

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>

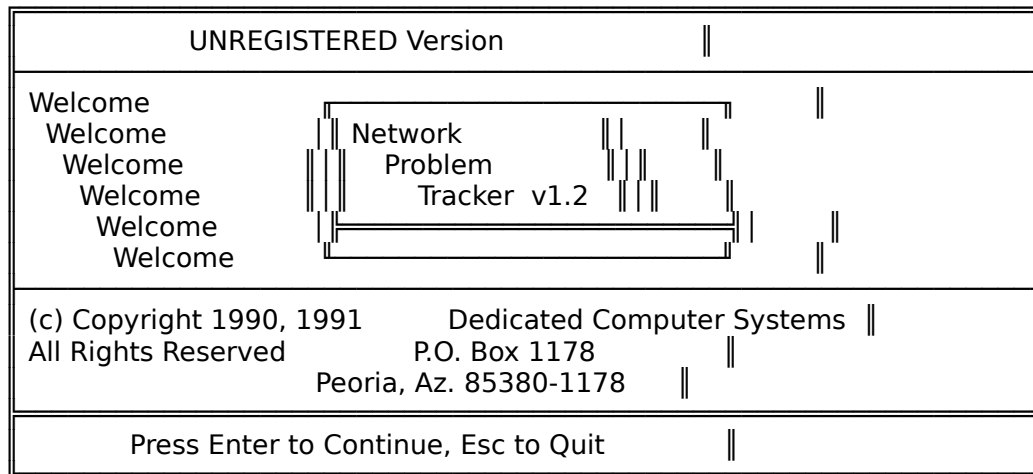
Using this Application on a Network

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).

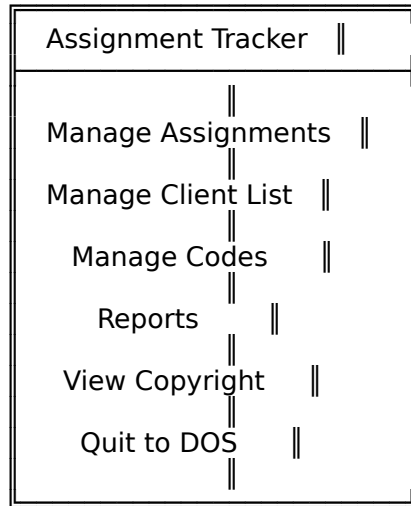
**TRCODE.DAT (and associated key files) already have data in them associated with probable trouble codes and descriptions you may use or delete this data at your discretion.

OPENING SCREEN

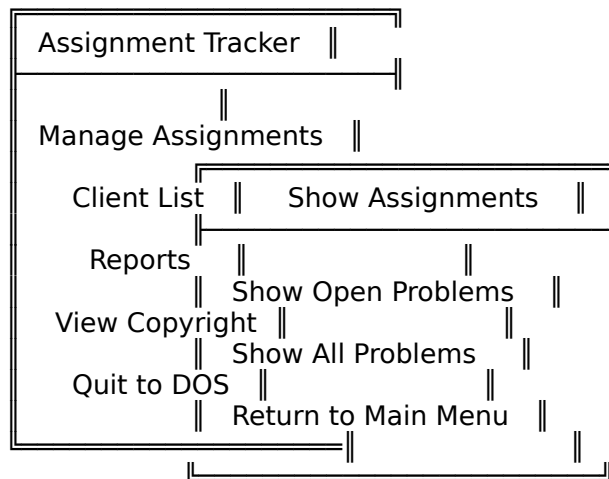


This is the opening screen for the "UNREGISTERED" version of NPT, the blinking UNREGISTERED Version is changed to REGISTERED for registered users.

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.