

HELPTITLE,C,34	HELHELPPFILE,C,12
LAN MANAGEMENT CONTROL SYSTEM	LMCS0000.UEH
HelpDesk	LMCS0001.UEH
Support Calls (Open)	LMCS0002.UEH
User ID	LMCS0038
Last Name	LMCS0039
First Name	LMCS0040
Home File Server	LMCS0041
Department	LMCS0206.UEH
Location	LMCS0042
Phone	LMCS0043
Call Type	LMCS0044
Staff Responsible	LMCS0045
Urgency Level	LMCS0046
Status	LMCS0049
Problem	LMCS0047
Solution	LMCS0048
Call In Date	LMCS0050
Call In Time	LMCS0051
Response Date	LMCS0052
Response Time	LMCS0053
Completion Date	LMCS0054
Completion Time	LMCS0055
Survey Sent	LMCS0056
Survey Received	LMCS0057
Survey Feedback	LMCS0061.UEH
Timely Manner?	LMCS0068
Knowledgeable Staff?	LMCS0069
Satisfied?	LMCS0070
Satisfaction Rating	LMCS0071
Suggestions	LMCS0072
Support Calls (Completed)	LMCS0003.UEH
Problem	LMCS0081
Solution	LMCS0082
Survey Sent	LMCS0083
Survey Received	LMCS0084
History Feedback	LMCS0062.UEH
Timely Manner?	LMCS0076
Knowledgeable Staff?	LMCS0077
Satisfied?	LMCS0078
Satisfaction Rating	LMCS0079
Suggestions	LMCS0080
Support Contacts	F6 LMCS0004.UEH
Company	LMCS0099.UEH
Specialty	LMCS0060
Name	LMCS0100.UEH
Address #1	LMCS0101.UEH
Address #2	LMCS0102.UEH
City	LMCS0103.UEH

State/Prov		LMCS0104.UEH
Zip/Postal Code		LMCS0105.UEH
Phone		LMCS0061
Fax		LMCS0106.UEH
LAN Users	F3	LMCS0006.UEH
Last Name		LMCS0096
1st Initial		LMCS0097
2nd Initial		LMCS0098
First Name		LMCS0099
Location		LMCS0101
Department		LMCS0214.UEH
Phone		LMCS0100
Fax		LMCS0152.UEH
Workstation		LMCS0215.UEH
LMCS2		LMCS0153.UEH
LMCS3		LMCS0154.UEH
LMCS4		LMCS0155.UEH
LMCS5		LMCS0156.UEH
LMCS6		LMCS0157.UEH
User ID		LMCS0104
Home Server		LMCS0105
Print Queue - LPT1		LMCS0106
Print Queue - LPT2		LMCS0307.UEH
Print Queue - LPT3		LMCS0308.UEH
Servers		LMCS0008.UEH
File Servers		LMCS0040.UEH
Server Name		LMCS0073
Profile DAT File		LMCS0074
Server Access Info.		LMCS0330.UEH
Login ID		LMCS0331.UEH
Password		LMCS0332.UEH
Directory		LMCS0344.UEH
Scanning		LMCS0345.UEH
Server Software		LMCS0088.UEH
Application Code		LMCS0116.UEH
Description		LMCS0117.UEH
Directory		LMCS0118.UEH
Vendor		LMCS0119.UEH
Version		LMCS0120.UEH
Server Software List		LMCS0089.UEH
Serial #		LMCS0093.UEH
Purchase Date		LMCS0094.UEH
Purchase Cost		LMCS0095.UEH
P.O. Number		LMCS0096.UEH
Registered		LMCS0097.UEH
Usage		LMCS0016.UEH
Software Usage		LMCS0017.UEH
Export Summary Data		LMCS0074.UEH
Starting Date		LMCS0109.UEH

Ending Date	LMCS0110.UEH
Extaction File	LMCS0111.UEH
Secondary Server Update	LMCS0073.UEH
Workstations	LMCS0011.UEH
Workstation Inventory	LMCS0010.UEH
Workstation Name	LMCS0160.UEH
Assigned User	LMCS0222.UEH
Name	LMCS0238.UEH
Location	LMCS0223.UEH
Department	LMCS0216.UEH
Device Type	LMCS0309.UEH
Depreciation Code	LMCS0217.UEH
Station Information	LMCS0219.UEH
Make	LMCS0243.UEH
Model	LMCS0226.UEH
Serial #	LMCS0227.UEH
Hardware Type	LMCS0244.UEH
Workstation ID	LMCS0228.UEH
TCP Address	LMCS0229.UEH
Monitor Information	LMCS0220.UEH
Make	LMCS0240.UEH
Model	LMCS0241.UEH
Serial #	LMCS0225.UEH
Equipment List	LMCS0182.UEH
Make	LMCS0199.UEH
Model	LMCS0242.UEH
Serial #	LMCS0201.UEH
Description	LMCS0200.UEH
Workstation Application S/W	LMCS0172.UEH
Application	LMCS0360.UEH
Description	LMCS0361.UEH
Vendor	LMCS0362.UEH
Version	LMCS0363.UEH
Serial #	LMCS0364.UEH
P.O. Number	LMCS0365.UEH
Purchase Date	LMCS0366.UEH
Registered with Vendor	LMCS0367.UEH
Path	LMCS0368.UEH
Application Files	LMCS0173.UEH
File Name	LMCS0369.UEH
Size	LMCS0370.UEH
Date	LMCS0371.UEH
Software Registration	LMCS0013.UEH
Software Exception List	LMCS0077.UEH
Filename	LMCS0107.UEH
Description	LMCS0108.UEH
Software Master List	LMCS0078.UEH
Filename	LMCS0131.UEH
Description	LMCS0132.UEH

Vendor	LMCS0133.UEH
Application Name	LMCS0281.UEH
Unregistered Software List	LMCS0079.UEH
User ID	LMCS0179.UEH
Description	LMCS0180.UEH
File Path	LMCS0181.UEH
Application	LMCS0350.UEH
Vendor	LMCS0351.UEH
Version #	LMCS0352.UEH
Serial #	LMCS0353.UEH
P.O. Number	LMCS0354.UEH
Purchase Date	LMCS0355.UEH
Registered with Vendor?	LMCS0356.UEH
Pick as Exception or Register	LMCS0183.UEH
What type of move	LMCS0184.UEH
Misc. Loan Agreements	LMCS0151.UEH
Loaner Agreements	LMCS0007.UEH
Loaned to - Name	LMCS0188.UEH
Location	LMCS0189.UEH
Phone	LMCS0190.UEH
Loan Date	LMCS0191.UEH
Due Date	LMCS0192.UEH
Returned Date	LMCS0230.UEH
Approved By	LMCS0193.UEH
Misc. Loan Items	LMCS0268.UEH
Item Code	LMCS0277.UEH
Inventory	LMCS0025.UEH
Item Code	LMCS0278.UEH
Description	LMCS0279.UEH
Serial #	LMCS0280.UEH
Reports	LMCS0020.UEH
HelpDesk	LMCS0021.UEH
Print ALL Open Jobs	LMCS0034.UEH
Print all YOUR open jobs	LMCS0043.UEH
Open Jobs Summary Reports	LMCS0087.UEH
Job Summary by Last Name	LMCS0166.UEH
Job Summary by Call Type	LMCS0167.UEH
Job Summary by Staff Name	LMCS0168.UEH
Job Summary by Received Date	LMCS0169.UEH
Users	LMCS0024.UEH
User Summary Report	LMCS0018.UEH
User Detailed Report	LMCS0022.UEH
Contact List	LMCS0069.UEH
Servers	LMCS0026.UEH
Server Summary Report	LMCS0027.UEH
Server Detailed Report	LMCS0028.UEH
Workstations	LMCS0029.UEH
Workstation Summary Report	LMCS0030.UEH
Workstation Detailed Report	LMCS0031.UEH

Software Summary Report	LMCS0023.UEH
Hardware Summary Report	LMCS0032.UEH
Unregistered Software Reports	LMCS0057.UEH
Sorted by Filename	LMCS0205.UEH
Sorted by Workstation	LMCS0212.UEH
Loaner Reports	LMCS0318.UEH
Misc. Inventory On Loan	LMCS0322.UEH
Misc. Loaner Agreements	LMCS0323.UEH
Misc. Inventory List	LMCS0324.UEH
Software Usage Reports	LMCS0186.UEH
Summary Report	LMCS0319.UEH
Detail Report	LMCS0320.UEH
Misc. Reports	AD_RR066.H
Report Name	AD_RR041.H
Print Job Request: Specs	AD_RR092.H
Report Name	AD_RR041.H
Printer/File Destination	AD_RR045.H
Output File Name	AD_RR046.H
Append to Outfile?	AD_RR047.H
Number of Copies	AD_RR048.H
Beginning Page Number	AD_RR049.H
Ending Page Number	AD_RR050.H
Print Test Pattern First?	AD_RR051.H
Scope of Report?	AD_RR052.H
Low Scope Value	AD_RR053.H
High Scope Value	AD_RR054.H
Want a Special Query?	AD_RR055.H
Filter Expression	AD_RR056.H
Interactive Preview	AD_RR057.H
Maintenance	LMCS0035.UEH
Master Files	LMCS0036.UEH
HelpDesk Validation Lists	LMCS0014.UEH
Call Types	LMCS0037.UEH
Types	LMCS0124
Urgency Level	LMCS0039.UEH
Level	LMCS0085
User Defined Validation Lists	LMCS0015.UEH
LMCS4 User Defined Field	LMCS0041.UEH
User Defined Field #4	LMCS0125.UEH
Description	LMCS0126.UEH
LMCS5 User Defined Field	LMCS0042.UEH
User Defined Field #5	LMCS0127.UEH
Description	LMCS0128.UEH
LMCS6 User Defined Field	LMCS0068.UEH
User Defined Field #6	LMCS0129.UEH
Description	LMCS0130.UEH
Staff List	LMCS0038.UEH
Staff ID	LMCS0086
Staff Name	LMCS0087

Pager Phone	LMCS0088
Fax Phone	LMCS0135.UEH
Access Items	LMCS0085.UEH
Admin User	LMCS0098.UEH
Edit Help	LMCS0174.UEH
User Access Control	LMCS0080.UEH
Menu Level	LMCS0177.UEH
Software Items	LMCS0054.UEH
Software Vendors	LMCS0081.UEH
Name	LMCS0158.UEH
Phone #	LMCS0159.UEH
Application Names	LMCS0064.UEH
Name	LMCS0272.UEH
Security Access Items	LMCS0076.UEH
Menu Level	LMCS0175.UEH
Description	LMCS0176.UEH
Department List	LMCS0187.UEH
Department Name	LMCS0207.UEH
Supervisor	LMCS0208.UEH
Hardware Makes	LMCS0197.UEH
Make	LMCS0221.UEH
Hardware Models	LMCS0134.UEH
Model	LMCS0224.UEH
Workstation Type	LMCS0194.UEH
Type	LMCS0239.UEH
System Settings	LMCS0070.UEH
Set Colours	LMCS0044.UEH
System Parameters	LMCS0045.UEH
Last HelpDesk Job #	LMCS0114
Last Loan Agreement #	LMCS0195.UEH
Use survey	LMCS0196.UEH
Use Fax Gateway	LMCS0349.UEH
Days To Due Date For Loans	LMCS0231.UEH
Use Fast HelpDesk Report	LMCS0359.UEH
Network User ID	LMCS0121
Home Server	LMCS0122
Modem Initialization	LMCS0341.UEH
Dialling Prefix	LMCS0123
Pager Delay	LMCS0306.UEH
Pager Wait	LMCS0346.UEH
Distribution Batch File	LMCS0144.UEH
Screen Blanker	LMCS0142.UEH
Delay	LMCS0143.UEH
Survey Address Page	LMCS0083.UEH
Name	LMCS0136.UEH
Address #1	LMCS0137.UEH
Address #2	LMCS0138.UEH
Address #3	LMCS0139.UEH
Address #4	LMCS0140.UEH

Address #5		LMCS0141.UEH
Fax Gateway Configuration		LMCS0304.UEH
Directory Path		LMCS0342.UEH
Include Cover Sheet		LMCS0343.UEH
Logo Filename (PCX)		LMCS0347.UEH
Include Page Header		LMCS0348.UEH
Show DCX Status Bar		LMCS0340.UEH
Maintain User Defined Fields		LMCS0084.UEH
First User Defined Field		LMCS0145.UEH
Second User Defined Field		LMCS0146.UEH
Third User Defined Field		LMCS0147.UEH
Fourth User Defined Field		LMCS0148.UEH
Fifth User Defined Field		LMCS0149.UEH
Sixth User Defined Field		LMCS0150.UEH
User Defined Variable #1		LMCS0232.UEH
User defined variable #2		LMCS0233.UEH
User defined variable #3		LMCS0234.UEH
User defined variable #4		LMCS0235.UEH
User defined variable #5		LMCS0236.UEH
User defined variable #6		LMCS0237.UEH
Purge Data		LMCS0071.UEH
Software Usage		LMCS0072.UEH
Deletion Date		LMCS0124.UEH
Job Calls (History)		LMCS0170.UEH
Deletion Date		LMCS0124.UEH
Unregistered Software List		LMCS0202.UEH
Re-Index System Files		LMCS0321.UEH
All Primary Server Files		LMCS0327.UEH
Selected Primary Server Files		LMCS0328.UEH
Secondary Server Indexes		LMCS0171.UEH
Move closed jobs to History		LMCS0047.UEH
Build SETNET files		LMCS0048.UEH
Report Maintenance		LMCS0310.UEH
Report Control File - Misc.		LMCS0311.UEH
Report Control File - Internal		LMCS0312.UEH
Import New Reports		LMCS0313.UEH
Report Data Dictionary		LMCS0314.UEH
Local System Update		LMCS0065.UEH
Access Code		LMCS0302.UEH
Information		LMCS0050.UEH
About!		LMCS0051.UEH
Show Hot Keys	F2	LMCS0052.UEH
Browse Manual		LMCS0053.UEH
Generate NEW manual		LMCS0066.UEH
Print Booklet/Manual		LMCS0092.UEH
Print File		LMCS0301.UEH
Print current HelpDesk job	F7	LMCS0056.UEH
Call Pager / Fax	F8	LMCS0060.UEH
Load other systems	F9	LMCS0049.UEH

Do What	LMCS0067
Master Control File - Browse	AD_RR030.H
Report Name	AD_RR040.H
Internal Report Name	AD_RR041.H
Report Library Name	LMCS0259.UEH
Master Database Name	AD_RR043.H
Master Index Information	AD_RR044.H
Destination	AD_RR045.H
Output File Name	AD_RR046.H
Append to Outfile?	AD_RR047.H
Number of Copies	AD_RR048.H
Beginning Page Number	AD_RR049.H
Ending Page Number	AD_RR050.H
Print Test Pattern First?	AD_RR051.H
Scope of Report?	AD_RR052.H
Low Scope Value	AD_RR053.H
High Scope Value	AD_RR054.H
Special Query?	AD_RR055.H
Filter Expression	AD_RR056.H
Interactive Preview	AD_RR057.H
ASCII Memo File Name	AD_RR058.H
Display Status Bar?	AD_RR059.H
Checkpoint Frequency Flag	AD_RR060.H
Font Information File Name	AD_RR061.H
Disable Escape?	AD_RR062.H
Display Error?	AD_RR063.H
Data Dictionary File	AD_RR064.H
Control File Screen 2	AD_RR070.H
Related Database/Index/Tag #1	AD_RR071.H
Related Database/Index/Tag #2	AD_RR071.H
Related Database/Index/Tag #3	AD_RR071.H
Related Database/Index/Tag #4	AD_RR071.H
Related Database/Index/Tag #5	AD_RR071.H
Related Database/Index/Tag #6	AD_RR071.H
Related Database/Index/Tax #7	AD_RR071.H
Related Database/Index/Tag #8	AD_RR071.H
Related Database/Index/Tag #9	AD_RR071.H
Code to execute first	AD_RR072.H
Code to execute last	AD_RR073.H
User Field #2	AD_RR075.H
Control File Screen 3	AD_RR080.H
Edit Report Name?	LMCS0260.UEH
Edit Printer/Destination?	LMCS0261.UEH
Edit Number of Copies?	LMCS0262.UEH
Edit Page Range to Print?	LMCS0263.UEH
Edit Test Pattern Request?	LMCS0264.UEH
Edit Scope Request?	LMCS0265.UEH
Edit Filter Request?	LMCS0266.UEH
Edit Preview Request?	LMCS0267.UEH

Condition For Access

AD_RR081.H

HELPLINE,C,70

Maintenance & Call Tracking System
 Enter and View Support Call Log
 Enter the user ID for this call
 Enter the Last Name of this contact
 Enter the First Name of this contact
 Enter the home file server of this user
 Enter / select the department of this user
 Enter the Location of this contact
 Enter the Phone number of this contact
 Enter/Pick the type of call placed by this contact
 Enter / Pick the Staff resource responsible for this problem
 Enter the Urgency Level of this problem
 Select the current status for this job
 Enter a detailed description of the problem
 Enter a detailed description of the solutions to this problem
 Enter the Date this contact was first made
 Enter the time that this call was received
 Enter the date that this call was responded to
 Enter the time this call was responded to
 Enter the Date that this problem was resolved
 Enter the time this call was completed
 Enter a Y if a survey was left with the client
 Has this survey been completed and returned
 Enter / View the survey feedback
 Enter the response to question #1
 Enter the response of question #2
 Enter the response of question #3
 Enter the response to question #4
 Enter any comments made by the client on the survey
 View history log of completed support calls
 Enter a detailed description of the problem
 Enter a detailed description of the solutions to this problem
 Enter a Y if a survey was left with the client
 Has a survey sheet been received by this user

 Enter the response to question #1
 Enter the response of question #2
 Enter the response of question #3
 Enter the response to question #4
 Enter any comments made by the client on the survey
 View / Maintain Support Contact List
 Enter the company name of this contact
 Enter this contacts area of specialty
 Enter the full name of this contact
 Enter the first address line for this contact
 Enter the second address line for this contact
 Enter the city of this contact

HELPSCR,M HELPPROCHE

LMCS ###
 CALLS ###

FEEDBAC ###

HISTORY ###

HISTBAC ###

CONTACT ###

Sheet1

Enter the state/province of this contact		
Enter the Zip/Postal code for this contact		
Enter this contacts phone number		
Enter the fax number for this contact		
Maintain LAN User List	USERS	###
Enter the last name of this person		
Enter the first initial of this person		
Enter the second initial of this person		
Enter this persons first name		
Enter this users location		
Enter / select the department this user belongs to		
Enter this persons phone number		
Enter the fax phone number for this user		
Enter / select the workstation assigned to this user		
Enter the unique user ID of this person		
Enter the name of the home file server of this person		
The print queue default for LPT1, or leave empty for LOCAL		
Enter the default print queue for LPT2, or leave empty for local		
Enter the print queue for LPT3, or leave empty for local		
Maintain File Server Hardware and Software Inventory		###
Maintain list of file servers	FSERVER	###
Enter the file server name		
Enter the name to save the DAT file as		
Required information to allow file server inter-connectivity	SERVACC	###
Enter the login ID to use to access this file server by LMCS		
Enter the password used to access this file server by LMCS		
Enter the complete volume/path to the LMCS directory on this server		
Will stations logging into this server be scanned?		
File server software	FS_SOFT	###
Enter a description for this software		
Enter directory path that this application has been installed		
Enter the software vendor for this program		
Enter the version number of this program		
Application serial numbers	APP_SER	###
Enter the serial number for this copy of the software		
Enter the purchase date of this program		
Enter the purchase cost of this copy of the application		
Enter the purchase order number for this copy of the application		
Has this copy of the application been registered		
LAN software usage		###
Browse usage data	LOOKSEE	###
Generate summary data file for graphing in Lotus	EXPORT	###
Enter the starting date for the export data		

Sheet1

Enter the ending date for the export criteria
Enter the complete file and path for the export file
Update secondary server scan data SECUPDT ###
Maintain Workstation Hardware and Software Inventory ###
Maintain Hardware and Software Inventory WS_HARD ###
Enter the name for this workstation
Enter / Select the ID of the user this station is assigned to

Enter the location of this workstation
Enter / select the department this workstation has been assigned
Enter if this is a standard <W>orkstation or an <O>ther device
Enter the depreciation code/account for this workstation
Workstation information WS_STAT ###
Enter / select type type of computer for this workstation
Enter / select the brand name for this computer
Enter the serial number for this computer
Enter / select the station type
Enter the unique station ID for this computer
Enter the TCP address for this workstation
Video Monitor Information WS_MON ###
Enter / select the make of this monitor
Enter / select the model of this monitor
Enter the serial number for this monitor
Maintain list of related equipment for this workstation WS_PER ###
Enter / Select the make of this equipment item
Enter / select the model of this equipment item
Enter the serial number for this equipment
Enter the description for this equipment
Workstation application software WS_APP ###
Enter / Select the application name
Enter the description of this application
Enter / select the vendor of this application
Enter the version number of this application
Enter the serial number of this application
Enter the purchase order this application was purchase under
Enter the date this application software was purchased
Has this application been registered with the vendor

WS_SOFT ###

Maintain software registration lists ###
Maintain Software Exception List EXCEPT ###
Enter the filename of this exception file
Enter the description of this exception file
Maintain Software Master List MASTER ###
Enter the filename for this program
Enter the description of this program

Sheet1

Enter the publisher code for this program		
Enter / select the application name for this program		
Maintain Unregistered Software List	PIRATE	###
Select this program as either an exception or a registered program	LEGAL	###
Do you wish to register this program or treat it as an exception file		
Maintain misc. loan agreements and inventory		###
Maintain loaner list	MISC_LN	###
Enter the name of the person these items are being loaned out to		
Enter the location that these items will be used		
Enter the phone number of the person borrowing these items		
Enter the date these items are loaned out on		
Enter the date that these loaned items are to be returned		
Enter the date these loan items have been returned		
Enter / select the person authorizing the loan of these items		
Items on loan for agreement	LOANITM	###
Enter / select an inventory item that is not currently on loan		
Maintain Misc. Inventory Items	LOANMIS	###
Enter / select the item code for this inventory item		
Enter the description of this item		
Enter the serial number of this item		
Reports for HelpDesk, Users, H/W and S/W inventory and user defined.		###
HelpDesk reports		###
Print all open helpdesk calls		###
Print all YOUR open support calls		###
Print open calls summary reports		###
Print job summary report by last name		###
Print job summary report by call type		###
Print job summary report by staff name		###
Print job summary report by received date		###
LAN users reports		###
Print user summary report		###
Print a detailed report of LAN users		###
Print user contact report		###
Print hardware reports		###
Print a file server summary report		###
Print a file server detailed report		###
Print software inventory reports		###
Print file server software summary report		###
Print workstation software summary report		###

Sheet1

Print a software summary report of workstations	###
Print a hardware summary report of workstations	###
Print a report of all unregistered software, by filename or station	###
Print a report of unregistered software, sorted by filename	###
Print a report of unregistered software, sorted by workstation	###
Print reports for items on loan and misc. inventory	###
Print a report of all misc. inventory out on loan	###
Print misc. loaner agreement contracts	###
Print a misc. inventory report	###
Print software usage summary and detail reports	###
Print the software usage summary report	###
Print the software usage detail report	###
Select and print misc. reports	AD_RRGO ###
The User's Name for this report. Press [Enter] for selection window.	
Print Reports from the R&R Library.	AD_RRGP ###
The User's Name for this report. Required.	

Optional. Output file name for reports printed to file.
 Yes if you wish to append to existing Outfile.
 Number of Copies Desired.
 First Page Number of the report to print.

Low Scope Value.
 High Scope Value.

Master Lists, System Configurations, Printers	###
Maintain Master File Lists	###
Maintain HelpDesk Validation Lists	###
Maintain Call Types List	TYPES ###
Maintain Urgency Level List	LEVEL ###
Maintin User Defined Validation Lists	###
Maintain user defined field #4	LMCS4 ###
Enter the user defined field value	
Enter a description for this value	
Maintain user defined field #5	LMCS5 ###
Enter the user defined field value	
Enter the description for this field value	
Maintain user defined field #6	LMCS6 ###
Enter the user defined field value	
Enter the description for this user defined field value	
Maintain Staff List	STAFF ###
Enter a VALID Novell user ID for this user	
Enter the name of the staff member	

Sheet1

Enter the pager phone number for this staffer	
Enter the fax phone number for this support person	
Security Access Status	CAN_DO ###
Is this user an LMCS administrator	
Can this user edit the help screen text	
User access control	SECURE ###
Enter the menu level to give to this user	
Maintain Vendors and Application Types	###
Maintain Software Publishers List	VENDOR ###
Enter the company name that publishes this program	
Enter the phone number of this publisher	
Maintain application types	APPNAME ###
Enter a unique application type	
Maintain menu items with security access	SECMAIN ###
Enter the level code for the required menu item	
Enter a description of this menu item	
Maintain list of departments	DEPT ###
Enter the name of this department	
Enter the name of this departments supervisor	
Maintain list of CPU brand names	HW_MAKE ###
Enter a hardware make name	
Maintain list of hardware models	HW_MOD ###
Enter a hardware model	
Maintain list of workstation types	STYPE ###
Enter a station type description	
Maintain system environment settings	###
Set System Colors	###
Maintain Next Reference Number	SYSTEM ###
Enter the last reference number used	
Enter the last loan agreement number used	
Do you wish to use the survey option within the HelpDesk	
Do you have and wish to use Software Solutions Fax Gateway link	
Enter the default for the number of days the items may be loaned out	
Use fixed format internal HelpDesk reports	
Enter the environmental variable that will contain the user ID	
Enter the environmental variable that will contain the default server	
Enter the initialization string to send to your modem.	
Enter any required dialing prefix for you modem ... IE: ATDT, etc.	
Enter # seconds to delay between dialing pager and sending numerics	
Enter the number of seconds to wait for pager service to respond	
Enter the name of the DAT file distribution batch file	
Do you wish to have the screen blanker active.	
Enter the number of seconds of no keyboard activity to blank screen	
Survey Address	SUR_ADD ###
Enter the first address line to be printed on the survey	
Enter the address for the survey sheet	
Enter the address for the survey sheet	
Enter the address for the survey sheet	
Enter the address for the survey sheet	

Sheet1

Enter the address for the survey sheet	
Set fax gateway configuration settings	FAXCONF ###
Enter the complete directory path to the fax gateway system	
Should a cover sheet be included with each fax transmission	
Enter the name of your PCX logo file or leave blank for no logo	
Should each transmitted page include a header line	
Show DCX status screen during conversion	
Maintain user defined field label names	UDFS ###
Enter the label name for user defined field #1	
Enter the label name for user defined field #2	
Enter the label name for user defined field #3	
Enter the label name for user defined field #4	
Enter the label name for user defined field #5	
Enter the label name for user defined field #6	
Enter the environment variable to be used for user defined field #1	
Enter the environment variable to be used for user defined field #2	
Enter the environment variable to be used for user defined field #3	
Enter the environment variable to be used for user defined field #4	
Enter the environment variable to be used for user defined field #5	
Enter the environment variable to be used for user defined field #6	
Purge selected system data	###
Delete old entries	KILLEM ###
Enter a valid deletion date	
Delete old entries	KILLHST ###
Enter a valid deletion date	
Purge the unregistered software list	ZPIRATE ###
Rebuild index files on primary and secondary servers	###
Rebuild all index files on the primary server	###
Re-build selected index files on the primary server	###
Rebuild index files on secondary file servers	SECNTX ###
Move all completed jobs into the history file	MOVE_EM ###
Build SETNET data files	SETNET ###
Maintain report control files, data dictionary and import new reports	###
Maintain report control file for misc., selectable reports	###
Maintain report control file for internal reports	###
Load new reports from import diskette	###
Maintain data dictionary for integration into reports	###
Update LMCS system - requires assistance from Software Solutions	SYSUPDT ###
Call Software Solutions at 416-849-0930 for a valid access key	
Display system information, status	###
Information About this software application	ABOUT ###
Display Hot Key Options	KEYS ###
View on the screen the complete HelpDesk users manual.	###
Generate a new users manual (file) with updated help text	NEWDOC ###
Print a file in booklet for on a laser printer	PRTBOOK ###
Enter the name of the file you wish to print into a booklet	
	CALLPRN ###
	PGORFAX ###
Shell to DOS, or access Novell utilities	DOSSHEL ###

Sheet1

Select the desired action

Maintain browse master control file

AD_RRUN ###

The User's Name for this report. Required.

Report Name for this report as stored in the R&R Library. Required.

Name of the R&R Report Library containing this report. Required.

Optional. Name and/or directory of substitute master database.

Optional. An index to override the master index saved with the report.

Printer or file destination.

Optional. Output file name for reports printed to file.

Yes if you wish to append to existing Outfile.

Number of Copies Desired.

First Page Number of the report to print.

Low Scope Value.

High Scope Value.

Filter expression for R&R Query.

ASCII Memo File name to be associated with this report.

Do you want the RRUNOUT file updated after each Page or Report?

Special font information file.

Name of R&R Data Dictionary File.

AD_RRUO ###

Valid Clipper expressions for pre-processing that may need to be done.

Valid Clipper expressions for post-processing.

Field #2: Report Defined Usage.

AD_RRUP ###

Switch to allow user to edit Report Name before printing.

Switch to allow user to edit Printer/Destination before printing.

Switch to allow user to edit Number of Copies before printing.

Switch to allow user to edit Page Range before printing.

Switch to allow user to edit Test Pattern Request before printing.

Switch to allow user to edit Scope Request before printing.

Switch to allow user to edit Filter Request before printing.

Switch to allow user to edit Preview option before printing.

Field #2: Report Defined Usage.

.LPMAJOR,L