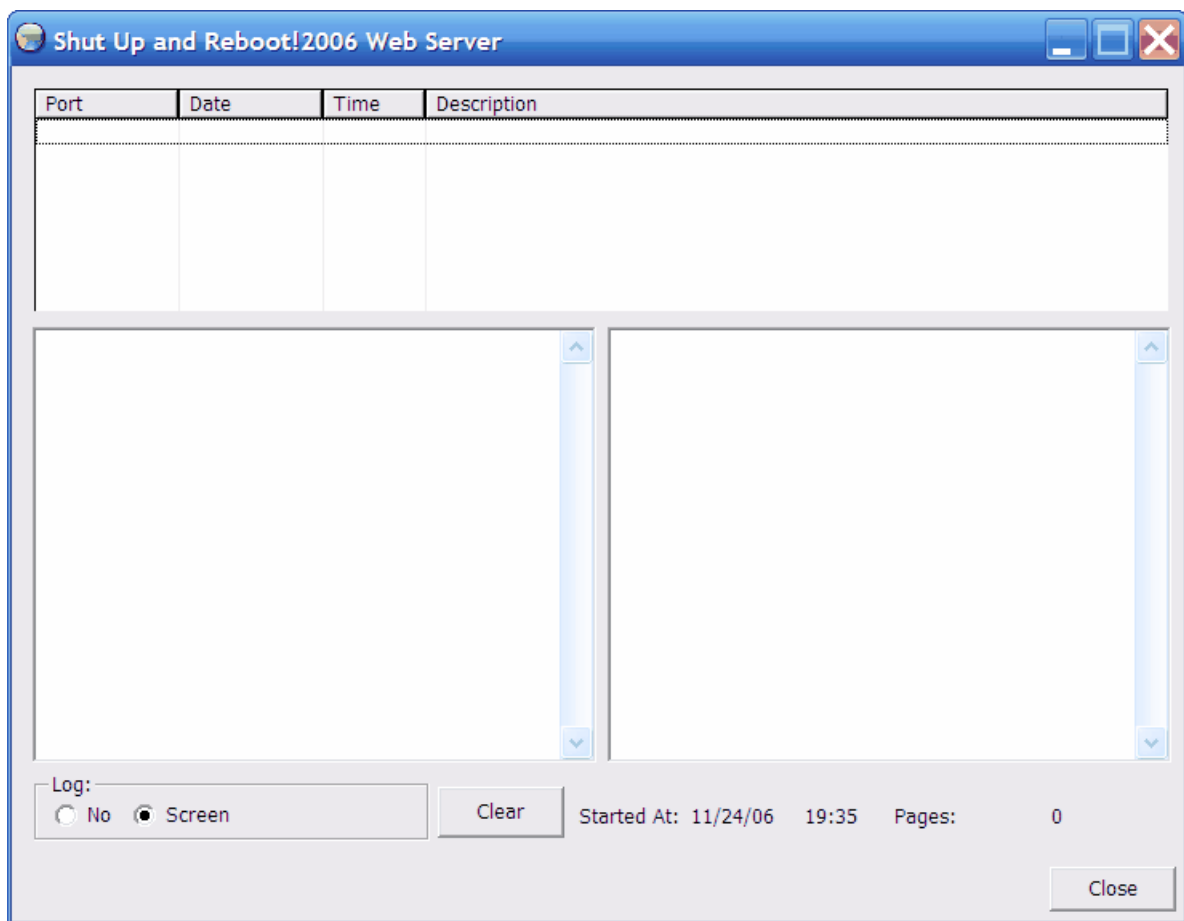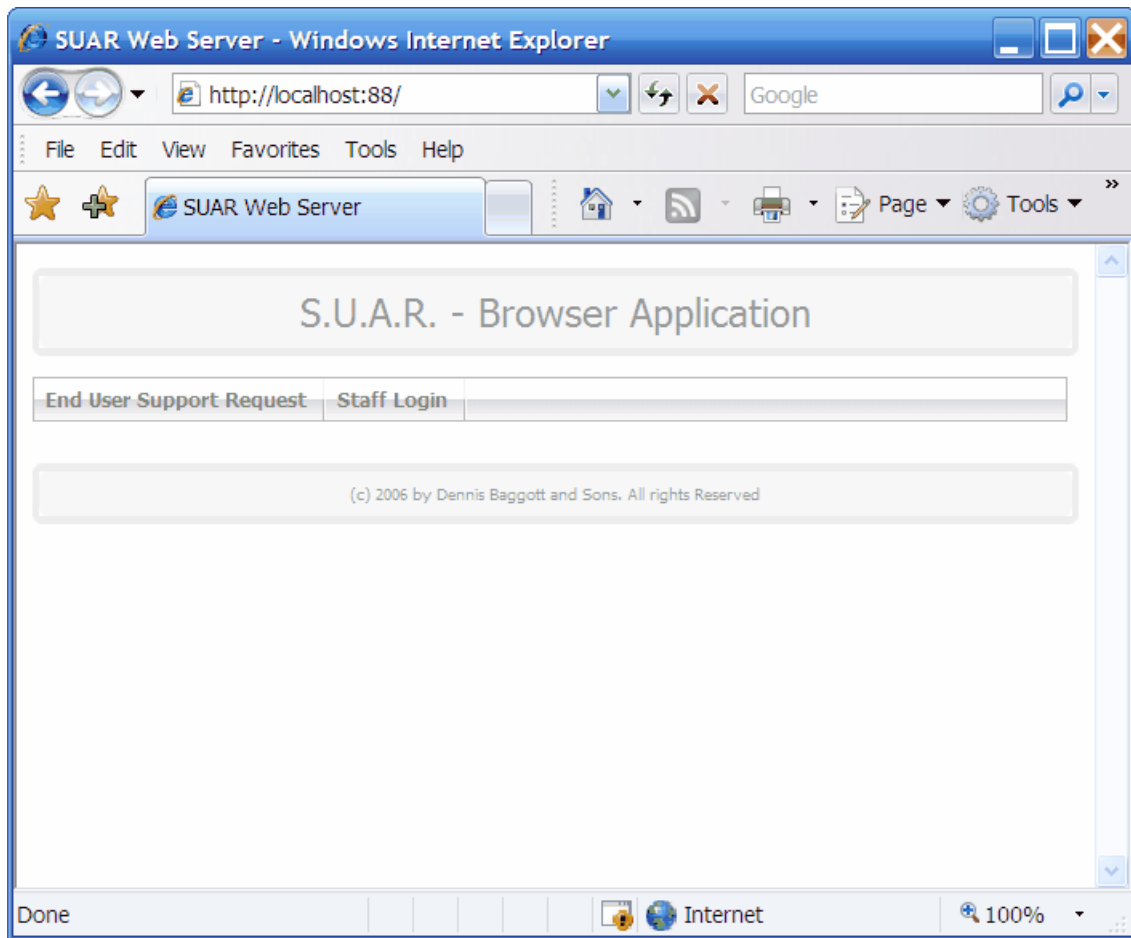# 1   Shut Up and Reboot! 2006 Web Server

Many organizations will find the Shut Up And Reboot! 2006 windows application is all they need. However, others may find this new web server helpful. You may want end users to submit a support request via browser rather than calling or emailing you with your request. It may be convenient for you or your staff to be able to update computer, software or peripheral inventory while still at the end user's work area. This simple web server should allow both of these scenarios. In order for the windows application and the web server to update the same database files, the START IN property for the shortcuts must point to the same folder. The default installation would have both set to c:\program files\shutup06. For testing, or if you are the only person supporting your end users, this may be fine. However, when multiple staff will be accessing the same database you will most likely have created a folder on your server and will set the START IN properties to point to that folder. NOTE: There are a number of support files in the WEB folder and sub folders installed under c:\program files\shutup06 and you will need to copy those folders/files to the shared folder on your server.

When you launch the web server from the shortcut you will see a screen like below. As the web server "serves" resources you will see the activity shown in this window.

Now after launching the web server, and minimizing the window above, you can launch the browser and type http://localhost:88 in the browser window.

Now when you see this screen you have the option to enter support request (your users might use this option if you want them to submit requests via browser) or you can use the Staff Login option to login and access the main tables and lookup tables. Let's start by entering a support request.

The ID field, initially 0, will be automatically incremented when the record is saved. The Call Date and Call Time will be filled in automatically based on current date and time. The required fields are "your name", "problem", "problem category" and "problem type". The record cannot be saved until these values are selected. After the user clicks the Save button the problem will be added to the database and the user will be shown the following page (the added.htm and cancel.htm pages are the only "real" pages that you can edit. You may want to edit these pages, perhaps to provide a link to some other web page. While the SUAR Web Server is
very easy to get working, it does not offer the ability to users to login and view their requests, it does not provide for much in the way of customization, and so on. If you need a more powerful web front end you may want to consider one of our other help desk programs such as the AccessAble Help Desk Pro or Client Server Editions.

Now, let's go back to http://localhost:88 and this time use the Staff Login option. Initially the login name and password are both "admin". You can change these by editing the suarweb.ini file in the windows directory on the web server.

If you haven't already added your user information, you may want to do that now. The SUAR Web Server uses a lot of lookups to speed data entry. You may want to first edit lookup tables, then add your user records. You can use the web interface to record problems or requests on behalf of your users. If you do this, then when you select a user name, their location, department, and so on will be filled in for you. I need to add a user record for John Doe, the person who just submitted a request.

From the main menu I choose the Users menu option and click the Insert button to add a new record.

As with most browse style screens, you can click an underlined column to sort on that column. You can enter text in the search box to search for text in the sorted column. When more than a few records are displayed in the browse screen additional buttons (First, Next, Previous, and Last) will be available for quicker navigation.

In the screen shot below I am adding the user record for John Doe. Notice there are notebook style tabs for entering additional information. Required fields are indicated by color and the word "required".

Now I have added the user record. I have provided two menu options for browsing problems. One feature "refreshing" and the other does not. What's the difference? It may be that you have an older computer in your office that you don't use much. You can have that computer set at the browse screen with refresh open. Now, as you or your staff or your users add or update problems the browse screen on that computer will periodically refresh and display added or changed records. You may, for example, want to sort on the Status field, enter New in the search box to show only new problems. Now, a glance at that screen will show you if a new record has been added. So why the no refresh browse? It may be that you find it annoying to have the browse screen periodically popping up refreshing. Anyway, to each his (or her) own. You decide. On the next screen shot you can see that have filtered the browse screen for the name "doe". This is the record I want to update.

The ID is a hyperlink to the update form, indicated by the underline. You may click that hyperlink to edit the record. You may also highlight the row and click the Change button.

Notice the button next to the User Name. This will let you "lookup" the user name and when you make a selection it will fill in the related fields for the user. Click the notebook style tabs to update other

information about this record.

You get the idea. I will let you explore the web interface from here. I hope you will find this web application easy to learn and use. If you have any questions or comments just email me at dbandsons@aol.com   and I will try to reply promptly.