

# WHAT'S NEW AT ROBELLE

OCT 2020 ISSUE

## IN THIS ISSUE

**\*2020 Holiday Schedule**

**\*What's New with Suprtool & Qedit**

**\*Updating Robelle Software**

**\*Combining Two Fields**

**\*Robelle Book Club**

We hope this newsletter finds everyone well during these challenging times. Years ago, Robelle took steps to be a virtual company. So regardless of whether we are self isolating or isolate due to various governments. Robelle will be able to do all our business and support operations from any location. To be clear Tammy, Bob and myself are working as normal. We wish everyone well and do not hesitate to contact us if you have any questions 604-501-2001 or 289-480-1060 or [tammy@robelle.com](mailto:tammy@robelle.com) or [neil@robelle.com](mailto:neil@robelle.com)

## 2020 Holiday Schedule

Nov 11th Remembrance Day

Nov 26 Thanksgiving Day

Nov 27 Tryptophan Recovery Day

Dec 25th Christmas

Dec 28th as Boxing Day falls on Sat

Dec 31st New Years Eve

Jan 1st New Year Day

## What's New with Suprtool & Qedit

Have you ever wondered what's new with Suprtool and Qedit? You can check out these links anytime for current and pervious production version features:

<http://www.robelle.com/products/whatsnew.html#Suprtool>

<http://www.robelle.com/products/whatsnew.html#Qedit>

Want to download newest production version? Contact [tammy@robelle.com](mailto:tammy@robelle.com) or [neil@robelle.com](mailto:neil@robelle.com) we will send you the download link.

## Updating Robelle Software by Neil Armstrong

One of the most often asked questions we get is about updating our software and the process involved. Process may seem a bit confusing; however, it consists of a few simple steps. Here's a review of the steps in which we interact with you. What each step does and some of the parts that may be confusing.

1. [Fill out form on website](#), which sends an e-mail to admin staff to generate codes for your site and re-directs you to the download page, you must specify the version you intend to download for us to generate the correct codes.
  - a. A Common problem is that you may not know your Account number. If you don't know your account number you can use Zero, however, please provide enough additional information (Company name and Address) for us to find your company in our database.
2. The Download page has links to various versions of Suprtool or Qedit, and directly underneath each download is a link to the instructions.
  - a. Common problems are that some browsers (depending on configuration) will Unzip the file for you, which may cause confusion. If the file is saved without a .Z or .gz in the case of Suprtool/Open, it's likely that the browser unzipped as it downloaded. MPE versions typically don't have these issues as they are not compressed. You may also notice that the file you were downloading was sxprod.Z and you ended up with sxprod.
  - b. Some browsers uncompress AND unpack the file if you double click on the link.
3. Codes are sent during office hours from admin then you can complete the installation as per the instructions below the download link.

While these steps do not include how you specifically install the software. The steps outline the process, which at times can be the most confusing part as it happens once a year. If you need help during the update/download contact [support@robelle.com](mailto:support@robelle.com) or 289-480-1060

## Combining Two Fields by Neil Armstrong

I received an interesting support question from one of our customers: I have a question I was hoping you could assist with.

I have two data-items:

PHONE-AC	I1 (Phone Area Code)
PHONE	I2 (Phone Number)

I would like to combine those two fields so they report as one field. Do you know how this would be accomplished? For example:

If Phone-AC = 123 and Phone = 4567890 the result of the new joined field would be 1234567890.

Been trying to get this right for about an hour now and the closest I got was the process literally adding 123 to 4567890 and spitting out the result 4568013.

*My response:*

*Ok, keep in mind you have to make the container big enough to hold the new number and since the limit on double integers you need to use a quad integer or possibly packed or even zoned.*

>in numbers

```

>def new,1,10,display
>ext new=(phone-ac * 10000000) + phone
>list
>xeq
>IN numbers (0) >OUT $NULL (0)
NEW          = 1234567890

>IN numbers (1) >OUT $NULL (1)
NEW          = 1234567890

```

*There may be issues if you have incorrect phone numbers, if the phone number is greater than the usual 7 digits, if that is the case you can either fix the phone numbers or increase the size of the display field or define the new field as a quad integer as in:*

*Define new,1,8,integer*

### Another interesting scenario

Now what if the Area Code and the Phone Number were actually Text Fields, let's say X4 for Area Code and X8 for Phone number.

```

>in byte
>def new,1,10,byte
>ext new=$trim(area-code) + $trim(phone-no)
>list
>xeq
>IN byte (0) >OUT $NULL (0)
NEW          = 1234567890

>IN byte (1) >OUT $NULL (1)
NEW          = 1234567890

```

So despite the fact that the sum of the area-code is 12 bytes, we can stuff the result into the 10 bytes due to the \$trim function results in only 10 bytes and therefore it can be successful, provided that the area code and phone number have 3 and seven "numbers" respectively.

Have questions? Contact me at [neil@robelle.com](mailto:neil@robelle.com)

## Robelle Book Club

As you are aware we Robellians like to read, especially during these challenging times. We also enjoy a good TV show and movies.

### **Non-Fiction & Fiction books Bob Green has enjoyed:**

#### **[THE ROMAN EMPIRE AND THE INDIAN OCEAN: THE ANCIENT WORLD ECONOMY AND THE KINGDOMS OF AFRICA, ARABIA AND INDIA BY RAOUL MCLAUGHLIN](#)**

Most Roman Empire history books focus on the Mediterranean, wars and emperors. This book focuses on Roman trade with the coast of Africa, including the southern part of Arabia and the coastal kingdoms of India. The book's research is based on ancient manuscripts, not just from Rome and archeological digs. Rome traded gold for spices, incense and exotic woods and artifacts. These trades were so valuable that a 25% import tax

the Romans collected was enough to subsidize Roman legions in economically marginal provinces (Britain, Gaul, Spain). I enjoyed learning how Roman trade led to the rise and fall of the fabled rock-carved city of Petra. A great read for history buffs.

[Canadian Amazon Link](#)

[ANOTHER ENJOYABLE READ FROM RAOUL MCLAUGHLIN IS THE ROMAN EMPIRE AND THE SILK ROUTES: THE ANCIENT WORLD ECONOMY & THE EMPIRES OF PARTHIA, CENTRAL ASIA & HAN CHINA.](#)

Bob's Kindle tip: I bought The Roman Empire and the Silk Routes Kindle book on sale for 99 cents! Roman Empire and the Indian Ocean Kindle copy was over \$10. I saved the book in my Amazon wish list. Each day I sort my wish list by price to see what is on sale. After a year or so the price dropped to 99 cents! Sometimes patience can get a great deal on Kindle books.

[Canadian Amazon Link](#)

**Odd Billy Todd by N. C. Reed:** A pandemic virus strikes the world and most of the people die, including Billy's parents. He is a mentally challenged young man who was taught how to work and survive in a normal world, but now he faces a strange world. He doesn't even know if there are any other people still alive. But he finds them, and he copes, better than most people. A really fascinating read especially with our 2020 experiences.

[Canadian Amazon Link](#)

### **TV Shows: Ted Lasso by Neil**

Ted Lasso is one of the best shows on TV for these trying times. Ted is an American football coach, who is hired to coach an English Premier League football (soccer) team. The team is owned by a divorcee who is determined to sink the team to displease her philandering ex-husband in order to "destroy the only thing he cared about other than himself".

It is a warm, ingeniously written new TV series on Apple TV. When one of the players misses a tackle and is dejected and berating himself, Ted the consummate positive coach, tells him to "Be like a Goldfish". Referencing that goldfish has a 10 second memory and they are the happiest animal on earth.

There are nuggets of wisdom throughout the show. Where he slowly wins his players and other people over with his consummate optimism, even during times where his own life was trying.

I really enjoyed the show from a comedy perspective and to see him dealing with the cynicism of the British Press, with his consummate positivity. There are a lot of lessons from this feel good show and one I highly recommend. There's some, rough language and sexual themes in the show, but the positivity of the show far outweighs these references. (Neil)

We are always looking for book or TV shows or movie recommendations. Send your recommendations to [tammy@robelle.com](mailto:tammy@robelle.com)

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