

opening new doors to support

The Technical Support Hotline has been the primary means of support available to NeXT customers. A new option introduced this February—Pay-Per-Call service—makes technical support more accessible to more people. Our priority is to make all NeXT customers successful, and we think this new service fills a need of smaller organizations.

The Technical Support Hotline provides access to NeXT's top support engineers, who eagerly tackle your problems and almost always come up with an answer, whether it takes a few minutes or several hours. The hotline is an ideal support mechanism for larger accounts. At \$2,500, it's a cost-effective investment ensuring unlimited support throughout a full year.

However, because the investment doesn't scale downward, the hotline is less appropriate for single users or small companies. With the Pay-Per-Call service, you can now reach the same support engineers and receive the same quality of technical support as with the hotline but without investing in an annual subscription.

As with the hotline, the Pay-Per-Call service offers support in the following areas:

- System administration
- Network management
- System and application software developed by NeXT.

Business hours are 6:00 am to 5:00 pm, Pacific Standard Time. For support, call 1-800-848-NeXT. You'll be asked to provide credit card information and a problem description. Support engineers will then return your call.

The pricing scheme for Pay-Per-Call recognizes the need to differentiate quick-and-easy questions from more involved problems. Callers' credit cards will be billed \$40 for problem logs that are resolved in 10 minutes or less after the support engineer calls the customer back. Callers with more difficult problems that take more than 10 minutes to resolve will be billed \$100. This is true even if the problem takes several hours (and several calls) to close.

For more information, call 1-800-848-NeXT.

about the support bulletin and NeXTanswers

The goal of the support bulletin is to provide timely technical information to help you better support your NeXT network or user community. Your subscription includes both printed and electronic versions of the bulletin as well as NeXTanswers, a software-based library of technical information and answers.

Each support bulletin includes a floppy disk that contains the electronic versions of the bulletin and the NeXTanswers library. It's designed to be used with NeXT's Digital Librarian so you can easily access information on specific topics through keyword searches.

NeXTanswers provides responses to common (and sometimes uncommon) technical questions. Formatted as question-and-answer pairs, topics include system administration, programming, and NeXT applications.

setting the record straight

During final production of the last issue of the support bulletin, two graphics were printed incorrectly. An example of a custom printer property should have appeared in the screen dump in figure 1 on page 19, as follows:

TonerChanged.tiff ↪

The screen dump in figure 2 on page 20 should have described the netgroups property, as shown here:

NetGroups.tiff ↪

installing your electronic resources

The support bulletin and NeXTanswers have been compressed with the Squash utility to fit on a floppy disk. The disk in this issue of the support bulletin contains the Squash archive file 92_spring_bulletin-NeXTanswers.squfold and the UnSquashOnly application.

UnSquashOnly extracts the following two folders from the archive file:

92_spring_NeXTanswers and 92_spring_bulletin. Installing these resources is quick and

simple. In a matter of minutes, you'll have a wealth of information at your fingertips.

You may want to remove any old versions of NeXTanswers from your hard disk before installing the 92_spring_NeXTanswers folder because each new release of NeXTanswers supersedes all previous releases. Each new electronic version of the bulletin includes only the information in that particular issue. In this case, volume 2, issue 1, spring 1992.

To install the folders:

1. Take the archive file you find on the disk, 92_spring_bulletin-NeXTanswers.squfold, and copy it from the floppy disk to your hard disk (we suggest putting it in /LocalLibrary or the Library folder in your home directory).
2. Double-click the archive file 92_spring_bulletin-NeXTanswers.squfold. This starts up UnSquashOnly, which automatically decompresses the archive and creates a folder that contains two folders: 92_spring_NeXTanswers and 92_spring_bulletin.
3. Drag the folders into the target area of your Digital Librarian bookshelf window.

Because the folders are indexed for Digital Librarian, once they're on your Librarian bookshelf you need only select the target folder and type in a keyword to search for the

information you need.

For more information on how to use Librarian, see the NeXT Applications manual.

setting ownership and permissions

You may want to protect the 92_spring_bulletin and 92_spring_NeXTanswers folders and their contents by changing the permissions, ownership, and group associated with them. (They initially have the ownership and permissions of the account you used to log in.)

We suggest setting all file permissions to read-only. If more than one user account will have access to the support bulletin and NeXTanswers, we suggest setting all files to be owned by root in the daemon group. If you're not certain how to change permissions and ownership, consult your system administrator.

the support bulletin is your tool

We welcome your input and encourage you to send us your questions, suggestions, and content ideas for the bulletin. Help us make this tool as useful as possible for you.

Send us e-mail at support_bulletin@next.com or write to us at:

Managing Editor, support bulletin

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