CAROB COMPUTING'S



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CHAPTER 1 - GETTING STARTED

How to get started with JobCard

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

JOBCARD OVERVIEW

JobCard allows service requests to be made on physical resources within your organsiation. 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 JOBCARD

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. Resources ลโ configures used by JobCard Admin monitors. allocates, All Areas can manages report job & view queue User sent 12 19 periodically Scheduled Job Queue Maintenance Tasks works on jobs History 1 Area Permanent Bin Delete

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.

Servicer

JOBCARD 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.

ORGANISATIONAL **H**IERARCHY

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 a 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 useful to filter the tree diagram to only those items in a specific location.

Service Request Window	
Resources	Select a catgory or item
BM02 BM03 BM04 BM04 Brother AP Office Canon Printer HP Deskjet LIB HP Deskjet S1 Tv01 Tv02 Tv02 VideoPlayer Vid01	Printer HP Deskjet LIB Inkjet color Library
Vid02 Vid03	Filter the Items All Areas Show an Area
	All Locations Show <u>a</u> Location
+ Expand All – Co <u>m</u> tract All	Window may be resized

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 intial 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.



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.

Browse Categories and Reso	urces in each Area		
			1
-	IT equipment	Computer-Desktop	
Maintenance Area	Category Computer-Desktop	Resource IBM 1	
Library Audio Visual	Printer	IBM02 IBM03 IBM04	🔶 Insert
			▲ <u>C</u> hange
			<u> </u>
			Clone Item
			Undo Cloning
To add or change maintenance areas (above), log on as Administrator and go to Administration menu, Maintenance Areas	+ Insert Achange Delete		Move Resources
		1	

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

🏅 Administration 🛛 🖶 Ir

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

🛃 Area Login	Password Entry	
 Print Setup Enter Registration Code About JobCard Exit 	Enter JobCard Admin Password Enter Password: ******	
JobCard - Administrator	r Access	
\overline 🗮 <u>F</u> ile 🛛 👗 <u>A</u> dminist	tration 👎 Import 🗏 Browse/Edit 🕭 Jobs 🕐 History 🚔 Repo	rts
1 1/2	West Coast College C:\Jobcard3	

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.

Inter Registration Code	
West Coast College 1/09/11 Code is Correct	
Registration Code: ABCDEF	<u>✔ 0</u> К

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.



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.

Z6 B	rowse Users			
Local	te User Code:			d church
	Code	User Name	~	SI <u>C</u> lose
	ANB ASD BEA BED BET BLD BND BRB BRB BRB BRB BRP BSP CLG	Rose ASKIN Daryl ANDREWS Anne-Maree BAINE David BERKELEY Toni BURGUNDY Dinger BELL Dale BRITTEN Belinda BOTTLER Ivan BOWYER Pauli BURR Phillip BOWLES David BURGUNDY Glenda CARSWELL		
-	Servicer			

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:

* Report Preview	
<u>File ⊻i</u> ew <u>Z</u> oom	
🛎 🎽 🔍 Bage: 1 📑 Across: 1	Down: 1 ▲ Zoom: Page Width ▼
Vest (Coast College
Job List for : All Jobs	Priority
Laptop Computer Laptop02	
Job 62 From:Jessica DEAN	For: Jared Clark
8 JAN 04 Reported problem:	Servicer notes:
101PM Software Installation Required	Can you put Office 2000 on my laptop please?
	Page 1 of 1 Zoom: Page Width

- 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



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

🦞 Setup Guide		
-m	2	7
	es you through the set up of JobC dow allows you to perform a dat tings.	
	setup of JobCard then it is e the sample data that am.	Remove Sample or Existing Data

Click the button to Remove Sample Data

Remove Data						
This utility empties data files. It is usually used on sample data.						
Select data to remove-						
✓ Jobs ✓ Categories	you may want the data again, DO A BACKOF OF ALL DATA					
Resources						
Locations	Back up Existing					
History	Data					
Staff						
Deleted Jobs Bin						
Areas						
Servicers for Area	s					
Maintenance Sche						
✓ Outsource Provide	Delete Selected Data Files					

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	r "Computer Area'	' and press O
🔒 Record Will Be A	Added	
Area:	Computer Area	
Password:		-
	<u>ок</u>	X <u>C</u> ancel

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.

A Maintenance Areas	
Maintenance Area	<u></u>
Computer Area	
	Assign Servicers

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



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

Browse Users Locate User Code: Code User Name N BERT BERT Bertolini Bertuschkovitch DIL Dilbert the IT Manager JARED Jared Kozminsky		Enter servicers first, for convenience Insert Dil, Jared, and Bert (use your own)
	 Servicer Insert Change Delete 	✓ Update User Details Short Name: DiL Full Name: Dilbert the IT Manager Location: IT Office .usual place to be found ✓ Cancel Location: IT Office .usual place to be found ✓ Cancel Very Toffice .usual place to be found ✓ Is Servicer ✓ Has Email Capacity Ø Hone: Mobile: Fax Email: Ibert@yourorg.xyz.edu.au if JobCard email is activated AND the user has the capacity THEN this address to robs notified via email. This item is not a required field. This item is not a required field.

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.

Set up Guide 3 - Users and Servicers (continued)

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.

🏂 Imp	bort User names				
User	rt Users from Text File names must be in a text file named "staff.txt" It may be either comma or tab separated can be in any accessible folder				
The	file structure has to be: Column 1 User Code, 2 Given, 3 Surname, 4 Email, 5 Location, 6 Mobile, 7 Phone, 8 Fax no header line.				
eg:	g: JS, John, Smith, JS@xyz.edu.au, Staff Room, 0418888888, Ext 234, 1234 5678 (all fields entered) AnnaB, Annabelle, Brown, Front Office, Ext 9 (email, mobile, and fax not listed - empty commas indicate no data) J001, Jared, Smith (bare minimum - don't need to show empty commas at end of line) Users will be added to the existing file of users. A user with a code matching an existing user will not be added.				
	File Lookup:				

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.

View an ASCII File		x
 ÅJ, Ådam, Jones, ÅJ@edumail.vic.gov.au, Staff Room, 0426 12345,Ext 23,5555 5555 BB, Betty, Brown, Front Office, ,Ext 9 GH, George, Harrison HP, Hercule, Poirot, hercule@qmail.com, Paris 	Î	
4	▶ -	

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.

💁 Bro	owse Users		
Loca	te User Code:		
	Code	User Name[-]	
	TOMBO TOM WNR LIZ JJ CNJ JC	Tommy Carswell Tom Carswell Robert Wagner Liz Santucci john john Jared Clarkson Jared Clarke	
	HP GH FRED BATMAN BB AJ	Hercule Poirot George Harrison Fred Bruce Wayne Betty Brown Adam Jones	
			Servicer

SET UP GUIDE 4 - ASSIGN SERVICERS TO AREAS



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

Computer Area		Locate Servicer	5.
Select maintenance area		Code	All Servicers Name
Maintenance Area Computer Area		BERT DIL JARED	Bertolini Bertuschkovitch Dilbert the IT Manager Jared Kozminsky
	Assign		

Currently the Computer Area has no servicers.

All potential servicers are shown in the right hand table.

🐥 Allocate Servicers to Maintenance Areas		
Computer Area	Locate Service	r. 🕺
Select maintenance area Maintenance Area Computer Area Servicer Bertolini Bertuschkovitch Jared Kozminsky Dilbert the IT Manager Unassign	Code BERT DIL JARED	All Servicers Name Bertolini Bertuschkovitch Dilbert the IT Manager Jared Kozminsky

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

▲ Locations			
Location AP Office CRC ICT Office Library Library Work Area Tech Pod Technology Office		3 .	
	A Record Will E	AP Office	ncel
↓ Insert ▲ Chan	ge Delete		

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

Import Locations

🗍 Room.txt - Notep	x
<u>File Edit Format View H</u> elp	
βtaff work Area Technology Office Library workroom Library ICT Office AP Office CRC Tech Pod	*

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



Browse Categories and Reso	urces in each Area		
Browse Categories and Reso	IT equipment Category Computer-Desktop Printer	Computer-Desktop Resource IBM 1 IBM02 IBM03 IBM04	Insert Delete
To add or change maintenance areas (above), log on as Administrator and go	Insert ▲ Change ■ Delete		Glone Item Undo Cloning Move Resources

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.

Chapter 2

Update Category Details		
Category: Computer-Desktop Description: Curriculum Desktop Computers Area: Computer Area Default Servicer Code: JARED	<u>.</u>	You may change the Maintenance Area any time using the lookup button. Use the LookUp button to choose a Servicer.
 For items in this category I allow a Location to be entered □ enable Purchase Price I enable Purchase Date I enable Asset Register Number □ enable Serial Number 		
✓ OK Record will be Changed	-	

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

surces in each Area		Press Insert (next to the Resources table)
Category Computer Ostkop Printer	Computer-Desktop Resource BM 1 IBM02 IBM03 IBM04 Change Delete	Enter the item's name or identifier.
+ Inset 🛆 Change – Delete	Record Will Be Added Category: Computer-Desktop Resource: Image: Computer-Desktop Description: Image: Computer-Desktop Default Servicer Code: JARED Location: Image: Computer-Desktop Purchase Date: 0/00/00 Control Computer-Desktop Image: Computer-Desktop	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
	Asset Register Number:	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.

Browse Categories and Reso	urces in each Area	
Maintenance Area Computer Area	Computer Area Category Computer/Desktop Printer	Computer-Desktop Resource G 101 IBM 1
	Make multiple copies of a resource Based on Item: G101 Description: Pentium i7 Default Servicer: JARED Location: Room G1 This enables you to copy a resource many ti The new resources have a name given by the	
To add or change maintenance areas (above), log on as Administrator and go to Administration menu, Maintenance Areas	So you could have PC01, PC02, PC03 or Laptop01, Laptop02 You can change a resource's details afterwards if you need to.	Stem of Resource Name: 61 Starting No: 2 + Number To Add: 24 + Make Clones

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**.

Computer-	Desktop
Resource	•
G101	
G102	
G103	
G104	
G105	
G106	
G107	
G108	
G109	
G110	
G112	
G113	
G114	
G115	
G116	
G117	
G118	
G119	
G120	
G121	
G122	
G123	
G124	-

Changing a Resource's Category

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

Browse Categories and Resou	urces in each Area			
			<u>.</u>	
Maintenance Area Computer Area	Computer Area Category Conputer-Desktop Printer Miscellaneous	Miscellaneous Resource Welfare Computer		
To add or change maintenance areas (above), log on as Administrator and go to Administration menu, Maintenance Areas			Undo Cloning Move Resources	Click the Move Resources buttor

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.

Te 2
7. Edit List of Common Service Requests To enable users to submit jobs quickly and to allow analysis of jobs, it is convenient to have a list of common faults and requests entered, from which users may select.
eg Computer won't boot Computer does not connect to network Broken window Software Installation
This is not essential, but recommended.

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.

2	Brows	e Faults and Requests	
	Code	Problem	
		Software Installation Required	
		Software problem	
		Monitor is faulty	
		Keyboard is faulty	
		Mouse is faulty	
		Computer won't boot	
		Computer will not connect to network	
		Videotape jammed Television untuned	
		Leads missing	
		Leads missing	
	4	Þ	
		_	
		🛉 Insert 🛛 🛆 Change 💻 Delete	
		,,,,,,,	

SET UP GUIDE 8 - SCHEDULED MAINTENANCE TASKS

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



Click Insert to get the Update Form

20 Update Scheduled Maintenance Task		
Description: Area: Servicer Code: Next Scheduled Maintenance: Maintenance Interval (days): Date of Last Maintenance:	CNJ 28/08/11 2 24/08/11 1	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.

🧔 Job List							
	Click any	it	13 Jobs in Queue				
	ID	Priority Date	Job Name		Item	Notifier	
		3 29/08/			Check all N4 computers	Sched Maint	
	12	0 26/08/	1 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.

20 Scheduled Maintenance Tasks								
All Areas								
Scheduled Task	Last Done	Servicer	Interval (days)	Next due	Area			
Check all N4 computers	29/08/2011	CNJ		31/08/2011	Computer Area			

SET UP GUIDE 9 - CONFIGURATION OPTIONS



So Configuration Options
 ✓ Use Maintenance Schedules ✓ Allow users to view submitted jobs ✓ Allow servicer final comment before sending job to history ✓ User code on service request must be chosen from a list of Users Check this box if you wish to have tight control over user names on the service requests. If in doubt leave unchecked. If checked, user list must be maintained by administrator.
JobCard Password: UserPW if blank, user will not be prompted for a password to launch JobCard
Admin Password: AdminPW if blank, any user can go in as Administrator
✓ <u>O</u> K ズ <u>C</u> ancel

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


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.

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.



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.

et users' email p	roperties				
Locate User Code:			DbI-Click to edit email address	S.	
Activate All Deactivate All				lighted user's email status	
Code	User Na	ame	Allow Email	Email Address	
AB AS		Anna Brown Adam Smith			
BERT	Bertolini	Bertuschkovitch		bert@gmail.com	
DIL FRDD GW HP	Dilbert the IT Manager aerwe George Washington Hercule Poirot Jared Kozminsky			dilbert@hkey.net.au	
JARED	Jared K	ozminsky		jared@eduvic.gov.au	Þ

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.

SMTP Email Configuration	
Email servicer when job is submitted Activate for: C All users Selected users Set user status	3 .
Email Settings	
Domain: hotkey.net.au	
Server: smtp.hotkey.net.au	
Port: 25	
Authorised User:	
Default Account	
Colored Edit Settings	

Click Edit Settings

Email Settings

SMTP Email Co	onfiguration			
lfem	hotkey.net.au eg: provider.net au smtp.hotkey.net.au 25 usually 25 eg: smtp.provider.net au uthentication ail server requires authentication. Otherwise leave blank. orised User Account Name:	OK Cancel		
Password:				
	mail account to use for automated notifications ault User: account@hotkey.net.au			

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 onhow 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

SMTP Email Configuration	
✓ Email servicer when job is submitted Activate for:	9
Email Settings	
Domain: hotkey.net.au	
Server: smtp.hotkey.net.au	
Port: 25	
Authorised User:	
Default Account	
Edit Settings	

Click the Send Test Message button

This window asks who to send the email to.



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:

🔄 Inbox			Search Inbox		Q	•
!쯔 ◘ Ø From	Subject	Received 🔻		Size	Cate	7
🖃 Date: Today						
JobCard email messaging	JobCard Email Test	Tue 30/08/2011 8:33 AM		6 KB		7

🧧 JobCard Er	nail Test - Message (Plain Text)			×
From: To: Cc:	JobCard email messaging S Bertolini Bertuschkovitch	Sent:	Tue 30/08/2011	8:32 AM
Subject:	JobCard Email Test			
JobCard	Test Message. No reply r	equi	red	-

Try an actual job

Service Re	equest		X
Computer-	Desktop G102		
30 AUG 11	Pentium i7		L L
Message	to: Bertolini Bertuschkovitch		
	Message Details * Required	Message from: * Required	
2	This is a test send Software Installation Required		Look up user name
		-	
	Optionally, select a common fault below to insert	to message.	
	Software Installation Required	▼	
		✔ Send	
		Send t	to JobCard and ema

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 JOBCARD 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

Password Entry	
Enter Pas:	Enter JobCard Password sword:

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)



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

A Changing a Job Record	
Job Details 14 G102 Notified: 31 AUG 11 9:01AM by: AS Describe the fault here, or select one from the list of common faults below eg Keyboard is faulty	✓ OK ★ Cancel
Servicer: BERT Bad batch - we're changing them all soon	

BROWSER

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

Eile Edit View Favorites		× 0 - X	
	West Coast College JobCard	0	
	Start Page	E	Click Login
Log in	Login to submit a service request Logout when finished. © CaRob Computing - Version: Aug 19, 2011 - www.carobcom.com		
Login			
	Log in to submit a job		Enter the password, which is case- sensitive.
	Log in Password		
	Save Cancel		

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.

Card Login Sub	nit a job View Jobs		Coast College JobCard		0	If the specific resource you want is listed, click the
Login Subi		9	ory or Item for servicir	Ig		pencil button next to it.
Are	aintenance A nputer Area sical Services	reas	Categories Category Admin Areas	Resources		If the individual item or resource is not
_	Close Submit Ju for this Categor		Garden Mora Submit Job for a listed resource	G03 / G04 / G05 / G05 / G07 / G08 /		listed, select the most appropriate category.

JOB WINDOW

Card	West Coast College JobCard
Login Submit a job View Job	s Logout
	Submit Service Request
	Main
Category:	Classrooms Item: G05
Default Servicer Co	1. Select
Notified by Problem:	Adam Smith Journal Smith Adam Smi
	2. Describe the problem
Date Reported:	11/09/2011
	Save 3. Click 'Save'

You have only two fields to complete.

Try to be as specific as you can in the description of the problem.

Card Login Submit a j	ob View Jobs Logo		J	oast College obCard			0
Select Area	Select Category	ltem	Current Jobs	 Area and Categor Date Reported 	Y Reported Problem	Seen	
Computer Area Physical Services	Admin Areas Classrooms	G05	AS	11/09/11	Broken desk at back left of room		10
Close	Garden Outdoors	G03	AB	9/09/11	Lock is sticky and carpet is torn where the door snags it	0	ŝ

You can always view jobs that are currently active.

Email notification

3		Se	rvice Call: Classrooms G05 - Message (HTML)		×
File Message	e Developer				∞ 🚱
1904 🕈	斗 🗧				
	Smith <asmith@wcc.edu.au> Kozminsky</asmith@wcc.edu.au>			Sent:	Sun 11/09/2011 4:39 PM
ubject: Servic	e Call: Classrooms G05				
					6
			Service Request		
Date 11/09/11	Time 4:38PM	Resource/Item G05	Category Classrooms	Notifier AS Adam Smith	
Broken desk a	t back left of room			, laun crinar	=
West Coast Colleg	e	This mes	sage has been sent by JobCard Automatic Mailer Please do not reply	JobCard by <u>CaRob Computing</u>	
					•

CHAPTER 4 - SERVICER'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.

Read Job in List Is it junk? Bin it Yes→ No Reallocate Should Someone Yeselse do it? it No Service the Request Put in History File? Bin it No-Yes Annotate it **Drag to History**

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 ocurring.





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.

Show all jobs or Show one servicer's jobs

	ID	Priority	Date	Job Name	Item	Notifier[+]	Servicer
	248 241 236 219	305	6/09/11	Computer-Desktop Computer-Desktop Printer Computer-Desktop	Check all N4 computers G11_02 Brother AP Office G11_12	Sched Maint LIZ TOMBO WNR	CNJ CNJ CNJ CNJ
∑iew	218 198 191	4 0 0	10/08/11 10/08/11 10/08/11	Computer-Desktop Computer-Desktop Computer-Desktop	G11_03 G11_03 N404	CNJ JJ WNR	CNJ CNJ CNJ
Print	185 178 144	0	17/06/11 9/06/11	Computer-Desktop Computer-Desktop Computer-Desktop	G11_07 N403 G11_04	JC Greg LIZ	CNJ CNJ CNJ
how All Jobs			5/05/10	Computer-Desktop	Check all N4 computers	Sched Maint	CNJ
de V							

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.



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.

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.

Email re job 144	14	
Email to: Liz Santucci		
Attach:	 O Send	34
Message:		
Job ID: 144 Date Reported: 9 JUN 11		*
Resource: G11_04 Category: Computer-Desktop		
Details:		
Software problem and also Mouse is faulty		
Liz, the problem should be fixed by Thursday check with me then		
Tom		
		Ŧ

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.

Pr	int sele	ected jobs				
			All Jobs			
		ID 60	Job Name Television	Item TV02		
		66	Television	TV02	Notified problem:	
		70 79 229	Television Television Television	TV01 TV03 TV02	The JCV is not working	
	বাবা	111		Check all N4 computers		
	N	116	VideoPlayer Television	Vid01 TV02		
	বরেরেরেরেরেরেরের	121 122 123 133 135 136 138 139 141 144	Computer Computer-Desktop Computer-Desktop Television Computer-Desktop Computer-Desktop VideoPlayer Television Computer-Desktop Computer-Desktop	G11_01 G11_02 G11_12 TV02 G11_01 G11_02 G11_04 Vid03 TV02 G11_04 G11_04 G11_02	Select Jobs to Print Select All Deselect All Eresh Jobs Flip Selection	

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.

Print sele	ected jobs		Same and
		CNJ	
	ID	Job Name	Item
	111	Computer-Desktop	Check all N4 computers
	178	Computer-Desktop	N403
	185	Computer-Desktop	G11_07
	191	Computer-Desktop	N404
	218	Computer-Desktop	G11_03
	219	Computer-Desktop	G11_12
	236	Printer	Brother AP Office
	241	Computer-Desktop	G11_02
	248	Computer-Desktop	Check all N4 computers

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.

Car	Job List for: All Jobs		Priority
	Desktop Computer S104		Hig
Job 66	From: Belinda BOTTLER	For: Jared Clark	
25 JAN 04	Reported problem:	Servicer notes:	
11:26AM	Computer will not connect to network		
	It boots OK, but doesn't give the login window Ta muchly		
	Laptop Computer RNP_IBM		Mediun
Job 63	From: Ted LEAHY	For: Jared Clark	
20 JAN 04	Reported problem:	Servicer notes:	
10:08PM	Can't get mouse working		
-	Desktop Computer S105		Medium
Job 68	From: Cheryl EDDINGS	For: Bertolini Bertoluschinckovit	c
jan 04	Reported problem:	Servicer notes:	
5:03PM	Monitor is faulty	referred by JARED 25/01/04	
	Has power but screen is black		
-	Laptop Computer MTL_IBM		Medium - Low
Job 70	From: Leigh MARRIOTT	For: Bertolini Bertoluschinckovit	c
jan 04	Reported problem:	Servicer notes:	
5:04PM	Software problem	referred by JARED 25/01/04	
	Word crashes		
7	Laptop Computer BET_ACER		Low
Job 69	From: Toni BURGUNDY	For: Jared Clark	
JAN 04	Reported problem:	Servicer notes:	
5:04PM	Software Installation Required		
	Need First Class updated		
		Printed: 25-01-04 6	:28 PM

When a job is not wanted in the list, it is either binned it or sent it to history. - • • × 🚓 Job List Jobs in Queue 9 Click any heading to sort on it. 5 D rity Date Prio Item Check all N4 computer G11_02 Brother AP Office G11_12 G11_03 248 241 236 219 218 puter-Desktop 6/09/11 Cor Sched M 25/08/11 25/08/11 11/08/11 10/08/11 LIZ TOMBO WNR CNJ Comp 050 n. S View Job Comp 0 9/08/11 0 17/06/11 3 5/05/10 188 Drag to Histon Comput Drag'n'Drop to History 178 Comput Computer Erint. L Drag'n'Drop to Bin Show All Jobs Code **Dbl-Click to Open Hi** Drag 'n' Drop WNR CNJ TOMBO Drag means: ...click on the job to be moved Delete Job Drag to Bin ...keep the mouse button held down ...move the mouse to the bin or history file. **Dbl-Click to Open Bin** Colour Key Drop means: A List Box Font ...release the mouse button over the target 4 • Job submitted using NetJobCard н 44 . . ы

Job's done

Double Click on the bin to open it...

Double Click on a Job to Undelete it											
Click on heading to sort column											
Id Date Job Name Item Notifier Servicer Area ID 🔺											
5	5 29/03/06	Maintenance	Check all N4 compu	Sched Maint	CNJ	0					
6	3 26/04/06	Printer	HP Deskjet LIB	SST	CNJ	1					
6	7 26/04/06	Printer	HP Deskjet LIB	SST	CNJ	1					
6	3 26/04/06	Printer	Brother AP Office	BYT	CNJ	1					
7	3 1/07/06	Printer	HP Deskjet LIB	WNR	CNJ	1					
8		Maintenance	Check all N4 compu	Sched Maint		0					
8		Computer-Desktop	N401	CNJ	CNJ	1					
9		Maintenance	Check all N4 compu	Sched Maint	CNJ	0					
9		Maintenance	Check all N4 compu	Sched Maint	CNJ	0					
9		Computer-Desktop	Check all N4 compu			1					
9		Computer-Desktop	Check all N4 compu			1					
9	9 7/04/09	Computer-Desktop	Check all N4 compu	Sched Maint	CNJ	1					
10		Computer-Desktop	Check all N4 compu			1					
10			A Printer	LIZ	CNJ	1					
10:		Computer-Desktop	Check all N4 compu			1					
103		Computer-Desktop	Check all N4 compu			1					
104		Computer-Desktop	Check all N4 compu	Sched Maint	CNJ	1					
10		Computer-Desktop	Check all N4 compu			1					
10		Computer-Desktop	G11_02	WNR	TOMBO	1					
10	8 5/05/10	Computer-Desktop	G11_10	LIZ	TOMBO	1 🚽					
1	1		1	<u>E</u> mpty	the Bin	8					

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

A Move Job to History File	×	
Job Details 219 Computer-Desktop G11_12 Notified: 11 AUG 11 9:47AM by: WI Reported Problem: Keyboard missing A, S keys	NR	
Servicer CNJ Servicer Notes:		The servicer can then make a final note of what was performed. Other items can also be edited if needed.
Job sent out Sent to:		Click OK to add it to history, Cancel to return it to the job list.

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....

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



Job Completed Drag to History		Back on the Job List Window Double Click the icon to open the History							
Dbl-Click to Open Hitter		1	「he Histo	ory Win	ldow		- • • ×		
				Photo:					
D			ort on that column	1.5	7 records shown				
Filter	ID	Reported	By	Done	By	Job Name			
Show All	21	9 11/08/11	Robert Wagner	7/09/11	Jared Clarkson	G11_12	37.		
C Selected Servicer C Selected Notifier	11: 9 9 8	0 17/06/11 8 7/06/11 8 7/04/09 3 11/08/07 6 30/10/06 2 26/04/06	Sched Maint Sched Maint Sched Maint Jared Clarke Robert Wagner WHC	17/06/11 6/09/11 24/08/11 17/06/11 17/06/11 17/06/11	Jared Clarkson Jared Clarkson Jared Clarkson Jared Clarkson	N401	▲ <u>C</u> hange		
Filter the list	i –						- Delete		
based on the servicer or notifier					Print Histor based on several filte		based on highlighted job based on job duration		
	•						Export History to Test File Restore to Job File		

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.

Scheduled Maintenance Tasks						
IT equipment						4
Scheduled Task	Last Done	Servicer	Interval (days)	Next due	Area	
Check all N4 computers	6/09/2011	CNJ	2	8/09/2011	IT equipment	
		a Scheduled Maintena	unce Task			×
			scription: Check			
			erCode: TOME	0		
			(days): 30	<u>*</u>		
4		Date of Last Mainte			(•
			🗸 ОК	X Cancel		elete
	IT equipment	IT equipment Scheduled Task Last Done Check all N4 computers 6/09/2011 Image: Check all N4 computers 6/09/2011 </th <th>IT equipment Scheduled Task Last Done Servicer Check all N4 computers 6/09/2011 CNJ Image: Check all N4 computers 6/09/2011 CNJ <!--</th--><th>IT equipment Scheduled Task Last Done Servicer Interval (days) Check all N4 computers 6/09/2011 CNJ 2 Image: Image: Check all N4 computers Image: Check all N4 computers 1 Image: Image: Image: Check all N4 computers Image: Check all N4 computers 1 Image: Image: Image: Image: Check all N4 computers Image: Image: Check all N4 computers 1 Image: Image</th><th>IT equipment Scheduled Task Last Done Servicer Interval (days) Next due Check all N4 computers 6/09/2011 CNJ 2 8/09/2011 Image: Check all N4 computers 6/09/2011 CNJ 2 8/09/2011 Image: Check all N4 computers 6/09/2011 CNJ 2 8/09/2011 Image: Check all N4 computers 6/09/2011 CNJ 2 8/09/2011 Image: Check all N4 computers 6/09/2011 CNJ 2 8/09/2011 Image: Check all N4 computers 6/09/2011 CNJ 2 8/09/2011 Image: Check all N4 computers 6/09/2011 CNJ 2 8/09/2011 Image: Check all N4 computers Check Science Laptop Area: IT equipment Image: Check all N4 Servicer Code: TOMBO Image: Check all N4 Image: Check all N4 Next Scheduled Maintenance: 7/09/11 Image: Check all N4 Image: Check all N4 Image: Check all N4 Image: Check all N4 Image: Check all N4 Image: Check all N4 Image: Check all N4 Image: Check all N4 Image: Check all N4 Image: Che</th><th>IT equipment Scheduled Task Last Done Servicer Interval (days) Next due Area Check all N4 computers 6/09/2011 CNJ 2 8/09/2011 IT equipment Image: Check all N4 computers 6/09/2011 CNJ 2 8/09/2011 IT equipment Image: Check all N4 computers 6/09/2011 CNJ 2 8/09/2011 IT equipment Image: Check all N4 computers 6/09/2011 CNJ 2 8/09/2011 IT equipment Image: Check all N4 computers 0 Update Scheduled Maintenance Task Image: Check Science Laptop Set Area: Image: Check Science Laptop Set Image: Check Science Code: TOMBO Image: Check Science Code: TOMBO Image: Check Science Laptop Set Image: Check Science Interval (days): 30 Image: Check Science Interval (days): 30 Image: Check Science Interval (days): 30 Image: I</th></th>	IT equipment Scheduled Task Last Done Servicer Check all N4 computers 6/09/2011 CNJ Image: Check all N4 computers 6/09/2011 CNJ </th <th>IT equipment Scheduled Task Last Done Servicer Interval (days) Check all N4 computers 6/09/2011 CNJ 2 Image: Image: Check all N4 computers Image: Check all N4 computers 1 Image: Image: Image: Check all N4 computers Image: Check all N4 computers 1 Image: Image: Image: Image: Check all N4 computers Image: Image: Check all N4 computers 1 Image: Image</th> <th>IT equipment Scheduled Task Last Done Servicer Interval (days) Next due Check all N4 computers 6/09/2011 CNJ 2 8/09/2011 Image: Check all N4 computers 6/09/2011 CNJ 2 8/09/2011 Image: Check all N4 computers 6/09/2011 CNJ 2 8/09/2011 Image: Check all N4 computers 6/09/2011 CNJ 2 8/09/2011 Image: Check all N4 computers 6/09/2011 CNJ 2 8/09/2011 Image: Check all N4 computers 6/09/2011 CNJ 2 8/09/2011 Image: Check all N4 computers 6/09/2011 CNJ 2 8/09/2011 Image: Check all N4 computers Check Science Laptop Area: IT equipment Image: Check all N4 Servicer Code: TOMBO Image: Check all N4 Image: Check all N4 Next Scheduled Maintenance: 7/09/11 Image: Check all N4 Image: Check all N4 Image: Check all N4 Image: Check all N4 Image: Check all N4 Image: Check all N4 Image: Check all N4 Image: Check all N4 Image: Check all N4 Image: Che</th> <th>IT equipment Scheduled Task Last Done Servicer Interval (days) Next due Area Check all N4 computers 6/09/2011 CNJ 2 8/09/2011 IT equipment Image: Check all N4 computers 6/09/2011 CNJ 2 8/09/2011 IT equipment Image: Check all N4 computers 6/09/2011 CNJ 2 8/09/2011 IT equipment Image: Check all N4 computers 6/09/2011 CNJ 2 8/09/2011 IT equipment Image: Check all N4 computers 0 Update Scheduled Maintenance Task Image: Check Science Laptop Set Area: Image: Check Science Laptop Set Image: Check Science Code: TOMBO Image: Check Science Code: TOMBO Image: Check Science Laptop Set Image: Check Science Interval (days): 30 Image: Check Science Interval (days): 30 Image: Check Science Interval (days): 30 Image: I</th>	IT equipment Scheduled Task Last Done Servicer Interval (days) Check all N4 computers 6/09/2011 CNJ 2 Image: Image: Check all N4 computers Image: Check all N4 computers 1 Image: Image: Image: Check all N4 computers Image: Check all N4 computers 1 Image: Image: Image: Image: Check all N4 computers Image: Image: Check all N4 computers 1 Image: Image	IT equipment Scheduled Task Last Done Servicer Interval (days) Next due Check all N4 computers 6/09/2011 CNJ 2 8/09/2011 Image: Check all N4 computers 6/09/2011 CNJ 2 8/09/2011 Image: Check all N4 computers 6/09/2011 CNJ 2 8/09/2011 Image: Check all N4 computers 6/09/2011 CNJ 2 8/09/2011 Image: Check all N4 computers 6/09/2011 CNJ 2 8/09/2011 Image: Check all N4 computers 6/09/2011 CNJ 2 8/09/2011 Image: Check all N4 computers 6/09/2011 CNJ 2 8/09/2011 Image: Check all N4 computers Check Science Laptop Area: IT equipment Image: Check all N4 Servicer Code: TOMBO Image: Check all N4 Image: Check all N4 Next Scheduled Maintenance: 7/09/11 Image: Check all N4 Image: Check all N4 Image: Check all N4 Image: Check all N4 Image: Check all N4 Image: Check all N4 Image: Check all N4 Image: Check all N4 Image: Check all N4 Image: Che	IT equipment Scheduled Task Last Done Servicer Interval (days) Next due Area Check all N4 computers 6/09/2011 CNJ 2 8/09/2011 IT equipment Image: Check all N4 computers 6/09/2011 CNJ 2 8/09/2011 IT equipment Image: Check all N4 computers 6/09/2011 CNJ 2 8/09/2011 IT equipment Image: Check all N4 computers 6/09/2011 CNJ 2 8/09/2011 IT equipment Image: Check all N4 computers 0 Update Scheduled Maintenance Task Image: Check Science Laptop Set Area: Image: Check Science Laptop Set Image: Check Science Code: TOMBO Image: Check Science Code: TOMBO Image: Check Science Laptop Set Image: Check Science Interval (days): 30 Image: Check Science Interval (days): 30 Image: Check Science Interval (days): 30 Image: I

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

Cli	Click any heading to sort on it 2			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		6/09/11	Computer-Desktop		Check all N4 computers	Sched Maint	CNJ
	041	•	05/00/11	Computer Desisten		011.00	117	ONLI

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	LastDone	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

JOBCARD'S FILES

The listing shows all files associated with JobCard.



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

Clarion uses a proprietary data file format identifable 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.

TPSFIX Example

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

• Run TPSFIX.EXE.

This window appears, asking for the the file to recover.

Browse and locate your History.TPS

The recovery file is suggested as History.TPR.

Accept this.

TopSpeed Database Recovery 6.000							
─ <u>Source</u> (file to Filename: Password:	recover) C:\JobCard\history.tps	Browse					
Destination (re Filename: Password:	esult file) C:\JobCard\history.TPR	Browse					
	< <u>B</u> ack <u>N</u> ext>	Cancel					

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

TopSpeed Database Recovery 6.000 - C:\JobCard\history.tps							
Example File (optional) Filename: C:\JobCard\FIRSTAID\history.tpe Password: Browse							
■ Build Keys ■ Use Header ■ Use <u>O</u> EM flag Locale File (optional) Filename: Browse	The Locale file is not used.						
Help < Back Start Cancel	• 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,

TopSpeed Database R	ecovery 6.000 - C:\JobCard\history.tps				
Page number:	6 of 6				
Errors Found: Last Error:	0				
Records recovered:	16 of 16				
Finished					
	< <u>B</u> ack Start DK				

- 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.

Organize 🔻 🛛 Include i	n library	▼ Share with ▼	Burn New folder		
	*	Name	Date modified	Туре	Size
🖳 Computer		JCBackup.INI	12/09/2011 4:19 PM	Configuration settings	1 KB
Ar		JCData.INI	12/09/2011 4:21 PM	Configuration settings	1 KB
🐔 Local Disk (C:)		JCLock.INI	12/09/2011 4:21 PM	Configuration settings	1 KB
	E	JCMgr.INI	12/09/2011 4:32 PM	Configuration settings	1 KB
		JobCard.INI	12/09/2011 4:16 PM	Configuration settings	1 KB
		NetJobCard.INI	12/09/2011 4:19 PM	Configuration settings	1 KB





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.

Administration Configuration Options Empty Selected Data Check Data Integrity Set Background Image Back up data to another Folder Back up data to a Single File Restore Data from Single File Set up Guide Email Configuration

There are three options under the Administration Menu.

Back up data to another Folder

Back up data		
C:\Jobcard3\BU		
Clic	k on th	e button to choose the backup folder
Also save program files	V	Save
		Save files to the folder specified

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).

🔂 Administrator's Start/Stop					
West Coast Coll	ege 🖏				
Steps to follow:	_ JobCards active				
 Check if any JobCards are running. If so, Shut them down (bottom right) 	Description NetName IP Address Microsoft at Microsoft IOWA 127.0.0				
If you wish to keep JobCard closed i.e. prevent users from starting JobCard, Disable JobCard (below.)	Tom Bismarck 10.1.1.253				
3. Perform the Restore					
4. Enable JobCard and exit					
Disable/Enable JobCard Enabled JobCard Control C Keep JobCard closed Apply When Disabled, no JobCard program can start. However it may not close down all JobCards - use the Shutdown for that.	 ▲ ■ ■ 				
Restore from Single File Backup	Shutdown Message to display to user For maintenance reasons JobCard needs to be				
	Shutdown Selected Shutdown All				

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.

Αυτοματις Βαςκυρ

JCBackup.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 JCBackup 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).



Select JCBackup.xml from the JobCard Folder.

-				
JCBackup.xml	10/09/2011 10:40 AM	XML Document	5 KB	

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

Create Task	×	
General Trig	gers Actions Conditions Settings	Check each tab in turn.
Na <u>m</u> e:	JCBackup	
Location:	1	
Author:	IOWA\Tom	Triggers
<u>D</u> escription:	Daily Backup of JobCard Data	
-Security opt	tions	Triggers determine when the backup is run.
When runn	ing the task, use the following user account:	Adjust to suit.
IOWA\Tom	Change <u>U</u> ser or Group	
© <u>R</u> un only	y when user is logged on	
Run wheeler	ether user is logged on or not	
🗸 Don	not store password. The task will only have access to local computer resources.	
Run w <u>i</u> th	h highest privileges	
Hidd <u>e</u> n	Configure for: Windows® 7, Windows Server™ 2008 R2 ▼	
	OK Cancel	
Edit Action		
		Actions
You mu	st specify what action this task will perform.	
	· · · · · · · · · · · · · · · · · · ·	Check this carefully and Edit the action.
Action:	Start a program 🔻	
Setting		
Jetting	-	Vour noth movie different
<u>P</u> rogra	am/script:	Your path may be different.
C:\Job	bcard3\JCBackup.exe Browse	
<u>A</u> dd a	rguments (optional):	
Chard i	in (ontional):	'Start in' is not optional as suggested by
Start I	in (optional):	
		Windows. Set it correctly.
	OK Cancel	

After saving the task, make sure you run and test it.
CHAPTER 6 - INSTALLATION

JOBCARD 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 Prgram 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.

🍗 JCBackup.exe 🛱 JCLock.exe JCMgr.exe JobCard.exe NetJobCard.exe ClaASC.dll ClaBAS.dll ClaDOS.dll clafm3.dll CLAIG.dll ClaMEM.dll CLAnet.dll ClaRUN.dll ClaTPS.dll CLAWE.dll JCData.dll



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
<u>T</u> arget:	C:\Jobcard3\JobCard.exe
<u>S</u> tart 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 JOBCARD

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.

JobCan	d - Administrator Access	
📄 <u>F</u> ile	administration	🕂 Import 🗏 Browse/Edit 👌 Jobs 🕐 History 🗮 Reports
2	2 🗇	JobCard - DEMONSTRATION VERSION C:\Jobcard3

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).

JobCard	d - Administrator Access	
\overline 🗾 <u>F</u> ile	administration	👎 Import 🗏 Browse/Edit 🕭 Jobs 🕐 History 🗮 Reports
2	쑫 🛸	West Coast College C:\Jobcard3

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

×	x
Your copy of JobCard is not currently registered and will expire in 25 days. You must enter the correct Registration Code to enable JobCard.	JobCard will soon be disabled.
<u> </u>	

Enter Registration Code

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

File	Ton Enter Registration Code	X
💑 Area Login		
👛 Administrator Login	West Coast College	
🔒 Print Setup	1/08/11	
Enter Registration Code	Correct Code	
(i) About JobCard	Registration Code: ABCDE	
😮 Exit		

CHAPTER 7 - NETJOBCARD

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 JobCard 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 NETJOBCARD

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

NetJobCard Service	Manager	X	
Res (7	NetJobCard Service Manager	~	
	West Coast College		
	Ver: Aug 24, 2011		
Dipot	Current Port:	1	Setting the Port
	1087 If running as a .exe program, close NetBookit3, t If installed as a service, use the Service Options		
Service Options	IOWA Service & then Reinstall it.		Click Change Port
Why install as a se			
	when the server starts, so after a server reboot, NetJobCard is automatically running.		
A service does r	not require a user to login.		
	VetJobCard as a Service, test it through a browser while running NetJobCard.exe standa selected Port works!	lone. Sel	elect Port for NetJobCard
Install &	Start As Service Installs this application as a Service, and Starts it in Service Mode.	.	Port To Use: 1,087
	After clicking the button, wait and the window will close.		
Windows S	Service Manager Loads the Windows Service Manager window.		Useful hint: To see ports that are current used, copy the
3 steps to	remove the NetJobCard service		following and paste it at the command prompt.
	the NetJobCard service using Windows Service Manager		netstat -an find /i "listening"
	the button below to remove the service		[
3. Llose	this window		
<u>R</u> emov	ve Service Removes this application from the service list, so that it won't run as service in future.	a	
			If Port 1087 is used by another service ther
			it won't work for NetJobCard.

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

netstat -an lfind /i "listening"

as shown below.

	ft Windows [Version 6 ht (c) 2009 Microsoft		ights reserved.	
:\Wind	ows∖system32>netstat ·	-an ¦find ∕i "LISTE	NING "	=
TCP TCP TCP TCP TCP TCP TCP TCP	0.0.0.0:135 0.0.0.0:445 0.0.0:554 10.1.1.250:139 127.0.0.1:2559 127.0.0.1:5354 127.0.0.1:27015 192.168.56.1:139	0.0.0.0:0 0.0.0.0:0 0.0.0.0:0 0.0.0.0:0 0.0.0.0:0 0.0.0.0:0 0.0.0.0:0 0.0.0.0:0 0.0.0.0:0 0.0.0.0:0	LISTENING LISTENING LISTENING LISTENING LISTENING LISTENING LISTENING	

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.

se se	ttings	ini - Note	pad		×	un
File	Edit	Format	View	Help		
[Se Por	tti t=1	ngs] 087			*	
		-	-			

TESTING NETJOBCARD

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

(-) (-) (-) (-) (-) (-) (-) (-) (-) (-)	tp://10.1.1.250:1087, ♀ ▼ ♂ × @ ♂ × @ NetJobCard ×	fi 🛧 🏵
<u>F</u> ile <u>E</u> dit <u>V</u> iew	F <u>a</u> vorites <u>I</u> ools <u>H</u> elp	× 🎭 🕶
× Google	👻 🚼 Search 🐑 More »>	🥚 Sign In 🔌 🕇
	Menu Options	^
Card	West Coast College JobCard	٢
Login		
	Start Page	
	Login to submit a service request	
	Logout when finished.	
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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)



INSTALLING NETJOBCARD 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.

ile Action ⊻iew ■ 🔿 🔲 📰 🖸	Help						
Services (Local)	🔍 Services (Local)						
	Netlogon	Name	Description	Status	Startup Type	Log On As	
	<u>Start</u> the service	Microsoft Office G Microsoft Softwar Multimedia Class	-	Started	Manual Manual Automatic	Local Service Local Syste Local Syste	
	Description: Maintains a secure channel between this computer and the domain	Net.Tcp Port Shari Netlogon	Provides abi Maintains a		Disabled Manual	Local Service Local Syste	
	this computer and the domain controller for authenticating users and services. If this service is stopped, the computer may not authenticate	Network Access P Network Connecti Network List Service	Manages o	Started	Manual Manual Manual	Network S Local Syste Local Service	
	users and services and the domain controller cannot register DNS records. If this service is disabled, any	Network Location	Collects an	Started	Automatic Automatic	Network S Local Service	
	services that explicitly depend on it will fail to start.	NMSAccess	Provides sys	Started Started	Automatic Automatic	Local Syste Local Syste	

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.

NetJobCard		Name	Description	Status	Startup Type	-
<u>Stop</u> the service <u>Restart</u> the service	*	🔍 Net.Tcp Port Shari	Provides ability to shar		Disabled	_
			JobCard Web Server	Started	Automatic	
	=	🔍 Netlogon	Maintains a secure cha		Manual	
		Network Access P	The Network Access Pr		Manual	-
Description:	-	•	III			F.

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.



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.

NetJobCard		Name	Description	Status	Startup Type	
	*	🔍 Net.Tcp Port Shari	Provides ability to shar		Disabled	
<u>Stop</u> the service Restart the service		🔅 NetJobCard	JobCard Web Server	Started	Automatic	
istore the service	E	🔍 Netlogon	Maintains a secure cha.	Start		
		- 10	The Network Access Pr.	Stop		
Description:	Ψ.	•		Pause		
Extended (Standard /				Recume		
<u> </u>				Restart		
				All Task	s ►	
				Refresh		
				Proper	ties	
				Help		

Removing the NetJobCard Service

This is a 3 step process.

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

Name	Description	Status	Startup Type	*
🔍 Net.Tcp Port	Shari Provides ability to shar		Disabled	_
🖏 NetJobCard	JobCard Web Server	Started	Automatic	
🔍 Netlogon	Maintains a secure cha		Start	
Retwork Acc	ess P The Network Access Pr		Stop	
•			Pause	
			Resume	
			All Tasks	•
			Refresh	
			Properties	

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.