

Appendix E LSC Import/Export Utility

This appendix discusses the use of the DOS-based LSC import/export utility.

Using the Import/Export Utility

The import/export utility, LSCIMEX.EXE, is a DOS application which allows you to import or export data into/from the LSC 3.0 databases. The import/export utility is copied into the LSC program directory upon installing LSC.

The following requirements must be met before running the import/export utility:

- The utility must be executed from within the directory in which the LSC 3.0 software and database files are located.
- The Btrieve record manager must be loaded before running the utility.

Because LSC 3.0 has a customizable interface, most data fields are not restricted to a particular format. The import/export utility will match the field names in LSC even if they have been changed by the administrator. The only fields that have a specified format are date and time fields. All other fields may be of any type or format.

Use the following keys to navigate throughout the utility.

Key	Action
<ESC>	Return to the previous menu. Also used to initiate the export or import process.
<Up/Down Arrow>	Highlight the menu option in the direction of the arrow.
<Enter>	Choose the highlighted menu option.

A mouse can also be used to navigate throughout the utility and choose menu options. The mouse cursor appears as a small square. When the small square rests on a desired menu option, click the left mouse button to choose the option.

Importing Data into LSC

Tickets are imported from the file ITICKETS.TXT, and actions from I ACTIONS.TXT. To import a file, copy it into the LSC directory as one of the appropriate file names. The file(s) must be in comma delimited ASCII format.

NOTE:

Quotes around each text field are optional. If your text fields contain commas, quotes are required to prevent the commas from being interpreted as delimiters.

Use the following procedure to import LSC ticket data from an ASCII text file.

1. Load the Btrieve record manager.

Either server-based or client-based Btrieve can be used with the import/export utility. Refer to “Btrieve Configuration Options” in Chapter 2 for a discussion of the Btrieve options.

2. Execute the import/export utility.

Enter the following command at the DOS prompt:

```
LSCIMEX <ENTER>
```

The main menu displays.

3. From the main menu, choose the Import Data into LSC option.

The Import Menu displays.

4. Choose either Import Ticket Information or Import Action Information, depending on the data you want to import.

Ticket information and action information are imported separately because there can be many actions associated with one ticket. In order to keep track of which actions are associated with which tickets, the ticket number field is required for importing actions.

After choosing one of the import options, a list of fields displays.

5. Indicate the layout of the fields in the import file.

This list represents the fields available for import. The numbers to the left of each field indicate the order of the fields in the import file. For example, if you want to import a file which contains ticket number, priority, status and date (in that order), you would put a 1 next to the Ticket Number field, a 2 next to the Priority field, a 3 next to the Status field, and a 4 next to the Date field.

A zero in any field indicates that the field does not exist in the import file, and it should be ignored. In the example above, a zero would be placed in

all remaining fields. With the exception of the zeros, the numbers you place in the fields must be unique.

As mentioned above, the ticket number field is required when importing actions. If the ticket number contains a zero when importing tickets, then only contact information (and not ticket information) is recorded.

6. Press the <ESC> key, and choose the Yes option to begin the import process.

Ticket information must be imported from a file named ITICKETS.TXT, and actions must be imported from I ACTIONS.TXT.

Once selecting the field order and starting the import process, a “Please Wait” box will appear and the number of records being imported displays on the screen. If any errors occur during the process, you will be notified at the end and directed to the file ERRORLOG.TXT for details.

7. To exit the utility, press the <ESC> key two times.

A box displays with the title “Exit LSC Import/Export Program.”

8. Choose the Yes option to exit the utility.

Exporting LSC Ticket Data

Use the following procedure to export LSC ticket data to an ASCII text file.

1. Load the Btrieve record manager.

Either server-based or client-based Btrieve can be used with the import/export utility. Refer to “Btrieve Configuration Options” in Chapter 2 for a discussion of the Btrieve options.

2. Execute the import/export utility.

Enter the following command at the DOS prompt:

```
LSCIMEX <ENTER>
```

The main menu displays.

3. From the main menu, choose the Export Data from LSC option.

The Export Menu displays.

4. Choose either Export Ticket Information or Export Action Information, depending on the data you want to export.

Ticket information and action information are exported separately because there can be many actions associated with one ticket.

After choosing one of the export options, a list of fields displays.

5. Indicate the order in which to export the fields.

This list represents the fields available for export. The numbers to the left of each field indicate the order in which the fields will be exported. For example, if you want to export the ticket number, action code and person, you would put a 1 next to the Ticket Number field, a 2 next to the Action Code field, and a 3 next to the Person field.

In order to keep track of which actions are associated with which tickets, the ticket number field is required for exporting actions. It is automatically exported as the first field for actions.

If the ticket number contains a zero when exporting tickets, then only contact information (and not ticket information) is recorded.

A zero in any field indicates that you want to skip that field during an export. In the example above, a zero would be placed in all other fields. With the exception of the zeros, the numbers you place in the fields must be unique.

6. Press the <ESC> key, and choose the Yes option to begin the export process.

Ticket information is exported to the file TICKETS.TXT, and actions are exported to ACTIONS.TXT. The files generated from an export will have quotes around each text field but not around the integer fields.

Once selecting the field order and starting the export process, a "Please Wait" box will appear and the number of records being exported displays on the screen. If any errors occur during the process, you will be notified at the end and directed to the file ERRORLOG.TXT for details.

7. To exit the utility, press the <ESC> key two times.

A box displays with the title "Exit LSC Import/Export Program."

8. Choose the Yes option to exit the utility.

6 Using LAN Support Center

Notes