

Support Log

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Version 1.7

Last Updated
4th September 2004

Originally Released
22nd November 2003

Website
<http://www.myspace.dsl.pipex.com>

Overview

Support Log is a Palm application to record details of problems and solutions. Designed mainly for people who provide out of hours support and need a convenient tool to record their efforts. It will allow you to record information such as time and date, severity, trouble ticket number, description of the problem and any resolution and more.

Features:

- Records Date, Time, Problem and Solution. (1.0)
- Records Standby, Serverity and Trouble Ticket. (1.0)
- Records how the problem was dealt with (Tel, Home or Site visit). (1.7)
- Usual edit features - Cut and Paste etc. (1.4)
- Date is now displayed in international format - YYYY-MM-DD. (1.7)
- New search facility. (1.7)
- Filter on Telephone, Home or Site support. (1.7)
- Delete ALL facility.(1.4)
- Delete by selection. (1.7)
- Send selected logs to Memo to create a report. (1.7)
- Export All logs to comma separated format. (1.2)
- Cleanup - Your central place to cleanup any data problems. (1.7)
- Sort on Date, Problem, Serverity or Trouble ticket. (1.7)

Installation

As always, if upgrading, please ensure you have a secured backup **before** continuing.

Unzip the contents of the zip file to a temporary folder and double click on the “SL-install.prc” file to add to your install folder. Hotsync as normal. On your palm, tab on “SL-install” to complete the install.

Upgrading (required reading)

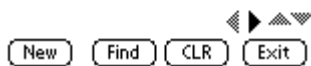
If you are upgrading from a previous version, after installing you MUST select the 'Clean Up' menu option in Support Log to complete the upgrade process. Failure to do so will result in the date of your current logs not displaying at all in the main screen.

Instructions

Support Log Find Off i		
Date	Problem	S
2004-09-04	Email account suspend 4	
2004-08-30	Server is down	1

On starting Support log, you will see the main primary screen.

The screen consists of a table which has a direct link to your logs and 4 buttons at the bottom. The table will display the date of the problem in international format and a short description, serverity and Trouble Ticket. Tap on any log in the table to bring it up in edit mode. If you wish to create a new record, tap the "New" button.



Tapping the 'Find' button will bring up a dialog box which will allow you to enter your search criteria.

The 'CLR' button will reset the table to display all of the logs and remove your search criteria. You should note that you will not show all of your logs just by emptying the search field. You must tap the 'CLR' button to redisplay all of the logs.

Support Log - Edit		
Date 4/9/04	Standby <input checked="" type="checkbox"/>	
Time 15:25	Serv 4	
Solution	TT 12321	
Problem	Tel Home Site	
Email account suspended.		
Del	<	> OK

On selecting a new log or tapping on th main screen table, you will be presented with the edit screen. You can record the following:

Date, time, Standby (were you on Standby when you recieived the problem), Serverity, Trouble Ticket, how you dealt with the problem (did you do it over the phone, home support [remote dail in] or went to Site), the actual problem and finally any solution you applied.

To add a solution, just tap the solution button.

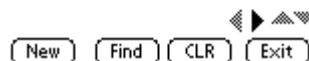
To delete the log, tap the 'Del' button.

Support Log Find Off i		
Date	Problem	S
2004-09-04	Email account suspend 4	
2004-08-30	Server is down	1

When you tap on the 'Find' button, you will be presented with a dialog box to enter your text. In this example, we are searching for any log with the word **server** in it. The following is the result

Enter Text	
Enter search string	
? server	
OK	Cancel

Support Log Find On i		
Date	Problem	S
2004-08-30	Server is down	1



To reset and display all of the logs, tap the 'CLR' button.

Menu Options

Main Screen - View

Top

Displays to the top of the table

Bottom

Displays the bottom of the table.

Telephone Logs

Filters the table to only display Telephone logs.

Home Logs

Filters the table to only display Home logs.

Site Logs

Filters the table to only display Site Logs.

Main screen - Tools

Export to Memo

Exports all of the logs to memo suitable for importing to other documents.

Send to Memo

Sends all of the selected logs to memo in a simple report format.

Delete ALL

This option will delete ALL of your logs. You will be asked to confirm this action.

Delete selected

This will delete all of the logs currently on display. You will be asked to confirm this action.

Tip: If you wish to delete all logs for March 2004, find on **2004-03-** and then select this delete option.

Clean Up

This will remove any log entries that actually contain nothing in the problem and solution area.
It will also recalculate the dates for the table display.

Edit Screen – Tools

Beam

This will beam the log to another palm which has Support Log installed.