

Network Problem Tracker v1.2
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Dedicated Computer Systems
01/02/91 release

By: Robert J. May

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* Site licenses are available (see REGISTER.TXT)

What do you get by registering Network Problem Tracker? The software on disk (latest version), utility to convert data files to dBase II/III, DIF, and Basic format (and back), a utility for data file maintenance (sorting, merging, reorganizing, and backups in a compressed format), a Laser printed manual and most important a clear conscience.

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Introduction

This application is designed to keep track of problems and solutions associated with the Administration of LANs. By using NPT the LAN administrator can keep track of what problems have occurred, frequency of problems, what clients are having what problems, what stage the problem is in (if not solved) and solutions for problems.

This program requires an IBM PC/XT/AT or close compatible running MS/PC DOS 3.2 or higher with 385K free memory. In addition, a color graphics or monochrome adapter plus monitor and a Hard Disk Drive (a FDD with 1.2Mb or greater will also work) are needed for this application to run properly.

The Network Problem Tracker (NPT) is DISTRIBUTED with the following files:

| File | Ext | KBytes | Brief Description |
|----------|-----|--------|--|
| CLIENTS | DAT | 708 | Clients Data File |
| CLIENTS | K01 | 1024 | Clients Key File (1) |
| CLIENTS | K02 | 1024 | Clients Key File (2) |
| PROB | HLP | 6438 | Network Problem Tracker Help File *** |
| PROBRPT | EXE | 306312 | Network Problem Tracker Report Module *** |
| PROBTRAK | EXE | 365432 | Network Problem Tracker Program *** |
| TRACK | DAT | 961 | Network Problem Tracker Data File |
| TRACK | K01 | 1024 | Network Problem Tracker Key File (1) |
| TRACK | K02 | 1024 | Network Problem Tracker Key File (2) |
| TRACK | K03 | 1024 | Network Problem Tracker Key File (3) |
| TRACK | MEM | 262 | Network Problem Tracker Memo File |
| TRCODE | DAT | 1139 | Tracker Code File |
| TRCODE | K01 | 1024 | Tracker Code Key File (1) |
| TRCODE | K02 | 2048 | Tracker Code Key File (2) |
| MANUAL | TXT | 28450 | Tracker Documentation |
| TRACKER | WP5 | 38960 | Tracker Documentation in WordPerfect 5.1 |
| REGISTER | TXT | 2160 | User Registration Information |
| UPDATE | TXT | 653 | Latest Version Changes Information |
| README | TXT | 2677 | The First File You Should READ, Tells you What |

is What

****All *.TXT and *.WP5 files will vary in size with each REVISION****

*** Files Required by the Network Problem Tracker (NPT), the *.EXE files will automatically create the *.DAT, *.K0*, and *.MEM. (NOTE: TRCODE.* files already have data in them)

Getting Started

If this program is provided in compressed (zipped) format then make a directory (suggest - TRACKER) and unzip the program to that directory. Otherwise copy all the files to any directory you desire.

To start Network Problem Tracker (NPT):

- (1) Change directories to the one containing NPT
- (2) Type Probtrak
- (3) <ENTER>

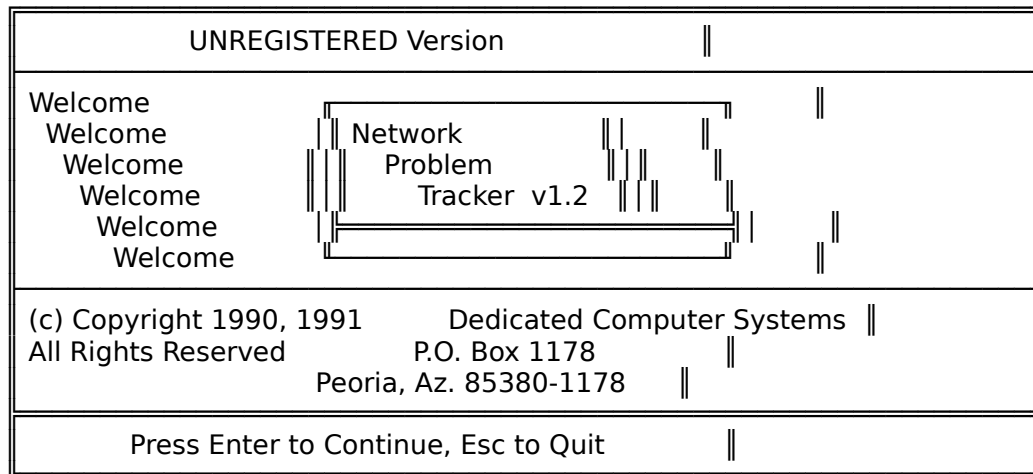
Using this Application on a Network

This application is Network Compatible and may be used on a Network, however there is no file locking built into this application and thus the following is suggested for installation:

- Create a data directory for each LAN Administrator (user).
- Set the PATH for the Network Problem Tracker in each user's path statement.
- Delete all *.DAT, *.K0*, and *.MEM files in the directory that NPT is in.
- Change the current drive and directory to the user's drive and directory and start PROBTRAK.EXE (please note that all the data, key and memo files will be created in the user's data directory).

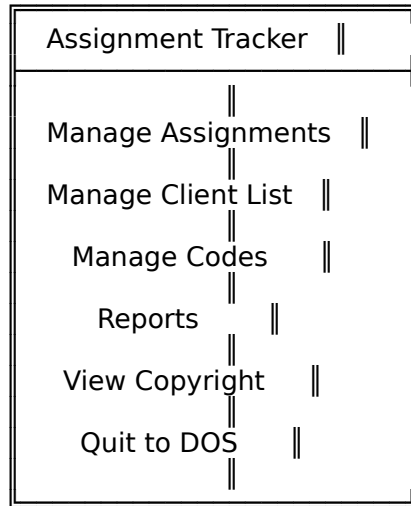
**TRCODE.DAT (and associated key files) already have data in them associated with probable trouble codes and descriptions you may use or delete this data at your discretion.

OPENING SCREEN

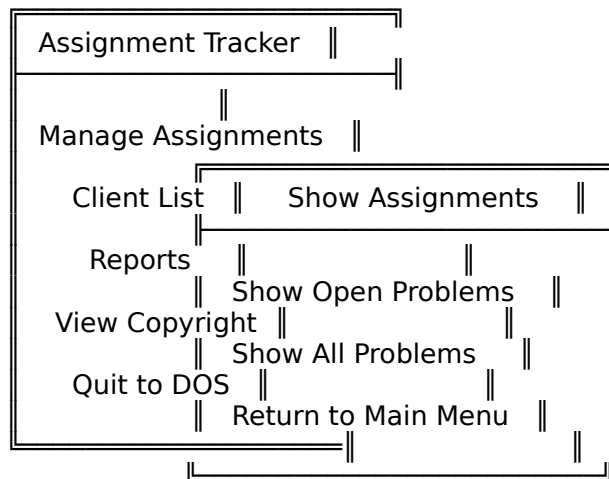


This is the opening screen for the "UNREGISTERED" version of NPT, the blinking UNREGISTERED Version is changed to REGISTERED for registered users.

Main Menu



Manage Assignments:
Brings up menu to allow managing All assignments or only those that are still Open (not solved).



Open Problems:

Brings up a Table of Problems that are Open (not solved) and sorted by DOC number. For a Problem to be considered Open the Data Field "FIXED" must be entered as "NO" on the update form. To go to specific DOC number just type the number and the selection will reposition itself to that DOC number.

All Problems:

Brings up a table of all problems sorted by start date. To go to a specific start date number just type the start date and the selection will reposition itself to that start date.

Note: If the records in the data file do not meet the filter requirements (as may be the case for Open Problems) or the data file is empty then the form for adding a record will automatically appear.

Choosing Records:

To add a new record Press the "Insert" key.
To select a record for modification use the "Arrow" keys.
to delete a record press the "Delete" key.

A special copy function can be invoked by pressing ^C (Ctrl-C). This will copy the record that the highlight bar is on and immediately go to record change form This can come in handy if you know that a problem has occurred before.

| Show Assignments By DOC# | | | | | | |
|--------------------------|----------|----------|-----|---------|-------|--|
| Locate: | | | | | | |
| DOC | Date | Priority | LAN | TR Code | Fixed | |
| 1 | 12/31/90 | 1 | 1 | 400 | YES | |

| |
|---------------------|
| Show Assignments |
| Show Open Problems |
| Show All Problems |
| Return to Main Menu |

Ins to Add Enter to Change

Del to Delete

F2 to Exit

||

The form for entering, editing or changing data records is shown below.
 Required fields are: Date and Priority.
 Priorities should be assigned with following in mind:

- 1)Is there a work around for the client.
- 2)How long can the client can wait for the problems to be resolved.
- 3)Does the problem severely impact the clients ability to do work.

Lookup Tables can be accessed by pressing F3 for the following fields:
 Customer, TR Code, and Problem. This allows for some standardization when
 assigning codes for different types of problems and when looking up a
 clients name.

An important field to remember is the "FIXED" field. This field tells
 the program whether or not the problem was resolved (fixed) or reassigned
 to another department (if reassigned to another department then you should
 use "YES" for the fixed field). The table for "Show Open Problems" will
 only show those problems (records) with the fixed field showing "No".

The Minutes field is for the amount of time required to resolve the
 individual problem.

Special Notes:

- 1)The message "Record will be Added" on the form has 2 other variations.

- Record will be Changed
- Record will be Deleted

- 2)F1 will bring up a HELP screen for each field.
- 3)If you have entered or changed data and try to exit the form (F2)
 without saving a screen will pop up to remind you that you will lose
 your changes.
- 4)When data is deleted it is gone for good, so make sure that you really
 want to delete the record before proceeding.

```

  _____
 | Show Assignments By Date |
 |_____
 | Record will be Added |
 |_____
 | Date |
 |_____
 | Date : 00/00/00 Priority: 0 LAN: 0 DOC No.: 0 |
 | Customer: |
 | TR Code : 0 |
 | Problem : |
 |_____
 | Reassigned To: OR Fixed : YES NO |
 | Date : / / |
 | Minutes: 0 |
 |_____
 | Problems |
 |_____
  
```

Solution |

Ins to Add

Del to Delete

Enter to Change

F2 to Exit

Client List:

Brings up a table of all clients in the database. To go to a specific Client just type the last name and the selection will reposition itself to the client.

Choosing Records:

To add a new record Press the "Insert" key.
To select a record for modification use the "Arrow" keys.
to delete a record press the "Delete" key.

A special copy function can be invoked by pressing ^C (Ctrl-C). This will copy the record that the highlight bar is on and immediately go to record change form This can come in handy if you know that a problem has occurred before.

```
Client Tracker
-----
Assignment Tracker  Locate :
-----
May
Manage Assignments  Last Name  Phone
-----
Manage Client List
-----
Manage Codes
-----
Reports
-----
View Copyright
-----
Quit to DOS
```

The form for entering, editing or changing data records is shown below. There are no required fields.

```
Client Tracker
-----
Assignment Trac  Locate :
-----
Last Name  Phone
-----
Record will be Added
-----
Client (Last/First) | /
Location            |
Station            | Phone :
Supervisor         |
```

| | | |
|-----------------|--------|--|
| Comment --> | | |
| Comment --> | | |
| Administrator : | YES NO | |

Trouble / Code List:

Brings up a table of all Trouble Codes in the database. To go to a specific trouble code just type the number (note how the numbers are arranged) and the selection will reposition itself to the Trouble Code.

Choosing Records:

To add a new record Press the "Insert" key.

To select a record for modification use the "Arrow" keys.

to delete a record press the "Delete" key.

A special copy function can be invoked by pressing ^C (Ctrl-C). This will copy the record that the highlight bar is on and immediately go to record change form This can come in handy if you know that a problem has occurred before.

| Trouble / Code List | |
|---------------------|-------------------------------|
| Locate: | |
| 100 | HARDWARE |
| 101 | HARDWARE - PC |
| 102 | HARDWARE - PRINTER (LOCAL) |
| 103 | HARDWARE - PRINTER (LAN) |
| 104 | HARDWARE - LAN CARD/DATA JACK |
| 105 | HARDWARE - GATEWAY |
| 107 | HARDWARE - PRINTER (HAP/LAP) |
| 200 | SOFTWARE - LOCAL |
| 201 | SOFTWARE - LAN |
| 202 | SOFTWARE - LAN (WP) |
| 203 | SOFTWARE - LAN (123) |
| 204 | SOFTWARE - LAN (QDOS) |
| 205 | SOFTWARE - LAN (HEADROOM) |
| 206 | SOFTWARE - LAN (MENU) |
| 207 | SOFTWARE - LAN (FOXBASE) |

The form for entering, editing or changing data records is shown below.
There are no required fields.

| | |
|---------------------|----------|
| Trouble / Code List | |
| Locate: | |
| 100 | HARDWARE |

| | |
|------------------------|--|
| Record will be Changed | |
| Trouble Code: 100 | |
| Description : HARDWARE | |

| | | |
|-----|---------------------------|--|
| 200 | SOFTWARE - LOCAL | |
| 201 | SOFTWARE - LAN | |
| 202 | SOFTWARE - LAN (WP) | |
| 203 | SOFTWARE - LAN (123) | |
| 204 | SOFTWARE - LAN (QDOS) | |
| 205 | SOFTWARE - LAN (HEADROOM) | |
| 206 | SOFTWARE - LAN (MENU) | |
| 207 | SOFTWARE - LAN (FOXBASE) | |

Reports:

Brings up the report module. Reports available are:

| | |
|---------------------|--|
| Print Reports | |
| Client List | |
| Assignments by Date | |
| Problems / Fixes | |
| Report TR Codes | |
| Time Totals | |
| Return to Main Menu | |

- 1)Client List
- 2)Assignments by Date - From todays' date back 21 days
- 3)Problems / Fixes - From todays' date back 21 days
- 4)Report TR Codes
- 5)Time Totals - From todays' date back 21 days

Each report gives the user the choice of printing to:

Screen
Printer (LPT1,2,3,4)
File on Disk

View Copyright:

Probably the most seldom used Main Menu choice. It does exactly as it says.

Tables

Tables are scrollable and are your window to adding, deleting, and editing entries.

- To Edit an entry press F10 or Enter
- To Delete an entry press Del
- To copy an entry press Ctrl-C, the program will copy and immediately go to the edit screen.
- To start a new entry press Ins

Please note the special keys section further in this documentation.

Forms

Forms are used for entering the new and editing the old. There are forms associated with all tables including Lookup tables.

Lookup Tables

Lookup tables are there to make entry of canned entries easy and uniform since they can be defined and agreed upon before use. Forms attached to tables for problems have Lookup tables associated with some data fields. Customer, Tr Code, and Problem have Lookup tables attached to them. Lookup tables can be accessed using the F3 key.

* Please note that the only required fields are "Date and Priority".

Special Keys

F1.....Help Key (Throughout Program)
F2.....Cancel, Exit Key (Throughout Program)
F3.....Lookup Table Key (Forms)
F6.....Expand Problem Description Memo Key (Forms)
F10.....Save, Accept Key (Throughout Program)
Ctrl-C.....Copy Table Record and Start Edit of
 Record Key Combination (Tables)

I have tried to make the program interface as user friendly as possible. If you have any suggestions please drop me a line and I will

try to comply.