



PC VOICE

*The Newsletter for
Personal Computer Users
in Fiji*

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EDITORIAL

Dear Reader,

■ Sometime people ask us why we are still recommending old technology. In other words: why does E.D.P. Services continue to buy XT- and AT-compatibles.

Well, there are some factors which have to be considered. Our XT-compatible PC with 20 MB hard disk and monochrome monitor cost currently approx. F\$2,100, an AT-compatible with 40 MB hard disk and monochrome monitor is available at F\$2,600.

For the new PS/2 line (IBM's PC successor) you will need a bigger purse. For the bottom-of-the-range PS/2 model 30 (a PC with the "old" bus structure which never will be able to run OS/2) and the same configuration as for the above XT, we would have to ask over F\$3,500. For the PS/2 model 60 (a system with the "new" Micro Channel Architecture [MCA] bus, a nice philosophy but you can't buy much add-in cards yet) in a configuration similar to the above AT, the price tag would be more than F\$6,000.

But the main problem, I think, is not the price: it's the service. We have no experience in maintaining and repairing models of IBM's PS/2 line. And only one local company can supply and repair PS/2's (not forgetting the dependence for hardware upgrades and spare parts!).

We also know that Apple makes very good hardware. However, only one local supplier will sell you their latest flagship, the MacIntosh SE30. Who will repair it if defective? And what about the cost?

It's nice to have the latest technology. But we have always to ask ourselves: is it worth it? what about service? is the price justified? how expensive are upgrades and spares?

And last but not least: is the equipment "Fiji-proved", ie. resistant to sea breeze and humidity etc.?

■ Since I started work in E.D.P. Services I always hear the same: "Sorry, we can't buy that, we have no money" or "No, this kind of capital expenditure is not in this years budget".

On the other hand, nearly every Ministry shows demand for our services. Not only for PC solutions but also for further mainframe applications. Since our services are for free and since we work on a first-in-first-out basis, the current systems developed and/or maintained by E.D.P. Services, cost for our operations are increasing rapidly.

The current E.D.P. policy and structure reflect the thinking of the late 70s. Since then, we feel not only responsible for the computerization in the whole Government but new technologies, like Personal Computers, have to be managed as well.

Simply said: We need a new structure, need a new policy. Let me raise a few questions about the following topics:

Organization: E.D.P. Services provides solutions for several Ministries yet we are a Department under Ministry of Finance. Shouldn't we be an organization for all Ministries, a unit responsible directly to the Cabinet or Prime Minister?

Accountability: Government in other countries are spending between 2% and 4 % of their budget for information technology. If one calculate with these figures, E.D.P.'s budget should be at least F\$10,000,000 per year. As a fact, presently we would need not even half of it. But who will provide the necessary funds? Is it too much to ask our "customers" to pay their shares? To pay their contribution according to the usage of our services? To include a budgeted allocation (maybe called 'computer costs') in their yearly budgets? Why can't we have a revolving fund? Why can't we go into corporatisation or even privatization? When will costing be introduced?

Strategic planning: Any service organization with a multi million dollar budget needs a corporate plan as a management instrument for the upcoming years. Personally I have never seen such an plan. But we need some kind of strategic planning. Otherwise it is difficult to judge cost/benefit, effectiveness, manpower and expenditure management etc. Furthermore, planning over a period of years has to be endorsed by high Government sources, namely by Cabinet. What can we do to speed up the process for finding a decision and direction?

Only if we can find options and solutions for the above questions we will be able to reach our goal: to provide information systems for the whole government.

■ When the first person started the new PC Information Centre in September 1987 nobody would have expected such a staff growth rate: today 11 people are working full-time in this section of E.D.P. Services.

We are proud to present you our latest team (from left to right):

Tomasi Sotutu, phone 211268: Graduate trainee in PC Training Centre; Dani Zender, phone 211202: Consulting, general administration; Leonard Wong, phone 211204: Help desk, preventive technical maintenance; Panos Koutsouyannis, phone 211204: Technic & system programming; Leroy Stillwell, phone 211204: PC Shop & purchasing, technical assistance; Sheri Tibbs, phone 211283: Software development & projects; Yolanda Floor, phone 211268: PC Training Centre; Graham Lawrence, phone 211283: Software development & projects; Tale Maimanuku (not pictured), phone 211204: Trainee; Epeli Kotobalavu (not pictured), phone 211268: Trainee; Marica Bogini (not pictured), phone 211283: Trainee.



■ Sometimes people tell me that we are against local business. The fact is that we aren't. But after some events in 1987 our former local suppliers were neither in a position to provide the service our "customers" wanted nor to give us reasonable prices. One can say that local computer suppliers stimulate the economy, and increase government's revenue by paying more tax. While I can accept the first, the latter is rather doubtful: the biggest tax-payer is still the P.A.Y.E. employee.

No one is against profit. However, it must reflect the satisfaction of a customer. From a business point of view this should be the final goal of each company.

That's why we are proud to announce that some of the equipment we can supply is from local companies. We are hoping to do more business with them in the future.

■ How many times have we repeated our backup-your-hard-disk song? It seems that people only believe in the truth after an accident has happened. The accident can be a real disaster if valuable data or programs are lost (and this can even happen with ordinary floppy disks!). This is the reason why we will again include the backup topic in this issue of **PC Voice**.

■ How to become a PC user or even a "PC expert"? My simple answer: by trial and error. Which means nothing more that you have to be interested. That you are allowed to make mistakes. As far as I am concerned - the word 'personal' in PC means personal responsibility. So don't blame others if you can get error on the screen.

Happy reading!!!

Dani Zender, Consultant

for all the team of the PC Information Centre, E.D.P. Services, Box 784, Suva, Phone 211202 / 211204 / 211211 / 211268 / 211283

PC INVENTORY

Some-
times we have the impression that people in the Government think that E.D.P. Services, in particular the PC section, has an **endless** stock of PC's, just waiting to be ready-for-delivery. Every month somebody rings us up if we can lend them a PC for project XYZ ("We need it only for a few weeks").

Sorry, folks, but we don't have spare systems (as you will know by now there is not even a allocation for PC's in E.D.P.'s budget). What we have is a very limited stock of spares like hard disks, keyboards, floppy drives and monitors. Some user already do know that we try our best to get broken systems repaired. Unfortunately we don't have the skills to repair motherboards, printers or monitors. If any of these items fails, we have to ship it back to our overseas supplier. With the shipping and paperwork (indent etc.) it can take up to 8 weeks until we receive the repaired or replaced part.

As far as lending is concerned, we will try to find a solution. In our opinion the best would be to buy some portable PC's (the industry calls them 'laptops') which are stored at E.D.P. Services, and are available for very urgent tasks and special duties (e.g. Economic Summit, Constitutional Review Committee, Workshop for Permanent Secretaries etc.).

Any clues who could give us the required money?

Nearly every week we learn that another PC has been installed somewhere in the Government - without our knowledge. An example are overseas consultants or foreign aid agencies which 'donate' a computer (or laptops). We really don't want to play 'big brother is watching you' but here a few points as to why we are interested in having precise knowledge of the model, configuration, application software, location, responsible person, etc:

- It will help us to invite the **right** people for PC training courses for we know what software they are using --> better education.
- CATS, our computer assets tracking system software, also allows problem management. Our technicians will exactly know the problem history for each machine --> better support.
- Each year national bodies and international organizations are asking for micro-computer statistics --> better information.
- The life-time of a PC and its parts is limited. Without inventory control preventive maintenance is impossible --> better service.

In a few weeks one of our staff will start with a survey of all PC's and micro computers in the Government. He will also perform testing and maintenance tasks. Each system receives a small sticker with the workstation identification number.

This enables our support staff to give you the best possible service.

PC SHOP

We are
proud to present a solution some of you have been waiting for a long time: the PC Shop.
The idea behind that new service is to provide you faster with Personal Computers, peripherals and software packages, all priced competitively.

Some of our customers will remember how frustrating and time-consuming the ordering procedure can be (and still is). A delivery time of up to 2 months is, indeed, unacceptable.

During a meeting with the Controller of Government Supplies, the Deputy Permanent Secretary for Finance and the Manager E.D.P. Services it has been agreed to take the most common computer parts on the Government Stores system.

All items below will be stored at E.D.P. Services in an air-conditioned environment. It is also the responsibility of us to control the inventory, to include other parts according to customers demand, and to re-order equipment when below minimum stock.

Currently most of the parts are from Singapore and USA. However, further re-ordering may be tendered both locally and internationally.

Items not in stock can be ordered as in the past (through DW or cheque). To minimize administration (and our headaches) we will only issue purchasing orders at the **beginning of each month**. That can cause a delivery time of up to 2 months although it can be avoided by proper planning.

The following items are available through us against Departmental Warrant (DW).

Item Description	Quantity in stock
XT-compatible PC (CPD Turbo-10)	10
- 8088, 10 Mhz, 640 KB RAM	
- 1 floppy drive 360 KB	
- FD controller	
Parallel/serial port for XT	10
AT-compatible PC (CPD 286/12)	6
- 80286, 12 Mhz, 512 KB RAM	
- 1 floppy drive 1.2 MB	
- FD/HD controller	
Parallel/serial port for AT	6

Memory expansion 256 KB for AT	12
- 80 ns, 0 wait state (2 sets needed!)	
Keyboard 101-keys for XT or AT	16
80386 PC (CPD 386/20)	2
- 80386, 20 Mhz, 1 MB RAM	
- 1 floppy drive 1.2 MB	
- FD/HD controller	
- parallel/serial port	
Keyboard 101-keys for 80386 PC	2
Hard disk ST251-1, 40 MB, 28 ms	8
Hard disk ST225, 20 MB, 65 ms	10
Hard disk ST4096, 80 MB, 28 ms	3
EGA colour adaptor card (resolution 640x350; 16 colours)	14
VGA colour adaptor card (resolution 640x480; 256 colours)	4
Monochrome monitor, 14" (amber, flat screen, tilt/swivel)	10
EGA colour monitor, 14"	4
NEC Multisync II monitor (VGA downward compatible)	4
Epson LQ1060 printer, A3 (300 draft/90 LQ cps)	6
Cut sheet feeder for LQ1060	6
Ribbon black for LQ1060	100
Epson FX850 printer, A4 (264 draft/45 NLQ cps)	4
Ribbon black for FX850	40
Parallel printer cable, 6 feet	10

Data switch box 3/1 (connect 2 PC's to 1 printer)	3
Cable for data switch box (25pin male/female, 12 feet)	15
Logitech mouse, (connected to serial port)	3
DM-1000 power conditioner (up to 5 PC's connectable)	10
MS-DOS 3.3 (operating system software)	10
WordPerfect 5.0 (word processing software)	10
R:Base for DOS (data base management software)	3
Lotus 1-2-3 (spreadsheets/calculations)	3
Harvard Graphics (business presentation)	3
Box of 10 floppies DS/DD (360 KB; for XT and AT/386 PC's)	200
Box of 10 floppies DS/HD (1.2 MB; for AT/386 PC's only!)	150

Ordering and delivery procedure

At this time we would like to remind you that any purchase of an entire computer system **has to be approved by the E.D.P. Working Committee.**

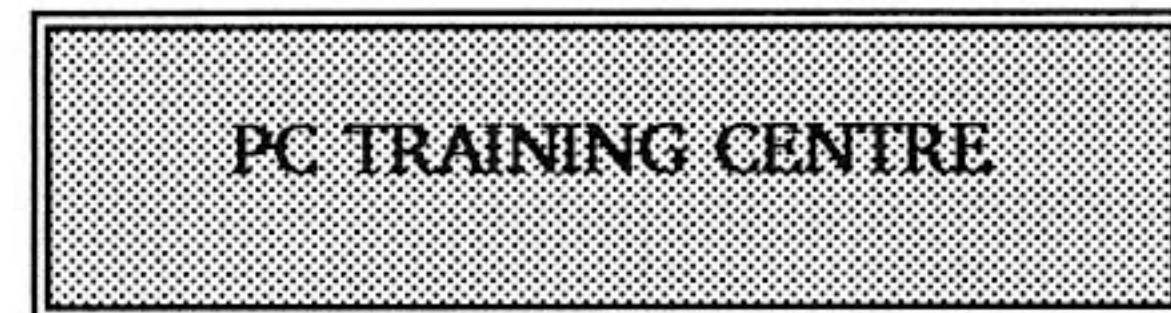
The following example will explain which steps are normally necessary until a PC plus peripherals have been installed at the desired site:

1. Before approval is given by the E.D.P. Working Committee, aspects such as suited model, peripherals, capacity planning, software selection and prices for any PC equipment are looked into.
2. A formal request for purchase of PC equipment has to be sent to the Manager, E.D.P. Services.
3. If approved, E.D.P. Services will give a formal quotation of the required software and hardware desired. Because of price and exchange rate fluctuations quotes are valid for 30 days only.
3. If funds are available, a formal request for final approval has to be made to the Secretary, E.D.P. Working Committee (i.e. Manager, E.D.P. Services).
4. The E.D.P. Working Committee will either approve the request or not. If approval has been given, a quotation (valid 30 days) for the needed parts will be included, stating:
 - Item description
 - Item price
 - Availability (on stock or not)
5. Before actually ordering, the purchaser should call E.D.P. services again to check the availability. We will tell which items are on stock and which items will have to be ordered.

We will order all parts not on stock only once a month!!! Delivery time can be up to 3 months!!! Proper purchase planning will help to avoid problems!!! And remember: all "sales" are on a first-in-first-out (FIFO) basis.

6. For available items, the ordering department or ministry then issues a Departmental Warrant (DW) or a cheque to the Manager E.D.P. Services, indicating the items they would like to buy in the PC Shop.
7. **Each Friday morning, 9.00 a.m. to 1.00 p.m. the PC Shop is open.** Consumables like floppy disks, software etc. can be obtained at the same time.
8. For entire PC systems, and printers our PC-Shop store-keeper will advise you when the system will be assembled and ready for delivery (if all equipment is in stock, please allow 10 working days for testing and burn-in). The store-keeper will also tell you if you have to provide tools or buy other electric equipment (e.g. 3-pin plugs, extension cords).
9. Since we always have transportation problems (only 1 van for a department with 62 staff!), the easiest way to get your system installed at the desired site is to pick our technician up.
10. The PC technician will install the PC, instruct you about the installed menu software, let you sign our delivery note and warranty conditions and perform other administrative tasks.

11. After installation you can start work on the machine. If you need (more) training - call Yolanda Floor.



The PC Training Centre has expanded! In May, the walls were torn down to accommodate the growing needs of the center. It is our hope that soon we will also acquire new PC's to occupy this space. This will allow more participants to attend the courses currently being offered. Since the beginning of the year we have offered training to approximately 175 students in the areas of general PC understanding, PC technical maintenance, word processing, spreadsheet development, database management and graphics. Those who have attended (civil servants from many areas of the government) have shown much enthusiasm in being introduced to the elements which define the growing trends of computerization. Ideally, we'd like them to propagate this enthusiasm as well as the skills which they have acquired through the courses.

Our criteria for allocating space in courses is based on: 1) If a department or Ministry has expressed interest in a particular course. 2) If the requesting department or Ministry has a PC (the more PC's the more likely your chances) and 3) If the requesting department or Ministry has access to the software being taught.

The schedule of courses to be offered during the months of August through November will be published sometime in July. We have already sent out invitations for all scheduled course until July. If you are interested in seeing a course schedule or submitting a request for a particular course being offered please contact:

Yolanda Floor
phone: 211 268
GPO Box 784
Suva

Offered courses:

Dates

- | | |
|---|-------------------------------|
| - PC Management Workshop for training officers | 2/8/89 |
| - Advanced Lotus 1-2-3 & macro programming | 9 - 11/8/89 |
| - PC Management Workshop for PS, HOD, and senior officers | 15/8/89 |
| - Introduction to Lotus 1-2-3 | 21 - 23/8/89
11 - 13/10/89 |
| - Introduction to R:Base for DOS | 30/8 - 1/9/89
6 - 8/11/89 |

- Introduction to PC's and MS-DOS	4 - 6/9/89 18 - 20/10/89
- Introduction to WordPerfect 5.0	11 - 13/9/89 23 - 25/10/89 27 - 29/11/89
- Advanced WordPerfect 5.0	13 - 15/9/89 25 - 27/10/89 29/11 - 1/12/89
- Introduction to GW-BASIC programming	20 - 23/9/89
- Introduction to MS-Works (integrated software)	25 - 29/9/89
- Technical Workshop	2 - 3/10/89
- Introduction to Harvard Graphics	5/10/89
- Introduction to data base design	8 - 10/11/89
- Advanced R:Base for DOS	15 - 17/11/89
- MS-DOS utilities	20/11/89

MARKETPLACE/USER-TO-USER

Scanning can be defined as the way in which text, handwriting, artwork, photographs, anything in fact, that can appear on a piece of paper, be converted into binary code for processing by computer.

As this is my first experience with scanning, I thought that the work would be difficult and I would not be able to cope with it. At first, some of the terms that are used in scanning were not familiar to me. While reading the manual, I realized that everything would come as a "second nature" to me if I understood what I was reading and put it into practice.

To go about in scanning, Eyestar Plus, an image processing program is needed for the IBM PC series of computers and their work-alikes. This software allows you to capture, view, edit, store and print images of all kinds using the computer, a scanner and a printer.

Scanning is easy, because anyone is able to do the work once he or she gets an idea of how to use the scanner.

Before you start scanning you have to load the ISTPLUS program and once you are in the ISTPLUS directory you have to load MS-WINDOWS. MS-WINDOWS is needed because the IPET.EXE file requires it in order to run. On the screen the MS-Executive window, the Normalview screen and the Reducedview screen will be displayed. The scan menu appears in one of these screens which you have to choose in order to start scanning.

Normally, while scanning you don't have to refer to the manual all the time because the instructions are provided on the menu. All you have to do is to select the appropriate option and see the outcome. Whatever setting or selection you choose, it will have its effect on the document that you need to scan. However, changes can be made if you are not satisfied with the image you get. We can get any type of image whether it is in line art, halftone, dark or light. If you scan photocopied material you will not get a clear image on the screen, so you need to have the original copy or clear printed material in order to get a good one. One nice thing about scanning is that we can save the image of the scanned material on a disk and load it whenever we need to, therefore it saves time.

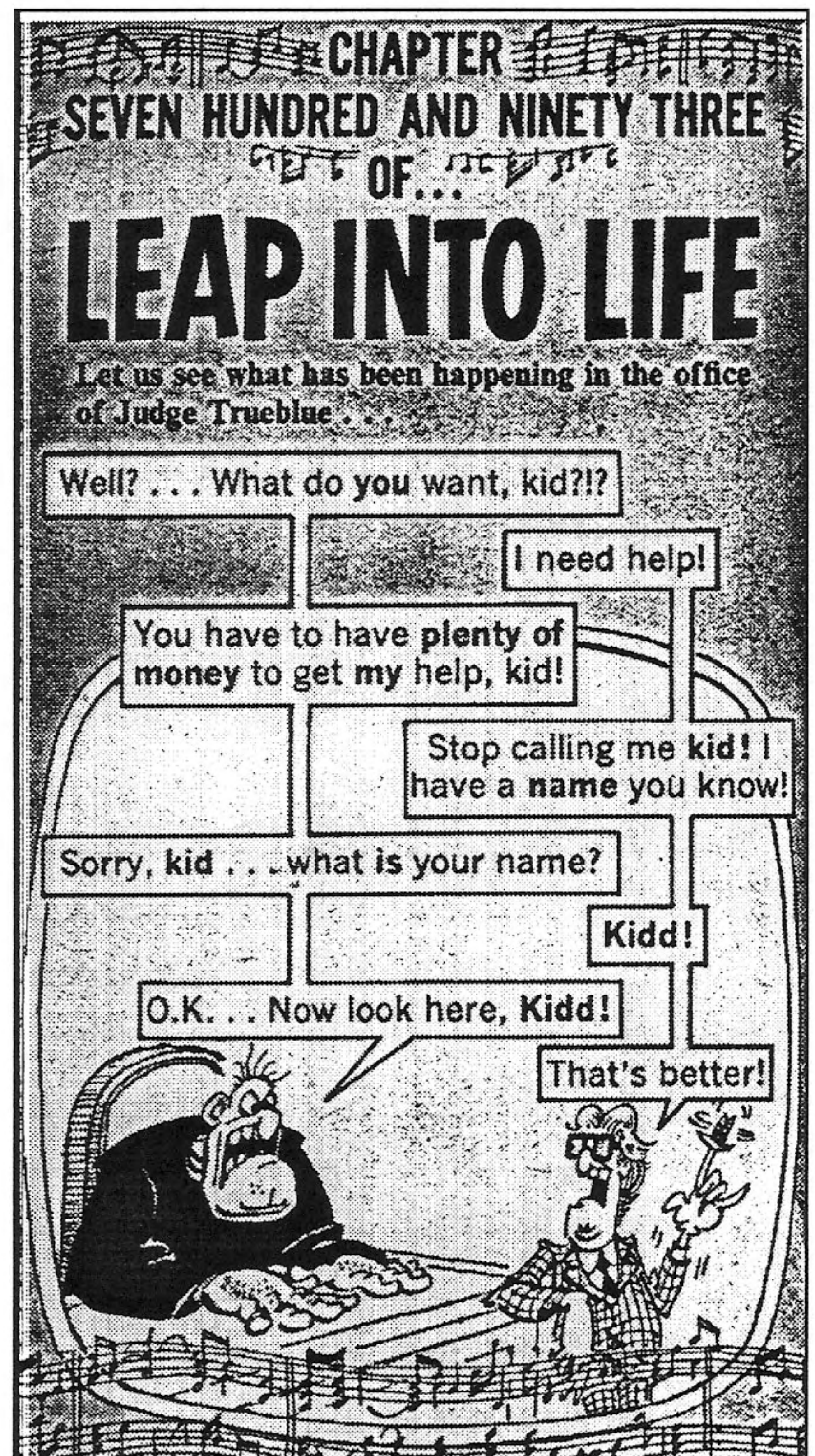
We can also obtain further benefit from a scanner by using ReadRight. ReadRight is a software that uses the optical character recognition (OCR), a technology that automatically reads text into the computer.

ReadRight recognizes several typesetting fonts such as Courier, Prestige, Dutch, Swiss and Roman. A special utility program (FORAD) allows you to convert files produced by the ReadRight software into the format of 10 different word processors. When we carry out the ReadRight commands, we use the function keys such as the ESCAPE and ENTER keys, and a few letter keys. ReadRight displays error messages on the screen if we make mistakes, therefore it gives you a chance to try again. There is no need for us to be afraid of using the commands because we learn by our mistakes. Since the information is given in the menu, we don't have to "cram" all of it in order to use ReadRight. Changes can be made in the main menu as well as in the other two menus that are available, that is, the Frame menu and the Utilities menu. ReadRight can even read documents whose type does not run straight across the page, and photocopied documents. However, poor photocopied documents can not be read at an acceptable level of accuracy. ReadRight software is easy to use, time saving, and offers high accuracy. (An article from CTC Nasinu student Raijeli Tamani about her experience with scanners and scanning software during a 3-month study in our PC section)

BEGINNER'S PAGE

BACKING UP ONTO FLOPPIES

Hard disk backups should be done regularly as a safeguard against losing important files due to hard disk breakdown or other file deletion "accidents". Files stored on your hard disk may be copied onto floppy diskettes (double-sided double-density for XT's and double-sided high-density for AT's) to be stored as a security backup. Ideally, you should have two sets of floppies which are used on alternate days to back up your hard disk (each functioning



as a sort of backup to a backup for each other, further ensuring that you'll never lose more than one day's data). The procedures for backing up your hard disk or certain files or subdirectories on your hard disk are as follows:

1. Determine those files or subdirectories which you would like to back up along with their full path names
(i.e.-- C:\WP50\LETTERS*.*) indicates all letters created and saved onto the WordPerfect "Letters" subdirectory)
2. Insert your floppy into the floppy drive. If your floppy is not already formatted then refer to section on Switches below.
3. At the DOS prompt type the backup command. Its syntax is as follows:
from to
BACKUP DRIVENAME\PATHNAME\FILENAME A:

For example, if I were to backup all of my letters from within my WordPerfect subdirectory "LETTERS" I would type: BACKUP C:\WP50\LETTERS*.*) A:
4. If the backup requires more than one diskette you will be prompted to insert a new diskette. (If this is the case then make sure to label them in their proper order).

BACKUP SWITCHES: Switches may be used to further facilitate the backup process. A switch is a "/" and a letter attached to the end of your command which enables you to set certain specifications for that command. 3 switches you may use in conjunction with the backup command are:

- /S Maintains the subdirectory structure during the backup instead of just backing up the data onto the floppy without file structure.
- /M Backs up onto the floppy, only that information which has been updated since the last backup onto the same floppy or set of floppies.
- /F Formats the target disk before backing up onto it.

Example: To backup onto a floppy disk all the files within your WordPerfect "Letters" subdirectory and to format the target disk before you do the backup, type at the DOS prompt:
BACKUP C:\WP50\LETTERS*.*) /F

Please do note that files you have saved with the BACKUP command of MS-DOS, you have to restore (if you have to) with the RESTORE command. COPY will not work!

For small documents or files you could use, however, the COPY command of MS-DOS.

A third possibility is to use the menu-driven FULLBAK program. FULLBAK is installed on every PC supplied through us. It is quite easy to use. Furthermore it is fast, very fast (10 MB in less than 3 minutes!). It also includes the possibility to backup only the files which have been changed since the last FULLBAK backup (Unfortunately, it doesn't use the MS-DOS floppy format, i.e. it re-formats even DOS-formatted floppies -> though FULLBAK floppies are not readable by DOS at att. If you don't know how to operate this valuable tools, give us a ring. Or ask for our short documentation. (YF)

POWER USER

MS-DOS Tips

If a file is written to the hard disk, there is always a pointer which shows DOS the next available space (remember that DOS starts addressing a disk from the outer edge). Normally, the pointer always directs forward, which means that after deleting a file physically written in the outer edge of the disk, the now free space will not be used for a new file (DOS anyway doesn't erase the file entirely, it only marks it as deleted - that's why file recovery with certain utilities is possible).

However, if the disk is more than 70% full, the pointer changes its direction and points now backward. This makes it difficult for recovery programs (e.g. Norton or Mace utilities) to unerase accidentally deleted files. Furthermore, the disk access times are considerably higher due to file fragmentation (i.e. a file occupies a non-contiguous space on the disk). And if you are interested to know how bad the system performance then will be, ask Tomasi or Dani.

WordPerfect 5.0 Tips

Unfortunately WordPerfect uses nearly all possible keyboard combinations. If you want to run TSR (terminate-stay resident) programs like SideKick, configure them for example with the hot-key combination <Shift-Left> <Shift-Right>. People using Tornado will have more problems. However, we received a solution from Gerrit W. Bahlman, USP: "...Set up a macro ALT_J which takes the user out to DOS via Ctrl F1. Then use the <ALT> <J> hot-key combination as usual to turn on Tornado. Once you deactivate Tornado you just need to type EXIT to return to WordPerfect". Thanks for this helpful hint, Gerrit!

Don't use the spell checker if you have loaded a figure (<ALT> <F9> <1>). The PC might lock up, and you will have to reboot (e.g. PC VOICE had to be corrected manually).

After exiting a document there is an easy way to go back to the same directory. Instead of using <F5> once and then navigating through your subdirectories, press <F5> two times. You will end up in the directory last used. Note, that changes to the last document are not yet reflected in the directory listing.

Not everybody of our staff has its own printer. Sometimes somebody wants to print on an Epson LQ2500+, sometimes on a HP Laserjet II. If you don't specify the printer (in 'Select Printer'), which means you are using your default printer, the results on a different printer are unpredictable. The same applies if you don't store your formatting settings in the document itself.

We highly recommend that you insert codes for: Paper size, left/right margin, top/bottom margin, and initial font in every document. Problems can be avoided.

R:Base Tips

Microrim publishes a newsletter every other month entitled R:Base Exchange. It is fairly brief and costs US\$5.00 per issue or US\$24.00 for an annual subscription (6 issues). The newsletter includes application solutions, new releases, problems & workarounds, and other miscellaneous information. People can earn free products by contributing articles that become published. I have found the newsletter to be quite informative. If you would like to find out more about how to order the R:Base Exchange, please call Sheri at 211-283. The following items are from the September, 1988 issue:

1. If you have ever spent a considerable amount of time developing a report in R:Base only to find that the driving table defined at the start will never work, it is possible to change the name of the table without having to rewrite the entire report. To change the driving table in an R:Base report, enter the following command:

CHANGE RDATA TO 'newtable' in REPORTS WHERE RDATA = "oldtable" AND RNAME = "rptname"

Of course, this command may also be used to copy the report so that it may operate off of another table. In that case, verify that the structures of the two tables are compatible. All the columns located in the report or used in report expressions must exist in both tables. Make a copy of the existing report by selecting the COPY option in Reports EXPRESS. Then change the name of the driving table.

2. Grand Totals vs. Subtotals in Reports

A grand total variable (VGRAND) should not be defined as the sum of the subtotals (VSUBTOT). It doesn't work because the VGRAND expression adds in the value of VSUBTOT for every row in the driving table. The correct way to generate a grand total is to set both variables (VGRAND and VSUBTOT) equal to the sum of the column, and then reset only the subtotal variable (VSUBTOT) at each break. Do not reset the grand total (VGRAND) so that it continues to accumulate the values for each row until the end of the report.

PANOS' CORNER

HEALTH WARNING

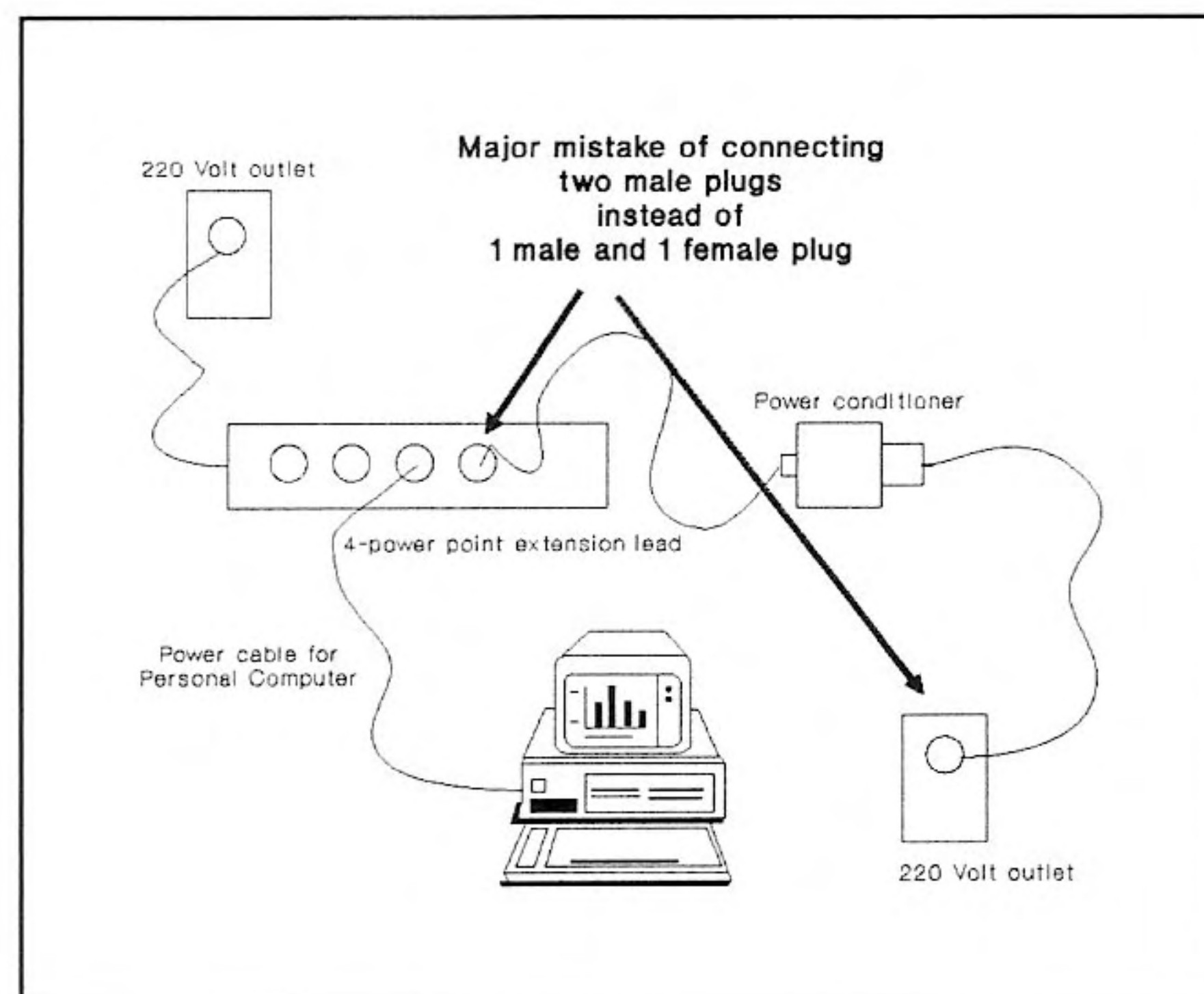
A computer virus has been found. A greedy data destroying bug infected some of the Ministries of Finance's systems. This is very dangerous and serious !!! Myself, I was personally on the scene immediately to contain the bug, however it is still unknown who implanted the virus and whether it has spread to other systems.

PLEASE DO NOT "PIRATE" SOFTWARE. PLEASE BUY LEGAL COPIES EITHER FROM US, OR LOCAL VENDORS.

We have always professed honesty with regards to computer piracy, but never forced the issue. However we cannot keep a blind eye or take the responsibility any more. If you have a bug it is your problem and you will have to pay the clean up costs. The PC Information Center will distribute only authorized software purchased from us. We will no longer support any systems that use pirated software. This means all of you who use for example **MULTIMATE**, do not expect your calls returned from the EDP PC Information Center.

For those few who are foresighted we have a vaccine which we will gladly distribute for free. Unfortunately it is a preventative vaccine. Therefore it will only tell you if a virus is trying to infect you system. It will not cure systems which are already poisoned by a virus breeding.

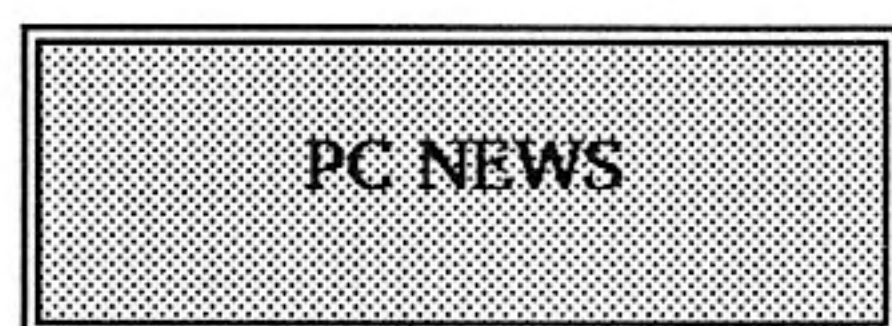
The virus that we found reproduces itself from tainted disks. For example, if you had used a clean disk on any of the Ministry of Finance computers then potentially the bug could have copied itself onto your disk. If you use that same disk in any other computer then the bug could copy itself from your disk to the hard disk. That is how a computer virus spreads. The particular one we found displays a bouncing ball. It does not interfere with your work but is very distracting. There is no particular time the ball appears or any particular trigger. It seems very random. It is still not clear if this virus deletes or destroys data, nevertheless those type of viruses are out there. So better play it safe then lose all your data. If you escape this one you may not escape the next.



Installation procedures must be followed thoroughly and completely. Even the most trivial procedure can turn into a very costly affair if instructions are not precisely followed. Recently one ministry bought a power conditioner (unfortunately they arrive with a non-Fiji plug). When physically installing it we told the people responsible to get an electrician to wire the power conditioner. To speed up the delivery process we request that the purchaser procure the proper electrician and items for the conditioner. We have supplied over 30 power conditioners to both experienced users and beginners using this procedure without any problems. Anyway, the purchaser of the item informed us the next day that system did not work. We speedily went to investigate. The result was that the purchaser had not followed our instructions to call an electrician, so a secretary wired the power conditioner in a totally ridiculous manner (see the diagrams). It is a wonder that the system did not severely scare the secretary by blowing up in her face. Please, instructions are meant to be followed. Furthermore, if you don't understand, call the people who do. Do not be

stubborn and do it yourself. It could cost lots of \$\$\$\$\$.

Floppy disks have a limited life here in Fiji. Personally I think after one year they should be destroyed. Mould, dust and rust are the enemies of a floppy. We lose too much time with cleaning up new but already dirty floppy drives. However, more important for you might be that data and programs can not be recovered from old and dirty floppies. Please treat floppy disks the same as consumables like printer ribbons and paper.



T h e

Fiji School of Medicine (FSM) is preparing to automate both their administration system and the school library. The PC Projects and Development Section at EDP performed a feasibility study for FSM near the end of last year. The study concluded that FSM's desire to increase its fleet of personal computers is very much justified.

The school's administrative section currently operates 4 personal computers at full capacity. These computers are primarily being used as word processors for the administrative staff and tutors. To satisfy the need for more word processors and to automate administrative functions, EDP has recommended the implementation of 9 additional Mac PC-XTs, several printers, and a variety of software. The new equipment will be located at both Hoodless House and at the Tamavua campus. Funding for the administration section is being provided by the Barker Trust Fund.

The World Health Organization (WHO) is sponsoring FSM's automated library system. WHO, FSM, and EDP worked together to select the hardware and software. After studying alternatives for several months, the group recommended Cair's-LMS, a text retrieval/library package from Leatherhead Industries in England. The system will be installed on two PC-XTs, one located at each branch of the library. The order for this system is awaiting WHO final approval. In addition to the online book catalog, the library will also be provided with access to MedLine, a medical database online service from Australia.(ST)

The **Rural Housing Department** in the Ministry of Rural Development & Rural Housing will begin integrating their current manual operations into a new automated system some time this summer. A system is being developed in R:Base for DOS by the PC

Projects & Development Section at EDP. The new automated system will maintain customer account balances and project information, building plan specifications, and building material information. The new system will be installed at the Suva office on a Mac PC-AT with an 80 MB hard disk. (ST)

Data transfer from mainframe computers to PC's is not always an easy task as our example will show. Mr. Rishi Raj from Suva Water Supply had a problem. A COBOL program generated data on our ICL mainframe. It was then converted by a special software and tape transfer to our VAX mainframe. Later we hooked a PC up to the VAX network. Using Crosstalk (a communication software for the PC) and with the Kermit program (must be activated on both VAX and PC) we loaded the data file as an ASCII string onto the PC's hard disk. The last step was that one of our programming whiz's wrote a program which converts the data into a special format so it can be read by the TIDEDA program running on the PC.

We just discovered that WordPerfect 5.0 supports **13 different character sets**: ASCII, Multinational 1, Multinational 2, box drawing, typographic symbols, iconic symbols, math/scientific, math scientific extension, Greek, Hebrew, Cyrillic, and Japanese Kana (the latter four are normally not supported by ordinary printers). Just as an example what "exotic" characters or symbols you can print on our HP Laserjet II: ", È, Ú, Ø, Å, k, Ů, †, ¶, ¼, P, S, Q, J, √, σ, μ, £, ∞, ∩, ∑, β, π etc. However, it must be noted that the included characters might not satisfy the needs of a linguistic expert. These people may be better off with a Macintosh micro-computer using icon-based fonts created with a font editor.

WordPerfect 5.0 now also supports **Quadram's JT Fax**. User can send and receive faxes from PC's that use the JT-Fax facsimile system. The new driver, available through WordPerfect for a shipping fee, lets users create files and then specify the time and destination for transfer. Unfortunately (or shall we say hopefully?), nobody in Fiji is using this new kind of technology. At least not yet.

PC costs rise with support expense (extract from an article published in Computer Economics): "Most financial measures of personal computer costs take into account only the price of hardware and software. The following table shows a result of a survey within 16 organization; all costs were calculated by summing actual business unit expenses, then dividing by the number of PC's.

Average Personal Computer Cost Per Year

<u>Cost category</u>	<u>Annual Expense</u>	<u>Percent of</u> <u>total cost</u>
Hardware (peripherals, LAN's, maintenance, etc.)	US\$ 3,000	18 %
Software (includes expense for custom software)	US\$ 1,650	10 %
Corporate support group (e.g. Information Center)	US\$ 7,000	39 %
Corporate data access charges	US\$ 300	2 %
Training within business unit (includes training expense plus time spent by employee in training)	US\$ 1,300	7 %
Support and other costs incurred by business unit (training by business unit personnel, software learning time, etc.)	US\$ 4,450	24 %

The report closes with "...furthermore, it is certain that the current \$18,000 per year cost owing a PC will increase as improvements in connectivity help create large end user databases and networks."

An example of the increasing number of Personal Computers: in 1983 only 16,000 PC's were installed in Swiss companies. Today, as a survey of 'Computermarkt Schweiz' shows, nearly 300,000 are in use. Added to that 780,000 terminals are connected to other computers than PC's (Source: TA, 6/6/89)

Maxtor Corp. is offering a WORM (write-once-read-multiple) drive, under the model name "FUT". It is a 3 1/2" optical disk drive, one disks holds 320 MB of data. The access time is relatively slow with 100ms, and a 238 KB/s data transfer is not that impressive either. But the price is interesting at only US\$2,000. And it bears the name Fiji. Something for patriots?

Bad news for those power-user freaks who thought their 80386 processor running at 25 Mhz is fast: the first models using the same processor at 32.5 Mhz are out. To prevent chip heating special cooling and air flow arrangements must be made. And faster memory chips must be used. All in one, a fully furnished system will cost you more than F\$20,000. Moreover, watch out for the Intel 80486 processor (expected to be available this year) and the even faster 80586.

Intel announced its first full-scale RISC (Reduced Instruction Set Commands) processor, the 80860. It is a 64-bit processor containing 1 million transistors, about 13 times faster than the fastest 80386-processor. The new chip can do integer math, floating-point addition, and floating-point multiplication. All at the same time. Intel's designer claim, that the 80860 is a one-chip version of the Cray vector-processing supercomputers. A 40 Mhz version of the chip should be out by the end of the year. But we are sure it won't find its way to the Fiji PC's. And the chip is designed to run UNIX and not DOS or OS/2.

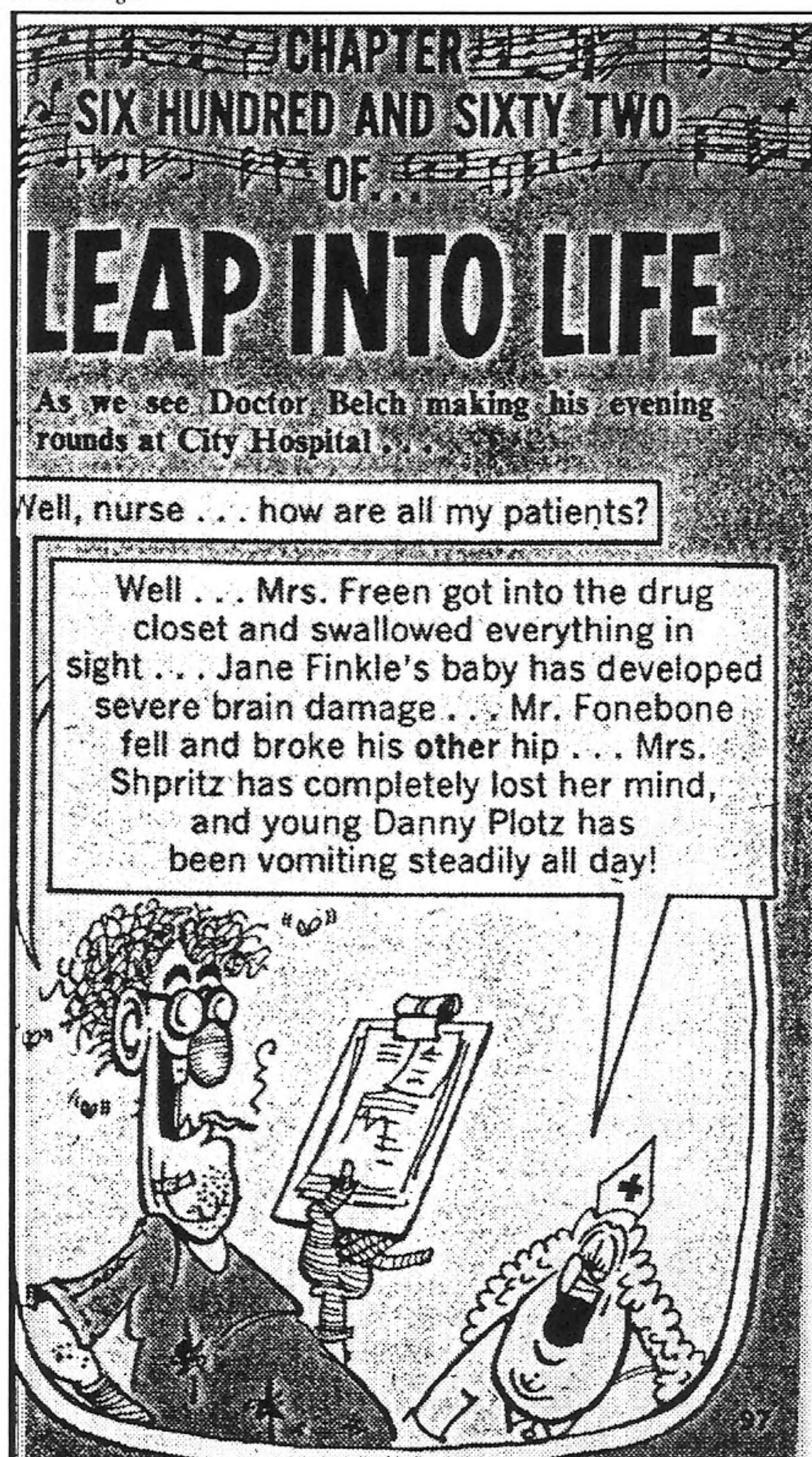
LOVO MAN the never ending story

A LONG,
LONG TIME AGO

IN A GALAXY FAR, FAR AWAY

A land was torn, a culture crushed, a race decimated. A dark shroud of funeral pestilence had ravished a once peaceful strain of our ancestors. The details are obscured and rotted by the haze and tally of age. One can only relate the story as one has heard - there are no chronicles, just a breath shared from senior to junior. Differentiating fact from fantasy is nearly impossible. For fear of losing the essence of the story I will only abbreviate the obvious lurid details appended by the more imaginative previous narrators.

Like any fable, ours too has humble beginnings. The story originates on a small island similar to those that spot the South Pacific, in a small town inordinately comparable to Suva. As we join our hero, Lovo Man, we find he has finished bidding good night to the last of his guests and is recovering in his flat from a wanton Saturday night that suddenly turned into a painfully arduous Sunday morning. His head riveting, with the ever-to-frequent sensation of lacerated neurons complaining with every heart beat. His stomach recuperating painfully from being coerced into absorbing enormous quantities of Fiji Bitter. His memory still ounding to the Bob Marley sound that had remotely controlled his feet and soul just a few hours ago.



Stubbies are strewn everywhere. The flat is a mess.

Lovo Man regards himself in the mirror, painfully reciting the most denied, despite its credence unrecognized in our culture, pledge ever broken with such solemn piety that the Pope would have believed him. "No more drinking, no more smoking, I promise." Unable to confront the decadence lined in his face and his swollen eyes he focuses on the seemingly monumental task of making his apartment sanitary again. The thought was enough to justify a quick rest, which ended any need to worry about the rest of the day.

Suddenly (or what seemed suddenly but was actually the next day) the shrill of the Fani Fax woke our hero. Despite Lovo Man's voracious need to rest his tormented disposition, he was up in flash to receive the emergency message. Our hero has a very keen sense for crises. His mind, soul, and physique have been trained with the utmost discipline. His ears are trained to awake him from the deepest slumber, whether it is induced from a night's unruly "Don't Spend Saturday Night Sober" party or from a sound necessity of life.

Lovo Man, as you might have now realized is not your average Suva party-goer. He is more than an apparent beer guzzlin', B & H smokin', Traps scammin' dude. He is the great defender of truth, justice and the EDP way of computing for the whole Suva basin; a task that regularly attracts antagonism, peril, ruin and wreckage. However our hero is unknown to the society he defends. He leads a duplicity of life which would compel any ordinary, pimple popping, computer geek to sacrifice himself for palusami. Most of the time our hero works at the Fiji Post as the mild mannered reporter. His latest feature headlined "Everyone is Gay" rocked Victoria Parade from its foundation. He has since then, received many furious letters from readers. However our hero is unscathed, standing by his story and his infamous, clandestine Scottish source who seems always to know the inward swing of the turbulent Suva party scene.

Any predicament produced from his duties at the Fiji Post are trivial. They serve as smoke, a mere front for his guise as Lovo Man, and they protect his identity from the slime and filth that await him in the lurid world of Personal Computers in the lewd Suva gutters. There are many evil players slighting honest business with corrupt methods. Just for some indiscriminate, amoral, carnal, erotic high they are, at any moment, ready to corrode motherboards, spread mucus on disk drives, or unpark hard disks. They fight among themselves, like savages, for the dream of becoming the autocratic ruler of the Suva PC empire. Anyone who stands in their way is instantly wasted.



The diabolical I-Man demonstrates, like his cohorts, an impoverished need to rape innocent victims of money and time. He deposits seemingly peaceful systems into the laps of decent folk. However the machines are money-sucking bombs waiting to explode. Just when the warranty is complete, a sure electric crackle can heard from within - a virtual computer cardiac arrest. A swirl of sickly smoke followed by a putrid odor are the normal characteristics. After which heavy financial losses must be endured to fix the systems. However, I-Man has no sense for the tangled PC maze. He more aptly functions as a mere whip for the other, more formative creatures in this historic battle.

When compared to I-Man, The O-Ogre is an relentless, sadistic beast. It has the foresight of a leech and the strength of a crane. This creature once dominated the computer

world. It had its PC henchmen and machines on all levels of government. The administrative centers of Fiji were entirely at his command. However his shortsightedness and sheer stupidity caused an eventual downward spiral from which he has never recovered. He now lives from day to day devouring computer systems for months at a time, holding the systems hostage until the weakly owners pay hefty "Repair Fees" or "Maintenance costs".

By far the most irreverent rival is the stealthy Darth D. He rules an underworld mobster network which would put the CIA to shame. Darth D was once the pride of pure and honest computing. However, one sinister day Darth D was introduced to the dark side, a side so heinous with greed, lust, and gluttony that he was swallowed into the abyss, never to return as his former self. Once addicted he ravished the computer scene by persuading buyers that his deceased, infected, filthy new models were better, cheaper, and faster than unblemished, virginal, immaculate micro sold by the honest vendors. Furthermore once he had wrestled the money away using whatever devious, dishonest, deceitful ways he could muster, he disappeared into his nether-world offering neither support, nor help to the defiled victims he left behind.

Typical of our corrupt world, there are very few people to combat this growing array of satanic monsters. Outside of Lovo Man there is the M Maniac and the D-Man. The M Maniac is the only island of integrity in these times of degenerate pirates who marauded for avarice pleasure. However, the M Maniac is neither hearty or sly enough to jump into the fray of battle with our cherished hero. He best serves as a supplier to those who can escape the foul prisons of the traitorous enemies. He is a guiding light, turning people away from the trenches that Darth D and his peons dig.

The D-Man is a reverent senior representative of chivalrous times long past who now has become a bum, induced to the lesser vice of alcohol. In acceptance of his self decline he has given up the fight for younger, more virulent strains of warriors. However, he is still useful as wise overseer of these tumultuous times. From a dingy booth nestled within the Metropolis he will provide invaluable advice on ways to combat the evil mongers for the small price of a beer and cigarette. He is the only person who knows our hero's true identity

Despite our hero's super-human ability, he cannot, by himself, overcome the so much evil by himself. To help in the fight against his antagonists he employs some very useful PC tools which are specifically made for the harsh native weather and are particularly effective against his arch-rivals.

Kaikoso Keyboard
Matalasa Monitor
Duruka Drives:
Oti Optical Drives:
Leqa Laser Printers:
Isa lei ICs:
Sobo levu Switch Box:
Fani Fax:

Now, stepping back into our story, Lovo Man reviews the message the was ungently blurted from the Fani Fax

The facsimile reads:

Lovo Man,

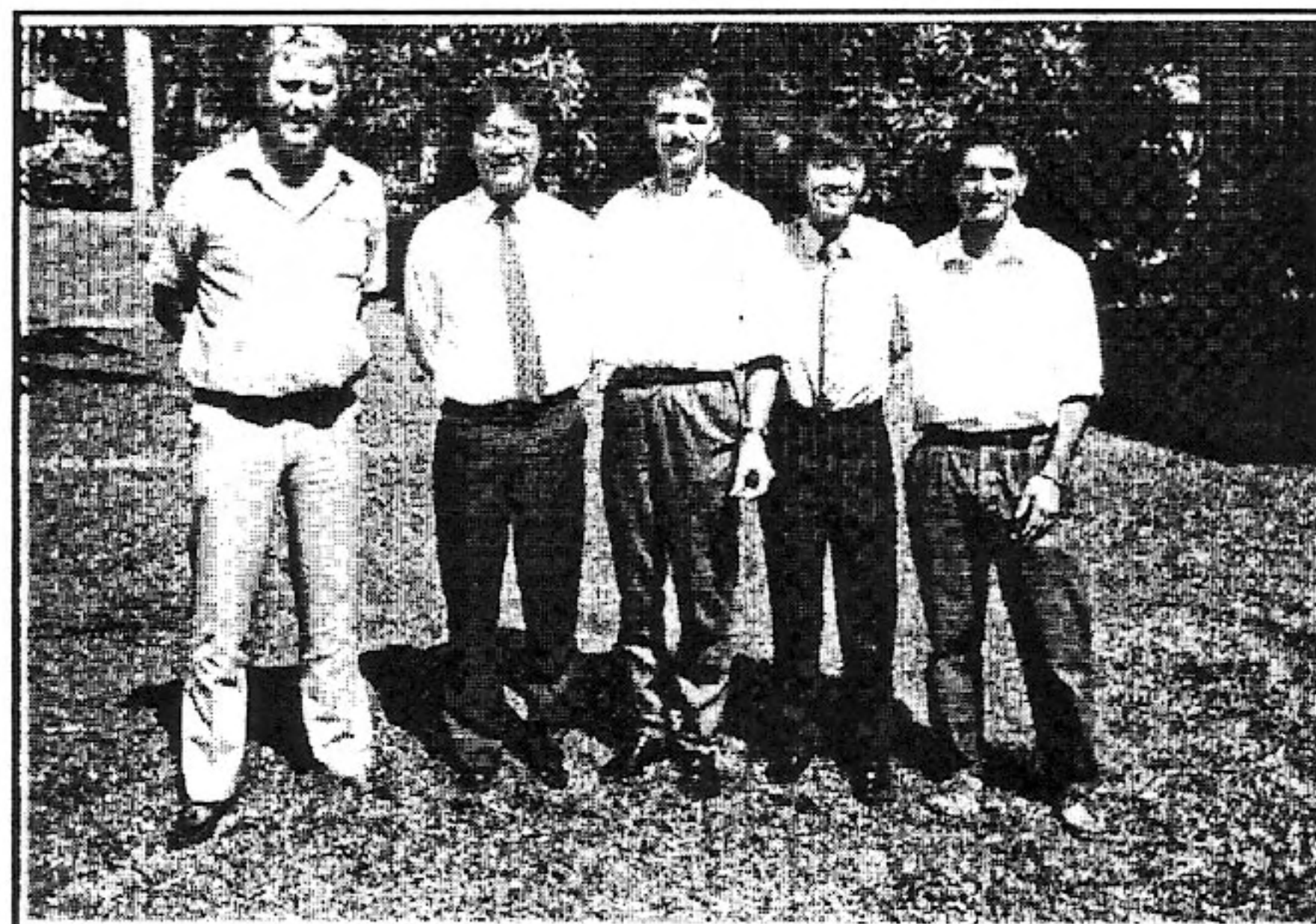
Help us. Our PC machine is missing. The O-Ogre has taken our computer hostage. He will only return it if we pay him \$1,600 service charge and \$2,200 for parts and service. He probably already has taken some parts from it, and will only give it back after 8 months. Please help us.

To Be Continued

MIXED NEWS

End of

April 1989, our major supplier (Malifax Singapore) came to Fiji for a short visit. This gave us the opportunity to discuss technical and administrative topics personally and in detail. The general manager, Mr. Lim (next to John Shannon, our 'boso levu') and his engineer Mr. Yeep (second from right) were impressed by the PC User Meeting and the productivity of our technical staff.



MIXED NEWS

Did you know that one of the most

expensive shares in the world are from a relatively small (profit 1988 F\$557 million), family-controlled chemical company called 'Roche'? One type of the shares, confusingly named 'Baby Roche', have a nominal value of zero but are worth more than SFr16,225 (1 Swiss franc=1.15F\$) at the stock exchange. The other share has a nominal value of 3 1/8 SFr and is worth SFr240,000. Wanna buy one or two?

14 British soccer hooligans have been jailed for 3 years each. End of April, a court in Brussels found them responsible for the catastrophe in the Heysel stadium where 39 people died (remember, it was the "historical" match between Liverpool and Juventus Turin on 29th May 1985).

The world smallest republic claims also to be the oldest republic; San Marino. This country, totally surrounded by Italy (Europe), covers an area of 60 km² and hosts 2-2'000 citizens. There are always two heads of states (called 'capitani regenti') at the same time, nominated by the parliament for only 6 months. Official language is Italian.

The military expenses of the USSR, the Soviet-Union, was 200 billion F\$ in 1988. This statement, the first on which western experts agree, has been made by the leader, Mr. Mikael Gorbatschov. For 1990 and 1991 he has announced a reduction of 14 %. (TA 6/6/89)



Next PC User Meeting

Everybody welcome

Send form back (see Appendix B)

12. Appendix A

Yes, I am interested to get my personal PC VOICE. Please enrol me!

First name:
 Last name:
 Ministry:
 Department:
 Section:
 Postal address:
 Business phone:

[Send form back to PC Information Centre, E.D.P. Services, Box 784, Suva]

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