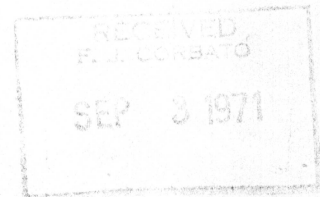


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Zenon S. Lennetree

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Huntell

To: Robert H. Scott

Date: September 1, 1971

Subject: Continuation of Difficulty with ARDS I/O on Multics

Dear Bob:

As I am sure you know, my research group at the Sloan School is heavily involved in research on alternative teaching methods and in the development of teaching programs. A majority of these programs are completely dependent on the Multics high-speed input-output facilities. Because of the difficulties that we experience with this I/O subsystem, we have been severely hampered in our research for over eight months.

At present we are running experiments which require some of our students to use the ARDS on Multics. Due to the repetitive "quit" messages and "lost output" it is impossible for us to conduct these experiments unless someone is present to assist with computer operations. This not only increases costs and aggravates the users but impedes in a fundamental way our experiments because it affects some of the variables on which we wish to obtain measurements.

In a couple of weeks we are planning to use these computer teaching facilities as a part of an experimental section 15.515, our introductory course in managerial accounting. We are looking toward these experiments to get ideas for efficiently approaching the design of our projected twelve-month masters program. As you might surmise from this aggregation

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of facts, I am deeply concerned about the current prognosis of these endeavors. I therefore solicit your support for a concerted debugging effort to solve this problem, if possible, before the Fall semester starts.

Many thanks as usual for all your help.

Sincerely,

ESZ/jr

cc: ✓ F. J. Corbato
E. Fraikin
J. F. Rockart
G. T. Dixon
W. J. Burner