

CMS™ 400

Trouble Ticket Plus

User's Guide

13D25A-7/B 8/94

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13D25A-7/B 8/94

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About This Manual

Manual Description

The Communications Management Series (*CMS*) 400 *Trouble Ticket Plus User's Guide* provides you with a reference to help you operate the Trouble Ticket Plus software application on your CMS 400 network management system.

It is important that you have prior knowledge of your network configuration and understand the concepts of an IBM PC-based network, before attempting to perform any of these functions.

Use this manual for specific operations associated with the CMS 400 Trouble Ticket Plus software option.

- **Chapter 1 - Introduction** provides the general information required to use Trouble Ticket Plus.
- **Chapter 2 - Operation** explains how to access and operate the Trouble Ticket Plus application.
- **Chapter 3 - Event Log Entries** describes the class and codes that are used with Event Reporting.

The best way to utilize the CMS 400 documentation is to first read the *CMS 400 Installation Manual* (Doc. No. 13D26A-14). This manual is used to install your hardware and software. It provides a complete description of system components, power, and cabling requirements.

Then read your *CMS 400 Reference Manual* (Doc. No. 13D26A-10). This manual is used as a reference for standard function keys and common procedures. It is also used as a reference for interfacing with your CMS 400 System.

Use the *CMS 400 User's Guide* (Doc. No. 13D26A-7) as a reference for specific functions and familiarize yourself with the appendices in the back of the manual.

Terminology and Conventions

Text appearing on a personal computer screen is shown in Courier non-bold type:

Archive Tickets

Characters that must be input by you exactly as shown in Courier boldface type:

TICMEN

A key that must be pressed on the keyboard is shown within a box:

[ENTER]

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CAUTION

In order to conform with Federal regulations, the user is required to disconnect the External Diagnostic Multiplexer, Station Distribution Multiplexer, and Distributed Diagnostic Multiplexer (which are Class A devices) before the Personal Computer is taken to and operated in a Class B residential environment.

Chapter 1

Introduction

General Description

This User's Guide describes the Trouble Ticket Plus application which is a separate module that runs with CMS 400 software, Version 2.0 and above.

The Trouble Ticket Plus software application allows you to track network events. You can track events by device, line, circuit, problem type, vendor, etc., through the use of file records or tickets. A ticket can be automatically generated from a system event, such as an alarm, or it can be manually entered from a CMS 400 operator's workstation. The CMS 400 Trouble Ticket Plus provides you with user friendly screens, command keystrokes, and windowing capability.

Chapter 2

Operation

About Trouble Ticket Plus

The Trouble Ticket Plus software application creates tickets which are automatically generated from network events such as system alarms. You can also enter tickets from your CMS 400 workstation manually. You can custom create ticket formats and fields to meet your individual data center requirements. Tickets may also be exported in dBase III/IV format.

Getting Started

To access the Trouble Ticket Plus software application, you must first successfully install your Trouble Ticket Plus disk (refer to your *CMS 400 Installation Manual*). After installing Trouble Ticket Plus, bring up your CMS 400 System.

Creating Ticket Data Files

At initial startup, prior to adding any tickets, you must create the ticket data files.

To create data files for your tickets, use the following procedure:

1. Choose `Applications` from the CMS 400 Main menu bar.
2. Select `Trouble Ticketing Plus` from the Applications menu. The Trouble Ticket Plus menu is displayed.
3. Select `Create Ticket Data Files` and you can open tickets, indexes, escalation tables, problem types, and archive tickets.
4. Now type `Y` in the Create Now box and press [PGDN]. The new ticket database files are loaded.

Displaying a Summary List of Tickets

To display a list of tickets, use the following procedure:

1. Choose `Applications` from the CMS 400 Main menu bar.
2. Select `Trouble Ticketing Plus` from the Applications menu. The Trouble Ticket Plus menu is displayed.
3. Select `Display Tickets` and a summary list of the defined tickets are displayed (refer to Figure 2-1). If no tickets are present, the message: `The Ticket File is Empty` is displayed.

Display Ticket

								Total: 1000 011
Ticket	Status	Sev	Problem-Started	Channel	Address	Site	Type	Descrip.
1	Close	1	08/13/91 16:01	OMN16A.P 1		B_SIT	ALARM	Test
2	Actio	1	08/13/91 16:07	OMN16A.P 2		Test2	ALARM	Bad mai
3	Defer	1	08/13/91 16:14	OMN16A.P		Miami	ALARM	33333
4	Actio	3	08/13/91 16:18	OMN14A.P 1:1 1		SITE_	ALARM	Error n
5	Actio	2	08/13/91 16:22	OMN16A.P 1		B_SIT	ALARM	Upgrade
6	Actio	4	08/13/91 16:26	OMN16A.P 1:1 1		SITE_	ALARM	Check A
7	Actio	5	08/13/91 16:28	OMN16A.P 1:1 1		SITE_	ALARM	Check A

ESC:Cancel PgDn/PgUp/Home/End:Page Zoom Add Mod Del Print Select Options Copy

Figure 2-1. Display Tickets Screen

A description of the Display Tickets screen is described in Table 2-1.

Table 2-1: Explanation of the Display Ticket Screen

Field	Description
Ticket	The unique number assigned to the ticket by the system.
Status	The current status of a ticket. Choices are: <i>Active</i> , <i>Closed</i> , and <i>Deferred</i> . Active is defined as an open problem not yet resolved. Closed is defined as a problem that has been fixed. Deferred is when a problem is postponed until later.
Sev	Describes the severity of the ticket. Choices are (1) <i>Informational</i> , (2) <i>Caution</i> , (3) <i>Minor</i> , (4) <i>Serious</i> , and (5) <i>Urgent</i> .
Problem Started	Describes when the problem was originally reported. If the problem started date/time is not available, it is defaulted to the date/time the ticket was opened or copied.
Channel	The channel identifier associated with the problem.
Address	The unit address associated with the problem.
Site	The location of where the unit physically resides.
Type	The problem type that is associated with the ticket.
Description	A brief description of the problem.

Table 2-2 describes the Trouble Ticket function keys. These keys are displayed on the bottom of the Display Tickets screen.

Table 2-2: Display Tickets Function Keys

Key	Description
[ESCAPE]	Cancels the Display Ticket screen and the Trouble Ticket menu is redisplayed.
[ARROW KEYS]	Scroll through tickets one at a time.
[PGDN] or [PGUP]	Scroll through tickets a page at a time.
[HOME]	Skip to the oldest tickets and re-establish the ticket position in the summary listing.
[END]	Skip to newest ticket.
[Z] (Zoom)	View the ticket detail pages for the currently-highlighted ticket (refer to the description under "Ticket Detail" within this chapter).
[A] (Add)	<p>Lets you create a new ticket. The ticket form is displayed allowing you to enter information into the fields.</p> <p><i>Note: Use the Display Alarms feature to view the alarm queue. Refer to your CMS 400 Reference Manual for additional information on Displaying Alarms.</i></p>
[M] (Modify)	Displays the ticket detail pages for the currently-highlighted ticket and allows you to modify its contents.
[D] (Delete)	Removes the currently-highlighted ticket from the ticket list. You are first asked to confirm the deletion.
[P] (Print)	Enables you to print the summary list. Print may be used in combination with the Select A Destination screen. Your printer choices are: None, Hub Printer, or Station Printer.
[S] (Select)	<p>Displays a Ticket Selection Criteria screen. Enter the desired criteria to select the ticket(s). After you select a ticket, you may zoom, add, modify, delete, print, re-select, choose options, and copy a ticket.</p> <p><i>Note: Fields that are in the red section of the Ticket Selection Criteria screen are indexed and offer a much faster retrieval.</i></p>
[O] (Options)	Displays the Options screen which allows you to open an archival file, close an archival file, select a primary file, archive tickets and generate reports. Refer to these options within this chapter for a detailed explanation of how they are used.
[C] (Copy)	Copies the currently-highlighted ticket to create a new ticket.

Displaying the Ticket Detail

The Ticket Detail display consists of three pages. The first page contains the most common types of ticket information. To display the ticket detail, use the following procedure:

1. Choose `Applications` from the CMS 400 Main menu bar.
2. Select `Trouble Ticketing Plus` from the Applications menu. The `Trouble Ticket Plus` menu is displayed.
3. Select `Display Tickets` and a summary list of the defined tickets are displayed.
4. Highlight a ticket on the list.

Note: If no tickets are present, the message: The Ticket File is Empty is displayed.

5. Select `Zoom [Z]` and a screen is displayed presenting the details of the highlighted ticket.

The following fields are predefined by `Trouble Ticket Plus`:

- By (User Name)
- Unit Type
- Channel
- Group
- Site
- Repair Assignment (User Name)
- Unit Name

These fields correspond to the generic CMS 400 database entries. In addition, the define users, unit type, T7 channel, groups, unit name, and site names are generic to the CMS 400 software. Problem type and equipment type are defined within the `Trouble Ticket Plus` application (refer to Figure 2-2).

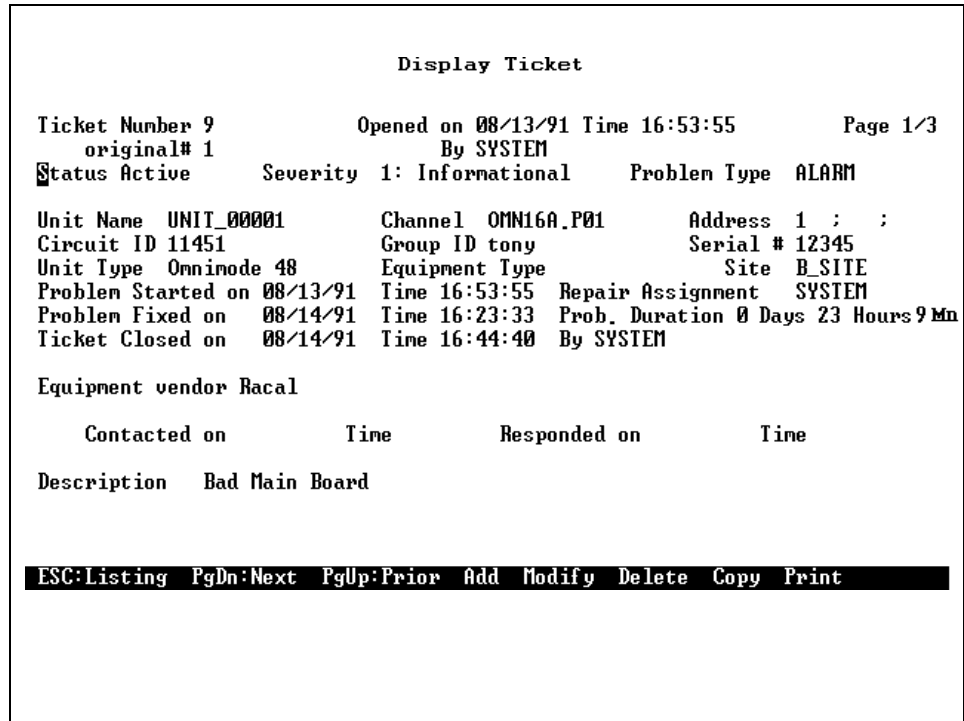


Figure 2-2. Display Ticket (Page 1)

Table 2-3 explains the following fields for Page 1 of your ticket display screen.

Table 2-3: Display Ticket Detail Fields

Field	Description
Ticket Number	Assigned automatically after a ticket is successfully created by the system. Ticket numbers are assigned in sequence and are not reused. To reset the ticket number to a lower value, use Compress and Resequence described at the end of this chapter. Or, to create new files and reset the ticket number to 1, use the Create Data Files feature. Refer to Creating Ticket Data Files described at the beginning of this chapter.
Original Number	Used to identify the unit's associated addresses (1-255). Three fields are available for use with non-T7 unit types. T7 address definition uses the first field.
Opened On Date and Time	The date and time the ticket was originally opened. This defaults to the time this ticket was added or copied.

Table 2-3: Display Ticket Detail Fields (Continued)

Field	Description
Opened By	Defaults to the current login name or it may be any CMS 400 defined user name. Passwords must be enabled in the CMS Component Map under System Parameters for this field to be used (refer to your <i>CMS 400 User's Guide</i>).
Status	The current status of this ticket. Choices are <i>Active</i> , <i>Closed</i> , and <i>Deferred</i> . A status of <i>Active</i> is initially displayed.
Severity	The priority level of the ticket. The ticket severity choices are: <i>Informational</i> , <i>Caution</i> , <i>Minor</i> , <i>Serious</i> , and <i>Urgent</i> .
Problem Type	Information entered by you on the problem which caused the ticket to be created. For a detailed description on how to define problem types, refer to "Defining a Problem Type" within this chapter. If a ticket is created via an alarm, its problem type is defaulted to the alarm.
Unit Name	Used to identify the name of the Milgo Solutions unit reporting a problem.
Channel	Used to identify the unit's associated channel.
Address	The original assigned ticket number before compression and resequence. If the ticket is copied, it has the source ticket number.
Circuit ID	Used to define up to 16 ASCII characters describing the telephone circuit identifier.
Group ID	Used to identify the unit's associated group.
Serial #	The serial number of the unit associated with the ticket.
Unit Type	Used to identify the type of Milgo Solutions unit reporting a problem.
Equipment Types	Defined by you. For a detailed description on how to define equipment types, refer to "Defining Equipment Types" within this chapter.
Site	Identifies the geographic location of the unit associated with the ticket.

Table 2-3: Display Ticket Detail Fields (Continued)

Field	Description
Problem Started On Date and Time	Initially filled-in with the current date and time. For a ticket created via an alarm, the alarm reported date/time is stored here. You may modify the date and time by typing over the current date and time in the format MM/DD/YY and HH:MM:SS, respectively.
Repair Assignment	The name of the person who is responsible for fixing the problem. User names can be selected by pressing [TAB].
Problem Fixed On Date and Time	The date and time the problem was fixed.
Ticket Closed On Date and Time	The date and time the ticket was closed along with the name of the person responsible for closing it. The date should be entered in the format MM/DD/YY and the time should be entered in the format HH:MM:SS. If these fields are left blank when the ticket status is changed to Closed , then the fields are filled in with the proper defaults.
Problem Duration In Days Hours and Minutes	Display-only and indicate the elapsed time between the start date of the problem and the date it was fixed. This date is automatically filled-in when the Problem Fixed Date/Time are entered properly.
Ticket Closed By	Defaults to the current login user who closes the ticket.
Equipment Vendor (a free text field)	Indicates the name of the vendor (or persons) responsible for fixing the problem.
Vendor Contacted On Date and Time	Indicates when the vendor was notified of the problem. Enter the date in the format MM/DD/YY and enter the time in the format HH:MM.
Vendor Responded On Date and Time	Indicates when the vendor responded to the problem. Enter the date in the format MM/DD/YY and enter the time in the format HH:MM.
Description	A free text area where you can describe a problem. Enter a brief summary of the problem. When a ticket is generated from the Display Alarm screen, the alarm type and analog parameter values are inserted into the Description field.

Table 2-4 describes the Trouble Ticket function keys. These keys are displayed on the bottom of Page 1, 2, and 3 of the Display Ticket Detail screen.

Table 2-4: Display Ticket Detail Function Keys

Key	Description
[ESCAPE]	Cancels the Display Ticket screen and the Ticket Summary list screen is displayed.
[PGDN]	Displays the next page. While on the last page of the Add, Modify, and Copy mode, press [PGDN] to commit the changes.
[PGUP]	While on the first page of the Add, Modify, Copy mode, and retracts the changes. It also, scrolls through previous pages one at a time.
[A] (Add)	Lets you create your own ticket.
[M] (Modify)	Displays the ticket detail pages for the currently-highlighted ticket and allows you to modify its contents.
[D] (Delete)	Removes the ticket from the ticket summary list. You are first asked to confirm the deletion.
[C] (Copy)	Copies the existing information from an existing ticket to a new one.
[P] (Print)	Enables you to print the ticket. Print may be used in combination with the Select A Destination screen. Your printer choices are: None, Hub Printer, or Station Printer.

Defining your Template

You can display the template for the (user-definable) detail ticket page, which enables you to define fields and field names. To define the second page to your specifications, use the following procedure:

1. Choose `Applications` from the CMS 400 Main menu bar.
2. Select `Trouble Ticketing Plus` from the Applications menu. The `Trouble Ticket Plus` menu is displayed.
3. Select `Define Ticket Page-2 Template` and a blank screen is displayed allowing you to design a page to your specific requirements. You have 16 rows and 50 columns to work with. Your fields can be up to 50 characters long.

Note: When exporting files, field names longer than 10 characters are truncated. Embedded spaces in field names are changed to underscores. Colons are converted to underscores. Field names do not have to be unique; however, any fields you intend to perform queries on, should be unique.

4. Press the arrow keys to position the cursor to any location on the screen where you would like to place a field name and field user input area.
5. Enter underscores to denote the entry area of user-defined input fields. Any other character may be used for the field names or titles (except backslash \ ; it is not allowed). Any \ (backslash) found in your text string will automatically be converted to a / (slash).
6. Press [ESC] to cancel, [PGDN] to accept input, or [PGUP] to retract input.

The following screen (Figure 2-3) is an example of what you can create.

Define Template

Define Page-2 Template for Ticket Display
Display Ticket 1

Updated By:_____ Date:_____ Time:_____

Dept. Code:___ Region:_____ District:___ Site:_____

Equipment:_____

Date:_____ Time:_____

Responded on:_____ Time:_____

Description:_____

Underscores are to denote user input fields. Backslashes are not allowed.
ESC:Cancel PgDn:Accept Input Pglp:Retract Input

Figure 2-3. Define Ticket Page-2 Template

Customizing your Ticket

You can define the second page fields and field names. To Customize Page 2 to your specifications, use the following procedure:

1. Choose Applications from the CMS 400 Main menu bar.
2. Select Trouble Ticketing Plus from the Applications menu. The Trouble Ticket Plus menu is displayed.
3. Select Display Tickets and a summary list of the defined tickets are displayed.
4. Highlight a ticket on the list.

Note: If no tickets are present, the message: The Ticket File is Empty is displayed.

5. Select Zoom [Z] and a screen is displayed presenting the details of the highlighted ticket.
6. Press [PGDN] to display the second page of the ticket. You may enter your own specific requirements to Page 2. This template defines fields and data lengths, which is used to display all tickets that you have.

The following screen (Figure 2-4) illustrates an example of what you can do to Page 2:

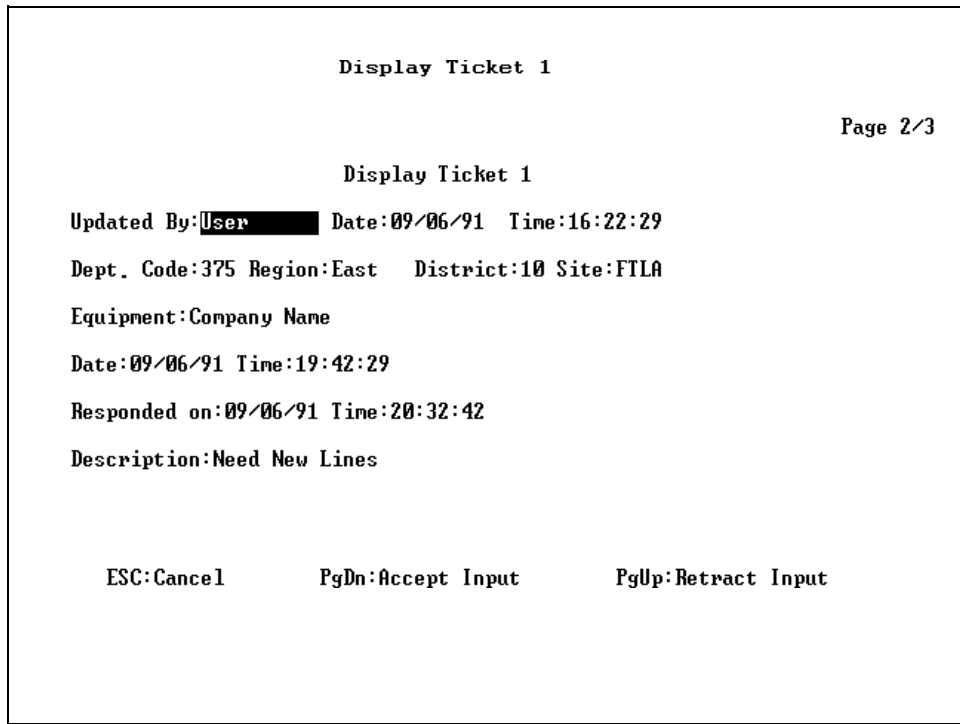


Figure 2-4. Example of Display Ticket Page 2

7. Press [PGDN] to display the third page of the ticket. The third page contains a field for updates and ticket modification history. This is a free text area that affects the ticket that you are working on (refer to Figure 2-5 for an example).

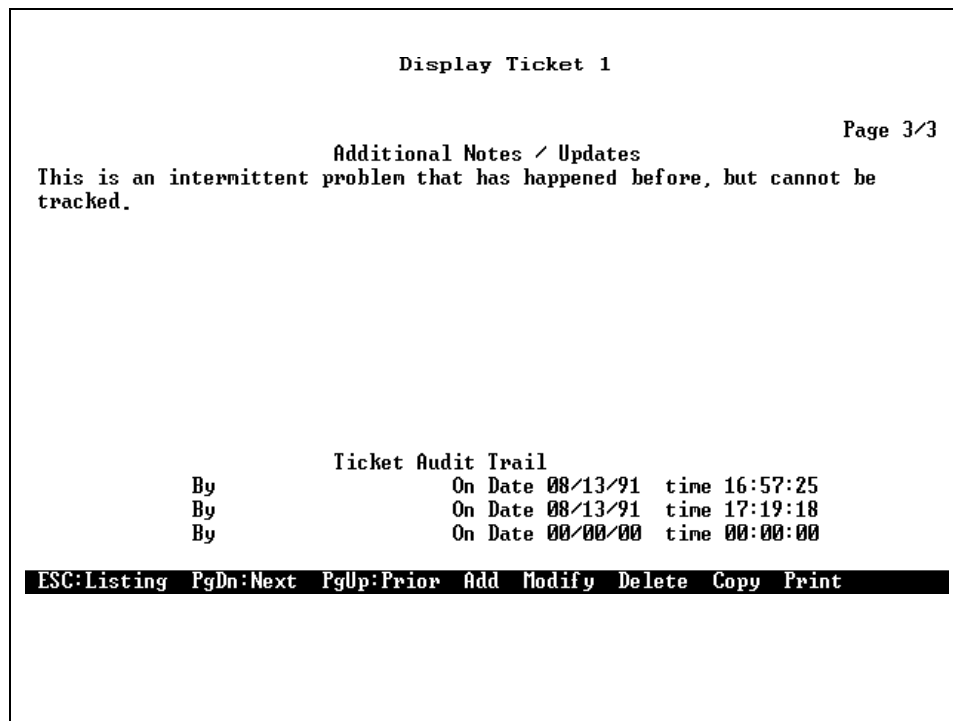


Figure 2-5. Display Ticket Page 3

Table 2-5 explains the fields in the third page of your Display Ticket Detail screen.

Table 2-5: Display Ticket Detail Page 3 Fields

Field	Description
Additional Notes/Updates	Allows you to enter information to bring the ticket up-to-date for future referral.
Ticket Audit Trail	<p>The modification history which is maintained by the system. It records the last three changes to the ticket. Each record consists of By User, on Date and Time.</p> <p><i>Note: By User can only be used when the password protection is enabled. This field is non-modifiable. For information on Passwords, refer to your CMS 400 User's Guide.</i></p>

Defining a Problem Type

Problem type is used to define the different types of problems encountered in the CMS 400 System. These problem types include any name such as: alarm, line, software, which are displayed in the `Problem Type` field. If a ticket is created via an alarm, its problem type is defaulted to the alarm problem type. Adding or modifying tickets allow you to set up the escalation criteria for each problem type.

To define problem types, use the following procedure:

1. Choose `Applications` from the CMS 400 Main menu bar.
2. Select `Trouble Ticketing Plus` from the Applications menu. The Trouble Ticket Plus menu is displayed.
3. Select `Define Problem Types` and a `Select An Operation` screen is displayed.
4. Select `Add` and you can define a new problem type and its escalation interval.

If a problem type is set 1 to 2 for four hours, then the ticket is entered with a problem type severity equaling 1: information (and if the escalation function is enabled), then after four hours, the ticket is automatically changed to a 2 severity level.

5. Select the escalation interval for hours and days.

Displaying a Problem Type

To display a description of a problem type, use the following procedure:

1. Choose `Applications` from the CMS 400 Main menu bar.
2. Select `Trouble Ticketing Plus` from the Applications menu. The Trouble Ticket Plus menu is displayed.
3. Select `Define Problem Types` and the `Select An Operation` screen is displayed.
4. Select `View` and a window is displayed allowing you to select a problem type by pressing `[TAB]`.
5. Press `[PGDN]` to display the Ticket Escalation Criteria screen for the selected problem type. (Refer to "Defining the Escalation of Parameters" within this chapter for more information on Escalation Criteria).

Modifying a Problem Type

To modify a problem type description, use the following procedure:

1. Choose `Applications` from the CMS 400 Main menu bar.
2. Select `Trouble Ticketing Plus` from the Applications menu. The Trouble Ticket Plus menu is displayed.
3. Select `Define Problem Types` and a `Select An Operation` screen is displayed.
4. Select `Modify` and a window is displayed allowing you to view and select a problem type by pressing [TAB].
5. Press [PGDN] to display the Ticket Escalation Criteria screen to be modified. (Refer to "Defining the Escalation of Parameters" within this chapter for more information on Escalation Criteria).

Deleting a Problem Type

To delete a problem type description, use the following procedure:

1. Choose `Applications` from the CMS 400 Main menu bar.
2. Select `Trouble Ticketing Plus` from the Applications menu. The Trouble Ticket Plus menu is displayed.
3. Select `Define Problem Types` and a `Select An Operation` screen is displayed.
4. Select `Delete` and a window is displayed allowing you to select a problem type by pressing [TAB].
5. Press [PGDN] to delete the problem type and the `Select An Operation` menu is redisplayed. The problem type is removed from the list of problem type choices.

Defining Equipment Types

This procedure allows you to define the equipment types which are used in the `Equipment Type` field. This is found on the first page of the detail ticket display. To define equipment types, use the following procedure:

1. Choose `Applications` from the CMS 400 Main menu bar.
2. Select `Trouble Ticketing Plus` from the Applications menu. The Trouble Ticket Plus menu is displayed.
3. Select `Define Equipment Types` and a page with entries is displayed allowing you to define 90 different equipment types. You may add, modify, or delete user-defined equipment types.

4. Click on an entry and enter the equipment type.
5. Press [PGDN] to save and accept the input or [PGUP] to retract the input and the Trouble Ticket menu is redisplayed.

Defining the Severity of Colors

You can select the colors associated with ticket severity used on the Ticket Summary page. To define the severity of colors, use the following procedure:

1. Choose `Applications` from the CMS 400 Main menu bar.
2. Select `Trouble Ticketing Plus` from the Applications menu. The Trouble Ticket Plus menu is displayed.
3. Select `Define Severity Colors` and the `Select Severity Display Colors` menu is displayed. You select the color by choosing the associated number and letter code. The following table lists the number and letters associated with each color (refer to Table 2-6).

Table 2-6: Explanation of Color Setup

Key	Color
[0]	Black
[1]	Blue
[2]	Green
[3]	Cyan
[4]	Red
[5]	Magenta
[6]	Brown
[7]	Light Gray
[8]	Dark Gray
[9]	Light Blue
[A]	Light Green
[B]	Light Cyan
[C]	Light Red
[D]	Light Magenta
[E]	Yellow
[F]	White

4. To change the current colors of the severity, simply change the letters and numbers in the current area. You may press [TAB] or type in the desired color. The original color of the severity can be changed to another color (refer to Table 2-7). As a result, the current area displays the number or letter of that present color.
5. Press [PGDN] to accept your input or [PGUP] to retract the input.

Table 2-7: Explanation of Severity

Severity	Original	Current
1 Informational	F	User Definable
2 Caution	7	User Definable
3 Minor	2	User Definable
4 Serious	E	User Definable
5 Urgent	C	User Definable

Defining the Escalation of Parameters

The escalation parameters criteria is based on the problem type and severity. You may enable or disable the escalation. To define the escalation criteria, use Add or Modify when defining the problem type. You can also, define the notification interval for tickets with the highest severity. You may use an additional option to select the Memory Resident Escalation Table Size.

Note: Each active, open ticket in the system may require a 10-byte entry from the memory resident table. Select a table size to accommodate as many entries in the memory as possible. If memory is limited, overflow entries are stored in a file.

To define the escalation of parameters, use the following procedure:

1. Choose Applications from the CMS 400 Main menu bar.
2. Select Trouble Ticketing Plus from the Applications menu. The Trouble Ticket Plus menu is displayed.
3. Select Define Escalation Parameters and you can disable or enable ticket escalation. Press [TAB] to toggle between Disable and Enable.
4. Enter the hours of the notification interval for the highest severity ranges from 1 to 99 hours. The clear field indicates no further notification.
5. Select the Memory Resident Escalation Time Table size in bytes Small: (small amount of memory space) 5 kB, Medium: (medium amount of memory space) 10 kB, or Large: (large amount of memory space) 50 kB is displayed.

6. Press [TAB] to display the desired memory space.

Note: Newly-selected memory space becomes effective only after CMS 400 restart has been done.

Selecting a Primary Ticket File

To select either an open or archived file, use the following procedure:

1. Choose `Applications` from the CMS 400 Main menu bar.
2. Select `Trouble Ticketing Plus` from the Applications menu. The `Trouble Ticket Plus` menu is displayed.
3. Select `Display Tickets` and a summary list of the defined tickets are displayed. If no tickets are present, the message: `The Ticket File is Empty` is displayed.
4. Select `Options [O]` and it displays the `Display Ticket Options` menu.
5. Choose `Select a Primary File` and a prompt is displayed allowing you to select either an `Open` or `Archive` file as the primary review file.
6. Select `Open` or `Archival` and you can toggle between open ticket files and archival ticket files. If you select `Archival` as your primary review file, the `Display Ticket` screen shows and highlights the archival file name. If you select `Open` as your primary review file, the `Display Ticket` screen shows and highlights the open file name.

Exporting Open Tickets to dBase Format

This operation converts the open ticket records into dBase III and IV format. To export your tickets, use the following procedure:

1. Choose `Applications` from the CMS 400 Main menu bar.
2. Select `Trouble Ticketing Plus` from the Applications menu. The `Trouble Ticket Plus` menu is displayed.
3. Select `Export Tickets` and the system displays a `Data To Export` screen.
4. Select `Open Tickets` and the message: `Now Creating dBase Files TIC_OPEN.DBF` is displayed. `TIC_OPEN.DBF` is the name of the output file.

If a .DBF file already exists, you must specify a new name for the file or press [RETURN] or [PGDN] to overwrite the existing file.

Note: Field names longer than 10 characters are truncated. Embedded spaces in field names are changed to underscores. Colons are converted to underscores. Field names do not have to be unique; however, any fields you intend to perform queries on, should be unique.

5. Press [PGDN] to accept input or [PGUP] to retract input.

Archiving Ticket Files

To archive an open ticket file, use the following procedure:

1. Choose Applications from the CMS 400 Main menu bar.
2. Select Trouble Ticketing Plus from the Applications menu. The Trouble Ticket Plus menu is displayed.
3. Select Display Tickets and a summary list of the defined tickets are displayed.
4. Select a ticket from the list.

Note: If no tickets are present, the message: The Ticket File is Empty is displayed.

5. Select Options [O] and the Display Ticket Options menu is displayed.
6. Select Archive Tickets and the open tickets which meet the current selection criteria are archived and then removed from the open file.
7. The archive file must be opened before this function can be used. You are first prompted to confirm this action. Press Y (Yes) to confirm. Pressing any other key cancels the operation.

Table 2-8 describes the Archived Tickets function keys. These keys are located on the bottom of the Archived Ticket screen.

Note: Modified archived tickets and manually added tickets to the archival file are not supported in the Options function.

Table 2-8: Archived Ticket Function Keys

Key	Description
[ESCAPE]	Cancels the Archived Ticket screen and the Trouble Ticket Option menu is displayed.
[ARROW KEYS]	Scroll through tickets one at a time.
[PGDN] or [PGUP]	Scroll through tickets a page at a time.
[HOME]	Skip to the oldest ticket and re-establish the ticket position in the Display Ticket listing. Home, also updates the total ticket count on the upper right corner of the screen.
[END]	Skip to newest ticket.
[Z] (Zoom)	Allows you to view the ticket detail pages for the currently-highlighted ticket (refer to "Displaying the Ticket Detail" within this chapter for more information).
[C] (Copy)	Copy-to-open copies the currently-highlighted ticket to a new ticket and places it in the open file.
[P] (Print)	Enables you to print the Archive Ticket list screen. Print may be used in combination with the Select A Destination screen. Your printer choices are None, Hub Printer, or Station Printer.
[S] (Select)	Displays a Ticket Selection Criteria screen. It allows you to enter in the desired criteria to select the archived tickets. <i>Note: Only the ticket number is indexed in the archival file.</i>
[O] (Options)	Displays the Options screen which allows you to return to listing, open an archival file, close an archival file, select a primary file, archive tickets and generate reports.

Opening an Archived Ticket File

To open an archived ticket file, use the following procedure:

1. Choose Applications from the CMS 400 Main menu bar.
2. Select Trouble Ticketing Plus from the Applications menu. The Trouble Ticket Plus menu is displayed.

3. Select `Display Tickets` and a summary list of the defined tickets are displayed.

Note: If no tickets are present, the message: The Ticket File is Empty is displayed.

4. Select `Options [O]` and the `Display Ticket Options` menu is displayed.
5. Select `Open Archived File` and a window is displayed prompting you for your archived file name. Enter the file name, and press `[ENTER]`.

The archived file is now open and the `Display Ticket Options` menu is redisplayed.

6. Select `Return To Listing` from this screen and the `Archival Ticket` file listing is displayed allowing you to zoom, copy-to-open, print, select tickets, and do other options.

Note: Before going on to another function, be sure to close the archive file so other users may have access to it. Refer to "Closing An Archived Ticket File" within this chapter for procedures.

Exporting Archived Tickets to dBase Format

This operation converts the ticket records into dBase III and IV format. To export your archived tickets, use the following procedure:

1. Choose `Applications` from the CMS 400 Main menu bar.
2. Select `Trouble Ticketing Plus` from the `Applications` menu. The `Trouble Ticket Plus` menu is displayed.
3. Select `Export Tickets` and the `Data To Export` screen is displayed.
4. Select `Archived Tickets` and a file name prompt is displayed.
5. Enter the source file name that contains the archived tickets to be exported. A message: `Now Creating dBase Files TIC_ARCH.DBF` is displayed. `TIC_ARCH.DBF` is the name of your output file.

If a database file already exists, you must specify a new name for the existing file or press `[RETURN]` or `[PGDN]` to overwrite the existing file.

Note: Field names longer than 10 characters are truncated. Embedded spaces in field names are changed to underscores. Colons are converted to underscores. Field names do not have to be unique; however, any fields you intend to perform queries on, should be unique.

6. Press [PGDN] to accept input or [PGUP] to retract input.

Closing an Archived Ticket File

To close a currently-opened archived ticket file, use the following procedure:

1. Choose `Applications` from the CMS 400 Main menu bar.
2. Select `Trouble Ticketing Plus` from the Applications menu. The Trouble Ticket Plus menu is displayed.
3. Select `Display Tickets` and a summary list of the defined tickets are displayed.

Note: If no tickets are present, the message: The Ticket File is Empty is displayed.

4. Select `Options [O]` and the Display Ticket Options menu is displayed.
5. Select `Close Archived File` and the currently-opened archive file is closed.
6. Press [PGDN] and the Trouble Ticket Option menu is redisplayed.

Generating a Printed Ticket Report

To generate a printed Trouble Ticket Report, use the following procedure:

1. Choose `Applications` from the CMS 400 Main menu bar.
2. Select `Trouble Ticketing Plus` from the Applications menu. The Trouble Ticket Plus menu is displayed.
3. Select `Display Tickets` and a summary list of the defined tickets are displayed.

Note: If no tickets are present, the message: The Ticket File is Empty is displayed.

4. Select `Options [O]` and the Display Ticket Options menu is displayed.
5. Select `Generate Reports` and a prompt is displayed.

If **N** (No) is chosen, the Display Ticket Option menu is redisplayed.

If **Y** (Yes) is chosen, the Select A Destination screen is displayed to print detailed information of the selected tickets to the Hub Printer or to the Station Printer.

Compressing and Resequencing Tickets

This operation is used to resequence the ticket numbers and compress the ticket file. It is done by removing the deleted ticket slots from the file and resequencing the ticket numbers.

Note: Ensure that you have enough working space on your hard drive for the new database.

To compress and resequence your tickets, use the following procedure:

1. Choose **Applications** from the CMS 400 Main menu bar.
2. Select **Trouble Ticketing Plus** from the Applications menu. The Trouble Ticket Plus menu is displayed.
3. Select **Compress and Resequence Tickets** and you are prompted to specify the date and time to start the process.
4. On the Compress and Resequence Tickets operation screen, change the resequence switch to **Yes** when the ticket number is approaching the capacity (currently it is set to 5000). The switch should be cleared (set to **No**) when it is necessary to regain disk space through compression, or when there is a suspicion that the data file(s) are corrupted.

Note: Once the function is initiated, do not try to cancel it.

5. Press [PGDN] to accept input and initiate the compression or press [PGUP] to retract any input.

During the compression your data file is locked from any access while the Compress and Resequence Tickets operation is in progress. The result of the previous Compress and Resequence Tickets operation is also displayed. This process can be quite time consuming depending on the number of tickets in the file.

Returning to the List of Tickets Display

To return to the list of Tickets display, use the following procedure:

1. Choose **Applications** from the CMS 400 Main menu bar.
2. Select **Trouble Ticketing Plus** from the Applications menu. The Trouble Ticket Plus menu is displayed.

3. Select `Display Tickets` and a summary list of the defined tickets are displayed.
4. Select `Options [O]` and it displays the `Display Ticket Options` menu.
5. Select `Return To Listing` and the `Display Ticket` screen is redisplayed.

Chapter 3

Event Log Entries

Using Classes and Codes

The classes and codes for event log entries can be used with the Event Report operation to group events by class, code, and content. This can be used to focus on the operation of a specific channel and the operation of the network at certain events. An innovative operator will find this ability useful as a diagnostic tool. When events are being logged, the event log may not be configured to wrap. In case of overflow (using CMS Component Map), a message is sent to the system console to indicate that the event file is nearing its capacity of 1500 events. The message is sent as events are logged in increments of 50.

The currently-assigned class/code values in this section are for the Trouble Ticket Option only (refer to Appendix D in the *CMS 400 User's Guide* for further information on class/code values).

Table 3-1: Summary of CMS 400 Trouble Ticket Event Log Entries

Class	Code	Content
14	1	Ticket nnnnn Defined By Ticket Display
14	2	Ticket nnnnn Modified By Ticket Display
14	3	Ticket nnnnn Deleted By Ticket Display
14	4	Ticket nnnnn Created from xxx Alarm By Display Alarms
14	6	Ticket nnnnn Archived By Ticket Display
14	11	Ticket nnnnn escalated to level x by Ticket Escalator
14	12	Error nn Encountered, Ticket Escalator
14	20	Ticket Files Created By Ticket Create
14	30	Ticket Files Compression Successfully Complete
14	31	Ticket File Compression Failure - nnnnnnnnnnnnnnn.
14	32	Ticket File Compression Failure - Ticket Function(s) Active.

Table 3-1: Summary of CMS 400 Trouble Ticket Event Log Entries (Continued)

Class	Code	Content
14	33	Ticket File Compression Failure - Cannot Continue, Error n.
14	34	Ticket File Compression Failure - Not Able to Copy all Tickets.
14	40	Automated Escalation Enabled.
14	41	Automated Escalation Disabled.
14	42	Level 5 Notification Interval Set to nn hours.

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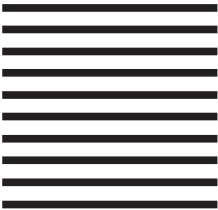
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