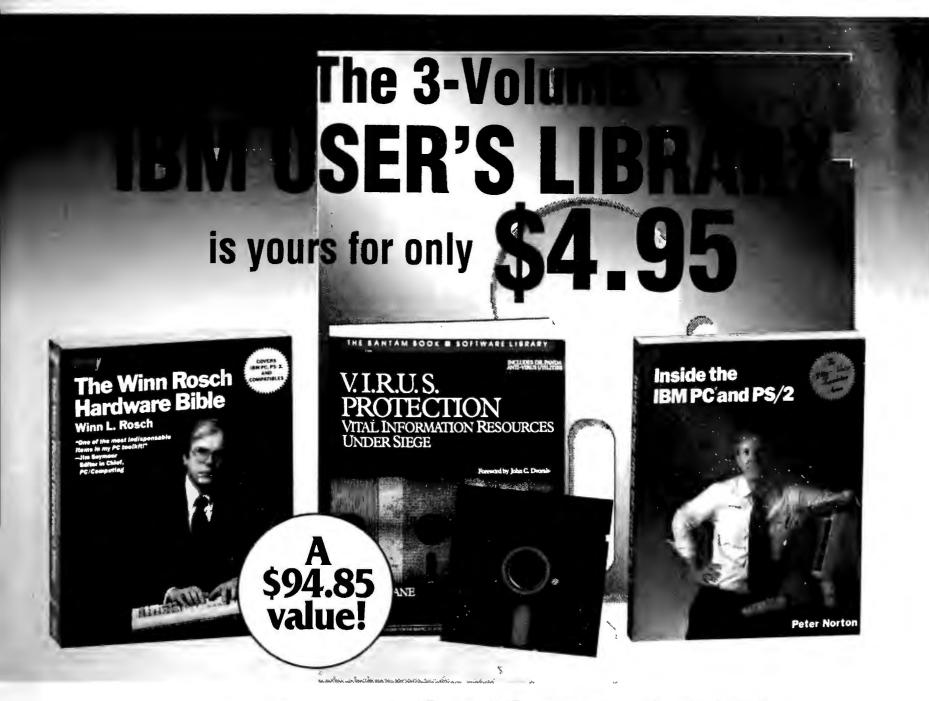
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The Winn Rosch Hardware Bibie

By Winn Rosch

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PC World 10/90

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Our Graph Editor lets you add freehand drawings or symbols to call attention to critical data.

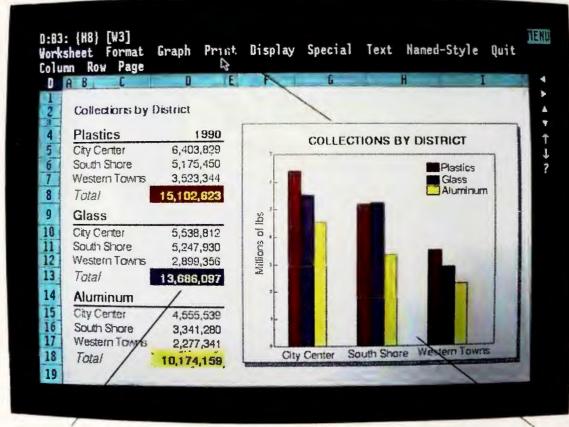
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Only Release 3.1 offers an auto-compress feature that quickly reduces larger worksheets so they print on a single page.

Create drop shadows, borders and legends.



Use a mouse or the keyboard. It's up to you.



Combine a variety of colors, type styles and formats.

The WYSIWYG world of Release 3.1, with its Impress technology, means what you see on screen is exactly what you get when you print your work.

Display "live" graphs anywhere on the spreadsheet.

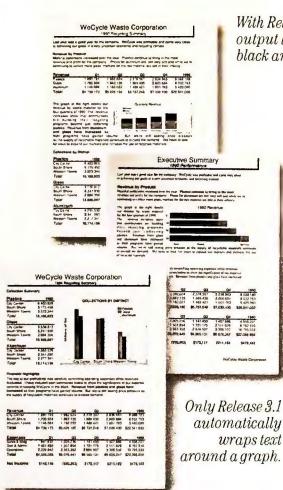
Think Graphically. Think A

Welcome to the world of Lotus 1-2-3 Release 3.1. Where you'll immediately discover the ease-of-use of a graphical environment, complete with mouse support and full WYSIWYG display. In fact, Release 3.1 gives you so many creative options, you'll actually find using it fun. Of course, you'll also find all the powerful analytical features that have made Lotus 1-2-3 the best-selling spreadsheet in the world. Like our unique 3D technology and access to external databases.

But it doesn't end there. Because

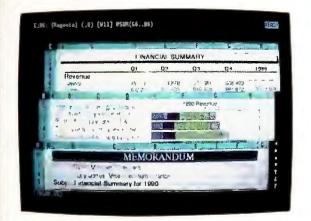
Release 3.1 also delivers the most impressive output imaginable. Along with the widest range of spreadsheet for matting options available. Which mean you have complete control over how you want your work to look.

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WeCycle Waste Corporation

1990 Recycling Summary

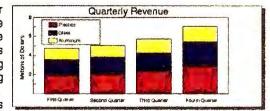
Last year was a good wer for the company. WeCycle was profitable and came very close to achieving our gost in a very uncertain economic and recycling climate.

Revenue by Product

Material collections increased over the year. Plastics continue to bring in the most revenue and profit for the company. Prices for aluminum are still very soft and while we're continuing to collect more glass, markets for the raw material are still in their infancy.

Revenue	Q1	Q2	Q3	Q4	1990
Plastics	1,890,785	1,982,024	2,378,397	2,836,983	9,088,189
Glass	1,700,504	1,862,135	1,869,430	2,600,684	8,032,753
Aluminum	1,146,884	1,182,022	1,489,421	1,601,763	5,420,090
Total	\$4,738,173	\$5,026,180	\$5,737,248	\$7,039,430	\$22,541,032

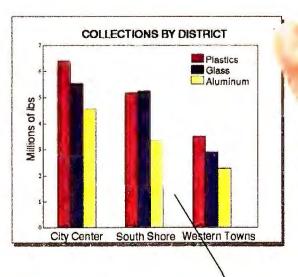
The graph at the right details our revenue by waste material for the four quarters of 1990. The revenue increases show that communities building their recycling programs beyond just collecting plastics. Revenue from aluminum and glass have increased as



programs have gained volume. as the supply of recyclable materials continues to exceed the demand. for ways to expand our markets and increase the use of recycled materials.

Collections by District

Plastics	1990
City Center	6,403,829
South Shore	5,175,450
Western Towns	3,523,344
Total	15,102,623
Glass	
City Center	5,538,812
South Shore	5,247,930
Western Towns	2,899,356
Total	13,686,097
Aluminum	
City Center	4,555,539
South \$hore	3,341,280
Western Towns	2,277,341
Total	10,174,159



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Introducing Lotus 1-2-3

THE BEST OF SHAREWARE 1 9 0

To find the very best in try-before-you-buy software, we went to the experts. Here's the cream of the shareware crop, as chosen by the country's top user groups.

ADMITIT. You get a Besides, the fun can be prowhile. The appeal of new so by the reality of \$300 or clunker, you probably can'

Steve Buss

ADMITIT. You get a kick out of trying new programs. Besides, the fun can be productive if you find something worthwhile. The appeal of new software is often dampened, however, by the reality of \$300 or \$400 price tags. And if you get a clunker, you probably can't return it.

There is a more practical, more cost-efficient, and even more enjoyable way to explore and evaluate software—one with an unconditional guarantee. With shareware programs, you can play to your heart's content before making a financial commitment. If you decide to use the program, you're expected to register it and pay the author. Most authors encourage you to

share copies of their program with friends and co-workers—hence the name *shareware*. Some even offer commissions for copies given away that result in registrations.

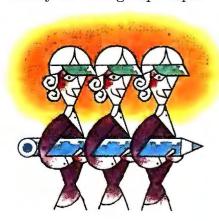
Shareware authors motivate users to register their programs with gentle persuasion, cattle prods, or methods in between. Some open their programs with a simple "guilt screen" that reminds you to clear your conscience by paying up. Others cripple distribution copies of their programs, forcing users to register for a fully functional copy. "One requirement of membership in the Association of Shareware Professionals [an organization of shareware authors] is that software not be crippled," states spokesman Barry Simon.

Shareware is easy to obtain and inexpensive. It's available through bulletin boards and other on-line services, mail-order houses that specialize in shareware, and user group libraries, or you can get it direct from the authors. "I became aware of almost all of these shareware programs by word of mouth and strong recommendations of satisfied users," explains Cathy Konas of Chicago's Association of PC Users. "I picked up each and every one electronically via a BBS; whenever possible, I try to get the program directly from the shareware author's BBS or by registration" (see the sidebar "Where Should I Get Shareware?").

Because of the overwhelming array of shareware and public domain software available—some that surpasses commercial products, some that's best forgotten—*PC World* turned to user groups for help in finding the most worthwhile programs. We asked members to list their favorite shareware programs in nine categories. Responses came from Maine's Is-

land/Reach Computer Users Group, the Boston Computer Society, the New York PC Users Group, the Pasadena IBM Users Group, California's Orange Coast IBM PC User Group, the Sacramento PC Users Group, and Chicago's LAWyers Microcomputer Users Group and Association of PC Users. This straw poll represents the opinions of over 70,000 computer users.

The Buyers' Guide is based solely on user group respon-



ses. This is by no means a complete listing of all available programs but rather a sampling of the most widely used, favored programs. If you don't see *your* favorite, that doesn't mean it's not a great program; it just didn't rate as highly among those who responded.

WHY SHAREWARE?

Price is perhaps the biggest reason people choose shareware. "I would have happily paid \$15 for a commercial product," states LIST user Gene Weisskopf of the Sacramento PC Users Group, "but nobody could afford to market [a program that cheap]. It had to happen as shareware." Shareware distribution channels save the author money, especially in lower advertising overhead, and the savings are reflected in reduced cost of the product.

Variety is another reason for shareware's popularity. The large number of shareware developers and the low overhead of their operations result in more creativity. "I use 4DOS and TAPCIS because neither of them has an equivalent in the commercial world," explains Esther Schindler of the Island/Reach Computer Users Group.

Astonishingly, our poll indicates many user group members reject mainstream software in favor of shareware. "I find there is very little on the commercial market that can't be found in shareware for a lot less money, and often the shareware programs are as good or better," says Arthur Torrey from the Boston Computer Society.

Shareware offers other distinct advantages over commercial offerings. When the Pasadena IBM Users Group's John Gray had trouble installing a product, "I called the company, and lo and behold, the author answered the phone. He listened to my suggestions and agreed to make some changes. In a week I had an updated disk!" Other users agree. "Shareware gives the consumer a dramatic increase in power-besides being able to try a program in advance and paying lower prices than for commercial software, I have access to the author, who will take my 'wish list' of features seriously," adds Steve Howell, also of PIBMUG.

For Jay Engel, another member of PIBMUG, shareware versatility and cost are most important. "PC-File serves my needs—it's simple yet complex, quick, and very flexible." Ditto for Frank Bolton, New York PC: "With PC-File, I don't need any more power than what the program provides, and I've saved myself from a much steeper learning curve."

Some kinds of software, such as disk optimization and caching programs, are potentially too dangerous to be left in the hands of anyone but commercial publishers. "Defragmenting a hard disk is

something I'd rather leave to a commercial product," says Mary Horner of PIBMUG. "I'm reluctant to try something so touchy using [shareware]." Other kinds of utilities, such as file managers and batch file enhancers, however, are well represented with high-quality shareware. In major applications like word processors, spreadsheets, and data base managers, shareware is also a reasonable alternative. Microsoft Windows shareware is popular as well (see "Buyers' Guide: Shareware for Windows," February 1990). In the areas of communications and archiving, shareware offers not only quality programs but major market leaders.

The listings that follow include the programs' file names in parentheses to help you find them on line. Whether your purchasing is constrained by a household budget or a corporate one, buying shareware can get you quality programs at a reasonable cost.

■

Steve Bass is the president of the Pasadena IBM Users Group, on the executive board of the Association of Personal Computer User Groups (APCUG), and a licensed family therapist.

ARCHIVING UTILITIES

PKZIP and PKUNZIP 1.10

(PKZ110.EXE)

One of the most popular shareware programs of all time, Phil Katz's *PKZIP* and *PKUNZIP* is the standard for compressing and uncompressing files. Included is a tool for creating executable archived files that self-extract. PKWare, Inc., 7545 N. Port Washington Rd. #205, Glendale, WI 53217; 414/352-3670, 414/352-3815 (fax). \$25 fee, \$47 with printed manual.

Reader service no. 615

Shez 5.5

(SHEZ55.ZIP)

Shez is a universal archiving utility that supports ZIP, ARC, PAK, and other popular archive file formats. Features include unarchiving, browsing, converting from one format to another, and scanning archived programs for viruses. California Software Design, P.O. Box 15248, Santa Rosa, CA 95402. \$25 fee.

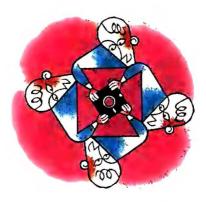
Reader service no. 616

BUSINESS

Contact Plus 2.12

(CPLUS212.ZIP)

Contact Plus is a tracking system for sales, customers, and clients that outputs data in WordPerfect 5.0 format. Other features include an auto-dia-



ler, a phone-call log, ticklers, mailing list management with soundex search capability, and a calendar. A LAN version is also available. Trujillo Software, P.O. Box 3992, Albuquerque, NM 87190; 505/881-3223, 505/ 881-7781 (BBS). \$79 fee.

Reader service no. 617

Finance Manager II 1.3

(FMGL.ARC, FMGL-2.ARC, FMAP-2.ARC, FMAR.ARC, FMAR-2.ARC, FMPR.ARC, FMPR-2.ARC)

These six double-entry accounting program modules work together or separately. Each is menu-driven, handles 2000 accounts, manages multiple sets of books, and analyzes data with graphs and reports. The modules: general ledger; accounts payable, accounts receivable, payroll, account rec-

onciliation, and financial utility. Hooper Int'l, Inc., P.O. Box 50200, Colorado Springs, CO 80949; 800/245-7789, 719/ 528-8997 (fax). \$14.95 to \$49.95 depending on module; \$219 for all modules.

Reader service no. 618

Pony Express 1.104

(PONYEX.ZIP)

Pony Express compares cost and delivery time between United Parcel Service and the U.S. Mail, including options for overnight and next-day delivery, insurance, and other variables. A comprehensive tutorial is included on disk. Melisco Marketing, Inc., 9719 Ensley Ln., Leawood, KS 66206; 800/642-5045, 913/642-5466 (fax). \$50 fee, \$80 with printed manual.

Reader service no. 619

For more information about all products in this section, circle reader service no. 907.

COMMUNICATIONS

Procomm 2.4.3

(PROCOMM.ARC)

This is the telecommunications program mentioned most often in the user group community. "Procomm is very easy to use and learn, it's full featured, and it overpowers all commercial products," claims Paul Bernstein of the LAWyers Microcomputer Users Group. The program contains a centralized dialing directory, a powerful script language, keyboard macros, and a large set of protocols and runs via mnemonic $\langle Alt \rangle - key$ combinations. Datastorm Technologies, P.O. Box 1471, Columbia, MO 65205; 314/443-3282, 314/875-0595 (fax). \$35 fee, \$50 with bound manual.

Reader service no. 620

Qmodem 4.2

(QM42SST.ZIP)

This telecommunications pro-

gram has a reputation for ease of use, thanks to a quick learn mode for novices and contextsensitive help. Other features include redialing, batch uploads, internal protocols including ZMODEM, easy configuration, and quick modem definition setup. Forbin Project, Box 702, Cedar Falls, IA 50613; 319/232-4516, 319/233-1725 (fax). \$30 fee, \$49.95 with disks, \$79.95 with disks and bound

Reader service no. 621

TAPCIS (The Access Program for CompuServe Information Service) 5.2B

(TAP.ZIP)

Intended strictly for use with CompuServe, TAPCIS reduces costs by automating online tasks. While off line, you tell TAPCIS which forums to check, messages to send, and files to download; it handles the work on its own. Most polled users were ecstatic about both the time and the money they saved. The Support Group, P.O. Box 130, McHenry, MD 21541; 800/872-4768, 301/387-7322 (fax). \$79 fee. Reader service no. 622

For more information about all products in this section, circle reader service no.

902.

DATA MANAGEMENT

File Express 4.32

(FE1.ZIP, FE2.ZIP)

This menu-driven, flat-file data base (a relational version is expected soon) is intended for novices and intermediate users. Features include undelete, printer controls, and the abilities to delete duplicate records, search on multiple fields, and read and write DBF files. You also get an easy-touse yet versatile report generator. Expressware, P.O. Box 1800, Duvall, WA 98019; 800/753-3453, 206/7884493, 206/788-4008 (BBS). \$99 fee.

Reader service no. 623

PC-File 5.0

(PCF.ZIP)

An overwhelmingly large number of votes made PC-File one of the poll's top winners. It's menu-driven, it reads and writes DBF files, and it has context-sensitive help screens and a duplicate-record search capability. "It does everything the major products do-for less money," proclaims Jay Engel, PIBMUG constituent. ButtonWare, P.O. Box 96058, Bellevue, WA 98009; 800/ 528-8866 (orders only), 206/454-0479, 206/454-1838 (fax). \$129.95 fee.

Reader service no. 624

DESKTOP ORGANIZERS

HomeBase 2.53

(HB215D1.EXE, HB215D2.EXE, HB215D3.EXE)

This RAM-resident smorgasbord includes a word processor, a telecommunications module, an auto-dialer, a calendar, a calculator, a data base, and a DOS shell. The large RAM overhead-80K to 213K, depending on the features used—cannot be shifted to expanded memory. Brown Bag Software, 2155 S. Bascom Ave., Campbell, CA 95008; 800/525-0764, 408/559-4545, 408/559-7090 (fax). \$49.95 fee.

Reader service no. 625

Power Desk 1.26sw

(POWERDESK.ARC)

Like HomeBase, Power Desk is a grab bag, though not a RAM-resident one. There's a data base, an auto-dialer, phone directories, custom reports, label and envelope generators, an alarm, a calendar, and to-do and done lists. You also get a word processor with mail merge and a spelling checker. Wade B. Dowdle, 8516 Sugarbush, Annandale, VA

WHERE SHOULD I GET SHAREWARE?

How you obtain shareware depends on personal preference and work habits. If you enjoy on-line action, you may choose to download programs from a BBS. If you belong to a user group, that may be your best source. To be certain you're looking at the latest version, order the program direct from the author. Most of these methods involve some nominal charge.

Whatever the source, check to see if the developer belongs to the Association of Shareware Professionals. To join the ASP, a shareware author must agree to support his or her products, offer clear registration policies, and distribute the program in its complete, rather than a crippled, form. The association also provides an ombudsman to mediate between shareware authors and users. You can get good shareware from nonmembers, but a developer's ASP membership assures you a minimum level of support.

Whether shareware users are more likely to be hit with viruses than those who stick to commercial products is a matter of debate. According to Paul Mayer of ASP, "there's no record of a virus spreading via shareware." Nevertheless, it stands to reason that a program given to you by a friend or uploaded to a BBS by a stranger is more likely to be contaminated than one coming directly from the author.

Here's a guide to obtaining shareware.

Direct From Author

When you get shareware from the author, you're guaranteed the most current, virus-free version. Many shareware authors have their own electronic bulletin boards and accept payments via charge cards.

Mail-Order Sources

PC-SIG, Public Brand Software, and the Public Software Library are the major shareware mail-order houses, selling unregistered programs by the disk. To stay competitive, these companies keep their libraries stocked with the most current programs, fresh from the author, and distribute listings in catalog and/or magazine form. Disks sell for between \$3 and \$6, and the programs on them are usually archived (compressed), so that you get plenty of software for your money.

Electronic Bulletin Boards (BBS's) For impatient users, bulletin boards give quick access to shareware. Private, long-standing BBS's usually check new programs for viruses before they make them available, but smaller, less established boards can't always afford to do this. Major boards, such as CompuServe and GEnie, charge hourly for access time and have large software collections as well as messaging and forum cen-

ters. Smaller boards vary in their services. Exec-PC, for example, which has over 40,000 downloadable files, charges a flat yearly fee of \$60, and there are no on-line charges. Major metropolitan areas have small, local bulletin boards where programs can be obtained for the price of a phone call.

User Group Libraries

User groups can be a rich and exciting source of shareware, provided there's a dedicated librarian maintaining the disks. Larger clubs get ongoing shareware updates directly from authors, while others maintain a relationship with mail-order houses for their supply. Access to the library ranges from distribution at monthly meetings to members-only BBS's. Virus potential is low.

To find out about user groups in your area, see our annual listing (Consumer Watch, August 1990) or contact the Association of Personal Computer User Groups.

From Friends

The cheapest but most dangerous way to get shareware is from a friend. Not only are you likely to get an out-of-date version, but your chances of virus infections are significantly increased. To make sure your system stays as clean as the proverbial whistle, take your friends' recommendations, but don't take their disks. -S. B.

WHERE TO BUY

Association of Personal Computer **User Groups**

1101 Connecticut Ave. NW #901 Washington, DC 20036

Association of Shareware **Professionals**

P.O. Box 5786 Bellevue, WA 98006 CompuServe: GO SHARE

CompuServe Information Service, Inc. P.O. Box 20212 5000 Arlington Centre Blvd.

Columbus, OH 43220 800/848-8199 Reader service no. 645

General Electric Information Service 401 N. Washington St. Rockville, MD 20850 800/638-9636 Reader service no. 646 PC-SIG

1030 E. Duane Ave., Ste. D Sunnyvale, CA 94086 800/245-6717 Reader service no. 647

Public Brand Software Box 51315 Indianapolis, IN 46251 800/426-3475 Reader service no. 648

Public Software Library P.O. Box 35705 Houston, TX 77235 800/242-4775 (orders only), 713/524-6394

Reader service no. 649

22003; 703/978-2339. \$49 fee.

Reader service no. 626

DOS SHELLS AND FILE MANAGEMENT

Automenu 4.7

(AUTO47.EXE)

Automenu helps you set up customized menus that not only insulate your users from DOS but protect DOS from your users. One of the most popular programs in this poll, Automenu has multiple password protection, mouse support, and screen blanking, and it can execute programs, batch files, and DOS commands. Magee Enterprises, Inc., P.O. Box 1587, Norcross, GA 30091; 404/446-6611, 404/368-0719 (fax). \$69.95 fee.

Reader service no. 627

DoubleDir 2.5

(DD25.ZIP)

This file manager lists two directories on screen side by side, shows attributes, and compares files both by exact match and by date and size. For programmers, *DoubleDir* also does hex dumps and character string searches. Eric Grunin, 250 W. 100th St., New York, NY 10025; 212/864-6648. \$20 fee.

Reader service no. 628

LIST 7.3d

(LIST73D.ZIP)

LIST shows you the contents of your text files in a scrollable, full-screen display. Features include hex viewing, split screens, text search, and sequential viewing of multiple files via wild cards. Gene Weisskopf of the Sacramento PC Users Group uses LIST "all the time, because it loads in a split second, has search capabilities, and is very reliable." Vernon D. Buerg, 139 White Oak Cir., Petaluma, CA 94952; 707/778-8944, 707/ 778-8841 (BBS's). \$20 fee.

WYND-DOS 2.0

(WS.EXE)

WYND-DOS places two windows on screen, one containing a directory tree and the other listing files in the current directory. From the menus you can copy, delete, move, print, browse, and rename files. Features include program and DOS execution, file matching, and mouse sup-



port. Wyndware, One Parker Pl. #308, Janesville, WI 53545; 800/475-1628. \$30 fee.

Reader service no. 630

For more information about all products in this section, circle reader service no. 903.

DOS UTILITIES

CED (Command EDitor) 1.0D

(CED.ARC)

CED holds the last 20 (or more) DOS commands issued in a buffer for editing and reuse. It also lets you represent a command sequence with a single word or even a single letter. Cove Software offers CED free in the public domain in the hope you'll upgrade to PCED, a more comprehensive commercial product costing \$53. The Cove Software Group, P.O. Box 1072, Columbia, MD 21044; 301/992-9371. No fee. Reader service no. 631

Fansi-Console 2.00U

(FCON200.ARC or

FCON200.ZIP)

This bundle of fast and powerful screen and keyboard enhancements completely replaces DOS's ANSI.SYS. Among its more than 100 features are much faster screen display, backward scrolling, macros, screen snapshots, increased key repeat rate, and a screen blanker. Hersey Micro Consulting, Inc., P.O. Box 8276, Ann Arbor, MI 48107; 313/994-3259. \$49.95 fee, \$75 with manual, \$119.95 with technical manual.

Reader service no. 632

4DOS 3.02

(4DOS302.ZIP)

4DOS takes the place of COM-MAND.COM, offering over 30 additional commands and taking up only 2K of conventional RAM on systems with expanded memory. Features include long file names, added wild-card capabilities, multiple commands per line, and an enhanced DIR. J.P. Software, P.O. Box 1470, East Arlington, MA 02174; 617/646-3975, 617/646-0904 (fax). \$35 fee, \$50 with manual.

Reader service no. 633

Mark and Release 2.9

(TSRCOM.ARC)

With this collection of utilities you can load and remove RAM-resident programs at will, as well as see what you currently have in memory. "It's a practical means of managing memory—much more so than any commercial product I've seen," says Paul Curtis, of the Orange Coast IBM PC User Group. Turbo Power Software, P.O. Box 66747, Scotts Valley, CA 95067; 408/438-8608. \$20 fee.

Reader service no. 634

Newkey 5.2

(NEWKEY.ARC)

Many users prefer *Newkey* to their applications' built-in macro features. This general-purpose macro processor records keystrokes and plays them back later via <Ctrl>-, <Alt>-, or <Shift>-key combinations; captures text from

screens; enlarges the DOS keyboard buffer; and can pause for user input. FAB Software, P.O. Box 336, Wayland, MA 01778; 508/358-6357. \$43 fee.

Reader service no. 635

Patriquin's Utilities PCopy 8.5B, PSearch 4.3, PPrint 4.0B, PDelete 3.3C, PAttribute 1.0, PAlert 1.6, PTouch 2.0, Pre-Back 1.3

(PCOPY85B.ZIP, PS43.ZIP, PPRINT4B.ZIP, PDEL33C.ZIP, PATTR.ZIP, PALERT16.ZIP,

PTOUCH.ZIP, PREBAK13.ZIP) These utilities replace a number of common DOS commands. Programs include a file copier that warns you before overwriting a file, an alarm that alerts you when you're low on disk space, and an inexpensive file- and textsearch program. Although the programs are distributed separately, the single \$45 registration fee buys you the entire collection. Patri-Soft, P.O. Box 8263, San Bernardino, CA 92412; 714/422-3727. \$45

Reader service no. 636

StacKey and BatUtil 3.0

(STACKEY.ZIP, BATUTIL.ZIP) StacKey plays back a keystroke combination when you load the program, effectively giving you a start-up macro for every application. BatUtil enhances the DOS batch language with such features as sophisticated menuing, file date comparison, an enhanced ANSI.SYS, and interactive editing of the PATH statement variable in memory. Although the programs are distributed separately, the single \$39 registration fee buys you both. The Support Group. \$39 fee. Reader service no. 641

For more information about all products in this section, circle reader service no. 904.

Reader service no. 629

SHAREWARE MEETS CORPORATE AMERICA

Carparate America tends to be suspicious of anything that isn't sald in a retail store—sometimes with good reasan. MIS managers warry about bugladen saftware, late updates, inadequate technical suppart, nanexistent site licensing, and vendars' going out of business. Consequently, shareware isn't papular with this large market for computer praducts.

Valume purchasers are always an the laokout far viruses infiltrating their campany camputers, and they're especially wary af shareware. Flu-Shat + authar Rass Greenberg cantends that "mare data has been last by spilled cups af caffee than by any virus attack," but far MIS managers, being averly suspicious—even paranaid—abaut incaming software is natural. Experience shaws, hawever, that shareware isn't

likely to be contaminated, and acquiring it from the author is as safe as buying shrink-wrapped commercial programs.

Slawly but surely, same Fortune 500 companies are beginning to whistle a different tune. There are a number of reasons for this, ranging from law prices to the incentives offered by companies selling shareware. Judith Schuman, of St. Jaseph Flaw Cytametry Laboratary in Burbank, California, has "na reservations when it comes to shareware. It is a good alternative to our traditional sources of software—and price has a lot to do with it."

Shareware companies are duplicating commercial vendors' mast pasitive attributes: site licensing, praduct stability, salid technical suppart, and warthwhile upgrades. Smart carparate software buyers are realizing that shareware authors are aften willing to pay more attention to their needs, without the rigid policies of large, commercial vendors. At least two shareware products, Datastarm Technologies'

Pracomm and Magee Enterprises'

Automenu, have succeeded in becoming industry standards, even in the shareware-suspicious carparate environment.

Of caurse, prejudice persists. A netwark aperatians manager reparted, for example, that his campany, a large semicanductar manufacturer, was replacing its existing menuing system. When asked if shareware had been evaluated, he explained that it had nat been an optian. The menu pragram they chose was Magee's Autamenu, which he hadn't realized was shareware. —S. B.

SPREADSHEETS

As-Easy-As 4.00

(ASEASY40.ZIP)

This 1-2-3-compatible spreadsheet packs a lot into an inexpensive product. Features include a partially 1-2-3-compatible macro language, column/row interpolation, goal seeking, pulldown or 1-2-3-style menus, spreadsheet linking, graphs, and laser printer support. Trius, 231 Suttan St., #2D-3, North Andaver, MA 01845; 508/794-9377, 508/688-6312 (fax). \$50 fee. Reader service no. 642

PC-Calc+ 2.0

(PCCPA.ZIP, PCCPB.ZIP, PCCPC.ZIP)

PC-Calc+ imports data from WK1, DBF, and other popular formats. It has extensive online help; full math, statistical, financial, and time functions; graph and chart generation;

and sideways printing on dot matrix printers. ButtonWore, \$69.95 fee.

Reader service no. 643



WORD PROCESSORS, OUT-LINERS, AND TEXT EDITORS

PC-Type II 1.0

(PCT.ZIP)

This full-featured word processor has split screens, full laser support, line and box drawing, macros, on-line help, a built-in spelling checker, and other features found in commercial word processors.

ButtanWare, \$89.95 fee.

Reader service no. 637

PC Outline 3.34

(PCO334.EXE)

Usable as either a stand-alone or an 80K-plus RAM-resident program, *PC Outline* offers up to 46 collapsible outline levels to help you systemize, rearrange, and categorize items, thoughts, and ideas. It imports and exports ASCII and *Word-Star* files. Brown Bog Software, \$89.95 fee.

Reader service na. 638

PC-Write 3.03

(PCW303.EXE)

"PC-Write's frequent updates and powerful features make it a major contender in the word processing wars," says Patti Balke of the Pasadena IBM Users Group. One of the oldest and most popular shareware products, this word processor offers mouse support, multicolumn editing, a split screen for editing multiple files, network file locking, keyboard

macros, a 50,000-word spelling checker, and other features. Quicksoft, 219 First Ave. N #224, Seattle, WA 98109; 800/888-8088, 206/286-8802 (fax). \$19 fee, \$129 with manual and technical support. Reader service no. 639

QEdit Advanced 2.1

(QEDIT21.ARC)

This programmer's text editor supports extended and expanded memory and multiple windowing. Up to 99 files can be open for editing. The *Word-Star-*like interface can be remapped to emulate other word processors. SemWare, 4343 Shallawford Rd., #C-3, Marietta, GA 30062; 404/641-9002, 404/640-6213. \$54.95. Reader service no. 640

For more information about all products in this section, circle reader service no.
905. ⊕

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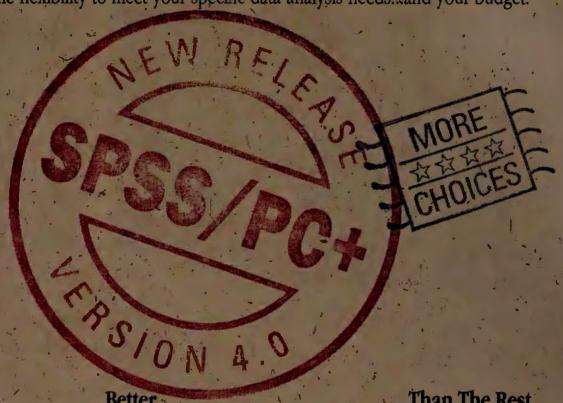




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Painless Programming With BASICA

If you own a system, you probably have a copy of BASICA already. Why not use it to build this slick DOS menu system?

Marty Franz

INSIDE HOW TO

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Improve your word power with customized *WordPerfect* dictionaries.

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Programming

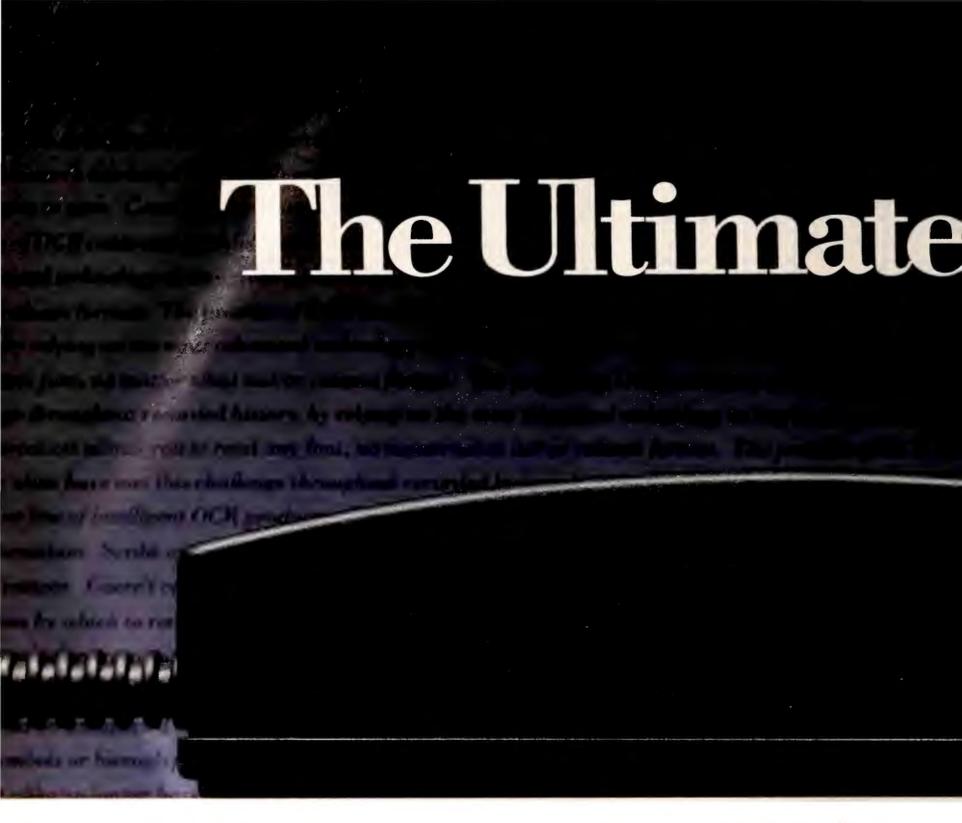
f you're like most users, you've probably examined the BASICA booklet that came with your PC about as thoroughly as you studied the Styrofoam packing material. But it doesn't have to be that way. While no longer the choice of professional programmers, BASICA is quite handy in situations where DOS batch files can't quite do the job. Situations where BASICA is useful range from reading disk directories to setting printer control codes.

This article shows how to create a menu in BASICA for calling other programs and frequently used DOS commands (see **LISTING 1**). You can customize this program for your own applications and utilities with a few simple changes or use the same principles to write other types of programs.

Getting BASICA Going

The nice thing about BASICA is that you probably already own it. If you can't find your BASICA manual or program, it may be under a different name. Depending on your version of DOS, you may have BASIC, BASICA, or GWBASIC. Functionally, they're all pretty similar. BASICA stands for BASIC Advanced, while GWBASIC stands for—believe it or not—Gee Whiz BASIC. The BASICA that comes with IBM DOS is machine specific and works only with IBM computers, but the other BASICs aren't so picky.

To use MENU.BAS, first be sure your version of BASICA is in a directory listed in your path statement (the file is usually in the DOS directory). Next,



000000

What if you could have an electronic assistant, capable of typing 500 words per minute, while sitting quietly at your side, and taking up no more space than a telephone?

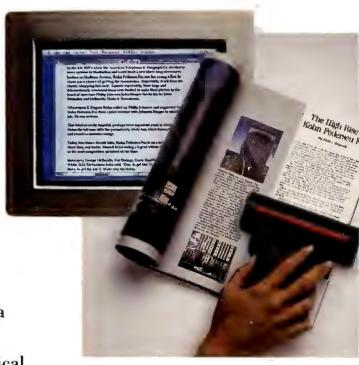
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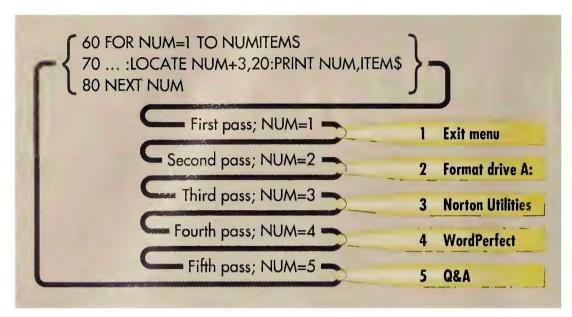
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Inside a BASICA Menu



Menu options are displayed using a FOR...NEXT loop. The value of NUM, which increases with each pass, controls both the option number and the line on which the option appears.

using a text editor, enter LISTING 1 into an ASCII file called MENU.BAS, changing the prompts and programs in lines 210 through 240 to match your own applications and utilities. You can run the program by typing basica menu at the DOS prompt in the directory that contains MENU.BAS.

Making the Menu

Unlike lines in a DOS batch file, every line in a BASICA program starts with a line number. You could number the lines 1, 2, 3, and so on, but if you later add a line between 2 and 3, you'll have to retype a lot of numbers. To allow for such additions, number your lines 10, 20, 30, and so on. You can also include more than one statement on a line by separating them with colons (:). Statements starting with REM are remarks for annotating the program.

The heart of MENU.BAS is the group of DATA statements in lines 180 through 240. Line 180 states the number of items in the menu, and line 190 gives the menu's title. Following that is a list of options grouped as pairs of strings, each enclosed by quotes. The first string is the option's screen prompt; the second is the DOS command that runs when the option is chosen. If your version uses more or fewer options than the sample here, change the number in line 180 appropriately.

Clearing the Deck

When the program is first run, line 40 turns off the BASICA function key menu and clears the screen. Line 50 contains three statements that prepare the text to be shown on screen, and display the menu title. The RESTORE statement resets BASICA's data pointer to line 180 so that the following READ will put the correct DATA item—the

number of menu options—into a memory variable called *NUMITEMS*. Each READ moves the data pointer to the program's next DATA item. RESTORE is not needed when the program first starts, since by default the pointer refers to the first DATA item (in line 180). However, because the program repeats itself, this RESTORE is necessary.

The third statement in line 50 uses the GOSUB statement to run a subroutine (a group of statements executed as a unit) starting on line 260. This subroutine displays the menu's title, centered at the top of the screen. Line 260 READs the next data item—the menu title on line 190—into the string variable TITLE\$. String variables contain text rather than numbers or other types of data; their names usually end in a dollar sign (\$).

Line 270 displays the title. 'LOCATE 1,35' places the cursor on line 1, column 35; 'PRINT TITLE\$' displays the title, starting at the new cursor position. When the subroutine is finished, the RETURN statement in line 280 returns control to line 60.

1D REM -- Do-it-yourself menus 2D REM -- (C) Copyright 1990 Marty Franz 30 REM -- display the menu 4D KEY OFF :CLS 50 RESTORE 180 : READ NUMITEMS : GOSUB 260 60 FOR NUM=1 TO NUMITEMS 70 READ ITEM\$, CMD\$:LOCATE NUM+3,20:PRINT NUM, ITEM\$ 8D NEXT NUM 9D REM -- get the menu option 100 LOCATE 23,1 :PRINT "Menu choice"; :INPUT CHOICE 110 IF CHOICE>1 AND CHOICE <= NUMITEMS THEN GOTO 150 120 IF CHOICE=1 THEN SYSTEM 130 BEEP: LOCATE 25,1:PRINT "Bad choice; try again"; 140 GOTO 100 150 GOSUB 300 160 GOTO 4D 170 REM menu data 18D DATA 5 'number of items in menu, counting exit 190 DATA "Main Menu": | menu title 200 DATA "Exit menu", "Exit" 210 DATA "Format drive A:", "C:\DOS\FORMAT A:" 220 DATA "Norton Utilities", "C:\NORTON\NI.EXE" 230 DATA "WordPerfect", "C:\WP51\WP.EXE" 24D DATA "Q&A", "C:\QA\QA.EXE" 25D REM subroutine to print title 260 READ TITLES 270 LOCATE 1,35 :PRINT TITLES; 280 RETURN 290 REM -do command choice 300 RESTORE 200 'restore options, not count or title 31D FOR NUM=1 TO CHOICE

350 LOCATE 25,1: PRINT "Press any key to resume...";

READ ITEM\$, CMD\$

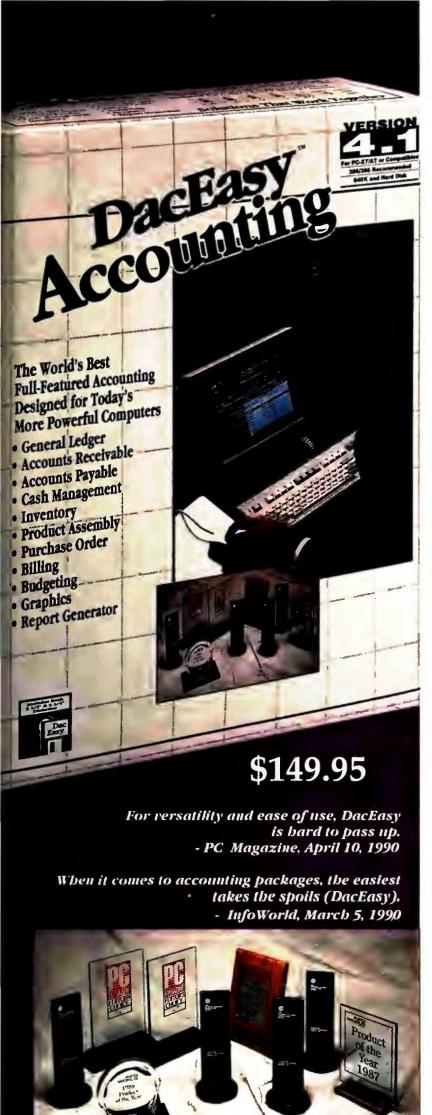
330 NEXT NUM

370 RETURN 380 END

340 CLS: SHELL CMD\$

360 C\$=INPUT\$(1)

LISTING 1: Type this code using any text editor, and save it as MENU.BAS, altering lines 200 through 240 to suit your own system.



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Loopy Logic

Lines 60 through 80 comprise a loop that displays the menu items. Line 60 defines how the loop repeats itself. The first time it runs, the variable NUM has a value of 1. Each time the loop finishes, the value of *NUM* goes up by 1, and the loop starts again. When the value of NUM passes that of NUMITEMS—the number of menu items—the loop stops running.

Since the READ statement in line 70 has two variable names, ITEM\$ and CMD\$, it reads the next two data items. The first time the loop is run, it sets those two variables with the values of the items in line 200, 'Exit menu' and 'Exit'. The rest of line 70 displays the screen prompt for that menu choice. 'LOCATE NUM+3,20' puts the prompt on row 4—remember, NUM equals 1 where 'PRINT NUM, ITEM\$' displays '1 Exit menu'. When the loop runs again, NUM equals 2, the READ picks up the data on line 210, and '2 Format drive A:'

is displayed on line 5.

Lines 100 through 150 wait for you to type a number, then respond to what you type. Line 100 captures the number typed into a variable called *CHOICE*. If CHOICE is between 2 and NUMITEMS (translation: if it's a proper menu choice other than Exit), line 110 skips to line 150, which starts the subroutine beginning on line 300.

If CHOICE isn't between 2 and NUMITEMS, line 120 checks to see if it equals 1. If it does, the SYSTEM command exits the menu and BASICA. If CHOICE isn't between 1 and NUM-ITEMS, you typed an incorrect choice, and line 130 will beep and display an error message; then line 140 will start the input over again.

The subroutine in lines 300 through 370 launches the selected program. First it counts data statements until it reaches the one selected. Next, line 340 clears the screen, then uses BASICA's SHELL statement to run the selected

menu option's DOS command ('C:\DOS-\FORMAT A:', 'C:\NORTON\NI.EXE', and so on).

When the called program is finished and control returns to BASICA, line 350 displays a 'Press any key' message at the bottom of the screen, and line 360 waits until a key is pressed. This keeps any data on screen from being overwritten before you've read it. Once a key is pressed, the subroutine is finished, and the program returns to line 160, which in turn goes to line 40, bringing up the menu again.

Simplicity Itself

BASICA may not be the fastest or most powerful of languages, but it's useful for simple utilities and, best of all, most vendors throw it in free with DOS. Browsing through the manual or a third-party book will help you discover more of its capabilities. And if you find yourself getting serious about BASIC, you can always invest in a compiler, such

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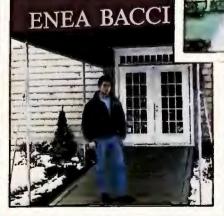
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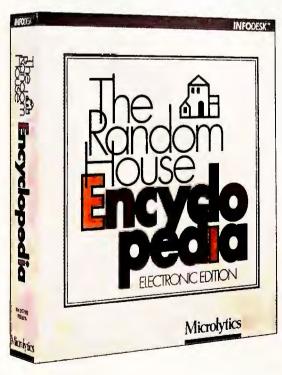
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Marty Franz is a freelance writer and a software engineer with Allen Testproducts, a manufacturer of automotive test equipment in Kalamazoo, Michigan.

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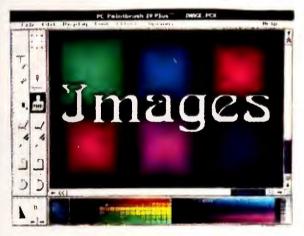
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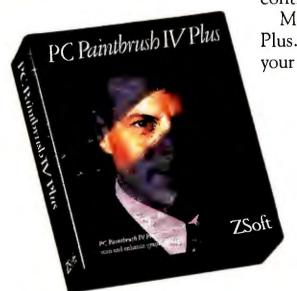
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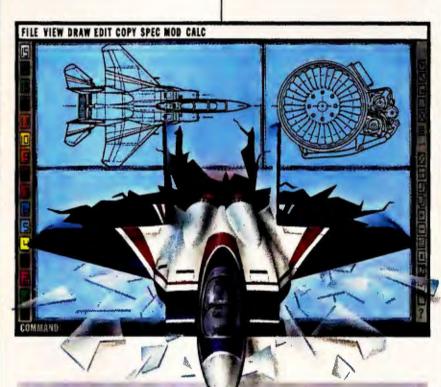
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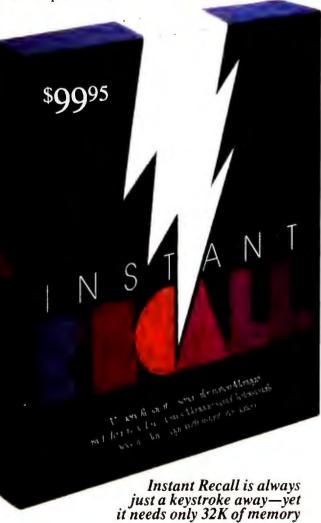
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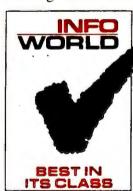
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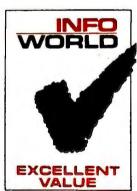


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Words Into Print



Word Processing

Tips for getting the most out of your word processor

This month: Make WordPerfect spel reel gud, customize Word dictionaries, and automate WordPerfect passwords.

George Campbell

ost industries and professions have a long list of jargon. Naturally, these words aren't in your word processor's generic spelling dictionary. You can add them to the main dictionary, but this may slow down spell-checking when you proof nontechnical documents.

You can solve this problem by creating custom dictionaries for each type of document. A typical system of dictionaries for a medical office is shown in **FIGURE 1.** This month we'll set up custom dictionaries in *WordPerfect 5.x* and *Microsoft Word 5.0*.

WordPerfect Dictionary Tips

To use WordPerfect's spelling checker, load a document and press < Ctrl>-<F2>. Then press w to check the current word, p to check the current page,

or d to proof the entire document. Press I to look up a word not in the document, or c for a word count. To exit the spelling checker, press <F1>.

WordPerfect limits you to one main dictionary plus one supplemental dictionary at any given time. You'd normally use the standard WP{WP}US.SUP supplemental dictionary, but you could create your own instead. Supplemental dictionaries are documents that you can edit like any other. This makes it easy to add words and merge or split dictionaries. To specify a default directory for a custom supplemental dictionary, press <Shift>-<F1>It<Cursor Down> in version 5.1 or $\langle \text{Shift} \rangle \cdot \langle \text{Fl} \rangle$ in version 5.0. then type the path and press < Enter> <**F7>**. To create a user dictionary, type a word list, one word per line, then save it with a SUP extension in the named directory.

To use a supplemental dictionary, press < Ctrl>-<F2>n and enter the dic-

tionary's file name. The new dictionary replaces WP{WP}US.SUP, but only for the current session. While spell-checking, you can add new words to the current supplemental dictionary by pressing 3 when the program encounters an unknown word.

The SPELL.EXE program provides more customization options, but you must exit *WordPerfect* to use it. SPELL.EXE lets you add or delete words as well as combine or optimize dictionaries, sorting and compressing them for better speed. You must run SPELL.EXE if you want *WordPerfect* to display added words as alternative spellings. In contrast, the spelling checker within *WordPerfect* will suggest words only from its own word list, not words added by users.

Word 5.0 Dictionary Tips

To run Word 5.0's spelling checker, press <Alt>-<F6>. To check just a

WORDPERFECT SHORTCUT

Password Macro

WordPerfect 5.0 and 5.1 let you password-protect individual documents. A protected document won't load until you type the correct word, and each document can have a unique password. Here's a macro for version 5.1 that lets you add a password to any document with one keystroke.

- 1. Load *WordPerfect*, and begin recording the macro by pressing <**Ctrl>-<F10>**.
- 2. Press an unused key combination (perhaps < Alt>-P), type

password protect, and press <Enter>.

- 3. Press < Ctrl > < F5 > pa < Enter > < Enter > . Don't enter a password now; WordPerfect can't store passwords in macros.
- 4. To finish macro recording, press < Ctrl>-< F10>.

To use the macro, load a document, then press <**Alt>-P** or whatever hot key you've chosen. *WordPerfect* will prompt you twice for a password. Enter the password both times. —*G. C.*

block of text, select the text before pressing <alt>-<f6>. When the program spots an unknown word, a menu appears, allowing you to make a correction, ignore the word, quit checking, or undo the last correction.

You can also press o here to select more options. The first option identifies *Word*'s default user dictionary, SPE-CIALS.CMP. To change the default, type the complete path and file name of your supplemental dictionary. Next, choose *Complete* or *Quick* lookups. *Quick* lookups speed the session by assuming that the first two letters of a word are correct. Other options let you

Spell-Checking for Special Occasions

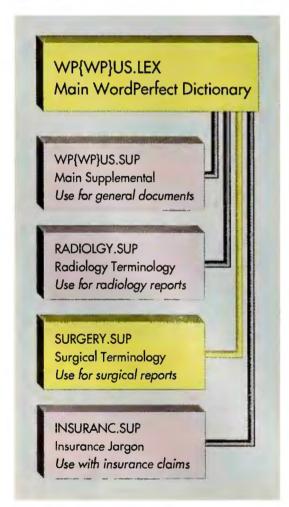


FIGURE 1: Here's a user dictionary system for a medical office using WordPerfect. Normally, you would use the read-only Main dictionary with the Main Supplemental dictionary—a read/write dictionary where you would add general terms used in all facets of the business. When writing a surgery report, however, you would replace the Main Supplemental dictionary with the specialized Surgical Terminology dictionary.

WORD SHORTCUT

Customized Spell-Checking

The best way to customize a user spelling dictionary is to work directly from a preproofed word list. With *Word*, that means entering a list of special words and then spell-checking it. Here's a *Word 5.0* macro that adds all new words on a list to the current user dictionary.

Type the actual characters below on a blank *Word* screen. Press < Ctrl>-[and < Ctrl>-] to create chevrons (« »).

<ctrl pgup>
<ctrl esc>|s

«while field <> ""»au«endwhile»

To save the macro, press <\$\sift>-<\formsf10><\formsc.c, type add-words.mac, and press <\formsc.To
use the macro, load the desired
dictionary, type a word list, and
press <\formsc.i. Then type addwords.mac and press <\formsc.To
add the list to a different user
dictionary, load it before running the macro. —G. C.

specify that *Word* ignore all-capped words or punctuation errors and let you turn off the display of alternative spellings. These settings become the defaults the next time *Word* runs.

During spell-checking, you can add an unknown word by pressing a. You're then asked whether you want to add the word to the standard dictionary, the current user dictionary, or a document dictionary. Add words common to all documents to the standard dictionary, and store specialized words in the appropriate user dictionary. Document dictionaries are rarely needed; they work only with a specific document and load with the document automatically.

To create or add words to a user dictionary in *Word 5.0*, you must run the spelling checker. Type a word list, and then press Alt>-<F6> to start spell-checking. Press **0** at the first unknown word, and enter your dictionary's path and file name (*Word* adds a CMP extension). If the dictionary doesn't exist, *Word* prompts you to create it. At each unknown word, type **au** (Add User) to add the word. When you're done, select *Exit*. This month's *Word Shortcut* provides a macro to automate this process.

Word's spelling checker does have some limits. It doesn't propose added George Campbell is a contributing editor for PC World.

POWER TIP NO. 137

Use Your Computer as a Typewriter

To type directly from keyboard to printer—a quick and easy way to do an occasional envelope—type copy con prn at the DOS prompt and press <Enter>. There's no word wrap, and you can correct only the current line. At the end of the last line, press <Ctrl>-Z <Enter> to print your lines and return to DOS.

Stephen L. Danago Biloxi, Mississippi

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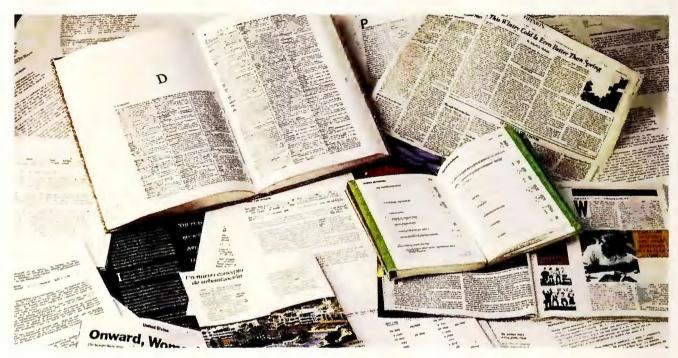
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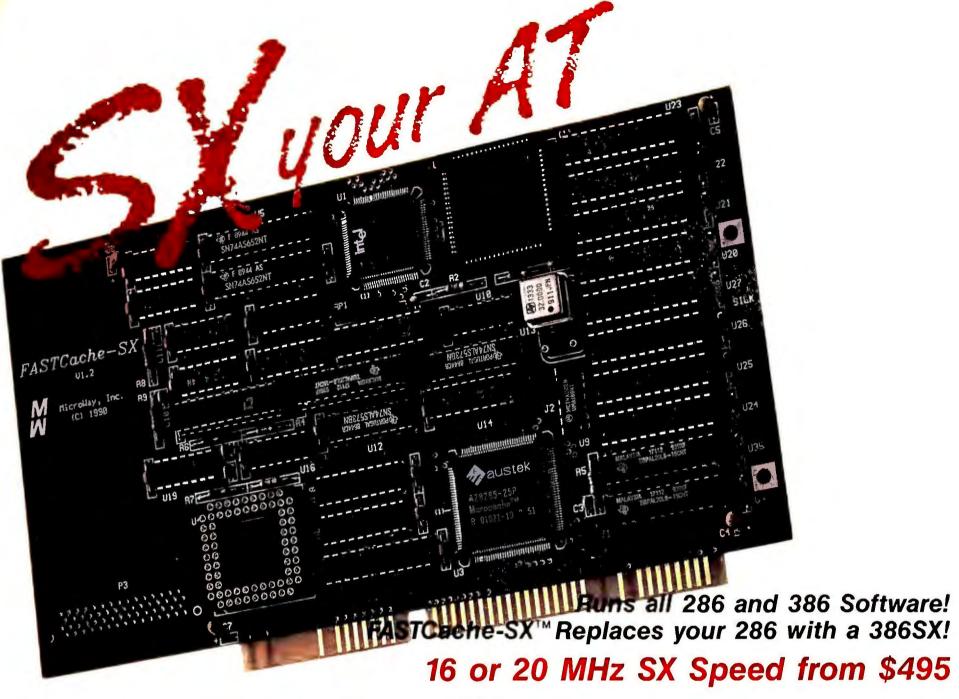


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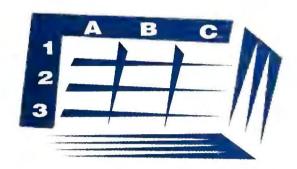
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Spreadsheets (A..Z)



Spreadsheets

Practical tips for building better worksheets

This month: data base criteria, plain and fancy

Richard Scoville

he biggest benefit of setting up a data base is that you can zero in on just those records relevant to your current task. This month, we'll use 1-2-3's Data Query Extract command to extract records from a simple data base according to various criteria. First we'll create a sample worksheet (FIGURE 1), then we'll experiment with the sample criteria in TABLE 1.

To create the sample data base, first enter the labels and values shown in A1..D16. Note that because ZIP codes can begin with zero, they have to be labels, not numbers, so begin each with an apostrophe. Then use /Range Format Currency to format the AMOUNT field, B2..B9.

As discussed last month, a 1-2-3 data base consists of an *input range* containing the records, a *criteria range* containing the selection criteria, and an *output range* to which Data Query Ex-

tract copies records that match the criteria. Use /Range Name Create to define the input (CUST_IN), criteria (CUST_CR), and output (CUST_OUT) ranges, as shown in the range name table at F1..G7. Next, assign each field of the first record (A2..D2) a range name that matches its column heading. You can do this with a single command: Select /Range Name Labels Down, paint the range A1..D1, and press < Enter>. Finally, assign the data base ranges by selecting /Data Query Input, pressing <**F3**>, and selecting $CUST_{-}IN$ as the input range. Similarly, specify CUST _CR as the criteria range and CUST *_OUT* as the output range. Now you're ready to roll.

Exploring Criteria

TABLE 1 shows various sample criteria and their results. To try the first example, enter Crosby in cell A13, then select /Data Query Extract; the single record matching the criterion is copied to the output range. To try the other examples,

first erase the old criteria: Select /Range Erase, highlight the range A13..D13, and press <Enter>. Then enter the criteria as indicated (for example 2, enter '80001 in D13), and press <F7> to clear the output range and copy the matching records to it. (Pressing <F7> repeats the last Data Query command.)

The wild cards * and ? used in examples 3 and 4 make criteria more flexible. Entering multiple criteria in a single row (example 6) selects only the records that match all of them.

The rest of the examples use criteria formulas. The field range names make formulas clearer; '+AMOUNT>100' is easier to understand than 'B2>100'. Because the formulas include references to the data base fields, you can place them in any cell of the criteria range. (For instance, even though example 7 selects records based on the amounts in column B, you can enter it in cell A13.) Formula references to specific cells in the input range must be absolute; thus, example 8

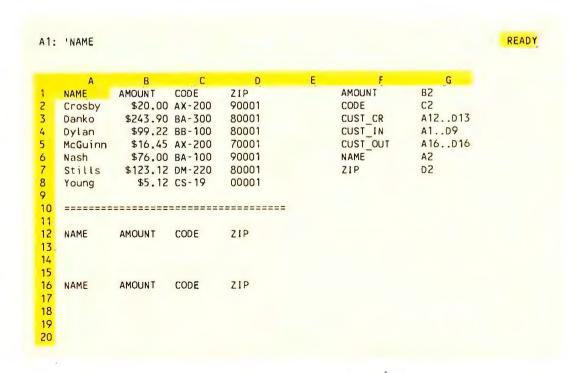


FIGURE 1: The sample 1-2-3 data base in columns A through D includes the input range (rows 1-9), the criteria range (rows 12-13), and the output range (from row 16 on). In a real data base, the criteria and output ranges would normally be to the right of the input range to make adding new records easier.

TABLE 1

Criteria Chart

Sample data base criteria for use with the worksheet shown in FIGURE 1.

	Criteria	Selects these records	Explanation
1	A13: Crosby	Crosby	NAME is Crosby
2	D13: '80001	Danko, Dylan, Stills	ZIP code is 80001
3	A13: D*	Danko, Dylan	NAME begins with D (* matches all following characters)
4	A13: ?a*	Danko, Nash	Second letter of NAME is a (? matches any single character in that position)
5	D13: ~00001	all except Young	ZIP codes other than 00001
6	C13: AX-200 D13: '70001	McGuinn	CODE is AX-200, and ZIP code is 70001
7	+AMOUNT>100	Danko, Stills	AMOUNT is greater than 100
8	+AMOUNT>\$B\$6	Danko, Dylan, Stills	AMOUNT is greater than Nash's AMOUNT
9	+AMOUNT=@MIN(\$B\$2\$B\$8)	Young	Smallest AMOUNT
10	+AMOUNT>50#AND#AMOUNT<100	Nash, Dylan	AMOUNT is greater than 50 but less than 100
11	+ZIP="70001"#OR#ZIP="90001"	McGuinn, Crosby, Nash	ZIP code is 70001 or 90001
12	+ZIP>"1"#AND#ZIP<"9"	McGuinn, Danko, Dylan, Stills	ZIP code is between 20000 and 89999

SPREADSHEET TOOLBOX

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Robert Lauriston

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uses '\$B\$6', not 'B6'. (Disregard the 1 or 0 that displays in cells containing a formula.) The last three examples use logical operators (#AND# and #OR#) for more complex selections. Quotes are used in example 11 and in example 12 because the ZIP codes are labels rather than numbers.

Smart use of criteria is the secret to

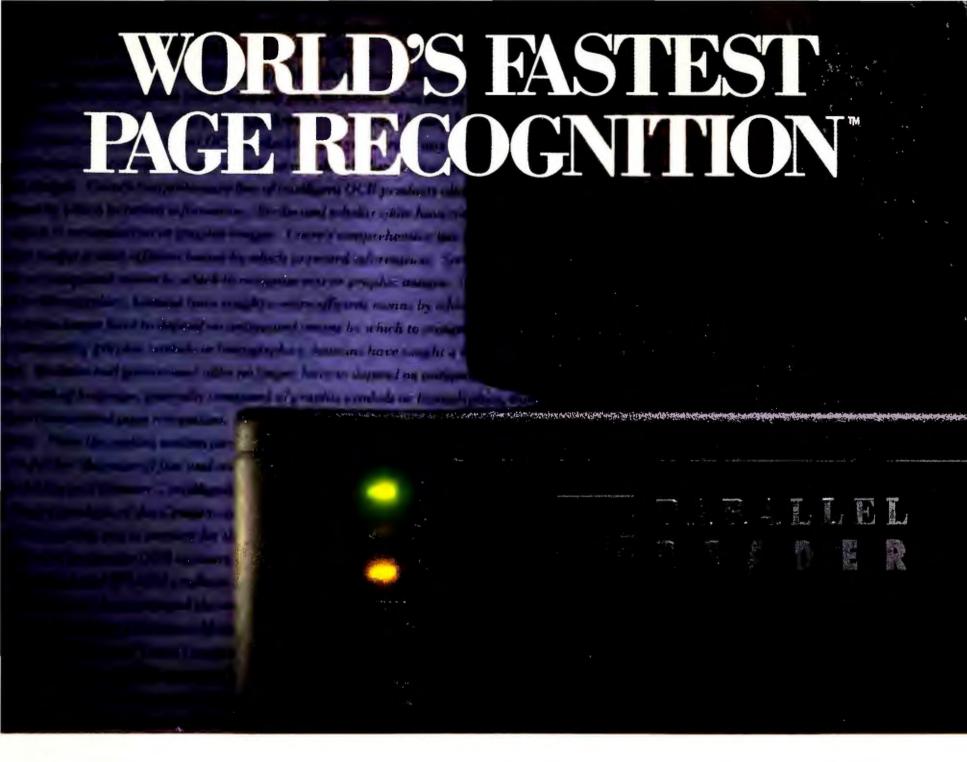
Richard Scoville is a contributing editor and Robert Lauriston an associate editor for PC World.

POWER TIP NO. 138

Q&A for Different Tastes

Changes made at Q&A's Utilities Set Global Defaults screen are saved in a file called QA.CFG. If you want to have alternative, reusable configurations, save one configuration before creating another, and copy this file to another name, such as OTHER.CFG. To use OTHER.CFG, copy it back to QA.CFG. This copying back and forth can be automated with batch files that first copy QA.CFG to one name and then copy another file to QA.CFG. These batch files can be called from inside Q&A using the Alternate Programs option.

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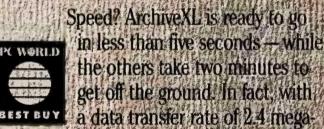
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Data Basics



Data Management

Tips and techniques for managing your data

This month: indexes demystified

Alan Schwartz

ne problem with paper records is that they can be sorted only one way. If your invoices are filed by customer name, it's tedious work to find the first sale of September 30, or invoice number A-203. Keeping separate copies sorted by customer, invoice number, and date of sale requires a lot of extra work.

Computer data bases use *indexes* to effectively list the same records in different orders. An index works much like a library's card catalogs: It doesn't contain data, but it tells you where to find it. And just as the card catalogs list books by title, author, or subject, multiple indexes can list data in as many ways as you need. Furthermore, locating a record is much faster with an index—without one the program has to search through the entire table. Unlike card catalogs, indexes access data automatically and don't require user intervention to do their job.

In dBASE III Plus each index is a

separate file. To create a *dBASE* index, open the data file, then issue the command **INDEX ON** *key* **TO** *filename*. The *key*—a field, group of fields, or a formula involving fields—is the criteria for sorting the records. For instance, the command **INDEX ON CustID TO custidno** will create an index sorted by the contents of the CustID field and save that index to a file called CUSTIDNO.NDX.

Index names should reflect the DBF table files they belong to and their sort order. To alphabetize customer records by name, you'd use a command like INDEX ON LastName + FirstName to CUSTNAME.

Note that this key has two fields, ensuring that Fritz Freleng precedes Thomas Freleng. Index keys can include complex expressions and functions as

well. Indexing on CTOD("12/31/80") - InvDate will order the records by the InvDate date field in reverse order, from the most recent date to the oldest one. (The CTOD() function converts text strings to dates and—with versions prior to dBASE IV—is the only way to enter a date at the command line.)

Using and Maintaining Indexes

If a librarian places a new book on a shelf without inserting cards in the catalogs, it's as good as lost. Similarly, every index on a table must be updated when a record is added, purged, or changed. *dBASE* keeps indexes up-to-date transparently, *but only if the indexes are open*. Modify even one record without all of the file's indexes open, and

DATA BASE TOOLBOX

On dMAND

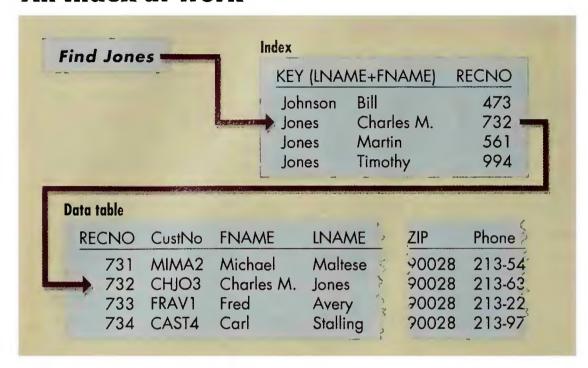
Ever been frustrated by the work involved in creating a simple report? Applied Micro-Systems' *On dMAND* offers a quick and easy way to get barebones reports from dBASE data. With virtually no learning curve, this utility lets you toss your first report to screen, printer, or disk in fewer than ten keystrokes.

You can create simple columnar reports, labels, and summaries by selecting fields with your mouse or cursor keys. You can easily apply record selection criteria and a sort order to any field. You can save and distribute layouts with *On dMAND*'s royalty-free run-time.

But don't expect too much. You can't relate files, read memo fields, use indexes, format data, build expressions from functions, or sort more than 12,000 records. *On dMAND* permits only a one-line column heading, no page footers, and scant printer controls. Still, its utter simplicity will endear *On dMAND* to anyone who's overwhelmed by state-of-the-art report generators. The utility requires DOS 2.0 or a later version, 640K, and a parallel printer. —*A. S.*

On dMAND \$59.95; Applied Micro-Systems, Inc., P.O. Box 832, Roswell, GA 30077; 40.4/475-0832 Reader service no. 674

An Index at Work



A data base manager can search an index faster than it can search a data table, which is much larger and may not be in a convenient order. Once the correct key is found, the index points to the record in the data table.

you'll have to contend with apparently lost records, vexing error messages ('Record is out of range'), and incorrect reports. Many frustrated users have abandoned indexes altogether, incorrectly assuming that the indexing mechanism itself is buggy.

To avoid these problems, always open the indexes when you load a data file. This is done with the USE command, as in **USE customer INDEX custidno, custname**. The first index is the active one, controlling the record order; the others just tag along to keep abreast of changes. To make the second index active, use the command **SET ORDER TO 2**.

If you damage an index, don't worry. Your data is still intact—all you need do is recreate the index.

Searching With Indexes

To take advantage of indexing's speed improvements, use one of dBASE's index-specific search commands, FIND or SEEK. FIND CHJO3 uses Charles Jones's Customer ID, for instance, to take you to his record, assuming that the CUSTIDNO index is active.

With SEEK, the search expression is the name of a field or a memory variable containing the item you're looking for. For instance, if you want to find the customer whose ID number is in a variable called mID, use the command **SEEK** mID. Keep in mind that with both FIND and SEEK, you must still EDIT or DISPLAY the record to see it.

By reducing long searches to instant retrieval and switching sort orders in a flash, indexes greatly improve access to your data. And that, after all, is what data management is about.

Correction

The August *Data Basics* included a listing for validating input, but the listing was incorrect. It should have read:

DO WHILE In_date < (DATE() - 365) .or.;

In_date > DATE()

@ 8,3 SAY 'Invoice date: ' GET In_date READ

IF In_date < (DATE() - 365) .or. In_date >;
 DATE()

@ 9,3 SAY "Invoice date must be..."

ENDIF

ENDDO

PC World regrets the error. ⊜

Alan Schwartz is a partner in Micromega Systems in San Francisco, specializing in custom data base application development. Celeste Robinson is the author of The Best Book of Paradox (Howard W. Sams and Co., Carmel, Indiana, 1990).

PARADOX SHORTCUT

CoEditing by Yourself

Celeste Robinson

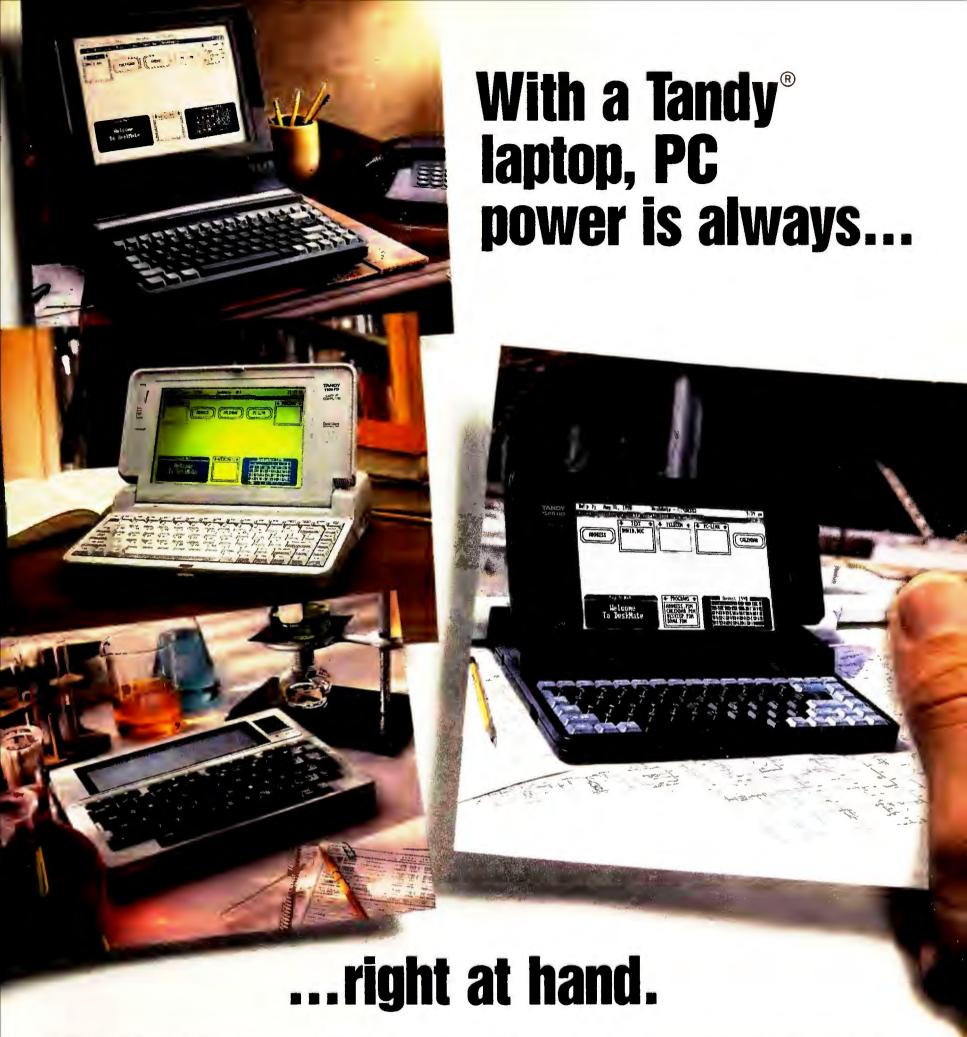
Paradox has two table-editing modes: Edit and CoEdit. Although CoEdit is designed for network use, it also offers advantages to a single user:

- 1. In CoEdit mode, table indexes are updated as each new or changed record is posted to the table. (In Edit mode, indexes are updated only after you press <F2>.) An up-to-date index speeds searches when zooming on a keyed field.
- 2. In Edit mode, *Paradox* maintains a transaction log for

updating the table and index files. Since CoEdit doesn't use a transaction log, it doesn't take as long when you update with <F2>.

3. Using CoEdit, you are warned of key violations immediately.

CoEdit has its drawbacks.
Undo is limited to the last change made. Also, since indexes are updated automatically, records seem to disappear when you change their key fields. They are, of course, merely moving to their new position in the index.



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ven the fastest computer can move like a turtle when it's reading the same disk records over and over again.

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Publishing & Graphics

Expert advice for creating high-impact documents and presentations

This month: tips on choosing and using the right type, and customizing Ventura headers and footers

Richard Jantz

he typefaces you use affect the way people perceive you and your business. Depending on the type used, a document may appear casual or formal, modern or old-fashioned, routine or refined—any of which may be appropriate.

Neophytes starting out with the basic LaserJet rarely stray from Times Roman and Helvetica. But with the boom in cheap PostScript emulators and cartridges for the LaserJet, font generators like *Fontware*, the Intellifont-based LaserJet Series III, and cheap PostScript printers, users have more fonts to choose from—and picking the right ones can be daunting.

So this month we look at selecting and using type. All the typefaces mentioned below are available from Adobe, Bitstream, and other major vendors. Although effective typography is ultimately a question of personal taste, consider the following guidelines.

• Choose type that matches your document's message. Typefaces with

serifs (cross strokes at the ends of characters) often look traditional or elegant, while sans serif faces (without serifs) look modern and streamlined.

• As a rule, use serif type for *body text*—large blocks of copy typically 12 points in size or smaller. Serif charac-

NUTS & BOLTS

Customizing Headers and Footers in Ventura

Creating headers and footers in Ventura is easy if you use only one font, but combining fonts for a customized variation is trickier. You can assign only one font to a header or footer tag, and Ventura's Set Font option (which appears in the assignment list in Text Editing mode) doesn't affect headers or footers. So how can you mix fonts? The answer is to insert Ventura formatting codes in the header or footer text when you create it.

For example, here's how to customize a centered footer, "LaserNews," with "Laser" set in Helvetica (or Swiss, if you're using a LaserJet) bold, and "News" in Times Roman (or Dutch) bold italic.

- 1. Start *Ventura* and open a chapter.
- 2. Select Chapter, then Headers & Footers. Click the Right Page Footer and On options.
- 3. Move the cursor to the first line of the 'Center:' label and type Laser < F14BI > News. F14 is the font code for Times (Dutch); BI is the bold italic code.
 - 4. Move the cursor to the sec-

ond line of the 'Center:' label and click *Text Attr.* and *Page #.* This inserts '<D>[P#]' in the footer's second line. The '<D>' is *Ventura*'s default code and resets the text back to the default fonts, which you'll make Helvetica (Swiss) bold in step 6. The '[P#]' tells *Ventura* to paginate the entire chapter.

- 5. Click *Copy To Facing Page* to place the same footer on all left pages as well, and then click *OK*. The new footer will appear at the bottom of the page.
- 6. To specify the font for "Laser" in "LaserNews," click *Ventura*'s Paragraph Tagging icon, then click the footer. Select *Paragraph Font*, then *Helvetica Bold* (*Swiss Bold*), pick the desired point size, and click *OK*.

You can use this same technique to insert other *Ventura* codes in headers/footers to mix font sizes, shift or kern text, add nonkeyboard characters (dingbats, fixed spaces, foreign-language marks), and so forth. For a complete list of the codes, consult the appendices in *Ventura*'s Reference Guide. —*R. J.*

ters are more legible, especially at small sizes. Good picks: Times Roman or New Century Schoolbook to project a conservative attitude; ITC Bookman or ITC Souvenir for a warmer tone; and Palatino, ITC New Baskerville, or ITC Garamond to add elegance and authority.

- Sans serif type is best for display text—short units of copy, such as titles, headlines, subheads, and pull quotes. Helvetica, News Gothic, Univers, or Gill Sans presents a neutral voice; ITC Avant Garde or Futura is good for a machinelike look; and ITC Franklin Gothic Heavy or Helvetica Black commands attention.
- Avoid monospaced "typewriter" fonts, such as Courier. To enhance your business correspondence without making it look too formal, try ITC American Typewriter, Bitstream Charter, or Stone Informal.
- To simplify mixing and matching type, build your type library with varia-

DESKTOP PUBLISHING TOOLBOX

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is compatible with *PrintCache*, *BackLoader*, other print utilities, and various networks. *FontSpace* is an excellent, costeffective alternative to buying a larger hard disk. —*R. J.*

FontSpace \$89.95; Isogon Corp., 330 Seventh Ave., New York, NY 10001; 800/662-6036 (orders only), 212/967-2424, 212/967-3198 (fax) Reader service no. 610

tions in the same typeface family. This approach works well for documents like catalogs, data sheets, and heavily enumerated reports. A typeface family in-

cludes several character widths (such as condensed, expanded, ultra expanded) and weights (light, medium, heavy) for a given typeface.

- Using a single typeface family can add a dignified look to a report or proposal. Pick Palatino or ITC Galliard, for instance, and use bold and bold italic for display text, normal ("roman") for body text, and italic for emphasis.
- To add a dynamic look to a newsletter or brochure, use contrasting typefaces from different families. For example, use a sans serif typeface like ITC Avant Garde for heads, with serif body text faces such as ITC Bookman or Palatino (see TABLE 1).
- Don't use more than two or three different typeface families on a page. For example, use one typeface for display text, one for body text, and the third for an occasional item, like a logo.

PC World contributing editor Richard Jantz is the author of Ventura for Windows 3.0 (John Wiley & Sons, New York, 1990).

TABLE 1 Mixing Type Effectively

Wondering which typefaces work together best? Start with these suggestions when designing newsletters, reports, brochures, and fliers.

Headline Typefaces	Text Typefaces	Applications
Bitstream Charter Bold	Bitstream Charter	Business correspondence, reports
Futura Bold	ITC New Baskerville	Newsletters, brochures, magazines
Helvetica Black	ITC Garamond	Newsletters, brochures, books, magazines, fliers
Helvetica Bold	Times Roman	Any document; a safe but commor choice
ITC Avant Garde Gothic	ITC Lubalin Graph	Business reports, presentations
ITC Franklin Gothic Heavy	Century Old Style	Newsletters, brochures, fliers
ITC Franklin Gothic Heavy	ITC Galliard	Newsletters, brochures, fliers
ITC Lubalin Graph Bold	Helvetica Condensed	Presentations, brochures, fliers
Palatino Bold	Helvetica	Business reports, newsletters
Palatino Bold Italic	Palatino	Business reports, books
Stone Informal Bold	Stone Informal	Business correspondence, reports
Stone Sans Bold	Stone Serif	Newsletters, manuals, business reports
Univers Bold 65	Lucida Roman	Forms, schedules

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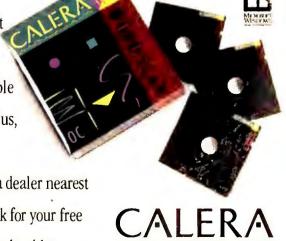
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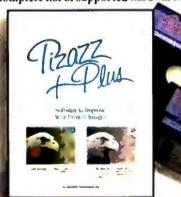
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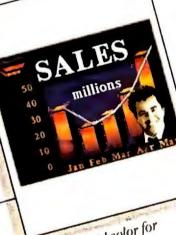
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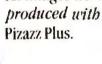
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The new Norton Utilities 5.0 from Symantec

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The Information Edge



Communications

On-line resources for business and professional users

This month: Scope out specialinterest newsletters with NewsNet, and simplify stock analysis with MetaStock.

Judy Heim

Special-interest newsletters are often the first places important news about a given industry turns up—but there are thousands of them, and keeping an eye on more than a few can be costly. For nearly a decade, NewsNet has offered on-line access to the world's largest collection of newsletters, with special emphasis on high-tech industries ranging from biotechnology to semiconductors.

NewsNet users can search the full text of the data base for keywords. In addition, a feature called NewsFlash offers instant access to breaking news by monitoring incoming wires and newsletters 24 hours a day and culling stories on topics of users' choosing.

NewsNet is not cheap, but its users (who are typically corporate librarians,

industry analysts, and executives for well-heeled companies) need timely information and can afford to pay top dollar for it. Furthermore, while some of NewsNet's newsletters can be found in other on-line libraries like Dialog's PTS, NewsNet boasts over 400 newsletters while PTS offers only 100-plus. And at least 30 percent of NewsNet's data is available nowhere else on line.

NewsNet also includes 11 major international wire services, including Reuters, AP DataStream Business News, Japan's Kyodo Press Ticker Service, the U.S. Department of Commerce's Commerce Business Daily, and ComLine Japan Daily, a brand-new service that covers developments in Japan's high-tech industries.

Using NewsNet is as simple as skipping stones. After you type search, NewsNet prompts you to enter codes for news sources to search, publication dates, and keywords to look for. (These codes are listed in a NewsNet handbook.) NewsNet then searches the full text of the data base. If it finds any matches ("hits"), it sends you a list of headlines. At this juncture, you can choose to skim a summary of an article, or you can elect to read the entire story.

Monitoring current newsletters via NewsFlash works the same way. Once you set search criteria, every time you log on, NewsNet tells you if you have any hits waiting.

NewsNet's fatal flaw is its eye-popping price. The annual subscription fee is \$120, and connection costs run as high as \$750 an hour (depending on the bps rate and the surcharge for the news

NewsNet accesses breaking news instantly and culls stories by topic.

source read). There's also a 50-cent charge for each hit delivered from NewsFlash. In comparison, Dialog's PTS charges a flat \$136 an hour, plus a yearly \$35 subscription fee.

Obviously, if you *must* have on-line access to a newsletter that's available only on NewsNet, the expense will be justified. Moreover, NewsNet's huge collection of marketing and high-tech newsletters and wire services is undeniably seductive, as is its ease of use

THE ON-LINE TOOLBOX

Y-Plug

Are your on-line sessions disrupted when someone picks up the extension phone in the next room? The Message Stopper from Jasco Products will save your bacon. Simply snap this souped-up Y-plug into the phone jack in the next room. Then, as long as your modem or phone is conducting a call, the Message Stopper disables the extension. When your modem hangs up, the extension phone is reenabled. This essential gadget retails for around \$14 at Target, Montgomery Ward, and Shopko stores, among others. — J. H.

THE PROFESSIONAL EDGE

Analyzing Stock Prices the Easy Way

Joel Tepp

It wasn't long ago when the only easy source of stock quotes was the evening paper, and even simple analysis required hours with a pencil and pad. Now quotes can be downloaded from dial-up data bases like Dow Jones News/ Retrieval and analyzed with a number of software packages. Some packages popular with brokers, like Computrac, cost thousands of dollars; others are less expensive but lack the power for complex analysis.

Equis International's Meta-Stock Professional 2.0 bridges the gap between power and affordability. For only \$349 it offers just about all the basic mathematical tools an investor needs for technical stock analysis (manipulating market variables of price, volume, and time). The newest version includes stunning charts and graphics, breakneck computation thanks to math coprocessor support, and the ability (new in this version) to save charts and settings so you can easily recall them for your next session.

First you download market quotes from one of the dial-up services like Dow or Warner Computer Systems, using your own communications software, and save the data. MetaStock uses the industry-standard Computrac file format, but it can import and convert a number of others, including 1-2-3's WKS and WK1, ASCII, and DIF.

MetaStock's opening screen then lists all the stocks in your data base and their date ranges. With a few keystrokes, you can turn that data into revealing graphs and charts that make it easy to perform a technical analysis of the relationships between stock prices and various indicators or oscillators in the financial marketplace.

You can use up to 36 windows for charted data; unfortunately, you can't exchange data between them. You can also access technical tools, like formulas for relative strength and standard deviation, via easy-to-use dropdown menus.

The program includes 63 mathematical formulas for calculating custom buy-and-sell signals, and you (or your financial advisor) can custom design up to 60 more. Once you have matched an indicator (or combination of indicators) to a series of prices, be they stocks or futures, MetaStock lets you create and test hypothetical rules for buying and selling. A report will show the resulting profit or loss.

MetaStock's profit analysis capabilities are less powerful than those in pricier programs like System Writer, and it lacks some of the esoteric charting routines found in Computrac. But its low price and easy interface put the essentials of complex stock analysis at the service of investment novice and pro alike.

MetaStock Professional 2.0, Equis Int'l, P.O. Box 26743, Salt Lake City, UT 84126; 800/882-3040, 801/974-5115, 801/974-5130 (fax) Reader service no. 663

(especially compared to Dialog's notoriously nasty interface). Nonetheless, given its high price, we recommend making sure the news sources you need aren't available elsewhere, for less, before signing up. \&

Judy Heim is a contributing editor for PC World, and Joel Tepp is a broker with Bateman Eichler, Hill Richards in Seattle, Washington.

WHERE TO BUY

NewsNet

Independent Publications 945 Haverford Rd. Bryn Mawr, PA 19010 800/345-1301, 215/527-8030

Reader service no. 662

POWER TIP NO. 139

Protecting System Files From Accidental Deletion

You're working in an application directory on your hard disk with a job running longer than expected. So you decide to make room on a recycled floppy to copy files and finish the project at home. You type dir a: and see that you no longer need the data on the floppy disk, but then you type del *.*, and when DOS asks 'Are you sure (Y/N)?', you answer 'Y', erasing all the files in your application directory!

Protect yourself from this type of accident by using the DOS command attrib +r *.* to make all files in your applications directory read-only. You can unprotect individual files that require regular updating (personal dictionaries and so on) by typing attrib -r filename.

Rex Farrance Assistant Editor

GHLY RECOMMEN

Accounting

THE

When Accounting Today (May 1990) asked accountants which accounting software package they recommended to their small business clients, an overwhelming 29% said they recommend Peachtree's General Ledger-that's almost double the next largest competitor.

Reseller Management (March 14, 1990) asked resellers which accounting package they recommend and Peachtree came out on top again with 25% of resellers recommending it.

But accountants and resellers aren't the only ones giving

Peachtree rave reviews:

"If you could find a definition for Peachtree in the dictionary, it might be 'value for your money.'"-PC Magazine 4/10/90

"It is, I believe, the best accounting package available for the price."-E.J. Bosmeny, CPA, Naperville, IL

"Complete III rivals packages costing 10 times as mucb."-PC Resource, July 1990

If there's one thing people agree on, it's what a great value Peachtree's Double Bonus Bundle is. That's because it includes two first-rate software packages for one low price-Peachtree Complete III, a full-featured accounting system, and Peachtree Data Query III, a reporting and analysis tool.

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your business grows.

"...It is, beyond a shadow of a doubt, the best, easiest to use, most belpful program I've ever bad to review."-C. McQuaid, McQuaid & Holland, Inc., Accountants,

"Installation is easy, data entry is fast...a joy to

use."-PC Resource, July 1990

With Peachtree, you don't have to give up ease of use to get the power and performance you need. The Double Bonus Bundle comes with on-line tutorials for each module and thorough documentation-an Accounting Primer, a quick-start installation Guide, and a complete reference library-so you can get up and running quickly. Errors are handled with plain English messages and suggestions. Context-sensitive HELP is

on-line, all the time. I called the Computer Support in my area...and I was very pleased with the immediate response...baving reliable support makes all the difference."-Angela Vamianskis, Computerized Accounting and Payroll,

Burbank, CA 11%

More professional accountants recommend Peachtree!

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package is superb..."-Marc Barlow, Executive Vice President, AdMedia, Largo, FL Order Peachtree's Double Bonus Bundle NOW! Find out what

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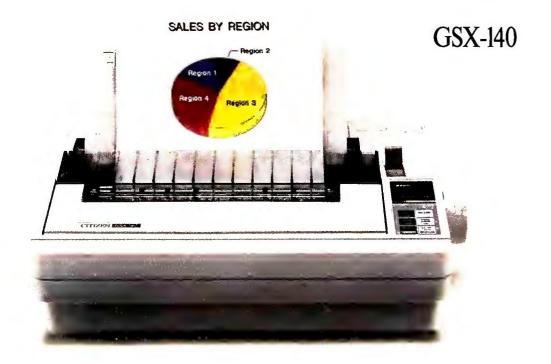
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4.	COLORS IN 1024×768	16	256	READY FOR WINDOWS 3.0
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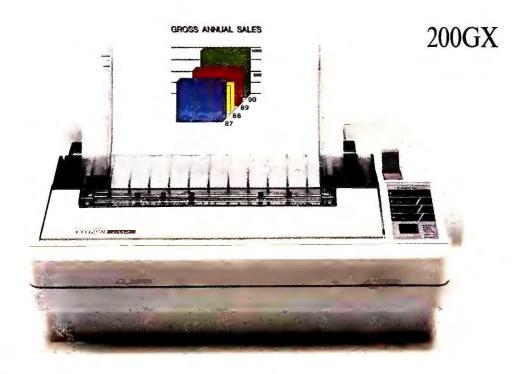
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User Group Tips

Helpful hints from members of the nation's user groups

MORE Automation

The DOS command TYPE filename does a fine job of presenting on-screen listings of short ASCII files, but long files scroll by too quickly to be read. Using the command type filename more allows you to read the information a screenful at a time. Create the following batch file to cut down your keystrokes: @echo off

type %1 | more

Just make sure that MORE.COM is in your DOS directory and that the DOS directory is in the PATH statement in your AUTOEXEC.BAT file. Name the file TM.BAT or another easy-to-remember batch-file name. Then when you type tm filename and press <Enter>, DOS will present you with a screenful of text. Press <Enter> when you are ready to read the next screen.

George W. Crumley, Jr. PCShare.RCA Users Group Merrick, New York

Microsoft Word Columns for Easy Indents

Microsoft Word allows you to set up snaking and side-by-side columns. The Column Selection feature can also save you effort when you're working with lists. Suppose you have a list of names that you want to indent to the first tab. You could move the cursor to the beginning of each line and press Tab, but there's an easier way to set a lot of tabs at once. Select Options Visible: Complete">Esc>Options Visible: Complete (Options Show non-printing symbols All">Esc>Options Show non-printing symbols All for version 5.0) so that you can see the space, tab, and paragraph marks. Then move the cur-

sor to the first letter of the name that begins the list. Press <\$hift>-<f6> to turn on Column Selection. Using the mouse or the <Cursor Down> key, select the text down to the first letter of the last item in the list. Then press <Tab> once, and Word will insert a tab at the beginning of each line. Use the same technique to delete a column of tabs: Just turn on Column Selection, select the column of tabs, and press <Delete>.

You can also use Column Selection to add a new column, such as a list of department numbers, to the right of the name list. Select the entire column of

You may be fragmenting your Paradox tables.

names, and use < Fsc> Format Tab Set to set tabs to place each column. Make sure you allow sufficient room to accommodate the longest items. Put your cursor on the paragraph mark at the end of the top line of the list. Add spaces until your cursor has moved to the right of the longest item in the list. Press < Shift>-< F6> to turn on Column Selection, highlight straight down to the beginning of the last line in the list, and press < Tab> once to insert tabs after all the items. You can now erase the spaces you inserted if you wish.

Next you'll want to position your column of department numbers. Place the cursor on the first character in the department number list, and press <\$hift>-<\f6>. Highlight down to the bottom of the list and over far enough to include the longest item. Don't worry if you highlight paragraph marks with the short items. Press <Alt>-<\f3> if you want to copy the list or <Delete> if you want to move it. Then place your cursor

on the paragraph mark at the right end of the name list's top line. Press <Insert>, and the second column will line up with your second tab.

Bill Weil San Francisco PC Users Group

Setting the Table for Better Paradox Performance

Whether you know it or not, as you delete and add records, you may be fragmenting your Paradox tables. Sometimes *Paradox* reuses the space from a deleted record for a new record, but sometimes it doesn't, and over time you can develop a lot of holes in your data files. These holes aren't visible when you view a table, of course, but it still takes time for Paradox to read across them. Cure this fragmentation with the Modify Restructure command. Use it to call up the table's structure. You don't have to change anything—just press <F2>, and Paradox will restructure the table and squeeze out any unused space.

In addition, most operations, such as queries and reports, are faster on smaller tables than on larger ones. Table size is a product of the number of records times the size of each record. Therefore, if you have seldom-used records or fields, consider moving them into a separate table. Of course, splitting up a table isn't worthwhile if you'll continually be using queries and other operations to join it back together again. So give careful consideration to which records it will be strategic to move.

Brian J. Smith
Southern California Paradox
Users Group

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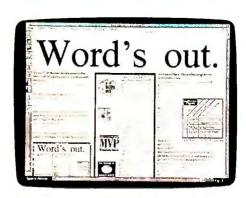
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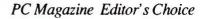
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PC Week Poll of Corporate Satisfaction

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EDITORS

CHO1CE

July 1990 Professional Version 118

PC Computing MVP

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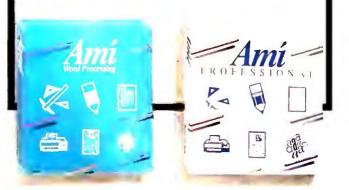
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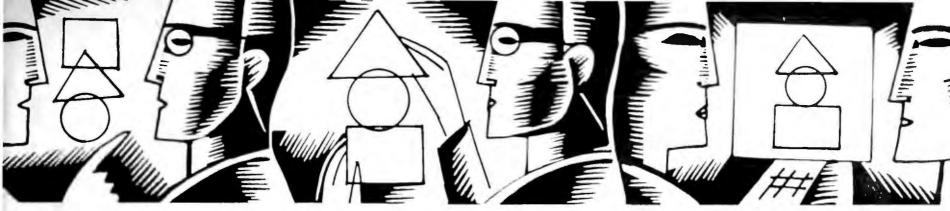


Requires IBM AT, PS/2 or compatible (80286 or better CPU); CGA, EGA, VGA or Hercules compatible displays; MS-DOS 3.0 or higher. A free runtime version of Microsoft Windows 2.11 is available to all purchasers of Amí and Amí Professional.

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STAR-DOT-STAR *.*

A global exchange of personal computer discoveries

Make WordPerfect perform like a chip off the old block, create a 1-2-3 macro for cursoring without cursor movement keys, stop a runaway print job, learn how one user solves "The COMSPEC Caper" on a Novell network, and discover a choice TSR programming tool.

Edited by Tom Swan

WordPerfect Block Party

With three simple macros [see FIGURE 1], I was able to imitate a non-PC editor's block commands that I was familiar with, making *WordPerfect 5.0* perform like a chip off the old block. The macros let me use simple key combinations to move, delete, or copy text blocks—much easier than using *WordPerfect*'s function keys.

After creating the macros, load or enter a sample document and highlight a block of text. To delete the block, press <al>Alt>-D. To move it, press <Alt>-D, move the cursor to the desired location, and press <Alt>-R. To copy it, highlight the block, press <Alt>-C, then move the cursor to the new location and press <Alt>-R to insert a copy.

Retrieving a deleted or copied text block doesn't erase the copy in memory; you can press <Alt>-R as often as you like to duplicate text passages.

Ginger Booth Dallas, Texas

Editor's note: To create the macros, start with an empty document, type at least three letters, and position the cursor on the first letter. Doing so just gives the macro commands some marked text to digest—you don't have to save the document.

The delete-block macro will work only if Block (<Alt>-<F4>) is on. If you press <Alt>-D while Block is off, you'll get a "* Please wait *' message that will remain until you press <F1>. If you feel comfortable with WordPerfect's macro editor, you can make this macro foolproof by putting the command {if} {state}&128~ at the beginning of the macro and {end if} at the end.

Cursorless Data Entry

Since my keyboard lacks a separate numeric keypad (a typical setup on many portables), when entering data in 1-2-3 I have to either press < Num Lock> constantly, forgo keypad entry, or give up using the cursor keys. Luckily, a sim-

<Alt>-<F4> <Cursor Right> <Ctrl>-<F10> <Alt>-D Delete block < Enter > <Ctrl>-<F4>bm<Ctd>-<F10> <Ctrl>-<F10> <Alt>-RRetrieve block < Enter > <Shift>-<F10> <Enter> <Ctrl>-<F10> <Alt>-<F4>. <Cursor Right> <Ctrl>-<F10> <Alt>-C Copy block<Enter> <Ctrl>-<F4>bc <F1> <Ctrl>-<F10>

FIGURE 1: Enter these keystrokes to create macros that can delete, move, copy, and retrieve WordPerfect 5.0 text blocks.

ple macro [see FIGURE 2] gives me the best of both worlds: Keypad entry plus the ability to move to the next cell down without having to switch keyboard modes.

Enter the macro text at an out-of-the-way location, and name the first line \C using the command Range Name Create. To run the macro, move the cursor to the first cell where you want to enter values, press <Alt>-C, type your first cell of data, and press <Enter>. The cur-(continues)

```
{?}~
{if @upper(@cellpointer("contents"))="STOP"}/re~/xq~
{d}{branch \c}
```

FIGURE 2: This 1-2-3 macro enables you to enter a column of data without using the cursor keys.

sor then moves down to the next cell. When you've finished entering data, type stop and press < Enter>.

To create another macro that moves the cursor horizontally, copy the macro to another range, change the ' $\{d\}$ ' in line 3 to $\{r\}$, and name this range \R .

Vivek Wig Moreno Valley, California

Somebody, Stop That Printer!

To abort print jobs or reset printer op-

tions to their default settings, I wrote a short utility, RESET.COM. To create the program, save the script in FIGURE 3 as a plain ASCII file named RE-SET.DAT. Press < Enter> to create the blank line before 'rcx'. Then, from the DOS prompt, and with DEBUG.COM in a directory in the current PATH, type debug reset.dat and press < Enter>.

When you run the program, it calls the system's ROM BIOS routine number 17 hexadecimal—the same function that DOS calls when it boots to initialize the parallel printer ports.

Charles N. Jackson III Silver Spring, Maryland

Editor's note: I modified Mr. Jackson's program to reset LPT1 and LPT2, which does no harm even if you have only one port. If you want only LPT1 reset, remove the three lines from 'inc dx' through 'int 17' and change 'f' to b. (continues)

DEVELOPER'S TOOLBOX

Saucy TSR Tools

Programming TSRs is a gutsy job. If you don't have the stomach for unappetizing tasks like monitoring keyboard interrupts, avoiding reentrant calls to DOS and the BIOS, and meeting other requirements that complicate resident pop-ups, you'd be vise to assign the programming to an expert TSR chef.

At least that was my thinking until I tried CodeRunneR from Microsystems

Software. This interesting tool kit skillfully handles typical TSR duties such as trapping function hot keys and scheduling events—tasks that are generally run in the background. CodeRunneR lets you do all this with Turbo C or Microsoft C, and the results are nearly as fat free as those from crack assembly language programmers. Best of all, you don't have to be trained in TSR haute cuisine to start cooking resident code.

CodeRunneR trims and speeds TSRs written in C (you can also use assembly language) by replacing standard runtime libraries with slim object-code modules. Unlike standard C run-time code, these modules add only the routines that an application requires.

Also provided are custom start-up routines specially written for TSRs. The ASM source files for these modules are on disk, so you can fine-tune the instructions if necessary.

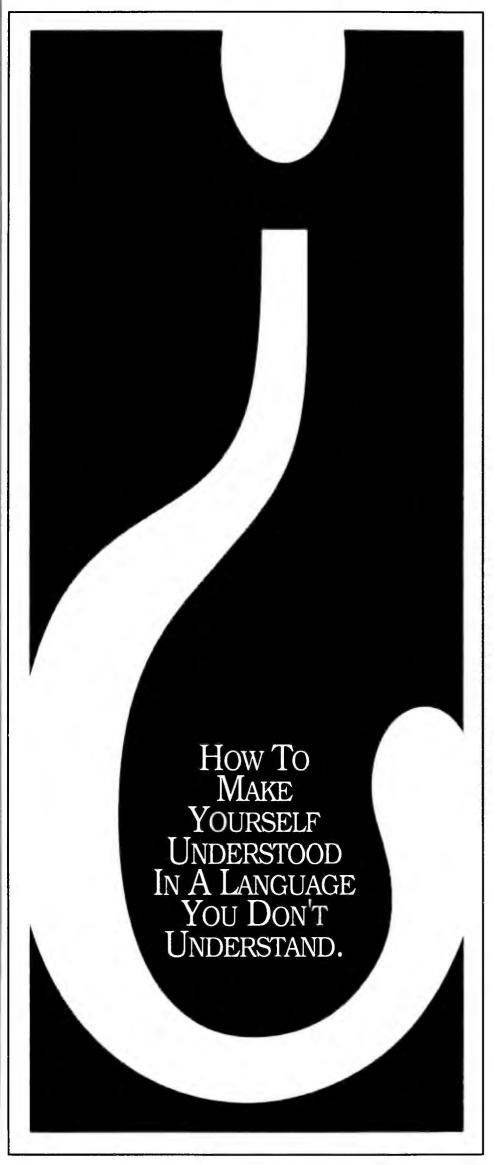
```
POPDATE.C
#define STK SZ H
                        (200)
#define STK_SZ_T
                        (150)
        isr_stk[STK_SZ_H + STK_SZ_T + 1];
                                                POPDATE (c) 1989 by MSI
main()
                                                OCTORER
                                              mon tue wed thu fri sat sun
  (!debug_flag)
                                                   2
                                                       3
                                                            4
                                                               5
                                                                   6
                                                   9
                                                           11
                                                                   13
  if (!second_load())
                                               8
                                                       10
                                                               12
                                                                       14
                                               15
                                                                       21
     ( dsp("POPDATE (c) 1989 by MS1. Hit
                                                  16
                                                       17
                                                               19
                                                           18
                                                                   20
                                                                            act
                stay_resident((word *)isr_
                                              22
                                                  23
                                                      24
                                                          25 26 27
                                                                       28
                install_hk((word *)hk_list,
                install_tsc((fp)notify_alar
                                              PgUP/Dn=MONTH Hone/End=YEAR
#ifdef KI
/* the following line is for LIM support */
                move_to_lim(0X1,0X1,3):
#endif
  else dsp("POPDATE already loaded in memory. Use <left-ctrl left-shift D> to
    = 148:1 =
             ave 13 Open Alt 79 Compile 19 Make
```

A sample TSR calendar written in C with CodeRunneR, displayed over the program's own source code in the Turbo C++1.0 editor.

These and other refinements produce small EXE files—an important goal in TSR programming. But even more critical is what happens when the TSR loads into RAM. Typically, after installing its resident portion, the TSR's memory segments contain wasteful gaps formerly occupied by once-and-done functions and data—a routine to display a copyright notice, for example.

CodeRunneR recycles that kind of refuse in three ways. First, it lets you mark code and data for disposal. After loading the TSR, disposable space is recovered for DOS's use. This includes RAM occupied by your own code and by library routines called only by the TSR's loader—a clever scheme that minimizes memory consumption.

Second, after the TSR's installation routines are finished, CodeRunneR overlays the program's data segment to that same RAM space. This puts the poten-(continues on page 284)

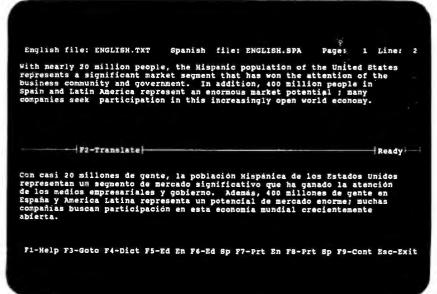


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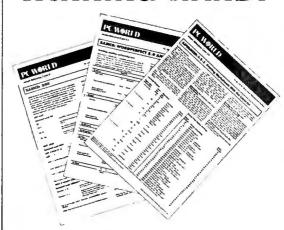
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```
a
mov ah,1
push ax
xor dx,dx
int 17
inc dx
pop ax
int 17
mov ah,4c
int 21

rcx
f
n reset.com
w
```

FIGURE 3: This DEBUG script creates RESET-.COM, which stops runaway print jobs and resets your printer to its defaults.

RESET should work with most network printing schemes. If you have a serial printer attached to your computer's RS-232 ports, you can't use RESET.

The COMSPEC Caper

On our Novell network, I use a custom log-in script to set the COMSPEC environment variable. The script tells DOS to reload COMMAND.COM from a network directory instead of from a user's disk, which allows users who don't have hard disks to switch floppies after booting. The problem was posed by Constantine Heger in "Floppy-Based Workstations" [The Help Screen, June 1990].

The method described in that item can be automated by placing the command COMSPEC = Sx:COMMAND.COM into your log-in script, where x is the search drive number. The network administrator can place the command in a system log-in script to do this systemwide.

Richard Kinney Kennewick, Washington

Tom Swan is a contributing editor for PC World and the author of Mastering Turbo Debugger and Mastering Turbo Pascal 5.5 (Howard W. Sams and Co., Carmel, Indiana, 1990 and 1989).

...and more!

PC W\(\beta\)RLD

Instant Reference Card #5

For use with PC World Instant Reference Card Portfolio

BASICS: MICROSOFT WORD 4.0 AND 5.0

MOVING THE CURSOR

What to do: After you lood a document, use these keyboord or mouse techniques to move the cursor oround. Mouse users can usually move the mouse pointer and click the left or right or both mouse buttons; for some mouse operations, you must point at the scroll bar on the left window border and click the appropriate button(s). The mouse pointer's shape or color may change depending on its location.

Move cursor	Keyboard commands	Mouse pointer position/Button click
One character or line	Cursor keys	Desired position/Left
To start of line	<home></home>	Start of line/Left
To end of line	<end></end>	End of line/Left
Down one screen	<page down=""></page>	Bottom of scroll bar/Right
Up one screen	<page up=""></page>	Bottom of scroll bor/Left
To start of previous poragraph	<ctrl>-<cursor up=""></cursor></ctrl>	Desired position/Left
To start of next paragraph	<ctrl>-<cursor down=""></cursor></ctrl>	Desired position/Left
To previous word	<ctrl>-<cursor left=""></cursor></ctrl>	Previous word/Left
To next word	<ctrl>-<cursor right=""></cursor></ctrl>	Next word/Left

MOVING THE CURSOR (continued)

To top of window	<ctrl>-<home></home></ctrl>	Desired position/Left
To bottom of window	<ctrl>-<end></end></ctrl>	Desired position/Left
To start of document	<ctrl>-<poge up=""></poge></ctrl>	Top of scroll bor/Both
To end of document	<ctrl>-<page down=""></page></ctrl>	Bottom of scroll bar/Both

Note: If you use the mouse to scroll through text or to jump to the stort or end of a document, you must place the pointer in the text and click the left mouse button if you want to type or edit text. If you don't, the screen will jump back to the original cursor position.

SELECTING TEXT

What to do: Word is easiest to use if you enter text, select it, and then edit or format it. Selected text appears reversed on screen. Note: In some cases, mouse users must place the pointer in Word's selection bar—the blank column to the left of text—and click adjacent to the desired text black.

Fold -

dere___

SELECTING TEXT (continued)

Select	Keyboard commands	Mouse pointer position/Button click
Choracters	<shift>-cursor key</shift>	Current character/ Left ond drog
Previous word	<f7></f7>	Previous word/Right
Next word	<f8></f8>	Next word/Right
Previous sentence	<shift>-<f7></f7></shift>	Within sentence/Both
Next sentence	<Shift>- $<$ F8>	Within sentence/Both
Current line	<Shift>- $<$ F9>	Selection bar/Left
To beginning of line	<shift>-<home></home></shift>	Current chorocter/ Left and drag
To end of line	<shift>-<end></end></shift>	Current choracter/ Left and drag
Previous paragraph	<f9></f9>	Selection bor/Right
Next parograph	<f10></f10>	Selection bar/Right
To end of document	<shift>-<ctrl>- <page down=""></page></ctrl></shift>	Current charocter/ Left and drag to bottom border
Entire document	<shift>-<f10></f10></shift>	Selection bar/Both
Column	<shift>-<f6>, cursor keys to define column</f6></shift>	Desired position/Left, <shift>-<f6>/Left ond drag to define column</f6></shift>

Tip: To extend a selection, press **<F6>**, then use the keyboord or mouse oction above. Mouse users can press **<F6>**, point at the last choracter, and click any button to extend the selection. Press **<F6>** again to stop extending.

EDITING TEXT—KEYBOARD

What to do: Once you select a block of text, you can move it, delete it, temporarily stash it in Word's Scrap areo, or change its formotting. You con also sove selected text as a glossary entry for use in ony document. **Note:** Text in *itolics* represents variable information you should supply.

EDITING TEXT—KEYBOARD (continued)

Action	Keyboard commands
Delete to Scrop	<delete></delete>
Delete permanently	<shift>-<delete></delete></shift>
Paste Scrap contents into document	<insert></insert>
Replace current selected text with Scrap contents	<shift>-<insert></insert></shift>
Copy text to glossary	<esc>C, glossory nome, <enter></enter></esc>
Insert text from glossory	glossory nome, <f3></f3>
Save glossory	<esc>TGS, file nome, <enter></enter></esc>

Tip: Text stored in the Scrop remoins there until you delete more text or exit Word. You can insert Scrap text anywhere, including into another window or document.

EDITING TEXT—MOUSE

What to do: Most editing is done from the keyboard, but mouse users can quickly move and copy text without moving it to Word's Scrap. The steps: Select the text first, move the mouse pointer to the position described below, ond issue the proper keystroke–mouse button combination.

To place selected text in front of:	Point at:	(keystroke- button):	(keystroke- button):
A character	The chorocter	<shift>-Left</shift>	<ctrl>-Left</ctrl>
A word	The word	<shift>-Right</shift>	<ctrl>-Right</ctrl>
A sentence	The sentence	<shift>-Both</shift>	<ctrl>-Both</ctrl>
A line	Selection bar beside line	<shift>-Left</shift>	<ctrl>-Left</ctrl>
A parogroph	Selection bor beside paragraph	<shift>-Right</shift>	<ctrl>-Right</ctrl>
Beginning of the document	Anywhere on selection bar	<shift>-Both</shift>	<ctrl>-Both</ctrl>

Instant Reference Card #5

For use with PC World Instant Reference Card Portfolio

ADVANCED: MICROSOFT WORD 4.0 AND 5.0

FORMATTING TEXT

What to do: Once you select text, you can format it with a number of shortcut keys. Remember: Select text first, then format it. No mouse shortcuts exist for these commands, but you may use the mouse with the Format Character menu.

Select font from list	<alt>-<f8>, <f1>, select font, <enter></enter></f1></f8></alt>
Select font size from list	<alt>-<f8>, <tab> <f1>, select size, <enter></enter></f1></tab></f8></alt>
Boldface	<alt>-B</alt>
Italics	<alt>-I</alt>
Underline	<alt>-U</alt>
Double underline	<alt>-D</alt>
Small caps	<alt>-K</alt>
Strikethrough	<alt>-S</alt>
Superscript	<alt>-<=></alt>
Subscript	<alt>-<-></alt>
Hidden text	<alt>-E</alt>
Remove all character formatting	<alt>-<space></space></alt>

FORMATTING TEXT (continued)

Tip: To format a single character under the cursor, hold down the **<Alt>** key and press the appropriate letter twice.

Mouse tip: To copy a character format, select the text to be formatted, move the mouse pointer to a character with the desired format, hold down **<Alt>**, and click the left mouse button.

Note: You can also issue a formatting command, then type. All characters typed will be in the chosen format until you change it with another command.

FORMATTING PARAGRAPHS

What to do: These commands act on the paragraph containing the cursor or on multiple paragraphs that have been selected. No mouse shortcuts exist for these commands, but you can select the commands in the Format Paragraph menu. **Note:** A paragraph is any text followed by a carriage return.

Center	<alt>-C</alt>
Flush left	<alt>-L</alt>
Flush right	<alt>-R</alt>
Justify	<alt>-J</alt>
Double-space	<alt>-2</alt>

Fold __

Here,___

FORMATTING PARAGRAPHS (continued)

Single-space (Word 5.0 only)	<alt>-1</alt>
Single-space	<esc>FP<cursor down=""></cursor></esc>
	<cursor down="">1<enter></enter></cursor>
Add space above	<alt>-O</alt>
Increase left margin	<alt>-N</alt>
Decrease left margin	<alt>-M</alt>
Increase both margins (Word 5.0 only)	<alt>-Q</alt>
Indent first line	<alt>-F</alt>
Hanging indent	<alt>-T</alt>
Remove paragraph formatting	<alt>-P</alt>

Mouse tip: To copy a paragraph format, select the text to be formatted, move the mouse pointer to the selection bar next to a preformatted paragraph, hold down the **<Alt>** key, and click the right mouse button.

QUICK KEYSTROKE OPERATIONS

Action	Keyboard commands
Load file from list	<ctrl>-<f7>, select file, <enter></enter></f7></ctrl>
Save file	<ctrl>-<f10></f10></ctrl>
Undo last command or edit	<shift>-<f1></f1></shift>
Repeat a search	<shift>-<f4></f4></shift>
Get help	<alt>-H</alt>
Check spelling	<alt>-<f6></f6></alt>
Use thesaurus	<ctrl>-<f6></f6></ctrl>
Switch display modes	<alt>-<f9></f9></alt>
Print preview (Word 5.0 only)	<ctrl>-<f9></f9></ctrl>
Print file	<ctrl>-<f8></f8></ctrl>

Mouse tip: Mouse users can get help by clicking on the question mark at the bottom of the screen.

WINDOW OPERATIONS

What to do: You can use the keyboard or mouse to create, zoom, or remove windows. Load Word and follow the steps below You can load different documents into any given window; Word displays up to eight windows at a time.

Note: Since using the mouse for these operations requires Word's borders, press < Esc>O, then < Tab> to the Screen Borders field (Show Borders in Word 5.0), type Y, and press < Enter>.

Action	Keyboard commands	Mouse pointer position/ Button click					
Open vertical window	<esc>WSV, column number, <enter></enter></esc>	Top border/Left					
Open horizontal window	<esc>WSH, line number, <enter></enter></esc>	Right border/Left					
Open empty window	<esc>WSH, line number, <tab>Y <enter></enter></tab></esc>	Top or right border/ Right					
Move cursor from window to window	<f1></f1>	Desired window/Left					
Zoom a window	Place cursor in window, <ctrl>-<f1></f1></ctrl>	Window number/Right					
Switch zoomed windows	<f1></f1>	Window number/Left					
Unzoom a window	<ctrl>-<f1></f1></ctrl>	Window number/Right					
Close window	<esc>WC, window number, <enter></enter></esc>	Top or right border/ Both					
Resize window	<esc>WM, window number, <tab>, row number, <tab>, column number, <enter></enter></tab></tab></esc>	Lower right corner/Left and drag along border					

Note: You must have two or more windows open to use the zoom function. **Note:** You can't resize the right-most window or a window at the bottom of the screen.

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Minimum Hardware Requirements: 1BM or compatible computer with 640Kb, hard disk, monochrome or color monitor, mouse optional, MS-DOS 2.1 or later for single users (3.1 or later for networks), 132 column dot matrix printer in compressed mode

DEVELOPER'S TOOLBOX

(continued)

tiolly wosted RAM bock into service.

Third, CodeRunneR relocates the far heop-the pool of memory where pointers oddress voriobles creoted ot run time. To use this feoture, you must creote a function that updates for-pointer segment addresses. At run time, the function receives o relocation value, which your code con use to aim pointers bock of their moving torgets. This is every bit as tricky os it sounds, but the memory sovings should more than offset the extro progromming required.

To help you get started with TSR progromming, CodeRunneR comes with sample source code. There ore two clock programs, two colculators, a pop-up colendor, and a keyboard scan-code

window that shows key volues. These progroms con't compete with similar commercial utilities, but they make good templotes for your own work. Also provided ore custom stort-up routines specially written for TSRs.

I have only one complaint with Code-RunneR: You have to register the product to receive extra sample programs and an improved moth library. Even though these items ore free, you'll probably hove to woit several days for them to orrive. On a positive note, the company promises to moke these files avoilable for downloading from its BBS of no charge. You still hove to poy any longdistance tolls, but even so, I sure wish other componies would adopt comparoble policies.

If you're looking for the TSR tool that's the cream of the crop, try Code-RunneR. It's got all the ingredients C progrommers need to boke four-star RAM-resident treats.

Let's tolk it over. My MCI Moil hondle is TSWAN; my CompuServe ID is 73627,3241. —Tom Swon

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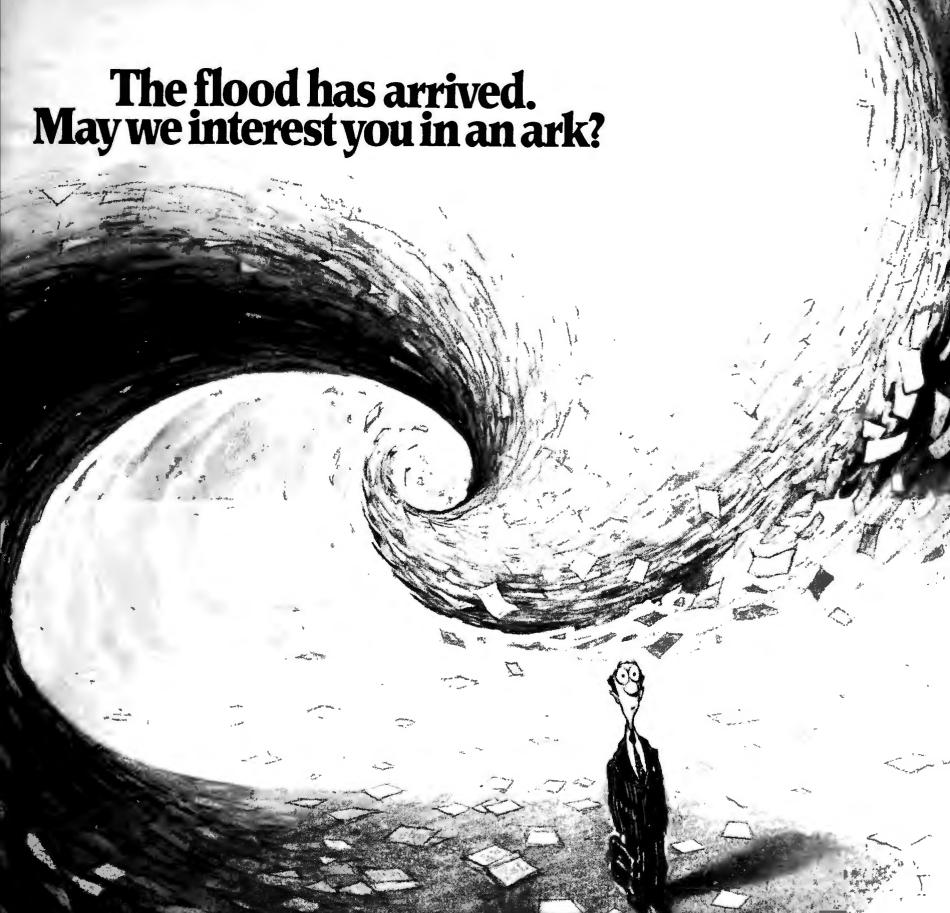
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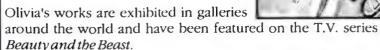
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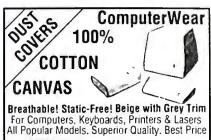
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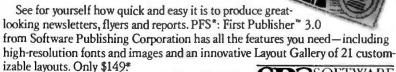
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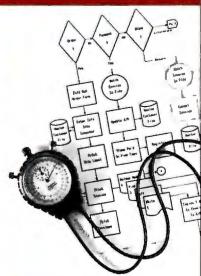
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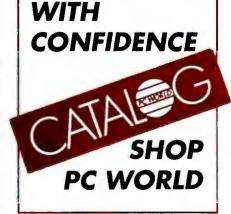


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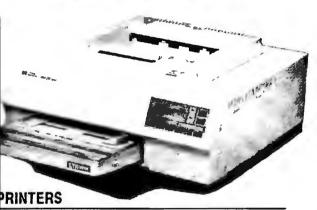
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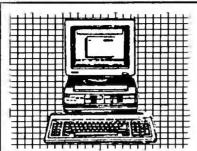
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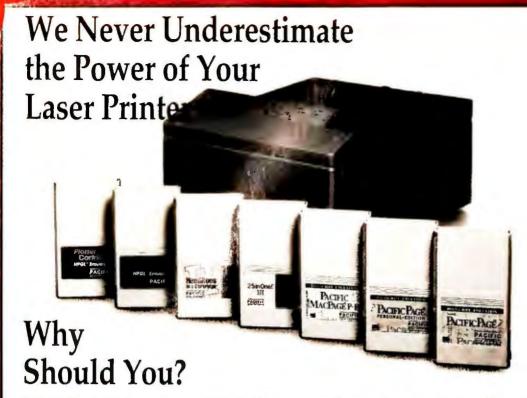
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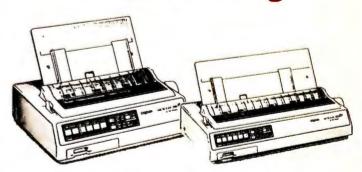
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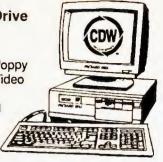
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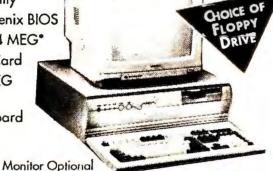
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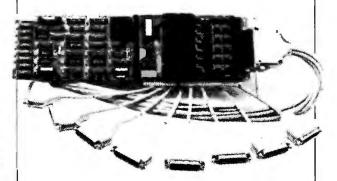
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TAKING IT HOME

The practical guide to home/office computing

A modem is a must.

Lawrence J. Magid

I've said it many times before: No home computer is complete without a modem and access to an on-line service or electronic mail system. Now I have a powerful ally—IBM has made a built-in 2400-bps modem and two on-line starter subscriptions key elements in the marketing and support of its new PS/1. While you may choose to bring home another brand of PC, I hope you'll put a modem in it. Here are three good reasons why.

The first is Prodigy. If you do buy a PS/1, IBM will give you a free threemonth subscription to this on-line service, which is more tailored to nonbusiness home applications than most. I write columns and answer users' questions on Prodigy. But I would use it even if I weren't associated with the service, because it's inexpensive (you get unlimited access for \$9.95 a month) and has interesting entertainment, education, and *personal* business features.

With Prodigy you can make airline reservations, do home banking, shop, read news, or use hundreds of other services without worrying about hourly fees. I use it to arrange all my business travel, and I got lots of good advice from Prodigy members and travel experts

before a recent trip to Europe.

Prodigy avoids charging for on-line time by selling advertising in a banner that appears at the bottom of the screen. The biggest limitation of the service is that it doesn't let you upload or download text files or software.

If it's in-depth information I'm after, I dial up CompuServe. The prices are reasonable as on-line services go, but they're still not cheap—\$12.50 per hour at 1200 or 2400 bps for most features, plus a \$1.50-per-month membership fee. Some unusual features also require a hefty surcharge, so there are months when my CompuServe bill exceeds \$100.

One of my favorite CompuServe features is Computer Database Plus, which

For in-depth information, I dial up CompuServe.

provides abstracts and/or the full text of articles from more than 100 computer publications. Unfortunately, the service costs an additional \$24 an hour, plus a \$2.50 charge for each full-text version of an article. Pricey—but for me it's still cheaper than half a day at the library.

Ever need demographic information? CompuServe's Supersite data base will give you details down to the ZIP code level for every county in the United States. Want to know who you're doing business with? CompuServe lets you access TRW credit reports on more than 13 million businesses. You also can use CompuServe electronic mail and computer bulletin boards, and download public domain software and shareware.

What I can't find on CompuServe I usually find on Knowledge Index, from

Dialog Information Service. I use Knowledge Index to read articles from major newspapers like the *Boston Globe* and *Los Angeles Times*. I've also used it to search through the *Harvard Business Review* and various technical and scientific journals. The newspaper data base gives you the full text of articles, while most of the magazine and journal articles exist only as abstracts.

Knowledge Index doesn't offer all the communications and personal information features of CompuServe, Prodigy, or other on-line services. It isn't as easy to use as CompuServe, it charges more than either (\$24 per hour, but with no additional surcharges), and it's available only on weekends and after 6 p.m. on weekdays. Once you learn it, though, Knowledge Index can be cost-effective and incredibly productive. I usually can complete a search for under \$5.

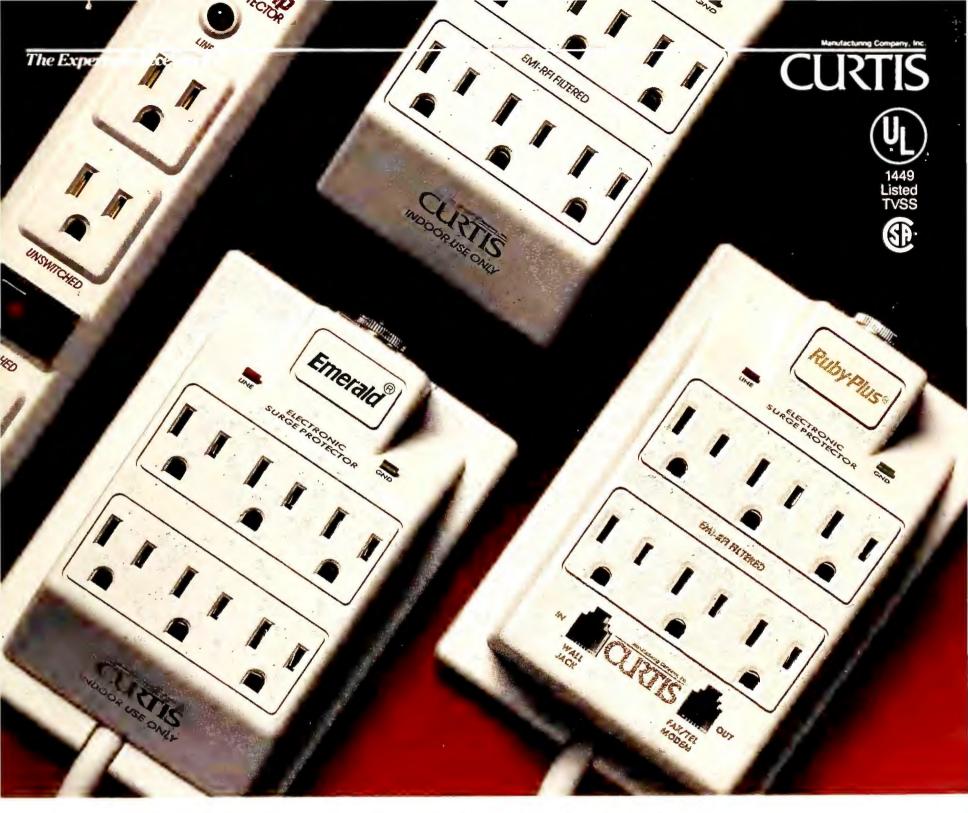
I've only scratched the surface with these three services; there are dozens of other electronic libraries and broadbased or vertical information services to investigate—as well as hundreds of free BBS's from which you can download software using your modem.

Lawrence J. Magid is a nationally syndicated computer columnist.

Prodigy, 800/776-3449 **Reader service no. 720**

CompuServe Information Service, 800/848-8199 Reader service no. 645

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