Chapter 5 Setup and Administration

The previous chapter provided an overview on accessing LSC ticket data. This chapter discusses the setup and administration of the LSC parameters.

Introduction

The LAN Support Center setup and administrative procedures require minimal effort on the part of the LSC administrator. For those aspects of the system which do need to be maintained, the procedures for doing so are simple and intuitive.

LSC setup and administrative procedures include the following:

- ❑ Assigning support staff logins and granting rights
- ❑ Setting up account IDs
- ❑ Setting up company IDs
- ❑ Defining the database labeling scheme
- ❑ Maintaining qualification lists
- ❑ Defining the types of problems to be tracked
- ❑ Archiving and restoring tickets
- ❑ Printer setup and administration

NOTES:

a - LSC can be used immediately after installation.

b - There should be one LSC administrator primarily responsible for the features discussed in this chapter.

What's in this Chapter

The following chart describes the sections in this chapter:

SECTION	DESCRIPTION
Database Labeling	Provides procedures for customizing the LSC database labels to satisfy the requirements of your support environment.
Staff Membership and Security	Provides procedures for assigning LSC login names, passwords and access rights.
Account IDs	Provides procedures for setting up LSC accounts. Also provides procedures for editing and deleting account information.
Company IDs	Provides procedures for setting up LSC company data. Also provides procedures for editing and deleting company information.
Qualification Lists	Provides a description of the LSC qualification databases. Also provides procedures for adding, modifying and deleting items in any of the database lists.
Archiving and Restoring Tickets	Provides procedures for moving a group of selected tickets into an historical database. Also provides procedures for restoring archived tickets into the current database.
Printer Setup and Administration	Provides procedures for defining the printer on which you want to generate LSC reports and for setting print parameters.

Database Labeling

The LSC database labeling scheme greatly affects the way support data is entered, retrieved and compiled during report generation. The database labels are used to categorize the ticket information, and as a result, database planning and labeling becomes an important factor in your installation and use of LSC.

Planning the LSC database labels should begin with a review of your organization's current support procedures. For example, after the evaluation, you might discover that a label or field called COMPANY is more applicable then the default label called DEPARTMENT. Further, you might find that SITE should be used in place of the FIRST NAME field.

NOTES:

a - Before modifying the database labels, review several of the pre-defined reports supplied with LSC. Reviewing the reports will help you determine if your organization requires database label changes. Chapter 8 of this manual presents the procedures for generating and customizing LSC reports. Also refer to the section entitled "Sample Reports" in Chapter 8 to view several illustrations of the pre-defined LSC reports.

b - Any changes made to the database labels are also reflected in the reports.

LSC provides a default labeling scheme which can either be tailored to satisfy the requirements of your support environment or can be used without any modification.

Figure 5-1 illustrates LSC's default database labels which serve as categories of information under which ticket data is stored.

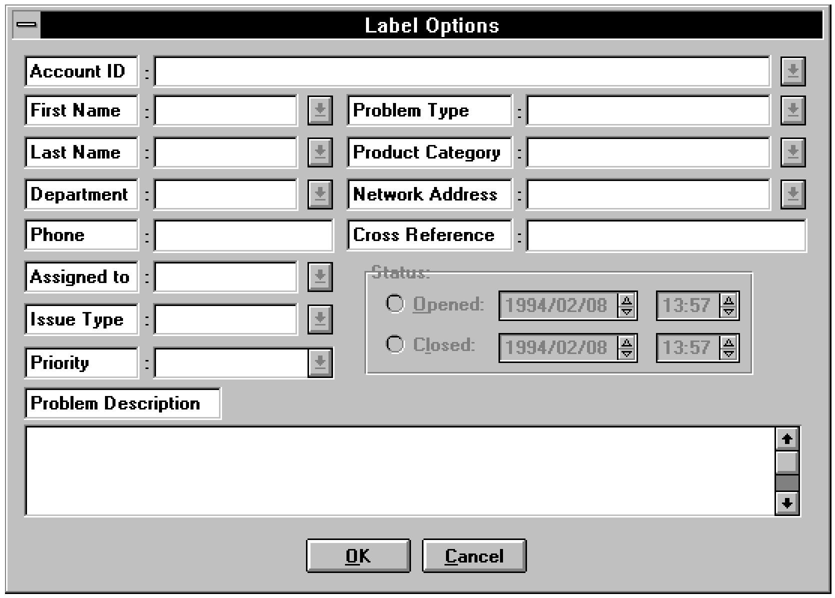

Figure 5-1: The Default Database Labels

After careful planning, the labels in the Label Options dialog box can be modified to reflect your support tracking requirements.

NOTES:

a - The fields which have a down arrow button represent LSC "qualification lists" (discussed in detail on page 104). Changing the name of one of these fields also changes the name of the associated qualification list.

b - In all qualification lists except Priority, entries can be added, removed or modified. (Even if the Priority label is changed, the pre-defined Priority-type names can only be edited.)

Customizing Database Labels

Use the following procedure to customize the ticket label names.

1. **Choose the Label Options command from the Administration menu.**

   The Label Options dialog box displays, showing the currently defined labels for each field in the LSC ticket database, as shown in Figure 5-2.

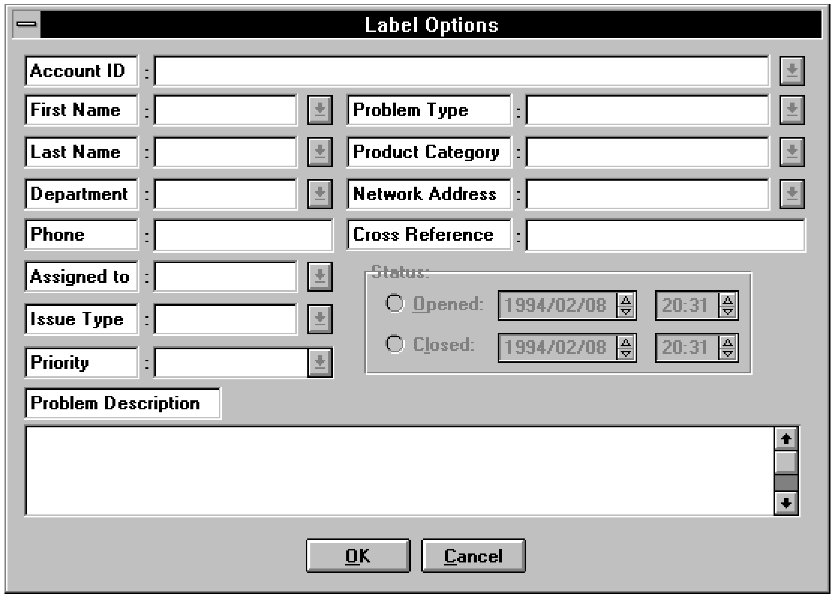

Figure 5-2: The Current Database Labels

2. Make the appropriate changes to the labels.

To change a label name, move the typing cursor into a field, delete the existing label and then type the new label name.

NOTES ON MODIFYING LABELS:

a - Press the <TAB> key to move the cursor quickly from field to field in the Label Options dialog box.

b - Labels can consist of any typed characters. The new label name must fit in the field space provided (i.e., the fields do not scroll).

c - The following fields are linked to the Account ID field: First Name, Last Name, Phone, Department and Network Address. For example, assume that the following information is entered for a new ticket: Account ID=BLUE RIBBON, First Name=MARY, Last Name=JONES, and Department=SALES. In this case, the next time that BLUE RIBBON is entered into the Account ID field, then MARY, JONES and SALES will automatically display in the First Name, Last Name and Department fields, respectively. These fields remain linked even if their label names are changed. (Accounts are set up using the procedures on page 95.)

d - The Product Category field is a sub-field of Problem Type. For example, a Problem Type might be entered as “Software.” Related Product Categories might then be entered as “Spreadsheets” and “Word Processors.” These fields remain linked even if their label names are changed. (Product Categories are defined using the procedures on page 108.)

3. Choose the OK button to save the changes.

The Label Options dialog box closes, and all Ticket windows will reflect the new labels.

NOTE:
Labels can be modified after issuing and saving tickets; however, all ticket data reflects the database labels that are present when the ticket is saved. For example, if a ticket is saved with JOHN in the First Name field and the First Name label is later changed to Company, then the same ticket will have JOHN in the new Company field.

Staff Membership and Security

Every LSC support staff user must be assigned a unique ID and password which defines the LSC activities he or she can perform. The unique ID also determines the first three characters of all tickets created by the user. (For more information on the ticket numbering scheme, refer to “The Ticket Window” in Chapter 4.)

Before LSC is launched, the user must provide a valid user name and password combination. When a user successfully logs into LSC, the LSC application window displays.

Defining LSC staff users and assigning unique IDs and passwords is an on-going action performed by the LSC administrator. In addition to adding and removing users, the LSC administrator is responsible for granting user rights and modifying those rights if the users’ support responsibilities change.

NOTES:

a - The commands available from the Administration menu are enabled only for those users who are granted the appropriate rights. For example, if Dan is not given the right to Setup Staff, then the Setup Staff command on Dan’s Administration menu is disabled.

b - Changing the default LSC login name and password (i.e., LSC and LSC) is highly recommended.

Adding Support Staff

Use the following procedure to add new support staff members and define their rights within the LSC environment.

1. **Choose the Setup Staff command from the Administration menu.**

The Setup Staff dialog box displays listing the initials of the defined LSC staff members, as shown in Figure 5-3.

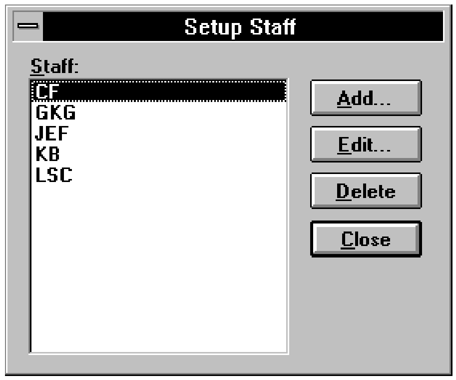

Figure 5-3: The LSC Staff List

2. **To add a new staff member, choose the Add button.**

   The Add Staff dialog box displays, as in Figure 5-4.

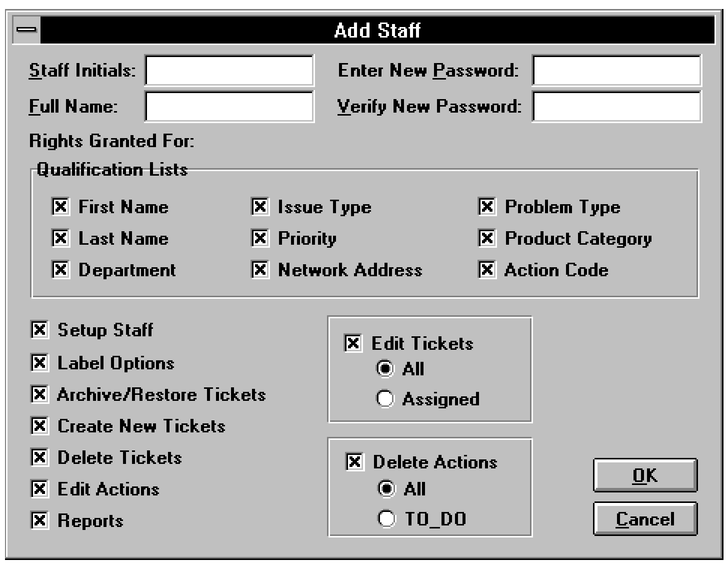

Figure 5-4: Adding a New Staff Member

3. **Enter the new staff member's information.**

Enter the following information for the new LSC user:

- ❑ **Staff Initials** - Enter a *unique* code for the new user's LSC login name. A maximum of 3 characters can be entered.
- ❑ **Full Name** - In the field space provided, enter the new user's full name. This is an optional field.
- ❑ **Enter New Password** - Enter the new user's 8 character password. This is an optional field. The typed information displays as asterisks for password protection.
- ❑ **Verify New Password** - Verify the 8 character password entered in the above field by re-entering the new user's password. This must *exactly* match the password entered in the Enter New Password field. The typed information displays as asterisks for password protection.
- ❑ **Rights Granted For Qualification Lists** - Place a checkmark next to each qualification list the user is able to modify. For example, if a new user is to be restricted from modifying any of the qualification lists, then do not check any of the qualification list items in the Add Staff dialog box.

NOTE:

When a user is restricted from modifying a qualification list, the user is unable to add/edit entries via the Qualification Lists dialog box or the Ticket window. For example, if Dan is not given the right to modify the Problem Type list, then he cannot edit the Problem Type qualification list entries (via the Administration/Qualification Lists command). Dan also cannot enter a new problem type into the corresponding field of a Ticket window. In this case, Dan can only select existing entries from the Problem Type field drop-down list.

- ❑ **Rights Granted For Actions** - Place a checkmark next to each LSC action the user is allowed to perform. Rights for the Edit Tickets and Delete Actions options can be further defined to include one of the sub-categories. For example, a new user might be allowed to edit only the tickets assigned to him or her.

NOTES:

a - Having only one "LSC Administrator" who is given the right to Setup Staff and Define Label Options is recommended.

b - By default, all rights are enabled when adding a new user.

4. Choose the OK button.

The Add Staff dialog box closes, and the initials entered for the new staff member are listed in the Setup Staff dialog box.

Maintaining Support Staff

As staff positions and responsibilities change, the LSC support staff information must be maintained. For example, assume that Mary receives a promotion to Support Manager. As a result of Mary's promotion, her LSC rights may be modified to allow for ticket deletion, report generation and archiving/restoring ticket databases.

Use the following procedure to delete or edit an existing support staff member's information.

1. **Choose the Setup Staff command from the Administration menu.**

   The Setup Staff dialog box displays, listing the initials of the defined LSC staff members.

2. **To delete a staff member, highlight the staff member's name in the Setup Staff dialog box and choose the Delete button.**

   The message "Delete the Staff selected?" displays. Choose the Yes button to delete the staff member.

3. **To edit a staff member's information, highlight the staff member's name in the Setup Staff dialog box and choose the Edit button.**

   The Edit Staff dialog box displays, as in Figure 5-5.

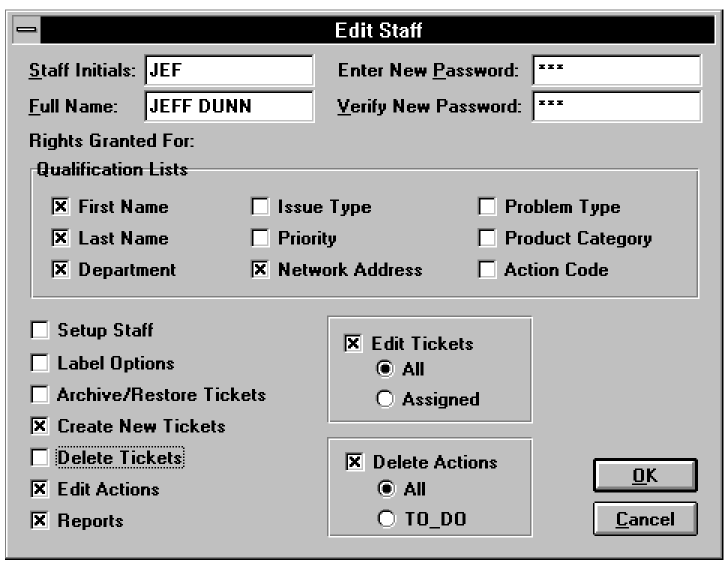

Figure 5-5: Editing Staff Member Information

4. **Edit the staff member's information.**

This box is identical in form and usage to the Add Staff dialog box with the exception that the operations are performed for an existing LSC user rather than for creating a new user.

5. **Choose the OK button.**

   The Edit Staff dialog box closes.

Accounts IDs

LSC accounts can be defined to identify companies, persons or events for which tickets are created. The benefits of assigning account IDs to tickets are as follows:

- **Assigning account IDs to tickets enables you to categorize the tickets according to an account.** The Ticket window has an Account ID field in which the account's identifying code or name can be entered to indicate that the ticket "belongs" to a specific account. For example, it might be helpful to list all tickets that were created for the Blue Ribbon company. By doing so, you can determine the types of problems that Blue Ribbon is having and incorporate new procedures to eliminate the problems.
- **Assigning account IDs to tickets facilitates data entry.** When an existing account ID is selected from the drop-down list in the Ticket window, the related account information is automatically entered.

  Related account information includes an Account ID, First Name, Last Name, Phone, Department, Network Address and Company ID.

NOTE:
Assigning a Company ID to the account links the company data with the account data. Each time an account ID is entered on a ticket, the ticket's contact details information is automatically populated with the company data.

Accounts are set up and maintained using the procedures in this section.

Adding Accounts

Use the following procedure to add new LSC accounts.

1. **Choose the Setup Account command from the Administration menu.**

The Setup Account dialog box displays listing all accounts, as in Figure 5-6.

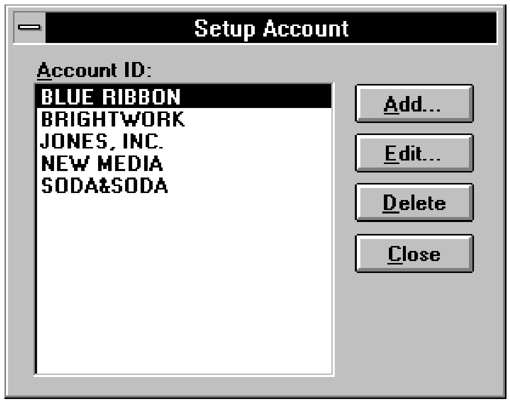

Figure 5-6: A List of LSC Accounts

2. **To add a new account, choose the Add button.**

   The Add Account dialog box displays, as in Figure 5-7.

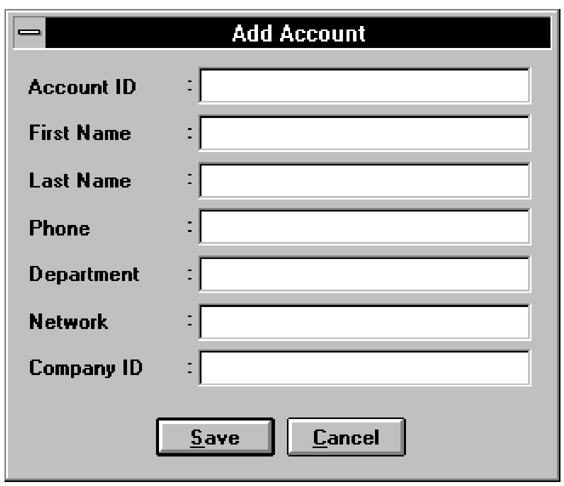

Figure 5-7: Adding a New Account

3. **Enter the new account information.**

   Enter the following information for the new LSC account:

   - **Account ID** - Enter a *unique* code or name to identify the new account. A maximum of 55 characters can be entered. For example, enter "Blue Ribbon" to identify the Blue Ribbon company account, or enter #3456 to identify the customer having account #3456. This is the only required field in the Add Account dialog box.
   - **First Name** - Enter the first name of the person assigned to the account. A maximum of 20 characters can be entered.
   - **Last Name** - Enter the last name of the person assigned to the account. A maximum of 20 characters can be entered.
   - **Phone** - Enter the phone number of the person assigned to the account. A maximum of 27 digits can be entered.
   - **Department** - Enter the department in which the person assigned to the account belongs. A maximum of 30 characters can be entered.
   - **Network** - Enter the network address of the person assigned to the account. A maximum of 20 digits can be entered in the following format: 8 digits:12 digits (the colon is required).
   - **Company ID** - Enter the unique code or name which identifies the contact details to be attached to all tickets that are assigned the account ID. A maximum of 40 characters can be entered.

NOTES ON ENTERING ACCOUNT INFORMATION:

a - Entering a company ID in the Add Account dialog box links the account data to the company data. Each time the account ID is entered in a Ticket window, all related company data is automatically entered in the ticket's Contact Details dialog box. Refer to the procedures on page 100 for setting up Company IDs.

b - If you have changed the database labels for First Name, Last Name, Phone, Department or Network, then the changed labels will be reflected in the Add Account dialog box.

c - The information entered in the First Name, Last Name, Phone, Department and Network fields is only added to the corresponding qualification list when the account is used in a ticket. For example, if the "ABC" account is set up with "Smith" in the Last Name field, then Smith is only added to the Last Name qualification list when a ticket is created for account ABC.

4. **Choose the Save button.**

The Add Account dialog box closes, and the new account ID is listed in the Setup Account dialog box.

Maintaining Accounts

Use the following procedure to delete or modify the information for an existing account.

NOTE:
Account ID data can also be modified from within the Ticket window. When account information is changed in the Ticket window and the ticket is then saved, a prompt displays giving you the option to update the account information.

1. **Choose the Setup Account command from the Administration menu.**

   The Setup Account dialog box displays listing all accounts.

2. **To delete an account, highlight the account name in the Setup Account dialog box and choose the Delete button.**

   The message “Do you wish to delete this entry?” displays. Choose the Yes button to delete the account.

3. **To edit account information, highlight the account name in the Setup Account dialog box and choose the Edit button.**

   The Edit Account dialog box displays, as in Figure 5-8.

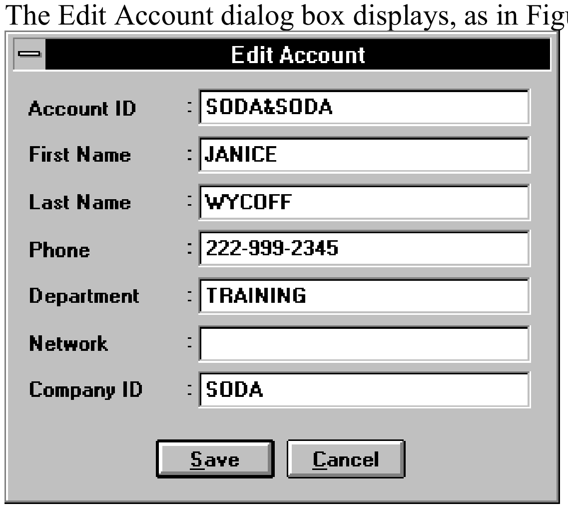

Figure 5-8: Editing Account Information

4. **Edit the account information.**

This box is identical in form and usage to the Add Account dialog box with the exception that the operations are performed for an existing LSC account rather than for creating a new account.

5. **Choose the Save button.**

   The Edit Account dialog box closes.

Company IDs

Company IDs are unique names which identify the contact details of a company. Details include the company's address, fax number and Email information.

Assigning company IDs facilitates data entry in the Contact Details dialog box. When an existing company ID is selected from the drop-down list, the related company information is automatically entered. Furthermore, a Company ID can be linked to an Account ID (refer to page 95). Each time an account ID is entered in a Ticket window, the ticket's contact details information is automatically populated with the company data.

Company IDs are set up and maintained using the procedures in this section.

Adding Company IDs

Use the following procedure to add new company IDs.

1. **Choose the Setup Company command from the Administration menu.**

   The Setup Company dialog box displays, listing all companies that have been assigned IDs, as in Figure 5-9.

Figure 5-9: A List of LSC Company IDs

2. **To add a new company ID, choose the Add button.**

The Add New Company dialog box displays, as in Figure 5-10.

Figure 5-10: Adding a New Company

3. **Enter the new company information.**

   Enter the following information for the new LSC company:

   - **Company ID** - Enter a *unique* code or name to identify the new company. A maximum of 40 characters can be entered. For example, enter "Blue Ribbon-TX" to identify Blue Ribbon's Texas office site. This is the only required field in the Add New Company dialog box.
   - **Address Line 1 & 2** - Enter the address of the company. A maximum of 30 characters can be entered.
   - **City** - Enter the city in which the company is located. A maximum of 20 characters can be entered.
   - **State** - Enter the state in which the company is located. A maximum of 10 characters can be entered.
   - **Zip** - Enter the zip code of the company. A maximum of 10 characters can be entered.
   - **Country** - Enter the country in which the company is located. A maximum of 15 characters can be entered.
   - **Fax** - Enter the company's fax number. A maximum of 20 characters can be entered.
   - **Email** - Enter the company's Email information. A maximum of 50 characters can be entered.

4. **Choose the Save button.**

   The Add New Company dialog box closes, and the new company ID is listed in the Setup Company dialog box.

HINT:
An account is only linked one company ID. Therefore, for a company that has several locations, link the most frequently used location to the account ID.

Maintaining Company IDs

Use the following procedure to delete or modify the information for an existing company.

NOTE:
Company ID data can also be modified from within the Contact Details dialog box. When company information is changed in the Contact Details dialog box and the Save button is chosen, a prompt displays giving you the option of updating the company information.

1. **Choose the Setup Company command from the Administration menu.**

   The Setup Company dialog box displays listing all companies.

2. **To delete a company, highlight the company name in the Setup Company dialog box and choose the Delete button.**

   The message “Do you wish to delete this entry?” displays. Choose the Yes button to delete the company.

3. **To edit company information, highlight the company name in the Setup Company dialog box and choose the Edit button.**

The Edit Company dialog box displays, as in Figure 5-11.

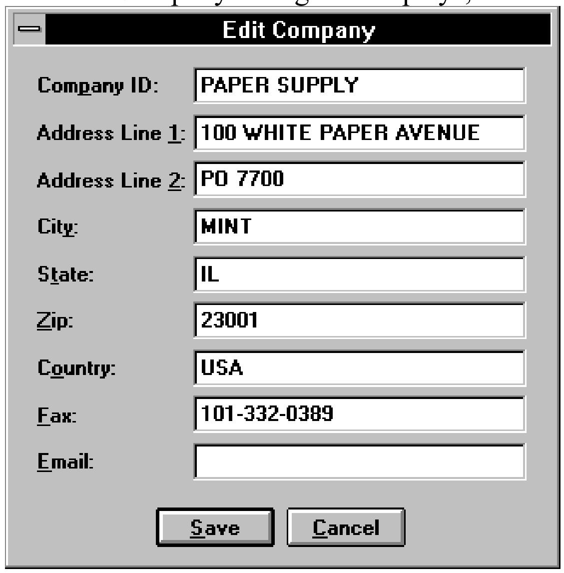

Figure 5-11: Editing Company Information

4. **Edit the company information.**

   This box is identical in form and usage to the Add New Company dialog box with the exception that the operations are performed for an existing LSC company rather than for creating a new company.

5. **Choose the Save button.**

   The Edit Company dialog box closes.

Qualification Lists

The LSC database is made up of several lists which maintain and categorize ticket information. Most ticket information is obtained from or written to a “qualification list,” which is used for data validation and for compiling ticket records.

Qualification lists cannot be added to LSC; however, individual entries in most qualification lists can be added, modified and/or removed to reflect your own support environment. For example, by default LSC includes the entries INFO and PRODSTAT in the Issue Type qualification list. Your support environment may also require an Issue Type called REFERENCE.

Many qualification lists directly correspond to the fields in the Ticket window. For example, there is a Priority qualification list which corresponds to the Priority field. When creating or editing tickets, the fields with a drop-down list let you select existing entries from the corresponding qualification list. This feature is important to maintaining the integrity and consistency of the LSC ticket data.

Many of the qualification lists are populated with information upon the installation of LSC. The following table describes the contents and intent of each qualification list.

Qualification List	Description	Default Entries
Action Code	Code used to indicate the action taken on a ticket. The TO_DO default entry name cannot be edited or deleted.	REROUTED SOLVED TELEPHONED TO_DO
Department	Departments or areas in which callers work (e.g., ACCOUNTING, SALES or COST_CENTER#1, ABC CO).	ACCOUNTING ADMIN INT’L SALES MARKETING SALES TRAINING
First Name	First names of the callers.	
Issue Type	Type of ticket for categorization purposes (e.g., BUG, INFO).	INFO PRODSTAT

Continued...

Qualification List	Description	Default Entries
Last Name	Last names of the callers.	
Network Address	Network addresses of the callers.	
Priority	Priorities that can be assigned to a ticket. The entry names in the Priority list can only be edited: new entries cannot be added and existing entries cannot be deleted. This is true even if the Priority label is changed. Further, the color display of the default priorities in the View Tickets window is as follows: Urgent=red; Important=pink; Necessary=green; Desired=brown. This is true even if the Priority entry names are changed.	URGENT IMPORTANT NECESSARY DESIRED
Problem Type	Names used to describe and categorize the type of problems the callers are experiencing. This database has related sub-categories. Refer to the discussion on page 108 entitled "Managing Problem Type Sub-categories."	

NOTES ON THE QUALIFICATION LIST TABLE:

a - The default qualification list names are listed in the table above. If you change the LSC database labels, your qualification list names also change.

b - The term "caller" is used to represent the person for whom the ticket is created (e.g., the person requesting support, the person requiring a training class).

c - The Assigned To category is not considered a qualification list because the entries that display in this drop-down field in the Ticket window are driven by the support staff users' initials listed in the Setup Staff dialog box. Similarly, the Account ID category is not a qualification list –the entries that display in this drop-down field in the Ticket window are driven by the IDs listed in the Setup Account dialog box.

Modifying Qualification Items

The qualification list items provided with LSC can be customized to apply specifically to your organization. For example, you might want to modify the items in the Departments list so they specifically apply to your support environment. In addition to the Department names provided by LSC, you might want to categorize support calls by mail stops or cost centers.

NOTES:

a - Users are only able to modify the qualification lists that are checked in their user profile (i.e., the rights they were granted via the Administration/Setup Staff command).

b - If a user is given the right to modify a qualification list, then the user can add entries to the list by entering the information directly into the corresponding fields of a Ticket window. When the ticket is saved, the new entry is added to the appropriate qualification list. For example, if user Helen has the right to modify the Department list, then Helen can save a ticket having QA in the Department field. Doing so will add QA to the Department qualification list without having to perform the procedure below.

Use the following procedure to modify a database item.

1. Choose the Qualification Lists command from the Administration menu.

The Qualification Lists dialog box displays, as in Figure 5-12.

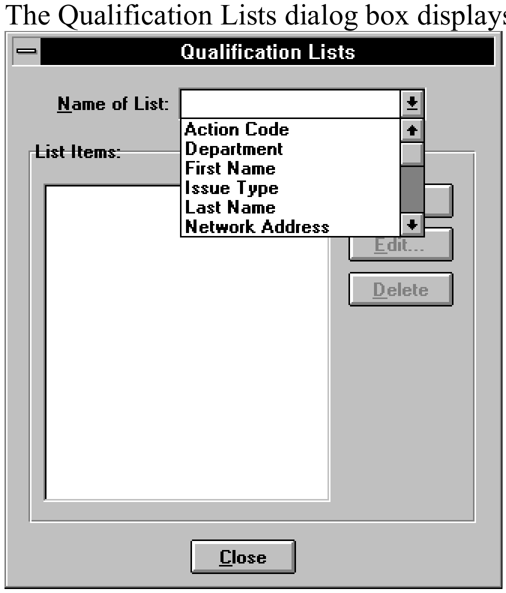

Figure 5-12: Displaying the Qualification List Names

2. **Select a name from the drop-down list associated with the Name of List field.**

   Choose the down arrow button next to the Name of List field to view all qualification list names. When a qualification list is selected, its items display in the List Items field. In Figure 5-13, the Action Code database has been selected, and its items consist of the following: REROUTED, SOLVED, TELEPHONED and TO_DO. These items represent the type of actions that can be assigned to a ticket.

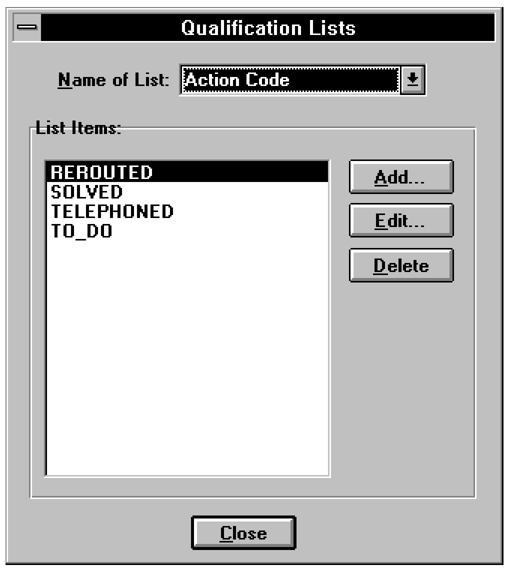

Figure 5-13: Displaying the Items in the Action Code List

3. **Modify the qualification list item information.**

   Possible modifications include the following:

   - **Adding an item -** To add a new item to a list, choose the Add button. An Add Item dialog box displays prompting you to specify the name of the new item. Type the name and choose the OK button. The new item is added to the qualification list.
   - **Editing an item -** To edit an existing item in a list, highlight the item and choose the Edit button. An Edit Item dialog box displays with the selected item name. Make changes to the name and choose the OK button. The item name is updated.

- **Deleting an item -** To delete an existing item from a list, highlight the item in the list and choose the Delete button. The item name is removed from the list.

NOTES:

a - The Priority qualification list items can only be edited: new entries cannot be added and existing entries cannot be deleted.

b - Items for the Problem Type qualification list can be assigned sub-categories. For example, you might want to track the support calls related to printer problems. Related PRINTER sub-categories might include DRUM and CARTRIDGE. Refer to the discussion below entitled "Managing Problem Type Sub-categories."

c - The TO_DO Action item is a special default item and cannot be edited or deleted.

4. To close the Qualification Lists dialog box, choose the Close button.

Managing Problem Type Sub-categories

The Problem Type qualification list categorizes the types of problems monitored by LSC. To further categorize problem types and track your support efforts, detailed sub-categories can be assigned to the items in this list. These sub-categories comprise the Product Category list available from the Ticket window.

For example, your support environment might monitor SOFTWARE problems. Monitoring the SOFTWARE problem type is helpful; however, creating a sub-category named WORD would allow you to monitor specific software problems concerning the Word program. Tracking the Word Software problem type might result in discovering a problem in the way in which the Word program is being installed across your network. It might also result in discovering that your users require more training in using the Word software.

The level of detail entered in the Problem Type list and the related sub-categories affects the integrity and consistency of your LSC data. This list requires careful planning and attention.

HINTS:

a - To avoid having the support staff define sub-categories while creating tickets, define detailed problem type sub-categories.

b - To track unusual/unidentified problems, create a problem type named UNDETERMINED. You can run a report listing all tickets assigned the UNDETERMINED problem type and update the field when the problem is identified.

Use the following procedure to manage the Problem Type sub-categories (i.e., the related Product Categories).

1. **Choose the Qualification Lists command from the Administration menu.**

   The Qualification Lists dialog box displays.

2. **Select the Problem Type database from the drop-down list associated with the Name of List field.**

   The Qualification Lists dialog box shown in Figure 5-14 displays. The Related Product Category field displays listing the sub-category items that pertain to the highlighted list item. For example, in Figure 5-14 the PRINTER item is highlighted, and the sub-categories defined for PRINTER are listed in the Related Product Category field (i.e., CARTRIDGE, DRUM, TONER).

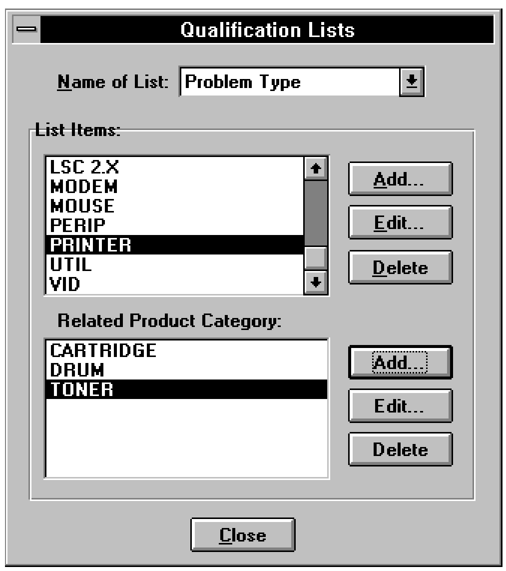

Figure 5-14: Defining Items and Related Problem Type Categories

3. **Define or modify the Related Product Category information.**

- **Adding a Sub-Category** - To add a sub-category to the highlighted problem type, choose the Add button in the lower area of the Qualification Lists dialog box. The Add Related Item dialog box displays, prompting you to specify the name of the new sub-category. Enter the name and choose the OK button. The new sub-category is added to the Related Product Category list.
- **Editing a Sub-Category** - To edit an existing sub-category in the highlighted problem type, highlight the related product category item and choose the Edit button in the lower area of the Qualification Lists dialog box. The Edit Related Item dialog box displays with the selected sub-category name. Make changes to the name and choose the OK button. The sub-category name is updated.
- **Deleting a Sub-Category** - To delete an existing sub-category from the Related Product Category list, highlight the sub-category name and choose the Delete button in the lower area of the Qualification Lists dialog box. The sub-category name is removed from the list

4. **To close the Qualification Lists dialog box, choose the Close button.**

Archiving and Restoring Tickets

As the LAN Support Center program is used, the number of tickets in the database continues to increase. To use disk space more efficiently, you might want to remove a group of selected tickets from the "current ticket database" and place them into an "historical ticket database."

The above database terms are defined as follows:

- **Current Ticket Database** - the group of tickets to which new tickets are added. The current ticket database is used on a daily basis and should consist of primarily active/open tickets. There is only one current database at any time.
- **Historical Ticket Database** - a group of tickets that have been removed from the current database. These archived tickets can be loaded into LSC for reference purposes; however, changes to the historical database tickets should not be made. There can be any number of historical databases.

The process of archiving tickets moves the selected group of tickets into a user-defined historical database file. The information is still accessible from within LSC. By default, the LSC user works with tickets in the "current database." However, when researching and investigating support issues, it may become necessary to access tickets residing in an historical database. This procedure is discussed in detail in the section entitled "Viewing Historical Tickets" in Chapter 7.

In addition to simply accessing archived tickets, LSC provides the ability to restore an entire historical database file. The process of restoring the file moves the entire group of archived tickets back into the current LSC ticket database.

The procedures for archiving and restoring tickets are discussed in this section.

Archiving Tickets

When identifying a specific group of tickets to be archived into an historical database, filter criteria can be specified. The filter criteria defines the group of tickets to be archived. For example, if your support environment only works with open tickets from within the last two months, then you might want to archive all closed tickets that are older than two months. If the current date is December 31, 1993, then the filter criteria of the tickets to be archived might include all Closed Tickets to 10/31/1993.

In addition to defining the group of tickets to be archived, you have the option to either add the tickets to an existing historical database file or create a new historical database file.

NOTE:
For increased speed and database performance, keeping the number of tickets in an LSC database (i.e., current or archived) be fewer than 20,000 is recommended.

Use the following procedure to remove selected tickets from the current ticket database.

1. **Choose the Archive Tickets command from the Administration menu.**

   The Archive Tickets dialog box displays, as in Figure 5-15.

Figure 5-15: Archiving Tickets to an Historical Database

2. **Choose the Filter button to define the group of tickets to be archived.**

   The Filter Ticket List dialog box displays, as in Figure 5-16. Entering specific filtering criteria defines the tickets to be archived. Only those tickets that match the filter criteria will be archived into the historical ticket database.

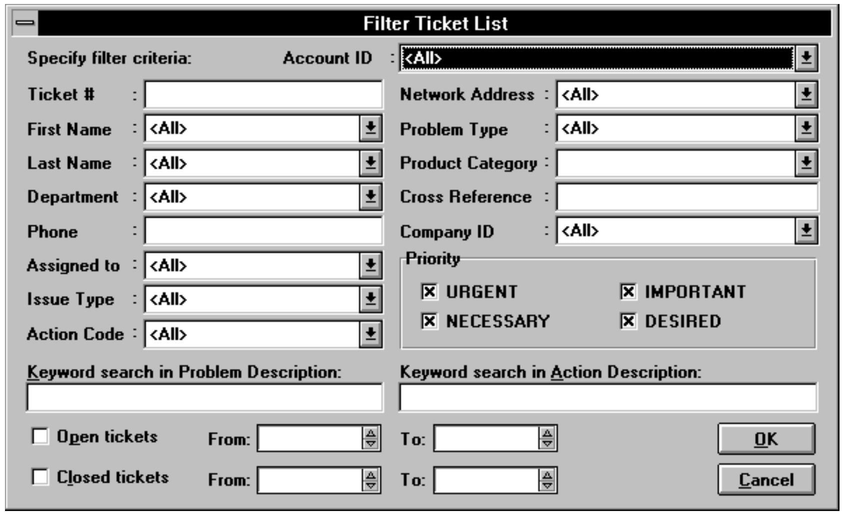

Figure 5-16: Defining the Tickets to be Archived

3. **Define the filter criteria of the tickets to be archived.**

   In the fields provided, specify the information of the tickets to be archived. For example, to archive all tickets that have been resolved, choose the SOLVED entry from the Action Code field's drop-down list; to archive one specific ticket, enter the ticket number in the Ticket # field.

NOTE:
When archiving a group of tickets, enter specific filtering information in order to archive the desired tickets. Wildcards are not allowed.

4. **Choose the OK button to accept the filter criteria.**

   The Filter Ticket List dialog box closes, and you are returned to the Archive Tickets dialog box.

5. **Choose the Browse button to specify the historical database file name.**

   The Browse dialog box displays prompting you to enter the File Name and destination of the file which will maintain the archived tickets.

   You can either:

   ❑ **Add the selected tickets to an existing historical database file -** Enter the full path name of the historical database file in the File Name field. (If you do not know the file name and path, choose entries in the

Directories and Drives lists to search for the archive file. From the list of file names which displays under the File Name field, click on the file name into which you want to add the new archived tickets.)

- ❑ **Create a new historical database file -** Enter the full path name of the new historical database file in the File Name field. (You can also choose entries from the Directories and Drives lists to define the full path into which you want to place the new archived ticket file.)

NOTES:

a - LSC historical database file names are assigned the extension .ARC.

b - If the path is not specified when creating a new database file, then the file is placed into the current directory (as indicated under the Directories field in the Browse dialog box).

c - If the file already exists when attempting to create a new database file, then the selected tickets are added to the end of the existing file. If the existing file is not in an LSC archival file format, then you are prompted to overwrite the file contents.

6. **Choose the OK button to accept the archive file name.**

   The Browse dialog box closes, and you are returned to the Archive Tickets dialog box. This dialog box now displays the destination directory and archive file name.

7. **Choose the OK button to initiate the archival process.**

   The selected ticket information is moved into the historical database file. Upon completion, the following files are created to maintain information regarding the archived tickets:

   - ❑ the .ARC file maintains the historical database
   - ❑ the .ACT file maintains the ticket actions
   - ❑ the .DES file maintains the ticket problem descriptions
   - ❑ the .DEA file maintains the action descriptions

Restoring Tickets

Archived tickets are accessible to the LSC user by restoring the historical ticket database. When researching and investigating problems, it may become necessary to restore a selected database.

NOTE:
The restore process moves the entire historical file back into the current LSC database. A single ticket cannot be tagged and restored.

Use the following procedure to restore an entire historical database file.

1. **Choose the Restore Tickets command from the Administration menu.**

   The Restore Tickets dialog box displays, as in Figure 5-17.

Figure 5-17: Restoring an Historical Database

2. **Choose the Browse button to specify the historical database file name to be restored.**

   The Browse dialog box displays prompting you to enter the File Name of the database to be restored.

3. **Enter the full path name of the historical database file (i.e., the .ARC file) in the File Name field.**

   Choose entries in the Directories and Drives lists to search for the archived database file. From the list of file names which displays under the File Name field, click on the desired file name.

4. **Choose the OK button to accept the file name.**

   The Browse dialog box closes, and you are returned to the Restore Tickets dialog box. This dialog box now displays the full path name of the file to be restored.

5. **Choose the OK button to initiate the restore process.**

   All tickets and their associated actions and descriptions in the selected historical database are moved into the current database.

Printer Setup and Administration

Printer control information identifies the printer parameters and controls the printing of all reports associated with LSC activity and administration. Before printing LSC reports, you should review the printer configuration to be sure it reflects the printer settings that you require. Printer settings include:

- Printer destination
- Page orientation (portrait/landscape)
- Paper size and source
- Graphics resolution

The procedures for customizing the contents of individual LSC reports are discussed in Chapter 8, "LSC Reports." This section briefly presents the procedures for viewing and changing the global print settings (e.g., target printer, paper size) for Windows.

Changing Print Settings

Use the following procedure to review and change your print settings.

1. **Choose the Print Setup command from the File menu.**

   The Print Setup dialog box displays, as in Figure 5-18.

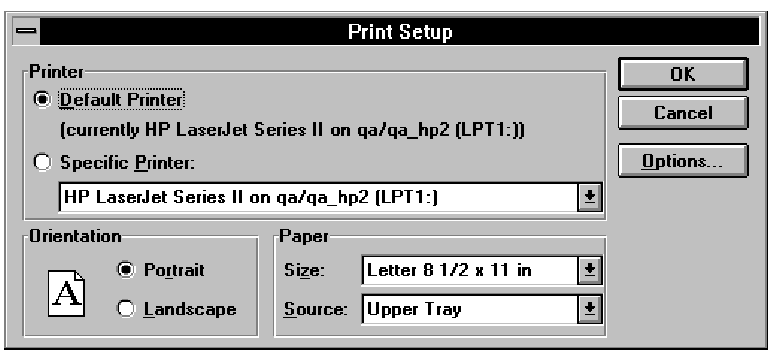

Figure 5-18: Defining Print Parameters

2. **Select the printer you want to use for printing LSC reports.**

   The printer defined in your Windows printer control is selected as the default. To use another printer, select a Specific Printer from the drop-down list associated with this field.

3. **Select the desired orientation and paper parameters.**

   Choose either the Portrait (long) or Landscape (wide) Orientation setting. Use the drop-down lists to define the Paper Size and Paper Source settings.

4. **To make additional changes to the selected printer configuration, choose the Options button.**

   Additional settings include dithering and intensity control.

5. **Choose the OK button in the Print Setup dialog box to save the print settings.**

NOTE:
These print settings are global throughout your Windows environment. Please refer to your Windows manual for detailed procedures on modifying the above print settings.

This ends the chapter on setting up and administering the LAN Support Center parameters. Refer to the following chapter for procedures for creating and maintaining work tickets.

Notes