The LisaTalk Report

OPTIMIZING YOUR LISA/MAC XL   Sample

COMING ATTRACTIONS

Environments:
Optimizing MacWorks 3.0

Mac XL And The Laserwriter

Migration?

Multi-User Mac XL:
Corvus Omninet And Omnis 3
On The Mac XL

User Groups' Corner

Xenix On Lisa:
Open Systems Accounting And
SCO's Lyrix Word Processor

Programmers' Corner:
Lisa Pascal Versus MacApp

Odesta Helix On The Mac XL

Omnis 3 On The Mac XL

Priam Tower:
Mass Storage for Lisa

Brock Keystroke:
Database for Lisa

BitFixer:
Aspect Ratio Fixer

And Much, Much More!!!

Reviews Inside:
AST's RamStak
Infosphere's XL Serve

Special Offer Inside:
FREE Pre-Release Migration
Program with Subscription

The LisaTalk Report

- ## Exclusively for Lisa/Mac XL Users

- ## Extensive Reviews

- ## Quality Information

- ## User Support

Dear Lisa/Mac XL User:

Thank you very much for your excellent response to the premiere issue of **The LisaTalk Report**. Your response has prompted us to publish **The LisaTalk Report** on a quarterly basis, beginning with our Winter issue available in December, 1985. This ongoing newsletter will be written exclusively for Lisa/Mac XL users and will offer users up-to-date information on optimizing their Lisa/Mac XL computer system. In the past few months we have been receiving hundreds of phone calls and letters from around the country concerning various issues surrounding the Lisa/Mac XL and its inherent qualities and controversies. As you will see in the enclosed letters in this *Sample* of **The LisaTalk Report**, fellow Lisa/Mac XL users around the country are extremely supportive of our efforts to publish a quarterly newsletter dedicated exclusively to Lisa/Mac XL users, and they, too, have a lot of information to offer.

In response to the many inquiries we have received by phone and by letter, which range from the availability of the "migration" package to the possibility of legal actions towards Apple Computer, Inc., we must again stress that we are not a telephone support service and it is rather difficult for us to return a number of your calls. However, we WILL address all of the concerns relayed to us in subsequent issues of **The LisaTalk Report**. In light of recent publicity discussing our services and position on the issue of the discontinuation of the Lisa/Mac XL product lines, however, there are two critical issues that I would like to address immediately. Namely, the migration package and legal actions against Apple Computer, Inc.

Regarding the migration package, The NetWorkers has recently received authorization from key Apple officials to distribute the pre-release version of the "Lisa to Mac and Back" migration package. We are making copies available to subscribers of **The LisaTalk Report** free of charge, with the exception of a $6.90 shipping and handling charge. (See attached subscription form for more details.) However, we must stress that this version of the migration package is an UNOFFICIAL pre-release version. As many users are already aware, this version includes "the scrapbook", a feature that not only allows users to transport files from the Lisa environment to the MacWorks environment, but also to transport files from the MacWorks environment into the Lisa environment. (It is important to note that development on this scrapbook feature has been discontinued by Apple and will not be included within any final release versions of the migration package, nor will it be supported by Apple Computer, Inc.) Apple Computer, Inc., has stated that they are still developing the OFFICIAL release version of the migration package, excluding the "scrapbook" feature, and this will possibly be released in November, 1985. Meanwhile, we are presently conducting an extensive beta test on the unofficial pre-release version of the migration package, and the results will be published in the upcoming *Winter* issue of **The LisaTalk Report**.

In regards to letters and phone calls we have received concerning legal actions against Apple Computer, Inc., our position remains as follows: THE NETWORKERS DOES NOT AND WILL NEVER PLAY AN ANTAGONISTIC ROLE AGAINST APPLE COMPUTER, INC. We are Apple Computer supporters and we only wish to enhance and support their efforts. The NetWorkers does, however, wish to assist the Lisa/Mac XL community in further addressing its needs for quality alternative support, as well as regaining a positive perspective regarding the discontinuation of the Lisa/Mac XL product lines.

As a further result of the excellent response to the premiere issue of **The LisaTalk Report** and the overwhelming response to advertisers and third-party developers who participated, many third-party developers have informed us that they will use the letters and surveys in response to

our newsletters to analyze the market and possibly develop products. In fact, AST Research, Inc., has enclosed a survey for just that reason alone, and they have informed us that they have some interesting developments up their sleeves and that we will be the first to let Lisa/Mac XL users know about them. So keep those letters and surveys coming!

Much of the established format for **The LisaTalk Report** is based on your input. As such, the following issues have been determined to be of greatest value to you and will be covered in future issues of **The LisaTalk Report**:

• Optimizing both MacWorks and Lisa 7/7;
• Reviewing optimal hardware/software solutions;
• Documenting known bugs;
• Supporting user groups;
• Publishing user input and reviews;
• Pursuing developers;
• Providing an open forum of concerns to be provided to Apple Computer, Inc.;
• Testing for product compatability on the Lisa/Mac XL;
• Focusing on Business use; and
• Focusing on Programming use.
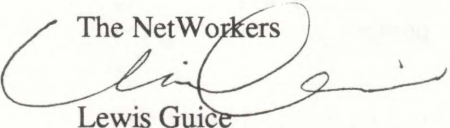
The NetWorkers is an information and consulting firm, specializing in Lisa/Mac XL, and we typically charge $60.00 per hour for consultation here in the San Francisco Bay Area. **The LisaTalk Report** represents an essential extension of our support of Lisa/Mac XL users, and we are excited to offer our combined 14 years of experience working on Lisa/Mac XL's, in addition to the hundreds of power users we are in contact with internationally, to users around the world at such a modest subscription fee. The primary goal of **The LisaTalk Report** is to offer Lisa/Mac XL users around the world a form of alternative support by providing up-to-date information on optimizing their computers, establishing channels of communication between third-party developers and end users, and supporting Lisa/Mac XL user groups around the world. In addition to putting a great number of Lisa users and developers around the country in contact with each other to discuss similar problems and needs, **The LisaTalk Report** offers end users a forum in which they can air their suggestions, recommendations, concerns and grievances through our *Letters To The Editor* section.

Again, the goal of **The LisaTalk Report** is to offer the Lisa/Mac XL user all of the information we possibly can and to assist users in enhancing and optimizing their systems. We will be gathering and processing information from power users around the world regarding all of the operating factors and little tricks that are not commonly shared through any formal means. In order that we may know that we are addressing those issues that are important to YOU, please write to us and let us know what types of concerns and needs you have and what type of information you are interested in. As you can see on the front cover of this *Sample* of **The LisaTalk Report**, we will be offering you essential information to expand your knowledge of the capabilities of your Lisa/Mac XL and assist you in taking full advantage of your existing configuration. Please review the enclosed information about obtaining a discounted subscription to **The LisaTalk Report**. If you have any questions, comments or suggestions, please contact us at the above-mentioned address.

Thank you again for your overwhelming support.

Sincerely,

The NetWorkers

Lewis Guice
President

The LisaTalk Report

OPTIMIZING YOUR LISA/MAC XL   Sample

To the consulting service I've been waiting for,

I applaud the support and interest The NetWorkers are offering to Lisa/Mac XL users. In this region of the United States most people do not even know there ever was a LISA, let alone provide software or information on software for the Lisa/Mac XL.

I am extremely interested in purchasing a Lisa/Mac XL update package and various products you or third-party vendors have to offer. I agree there is a need for quality alternative support. LisaTalk conferences and a newsletter sounds great also. Please process my order for the first "LisaTalk Report" along with product reviews for the Lisa/Mac XL.

Thank you,
Michael D. Jurcevich
Brookville, PA

Thank God for your efforts! Anything I can do in Texas to assist, I will be glad to do. THANK YOU!

Carl B. Minton
Century 21
Houston, Texas

Dear Sir:

I was delighted to receive your newsletter. I have been rather frustrated in my attempts to find hardware and software to further expand my Lisa/MacXL. I am glad to hear that there are others like me. I am currently a student at the University of Minnesota. It was through this University that I purchased my Lisa 2/10 (at a considerable savings). Unfortunately, as is often the case with large institutions, information about upgrades, etc., is difficult to obtain and harder to take advantage of. It was for this reason that I purchased MacWorks and the Helix database (Odesta Corporation, 3186 Doolittle Drive, Northbrook, IL 60062, (312) 498-5615) through a local Computer King (after having been shocked to discover the LisaList will not print labels). The salesman also had information on a mass storage device that I was very interested in, The Bernoulli Box by Iomega (1821 West 4000 South Roy, Utah 84067, (801) 776-7330) which is not, unfortunately, currently compatible with the Lisa/Mac XL, only with the standard Macintosh. Since the Lisa/Mac XL was off the market, the salesman was not able to offer much more help.

Your newsletter sounds like it has the information I have

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been looking for. I did not notice the names of either of the above mentioned companies in your letter and I would like to suggest you also include them (if indeed they have been overlooked) in your support efforts. The Helix database runs better on the Lisa/Mac XL than on a standard 512K Macintosh because of the hard drive (the program can be copied directly onto the hard drive - an example of Odesta's generosity). The convenience of the Iomega Bernoulli Box greatly enhances the power of any computer. It is a mass storage device similar to a Profile hard drive but taken a step further by the addition of removable disk cartridges. I was told that some models have two (an upper and lower) cartridges and that cartridges can range in size from 5 MB to 20 MB, depending on the individual Bernoulli Box purchased.)

Thank you again for your letter and please keep me informed of any further developments.

Launce Weber
Edina, Minnesota

Dear Mr. Guice:

Your recent letter describing efforts to preserve one of the most useful microcomputer systems yet designed was a relief, and generated some

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hope that users may have some opportunity to exploit the systems they have rather than abandon them as the manufacturer has. Please find enclosed the questionnaire that was enclosed with your letter and a check in the amount of $10 for the LisaTalk report you discussed.

My particular configuration is described on the questionnaire and has served my purposes very well with few exceptions. I personally have had no problems with the internal ROM and, even though I am currently running version 3.1 of the 7/7 software, and can not tell any difference in performance compared to version 3.0. The only problem I have experienced has been with LisaTerminal. A number of sessions with remote time sharing systems were not recoverable, and I have found that there is a large but limited amount of information that can be received with a LisaTerminal document.

I look forward to reading your summary of the LisaTalk Forum and, if I can be of assistance in organizing users in this part of the country, please let me know.

Joseph A. Hawarah, President
MIS Southeast, Inc.
Roswell, Georgia

Letters (cont'd.)

Dear NetWorkers,

Enclosed is a check in the amount of $10 for a transcript of the "LisaTalk Conference." As an owner of the best computer ever made, and possibly destroyed, by Apple, I am always interested in facts regarding its further support, development and enhancement. I'm glad that you have taken this initiative and hope you can continue dissemination of this type of information.

With sincere thanks,
Frank J. Czerwiec
Miami, FL

Dear Mr. Guice,

As a Lisa/Mac XL User, I read your letter dated August 21st with great interest. I purchased my Lisa 2/10 late in 1984 in the expectation that Apple would announce the Mac XL re-incarnation as they did in early '85. What I didn't bargain for was their about-face a few months later, when Apple decided to discontinue production of the Mac XL, making the machine 'Dead Meat'. As a previously loyal Apple fan (we've owned at least one and as many as three Apples at all times since our first Apple in early 1980), I have directly influenced the purchase of nearly 100 Apple computers over the years. I now caution prospective Apple purchasers to buy an Apple product only if it is fully developed and they are willing to use it 'as is' until

it breaks. Apple will have to earn my loyalty all over again.

The Lisa/Mac XL is a great product! I love it! We've got the best personal computer ever built, the Lisa 2/10, and the best Macintosh ever built, the Mac XL, in one machine. I don't intend to go back to low resolution graphics and cumbersome user interfaces. Let's make the Lisa/Mac XL a 'collectors item' instead of 'dead meat'!

I agree with your four top priorities: let's make sure all of us have the latest ROMs, the latest version of Mac XL, a way to convert documents from 7/7 to the Mac XL and back, and complete documentation and user's manual for the Lisa/Mac XL.

LaRay Geist
Houston, TX

Thank you for coming along at the right time. My dealer has been sympathetic, but not much help. I don't like owning a "white elephant" but my LISA 2/10 does everything I need to run my business and does it well! I would like to keep my LISA as a LISA with 1/5 of the disk dedicated to MAC for the kids to use.

In addition to what you have listed, I keep a large file in BROCK Keystroke. The main problem I have is that my business may grow and I will need another computer. Should I try to find a used LISA or change all 70 of my micro disks to MAC?

Bill Korlath
Brooklyn Park, MN

Dear Sirs:

Your name and address was recently mentioned in the October issue of Macworld. I am a Lisa-2 owner and I AM thoroughly fed up with Apple. If you can shed any light or support that would help me, I would appreciate it. Basically, I don't know what is going on with the Lisa product, except that it is no longer being supported by Apple. Do you support the Lisa? Can I add an additional disk drive to the Lisa-2? Anything that you can enlighten me on will be appreciated.

Alfred W. Grusi
The Colony, TX

Dear Mr. Guice:

An orphanage for Lisa/Mac XL folks!

A wonderful idea. Let me contribute to some other dimensions of the problem:
1. Because I could not undertake major conference or magazine projects without the best of Lisa and Mac software, I pay about $400 /yr for a 24 hour maintenance contract with a small but excellent New Jersey chain named Clancy-Paul.

In recent months they have apologized for their speed of response on questions or problems for the following reasons: a) When they consult AppleLink for information, there are few good answers for Lisa/Mac XL. b) Apple support was contracted (here in the East) to Technicall in Braintree, MA. When the dealer service department called with support problems last month, they discovered that this operation is being moved to South Carolina and they are not getting the same level of expertise in answers to questions.

The above underscores the need for a Lisa/Mac XL-dedicated organization for tapping the highest levels of experience and expertise for continued support of users. TRhere is much resident in the heads of the original Lisa development group which has not been documented. I found this out when I could not get answers even from a relatively good dealer that I am paying for support. Therefore, as a working journalist (IEEE Spectrum) it was possible for me to use contacts at Apple to solve my problems; I wound up assisting the dealer with the wisdom and experience gleaned from conversations with Apple people. Perhaps the organization you hope to help get started can fill the gap by being an information bridge not only to end users, but to dealers unable to support Lisa/Mac XL people by the conventional means offered by Apple through tech support contractors with inexperienced labor from the boondocks.

2. A second area of orphan support needed is identification of new software that does run on Mac XL. Not all product announcements or advertising copy make that clear. Yet dealers and mail order houses disclaim responsibility for software incompatibility. And software developers themselves don't always know whether it runs on MacXL. Telecommunications software, either as stand-alone or as part of desk accessory packages is suspect because the tone generating circuits in Mac are very different from Lisa/Mac. Perhaps one form of orphan support ought to be a clearinghouse list of XL playable software packages by title and version.

3. Still another area of support requires some ambassadorship to the online community. In my development of last week's conference on Using Microcomputers For Executive Leverage (see enclosed Agenda), I needed to check out various information services for Session G. Dow - Jones and others were very helpful in providing front-end communications software- but what their software developers had written was for fat or skinny Mac and not for Mac XL, although most Lisa/Mac XL people are serious business users. There is a big difference in ease of use between logging on to and browsing a database with MacTerminal or LisaTerminal and using Dow-Jones Straight Talk. When a front end is easy and convenient, there is a tendency toward greater use of the service--which is how DJ, Nexus and others make money.

Here's a check for starters on LisaTalk.

I understand that you can provide a tool that can carry documents back and forth between Mac and Lisa. Please tell me--quick--how to get a copy.

Cordially,
Evan Herbert, Management Perspective
Tinton Falls, NJ

I'm glad to see your effort to organize and represent us Lisa owners. We certainly need this kind of help. My order for the LisaTalk Report is enclosed. If you will send me four more copies of your letter/questionnaire, I will see that they get to the other Lisa owners I know in Cincinnati.

My primary concerns/desires around the Lisa are the following (in order of importance to me):

1) Some way to correct the video aspect ratio under MacWorks XL without losing the correct ratio for the Workshop and Office System. Apple's proposed hardware modification is of no use to me, because it works in only one direction. I've heard that a third-party vendor has come out with a hardware modification which includes a switch that lets the user toggle between the two aspect ratios. Do you have any information about this? Does it work? What problems does it have?

2) An equivalent of the Workshop which runs on the Mac (and MacWorks). I only program in Pascal and would like a true, compatible Pascal development system on the Mac (MacAdvantage and SofTech is unacceptable).

3) A migration path from the Lisa Office System to comparable Mac software. I understand that Apple is working on conversion software for LisaWrite and LisaDraw, but I need it most for LisaCalc. I have no interest in software which converts from the Mac to the Lisa.

If my concerns 2 and 3 were met, I would gladly migrate to a Mac XL environment. I just don't want to give up the financial investment I have in the Lisa and the time investment in my many Lisa files. In addition, I like the large screen, 1 MB of RAM, and the internal hard disk. If you can help me make the transition, I will be very grateful.

Sincerely,
Bill Klecka
Info Analytics, Inc.
Cincinnati, Ohio

Dear NetWorkers:

Thanks for your letter and services. There are two additional improvements to the Lisa that would be very helpful. I am told that none of the video digitizers or the "Thunder Scanner" will work with the Lisa because voltage levels at the Lisa ports are different from the Mac. As a class, digitizing devices are very important. Future products introduced for the Mac may also be of no benefit to the Lisa owner. Apple or a third party should be able to easily develop a hardware modification to make the Lisa/Mac XL hardware compatible at least at the port level with the Mac.

Also, for the last few days, I've been using version 0.9 of the Lisa to Mac migration package being developed by Apple. My initial reaction is the program is too time consuming and loses too much format information to be usable on a regular basis. Transferring a LisaCalc document to MacWrite so it can be printed on the LaserWriter is tedious and time consuming. I think a different program design concept is needed to make a useful migration package. For example, a program that ran in the Mac environment that allowed access to Lisa files directly would save the time of having to shut down to change from the Lisa to the Mac operating system.

Lastly, let me reiterate the importance of debugging the 7/7 software. This is still

the most powerful and easy to use integrated package around.

Thanks,
Terry Smith
Eugene, OR

Gentlemen:

Enclosed find our check for $10. Please send us the first issue of LisaTalk. Also find enclosed LisaTalk questionnaire. We had to take off our XL Serve because it was too buggy and wouldn't print correctly. We will state, though, that InfoSphere Corp. gave good support via telephone.

We've also found some early versions of PFS File and Report will not print out from the Mac XL because evidently it will not support a Lisa writer when used with XL Serve.

We've had some operating problems, but right now have things on the hard disk and configured and running well. This includes Word, MacWrite, and Multiplan.

We would consider reinstalling XL Serve when they get their printing problems worked out since it allows us to partition the disk, a very helpful thing since it speeds the startup.

Sincerely yours,

John Purtle, Attorney
Bennett & Purtle
Batesville, Arkansas

Dear Sirs:

I would like to see continued interest and support of the Lisa/Mac XL. I have answered your questionnaire concerning my personal Lisa system. You neglected to include the Toolkit 3.0 in your list of the system.

I am also responsible for 17 Lisa systems at the company that I work for, KMS Fusion Inc., Ann Arbor, Michigan. In addition, there are 5 other co-workers that own personal Lisa systems. I have taken the liberty to distribute copies of your letter to them.

Sincerely,
Dennis Cielaszyk
Ypsilanti, Michigan

Dear "NetWorkers":

I, like most Lisa/Mac XL users am quite pleased with the performance of the hardware. My Lisa system paid for itself in the first three or four months of ownership! What has been so terribly hard to handle is the refusal of third party software and hardware developers (Apple, especially!) to take the Lisa seriously. After all, Apple has sold approximately three quarters of a BILLION DOLLARS worth of Lisas & XLs. These computers hold at least as much potential in sales for software & hardware peripherals as most other systems in existence today. This is especially true when you consider that most Lisas & XLs are in the hands of business & engineering professionals (possibly a higher percentage than ANY other "PC").

With a concerted effort by devoted users and coordinators like ourselves, a direct communications link between users and developers can be set up and

maintained. Several months ago, after being particularly frustrated with the performance of MacWorks 2.0 and Apple's miserable support for the Lisa, I wrote a letter expressing my opinions to the attention of Steven Jobs (copy enclosed for your information). The only reply that I received was a "canned" letter telling me far less than I already know.

Most people who purchased Lisas after the introduction of the Macintosh (like myself) did so because the Lisa was promoted by Apple and their Dealers as a "Big Macintosh", capable of running virtually all Mac software, Lisa Office software, plus a wealth of advanced Lisa software which was still "under development". This is so obviously not the case. Some progress however has been made: MacWorks 3.0 & the latest boot ROMs cure a lot of the System Error (Bomb Icon) incidents that I was encountering.

There are still several unaddressed problems: Screen aspect ratio correction can only be installed (so far), to permanently switch to Mac aspect ratio. This is unacceptable. Most Lisa users cannot afford to totally sacrifice their time & data invested in the Lisa format. A simple method for switchable screen aspect ratio needs to be implemented. A Peripheral Adaptor needs to be designed for the Lisa/Mac XL to allow the use of some of the nifty Mac Peripherals (such as Thunderscan, Digitizing Pads, etc.) This adaptor could possibly also include the addtional Mac sound capabilities which are lacking in the Lisa. There are still numerous "bugs" in the 7/7 software which were

not corrected by the version 3.1 update. To my amazement, LisaWrite & Project were the tools which were updated. Most of the problems that I encountered were in Lisa Draw & Lisa Calc!

I am looking forward to hearing more good news from you. Please don't hesitate a moment to contact me if you would like more of my opinions & suggestions concerning the Lisa & Mac XL.

Sincerely,
Bob Ziller
Brea, California

Reviews

AST RamStak
By Richard Hart
August 1, 1985

How would you like to have a . . .

word processor -
spreadsheet -
database manager -
terminal program -
drawing program -
project manager -
accounting system -
ThinkTank -

. . . all in memory at the same time? And have room left over for a RAMdisk of 1 MB (MegaByte)?

Sure, Andy Hertzfeld's Switcher allows you to load up to eight application programs into any Macintosh at the same time-- but only in theory. You don't have to think about it long to realize that a 512K Mac only has room for about two serious applications at the same time, and with no room left over for a

RAMdisk! And, as integrated as the Lisa 7/7 Office System is, you can only do this trick on Lisa with the first seven of the above programs- and even then only by using virtual memory (i.e., continually swapping programs in and out from disk.)

The Lisa or Macintosh XL came from the factory with a minimum of 1/2 Megabyte, or 512K bytes, of RAM (Random Access Memory) and a maximum of only 1 MB. Inside the Lisa/XL are two slots labeled MEM 1 and MEM 2. In a 1/2 MB machine, MEM 1 contains a circuit board populated with 1/2 MegaByte's worth of 64K-bit memory chips. In a 1 MB machine, MEM 2 also contains one of these boards. The RamStak must use one of these slots, so, if you have a 1 MB Lisa/XL, you're going to have to pull out one of Apple's 1/2 MB boards and find someone who wants to buy it, hang it on your wall as conceptual art, or keep it around as a spare.

The AST board comes in four flavors:

* 1/2 MB for $895.00
* 1 MB for $1,495.00
* 1 1/2 MB for $2,095.00
* 2 MB for $2,695.00

The smaller-than-2 MB boards have the chip-holders for more memory already soldered on--they're just empty. So, if you're willing to install your own chips, you can save lots of money by buying the smallest version from AST. Since no soldering or special tool is required, installation is a snap. Well, maybe not "snap"--you want to avoid bending off the little prongs on the memory chips. Just be careful.

Buy only 256K bit chips certified for a minimum access time of 150 nanoseconds. Conroy-LaPointe (address below) sells the right ones in a 9-pak for $79.95. This gives you enough for 256K bytes (8 bits for each byte plus a parity bit). It works out to about $360 per MegaByte. And Microprocessors Unlimited (address below) sells them for half that price!

The instructions that come with the RamStak are very simple, with clear diagrams and illustrations. Seriously, you can do the whole installation with just your fingers in less than 5 minutes.

Cautions

Don't be fooled by a 1 MegaByte upgrade in an ordinary Macintosh--it's not the same thing. A non-XL Macintosh can ONLY access 1/2 Megabyte as main memory. The other 1/2 MB can ONLY be used as a RAMdisk, and NOT by the Switcher. Only the Lisa/XL was built to address more than 1/2 MB directly.

What about adding 4 MB--2 MB in each slot? It won't work. Even though the Lisa/ XL's CPU, the Motorola 68000, is capable of directly addressing 16 MB, Apple crippled these machines in hardware so that they can address a maximum of only 2 Megabytes.

Earlier, I mentioned that the Office System and the Finder use all of the extra memory automatically. Be advised that with Macintosh programs, this applies only to the latest versions of MacWorks and the Finder. That means MacWorks 3.0 or better (XL), and Finder

4.1 or better. Also, versions of Apple's Switcher earlier than 3.0 will hang up the machine under certain conditions when you try to use the full 2 MB. AST makes available software utilities to modify earlier versions of MacWorks (1.0, 2.0, etc.,) so that they see the extra memory, but I strongly advise forgetting about anything but the latest version of MacWorks (3.0) which requires no modification whatever.

Finder 4.1, and all of Apple's applications use the extra memory with no problem. But some other programs (Version 1.0 of ThinkTank 512K, for example,) don't see the extra RAM. However, AST had the integrity to contact software publishers to insure compatibility, so the situation is improving. For example, Living VideoText released Version 1.1 of ThinkTank 512K which uses ALL of the RAM beautifully.

Joys

You know what is a great feeling? Pulling down "About the Finder..." and having the Finder tell you that you have 1.8 MB free memory! Or setting up a RAMdisk and seeing the little slide switch tell you you have up to 1,841k of free RAM!

Since even the Finder can be an application under the Switcher, you can set up a Switcher configuration that creates a 1 MB RAMdisk and loads your seven favorite applications plus the Desktop from a hard disk--automatically, whenever you turn your machine on! Better yet, you could get by with a Lisa/XL with NO hard disk! Think about it: with 2 MB of memory and the Switcher configuration above, you can leave your computer turned on day and night and use the built-in

disk drive only for file storage. Everything else happens lightning fast!

For 7/7 Office System users, the joy is in the shortened wait to go from window to window among different applications. And in much larger documents residing in memory. (But why would you want a 400 page novel in memory at one time?!)

Support

I cannot say enough about AST telephone support. AST has become one of the top three producers of add-on boards for IBM/clone PCs. Its engineers and sales people take your calls personally and treat you as an intelligent friend. This is particularly true of Ash Jain, in charge of the Independent Business Unit/Apple division.

AST Research, Inc.
2121 Alton Avenue
Irvine CA 92714
(714) 476-3866

Microprocessors Unlimited
2400 South Peoria Avenue
Beggs OK 74421
(918) 267-4961

Conroy-LaPointe
12060 SW Garden Place
Portland OR 97223
(800) 547-1289

InfoSphere's X/L Serve
A Disk Management System For The Mac XL

By Gary Ingram

X/L Serve is a Disk Server for the Lisa or the Mac X/L. A disk server is a system for managing the large amount of space on a hard disk by partitioning the disk into smaller, easier to

manage files that work much like a disk that you would run in the external floppy drive. This differs from the file server that Apple has been promising us in that the disk server allows only one user at a time to write to or change a file or "disk" that is being shared by two computers. While X/L Serve is a networking system for the Mac XL, any "shared" disk is locked, so multi-user file systems such as Omnis 3 by Blyth Software Corp. (and Odesta Corp's. Helix in the near future) could not be used as such. The majority of the programs that one would use on this network would not be multi-user, however, (and a multi-user system usually needs more than 10 MB), so this would only be a problem in a small number of situations.

With that out of the way, let's get to the first impressions of this package. I would be willing to bet that when 97% of you out there who have Mac XL's get a new Mac program in the mail or from a store, you just pop it in the computer to see what it does (don't fib now). It's only when you run into a snag that you look to the index to see if it lists the specific problem, or you thumb through the manual to see if anything looks familiar. Well, you can't do that with this one, folks. "Networking" (remember that word) is a way of working with more than one computer and/or peripheral device that requires certain "Protocols" not required in a single-user system. For one, the users need to be aware of other people on the network and not "shut down" their computers without releasing any volumes or disks that they

Reviews (cont'd.)

might be using. If someone is writing to a file, you can't grab the same file to work on at the same time (bad manners). If the print spooler is full when you submit a job for printing, the job will be deleted. There are controls and settings to be made that will define how your system will be used by you and by other computers. Briefly, you have to learn how to network. But don't let me scare you off with this little warning--Networking is fun, and once you learn how, it's easy.

So the first thing that you need to do here is to read the manual. Which brings me to one of the things that I instantly didn't like about this package. Although the people at Infosphere did a very good job in formatting and illustrating their manual, much of the information is confusing and poorly explained to the person who has never used a disk server before. I am not a newcomer to this operating system, I'm one of those silly nerds that stays up 'til all hours of the morning to find the nuances in the MacWorks system that Apple never told us about or doesn't know (just ask my wife). After reading the manual from cover to cover, I tried installing the system step by step. The initial installation went fine and I thought I had the system configured correctly. When I tried to use the printer though, it didn't work and there didn't seem to be any explanation for the problems I experienced in the manual.

When I called the company's tech. support line (a toll call), I found one of the things that I instantly liked about this package. The person that I talked to was friendly and knew exactly what the problem was. As it turns out, the printer driver (spooled or local printer) needs to be initialized (selected) each time the system is booted. This little detail, among others, was not included in the manual. I ended up spending quite a bit of time on the phone with Infosphere clearing up problems that weren't covered or were masked by the way the manual hops around the different features. This could have been maddening if not for the excellent and very courteous technical help that I received each time I called Infosphere. It's refreshing to find a company that knows it's product inside and out and can make it work for you when there are problems. If they were busy and couldn't get right to me, they actually did call back right away, so we cleared the situation up before I had a chance to forget what the problem was. (Are you listening Microsoft?)

Apart from the beginning frustrations and getting used to dealing with a new way of working with the X/L, there are some terrific sidelights that will become evident right away with X/L Serve. The first and most obvious is the increased speed. It's as if all this time you've been driving around in the passing lane in a nice looking and pretty, new Chevy Sedan with plenty of power--when all of a sudden, somebody puts you in a Corvette with the top down and you're really movin'!!

Time to roll up the sleeves, make a little extra room for the mouse (it doesn't corner well at high speeds), and get down to business! Icons open faster, files copy to floppies faster, desk accessories open and work and close faster, the printer prints faster (after you get the spooler to work right), you return to the desktop faster, and on and on.... This is not just the impression of greater speed or wishful thinking because we paid so much (like some of those turbo-charges), but you can actually measure the difference in seconds and sometimes in minutes.

Another benefit, although not so evident at first, is the fact that X/L Serve has taken care of some of the Major bugs in the MacWorks 3.0. The worst bug, of course, is the tendency of the new MacWorks to write garbage to the Boot Blocks and cause disk failures that mimic hardware problems. I have a few friends (Apple people included) who have been locked out of their disks by this little bug-a-boo and ended up paying $600⁰⁰ to $800⁰⁰ for their dealer to replace the hard disk or the I/O board, when all they needed was to re-initialize the disk with 7/7 or the Workshop. Without X/L Serve, I used to get at least one of these bombs per week; this machine gets pushed to the limit daily! After installing X/L Serve I have gone for a solid month without a system crash. Aside from the time savings, the release from the frustration of reconfiguring the disk every week makes this program a God-send. It wasn't until just a few weeks ago that Apple found this problem in their

MacWorks so I have to give a lot of credit to the people at Infosphere for their foresight.
write the print file to the spooler as it would to print it--but you gotta print it anyway, right? Also, if you have used 7/7, then you know about that irritating little bug that shoots out an extra sheet of paper at the beginning of a print file. Well, it happens in X/L Serve too, folks. Infosphere tells me that it's because some of the Mac programs (MacPaint for one) won't signal a page break, at the end of a page, so this extra page is supposed to substitute for that extra signal. There is a lot of wasted paper, but if you ask, the people at Infosphere will send you a fix that you can effect with MacTools or a comparable program. That's more than Apple gave us for 7/7.

A problem that Infosphere hasn't taken care of in the latest release of XL-Serve is the way that single sheets are printed. If you are using the spooler, it's almost impossible to print singles because the dialogue box that waits for you to put in the next sheet of paper goes off while the file is being loaded onto the disk. The actual printing is done without stopping. Can you imagine trying to get a piece of paper into the printer and aligned in between pages while the printer is running-- GOOD LUCK... Single sheet printing can be done, but you have to return to the finder, open the manager, pause the printer, select the ImageWriter from the D/A (Desk Accessory) manager, go back to the program and print the document. Or you can do all of this before you go into the application if

you know it will be single sheet printing.

One feature that takes a little getting used to with this spooler is the way that you would print multiple copies of a document. Before actually giving the print command from the menu bar, you have to go to the X/L Serve desk accessory and type in the number of copies you want. Then you give the print command and leave the number of copies in the regular print dialogue box at 1. Otherwise the spooler will look at all of the copies from the regular print box as one document and fill up much faster. Try this with a MacPaint document, though, and you'll find that the printer won't know where to end one and to begin the next one. If all this sounds confusing, it is for a little while but you'll get used to it quickly and the print spooler will be another one of those things that you won't know how you got along without for soooooo long.

There is a dialogue box that you call from the D/A Menu which opens and closes the volumes (disks) on the desktop and controls the networking status of the volumes. It will also assign priority to a print file and let you cancel a print file. This dialogue box is also where you specify the number of copies that the spooler will print and where you choose to use the Spooler or to use the printer on "Local" (direct, without the spooler). The manual covers about 70% of how to do all of

this, the rest you'll have to get on the phone. While I don't like to nag about the manual again, maybe a little heat will get us a revision, huh?

Some credit here again, though. Most of the hard disk managers now working on Macs will make you quit the application you're working in and return to the desktop to mount another volume. But this manager is on the D/A menu and **available from within any application**. So, if you are in MacWrite and you need a letter that just happens to be in another volume--just open the X/L desk accessory, open the volume that your letter is in, and *tah-dah*, the letter is available. After working with some of those other disk servers, I can really appreciate this luxury.

While we are on the subject of credit again, I have to relate a little story that I cooked up while putting this baby through it's paces. I decided to find out just how much pressure this program could take while the print spooler was active, so I loaded in a very large MacPaint file and two long MacWrite documents with multiple copies. Then while the Paint file was still printing, I quit MacWrite and opened the Main Manager from the finder desktop. The first thing I noticed was that the cursor was moving slowly and erratically. I opened the print manager and found that the files in the spooler were taking up almost 300K. No wonder things were moving slow!!! Then I started opening and closing everything like crazy to try to get the program to bomb. Well it did, bomb, that is. It locked up so badly that I had to use the Reset button

to restart it; the On/Off button wouldn't work. When it bombed, it stopped printing right in the middle of the second print file, a MacWrite document (the MacPaint document had already finished printing.) Well, after going through the diagnostics and coming back to the finder desktop, the printing started again. But it didn't start where it left off. X/L Serve started printing at the **beginning** of the MacWrite document that had only half finished printing when I bombed it. It finished the rest of the printing as if nothing had happened. Not one word had been lost!!!! How many programs for **any** computer will do that?

There are a few programs that will not work well with X/L Serve. One of them is Think Tank by Living Videotext, and Infosphere tells me that Mac Tracks by Assimilation Process causes some problems, although I haven't seen any on mine yet. The people over at Living Videotext are working on a fix for their problem (I think). Click Art Effects by T/Maker also has a problem loading into MacPaint if your system file is as big as mine (384 K). "Effects" will usually work fine if you run a medium-sized system. All of the standard desk accessories, including Sidekick, work better with X/L Serve. If you have a special program that you use regularly and you're worried about whether it will run, give Infosphere a call. They know most of the troublesome programs and they are willing to talk about them.

All things considered, even with a few semi-serious bugs in this 1.1 version of X/L Serve, I would have to give this program a hearty

Buy recommendation. Frankly, if you own a Mac XL, I'd say you were crazy not to get this program. It's not going to format your spreadsheet for you, or write your mom for you, but it certainly will remove much of the frustrations that most of us have experienced with our Mac XL's and let us get back to the **serious** computing these machines were made for.

Gary Ingram is an engineer and president of Nite & Day Power Technologies. He has worked with other companies, such as AT&T and Apple Computer, Inc., trouble-shooting for mini-computers, mainframes, micros, and back-up power systems. Gary is presently an engineering consultant for AT&T at their Oakland Telecommunications facility. He is also working closely with Odesta Corp. doing beta-site testing of their new Helix programVersion 2.0 and doing on-site programming and consulting for Helix users all around the San Francisco Bay Area. Gary also provides technical support for the Lisa and Mac XL for The NetWorkers. Recently, Gary was featured as the "center-fold" in MacWorld Magazine (April 1985) when he won the MacConnection contest for his solar-powered computer system.

ToolKit Available Again
# Macworld View

Lisa On-Line
Conference
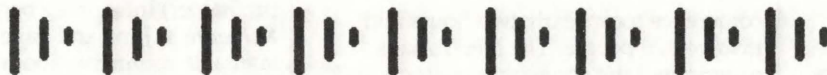
Lisa and Macintosh XL owners have taken to the networks to air their grievances and share information regarding Apple's discontinuation of the Lisa and Macintosh XL product lines. Sponsored by The Networkers, a San Francisco consulting service, the LisaTalk TeleConference brings together independent product developers, Apple representatives, members of the press, and Lisa and Macintosh XL owners throughout the world. Many of the approximately 50,000 owners of the machines, some of whom have invested $10,000 to $20,000 in their systems, are concerned about receiving quality customer support and service from Apple and other developers. Owners are also concerned about Apple providing the promised migration package that will allow Lisa users to transfer data from the Lisa Office System into the MacWorks environment.

During a teleconference last summer, Apple representative Stephanie Littel said that authorized Apple dealers will supply parts and support for five years (until 1990) for Lisa and Macintosh XL owners.

Many of the Lisa owners on line, however, were less than enthusiastic about that arrangement. According to Louis Guice of The Networkers, "Only a few dealers are genuinely familiar with the Lisa or prepared to provide customer support. Basically," Guice adds, "there is no financial incentive to provide customer support for Lisa and Macintosh XL owners."

Guice believes the solution is for Apple to contract with an outside agency for the service and support, rather than relying on reluctant dealers. Currently, The Networkers (3500 Market St. #103, San Francisco, CA 94131, 415/550-0929) provides both telephone and on-site support to Lisa and Macintosh XL owners for a modest fee. Intersol (800/HELP-OUT), another independent consulting company, provides its subscribers with telephone support.
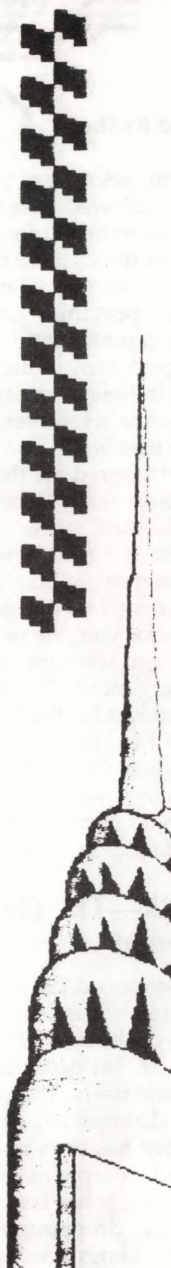
Lisa News

The Lisa Pascal Workshop is still available as a product from Apple (part number A6D0301, if you have to remind your dealer), and the upgrade to 3.0 is no longer available.

For those interested in following some of the action in the Lisa community, you can order The LisaTalk Report, a presentation of information from the LisaTalk conference that was held in June this year. It is a 49 page, well done report of all that transpired during the two-hour conference. You can get a copy for $10 from The Networkers, 3500 Market Street, Ste. 103, San Francisco, CA 94131. Their phone number is (415) 550-1710, and Lewis Guice is the gentleman behind it.

■ Orphan Support
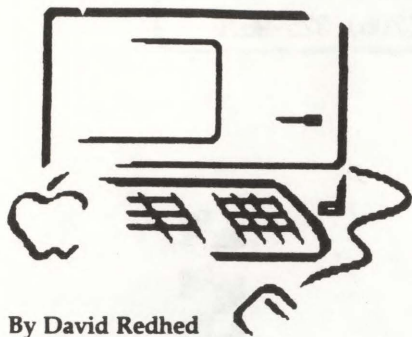
By David Redhed

A warm welcome to you once again from the hallowed halls of Ever Hopeful—the institution for Lisa and Mac XL owners (though we certainly are not its exclusive residents). There are lots of good things to report this month along with one disappointment. First, the bad news—I did not get a copy of the migration software in time to review it before this went to press. However, Stephanie Littell of Apple (she is the Lisa/Mac XL product manager) assured me that some of the programs *are* ready to review, so I should make it by the October issue.

On with the good news—the LisaTalk Teleconference did take place and was very informative; I did get my LisaVision to review for you; the new Lisa Workshop development software for Macintosh is progressing nicely; SmallTalk will be an Apple product for the Macintosh; the June release of MacWorks was not the "final" version. (Believe me, that is really good news). Also, I will try to give you a rundown on some other available sources of Lisa/Mac XL information.

LisaTalk—The Happening Happened

As I mentioned last month, a teleconference was scheduled for June 19th so Apple could meet with numerous Lisa/Mac XL 3rd party developers, user groups, and users. The primary intent was to start a dialogue to help ease some of the tension that has been building up between Apple and us orphans over the last 18 months. (Yes, it has been that long since Apple began dropping shoes. Question: How many shoes does an Apple have? Answer: Quite a few more than the average user *or* developer can afford to pick up. At any rate, the teleconference was quite successful in establishing a dialogue and at least assuring us that Apple will talk to us.

The teleconference was co-sponsored by the Peninsula Lisa Users Group of San Francisco (P.L.U.G.) and The NetWorkers, an information and computer consulting firm based in San Francisco. The

conference took nearly two hours and involved 26 people. The NetWorkers copyrighted the conference contents and planned to publish it in late July for $5 or $10. If you are interested in the report or other activities of The NetWorkers, contact Lewis Guice at 3500 Market Street, Suite #103, San Francisco, CA 94131, or call him at (415) 550-1710.

The conference was held on a system called NOTEPAD™ which was designed by Infomedia Corporation. The system worked quite well, although I believe that it would have worked better with a traffic director. I have only used one other such system on CompuServe and they both seem to need a way to help information flow in the right directions. The main difficulty I find is that these systems have no built-in mechanism to get outstanding questions answered before more are asked. This is a special problem when many of the questions are directed at just one or two of the participants. Of course, the one main advantage to the teleconference is that you automatically get a copy of whatever others input through their computers.

Looking beyond the mechanics of the conference, good information was imparted and I think that Apple received a reasonable cross section of public opinion. Both extremes were present—those who were thinking of suing Apple and those who wanted to totally forget the past and believe that the Macintosh now exceeds Lisa capabilities. Most of the participants were pretty much in the middle—suspicious of how effective Apple's support will be, but hopeful that it will not be terrible.

There was a considerable amount of talk about lack of dealer support for us orphans and a general feeling that as time goes on Apple will respond only if someone yells loud enough. I personally think that when there is a true replacement computer in the Mac family, it will be very hard to get dealers to be sympathetic to Lisa and Mac XL concerns. Stephanie Littell was speaking for Apple and obviously could not commit on the spot to the various proposals for increased

Apple support. She acknowledged that the repercussions of the recent (i.e., late May) management changes had not settled down, making it difficult for her to be specific about the future.

There were two very positive contributions by developers. AST Research said that they will continue to support users with the memory board and "possibly other products in the future as well." There was no mention of specific products in development, but since they appear willing to talk, why don't you write them a letter? (How many 12 MHz 68000s would they have to sell to make it profitable?) Infosphere began shipping XL/Serve in June and gave some very favorable comments about Apple's cooperation and the condition of the "final" MacWorks. David Baash of Infosphere said, "XL/Serve was designed to ease that migration by providing much of the system level support from 7/7 to the MacWorks environment. In conjunction with the products now coming out for the Mac, we think it makes a friendlier and more productive machine."   They are planning on an upgrade that can support multi-user data bases such as Omnis 3.

Some interesting facts came out in the course of things; here are a few notable ones:

• The proper ROM to work well with MacWorks on the XL (or 2/10) is H/88 and on the Lisa 2/5 is H/A8. (I have a D/A8 on my 2/5 and have had no unusual problems.)

• There is an unofficial, unreleased tool that will carry documents back and forth between Lisa and Mac. It uses a clipboard that is readable by both systems. Gary Ingram said that it works very well and Lewis Guice of The NetWorkers said that he would respond to requests for copies of the tool.

• MacWorks will not be changed to allow Macintosh disk space to reside on a disk attached to a parallel card. The internal parallel port is all that will be supported. There were numerous complaints about this.

• Kurt Schmucker has used a prerelease version 0.9 of the migration package for some time and finds that it works very well. He moved a lot of text and over 100 drawings and found only three bugs.

• Tricia Dines asked about driving the LaserWriter from 7/7 and Kurt Schmucker replied that the fonts are already there and it is technically easier than for the Mac; there may be a few political hurdles, however.

In summary, I thought it was a very good interchange; I hope that it encourages some increased level of support from Apple and motivates some of us to band together and help each other.

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The list price of four quarterly issues of The LisaTalk Report is regularly $42.00 per year. For one month only, The NetWorkers is offering a one-year subscription to The LisaTalk Report for $32.00, OR $27.00 to members of certified Lisa/Mac XL User Groups-- for user group certification, please contact The NetWorkers.

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The LisaTalk Report

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