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Dear Lynne Mesner,

1 ACKNOWLEDGEMENT OF RECEIPT Of Equipment

First may I acknowledge receiving my Symmetric Computer 28th January 88 including tape & floppy dri
+ distribution tape.

2 HARDWARE FAULT REPORT - Please Replace Tape Drive

Unfortunately I appear to have been shipped one of your bad tape drives, I had to read my distribution tap
fully read a root file system (tape was at room temperature for some time before, + no other obvious error

Can I suggest you ship me a good 60M tape drive for me to install, I'll return the original (I am a quali
won't blow up boards with static etc). I would suggest the tape drive be shipped marked as an 'exchange
tial value' or some such labeling, to (hopefully) avoid or reduce customs bureaucracy.

Symptoms:
The / root filesystem can be read after many attempts:
3rd 7738+2 records in 7739+1 records out ; 3962878
4th 7738+2 records in 7739+1 records out ; 3962878
(7739 * 512 = 3962368, 7740 * 512 = 3962880)

The tape drive cannot write large files to tapes (several different tapes tried, all newly purchase
cally a duplicate of the root tape file (system).

The system cannot read the /usr file from tape, using dd if=/dev/nrmt1 of=/dev/null a typical er
44559 records + 1
which seems a byte too much (22814208 = 44559 * 512).

3 HARD DISC ERRORS On Receipt Of Computer, (Fixed).

The machine as shipped to me had about 7 block errors, whether they occured in transit, or existed prio
caused a delay in checking the computer, as they included :
A hard error in the symbol table of /vmunix.
A hard error in libc.a.
These errors were eventually fixed when the tape drive allowed me to read a root file system.

4 SOFTWARE MISSING

4.1 Adb
Adb is shown in manuals, but executable is missing.

4.2 Learn VI
Learn vi is shown in the /usr/lib/learn index at run time, but is missing.

4.3 Machine Readable Manuals
Although the system was shipped including the normal sections 1-8 (+ locals like kermit), the
ed to cover things such as
adb as boot c csh ed fsck lex make ms nroff pgmg sed shell troff.tut uucp vi yacc, 4.2
erenced in man printcap),
Could you send a machine readable copy please ?.

The only printed manual I received was a slim blue volume, nothing more, this was surprising,

4.5 BSD 4.2 & 4.3

I have been sent 4.2 rather than 4.3 (presumably still not quite ready ?), would you please con-
ceive 4.3 free later, when its available.

5 EXTRA SOFTWARE PACKAGES: No Removable Media Copy

To quote from your sales literature: "Customising your 375: Optional Software PAckages : All software
only on winchester; A floppy copy would have been useful for the following reasons:

I suspect a block of data somewhere may have been damaged by my using bad144 to fix hard e
A separate read only copy would have been useful as a reference, in event of possible winch
builds & re-configurations.
There is not much room left on my machine, but i can not tar off to tape as the drive is not us
lose some of the 'structure' of the tree unless done carefully, particularly where the tree inv
mixed with the normaly resident Symmetrix distribution.

Presumably when you install each package on a winchester or floppy, you do it from a shell script reading
it would be sufficient to ensure I copy off all relevant components, If you would not, or cannot, send the
of all optional software on floppy, as offered in the sales literature.

6 KERNEL BUG:

The following program crashes the machine. (I dont expect a 'quick fix', but attach the information for y

```
/* This file kills a Symmetric Computer Systems Inc UCB 4.2 BSD (killing is more likely to c
other system activity is also in progress, This file is the result of extracting the critical part fro
tently killed the machine */

#include <setjmp.h>

jmp_buf ret;

main()
    {
    sync();
    sleep(3) ; sync();
    longjmp(ret, 1);
    }
```

7 NON KERNEL SOFTWARE ERRORS

7.1 /dev/lp

As your package is shipped, /dev/lp comes as major=6, minor=20, we seemed to need a diffe
printer would work; So either :

a) we have a strangely configured printer,
b) the computer was shipped somewhat different from a standard distribution.
c) all your customers get a printer that doesnt work straight away

If (c) is appropriate maybe you'll want to change something ?.

7.2 Man Printcap

7.2.1 Inconsistency: man printcap refers to :pl:, /etc/printcap uses :li:
7.2.2 /etc/printcap has no :is: facility.
This is probably a UCB/BSD omission rather than a Symmetric omission. (It arose when trying
to "No Perforation Skip" mode.)

7.3 Man 4 Tty

Refers to man 4 bk, man 4 bk doesnt exist, presumably because it no longer exists.

8 BUG REPORTS

8.1 If you have a list of known kernel & other errors, perhaps you would like to send me a copy ? (so I ca
yours reporting bugs you already know of).
8.2 Do you have a standard bug reporting mechanism you would like us to use ? (please remember we ar

9 REGARDING SYMMETRIC's DELIVERY DELAY :

believe if you put yourself in a position like mine for a moment, & imagine a similar situation, I am sur
cern at the delayed delivery:

> You are a USA individual, running a small firm financed from your own pocket, You decide to
> in West Germany, that none of your Unix associates has ever heard of.
> The firm's terms of business are 100% money in advance for foreign orders (they obviously
> tomers, which on an even parity basis raises the question : should you trust the unknown for
> trust you ?)
> You authorise a bank transfer of $9000 of your hard (personally) earned money 19th December
> see the cash transfer from your account 22nd December.
> The firm phones in the first few days of January, & promises shipment within 1 to 1.5 weeks, Y
> uary. The new machine is needed in house to service new business opportunities. You make th
> Germany, spaced over a few days, the firm blames non delivery of their system on their compor
> You are surprised that the German computer supplier does not carry adequate stocks to buffer a
> You know people who have worked for small computer companies that have gone bankrupt, a
> toms is non fulfillment of customer orders - you become VERY worried.

To repeat myself: I am sorry if you were offended, but my supplier (you, Symmetric) did not trust me,
and received 100% payment in advance of shipment - and then failed to deliver as contracted ! - I not
been foolish not to !.

I appreciate your finally sending the computer faster than the normal 2nd day air delivery, & hope we can

10 BANK CHARGES

I attach photocopes of my bank transfer mandate form & subsequent confirmation form (in German) f
bank to pay transmission charges from Germany to the USA, but not to pay USA collection charges. I tho

If your USA bank just charged you for USA costs involved dealing with an overseas customer, this wou
maintain they have had to deduct from the money you received, both a fee for themselves, & a fee for a C
them I have paid all fees for the German end of the transaction, & they are incorrect & have no right to w

In case you want to quote it to your bank, my bank's address once again is :

ENGLISH	GERMAN	DATA
Account Number	Konto Namen	....
Account Number	Konto Nummer	....
Bank Sorting Code	Leitzahl	....
Bank Name	....	
Bank Address	....	
	....	
	....	

11 NET ADDRESS

If you have a computer network address please let me know, I intend getting connected later in the year.

12 CONTACTS

If I or my English company (Vector Systems Limited) can be of help to you as a 'contact in Germany' pl
erence basis, or as support for other European customers (actual or potential).

13 CONCLUSION

Lastly may I say I am (as both You & I expected) pleased with the machine, and its software capabilities
help me iron out the remaining problems, by sending the following: Tape Drive, adb executable, vi learn
& nroff tutorials etc., optional package component lists or original floppies)

Best Regards,

Julian H. Stacey