

# CUSTOMER SERVICE BULLETIN

## Radio Shack® CUSTOMER SERVICE BULLETIN

400 Atrium—One Tandy Center, Fort Worth, Texas 76102

<b>Bulletin No.</b>	1555-1(Correction 1)
<b>Description</b>	Accounts Receivable
<b>Model</b>	Model I
<b>Stock No.</b>	26-1555 All Versions
<b>Date</b>	April 10, 1980
<b>Page 1 of</b>	2

### **Problem**

If any of the following symptoms occur the index has been crashed and the following Recovery program should be run.

Unexpected Error Code 64, Line 2850 ("ARS")  
Unexpected Error Code 64, Line 1430 ("ARS")  
Bad Record Number on program line with "GET" or "PUT" statement  
When sorting, the statement "duplicate account # 0 exists" appears  
or transactions appear under the wrong account - i.e. some transactions for  
account 3 are on account 20's bill, etc.

### **Solution**

In order to correct these above errors please run the following program written to reconstruct "CUSINDEX" and "TRANSACTION" files of Model I Accounts Receivable program package:

Quicker routines can be written, but this was written with the customer in mind. This routine will not recapture report numbers nor session numbers. It is merely intended to aid in recapturing data files rendered inaccessible because the Customer Index or Transaction files have been damaged or scrambled.

\*\*\*\*\* This is a last resort. All transactions must be checked afterwards and verified. This program will pick up all transactions on the disk, including deleted transactions and previous period transactions not yet over-written in the current period.

1. In BASIC type the following program with each line followed by an <ENTER>

(See page 2 for program)

# CUSTOMER SERVICE BULLETIN

Subject Accounts Receivable Bulletin # 1555 Page 2 Of 2

```
1 ' *** RECOVER *** (C) 1981 TANDY CORP
2 ' *** RECOVERS POINTERS/INDEX FOR ACCTS. RECEIVABLE
3 ' PROGRAM DISK SHOULD BE IN DRIVE 0, DATA DISK IN DRIVE 1 --- ON 3
  DRIVE SYSTEMS, SECOND DATA DISK IN DRIVE 2.
4 ' RECOVER WILL RUN SORT AND RETURN TO ARS ON COMPLETION.
5 ' **** FOR VERSION PRIOR TO 3.0, LINE 210 MUST BE MODIFIED: CHANGE
  "JD*128ASD$" TO "JD*127ASD$" AND "5ASDE$" TO "4ASDE$"
10 CLEAR500:DEFINTA-Z:CLS:INPUT"PASSWORD";P$:INPUT"2 OR 3 DRIVE SYSTEM";S
20 GOSUB220:OPEN"R",1,PT$:NT=LOF(1)*8:OPEN"R",2,PD$:NA=LOF(2)*2
30 DIMTR(NT,2),AC(NA,2):CLS:PRINT@154,"FIRST PASS":PRINT@402,"WORKING ON
  TRANSACTION #"
40 KK=NT:FORK=1TONT:GOSUB180:PRINT@426,K:TR(K,0)=CVI(V1$):IFV0$<"A"
  ORV0$>"Z"THENKK=K:K=NT
50 NEXTK:PRINT@154,"SECOND PASS":PRINT@426,"      ":UN=KK:UT=KK-1:U=UT:
  FORK=1TOUT:IFTR(K,0)<0THENR(K,0)=-TR(K,0):U=U-1
60 PRINT@426,K:NEXT:CLS:PRINT@154,"FIRST PASS":PRINT@404,"WORKING ON
  ACCOUNT #"
70 FORJ=1TONA:GOSUB200:PRINT@424,J:AC(J,0)=CVI(DD$):IFAC(J,0)<1THENF=F+1
  ELSECV#=CV#+CVD(DB$)
80 NEXT:TN=J-1:TI=TN-F:JJ=J-1:PRINT@154,"SECOND PASS":PRINT@424,"      ":
  UX=UT+(TR(UT,0)=1)
90 FORJ=1TOJJ:PRINT@424,J:PT=0:FT=0:AC=AC(J,0):FORK=1TOUX:
  IFTR(K,0)=ACTHENR(PT,2)=K:TR(K,1)=PT:PT=K:IFFT=0THENFT=K
100 NEXTK:AC(J,1)=FT:AC(J,2)=PT:NEXTJ:CLS:PRINT@402,"RESETTING TRANSACTION
  POINTERS"
110 FORK=1TOUT:GOSUB180:LSETV8$=MKI$(TR(K,1)):LSETV9$=MKI$(TR(K,2)):
  PUT1,KR:NEXT:CLOSE1
120 CLS:PRINT@404,"RESETTING ACCOUNT POINTERS"
130 FORJ=1TOTN:GOSUB200:LSETDI$=MKI$(AC(J,1)):LSETDJ$=MKI$(AC(J,2)):
  PUT2,JR:NEXT:CLOSE2
140 CLS:PRINT@410,"WRITING INDEX":OPEN"O",1,"CUSINDEX."+P$+"":1":
  PRINT#1,TI;IN;F;U;UT;UN;0;1;1;1;1;1;1;1;1;1;STR$(CV#)+"D0"
150 FORN=1TOTN-1:CN=N:IFAC(N,0)<1THENCN=-CN
160 PRINT#1,CN;CN;CN:NEXT:CLOSE1:OPEN"O",1,"TRANSFER:1":PRINT#1,PI$:
  PRINT#1,PD$:PRINT#1,PS$:PRINT#1,PT$:PRINT#1,PG$:CLOSE
170 CLS:PRINT@410,"SORTING DATA":CLEAR50:RUN"ARSORT"
180 KR=INT((K-1)/8)+1:KD=K-8*INT((K-1)/8)-1
190 FIELD1,KD*31ASVV$,1ASV0$,23ASV1$,2ASV8$,2ASV9$,3ASVX$:GET1,KR:RETURN
200 JR=INT((J-1)/2)+1:JD=J-2*INT((J-1)/2)-1
210 FIELD2,JD*128ASD$,105ASD0$,8ASDB$,4ASDC$,2ASDD$,5ASDE$,2ASDI$,2ASDJ$:
  GET2,JR:RETURN
220 PT$="TRANSACT."+P$+"":+CHR$(47+S):P$=P$+"":1":PI$="CUSINDEX."+P$:
  PD$="CUSDATA."+P$:PS$="CUSSEIUP."+P$:PG$="GLFILE."+P$:RETURN

2. Type SAVE"RECOVERY" to save the program for later use.
3. Type RUN and press <ENTER> to start the recovery process.
4. If the program is ever needed again load it from the disk with
  LOAD"RECOVERY".
```