

FacetNews publishes the successes of companies using FacetCorp's products with the intention that one of our customers' technology implementations may inspire others who are seeking new ways to address real-world computing issues.

With this edition, we profile Do It Best Corp. (www.doitbest.com). Do It Best exemplifies the versatility and ease-of-use of FacetWin. Moreover, this example shows how FacetWin has helped improve Do It Best's overall connectivity, productivity and effectiveness.

Do It Best Connects with FacetWin

Do It Best is much more than just a catchy name, it is also a company, a corporate philosophy and a leader in the hardware wholesale industry. Founded in 1945, Do It Best is a consortium of independently owned and operated hardware, home center and lumberyard stores that have joined together to leverage their purchasing power in order to compete more aggressively in the marketplace.

Do It Best requires a powerful, flexible and highly reliable information systems network. Their "customer" computing environment consists of SCO UNIX servers connected to Windows 95 PCs. These network systems support the Do It Best cooperative-members across the country. Do It Best needed a product that could provide Windows-to-UNIX connectivity, especially bi-directional printing. Several competitive solutions were considered, but none met their stringent criteria — that is, until FacetWin was evaluated.

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Mike Barley, System Administrator with Do It Best, explains the decision to go with FacetWin, "We looked at other software packages, but FacetWin was the only product of its kind that had the features we needed: true terminal emulation with file and printer sharing."

Barley continued, "FacetWin is inexpensive, easy to set up, and easy to administer from a remote location." From a user standpoint, it is Windows-oriented because it allows the user to operate with UNIX applications, files and printer resources as though they were native Windows resources. However, from an administration and management standpoint, FacetWin is UNIX-oriented because the product is installed and administered primarily from the UNIX server. In addition, since the PCs require no additional software to be loaded to use file, print, email or backup services, PC administration is minimal.

Users can continue to work with their familiar Windows-supplied tools and utilities when accessing & using UNIX resources (e.g. Microsoft Property sheets, menus, tool bars, icons, etc.).

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Do it Best



The Perfect Tech Support Call

by Tre Groeschel



So, you are experiencing technical difficulties with *FacetWin*. Maybe you installed it and are having trouble implementing a feature. Or possibly, you received the free evaluation and you are not sure how it is going to fit into the grand scheme of things at your site. Well, don't despair, because if you are reading this article, then you are dealing with a company that prides itself in providing technical support for its software products.

FacetCorp was originally founded by a group of programmers who developed a software package, sold it, and then had to support it. After a while, they realized that support needed to be an important service of the company in order to have a successful business. That's where the technical support department comes in. We are here for one reason: to support our customers using the products that *FacetCorp* develops. We are not developers or salespeople trying to answer technical questions in our spare time. Technical support is our job, and we strive to do it well. We are all experienced in UNIX system administration and networking, and have been supporting software for many years.

Define the problem

In order to make your technical support encounter more productive, there are a few things you can do before you contact us. First, define the problem. Are you experiencing installation difficulties? Was something working fine yesterday but it doesn't seem to work today? Or are you trying to implement a feature and can't get it to work? An additional step that could speed up the process would be to simplify the problem.

For example, let's say you cannot start up a terminal emulation session on the UNIX host. Determine if the problem is isolated to certain PCs or specific users. Try running a test such as setting up another *FacetWin* terminal emulation that logs into the UNIX host as root and see if the problem still occurs. And finally, determine if you can reproduce the problem reliably.

Gathering information

Next, it is time to gather some information. Here is a list of important pieces of information that are usually required for us to fix a problem:

- 1. Write down the error message!** A lot of time can be saved if you have the exact error message, whether it is from *FacetWin*, an application, the UNIX O/S, or the details from a Windows dialog box. (alt + print screen from windows 95/98 PCs will put the dialogue box in the copy buffer for easy pasting into a word processing document for faxing or emailing.)
- 2. What operating systems are you running?** The type of UNIX server and PC clients are both important. For the *FacetWin* server, let us know what type of UNIX you are running, such as SCO, AIX, Solaris, etc. The version of the UNIX O/S is also important, for example, the output from the UNIX command 'uname -a', or 'uname -X' on SCO will give you this info. For the PC client, find out if you are running Windows 95, 98, or NT. The Service Pack level on NT clients is also helpful.
- 3. What *FacetWin* version do you have installed?** There are several ways to find out the *FacetWin* version. The most reliable being the contents of the /usr/facetwin/partno.txt file. To get this, run the command 'cat /usr/facetwin/partno.txt', or run 'fct_adm', and then select #6. If the problem is with the *FacetWin* terminal emulator, go to the Help menu and select "About *FacetWin*." For the *FacetWin* administrator, the version is listed at the bottom of the Server Selection/Connection tab.

4. What does your network look like? Do you have a simple LAN consisting of the UNIX server and a handful of PCs, or are we dealing with a WAN with multiple subnets, dialup connections, or connections over the Internet? Also, information about your domain, such as the name and IP address of your NT PDC is helpful.

5. Is your UNIX system accessible by modem or over the Internet? For some problems, it may be necessary for us to connect to your UNIX system to resolve the problem quickly. If you have a modem, have the phone number available and dialup passwords that may be required. Or, if your UNIX system is reachable from the Internet, have its IP address available.

Solving the problem yourself

Are you the adventurous type and feel like you would like to solve the problem yourself without contacting us? If so, we have put together some useful items on our website to assist you in problem determination and resolution. Just point your browser to www.facetcorp.com and select the Technical Support link. Here you will find a collection of “Technical Application Notes” that address troubleshooting topics and common problems. This collection is growing, so make a bookmark for future reference. Also available on our website is the latest version of *FacetWin* for download, free of charge. It is always helpful to have the latest version of *FacetWin* installed since newer versions contain various enhancements and bug fixes.

Contacting us

After you have defined the problem and gathered the necessary information, you must decide how you want to contact us. There are three methods available:

Email: support@facetcorp.com

Fax: (972) 612-2035

Telephone: (972) 985-9901

Our support hours are 8:30AM until 5:00PM Central Time. Email requests are handled throughout the day, and sometimes at night and on weekends, if one of us happens to login from home.

If you choose to contact us by email, please refrain from sending new support requests to a specific tech support person. Instead, address the request to support@facetcorp.com, in case your “favorite” techie is out of the office.

On the other hand, if one of us asks you to email a syslog or debug, only send it to that person, so as not to overload others’ mailboxes.

Helpful hints

If you choose to call *FacetCorp* for technical support, you will be greeted by a receptionist. There is no need to tell the receptionist details of your technical problem, just ask for the tech support department. There is no need for a customer number or identification string to talk to us. You will then get transferred to one of the members of the tech support staff, or if we are all busy, you can choose to hold or leave your name and number so that one of us can call you back. If you are a reseller and are at a customer site for a limited time, be sure to let us know so that we can get back to you in a timely manner.

When you call in, be ready to work on the problem. Our response time is pretty quick, so have all the information on hand and try to call us from a phone where you have access to both the UNIX system and a PC.

Registration issues are best handled by our Registration department. These include the following:

- **Expired Evaluation licenses**—If your *FacetWin* eval license has expired or was somehow deleted, get your machine-ID number by running ‘fct_adm’ and selecting option #1. You can then email (registration@facetcorp.com) or fax your request for a demo extension along with the machine-ID # or simply call and ask for the registration department.
- **Expired Regular Licenses**—If you have upgraded or reinstalled your operating system, changed the UNIX server’s TCP/IP configuration, or replaced certain hardware components on your server, you may find that your *FacetWin* license has changed to a “Limited A” or “Limited B” state, and may have expired. If this is the case, you will see that your *FacetWin* machine-id has changed, so email or fax your *FacetWin* license form along with the new machine-id and a note explaining that your machine-id changed for whatever reason. The registration department will generate a new registration key and fax it to you.

Summary

There you have it, the secrets of dealing with *FacetCorp* technical support, or any other support department. By following the steps of defining the problem, gathering necessary information, and either resolving the problem on your own or contacting us for assistance, what you thought was going to be a nightmare should turn out to be just a day-dream.

We look forward to hearing from you, and if you have any comments on how our tech support department is doing or any suggestions on how we can improve our support, please let us know (feedback@facetcorp.com).



BRAIN TEASER



The other day, I found a faded lottery ticket which had been torn in two in an old jacket pocket. The ticket originally bore the number 3025, but had been torn in such a way that the 30 was on one half of the ticket, and the 25 was on the other half. Almost unconsciously, I noticed that if 30 and 25 are added together, and the sum is then squared, the result is the original complete number. Thus, 30 plus 25 is 55, and 55 multiplied by itself is 3025. Isn't that odd?

What other four-digit numbers, all different, can be treated in the same way?

For the answer to this brainteaser, please refer to our website: www.facetcorp.com. You may also send an email to marketing@facetcorp.com or send a fax to FacetCorp Marketing 972/612-2035.

**Taken from: Ben Hamilton, Brainteasers and Mindbenders, New York, New York: Simon & Schuster, 1992*



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USA

Fax:

800/982-9901, 972/612-2035

Electronic Mail:

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Reseller Program Information:
reseller@facetcorp.com

Software License Registrations:
registration@facetcorp.com

Marketing Feedback:
marketing@facetcorp.com

Technical Support:
support@facetcorp.com

Web Page Feedback:
webmaster@facetcorp.com

Job Opportunities:
jobopps@facetcorp.com

General Comments:
feedback@facetcorp.com New!

Feel free to use this general comments email address to submit your comments on any aspect of our company or products.

FacetCorp 

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5 What's New at FacetCorp?

FacetCorp Products are Y2K Compliant

All versions of FacetTerm and FacetWin have been tested. FacetTerm and FacetWin are Year 2000 compatible when the underlying operating system is Year 2000 compatible. For more information on Y2K compliance of your UNIX operating system, please contact your computer manufacturer or your operating system supplier.

Stay tuned for FacetWin Version 3

We are planning to release Version 3 of FacetWin soon! FacetWin Version 3 will include significantly enhanced and expanded modem pool server and PC backup modules. The modem pool server will include the ability to use a UNIX modem for dialing out to an ISP for use with a Win 95/98 PC web browser. The PC backup will include a new client module to greatly simplify the users' PC backup procedures. Upgrade pricing has not yet been determined for those customers not under maintenance.

Reseller Corner

WebDownLink—As a service to our Authorized Resellers and in an effort to provide greater service to the end-user, FacetCorp has introduced **WebDownLink**. **WebDownLink** is a way to allow your customers to transparently link to the FacetCorp product download area on our website (ensuring they get the latest software), but have it appear as if the customer never left your website. Plus, **WebDownLink** can be set up to automatically send the reseller an email notification whenever a download occurs. To learn more and to take advantage of this opportunity, please send an email to reseller@facetcorp.com or contact Kyle Hudnell at FacetCorp.

Did You Know? ? ?

A recent customer satisfaction survey rates FacetCorp technical support **4.8** out of possible **5.0**



Please Send FacetTerm:

Literature

Evaluation Copy for:

_____ (UNIX System)

Media Required: (not available on CD-ROM)

Diskette Other _____

Info On The Reseller Program

Download a FREE evaluation copy of FacetCorp Products www.facetcorp.com

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Visit our web-site

Visit our web-site to find free product evaluations, posted announcements and upcoming events. Come visit us now and meet the company behind the products and get up-to-date technical and sales information:

www.facetcorp.com

Do It Best Corp. Connects with FacetWin


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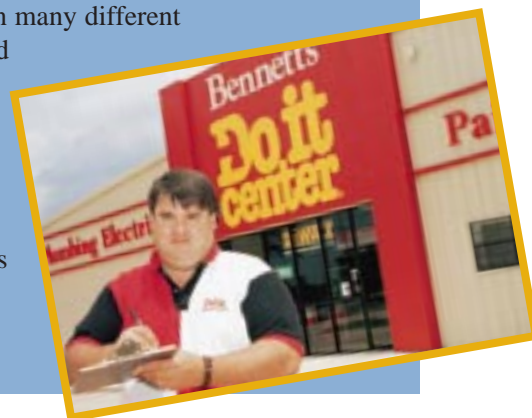


Another advantage of the FacetWin "Windows Way" approach is that users can perform operations over the network as if they were still working on their local machine. Windows applications accessing UNIX files and printers, launching a UNIX application with a desktop icon, accessing email or a UNIX-connected modem, all become simple point-and-click tasks.

The solution for Do It Best was a 500+ user license of FacetWin spread over their WAN. FacetWin is shared across their WAN with a 100-user license at the home-office and with a one to five user license installed at each of the local shops. FacetWin is being used in many different departments at Do It Best including retail and data processing.

Barley said, "We also provide a turnkey operation for our members' hardware stores. We build computers for our members and install FacetWin on every new server we build."

FacetWin is a welcomed addition to the Do It Best information systems department, helping remote sites connect to the headquarters which provides enhanced effectiveness and ultimately better service to the customer. 



FacetCorp



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