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## **Appendix C LSC File List**



This appendix contains a list of all the files included with LAN Support Center.

## LSC Main File List

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<b>File Name</b>	<b>Purpose</b>
USEBRQ.BAT	The batch file that enables users to run LSC with the server-based Btrieve
USEBTR.BAT	The batch file that enables users to run LSC with the client-based Btrieve
FILE.DDF	Data dictionary file #1 needed to build custom reports.
FIELD.DDF	Data dictionary file #2 needed to build custom reports.
INDEX.DDF	Data dictionary file #3 needed to build custom reports.
CONVERT.DLL	The library that converts LSC 2.x database to 3.0 format
LSC.EXE	The main executable program that runs LSC.

## LSC Ticket Records Databases

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<b>File Name</b>	<b>Purpose</b>
HLPDSK1A.DAT	Action header database
HLPDSK1H.DAT	Ticket header database
HLPDSK1P.DAT	Ticket problem description database
HLPDSK1T.DAT	Action description database

## LSC Administrative Databases

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<b>File Name</b>	<b>Purpose</b>
HLPDSK1C.DAT	Unique Account IDs with corresponding information database
HLPDSK1D.DAT	Department database
HLPDSK1F.DAT	Filter criteria database
HLPDSK1G.DAT	Product category database
HLPDSK1H.DAT	Action code database
HLPDSK1L.DAT	Last name database
HLPDSK1M.DAT	First name database
HLPDSK1N.DAT	Network address database
HLPDSK1Q.DAT	Query database
HLPDSK1R.DAT	Report database
HLPDSK1S.DAT	Staff (Login, security, etc.) database
HLPDSK1U.DAT	Issue type database
HLPDSK1V.DAT	Report query database
HLPDSK1X.DAT	Labeling database
HLPDSK1Y.DAT	Problem type database
HLPDSK1Z.DAT	Unique Company IDs with corresponding information database

## Pre-defined LSC Reports

**NOTE:**

*If you have modified the LSC database labels, the report names listed in the Choose Report dialog box will reflect the current labels.*

File Name	Report Name
ALLACCT.RPT	All Tickets by Account ID
ALLSTAFF.RPT	All Tickets by Assigned To
ALLDEPT.RPT	All Tickets by Department
ALLDATE.RPT	All Tickets by Date
ALLPRIOY.RPT	All Tickets by Priority
ALLPBTYP.RPT	All Tickets by Problem Type
AINITSTF.RPT	Average Initial Response Time by Assigned To
AVEINIT.RPT	Average Initial Response Time by Problem Type
AVESTAFF.RPT	Average Time to Close by Assigned To
AVEPBTYP.RPT	Average Time to Close by Problem Type
CLEDEPT.RPT	Client listing by Department
CLENAME.RPT	Client listing by Last Name, First Name
CLSSTAFF.RPT	Closed Tickets by Assigned To
CLSDATE.RPT	Closed Tickets by Date
CLSDEPT.RPT	Closed Tickets by Department
CLSPRIOY.RPT	Closed Tickets by Priority
CLSPBTYP.RPT	Closed Tickets by Problem Type
ACTLIST.RPT	Daily Action Listing by Person
MONPBTYP.RPT	Monthly Statistics by Problem Type
MONTCKT.RPT	Monthly Ticket Load Statistics by Problem Type
OPNSTAFF.RPT	Open Tickets by Assigned To
OPNDATE.RPT	Open Tickets by Date
OPNDEPT.RPT	Open Tickets by Department
OPNPRIOY.RPT	Open Tickets by Priority
OPNPBTYP.RPT	Open Tickets by Problem Type
TCKETDET.RPT	Ticket Details
QUERY.RPT	Last page of all printed reports which lists the queries applied to the report.

## LSC Dynamic Link Libraries

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File Name	Purpose
BDIABOUT.DLL	McAfee About Box
BWLIB.DLL	McAfee License Installation
CHK4BRQ.DLL	McAfee Check for Brequest
COMMDLG.DLL	Common Dialog Boxes
CRPE.DLL	Crystal report engine
CTL3D.DLL	Three-D effects to controls
NWCALLS.DLL	Netware functions
NWUTIL.DLL	McAfee NetWare utilities
PDBBTRV.DLL	Crystal's Btrieve DLL
PDCTBTRV.DLL	Crystal's Btrieve DLL
TBPRO1W.DLL	Toolbox DLL
TBPRO2W.DLL	Toolbox DLL
TBPRO3W.DLL	Toolbox DLL
TBPRO5W.DLL	Toolbox DLL
UFLSAMP1.DLL	Crystal Report DLL
UFLSAMPT.DLL	Crystal Report DLL
WBHANDLE.DLL	McAfee Btrieve Handler
WBTRCALL.DLL	Novell Btrieve DLL
WBTRVDEF.DLL	Novell Btrieve DLL
WBTRVRES.DLL	Novell Btrieve DLL

## Crystal Reports v2.0 Files

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File Name
CR2.BMP
CR3.BMP
CR4.BMP
00019144.DAT
00028747.DAT
BWCC.DLL
CRXLATE.DLL
DDEML.DLL
P3CONV.DLL
P3DIB.DLL
P3FILE.DLL
P3INFO.DLL
PXENGWIN.DLL
CRW.EXE
CRW.HLP
CRW.INI
CRW.NET
BTRLABEL.RPT
BTRORDER.RPT
LABELS.TXT

Notes