

CUSTOMER SERVICE BULLETIN

Radio Shack® CUSTOMER SERVICE BULLETIN

400 Atrium—One Tandy Center, Fort Worth, Texas 76102

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Page 1 of 2

Problem

An error exists in the logic of the "FIND" command. Even though the "INDEX BY" command puts records in the proper sequence, they are sometimes not found by "FIND". The error is most likely to occur when there are many records with the same value in the field being used for an index and a few records contain the same value but with one or more trailing spaces. Due to an error in logic, this will sometimes cause the binary search to "take a wrong turn". When this occurs, a "DISPLAY NEXT" will usually show the record(s) being sought.

Solution

Eliminate the trailing spaces. This will not only make FIND work correctly, but will save space in your data file. To check a field for trailing spaces do the following:

BUILD FORMAT TEST (ENTER)

O (DO NOT PUSH ENTER)

DOWN-ARROW, Y, SHIFT-RIGHT-ARROW 5 times, type the name of the field to be checked. (ENTER)

SHIFT-LEFT-ARROW twice, L, *, (ENTER)

Y, (ENTER)

Then type: D ALL (ENTER)

This will cause the field to be displayed for all records, each one on a new line. If it is correct, there will be one space before the asterisk. If there are trailing spaces, they will show up as additional spaces before the asterisk. Use the space bar to slow up the listing if necessary. When you see extra spaces, push the ENTER key to stop the listing. Then type D PREV(ENTER) if necessary to go back to the one in error. When the last record displayed on the screen is the one in error, type: C, the name of the field, (ENTER). Now use the RIGHT-ARROW to move the cursor over the first space that follows your data. Then push SHIFT-CLEAR. This will remove trailing spaces. The cursor will jump back to the beginning of your data if you did it correctly. Finally, push ENTER to store the corrected record.

Type: D REST (ENTER) to review the rest of your records.

CUSTOMER SERVICE BULLETIN

Subject Microfiles Bulletin # 1565-2 **Page** 2 **Of** 2

Note: Even if you have not had this problem, it is worth knowing about and using SHIFT-CLEAR. Typed spaces, even at the end of a field are considered to be data and are stored in the record.