

CaRob COMPUTING'S



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TABLE OF CONTENTS

CHAPTER 1 - GETTING STARTED

HOW TO GET STARTED WITH JOB CARD	2
JOB CARD OVERVIEW	3
MAINTENANCE AREAS	3
CATEGORIES AND RESOURCES	3
ACCESS TO JOB CARD	3
ADMINISTRATORS	3
USERS	3
SERVICERS	4
SCHEDULED MAINTENANCE	4
JOB CARD ORGANISATION	5
ORGANISATIONAL HIERARCHY	5
MAINTENANCE AREAS	5
CATEGORIES	6
RESOURCES (OR ITEMS)	6
LOCATIONS	6
INITIAL SETUP	7
RUNNING JOB CARD	8
ADMINISTRATOR ACCESS	8
GENERAL PASSWORD	9
DEMONSTRATION MODE	9
REGISTRATION CODE	9
SET LOGO	9
EDITING DATA	10
KEYSTROKES ON A FORM	10
USING LOCATORS IN JOB CARD	11
REPORTS AND PRINT PREVIEW	11
PRINTING SELECTED PAGES	12

CHAPTER 2 - JOB CARD SETUP

BEFORE COMMENCING THE SETUP	14
PRE-READING	14
PLANNING JOB CARD	14
WHERE TO GO TO START	14
MY SCENARIO	15
THE SET UP GUIDE	16
SET UP GUIDE 1	16
INTRODUCTION AND DATA REMOVAL	16
BACKING UP DATA	17
DELETING DATA	17
SET UP GUIDE 2 - MAINTENANCE AREAS	18
SET UP GUIDE 3 - USERS AND SERVICERS	19
DIRECT ENTRY OF USERS	19
IMPORT USERS	20

SET UP GUIDE 4 - ASSIGN SERVICERS TO AREAS	21
SET UP GUIDE 5 - LOCATIONS	22
EDIT LOCATIONS.....	22
IMPORT LOCATIONS	22
SET UP GUIDE 6 - CATEGORIES AND RESOURCES.....	23
CATEGORIES	23
SERVICERS NOTE	23
RESOURCES.....	24
ADDING A RESOURCE	24
CLONING	25
CHANGING A RESOURCE'S CATEGORY	26
SET UP GUIDE 7 - LIST OF COMMON SERVICE REQUESTS.....	27
SET UP GUIDE 8 - SCHEDULED MAINTENANCE TASKS	28
SET UP GUIDE 9 - CONFIGURATION OPTIONS	29
USE MAINTENANCE SCHEDULES	29
ALLOW USERS TO VIEW SUBMITTED JOBS.....	29
ALLOW SERVICE FINAL COMMENT...	29
USER CODE MUST BE CHOSEN...	29
PASSWORDS	29
SET UP GUIDE 10 - DATA CHECK	30
EMAIL	31
OVERVIEW.....	31
CONFIGURATION REQUIREMENTS	31
SET UP SPECIFICS	31
SET USER EMAIL STATUS.....	32
FOR DESIGNATED SERVICERS:	32
EMAIL SETTINGS.....	33
DOMAIN	33
SERVER AND PORT	33
AUTHORISED USER ACCOUNT NAME	33
DEFAULT USER	33
TEST MESSAGE.....	34
TRY AN ACTUAL JOB	35

CHAPTER 3 - USER GUIDE

THE USER GUIDE	38
NOTE.....	38
WHAT JOBCARD DOES	38
WINDOWS.....	38
THE SERVICE REQUEST WINDOW.....	40
BROWSER	42
SELECTING A RESOURCE OR CATEGORY	42
JOB WINDOW.....	43
EMAIL NOTIFICATION	43

CHAPTER 4 - SERVICER'S GUIDE

OVERVIEW.....	46
THE HISTORY FILE.....	47
THE BIN.....	47
THE JOB LIST	47
WORKING WITH THE JOB LIST	48
SORTING JOBS	49
TRIANGLE ICONS.....	49
SHOW ALL JOBS OR SHOW ONE SERVICER'S JOBS	49
CHANGE TABLE	49
VIEWING A JOB.....	50
1. CHANGE ITEM NAME.	50
2. EDIT PROBLEM.....	50
3. SET A PRIORITY.	50
4. TURNS OFF YELLOW OR RED ICON.	51
5. IF EXTERNAL SERVICER IS INVOLVED	51
7. REALLOCATE THE JOB.....	51
8. UNIQUE JOB NUMBER.....	51
9. SEND EMAIL	51
PRINTING JOBS	52
JOB'S DONE	54
DRAGGING TO HISTORY AND ANNOTATING THE JOB	55
BACK ON THE JOB LIST WINDOW	56
THE HISTORY WINDOW.....	56
EXPORT TO TEXT.....	56
PRINTING HISTORY.....	57
BASED ON HIGHLIGHTED JOB	57
BASED ON JOB DURATION	57
SCHEDULED MAINTENANCE.....	58

CHAPTER 5 - ADDITIONAL ADMINISTRATION

JOB CARD'S FILES.....	60
RESTORING FROM A BACKUP	60
PROGRAM UPDATES	60
REPAIRING DATA FILES	61
TPSFIX EXAMPLE	61
JOB CARD.INI.....	63
DATA BACKUP AND RESTORE	64
BACK UP DATA TO ANOTHER FOLDER.....	64
BACK UP DATA TO A SINGLE FILE	64
RESTORE DATA FROM A SINGLE FILE.....	65
THE JCLock UTILITY.....	65
AUTOMATIC BACKUP.....	66
SET JCBackup TO RUN IN WINDOWS TASK SCHEDULER	66
TRIGGERS.....	66
ACTIONS	66

CHAPTER 6 - INSTALLATION

JOB CARD SETUP.....	68
INSTALLATION	68
PERMISSIONS	68
JOB CARD PROGRAMS INSTALLED.....	68
JOB CARD.EXE	68
JCBACKUP.EXE.....	68
JCLock.EXE	68
NETJOB CARD.EXE	68
JCMGR.EXE	68
DESKTOP SHORTCUTS	69
UPDATING JOB CARD	69
REGISTRATION DETAILS	70
THE CLIENT FILE	70
ENTER REGISTRATION CODE	70

CHAPTER 7 - NETJOB CARD

WHAT IS NETJOB CARD?	72
ADVANTAGES OF NETJOB CARD OVER JOB CARD FOR JOB NOTIFICATIONS.....	72
CONFIGURING NETJOB CARD	73
SETTING THE PORT	73
TESTING NETJOB CARD.....	74
PROXY EXCEPTIONS.....	75
INSTALLING NETJOB CARD AS A SERVICE.....	76
DISABLE THE WINDOW.....	77
CHANGING THE NETJOB CARD PORT	77
REMOVING THE NETJOB CARD SERVICE.....	78

CHAPTER 1 - GETTING STARTED

HOW TO GET STARTED WITH JOB CARD

Read the overview - Pages 3...

Perform Installation - Chapter 6

Experiment with the sample data before setting up JobCard in your own way.

Read the Chapter 3 and Chapter 4 so you understand how JobCard behaves from a user's perspective.

Use the Setup Guide (Chapter 2) to configure JobCard your own way.

Make sure you set passwords

JOB CARD OVERVIEW

1

JobCard allows service requests to be made on physical resources within your organisation. The requests can be directed to the correct service personnel, documented, and kept as history. Requests may be in the nature of repairs or a request for some form of assistance or even a request to a lab technician to set up a science prac.

MAINTENANCE AREAS

A Maintenance Area is a logically distinct operation with a specific coordinator and specific service people (who may be the same), who maintain distinct facilities. For example: Physical Services or Computer or Science Department.

At least one Maintenance Area is required in JobCard.

CATEGORIES AND RESOURCES

Within each Area, resources may be grouped in Categories. A category usually has a specifically allocated default service person. For example, Desktop Computers, Staff Notebooks, Admin Computers.

Each maintenance area requires at least one category. Categories may contain specific resources or items such as individual computers. This enables job histories to be maintained over time.

ACCESS TO JOB CARD

JobCard has three levels of access: Administrator, Servicer, and User

Administrators

Administrators set up different maintenance areas, enter the resources that are subject to service, manage passwords and configuration options, set up scheduled maintenance tasks, do backups, data imports, program updates and so on.

Administrators can prioritise jobs, reallocate jobs between servicers, and do all that a servicer can, but across all maintenance areas.

Administrators should be people in charge of a lot of resources and who are competent with managing computer software and data files (and who are prepared to read this manual). Computer coordinators and librarians are typically administrators.

There may be one or more administrators, who communicate with each other, but manage their own maintenance areas.

Users

Users with a fault to report or wanting assistance run JobCard. They select from a list of equipment or tasks, enter the request or problem from a standard list or in their own words, enter their user code and submit the job. Jobs are placed into a list identified with a maintenance area and, optionally, a physical location.

Users may view the job list but not modify it.

Servicers

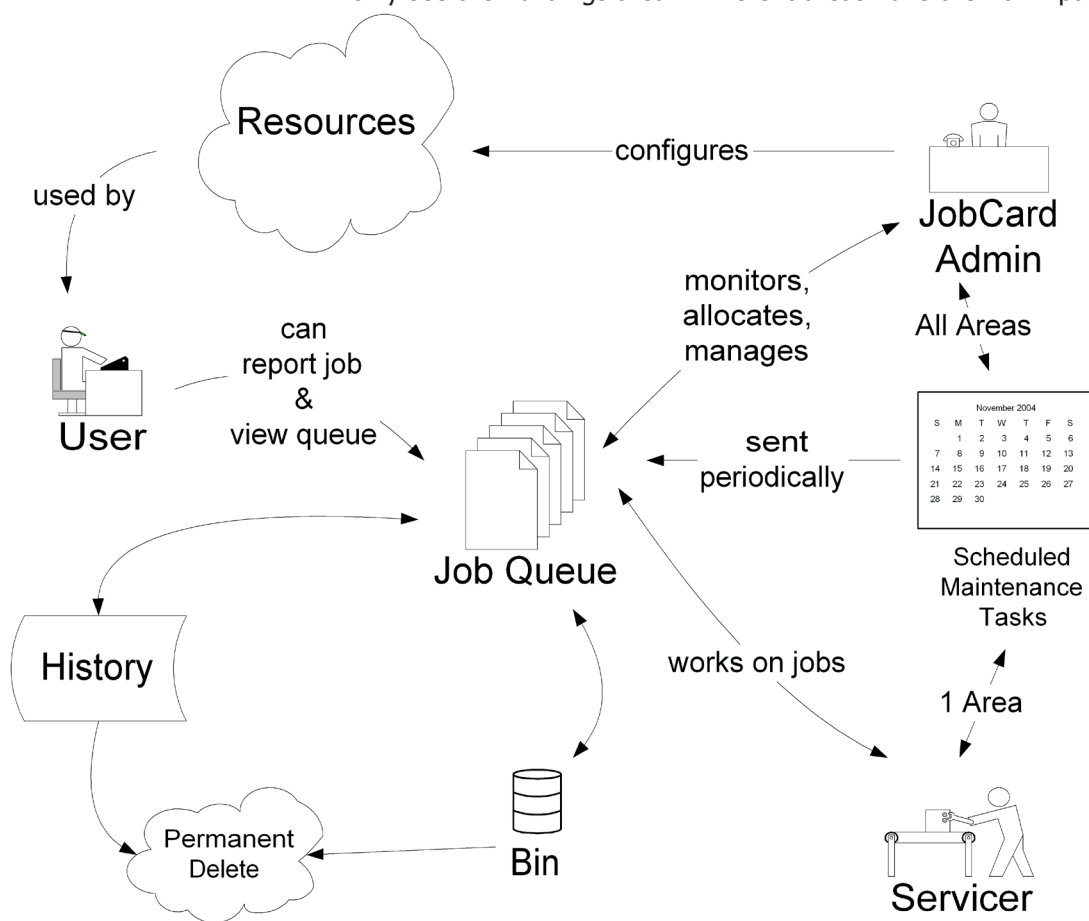
Servicers see jobs relating to a particular maintenance area.

They may:

- print out selected jobs.
- write comment on jobs.
- save the job into a history file, or bin it.
- re-allocate jobs to other servicers.

Servicers can be computer support staff, audio-visual equipment technician, physical services coordinator; that is, anyone who is responsible in some way for maintenance of equipment or providing service.

A servicer logs into a single area, for example, Computers, and only sees the jobs and history that are Computer related. Another servicer may only see the Buildings area. Different areas have their own password.



Three levels of access: Administrator, Servicer, User

SCHEDULED MAINTENANCE

You may have tasks that should be done at regular intervals. These can be entered, given a date and a service interval. JobCard will place the item into the Job Queue automatically.

JOB CARD ORGANISATION

In order to categorise items and jobs, as well as being able to restrict views to users and servicers, some degree of organisation is required. Equipment and service requests belong to a category. Different categories can belong to a maintenance area.

1

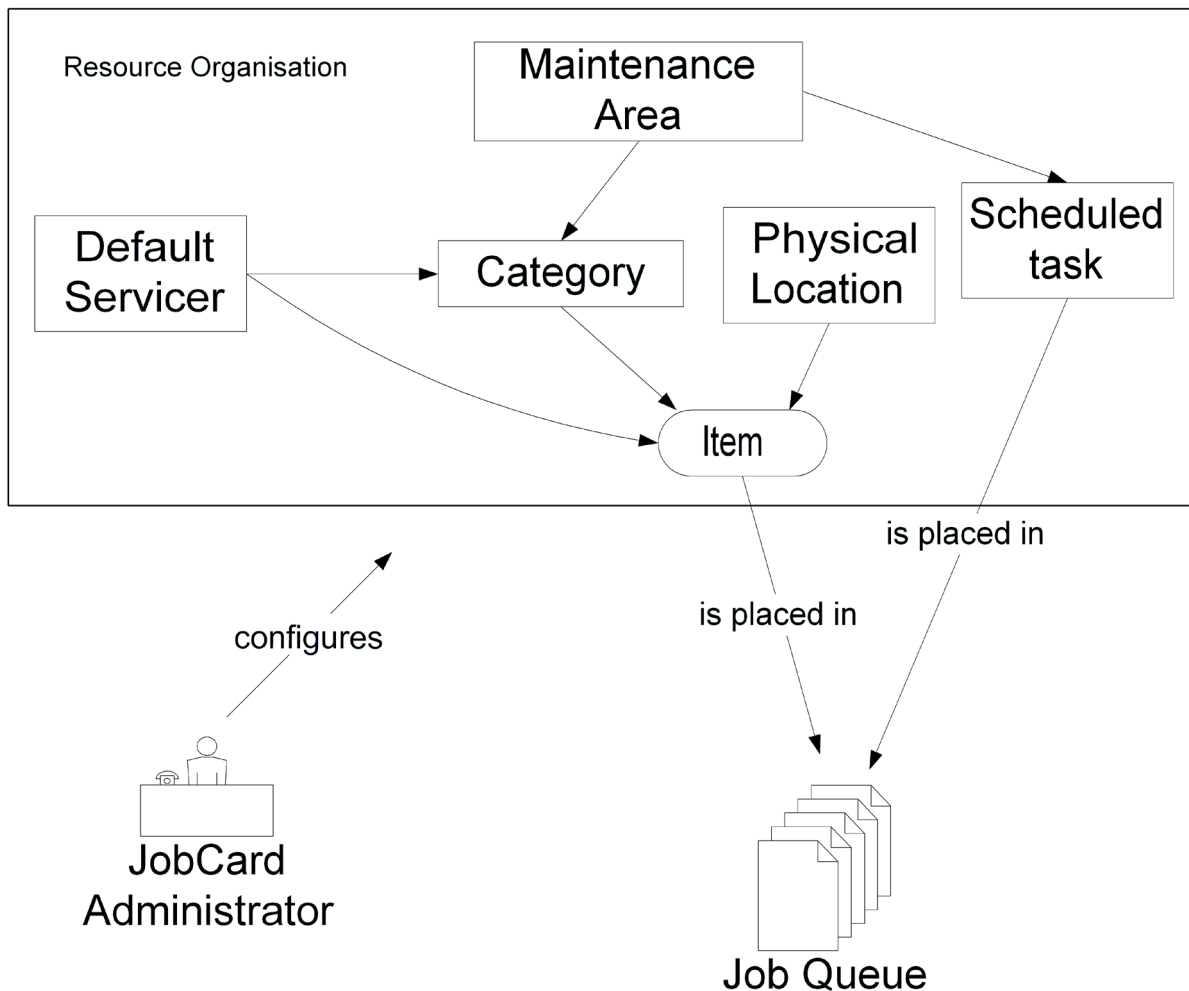
ORGANISATIONAL HIERARCHY

Maintenance areas

Maintenance areas in JobCard are used to filter the Job list so that it shows only those items that are related to a servicer. For example, you may have two areas: Computer Related and Library Audio Visual.

Each area is associated with one or more servicer and has its own password. Servicers log in to one specific area of JobCard. Servicers can belong to more than one area.

When the library technician logs in to JobCard, she sees only Library Audio Visual jobs and history. The computer technician sees only Computer Related jobs and history.



Categories

Categories contain the specific service items or resources. Their purpose is to create a hierarchical tree of resources to make it easy for users to find a specific resource.

Categories belong to a maintenance area and have a default servicer associated with them.

For example: Desktop Computer may be a category

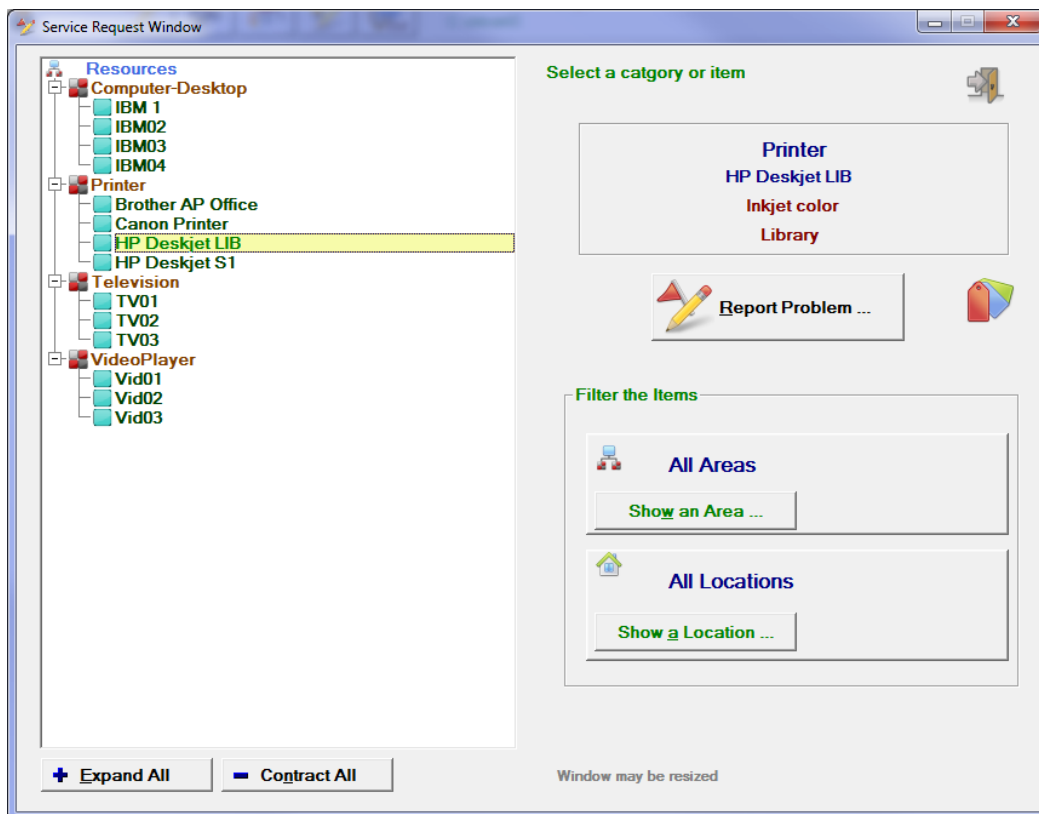
Resources (or items)

These are individual pieces of equipment (eg IBM03), or a service request (eg install printer), or a general item (eg miscellaneous)

Resources must belong to a category and may be given a location. They can be given a different servicer than the one identified for their category.

Locations

Locations are a list of rooms or physical locations. Items can be given a location. They are useful to filter the tree diagram to only those items in a specific location.



This is what a user sees when submitting a job. It shows 4 categories from 2 Areas. The Area is not important to the user so they don't usually see it.

Users select a resource to report, or they may simply choose the category.

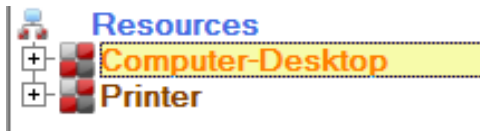
INITIAL SETUP

For your initial setup of JobCard, we advise that you keep it simple, adding more structure later.

One maintenance area may be all you need. eg Computer Resources.

You might have only a couple of Categories eg Hardware and Software. Strictly speaking, you do not need any items in these categories. The user selects a category, indicates the problem, and submits the job.

1



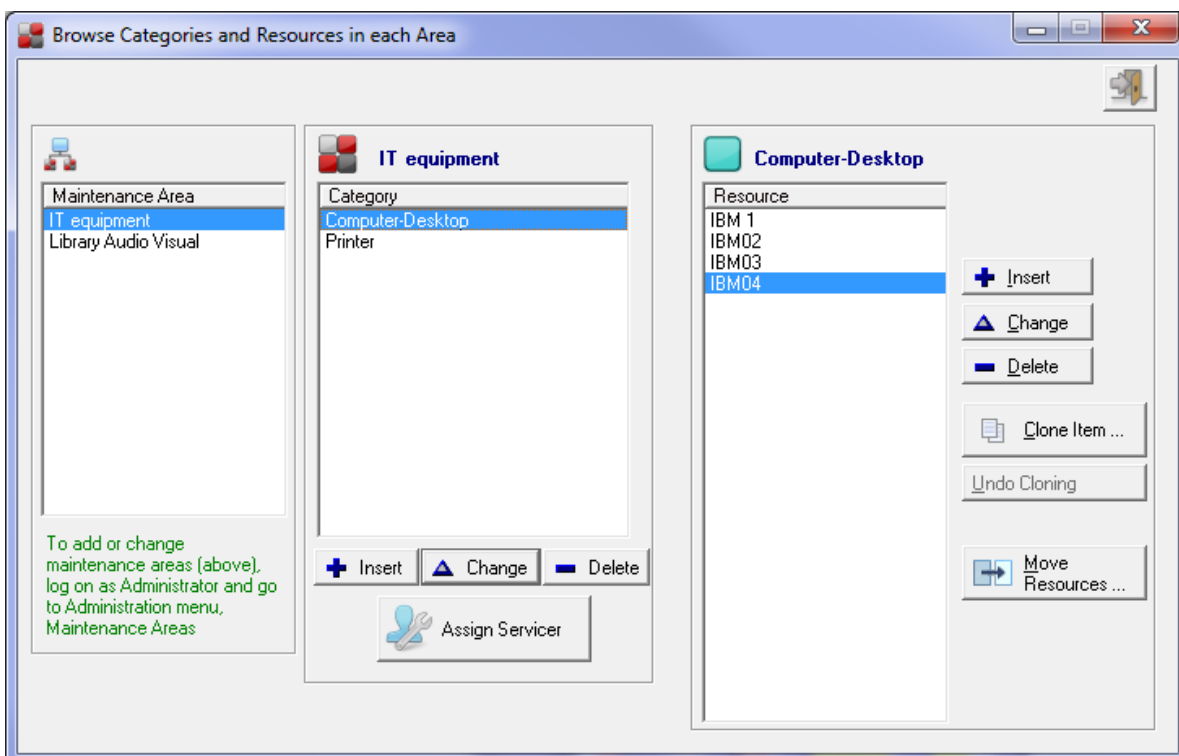
This setup has two general categories and no specific items

Usually however, categories need to contain some resources. The user has less information to enter and specific item histories can be maintained by JobCard.

Your initial resources may be generic or specific, depending on your needs. A simple but workable setup is shown on the facing page and below.

In general, the larger the organisation and the more service people involved, the more structure that needs to go into the organisation of resources.

Different administrators in charge of different maintenance areas in JobCard will probably organise their categories based on totally different logic, all valid.



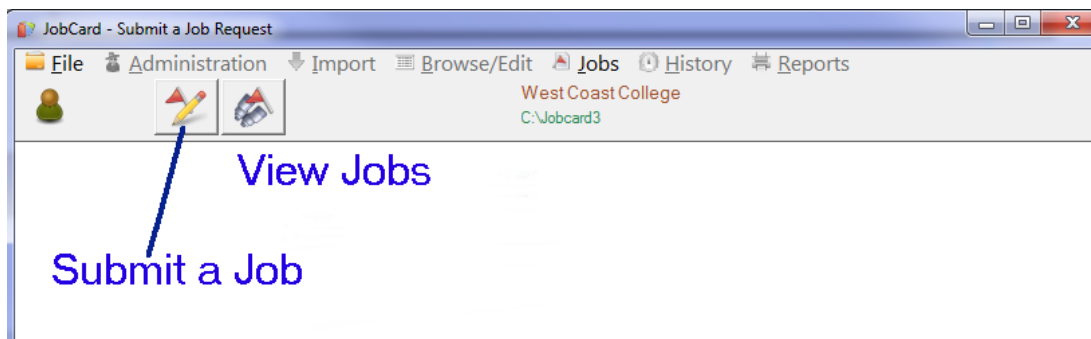
The sample data above shows two Maintenance Areas, with Resources from the highlighted Category in the highlighted Area

Running JobCard

The installation will place a shortcut to JobCard in the Programs Menu and on the desktop. You can also run Jobcard by running JobCard.exe from the installation folder.

User Access

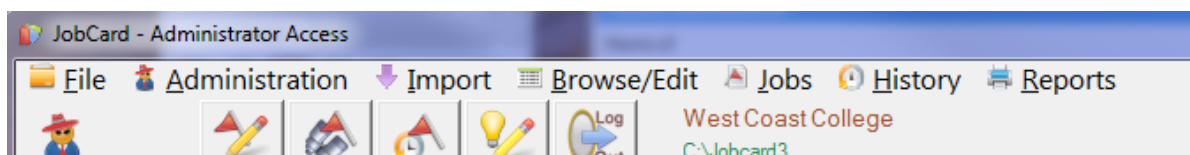
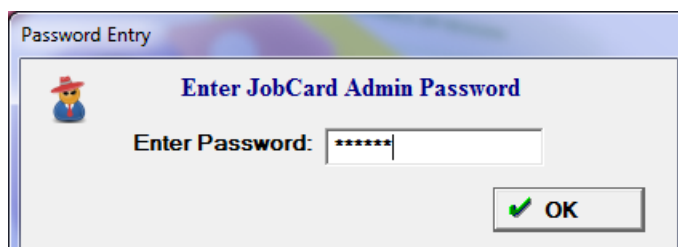
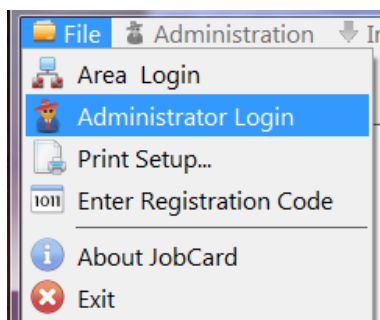
The initial password is 1 and can be changed by admin.



JobCard initially opens as a user would see it.

Administrator Access

Log on as Administrator from within the File Menu. The initial password is 2 and can be changed after logging on.



Once logged on as Administrator, other menu and shortcut items appear.

While you are logged on as administrator, you will see the Administrator Icon on the toolbar.



This is a reminder that you are using privileged access, and to log out if others may use that same JobCard.

If an Administrator Password is not set, all users who run JobCard will immediately have Administrator mode access.

If JobCard is accessible over the network, ensure that there is an Admin Password.

General Password

You may set a general password for anyone attempting to run JobCard. If the password is blank, no challenge is made.

Passwords are case sensitive

Demonstration Mode

The initial installation of JobCard runs in demonstration mode.

Demo mode JobCard is fully functional in every respect except that file sizes are restricted. Limits are: 10 jobs, 10 users, 2 areas, 4 categories, 16 resources, and 10 history records.

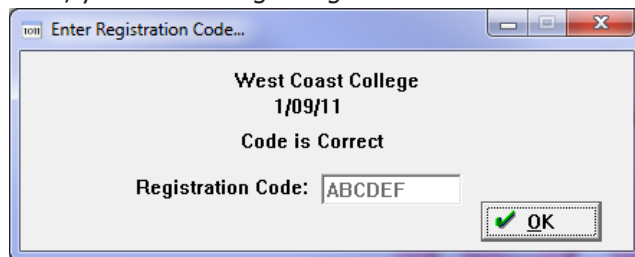
Placing a single file SClient.tps into the JobCard folder authenticates the program and gives it your organisation name. This file is obtained from CaRob Computing, usually via email when ordering JobCard.

Registration Code

If you choose to purchase JobCard, CaRob will forward a Registration Code that ensures that the software will operate permanently.

Usually this code is faxed to you upon receipt of payment. If this is not convenient, contact us via email, fax or phone and we will send the code some other way.

Enter the code from under the File Menu. When the code is correctly entered, you can't change it again.



Store the code safely so it can be used if re-installing JobCard

Set Logo

You may set your own logo. It must be a .gif or .jpg format.

Go to Administration > Set Logo

Choose the new logo.

It is your responsibility to adapt the logo if the size is not correct.

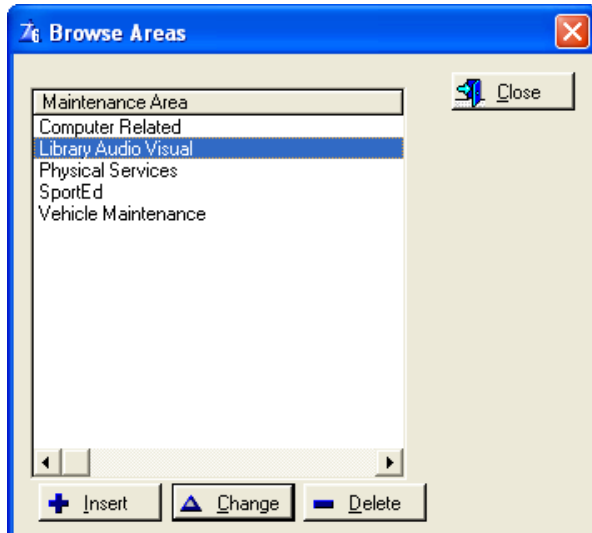
OPERATIONAL FEATURES OF JOBCARD

This section describes program behaviour throughout JobCard.

Editing Data

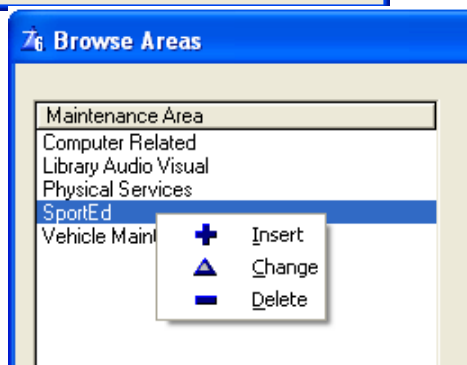
JobCard requires data files be maintained. Typical of these are maintenance areas, users, common faults, locations.

JobCard usually displays the data in a **browse table**, as shown here.

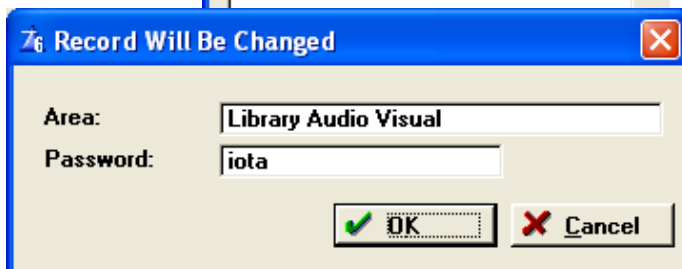


Tables can be scrolled with scroll bars, arrow keys, or using <PAGE-UP> <PAGE DN> keys

The three buttons Insert Change Delete are referred to as Update buttons.



Update options can be selected by Right-Clicking on most tables.



Updating the data calls up a **Form** within which data can be entered or edited.

Keystrokes on a Form

<TAB> moves forward through the fields.

<SHIFT-TAB> moves in reverse through the fields.

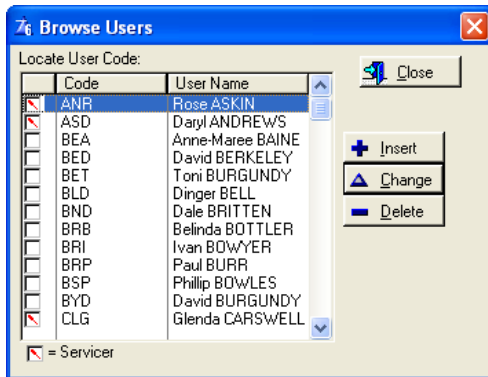
<ESC> will close any window

Windows Copy <CTRL-C>, Paste <CTRL-V>, Cut <CTRL-X> commands can be used in any data fields.

As soon as the form is closed with the OK button, the data is saved automatically, and the browse will show updated data.

Using Locators in JobCard

Many of JobCard's browse tables have a 'Locate' item near the top.



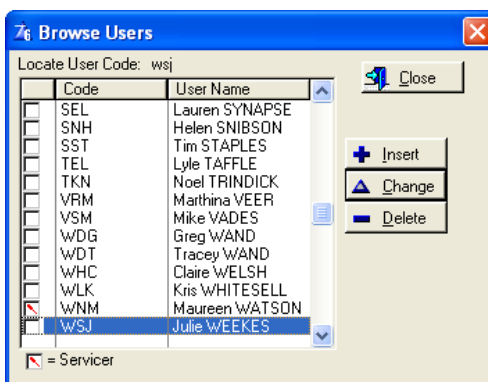
This table has Locate User Code.

This indicates that you can commence typing the User Code and as you type each letter, the table scrolls automatically to the nearest match.

First, **click on the table** so it is the active screen control, then **type** the user code.

Note 'wsj' typed here.

The table has automatically scrolled to that user code.



This method is often more convenient than using arrow keys or the scroll bar.

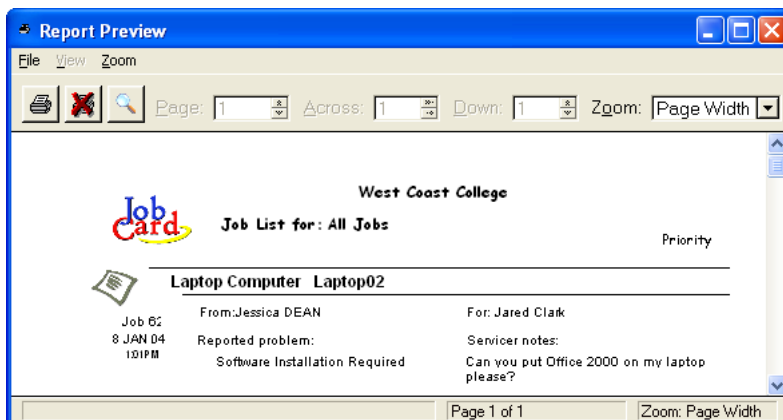
Pressing the up or down arrow keys clears the currently typed characters, ready for another entry.

Reports and Print Preview

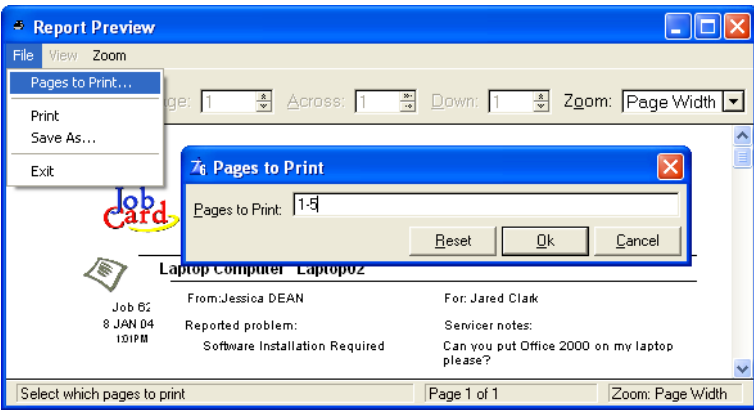
Any job sent to a printer is referred to as a 'report'.

All reports will first appear on screen in a Print Preview window.

From here, you may choose to:



- Print all pages
- Cancel the print
- Print selected pages



Printing selected pages

After choosing pages 1 to 5 here, you will be returned to the preview.

Then, when you click the print button, pages 1 to 5 will print.

CHAPTER 2 - JOBCARD SETUP

BEFORE COMMENCING THE SETUP

Pre-reading

Please ensure you have read the overview section of Chapter 1 before continuing.

Planning JobCard

Assuming you are new to JobCard your initial setup should be kept reasonably simple. Modifications can easily be added later.

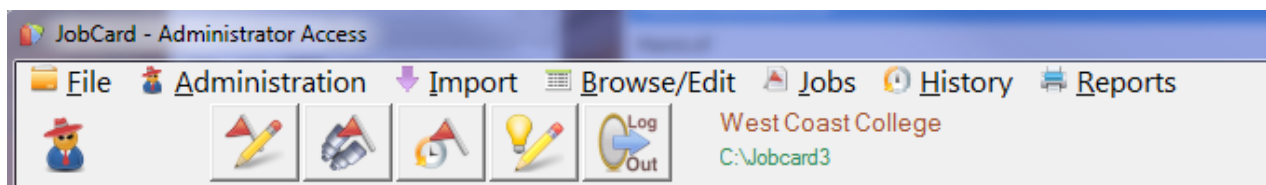
This chapter will follow the scenario described on the opposite page.

Where to go to start

All tasks described in this chapter can be accessed directly from the menu items, but to ensure that they are done in the correct order this chapter will follow the setup guide available from the toolbar.

When you are familiar with the system, the menu access is quicker.

Log in to JobCard as Administrator from under the file menu



Click the Setup Guide button



My Scenario

I am a computer coordinator at a school with a technician and an I.T. trainee. We are responsible for a network, many computers, laptops, and printers. We also tutor staff and load software for them. Computers are located in several labs and smaller 'pods' as well as staff rooms and the library.

I know JobCard will be handy for the library technician who is in charge of DVD players, projectors and other equipment. I know it would be perfect for Physical Services fault reporting. However, I am not going to worry about them for now. They can come on board as separate areas later.

I have read the Overview in chapter one and sort of understand it, so I am going to create a structure based on:

Data Item	Initial Values	Comment
Maintenance Area	Computer Area	One will do for a start
Categories	Computer-Desktop Notebook Printer Software Miscellaneous	
Users	Dilbert (IT Manager) Jared (Tech) Bert (Trainee)	These users will also be servicers. The rest of the staff may be imported later.
Locations	Main labs: G1, G2, G11 Pods: Graphics, Media, Hums Staffrooms: SR1, SR2 Library	
Common faults	Can't log on to network Can't print Software won't run Dodgy mouse Machine freezes	That will do to start. Add more later.

THE SET UP GUIDE

The guide is a sequence that takes you logically through the setup of JobCard, with advice given. Move between the windows using the finger pointers (top right).

The windows have one or more buttons that take you into the functional area of JobCard to perform the task.

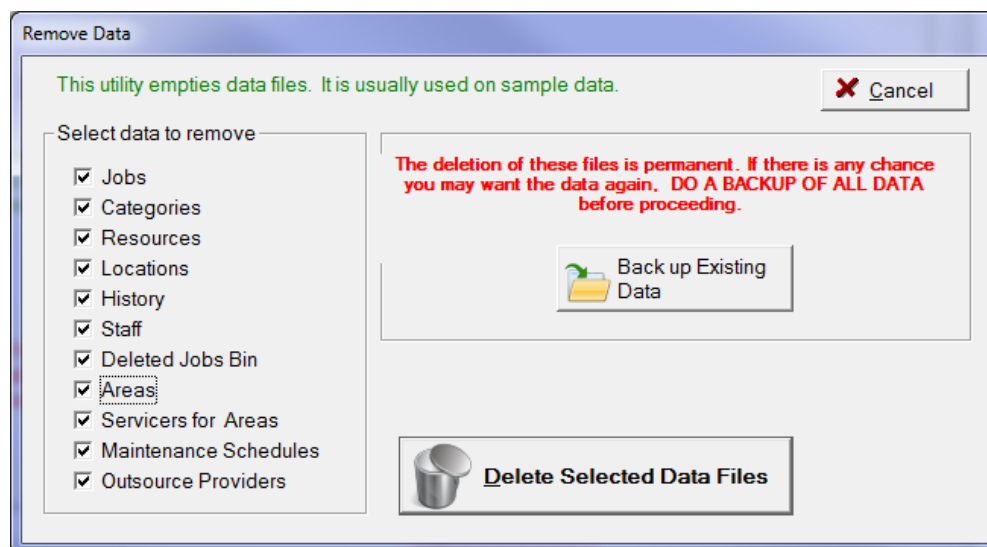
Complete the windows in order.

SET UP GUIDE 1

Introduction and Data Removal



Click the button to Remove Sample Data



Before removing data it's always a good idea to do a backup.

Click on the Back up Existing Data button

Backing up Data

Backing up the program files as well as data provides a full working copy of Jobcard in the folder designated.

It's the simplest way to copy a working installation anywhere on the network.

Note that the folder dialogue window allows you to create a new folder.

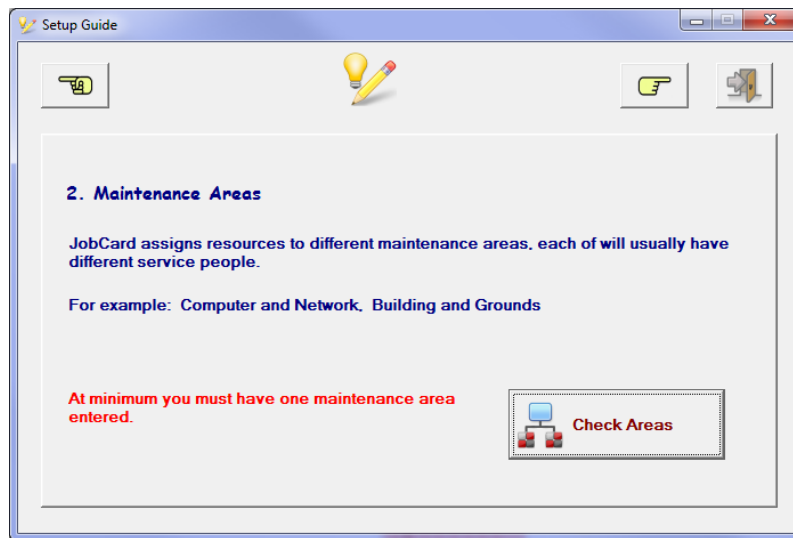
Deleting Data

After backing up, perform the deletion.

Check which items have been ticked, then click the Delete button to clear the data.

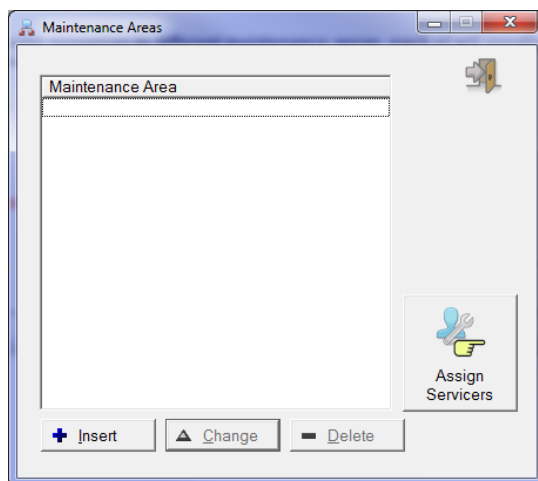
This is a serious step so you are prompted twice to be sure.

SET UP GUIDE 2 - MAINTENANCE AREAS

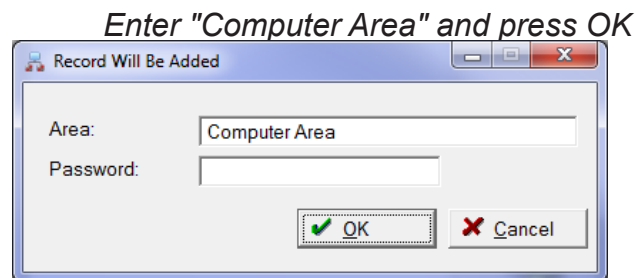


Click the Check Areas button

There are no areas if you have cleared out all data.

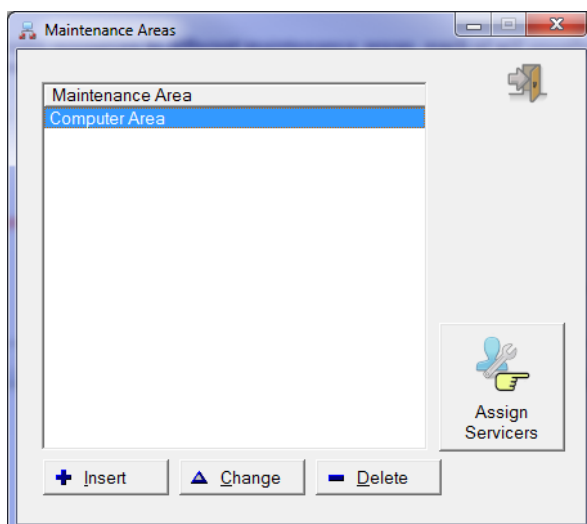


Click Insert to bring up the entry form...



Enter "Computer Area" and press OK

You could add a password to this area if you wanted although if you use only one maintenance area it is not really necessary, if the administrator is to look after that area.



You now have one Area but may have as many as you like.

When you have designated one or more users to be service personnel, you may assign them to this area, but ignore it for now.

SET UP GUIDE 3 - USERS AND SERVICERS

2

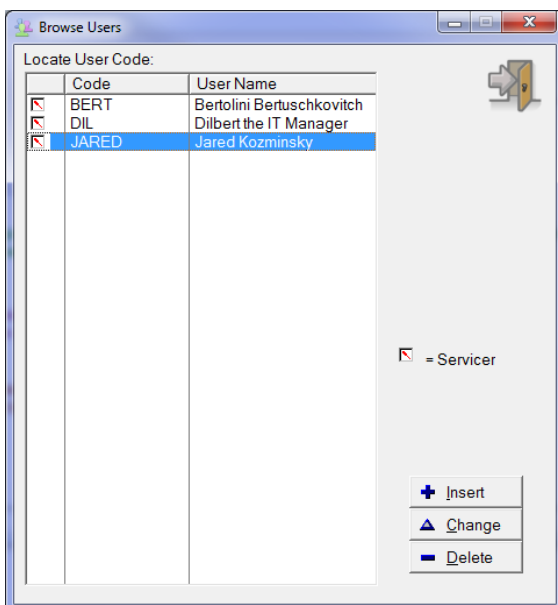


You may directly enter users or import them from text file.

Direct Entry of Users

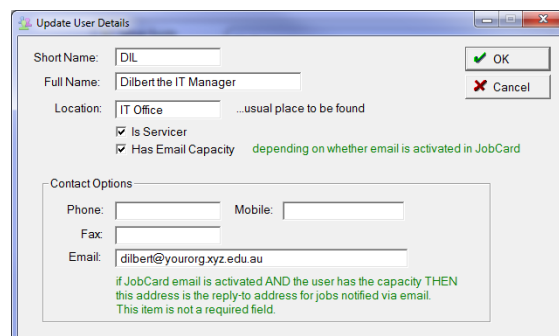
Enter users directly if you are not adding many. Import via a file is best when adding many users.

Click on Edit Users



Enter servicers first, for convenience

Insert Dil, Jared, and Bert... (use your own)



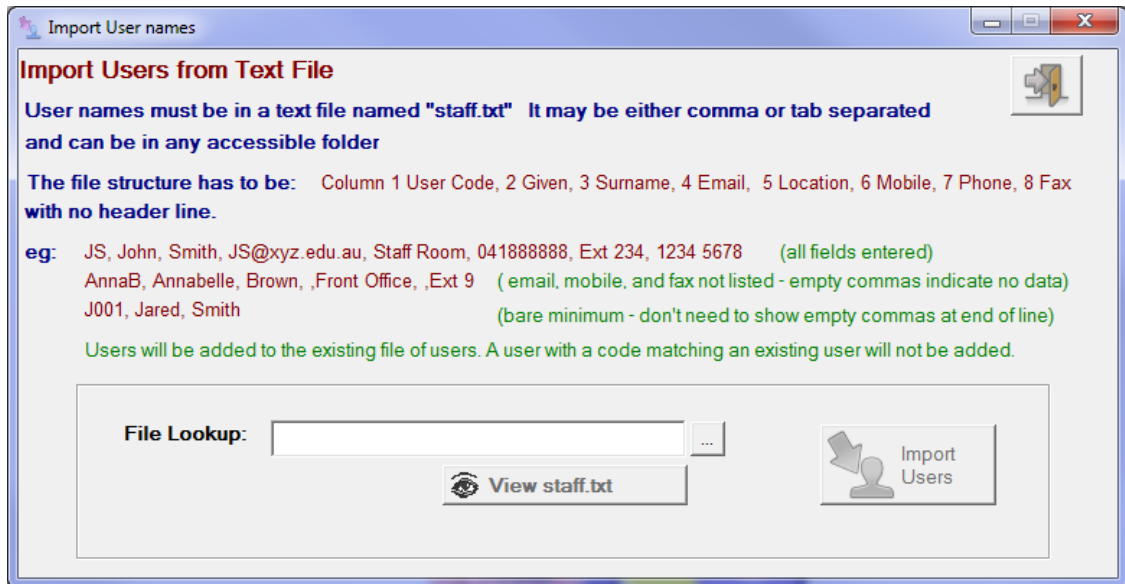
Tick **Is Servicer** so that JobCard knows these people are servicers.

If you want these people to receive email notifications, complete the email fields.

When done, your user table should look similar to above. Note that servicers are indicated with a small screwdriver image.

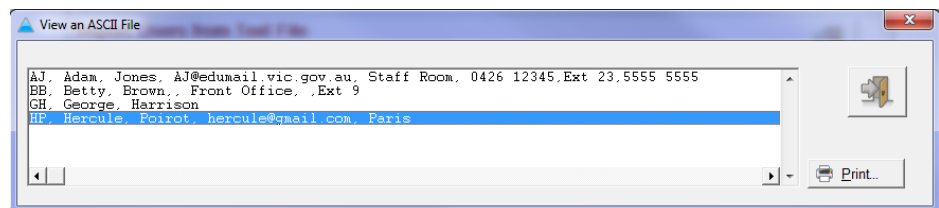
Import Users

Import is the recommended way of importing a large number of users, as long as they can be organised into a text file. The text file must be named "staff.txt" and have the format displayed on the window here.



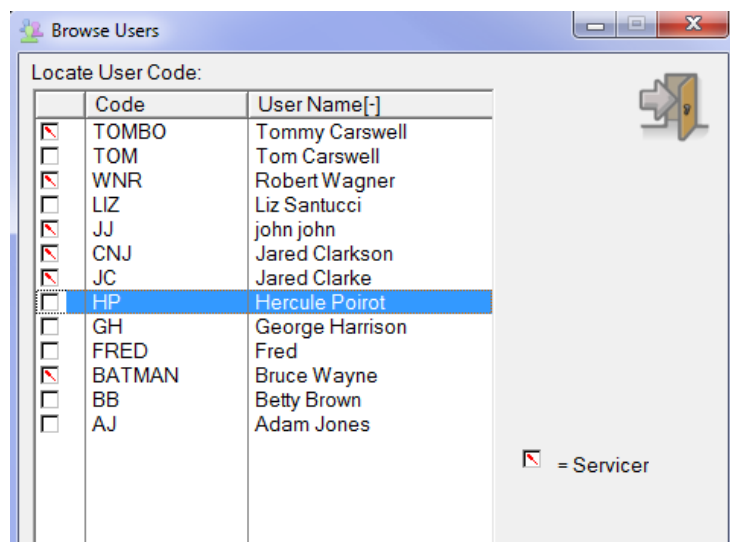
Use the ... button to lookup staff.txt. It can be in any folder.

The View Staff.txt button lets you view and check the contents.



When satisfied, Click the Import button

After importing, open the browse table and tick the 'Is Servicer' box for anyone who needs to be servicers.



SET UP GUIDE 4 - ASSIGN SERVICERS TO AREAS

2

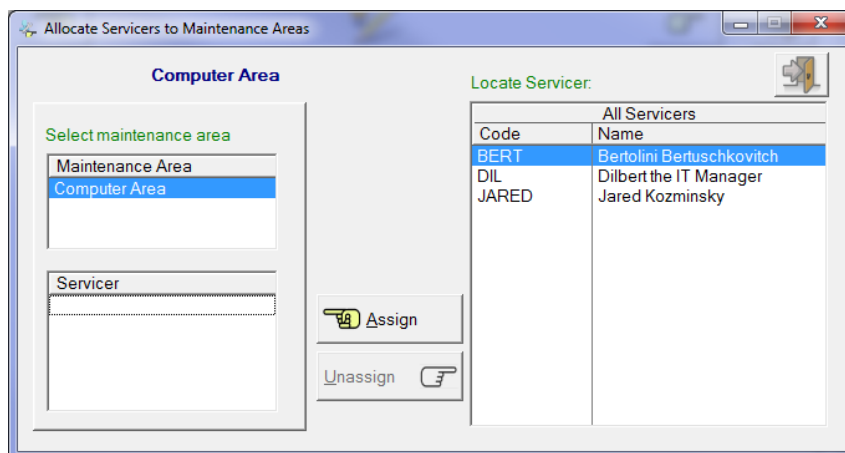


Servicers must be in the user list, and marked as servicers (previous step).

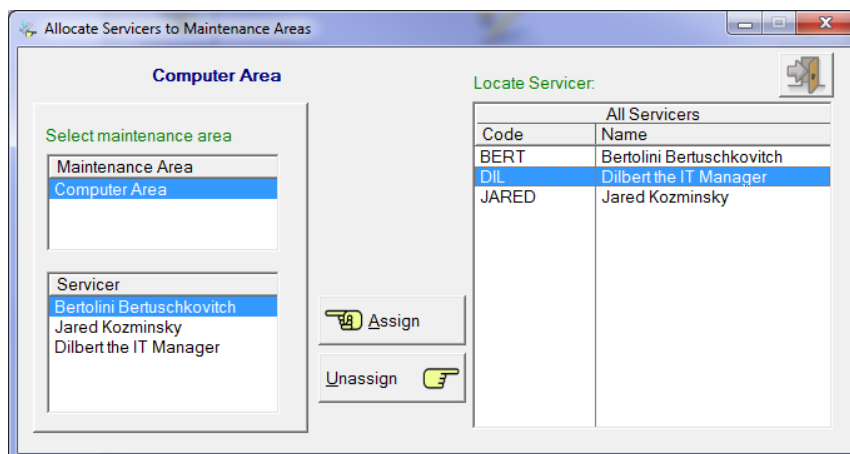
Servicers can be associated with one or more Maintenance Area.

Click the 'Servicers and their Areas' button

Currently the Computer Area has no servicers.

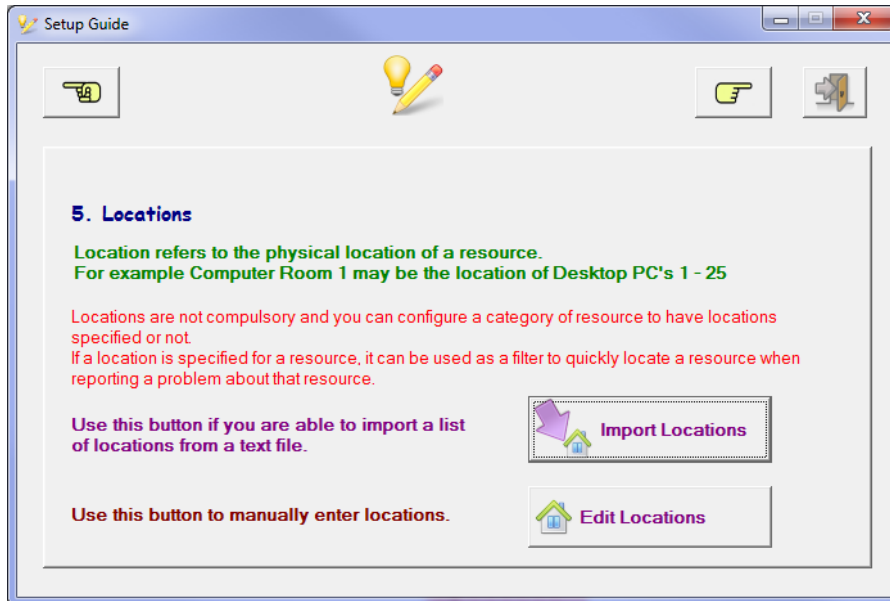


All potential servicers are shown in the right hand table.



All three of these characters are going into the computer area, so use Drag'n'Drop or highlight them and use the button.

SET UP GUIDE 5 - LOCATIONS

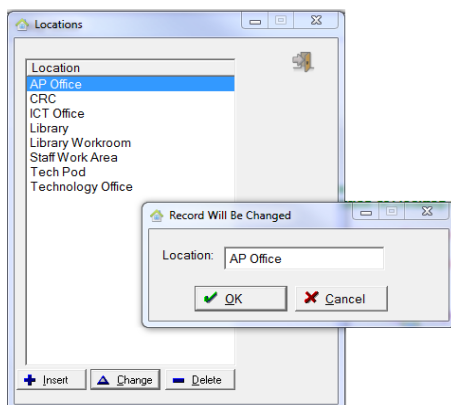


Locations are not compulsory.

However if you have many equipment items, scattered through many locations, it is advisable to use locations.

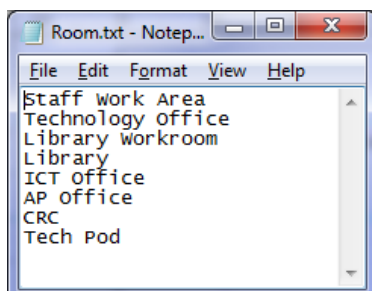
You can have several labs with equipment from PC's, Printers, DVD players, Multimedia Projectors etc. Having a location allows the user to filter the resource list to a single room when submitting a job. It can assist the servicer to find the faulty item.

Edit Locations



Directly enter locations if you don't have too many.

Import Locations

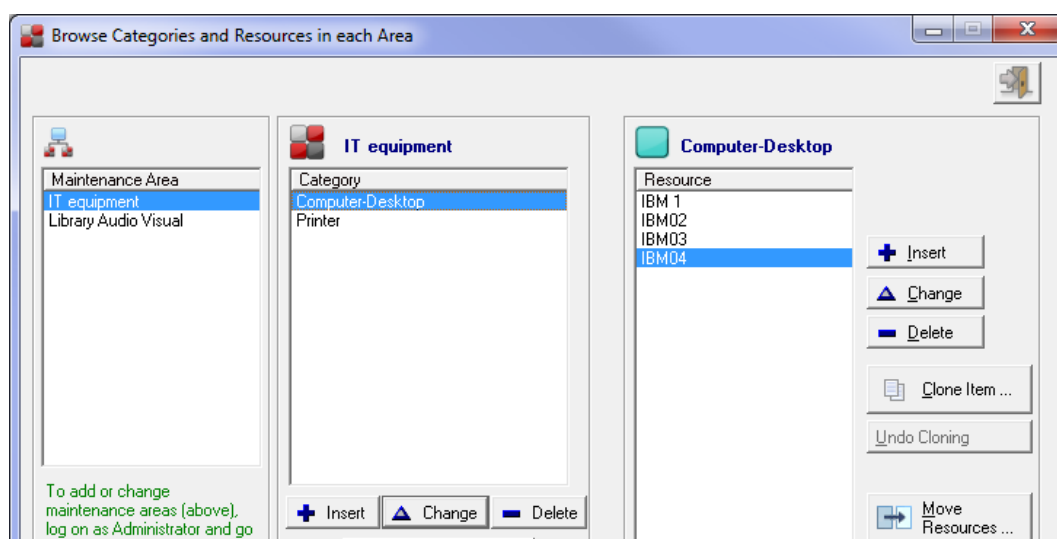
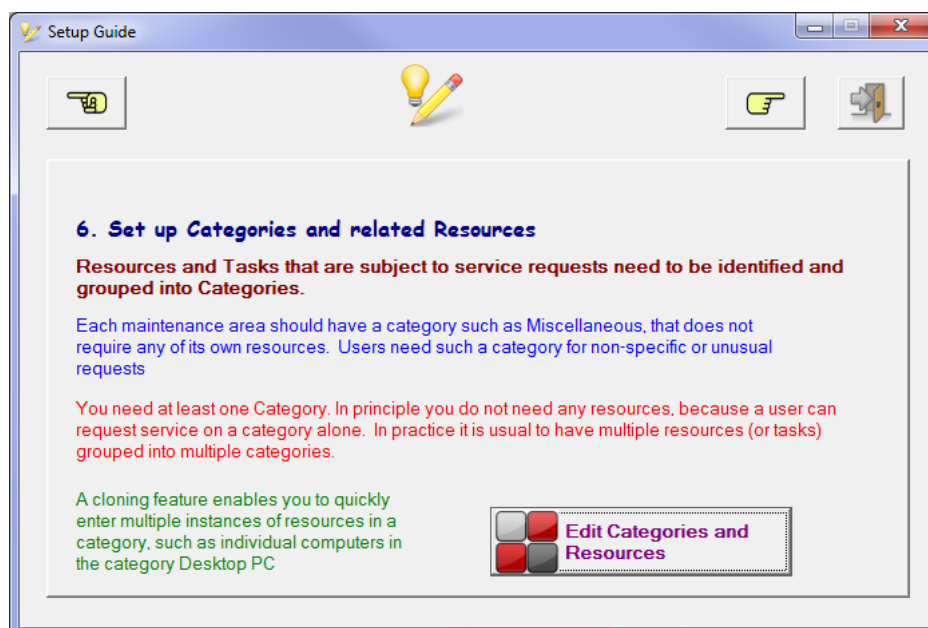


A plain text file of rooms or locations can be imported directly. Shown here in Notepad.

The file must be named "Room.txt".

SET UP GUIDE 6 - CATEGORIES AND RESOURCES

2



CATEGORIES

A Maintenance Area must have at least one category, and will usually have resources. However Jobs can be submitted on the category alone or you may choose a resource name that is quite generic such as Software Install or Printer.

Servicers Note

You should allocate a servicer to each category and may allocate one to specific resources. When a job is submitted, the request will go to the specific item's servicer if one has been set, otherwise the job will go to the category's default servicer.

Resource Specific servicers need only be set where they are different to the category servicer.

Use the edit buttons under Category to add one or more categories and set their default servicer and other options.

Update Category Details...

Category: Computer-Desktop

Description: Curriculum Desktop Computers

Area: Computer Area

Default Servicer Code: JARED

For items in this category...

- ☒ allow a Location to be entered
- ☐ enable Purchase Price
- ☒ enable Purchase Date
- ☒ enable Asset Register Number
- ☐ enable Serial Number

OK Cancel

Record will be Changed

You may change the Maintenance Area any time using the lookup button.

Use the LookUp button to choose a Servicer.

RESOURCES

A Resource can be used to refer to any potential service request within the category. Often that relates to physical equipment, but it can be a service such as training. 'Item' is a more general word, often used in this manual, which means the same thing: something that comes under a category.

You do not have to have resources entered. A user can select a category and describe their problem.

However entering specific items means less typing for the users if they can directly select their item. Also, the history file becomes more useful when it can display service histories of given items.

Adding a Resource

Highlight the Correct Category

Press Insert (next to the Resources table)

Enter the item's name or identifier.

A description helps a user to identify items. It displays when a user submits a job.

The default servicer has been inherited from that of the category. Change it if you wish.

The Location can be looked up by clicking the lookup button.

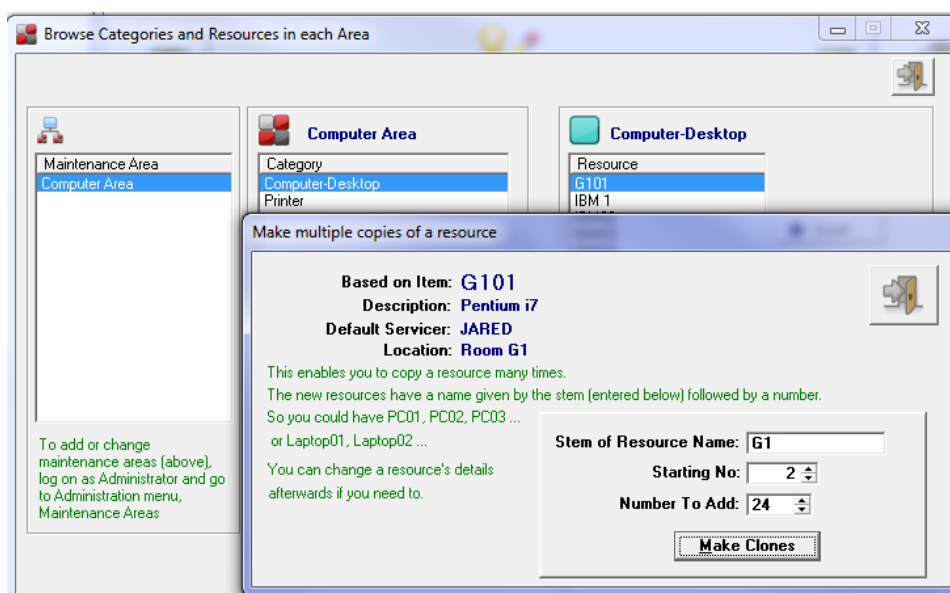
Cloning

Many computer labs have equipment identified systematically.
Eg computers 1 to 26 in room G1 labelled from G101 to G126.

Cloning allows computer G101 to be entered with all relevant details, then replicated automatically from G102 to G126, saving lots of time.

Here, G101 has been added, through the update form.

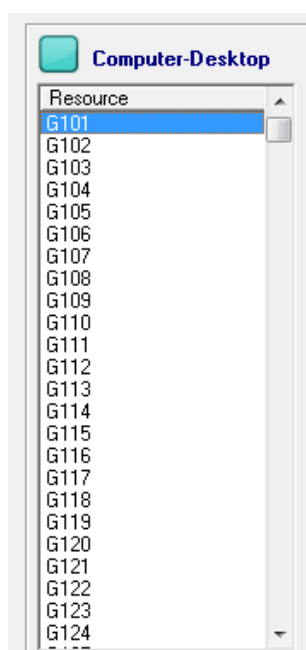
2



With G101 highlighted, the Clone button is clicked, bring up the Clone dialogue window. Filling in the details...

The stem is that part of the name that does not change (G1). The first of the copies is to be called G102, so the starting number is 2. I want to go to 26, so I need to add 25.

If you get the arithmetic wrong don't worry because you can easily add or delete extras.



Click the Make Clones button

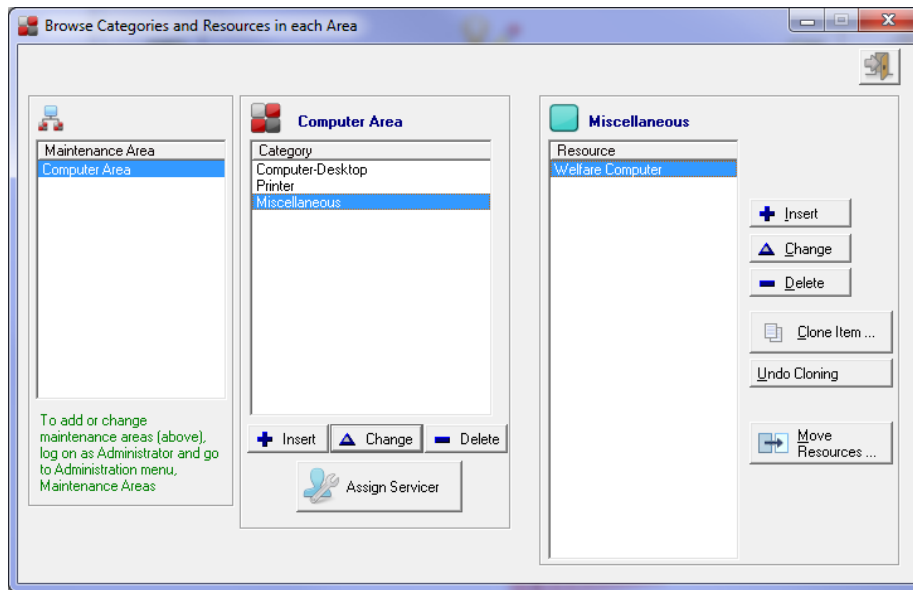
The copies are instantly created, identical in every respect except name to G101.

The **Undo Clone** button is now active and will function until you clone another resource or until you close this window.

If you need to undo the cloning, **do it immediately**.

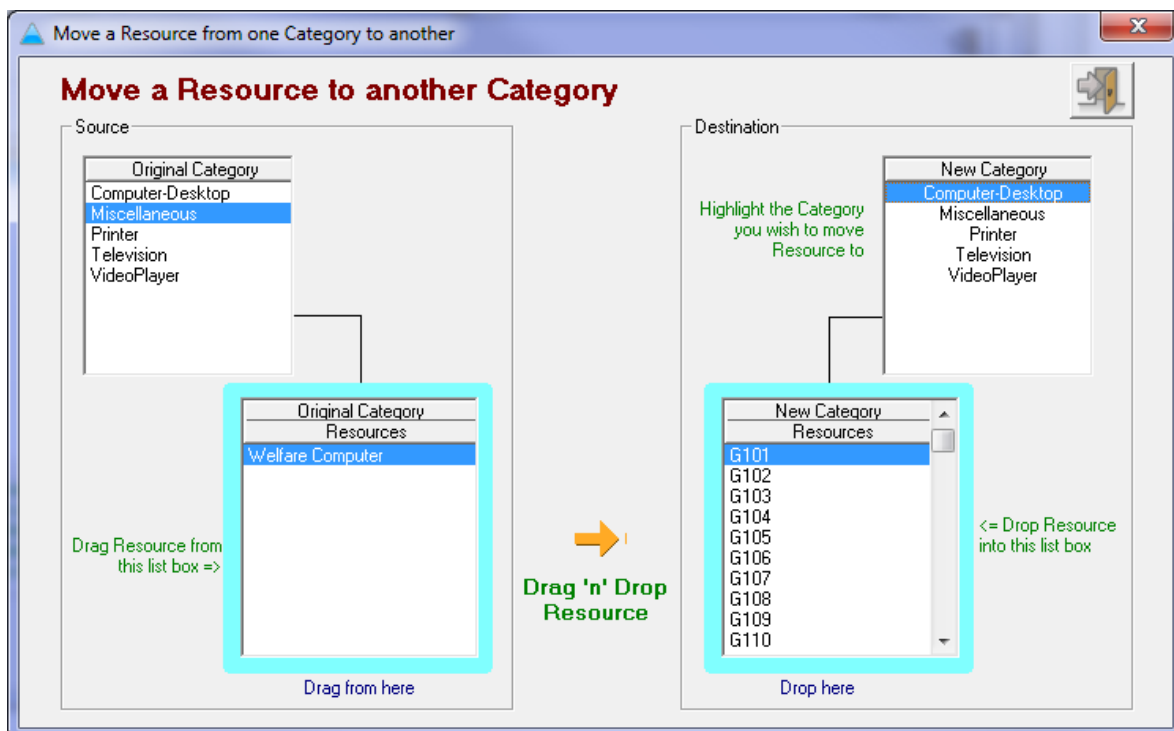
Changing a Resource's Category

In this example I have a Welfare Computer in Miscellaneous when I wanted it in Computer-Desktop.



Click the Move Resources button

and bring up this utility window.



Now I can highlight the Welfare Computer on the left, and drag it to the highlighted category on the right.

The welfare computer now belongs to Computer-Desktop.

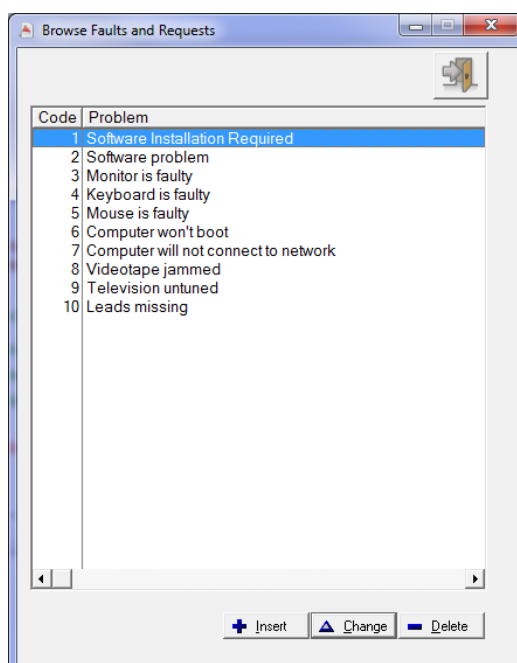
SET UP GUIDE 7 - LIST OF COMMON SERVICE REQUESTS

This assists users by making it easy to select common faults and allows the history file to be used more analytically because faults are described in the same way and thus can be summarised more easily.



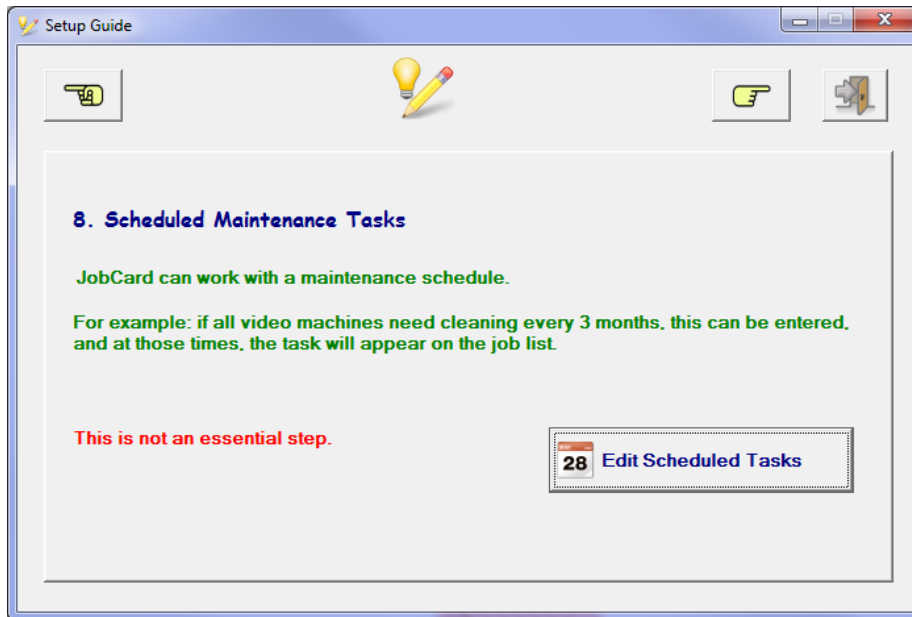
Click the Edit List of Requests button

Edit this list to suit your needs. Each fault is given a code automatically. This code is passed though to the history file and helps with summaries.



SET UP GUIDE 8 - SCHEDULED MAINTENANCE TASKS

Scheduled tasks are placed into the Job Queue whenever they are due.



Click Edit Scheduled Tasks

Click Insert to get the Update Form

Fill in the appropriate details

Date of Last Maintenance can be left for JobCard to complete.

Click OK

When the correct time arrives, the job appears in the queue.

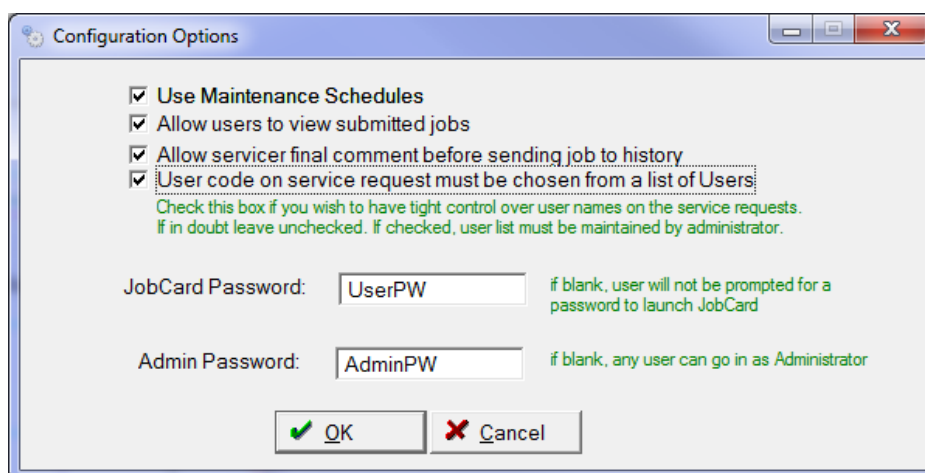
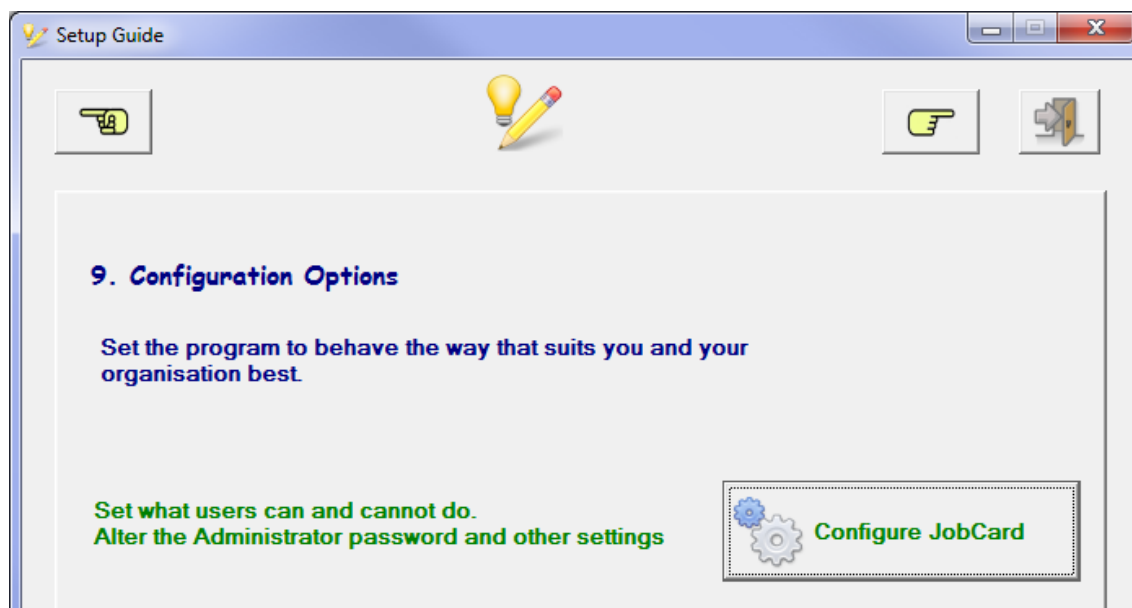
ID	Priority	Date	Job Name	Item	Notifier
14	3	29/08/11	Computer:Desktop	Check all N4 computers	Sched Maint
12	0	26/08/11	VideoPlayer	Vid03	BARRY

When the Job is dragged to the history file, JobCard regards the Job as having been done and updates the Date of Last Maintenance field (in the above form). It then resets the next maintenance date.

Scheduled Task	Last Done	Servicer	Interval (days)	Next due	Area
Check all N4 computers	29/08/2011	CNJ	2	31/08/2011	Computer Area

SET UP GUIDE 9 - CONFIGURATION OPTIONS

2



Use Maintenance Schedules

If unticked, JobCard will not add any Scheduled Maintenance tasks.

Allow users to View Submitted jobs

If unticked, Users cannot view the Job queue.

Allow servicer final comment...

This encourages servicers to add a comment to jobs that go to history, by opening up that job in a window. Otherwise the job goes to history directly.

User Code must be chosen...

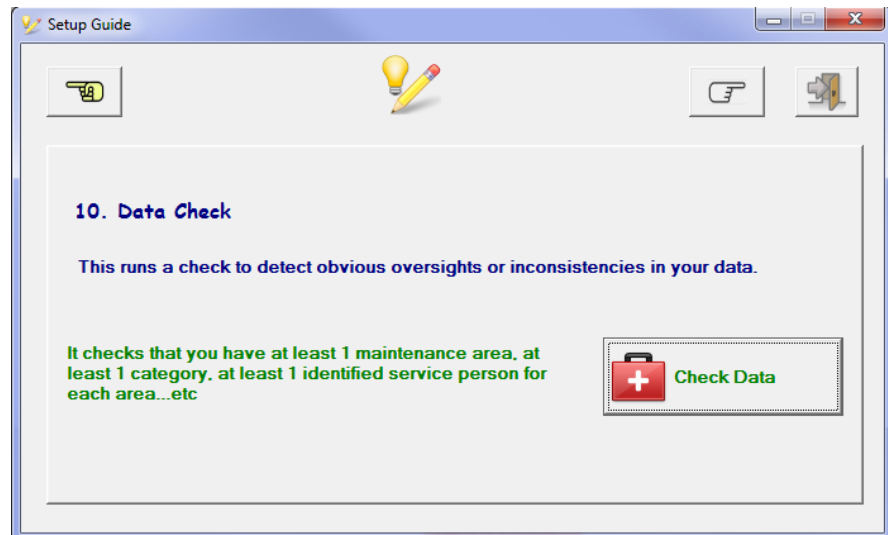
If ticked, you must be prepared to have all staff names entered in the user list. This may require you to import the users' names via a text file. You must maintain this list as users change.

Passwords

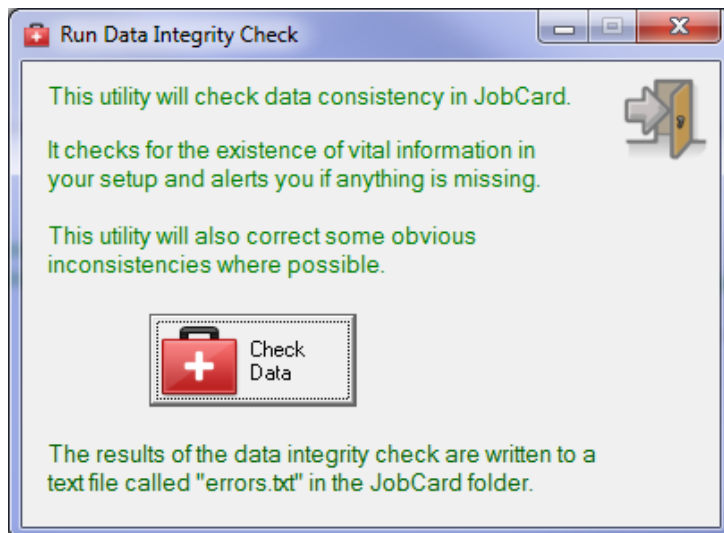
If the JobCard password is left blank, no password is required for users.

If the Admin password is blank, Jobcard automatically opens in Admin mode. This is useful for setting up, but not when JobCard is on the network.

SET UP GUIDE 10 - DATA CHECK

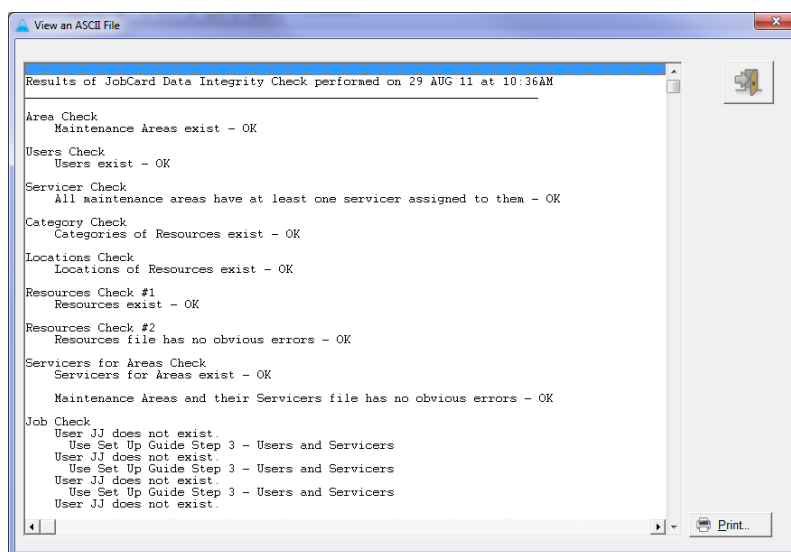


Click the Check Data button to bring up this window



The data check checks the logic and completeness of your current data.

Click the button to run the check and view a report.



The report is a plain text file "errors.txt" and can be printed using the button on the window.

EMAIL

Overview

JobCard may be configured to send an email to the servicer when a job is submitted. The job still goes into the usual job list, but the servicer will receive email notification of it straight away.

When viewed by a servicer, the job can be allocated to another servicer. If that servicer has an email address, he will be notified via email.

When a job is moved to history, if both notifier and servicer have email, a Job Completion notification email may be sent to the notifier.

2

Configuration requirements

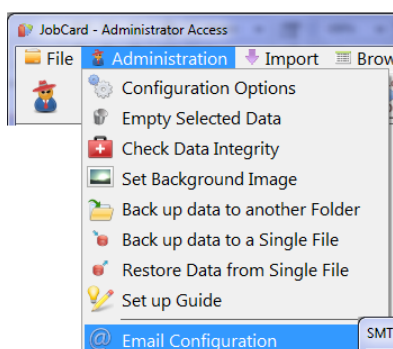
An email address must be configured for use by Jobcard to send from. You must test that it works.

Servicers must have an email address entered into JobCard and must have their email enabled.

General users may have email addresses entered.

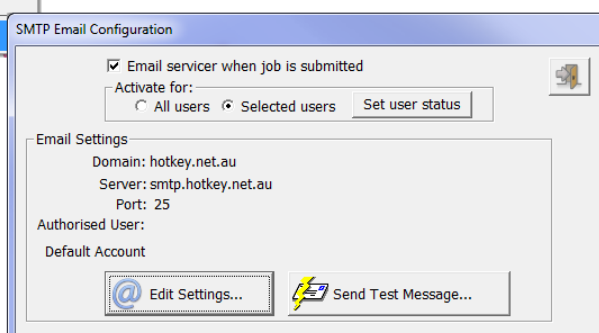
Set up Specifics

From the Administration Menu, select Email Configuration.



Tick **Email servicer when job is submitted** to activate the relevant controls.

Check either **All Users** or **Selected Users**.



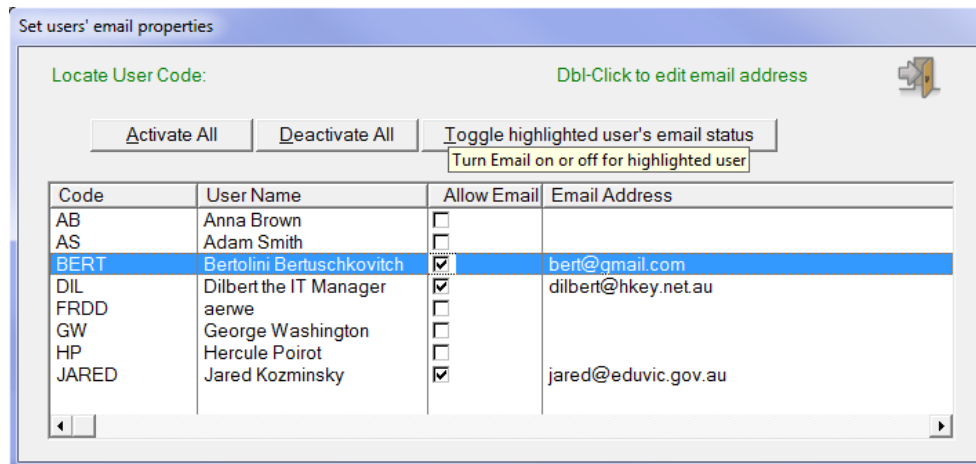
Click **Set User Status** to edit individual mail settings.

(see over)

Set User Email Status

For designated servicers:

Check **Allow Email** by clicking the Toggle button.
Enter an email address by Double clicking an entry. This allows you to enter the email address directly on the line.



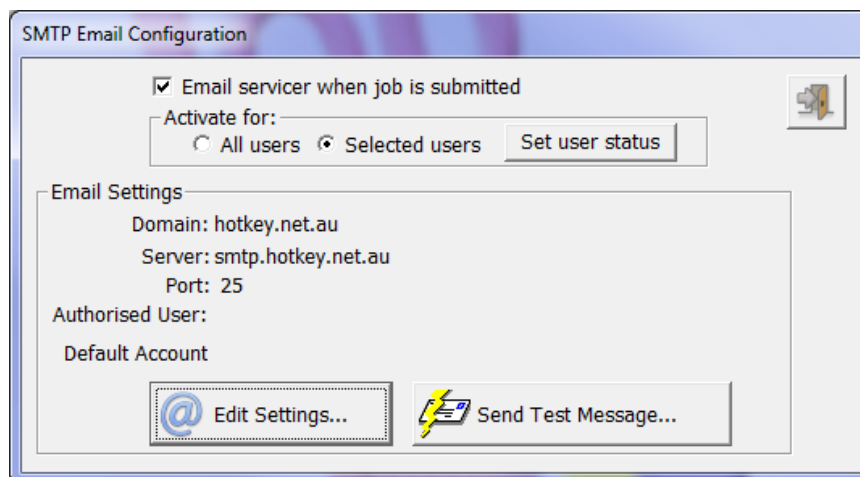
Alternatively

Edit the User Details in the menu: Browse Edit > Users.

or

Import email addresses from menu: Import > Import User Names.
If users already exist, the import process updates their details.

When you have a couple of servicers set up correctly, return to the Email Configuration Window.



Click Edit Settings

Email Settings

SMTP Email Configuration

Domain: eg: provider.net.au

Server:

Port: usually 25 eg: smtp.provider.net.au

Email Authentication

If email server requires authentication. Otherwise leave blank.

Authorised User Account Name:

Password:

An email account to use for automated notifications

Default User:

OK Cancel

2

Domain

Usually not needed

Server and Port

The name of your email server and its port. SMTP mail defaults to Port 25, but yours may be different.

Authorised User Account Name

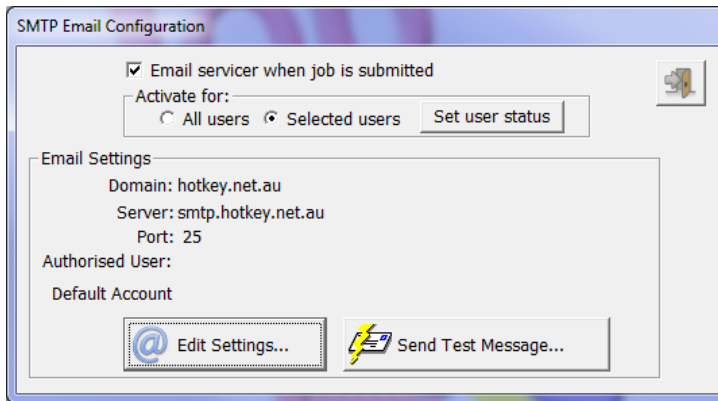
General email usually does not require an account name in order to accept an email. In this case, leave it blank like the above example.

Managed Servers such as Edumail in Victoria will not accept email unless it is from an authorised user with a password. In this case, you must enter an account name and its password. Depending on how the server is configured, the account name may simply be the name eg tom, or it may be the full account name tom@edumail.vic.gov.au. It is matter of trial and error in this case.

Default User

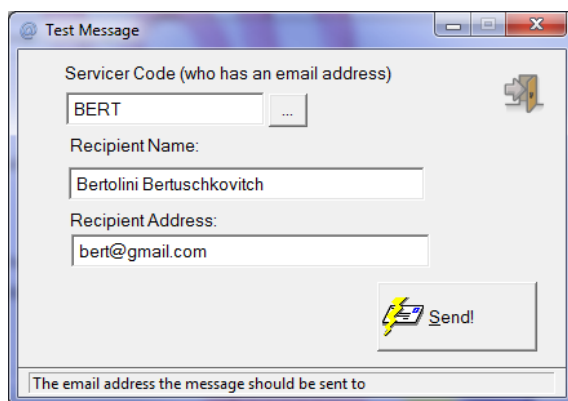
This is an account to attach to an email as a sender if the actual sender in JobCard does not have a listed email account name. It can be left blank, but without it, some emails are treated as junk mail.

Test Message



Click the Send Test Message button

This window asks who to send the email to.



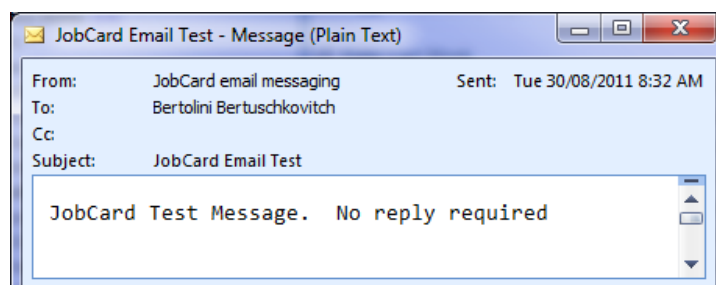
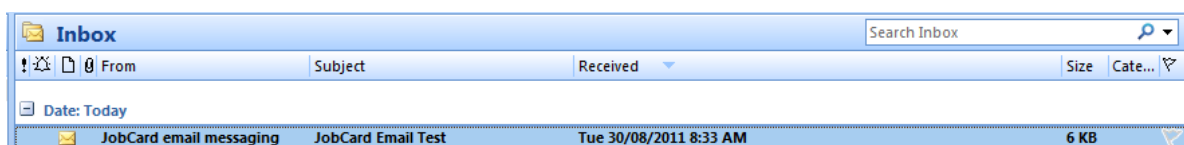
Clicking the ellipses (...) button will bring up this window with all of your designated servicers.

Select a servicer (probably yourself)

Click **Send**

If your basic configuration settings are OK, you will see a message 'Sending 1 Email'. The window should close itself after a short pause.

If you have things entered correctly you will receive an email looking similar to this:



Try an actual job

2

For an email to be sent, you must have:

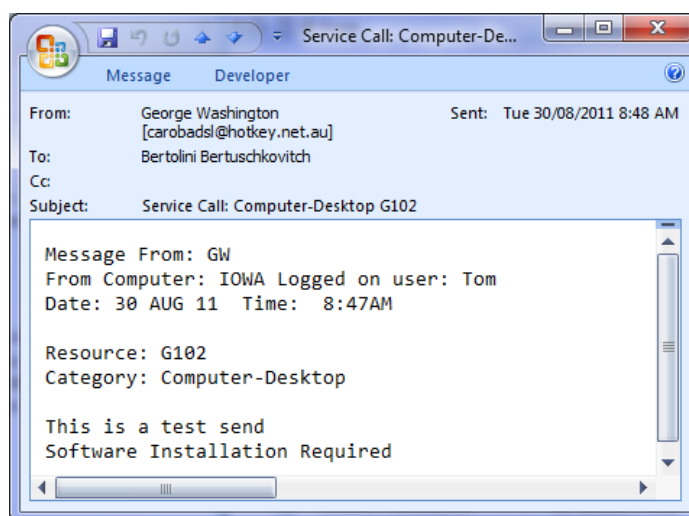
Activated Email

The relevant servicer must be Email Enabled

The relevant servicer must have an email address

'Send' will always add the Job to the usual queue and if the above conditions are satisfied, will also send an email.

The email contains the message plus details of where and when the email originated.



Emails will also be sent to the notifier if a servicer is changed or a job is moved to history.

CHAPTER 3 - USER GUIDE

THE USER GUIDE

Note

Often software gets ahead of a printed manual, so if things don't look exactly the same, that's ok; the main process won't have changed. If you are not sure what an undocumented button or option does, try it out.

WHAT JOB CARD DOES

JobCard lets you alert someone about a problem you've noticed or submit some sort of service request.

Typical situations:

- a fault with some equipment, often computer related
- software installation or update required
- report a broken window

You select from a list of equipment or tasks, report the issue from a standard list or in your own words, enter your user code and submit the job.

The job is added to a job list where service people can view the jobs, prioritise them, print them, annotate them, and store them in a history file, once completed.

You can view or amend the job list if your JobCard administrator has allowed it. You can see whether a job has been read by a servicer, or read any notes made about it.

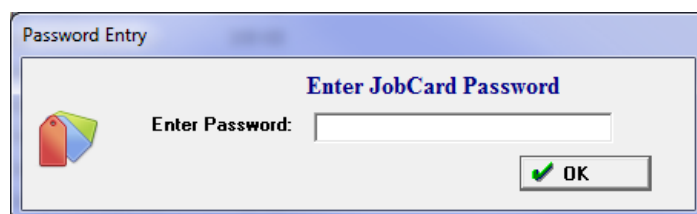
Jobs may be submitted through Windows or via a web browser.

WINDOWS

One or more people in your school will administer JobCard and someone will have placed (or can place) a shortcut on a computer available to you. You must be connected to your network because JobCard is on a server, not on your computer.

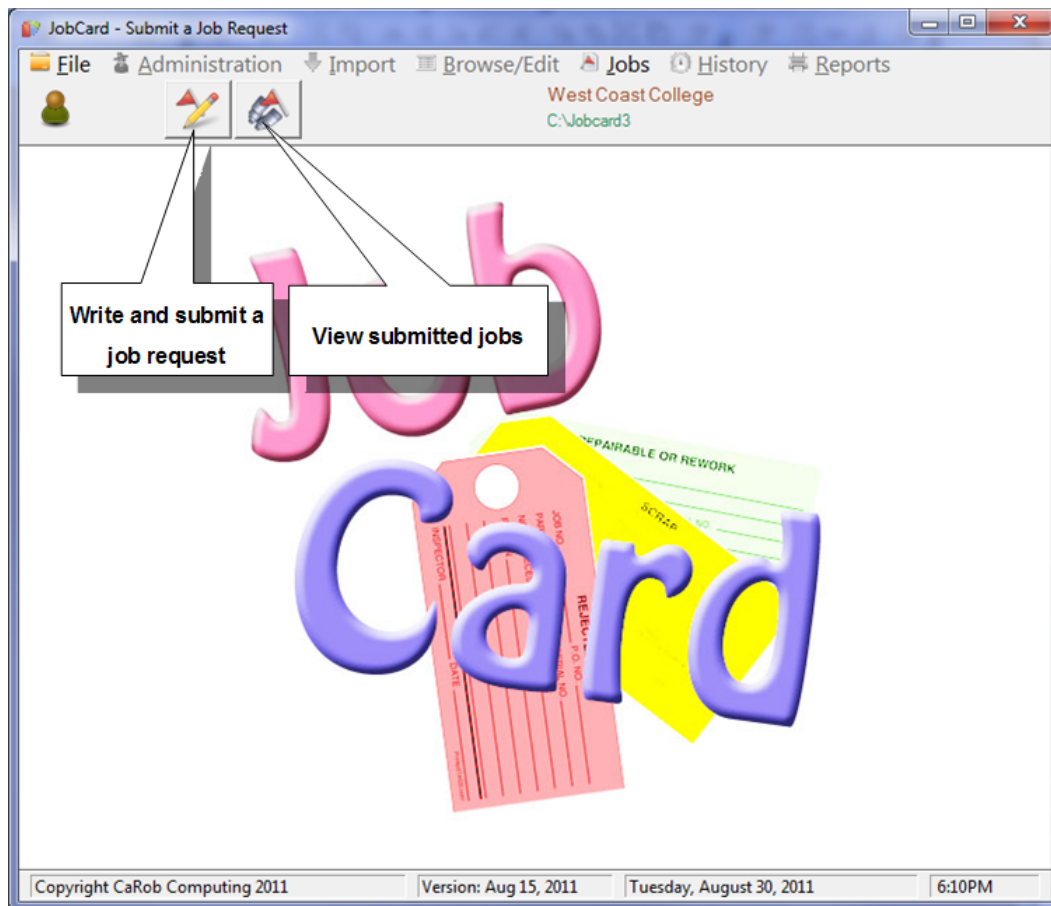


Double-Click the shortcut button on your desktop



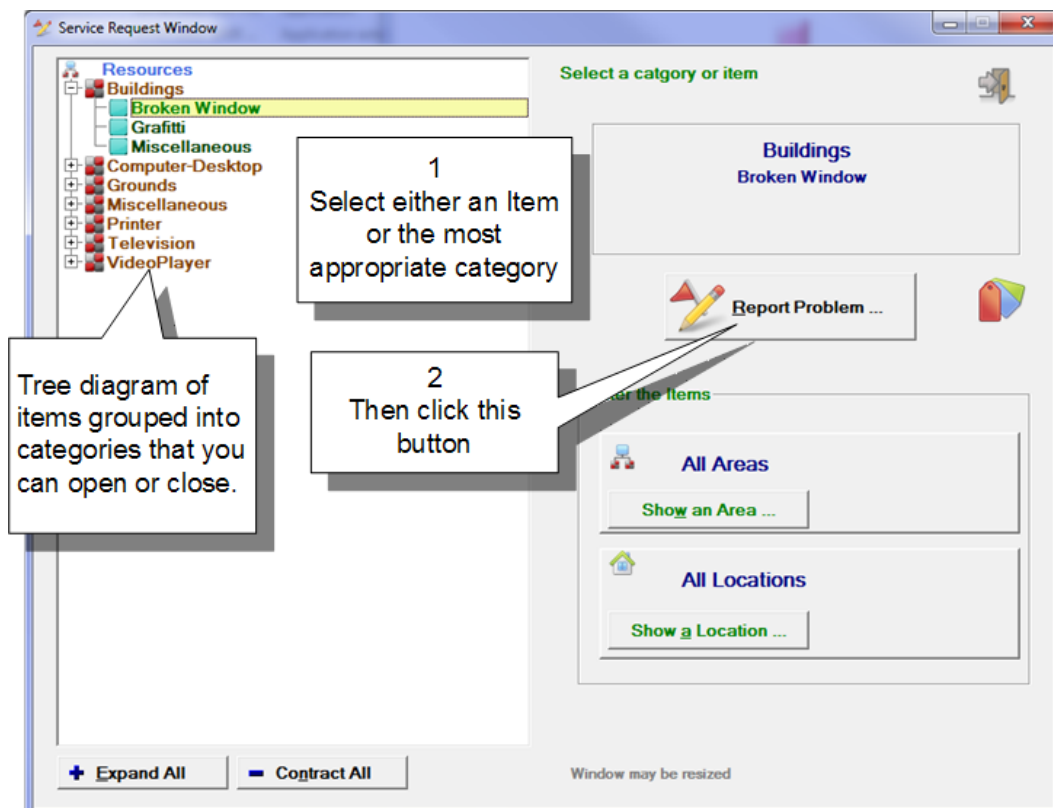
If the JobCard administrator has implemented a password, you will have to enter it. It is case sensitive.

Enter your password and Click OK

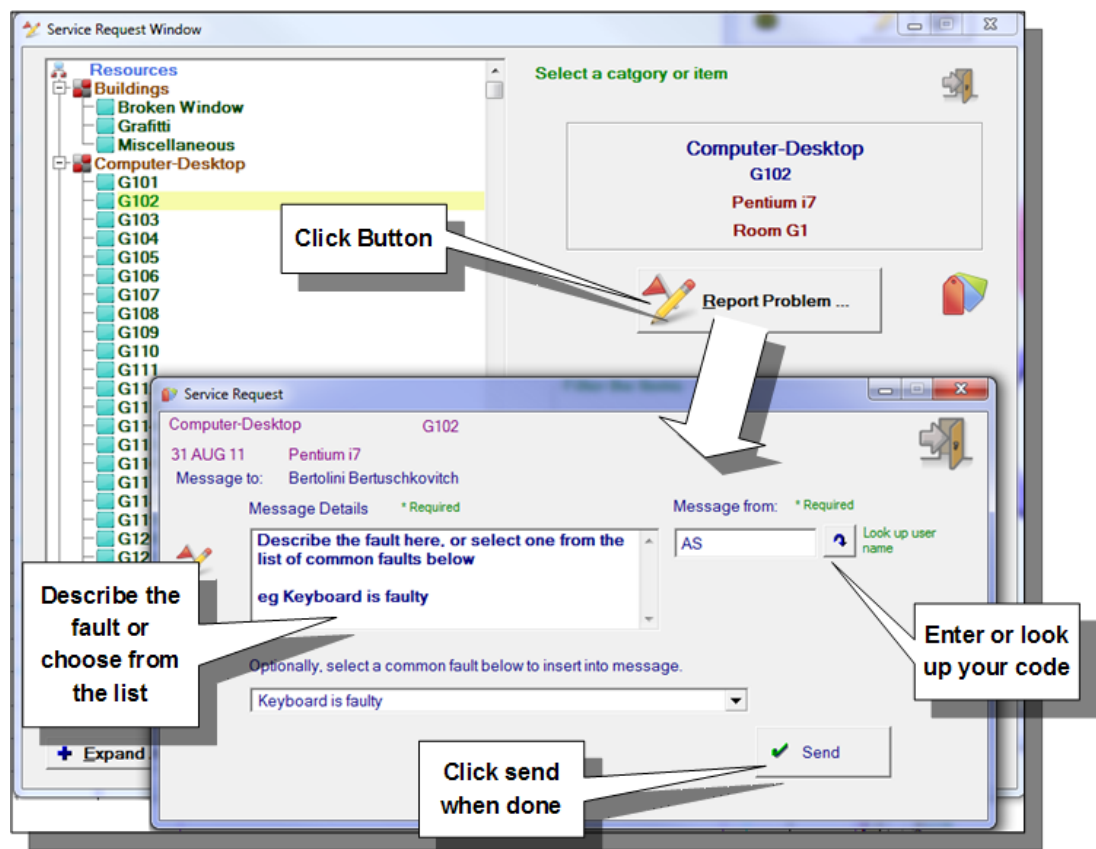


Job Card main Window – logged on as a user

Click on the pencil icon  to submit a job.

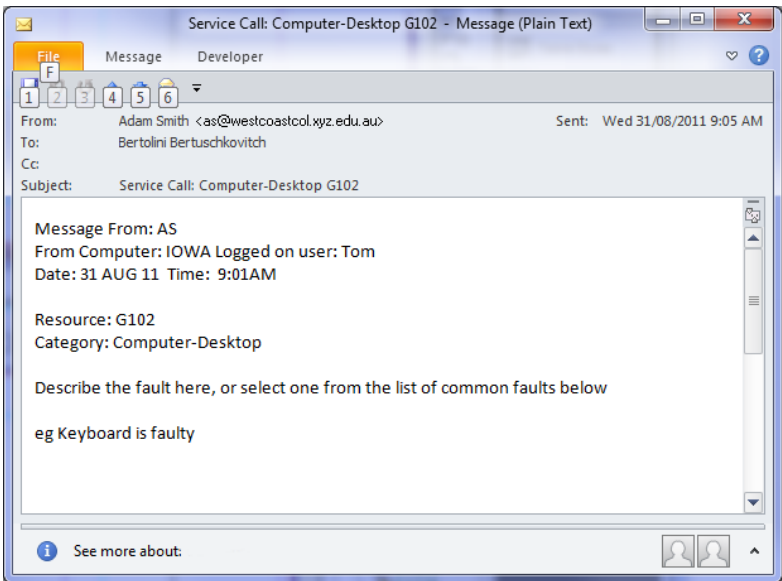


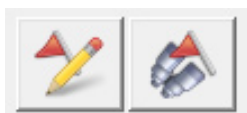
THE SERVICE REQUEST WINDOW



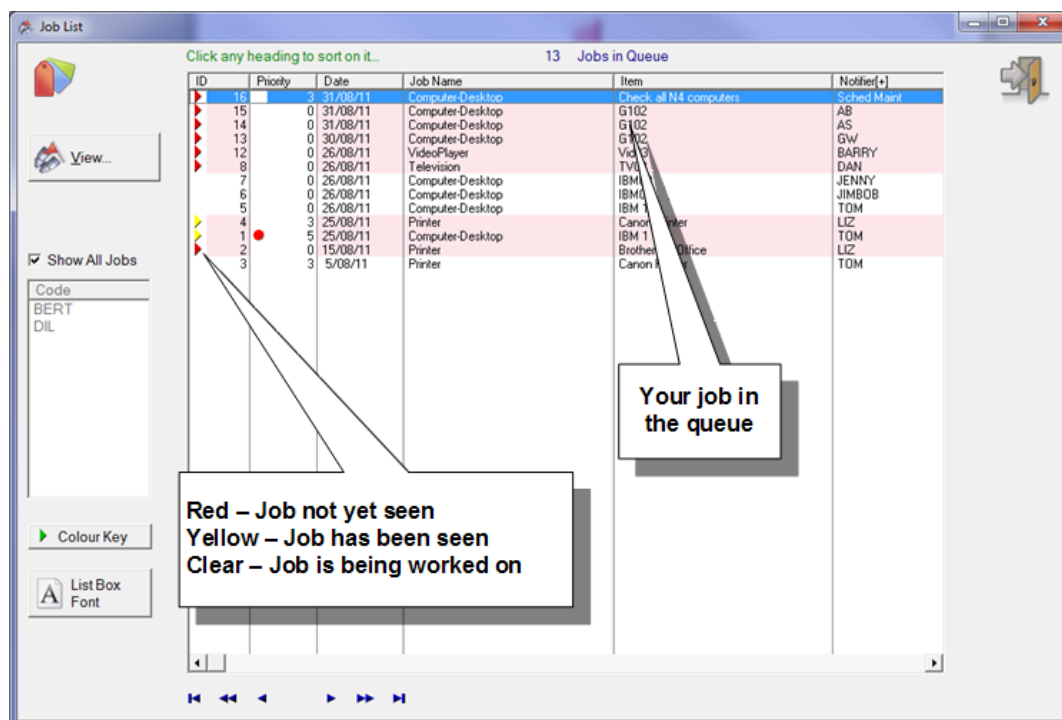
After submitting the job a window displays. Click OK.

If email options have been activated, the service person will receive an email.



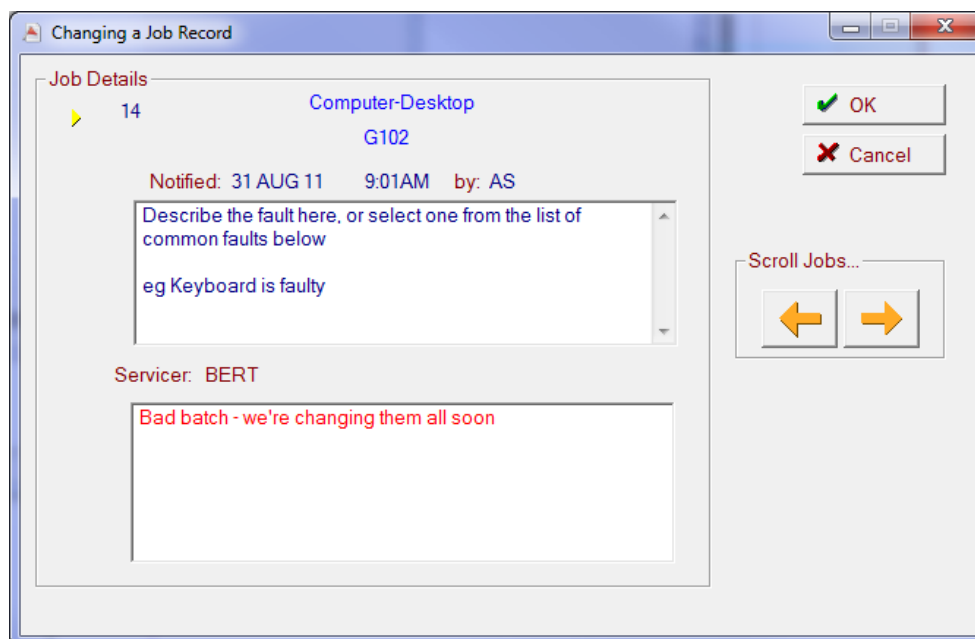


Click binoculars to View current jobs (below)



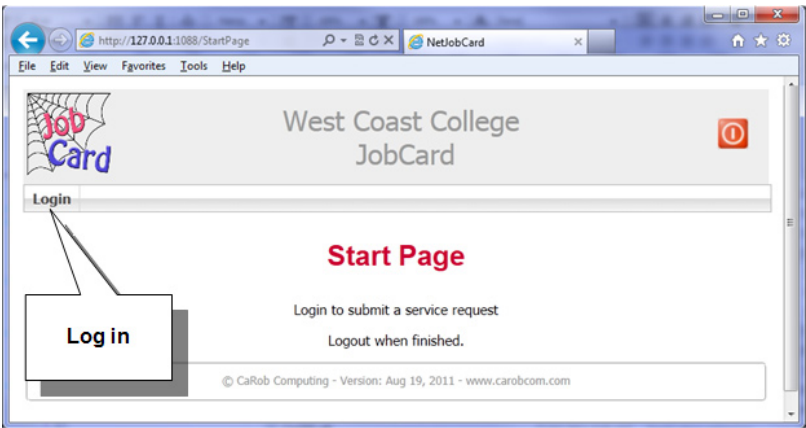
3

You may double click any job to see the details and to see if a service person has added any notes.

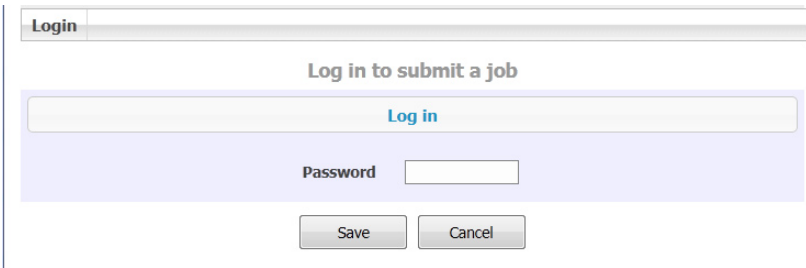


BROWSER

You will probably have a hyperlink from your organisation's intranet.



Click Login

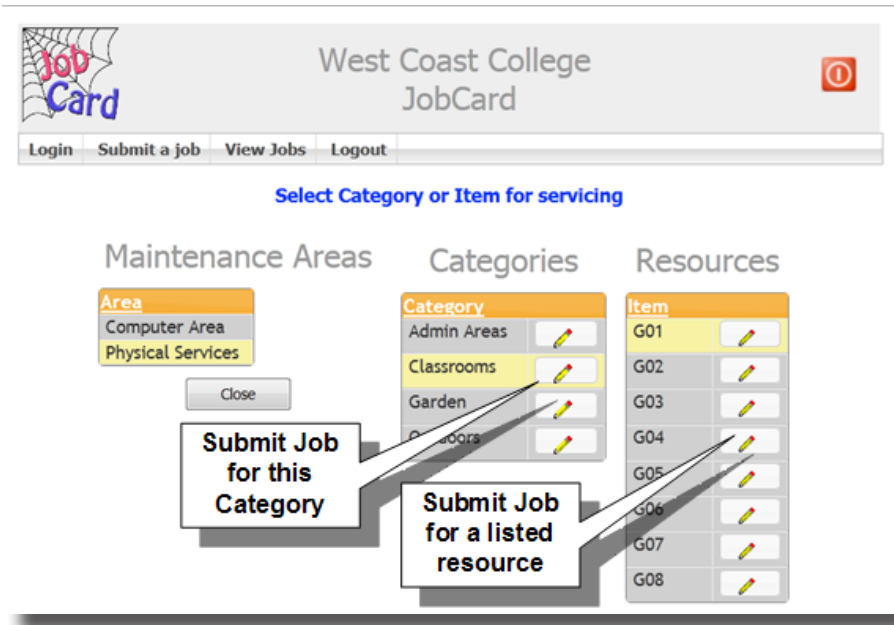


Enter the password, which is case-sensitive.

SELECTING A RESOURCE OR CATEGORY

You will submit service requests through one or more Maintenance Areas each grouped into one or more Categories of items or resources.

This example shows Physical Services highlighted in yellow, which has four categories. Classroom category is highlighted, and it displays specific rooms as resources on the right.



If the specific resource you want is listed, click the pencil button next to it.

If the individual item or resource is not listed, select the most appropriate category.

Job Window

West Coast College JobCard

Login Submit a job View Jobs Logout

Submit Service Request

Main

Category: Classrooms Item: G05

Default Servicer Code: JARED

Notified by: Adam Smith

Problem: Broken desk at back left of room

Date Reported: 11/09/2011

Save

1. Select yourself
2. Describe the problem
3. Click 'Save'

3

You have only two fields to complete.
Try to be as specific as you can in the description of the problem.

West Coast College JobCard

Login Submit a job View Jobs Logout

Current Jobs - Area and Category

Item	Notifier	Date Reported	Reported Problem	Seen
G05	AS	11/09/11	Broken desk at back left of room	0
G03	AB	9/09/11	Lock is sticky and carpet is torn where the door snags it	0

2

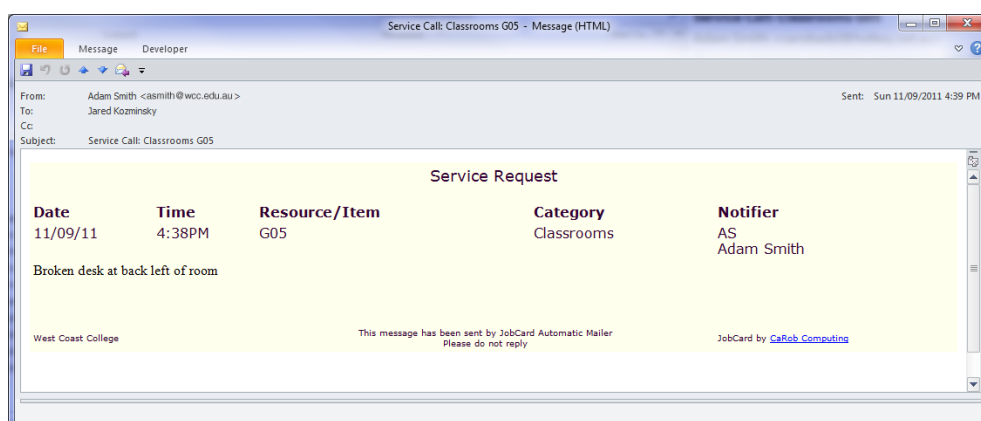
Select Area
Computer Area
Physical Services
Close

Select Category
Admin Areas
Classrooms
Garden
Outdoors

After clicking save, you will be taken to the View Jobs page where your job is highlighted.

You can always view jobs that are currently active.

Email notification



CHAPTER 4 - SERVICE'S GUIDE

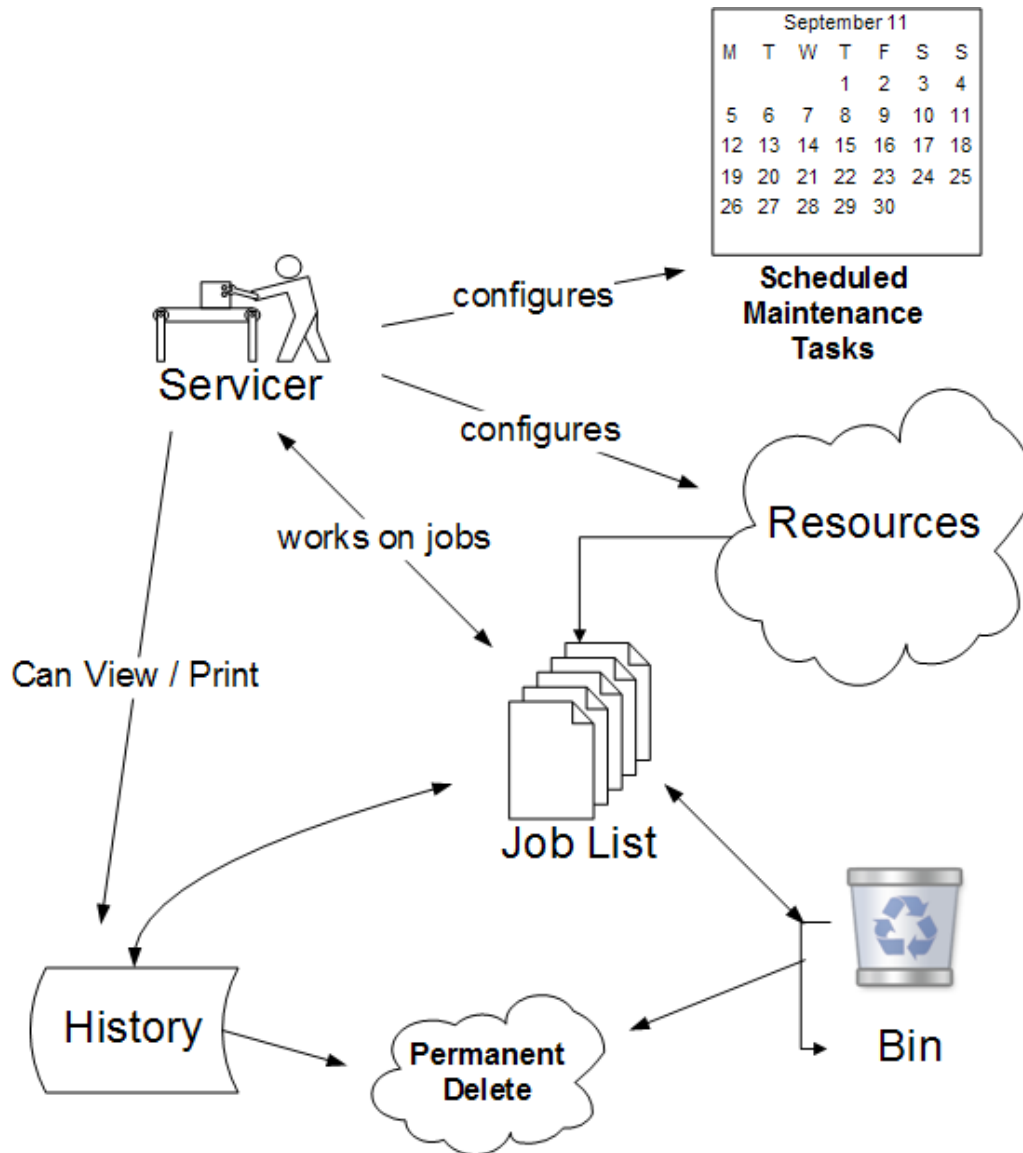
OVERVIEW

A servicer is anyone who logs on as an Administrator or who logs in to a Maintenance Area. Areas can each have different passwords.

An administrator sees all maintenance areas and can maintain all data files.

Anyone logged into a single area can service jobs, view histories and set maintenance schedules for that area.

The focus for a servicer is the job list. The flow chart next page summarises their actions as far as Jobs are concerned.



A job may be a mistake or other trivia and can be dragged to the bin.

A job may be better done by another servicer, so it can be reallocated.

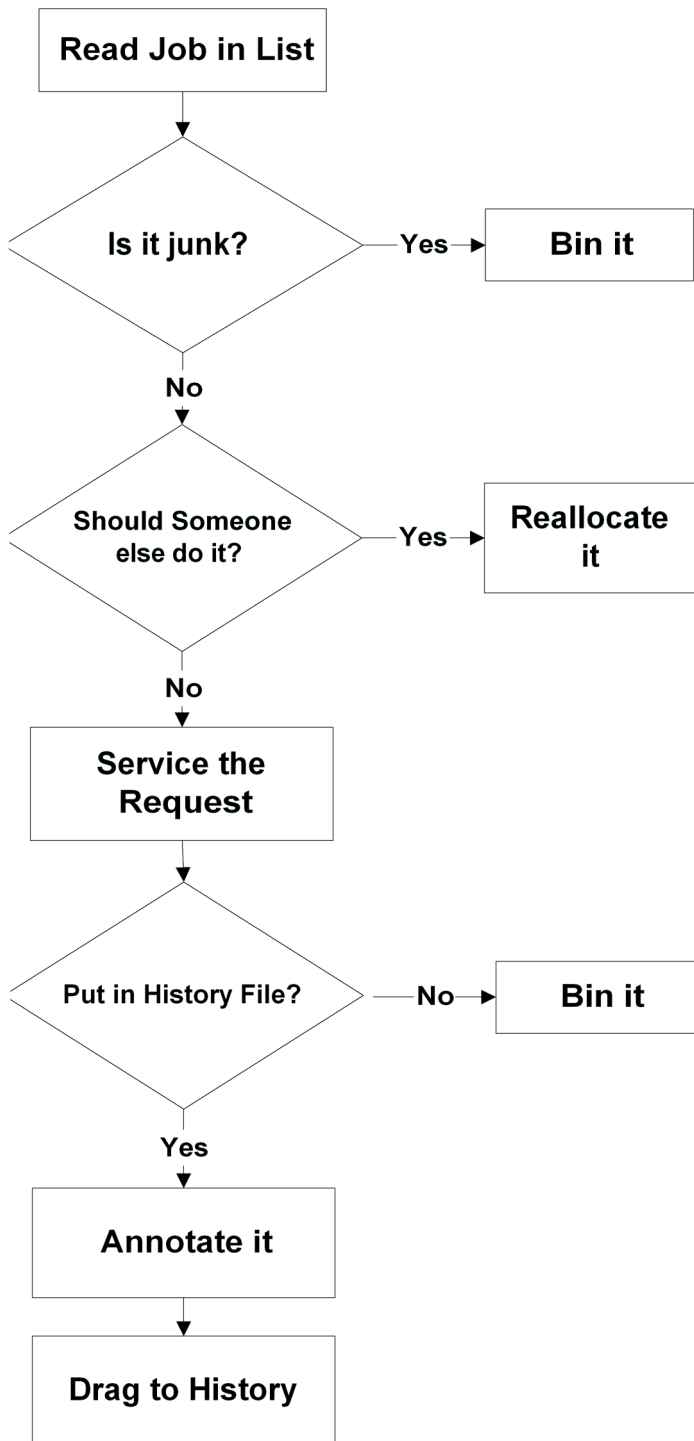
Jobs remaining must be dealt with by the servicer.

THE HISTORY FILE

Someone has to decide on how or if the history utility is to be used. It may only be used for certain kinds of job, all jobs or no jobs. This is an in-house decision.

When a job is completed, the servicer either bins it or drags it to history. If it goes into history, the servicer can add a comment to about what action was taken (for future reference).

Jobs can be restored from the history file if they have been placed there prematurely.



The history file can be viewed, printed, and exported as a text file. It can be a useful tool for looking at the work history of specific pieces of equipment to assist in decision making with regards perhaps to disposal or renewing.

The Bin

The bin is not permanent deletion. It actually saves each job. If the bin is emptied, though, the job is gone.

Jobs can be restored from the bin if they have been placed there prematurely.

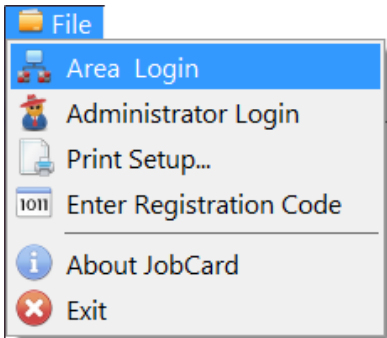
The Job List

This can be read by users if the administrator has allowed it.

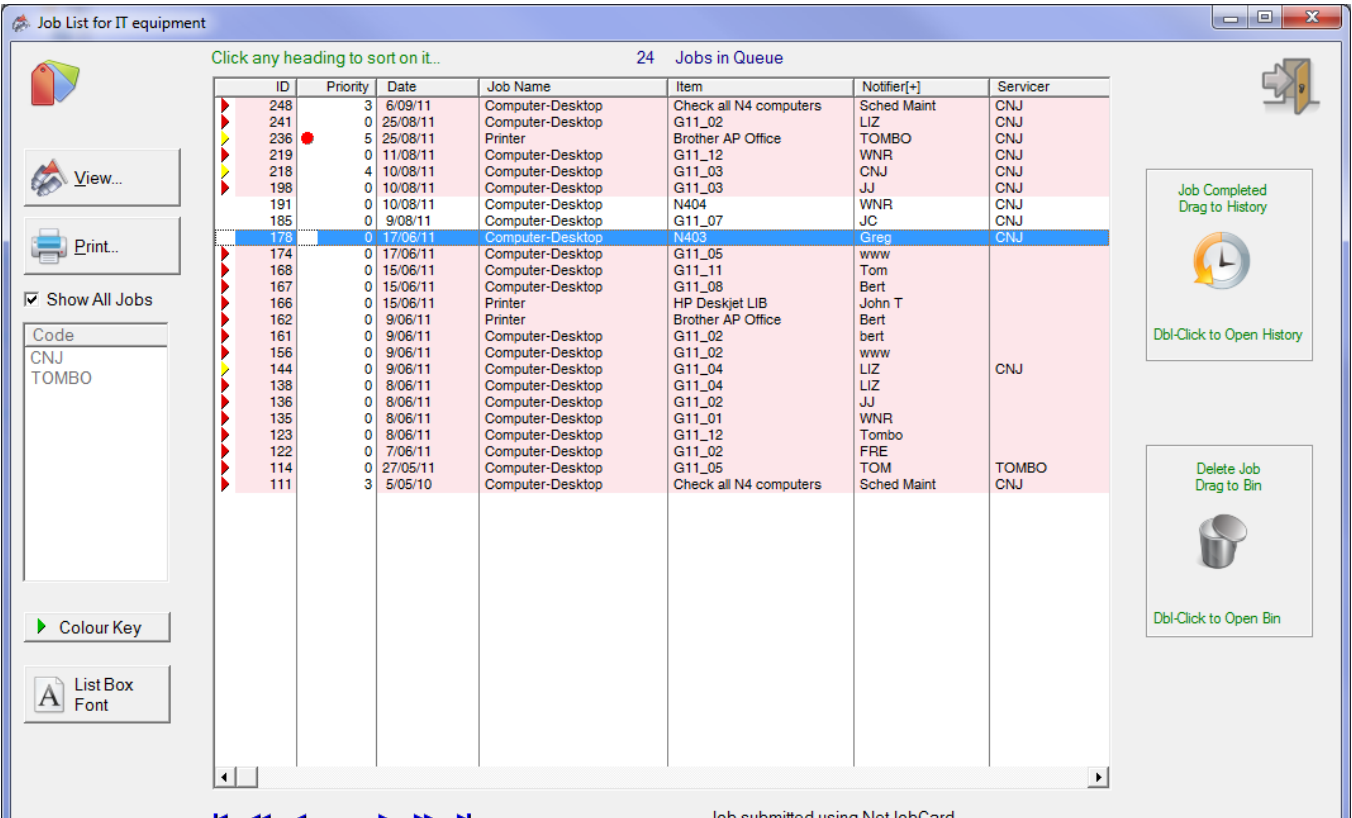
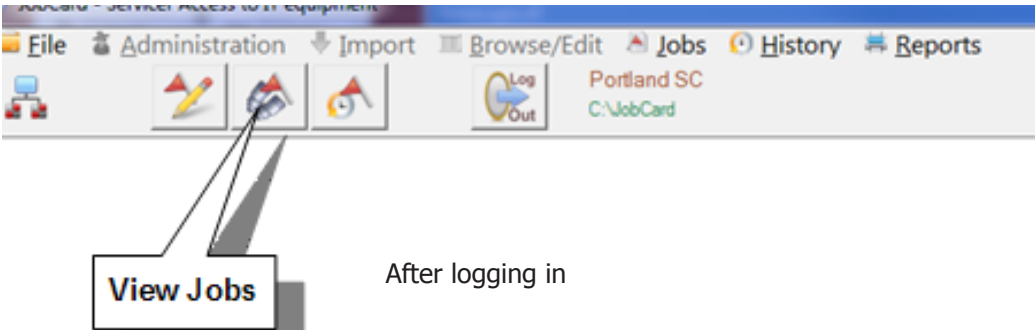
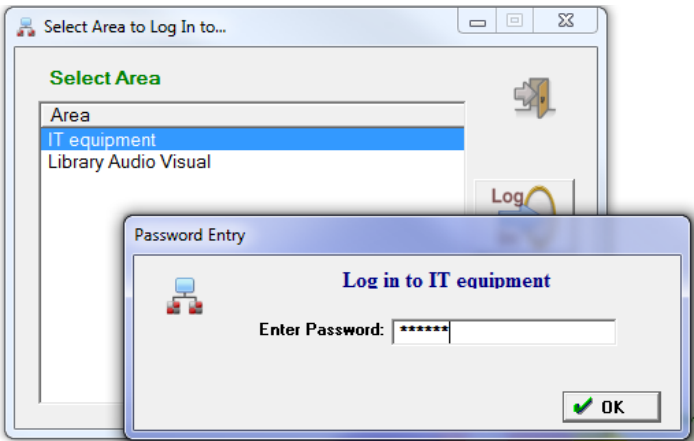
If a machine is sent out for repair, the repairer can be entered. The job stays in the list until completion, but anyone checking the list can see what's happening to it.

If a job is taking time, a checkbox can be ticked to indicate that work is in progress. This reassures users (and the boss maybe) that some action is occurring.

WORKING WITH THE JOB LIST



Log in to an area with the Area password



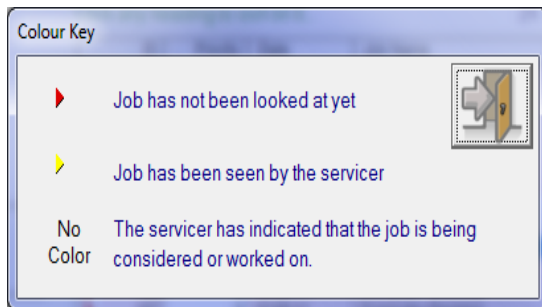
Current Jobs

Sorting Jobs

The job list shows jobs in chronological order initially, but a single click on any heading sorts by that column. Another click sorts in reverse.

Triangle Icons

The jobs may have coloured icons on the left.

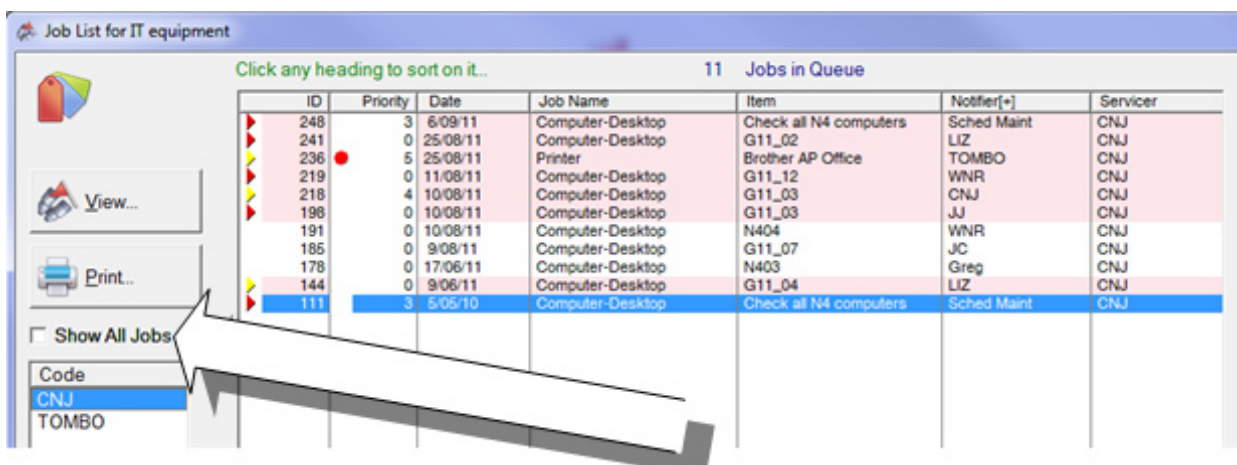


In particular, a red triangle means a job is fresh. It hasn't been opened by a servicer or administrator. A yellow triangle indicates that a job has at least been opened. No icon means that a servicer has flagged it as being looked at.

The symbols are partly to give some feedback to users who want to see where there job has got to.

4

Show all jobs or Show one servicer's jobs



If Show All Jobs is unticked, you can see jobs for a selected servicer only. The little table at left of screen shows all servicers for that particular area.

All of the above applies to administrators except they see jobs and servicers from all maintenance areas.

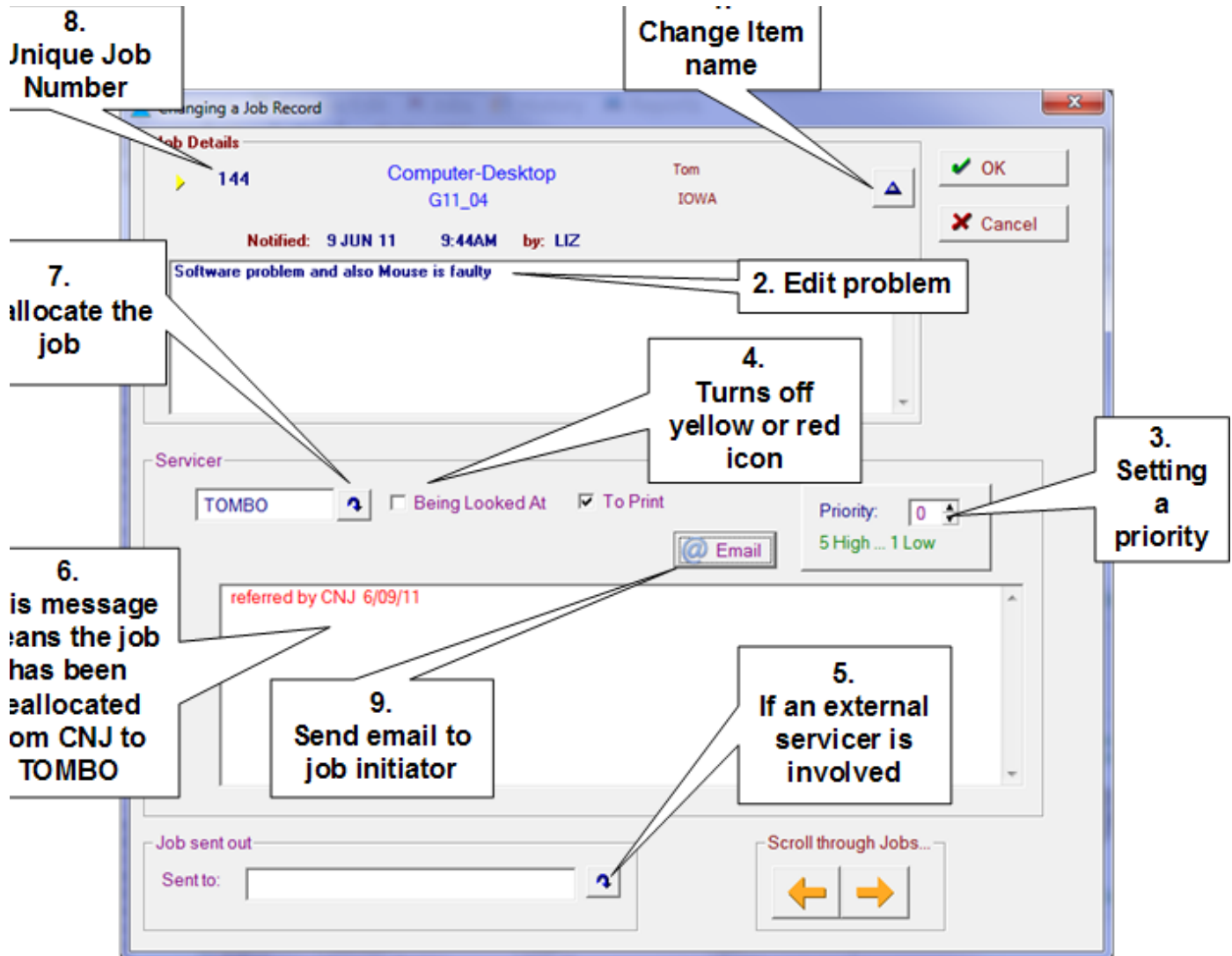
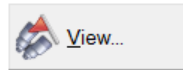
Change Table

Drag the column boundaries to resize columns.
Use the List Box Font button to alter the font size or type.

These settings are remembered.

Viewing a Job

Click the View... button

**1. Change Item Name**

Not usually required but if the job has it wrong it can be corrected.

2. Edit problem

Not usually required but it can be edited.

3. Set a priority

This may be set by a supervisor to indicate importance. The printed job list puts high priority jobs at the top.

A priority 5 job has a red button placed on it to attract attention.

Priorities translate when printed as follows:

5 - High, 4 - Medium High, 3 - Medium, 2 - Medium Low, 1 - Low

4. Turns off yellow or red icon

Shows someone may actually be doing something about this job.

5. If external servicer is involved

External servicers can be looked up from a list.

	ID	Priority	Date	Job Name	Item	Notifier	Servicer
▶	63	3	20/01/04	Laptop Computer	RNP_IBM	LYT	JARED
	66	5	25/01/04	Desktop Computer	S104	BRB	JARED
▶	68	3	25/01/04	Desktop Computer	S105	ESC	BB

6. Notes area

The message shown in the screen dump is what occurs if someone has reallocated the job to the current servicer.

This area is where a servicer can annotate a job prior to it going into history.

4

7. Reallocate the job

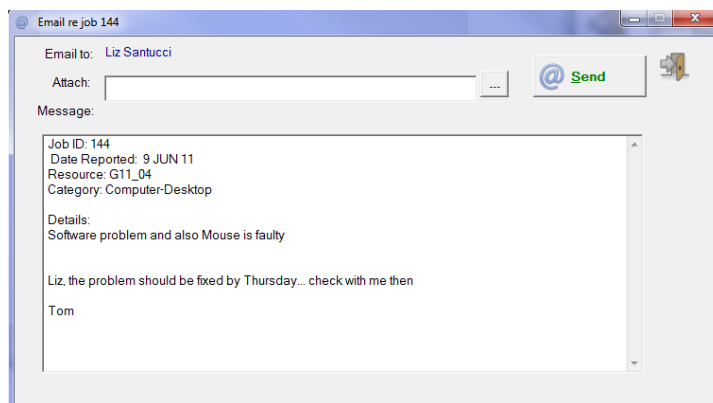
The hooked arrow indicates a lookup table, where you can choose another servicer for this job.

8. Unique Job Number

Can be convenient for someone to be able to say "I'm working on job 68" rather than "I'm working on that S105 job that Jared dumped on me."

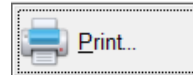
9. Send Email

JobCard can send an email directly to the Job initiator. You may add an attachment if there is a diagram or image that is relevant.

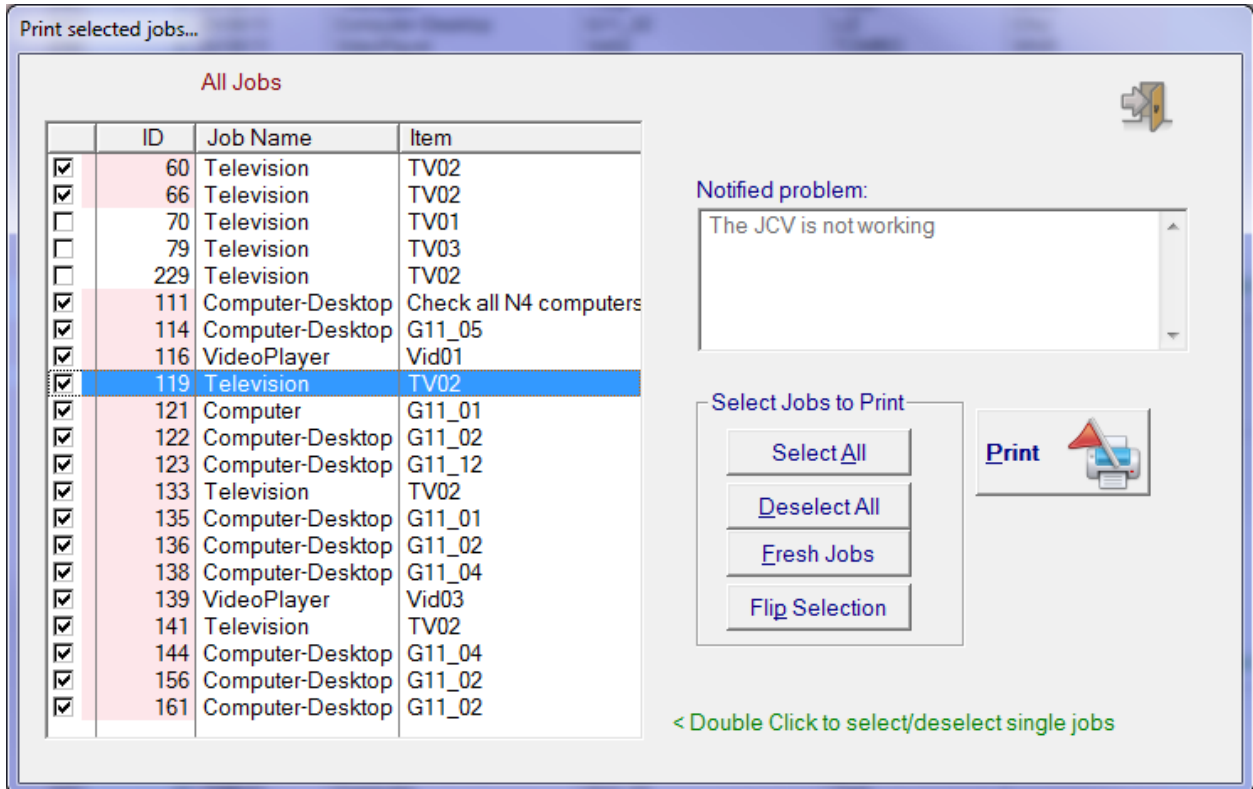


Printing Jobs

Click the *Print...* button



This window allows you to choose jobs to print. You may tag/untag jobs individually or use the buttons. The Fresh jobs buttons will tag all jobs with red or yellow triangles. These are the jobs not being looked at yet.

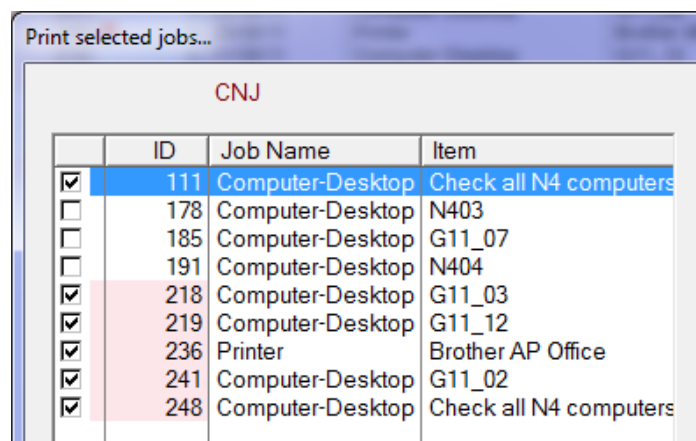


When the jobs are printed, the Being Looked At checkbox is automatically ticked, and the triangle icon disappears.

The jobs appearing in the table above are based on whether all jobs were being viewed in the job list, or whether only a selected servicer's jobs were being viewed.

The above image has All Jobs printed above the table.

If the job view was of Jared's then the print window would differ as shown below.



When printed, the jobs print 5 to a page, showing jobs in priority order.
Some room is left for a servicer to make any notes.



West Coast Senior High School

Job List for: All Jobs

Priority



Desktop Computer S104

High

Job 66
25 JAN 04
11:26AM

From: Belinda BOTTLER

For: Jared Clark

Reported problem:

Servicer notes:

Computer will not connect to network

It boots OK, but doesn't give the login window
Ta muchly



Laptop Computer RNP_IBM

Medium

Job 63
20 JAN 04
10:08PM

From: Ted LEAHY

For: Jared Clark

Reported problem:

Servicer notes:

Can't get mouse working



Desktop Computer S105

Medium

Job 68
25 JAN 04
5:03PM

From: Cheryl EDDINGS

For: Bertolini Bertoluschinckovito

Reported problem:

Servicer notes:

Monitor is faulty

referred by JARED 25/01/04

Has power but screen is black



Laptop Computer MTL_IBM

Medium - Low

Job 70
25 JAN 04
5:04PM

From: Leigh MARRIOTT

For: Bertolini Bertoluschinckovito

Reported problem:

Servicer notes:

Software problem

referred by JARED 25/01/04

Word crashes



Laptop Computer BET_ACER

Low

Job 69
25 JAN 04
5:04PM

From: Toni BURGUNDY

For: Jared Clark

Reported problem:

Servicer notes:

Software Installation Required

Need First Class updated

Printed: 25-01-04

6:28 PM

Job's done

When a job is not wanted in the list, it is either binned it or sent it to history.

Job List

Click any heading to sort on it... 9 Jobs in Queue

ID	Priority	Date	Job Name	Item	Notifier(+)	Service
248	3	6/09/11	Computer-Desktop	Check all N4 computers	Sched Maint	CNJ
241	0	25/08/11	Computer-Desktop	G11_02	LIZ	CNJ
236	5	25/08/11	Printer	Brother AP Office	TOMBO	CNJ
219	0	11/08/11	Computer-Desktop	G11_12	WNR	CNJ
218	4	10/08/11	Computer-Desktop	G11_03	CNJ	CNJ
131	0	10/03/11	Computer-Desktop	N404	WNR	CNJ
185	0	9/08/11	Computer-Desktop			
178	0	17/08/11	Computer-Desktop			
111	3	5/05/10	Computer-Desktop			

Drag 'n' Drop

Drag means:
 ...click on the job to be moved
 ...keep the mouse button held down
 ...move the mouse to the bin or history file.
 Drop means:
 ...release the mouse button over the target

Drag'n'Drop to History

Drag'n'Drop to Bin

Job Completed Drag to History

Delete Job Drag to Bin

Job submitted using NetJobCard

Double Click on the bin to open it...

Deleted Jobs - all Areas

Double Click on a Job to Undelete it

Click on heading to sort column

Id	Date	Job Name	Item	Notifier	Service	Area ID
55	29/03/06	Maintenance	Check all N4 compu	Sched Maint	CNJ	0
63	26/04/06	Printer	HP Deskjet LIB	SST	CNJ	1
67	26/04/06	Printer	HP Deskjet LIB	SST	CNJ	1
68	26/04/06	Printer	Brother AP Office	BYT	CNJ	1
78	1/07/06	Printer	HP Deskjet LIB	WNR	CNJ	1
85	17/10/06	Maintenance	Check all N4 compu	Sched Maint	CNJ	0
88	30/10/06	Computer-Desktop	N401	CNJ	CNJ	1
90	9/02/07	Maintenance	Check all N4 compu	Sched Maint	CNJ	0
91	9/08/07	Maintenance	Check all N4 compu	Sched Maint	CNJ	0
95	12/04/08	Computer-Desktop	Check all N4 compu	Sched Maint	CNJ	1
97	6/12/08	Computer-Desktop	Check all N4 compu	Sched Maint	CNJ	1
99	7/04/09	Computer-Desktop	Check all N4 compu	Sched Maint	CNJ	1
100	7/04/09	Computer-Desktop	Check all N4 compu	Sched Maint	CNJ	1
101	8/04/09	Printer	A Printer	LIZ	CNJ	1
102	28/04/10	Computer-Desktop	Check all N4 compu	Sched Maint	CNJ	1
103	4/05/10	Computer-Desktop	Check all N4 compu	Sched Maint	CNJ	1
104	5/05/10	Computer-Desktop	Check all N4 compu	Sched Maint	CNJ	1
105	5/05/10	Computer-Desktop	Check all N4 compu	Sched Maint	CNJ	1
107	5/05/10	Computer-Desktop	G11_02	WNR	TOMBO	1
108	5/05/10	Computer-Desktop	G11_10	LIZ	TOMBO	1

Empty the Bin

The bin is viewed like any other file but cannot be edited, printed, or exported.

Double Click a job to put it back in the job list.

Dragging to history and annotating the job

If set up this way by the administrator, when you drop the job on the History icon, the job immediately opens in the edit form....

Move Job to History File

Job Details

219 **Computer-Desktop** **G11_12**

Notified: **11 AUG 11** 9:47AM by: WNR

Reported Problem: Keyboard missing A, S keys

Servicer: CNJ

Servicer Notes: new keyboard fitted

Job sent out

Sent to:

OK Cancel

The servicer can then make a final note of what was performed. Other items can also be edited if needed.

Click OK to add it to history, Cancel to return it to the job list.

If email is functional in JobCard, an email notification is automatically generated for the job initiator

Job Completion Notice - Job No. 219

Add a comment to this person regarding their completed job

Email to: Robert Wagner

Message:

Job ID: 219
Date Reported: 11 AUG 11
Resource: G11_12
Category: Computer-Desktop

Details:
Keyboard missing A, S keys
*** Job is completed ***
Key board was replaced

Click Send

Job Completion Notice - Message...

File Message Developer

From: Jared Clarkson • Sent: Wed 7/09/2011 8:32 AM

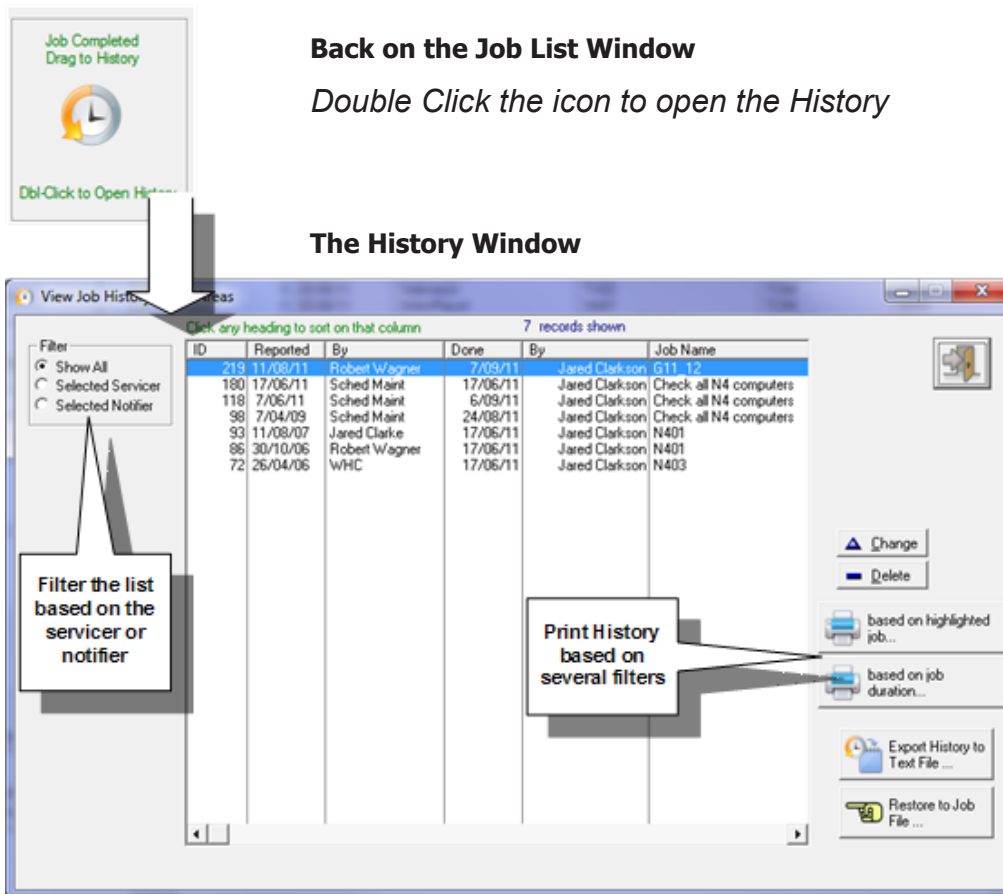
To: Robert Wagner

Cc:

Subject: Job Completion Notice

Job ID: 219
Date Reported: 11 AUG 11
Resource: G11_12
Category: Computer-Desktop

Details:
Keyboard missing A, S keys
*** Job is completed ***
Key board was replaced

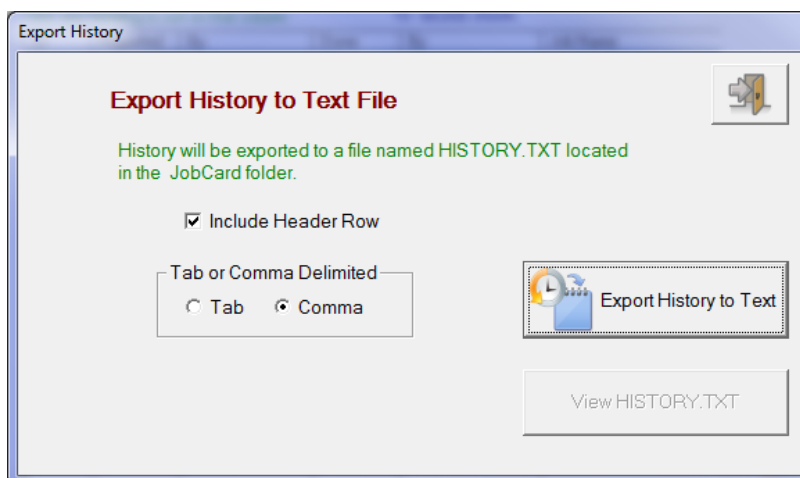


If logged into a Maintenance Area, you see the history for that area.
 If logged on as Administrator, you see the history of all areas.

The view can be filtered to a specific notifier or a specific servicer, at left of window.

Export to Text

This exports all history fields to a text file named "history.txt". This gives you the flexibility to open it with another tool (e.g. spreadsheet) and manipulate it yourself.



The file can be viewed after exporting.

PRINTING HISTORY

The History is likely to be too large for you to want to print all of it, so the printing is always filtered to a set of selected jobs.

Based on highlighted job

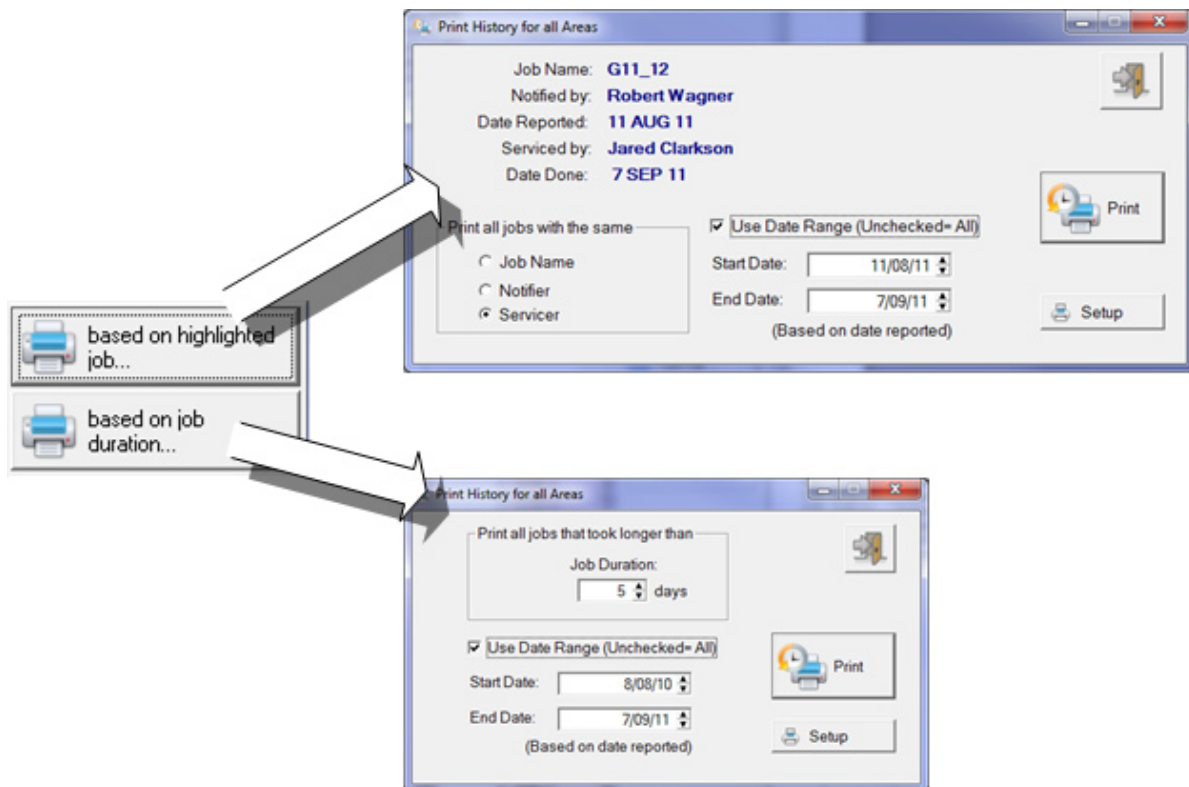
If you are interested in a particular item of equipment, or a particular servicer, or a particular notifier, highlight a job that involves them. Then click the first of the print buttons.

Set the date range.

If you click Job Name, you will print G11_12 jobs.

If you click on Notifier, you will print Robert Wagner's jobs.

If you click on Servicer, you will print Jared Clarkson's jobs.



Based on Job Duration

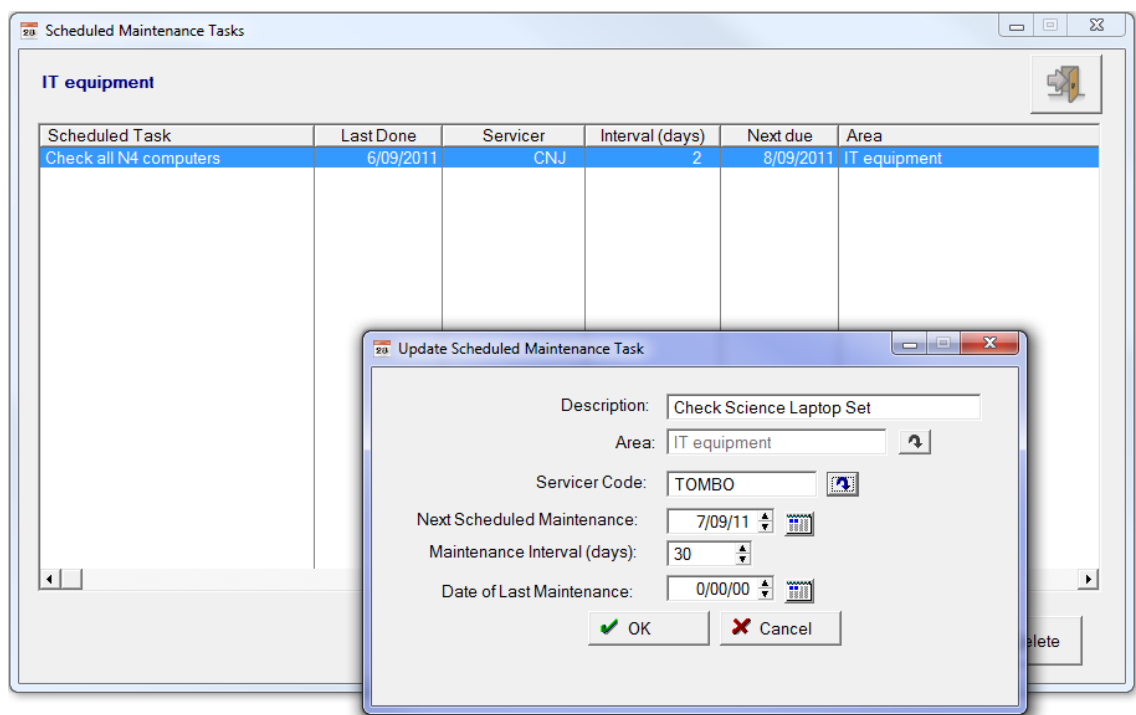
Job duration is the period between when a job was reported and when it was added to history.

SCHEDULED MAINTENANCE

When logged into a maintenance area, you may schedule maintenance tasks for that area.

Scheduled Maintenance is accessed from the Jobs Menu.

This screen dump shows a scheduled task going in for the area Computer Related. The user cannot change the area.



This job will be added to the job list on the Next Scheduled Maintenance date.

Click any heading to sort on it..							22	Jobs in Queue
ID	Priority	Date	Job Name	Item	Notifier[+]	Servicer		
249	3	7/09/11	Computer-Desktop	Check Science Laptop Set	Sched Maint	TOMBO		
248	3	6/09/11	Computer-Desktop	Check all N4 computers	Sched Maint	CNJ		
247	3	6/09/11	Computer-Desktop	Check all N4 computers	Sched Maint	CNJ		

When the job is dragged to History, the Date of Next Maintenance is automatically updated based on the service interval, and Date of Last Maintenance is filled in automatically.

Scheduled Maintenance Tasks						
IT equipment						
Scheduled Task	Last Done	Servicer	Interval (days)	Next due	Area	
Check all N4 computers	6/09/2011	CNJ	12	8/09/2011	IT equipment	
Check Science Laptop Set	7/09/2011	TOMBO	30	7/10/2011	IT equipment	

This shows the Science task having automatically been set for 7 Oct after it was dragged into history for 7 Sept.

CHAPTER 5 - ADDITIONAL ADMINISTRATION

5

JOB CARD'S FILES

The listing shows all files associated with JobCard.

Name	Type	Size
BackUpData	File folder	
web	File folder	
JCBakup.exe	Backup utility – put in Task Scheduler	72 KB
JCLock.exe	Close Program	472 KB
JCMgr.exe	Service Controller for Web Server	559 KB
JobCard.exe	Main program	5,510 KB
NetJobCard.exe	Web server	1,556 KB
ClaASC.dll	Application extension	55 KB
ClaBAS.dll	Application extension	65 KB
ClaDOS.dll	Application extension	45 KB
clafm3.dll	Application extension	774 KB
CLAIG.dll	Application extension	1,380 KB
ClaMEM.dll	Application extension	65 KB
CLAnet.dll	Application extension	689 KB
ClaRUN.dll	Application extension	1,484 KB
ClaTPS.dll	Application extension	109 KB
CLawe.dll	Application extension	354 KB
JCData.dll	Application extension	2,857 KB
area.tps	Clarion TPS data file	2 KB
Bin.tps	Clarion TPS data file	4 KB
category.tps	Clarion TPS data file	3 KB
fault.tps	Clarion TPS data file	2 KB
history.tps	Clarion TPS data file	4 KB
JCData 20110831 1112.tps	Single file backup by the user	1 KB
JCData Wed.tps	Single file backup by Task Scheduler	1 KB
job.tps	Clarion TPS data file	13 KB
location.tps	Clarion TPS data file	3 KB
maintenance.tps	Clarion TPS data file	2 KB
outsource.tps	Clarion TPS data file	2 KB
resource.tps	Clarion TPS data file	10 KB
SClient.tps	Client file contains registration details	1 KB
scontrol.tps	Clarion TPS data file	2 KB
ServArea.tps	Clarion TPS data file	2 KB
servicer.tps	Clarion TPS data file	4 KB
sresource.tps	Clarion TPS data file	11 KB
status.tps	Clarion TPS data file	2 KB
Upg.Tps	Clarion TPS data file	22 KB
user.tps	Clarion TPS data file	3 KB
jobcard.ini	Configuration settings, mainly window positions	1 KB
JobCard4.jpg	Background image – can be changed	1 KB

JobCard is written with a database development language system called Clarion.

Clarion uses a proprietary data file format identifiable by the .tps extension. Each physical data file holds one logical data table together with its indexes.

TPS files cannot be edited directly with common tools.

Restoring from a backup

To restore data from a backup, use Windows Explorer to copy the .tps files from your backup folder into your working folder.

Program Updates

The program will change with features requested by users, extra reports, bug fixes and so on. No commercial software is static.

Updates to JobCard will be posted at
<http://www.carobcom.com/download.htm>

REPAIRING DATA FILES

TopSpeed files are very robust and problems are rare. However, power glitches for example can partly corrupt files. A corrupt file is usually indicated by the program not running, but showing a message saying that C60TPSx.dll is having a problem with a file. The file is usually named.

This is ideally fixed by having a recent data back up from which to restore. However this is not always possible.

TopSpeed provides a freely distributable utility called TPSFIX.EXE which is part of the JobCard installation. It is located in the folder JobCard3\FIRSTAID.

TPSFIX can work on a TPS file and repair it, copying it to a file with an extension of .TPR.

This process does not always work if the header area of the file is damaged, so a further measure is provided. All of the major JobCard data files have an Example file in the FIRSTAID directory with an extension .TPE. Given a .TPE file to work with, TPSFIX can tell what the file format ought to be, and do its best to produce the .TPR repair file.

After TPSFIX has run, producing a TPR file, the corrupt TPS file should be copied to elsewhere, the original deleted, and the TPR file renamed as TPS. Then try it with JobCard.

5

TPSFIX Example

Assume that History.TPS file in C:\JobCard is corrupted.

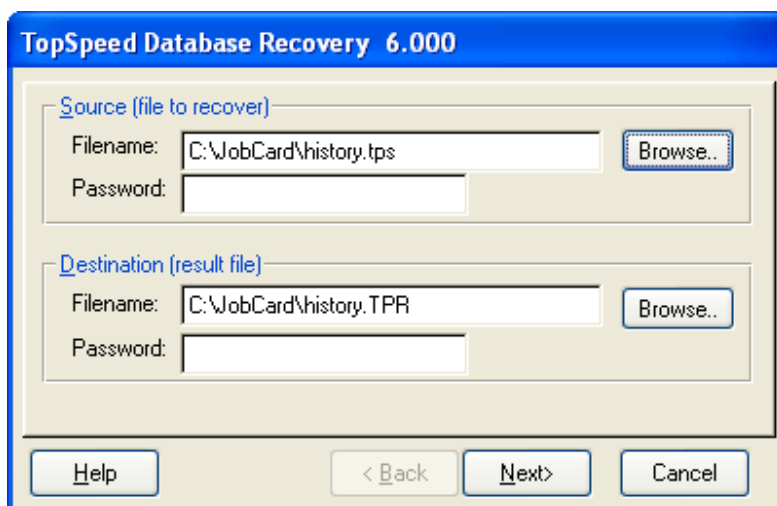
- *Run TPSFIX.EXE.*

This window appears, asking for the file to recover.

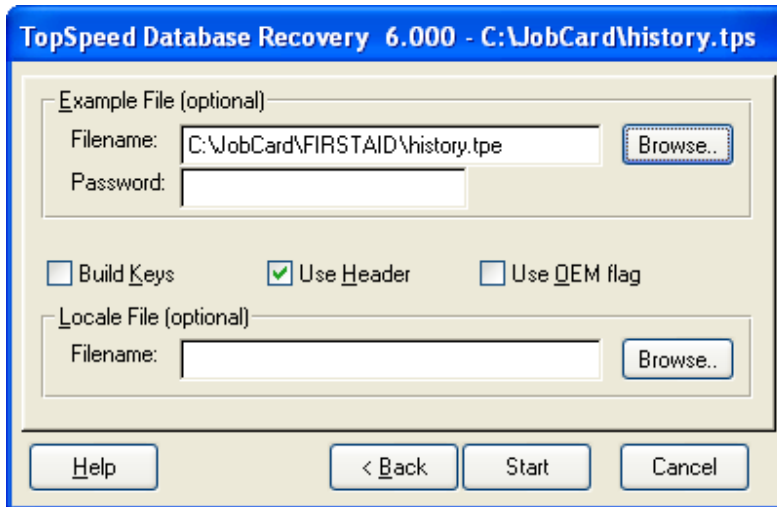
Browse and locate your History.TPS

The recovery file is suggested as History.TPR.

Accept this.



- Press Next and this screen appears asking for the location of the example file. Note that this is optional, but recommended.

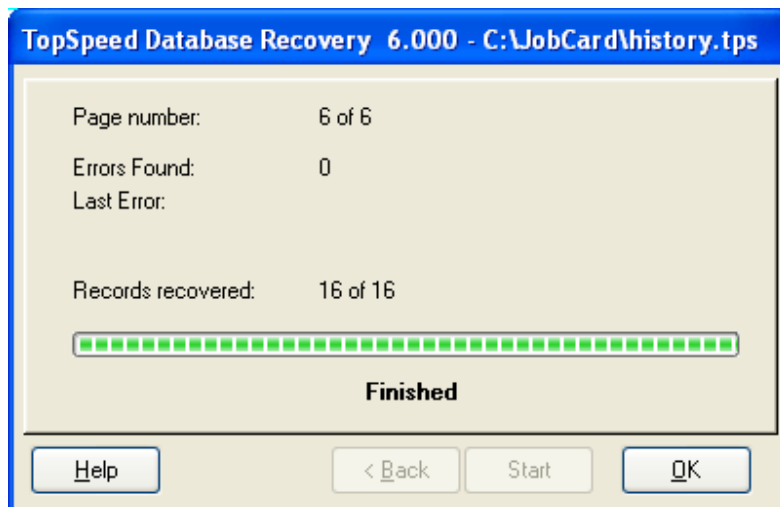


The Locale file is not used.

- *Select Start*

If the file is not corrupted, TPSFIX will tell you that it thinks the file is OK and allow you to exit.

After repair,



- *Remove the suspect History.TPS*
- *Rename History.TPR to History.TPS.*

Note that TPSFIX comes with its own Help file which can be referred to.

TopSpeed does not recommend using TPSFIX on files that are not damaged.

JobCard.INI

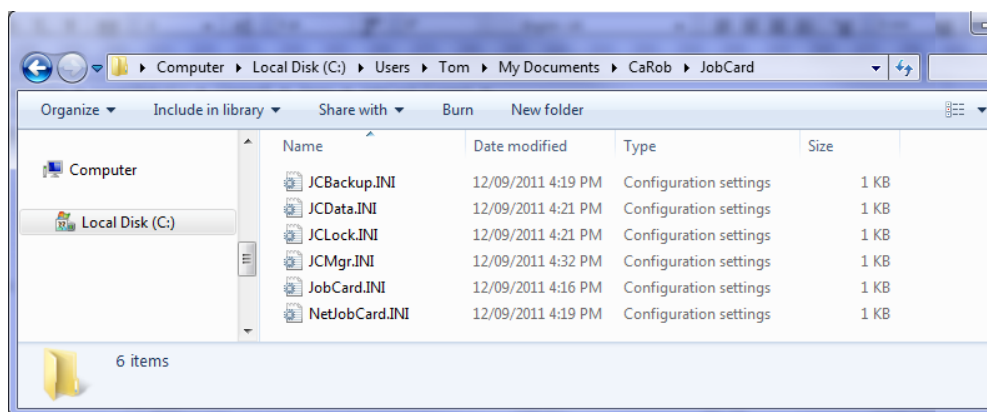
JobCard.ini is a plain text file that saves window information, including locations and fonts. If you move a window, its location is stored in it in this format:

```
[BrowseLocation]
Maximize=No
Minimize=No
XPos=96
YPos=9
Width=227
Height=246
```

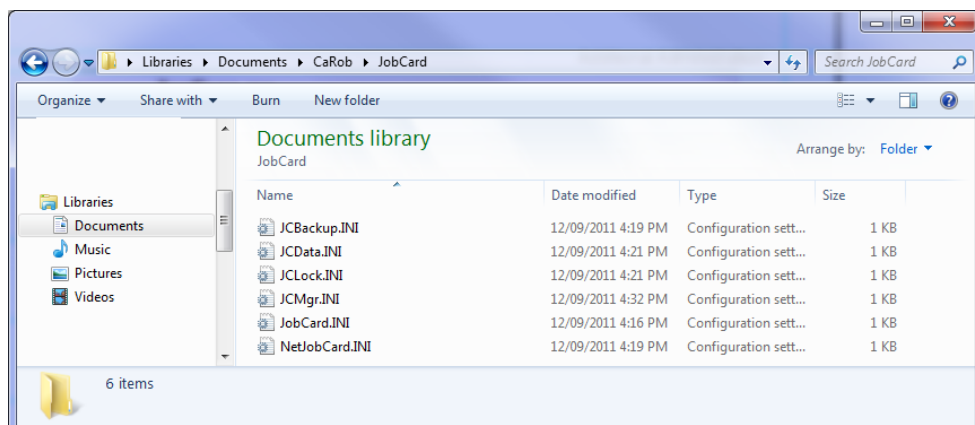
JobCard.ini is kept in the User's Documents folder of each computer in the sub-folder CaRob\JobCard

If a window does not appear when expected, it may be that the location of the window is off screen. In this case, delete JobCard.ini from the My Documents\CaRob\JobCard folder. All windows will then be in their default locations.

To find the JobCard.ini file, go to C:\Users\ and follow the folder tree as below, except using your own logged on user name.

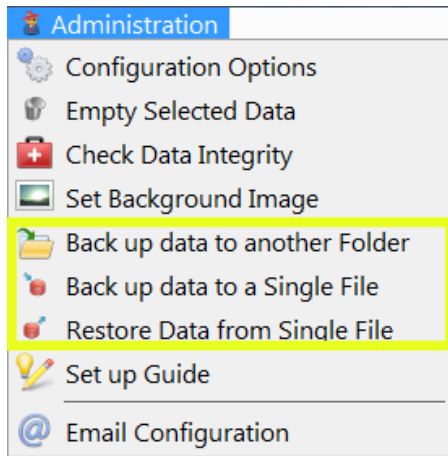


Alternatively, find it through Libraries > Documents



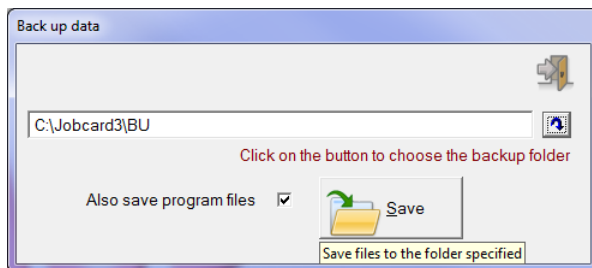
DATA BACKUP AND RESTORE

It is important that data be backed up securely. You probably have full system backups that can recover lost files, but these are not always easy to use, especially if the JobCard Administrator is not a system techie.



There are three options under the Administration Menu.

Back up data to another Folder



This copies all the .tps data files into another folder that you select. It has the option of also saving program files.

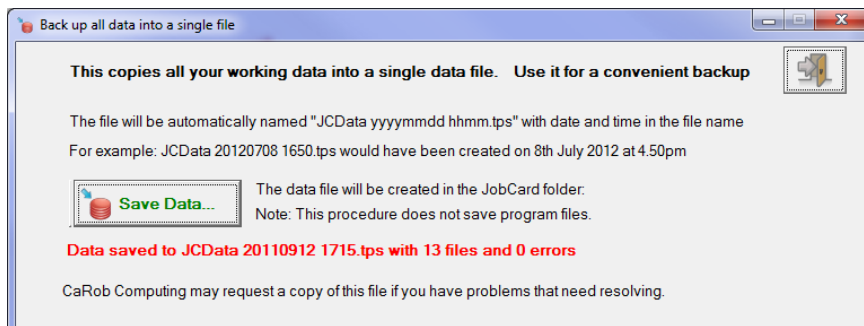
There is no associated Restore with this backup method because restoring is done by copying one or more files using Windows Explorer.

If for example a file became corrupt and you did not want to (or couldn't) repair it, you could copy that file back from the backup folder.

It is a good idea to do this backup when ever you have made changes to your setup, e.g. after adding new resources or categories.

Back up data to a Single File

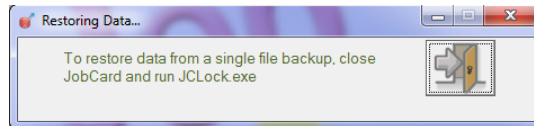
This backup saves all data .tps files into a single data file named JCData xxxxx.tps where xxxxx is the date and time.



The advantage of this method is that you can have many copies of your data, at different dates.

The single data file is also easily copied to a memory stick or attached to an email.

Restore Data from a Single File



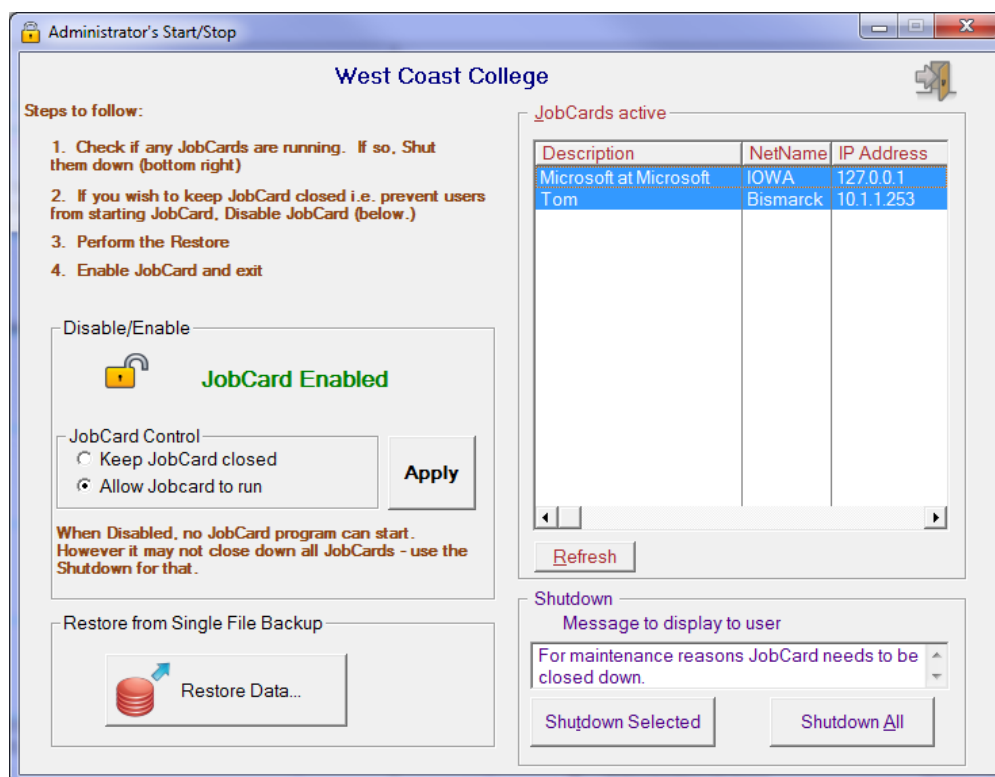
Because you cannot over-write data files that may be open with another network user, this option requires you to perform it through the JCLock utility.

Run JCLock.exe (in the JobCard folder).
The Admin password is required.

THE JCLock UTILITY

This utility displays all users on the Network currently using JobCard.
When performing a data restore, all users need to be out of the program.

You may shut them down using the buttons on bottom right.
To keep them shut down you might Disable JobCard (Centre Left).



5

You may then Restore Data from the Single File backup you select.

This restores the single file backup described previously or one created by the Automatic Backup (next page). It takes an image of each .tps file from the backup file and copies it over the existing file.

After restoring, make sure JobCard is Enabled.

Also use JCLock when you are updating the program with a new download from the CaRob web site.

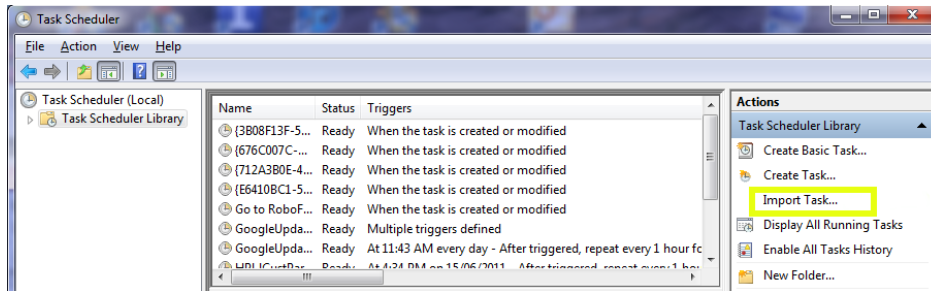
AUTOMATIC BACKUP

JCBBackup.exe makes a backup of JobCard data whenever it is run. When executed, it makes a backup and closes itself. You will see nothing.

Set JCBBackup to run in Windows Task Scheduler

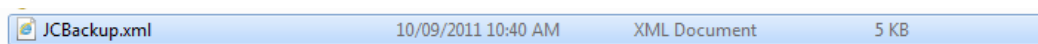
When your JobCard is functioning on a server, go to that computer and run Task Scheduler (TaskSchd.msc).

You may Create Task yourself, or import from the .xml file supplied in the JobCard folder (described below).

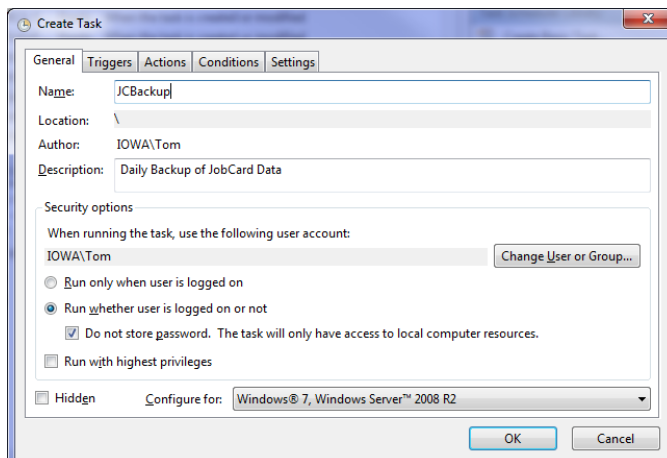


Import a task.

Select JCBBackup.xml from the JobCard Folder.



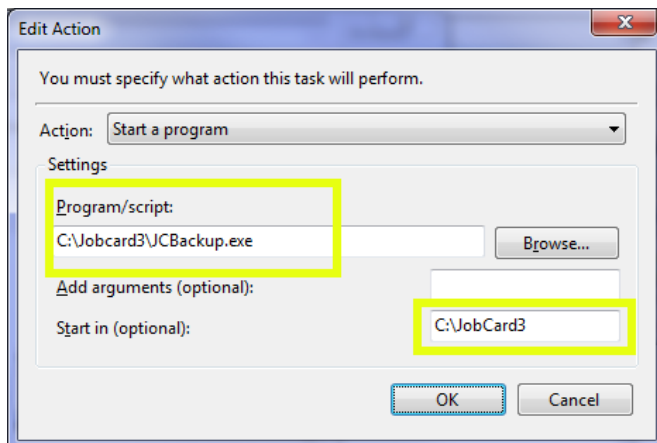
Task Scheduler will open the task and allow you to edit its properties.



Check each tab in turn.

Triggers

Triggers determine when the backup is run. Adjust to suit.



Actions

Check this carefully and Edit the action.

Your path may be different.

'Start in' is not optional as suggested by Windows. Set it correctly.

After saving the task, make sure you run and test it.

CHAPTER 6 - INSTALLATION

6

JOB CARD SETUP

Installation

Run the downloaded jcsetup.exe program.

It will offer to install JobCard to **C:\JobCard3**. Change this to anything that suits.

Install the sample data unless you have good reason not to. This gives you data to experiment with and it can be easily deleted.

This folder can be copied anywhere on your network and as long as users are given full control permissions.

Your initial installation could be to a local C: drive to experiment with. At any point, you may copy the folder to a server with all data intact.

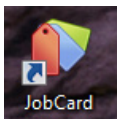
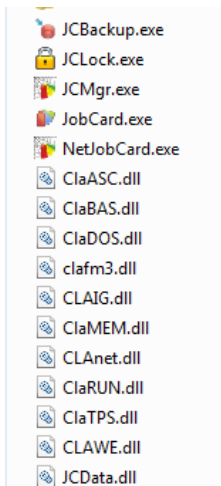
JobCard comprises a set of ISAM data files operated on by a Windows executable program.

All files are located in a single JobCard folder.

The program and files are shareable so that any number of users on a network can run the program and work with the data at the same time.

If the JobCard folder is on a network, and users have access rights to the folder, they may operate JobCard. If NetJobCard browser access is being used by job reporters, only the Administrator and servicers need full permissions.

JobCard does not modify the system registry.



Permissions

Anyone running JobCard.exe needs to be able to Read/Write/Create in that folder. Users accessing via the browser do not need permissions.

JobCard programs installed

JobCard.exe

Main Program for administration and job submission under Windows.

JCBackup.exe

Creates a single backup file containing all data, with no user input. You see nothing, it just does it. Recommended to be installed under Windows Task Manager to run Daily.

JCLock.exe

Displays JobCard sessions, allows them to be closed, can disable JobCard and can perform data restore from the single file backup.

NetJobCard.exe

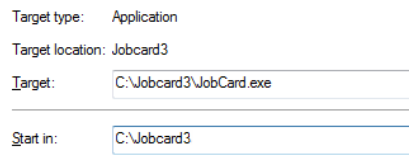
Runs as a web page server to allow users to submit jobs via their browser. Usually installed as a Windows service.

JCMgr.exe

Installs and uninstalls NetJobCard as a Windows Service.

Desktop Shortcuts

Administrators and servicers require a shortcut on their desktops. This should point to JobCard.exe. Make sure you set the Start In folder.



Target type: Application
Target location: Jobcard3
Target: C:\Jobcard3\JobCard.exe
Start in: C:\Jobcard3

Administrators also need a shortcut to JCLock.exe so they may start and stop JobCard.

If you are installing NetJobCard, users can use a browser to submit jobs and will not need desktop shortcuts.

If not using NetJobCard, give users the shortcut to JobCard.exe

UPDATING JOB CARD

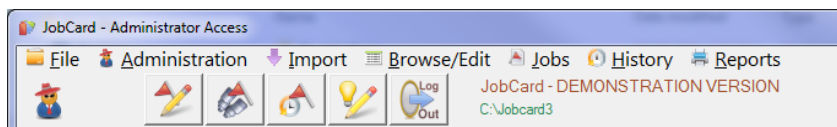
Minor updates and bug fixes may be available gratis from time to time on our website. They will be available at <http://www.carobcom.com/download.htm>

Updates are actually a full fresh program install, not a patch.

1. Download a fresh setup program.
2. Backup your data on JobCard.
3. Run JCLock to prevent users accessing JobCard or to shut them down.
4. Run the setup program, choosing NOT to install Sample Data
5. Run JCLock again, allowing access.

REGISTRATION DETAILS

The initial setup of JobCard will run in Demonstration Mode, with somewhat limited functionality.

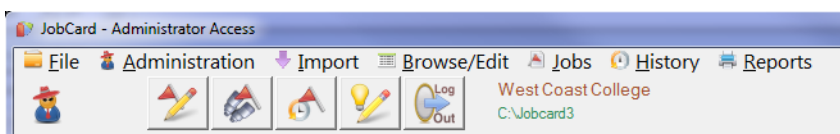


Within these constraints however, any data you set up is worth setting up correctly because it will not be lost.

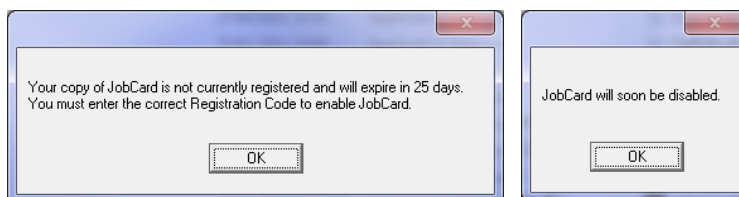
The Client File

Contact CaRob with an order number and return email address to receive a client file SClient.tps.

This encrypted file contains your school or organisation name and sets the mode to be Full (not demo).

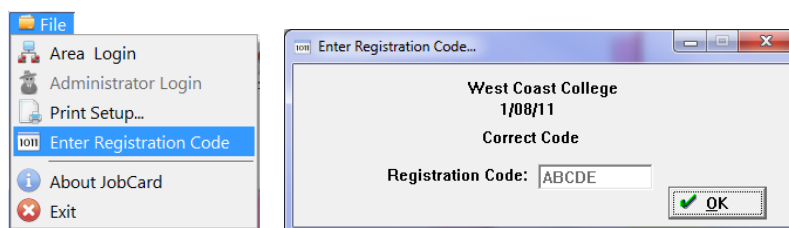


Until CaRob receives payment, you may log in and see a nag screen.



Enter Registration Code

When payment is received, a registration code is sent to you. Enter it from the File Menu.



CHAPTER 7 - NETJOB CARD

7

WHAT IS NETJOBCARD?

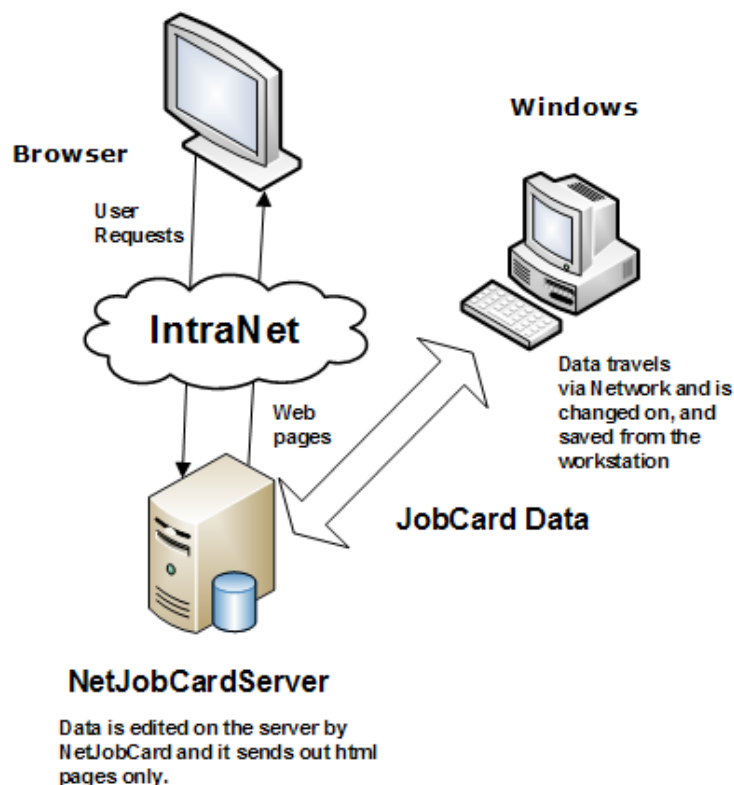
NetJobCard is a browser based module for submitting job requests that operates on the same data as JobCard. Setup and configuration are done with JobCard.

NetJobCard is an executable program that is usually installed as a Windows Service on the JobCard server.

JCMgr.exe installs and uninstalls NetJobCard as a service.

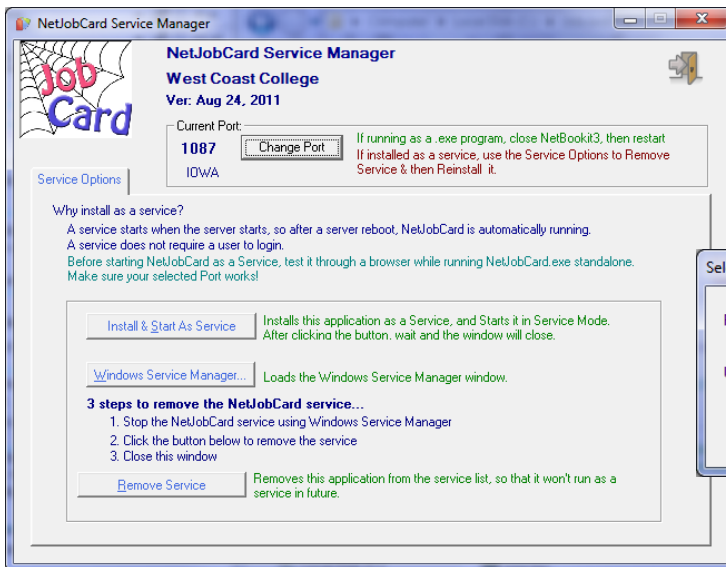
ADVANTAGES OF NETJOBCARD OVER JOB CARD FOR JOB NOTIFICATIONS

- Users are not limited to Windows workstations. Any browser on any platform will work.
- You have the potential to be able to make bookings from outside your LAN via the internet.
- Users do not require access to the JobCard data folder, so data is protected.
- Data is modified by the NetJobCard Server on the server, not via a network transaction. Network transactions carry a small but real risk that they may not fully complete a disk write due to communications disruption.
- Performance is better because data files don't travel to the client.
- Users don't require desktop shortcuts, just a link on the intranet.



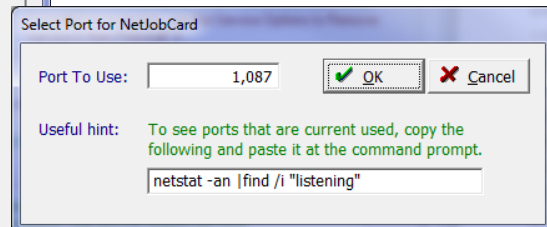
CONFIGURING NETJOB CARD

Run JCMgr.exe (the Admin password will be required).



Setting the Port

Click Change Port

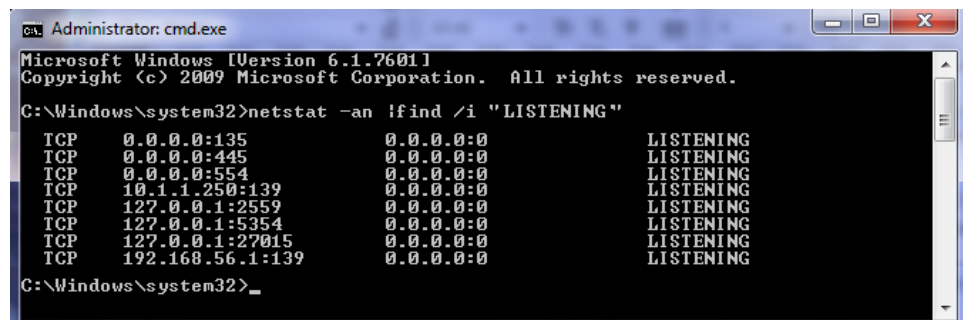


If Port 1087 is used by another service then it won't work for NetJobCard.

To see ports currently being used, run the command prompt and enter:

netstat -an |find /i "listening"

as shown below.



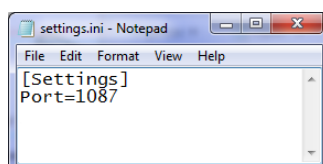
The second column of the listing shows the ports (after the colon) being used.

If Port 1087 is used, choose another e.g. 1090

If you change the port, restart NetJobCard

The Port number is saved in a configuration file Settings.ini in the JobCard folder which may be edited in Notepad if necessary.

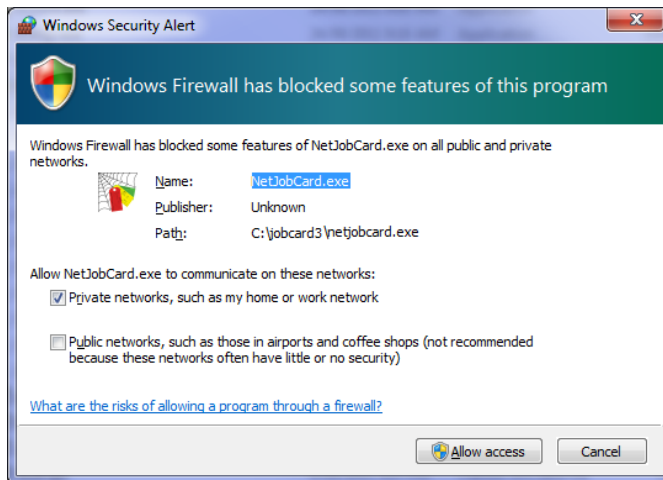
When NetJobCard starts, it reads this port number from the .ini file. After that, changing the port won't affect NetJobCard unless you Restart the service.



TESTING NETJOB CARD

To test NetJobCard, run the executable NetJobCard.exe

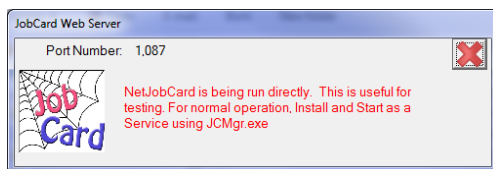
In Windows 7, the firewall prompts with a warning on the first running and you have to allow access.



You may receive this type of message and need to update your firewall exceptions.

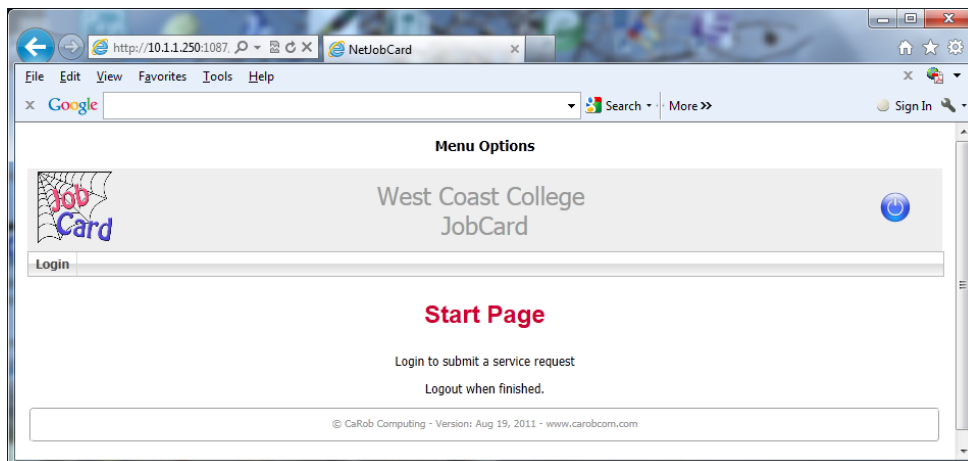
Server 2008 firewall does not give a message.

Add a port exception to the firewall.
(Accessed from *Administration Tools > Windows Firewall with Advanced Security*)
Set a new inbound and outbound rule for the program - select NetJobCard service (NetJobCard.exe) from the JobCard3 folder.



Once NetJobCard is running, check if a browser can find it.

From another computer, open a browser and enter the server's IP address and port e.g. 10.74.21.11:1087 or http://servername:1087



If the browser is on the same computer as NetJobCard use 127.0.0.1:1087 or http://localhost:1087/

If it fails, and you know that the port is not being used by another application, check the proxy exceptions (next page).

When you know it is working, close NetJobCard and install it as a service

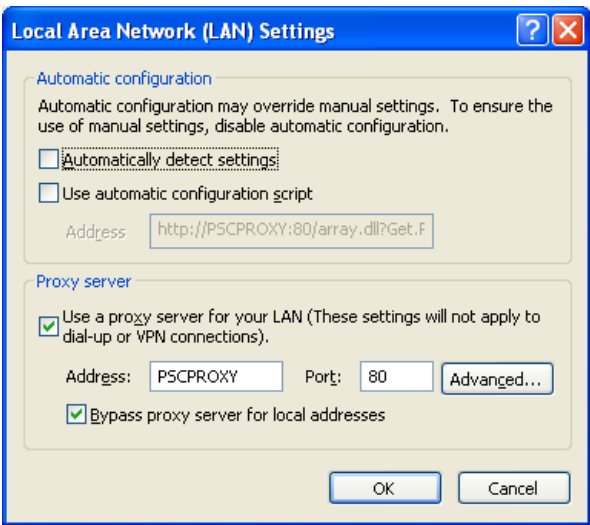
PROXY EXCEPTIONS

If you run a proxy server, then client browsers will need to have an exception added for the NetJobCard server, if one does not already exist. You may do this with a group policy or by editing individual machines. Editing the exceptions is shown below for IE.

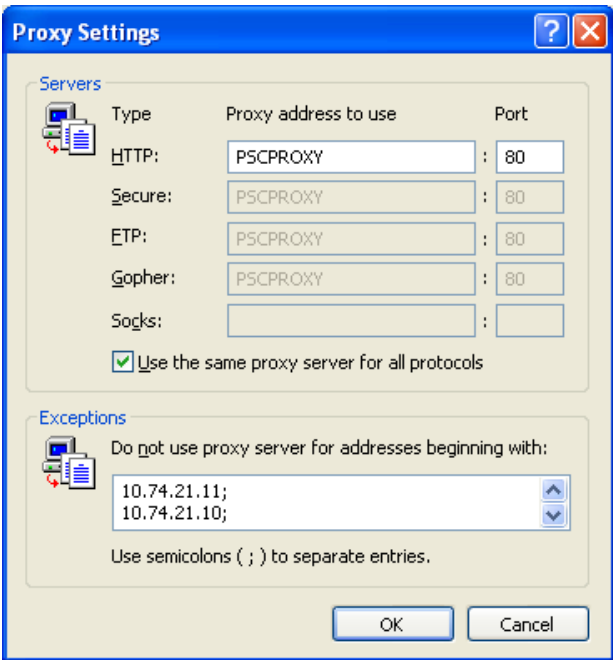
For Internet Explorer, go to *Tools > Internet Options > Connections Tab* (left)



Then *LAN Settings* (below)



6



Then the *Advanced* button...

Enter the IP address of the NetJobCard server here.

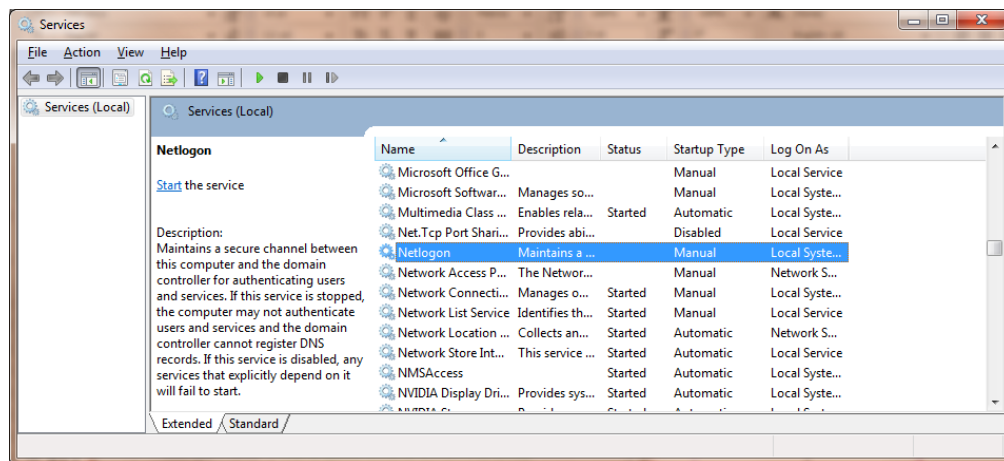
INSTALLING NETJOB CARD AS A SERVICE

Run **JCMgr.exe**

On later Windows (e.g. Windows7) you need to Run as Administrator or it won't be able to install a service.



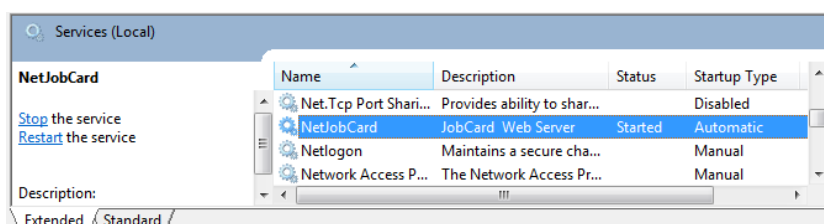
Click **Windows Service Manager** and keep it open.



Windows Service Manager (Win 7)

Click **Install and Start As Service** on the JCMgr window.

The expected behaviour is a slight pause, and the JCMgr window closes. This indicates that the service has installed.

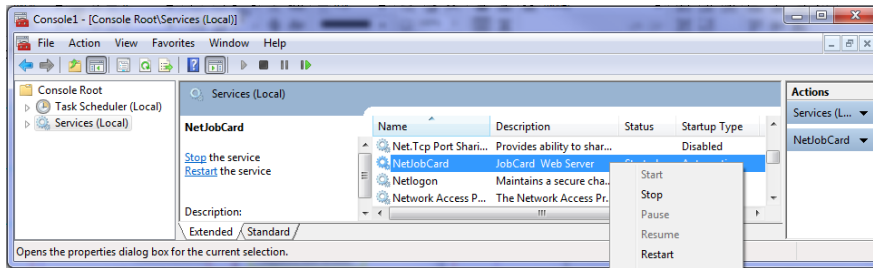


On the Windows Service Manager, go to **Action menu > Refresh**

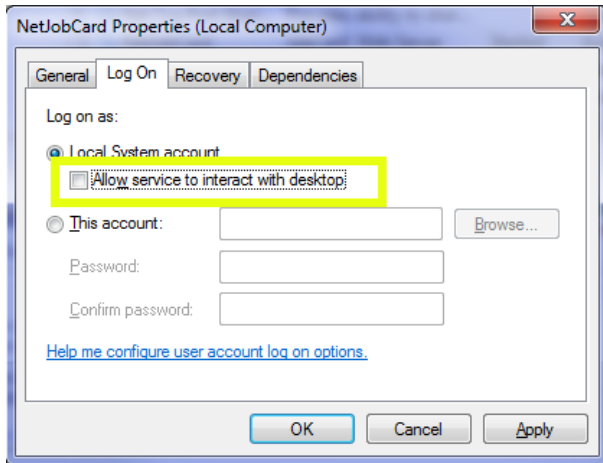
You should see "NetJobCard" as a service.

Disable the Window

We don't want the Web Server to be displaying a window on the server console.



In the Service manager, go to the *Log On* tab in NetJobCard *Properties*.



Uncheck 'Allow Service to Interact with Desktop' and OK it.

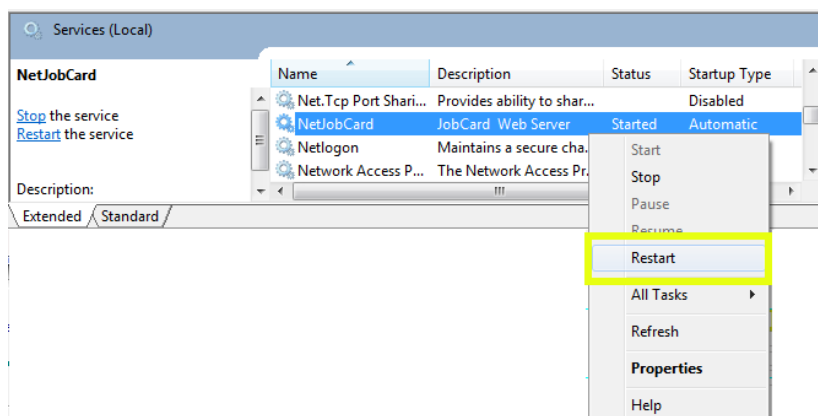
Changing the NetJobCard Port

You do not have to remove NetJobCard as a service to change the port.

Run JCMgr.

Change the Port and close JCMgr.

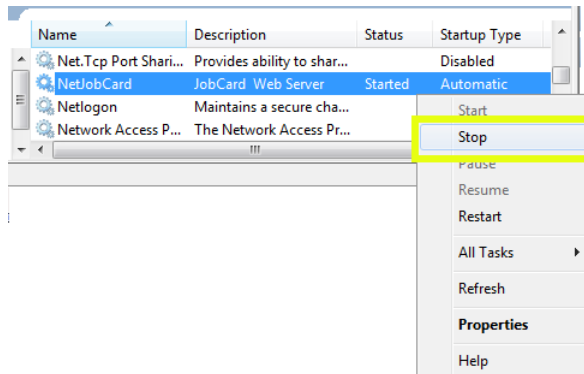
Restart it using the Windows Service Manager.



Removing the NetJobCard Service

This is a 3 step process.

1. *Run JCMgr.exe*
2. *Run Windows Service Manager*



Use the Right-click menu to Stop the Service

Keep the Service Manager open

3. *Return to the JCMgr and close the window.*

Go to the *Service Manager*, *Action Menu > Refresh*, and NetJobCard should be no longer in the list.

