

DY-Computes

Dynamite Newsletter

Autumn, 1999

New System Features

Version 7.10 is now available for download from our web site. Exciting new features include:

Addition of

- Country field to customer and prospect screens
- Privilege to modify order's sales tax rate
- Privilege for deleting customers, job sites, and orders
- Inventory Price List by Vendor
- Customer Deposit logic including purpose of deposit
- Service order activity to Salesman Productivity Report
- Ability to specify invoice printing option by service order
- Service order view to Customer Collections screen
- Service order generation based upon delivery route
- Preventive Maint. report printing option to Job Site screen
- Customer and technician passwords
- New rental usage report
- System dictionary reindexing logic for Vision Point
- Operator Level Menu system
- New "Fortune 500" Invoice Format
- Job Site Notes report
- Master contracts for Block Time contracts

Enhancement of

- Job Site screen to show contract invoice status
- Sales Margin report
- Conversion of individual estimated charges
- Response Time Report
- Longer billing charge description
- Improvement of Technician Charges Entry speed
- Improvement of Customer Invoices/Collections speed
- Improvement of update download procedure

All of the above features are included at no extra charge and may be downloaded by customers with current software subscriptions. For those of you not familiar with the download facility, please call our office for current access codes.

We turn data into information.

"DY-Computes" is published six times a year for customers and friends of South By Southwest. For more information contact: South By Southwest, 28993 Mountain Meadow Road, Escondido, CA 92026. Phone: 760/749-9161, FAX: 760/749-2333, E-Mail: admin@southbysouthwest.com.

Welcome Aboard!

A special welcome is extended to all our new Dynamite installations:

- Paluch & Associates, Illinois
- Radio Direct Group, Illinois
- Software Plus, New York
- Modern Mass Media, New Jersey
- PC People, California
- Carpotech, Florida
- Digital Communications, Illinois
- Brasil Representaciones, Dom. Rep.
- World Services Int'l., Puerto Rico
- SIS Computer, Alabama
- Schultheis Brothers, Pennsylvania
- ABR Information Systems, Minnesota
- Genz Ryan, Minnesota
- Rocky Mountain Telephone, Utah
- Ronnie Ritchie Service, Virginia
- Duggan Heating & Air, Georgia
- American Pipe & Tank, New York
- Collins Telephone Systems, Texas
- Nakamichi Corporation

From telephone installation & repair to manufacturer warranty repair, Dynamite 2000 makes the grade!

Current SBT Versions Supported

Dynamite Version 7.7.1 and above is certified for use with SBT Vision Point 10 and Professional 5.0. Dynamite must be ordered specifying the proper SBT version.

Dynamite 2000 is also compatible with other SBT versions including Vision Point, VP2000, Professional Series 2.5, 3.0i, and 3.2i. Further, DY2000 is compatible with DOS versions of these SBT products.

*Happy
Halloween*



Year 2000 Heads Up

If you are running Vision Point Series 8 or lower, you should upgrade to Vision Point 10 without further delay. If you are running version 3.0 of Pro Series, the time to upgrade is now. The typical SBT reseller is busier than ever and their workload is only getting worse.

Are you curious if your hardware and software (including SBT and Dynamite) is ready for the big day? Try this simple test. Set your computer's date to 1/4/99 via the Windows date/time facility in the Control Panel. Start up systems such as Word or Excel. Retrieve existing documents and create a new one.

Open SBT and create an invoice. Run an Open Receivables Report and an Invoice List from 7/1/99 through 1/4/00. Execute Dynamite and open a new service order. Run a status report from 7/1/99 through 1/4/00. Run additional reports as desired. When finished, delete the transactions and return the system date to the current date.

Be sure to back up your system before you begin. Coming in the next issue: What to do on New Year's Eve.

E.T. Phone Home

Imagine an extraterrestrial phoning YOU at home! It could happen with a new program sponsored by a group of scientists from the University of California at Berkeley. These scientists are dedicated to "listening" to signals received by the Arecibo Observatory in Puerto Rico. They analyze these signals to distinguish between noise and intelligent signals. The movie *Contact* starring Jodie Foster is Hollywood's version of their project.

Because the group has limited funds and cannot afford a bank of supercomputers to analyze all of the data, they realized that there are a tremendous amount of computer resources going to waste. When you're out for lunch or in a meeting, your Pentium is just sitting there doing nothing. If you have a computer fax server, it is idle 23+ hours a day.

SETI@home is a scientific experiment that harnesses the power of hundreds of thousands of Internet-connected computers in the Search for ExtraTerrestrial Intelligence (SETI). You can partici-



pate by running a free program that downloads and analyzes radio telescope data.

This software takes the form of a screen saver that runs after a user-defined number of idle minutes. It does not interfere with your normal work because it only takes control when you allow it to. If you maintain a dial up connection to the Internet, the only thing you'll ever need to do is let SETI upload a completed Data Unit when it's finished and download a new Data Unit to work on. The file is approximately 350K. We've invested a total of only 60 minutes of our time understanding the program and uploading and downloading the data units.

Since signing up with SETI at the end of August, two of our computers have processed 30 data units and we're currently in the top 15% of the participants in terms of units processed. A single data unit takes about 40 hours on a Pentium 200 and 15 hours on a 400 Mhz machine. There are more than 1,200,000 participants from all over the world.

There's a small but captivating possibility that your computer will detect the faint murmur of a civilization beyond Earth. The SETI home page is at <http://setiathome.ssl.berkeley.edu/>. They have a complete description of the project and an explanation of all the terminology for us business folk.

Huge Iceberg

The one that took out the Titanic was an ice cube by comparison. This one measures 24 by 48 MILES, about the size of Rhode Island! It's currently off the coast of Argentina and is traveling at a speed of 7 to 9 miles per day. See it at: <http://landsat7.usgs.gov/browse/iceberg.html>.



Insider's Tip

Before you call for Dynamite or SBT Technical Support, use the following suggestions to keep your support costs and phone bills low:

Test in Company 99. Test all support issues in Company 99 to rule out corrupt data and assist in duplicating the problem. If you can reproduce a problem in Company 99, the problem is probably programming related. If you cannot recreate the problem, it is probably data related and you should proceed down this list until the error disappears.

Test the process in SBT. If you are having a problem in Dynamite, test a similar process in SBT to determine if it is a data problem. For example, if you are getting errors accessing a specific customer's record, go to SBT's customer file maintenance and see if the same error occurs for that customer.

Clear all flags. In SBT Vision Point, run SYSFLAG. In SBT Pro Systems Manager, clear ALL flags (including active sessions) and erase temporary files. These temporary files may cause inappropriate data to show up in reports.

Delete temporary files. Using Windows Explorer delete all files that meet the following criteria: *.TMP, *.MEM, TEMP*.*, and 0*.*. Delete them from the main SBT subdirectory, each SBT data directory, and C:\WINDOWS\TEMP.

Reindex databases. Rename all CDX files in the main SBT subdirectory and in the data subdirectories such as ARDATA, SODATA, etc. Use Explorer or DOS to rename them from *.CDX to *.XDC or other similar name. Proceed to the SBT Systems Manager and reindex all system and data files. When completed, go into Dynamite and reorganize all databases.

Verify file structures. In SBT Pro Systems Manager, verify the structure of all SBT databases. In Dynamite, select the same option off the File Menu. This will usually indicate if a file has been damaged.

Run Head Fix. This utility is distributed with the Dynamite Service System under a license from the publisher and is located in the DY2000 subdirectory.

The easiest way to run it is to copy the program, HF.EXE, into the main SBT subdirectory and each data directory. From a DOS prompt, change to the SBT directory and key in the command: HF * -a to test all system databases. The program will notify you of any problem and will automatically correct the vast majority of them. Repeat this command for every data directory.

Finally, if the problem continues, assemble the following information for the technician before you call:

1. Could the problem be recreated in Company 99?
2. Were there any system crashes or anomalies?
3. What version of Windows is being used?
4. What type of network are you running?
5. What modifications were made to the system?
6. What third party packages are installed?
7. What is the SBT and Dynamite version number?

These are the questions that the SBT and Dynamite support technicians will be likely to ask. If you know the answers in advance, the resolution can be found that much sooner and both of us can get off the phone and on to other issues.

No Escape?

General Motors is expanding its OnStar communications service to all types of vehicles including competing brands. Using the GPS satellite system, the OnStar center will be notified if the airbags are deployed and will send emergency personnel to the scene. They can even unlock your car doors if you're locked out.

The system is being enhanced to access the Internet so you can send/receive E-Mail and fire up browser software (so you can access our South By Southwest web site while driving).

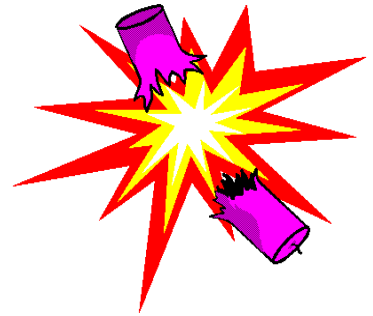
Hot Sauce in Switzerland

Jay Rubin, an SBT reseller located in Southern California, gave his 16 year old grandson a bottle of our **Dynamite Hot Sauce** to take back to school – in Switzerland! It was such a huge hit that they want us to sell it commercially. Maybe we ought to start a food subsidiary.

Introducing...

The Firecracker 500 Club

Limited to 500 members, this exclusive club provides extensive benefits to its members. Open to all users of the Dynamite Service System, members enjoy benefits previously unheard of in the computer software industry.



Member Benefits

While the list is extensive, more benefits will be added over time. Current benefits include:

1. Free Dynamite System updates when you choose to download them; a value of up to \$350.
2. Automatic E-Mail notification when a new update is available for download and what enhancements are included; valued at \$50.
3. Four complementary technical support phone calls or E-Mails; a value of \$400.
4. A free subscription to DynaLoop, an E-Mail-based, participant-run support facility.
5. A free upgrade to the Vision Point 10 version of Dynamite for all Vision Point users.
6. A free upgrade to Professional Series 5.0 for all Pro 3.X users.
7. A 10% discount on the upgrade to the SBT Pro 6.0 version of Dynamite for all SBT Pro users.
8. A 10% discount on Dynamite Training Workshops; valued at \$70 per attendee.
9. Bi-monthly issues of DY-Computes including the annual County Fair Recipe issue; priceless.

Qualifications for Membership

There are only two requirements for membership. First, you must have purchased a Dynamite software license and have returned the registration form. Corporations that have purchased multiple copies of Dynamite must purchase separate memberships for each installed location but the additional memberships are available at a reduced rate.

Secondly, the annual membership fee must be paid in advance. The current membership fee is \$500 per year. New purchasers of Dynamite receive a complimentary membership for one year. Memberships must be continuous. If a customer wishes to renew after it lapses, the effective date of the renewal shall begin as of the date of the prior expiration.

Automatic Memberships

The Firecracker 500 Club will be launched on November 1, 1999. The current software subscription program will cease at that time.

Customers who have a software subscription in force are automatically admitted for the remainder of their annual term including new customers who purchased Dynamite during the preceding 12 months.

Customers will be notified automatically when it is time to renew.