Shut Up and Reboot! 2006

Dennis Baggott and Sons

Shut Up and Reboot! 2006

by Dennis Baggott

Shut Up and Reboot! 2006 - this program name was inspired by a Dilbert cartoon about Dogbert's Help Desk. A user called about a problem and Dogbert said "Shut Up and Reboot". The caller starts saying "How will that help? Why should I reboot?" then says, "hey that worked, but.." and Dogbert cuts him off and says "Shut Up and Hang Up". Do you ever feel like that? You want to tell your user "Shut Up and Reboot" ? well you probably couldn't get away with that, but you can use software that says it for you. :-)

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1 Introduction

Shut Up And Reboot! 2006 is a simple, affordable program to assist computer support personnel in a variety of ways.

Easily Record and Report on information about

- End Users
- Problems
- Computer Inventory
- Computer Repairs
- Peripherals
- Software
- Training
- and more

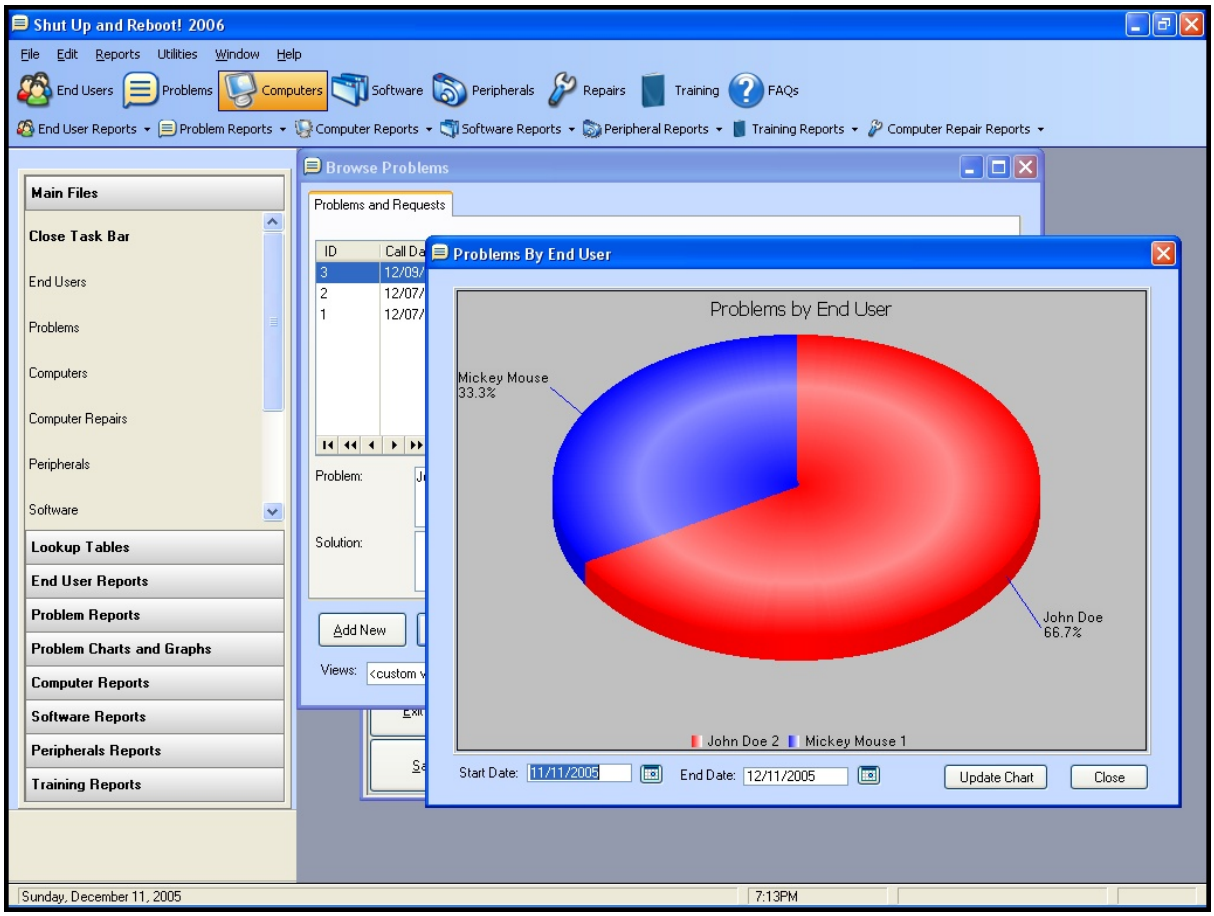
This release is very different in appearance than earlier versions, but also no longer includes .dbf (dbase format) files and does not include the mini-http server as in earlier versions. If you want an affordable help desk program and a very basic ability for users to submit web requests you may want to consider our Problem Solved! program, currently at version 4.6. If you want a more robust web interface allowing users to login and submit support requests where they can also view their pending or completed requests, consider either SRM Help Desk 2005 or our AccessAble Help Desk Pro or Client Server editions. These program provide a web interface consisting of .asp (active server pages) and .html pages and require Microsoft IIS or PWS. They can also be more difficult to set up, however, the result is a very robust web interface to your help desk database.

If you just want a simple, but comprehensive windows based help desk program for one or a small group of staff members, then this program, Shut UP and Reboot! 2006 or our Been There, Done That! program may be just what you need.

1.1 Welcome to Shut Up and Reboot! 2006

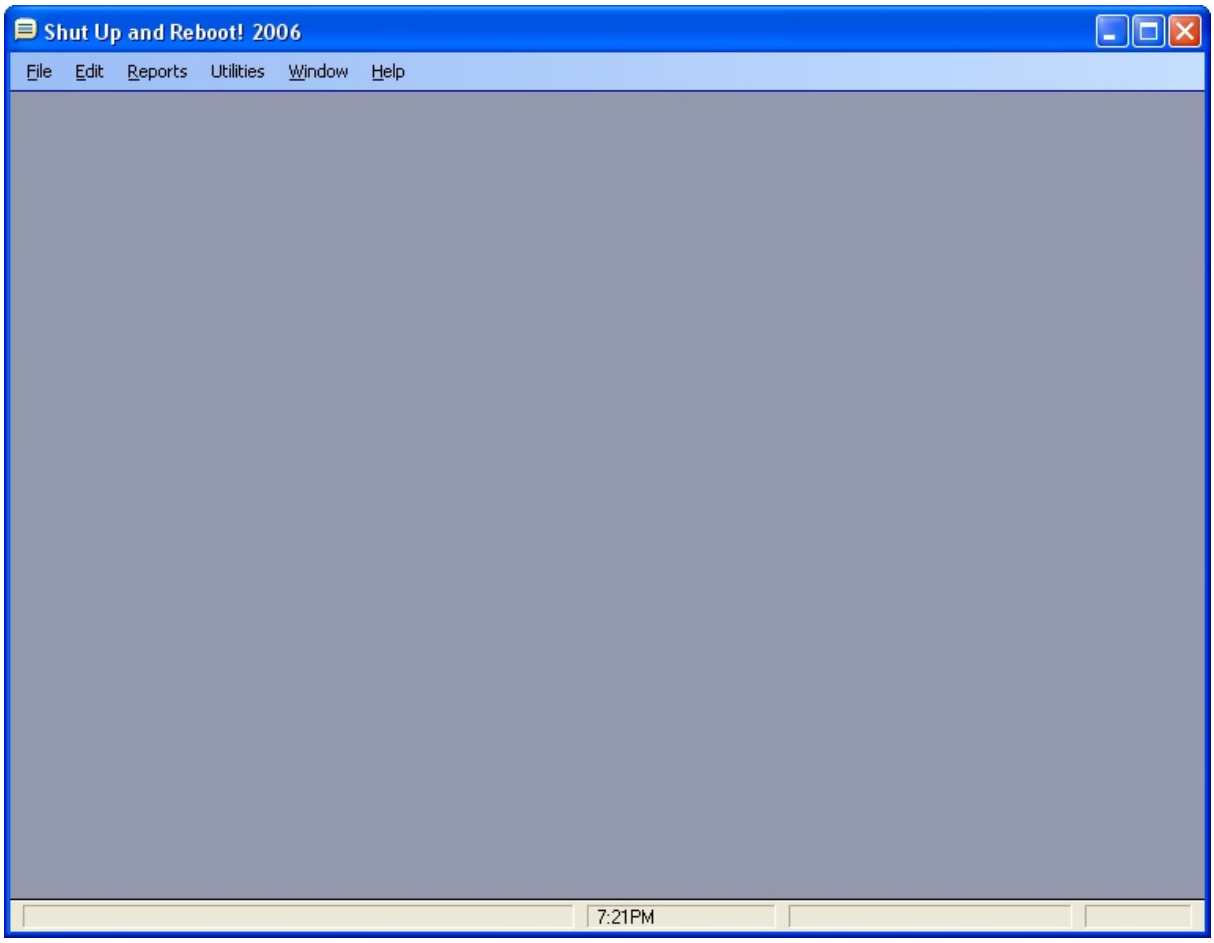
The screen shot below gives you an idea of the interface to Shut Up and Reboot! 2006. I have included three main ways to navigate the many features in the program. A Task Bar will pop up whenever you start the program. Click the buttons to show the options underneath each set of tasks. The first button will Close the Task Bar and if you prefer to have more screen real estate for browsing data, you may close the task bar and later reopen it using the option under the Utilities Menu. That is the old standard drop down style menu way of navigating the program. Third, I have provided two sets of tool bars at the top of the screen. The first set of icons will launch any of the main tables in the program. The second

set of buttons will let you choose from the reports for the main table you have selected.



I have already told you how to close the task bar if you don't want to see it. You can also close the button tool bars by clicking on the far right side of the tool bars. You can uncheck the tool bar you don't want to use, or click the customize button where you can choose to hide or show the tool bars or move one above the other.

If you close the Task Bar and hide the tool bars, you can get a pretty plain navigation set up as seen below. To tell the truth I went to a good bit of trouble to add the new navigation features, so I kind of hope some of you like it.



Briefly, Shut Up and Reboot! 2006 is different than the earlier versions for several reasons, not just the new, more modern appearance. The older versions uses standard, old fashioned .dbf files for the backend. This version uses robust, stable, scalable, though proprietary, .TPS data files. I had included a very simple web interface in the older version - this has been removed for one main reason: sales. I had sales options available to customers to let them purchase the windows application by itself - least expensive option, or with the web interface as a slightly more expensive "combo" license. Almost 100 percent of those who bought a site license chose the windows application only. Really, all three of them!! - well, I am joking since I did sell a few more than 3 licenses to the older version, but only a minority of customer bought the web interface. Now if you like this program, but really do want a simple, easy to implement web interface I will recommend our Problem Solved! program. If you want a much more comprehensive web interface with user logins, and more, then I recommend you consider our more expensive SRM Help Desk 2005 or AccessAble Help Desk Pro Edition or Client Server Edition.

I am now aiming this program more at the same group of customers who have bought our Been There, Done That! help desk program. This is for those who only want an affordable, easy to use, yet comprehensive windows based application. With this release, Shut Up and Reboot! has some features not yet found in Been There, Done That! or Problem Solved. However, I do expect to at least add the new graphing features to those program sometime later in 2006.

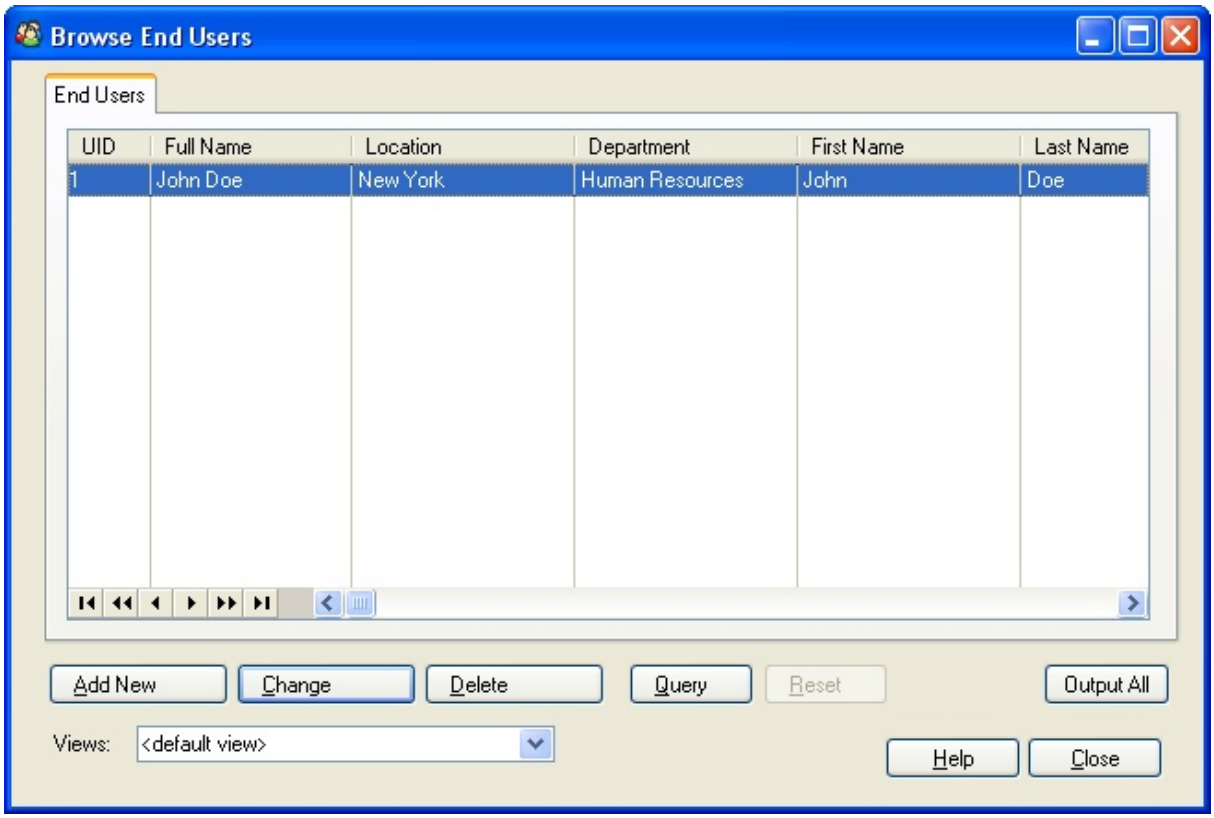
Anyway, thanks again for your interest in this program - even if you just liked the name. I welcome your comments, questions or suggestions. Technical support is free, just limited to email - dbandsons@aol.com - and you can email me your questions while you evaluate the program. That's right. All my program are available as fully functional 30 day trial versions. We want your money - but until you are sure the program will meet your needs.

2 End Users

Just keep telling yourself if it not for the end users, you would probably be in a different line of work. Computer users are the reason for your job, and the reason for this program. So don't let them get you down. You Browse End User 4 information in rows and columns like a spreadsheet, and Update the End User 5 records in a fill in the blank style form.

2.1 Browse End Users

This screen displays user information in rows and columns.

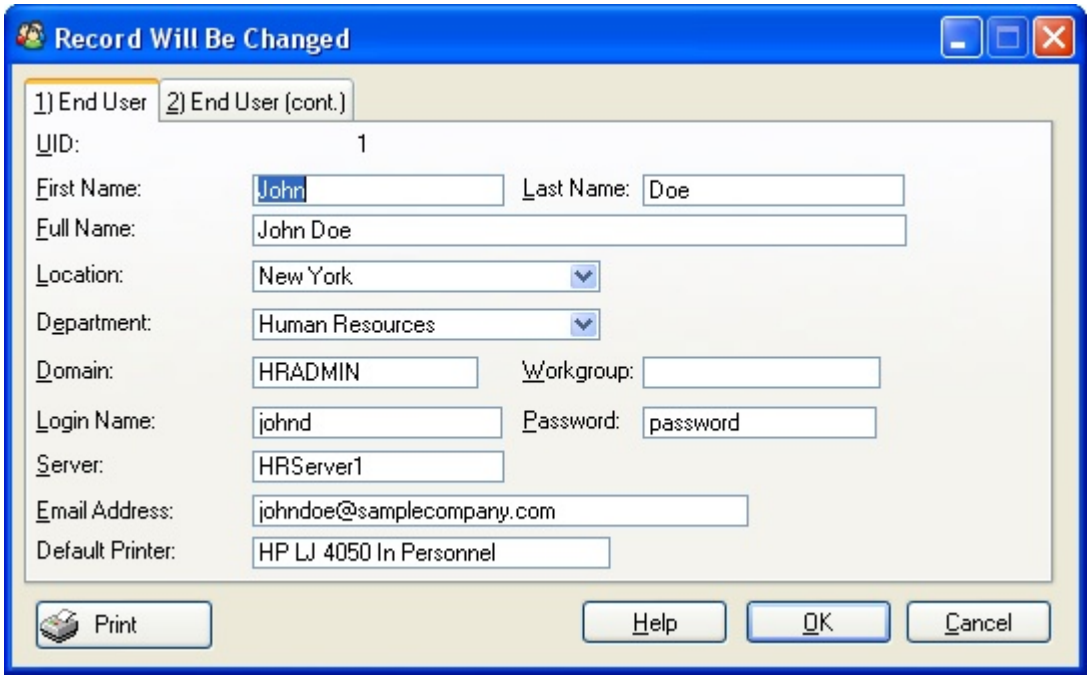


Buttons are provided to let you Add a New record, Change the selected record or delete the selected record. A Query button will let you launch the Query Wizard 22, and if a query is in effect, the Reset button will be enabled to let you remove the query conditions. An Output All button will create a Microsoft Excel format spreadsheet and open it in Microsoft Excel. The data included will be as filtered by any query in effect, and show only the columns selected and sorted as selected.

The Views drop down list 39 will let you create or select a view you have created to show only the columns you want, and in the order you specify. You can remove any view created by selecting the Default View option from the drop down list box.

2.2 Update End Users

This screen is used to add or edit information about the users you support.



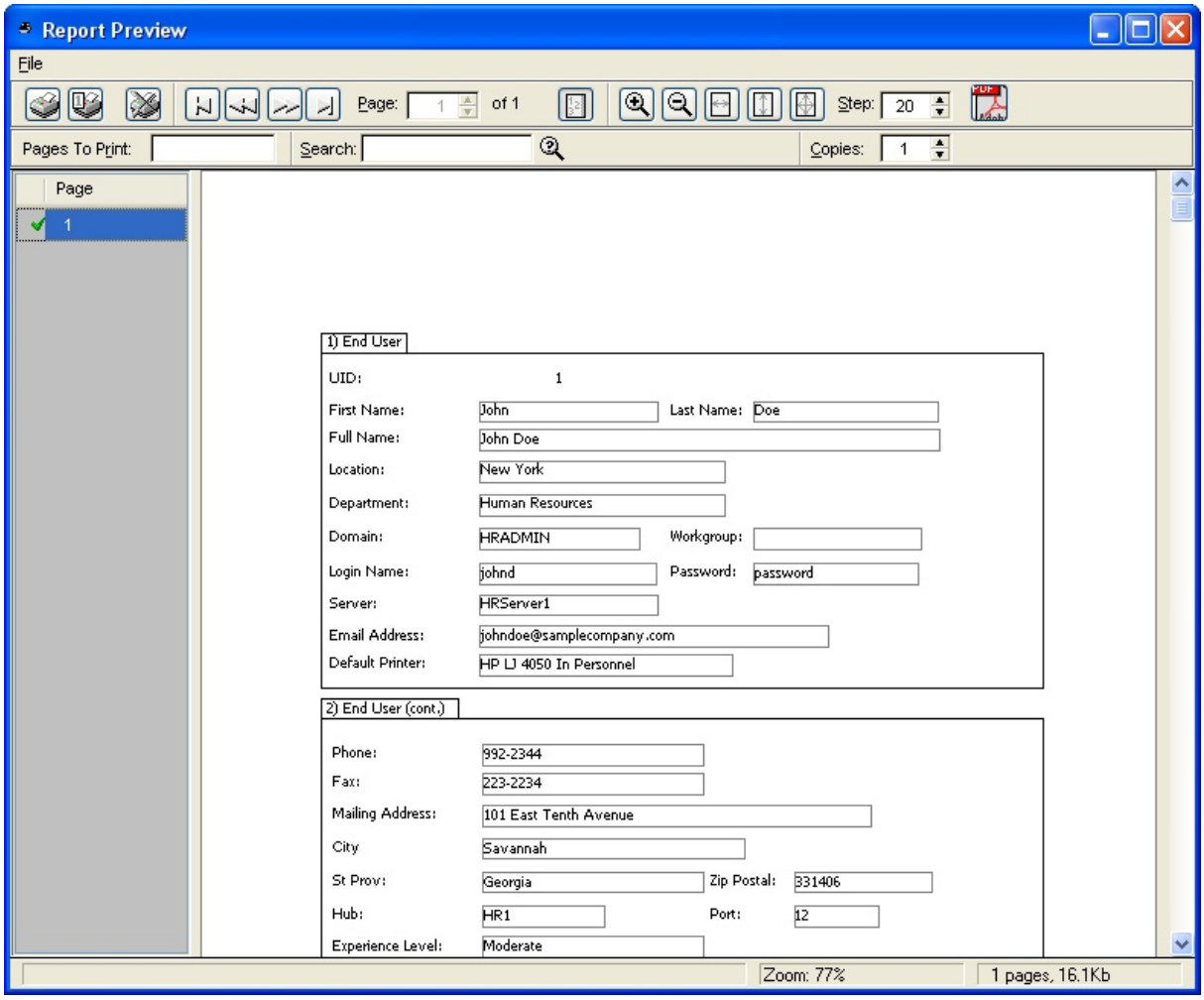
A unique numeric ID is created each time you add a record. Next you will want to enter the user's first name, last name and then full name. The full name field is used throughout the program for selecting a user record. So you will want to decide before you begin using the program if you will enter the full name as last name first name or first name last name.

The location can be entered next and this is populated from the Locations lookup table 42. The same is true for the Department field. If you have more than one location you may want to enter this in the locations table, but if you have only one location you may want to use this field for the user's office or building.

If your users are logging in to Microsoft Active Directory, you may want to record their Domain name. If not, you may want to enter the workgroup. Many will also want to record the user's primary login name, password and server. You may also enter the user's email

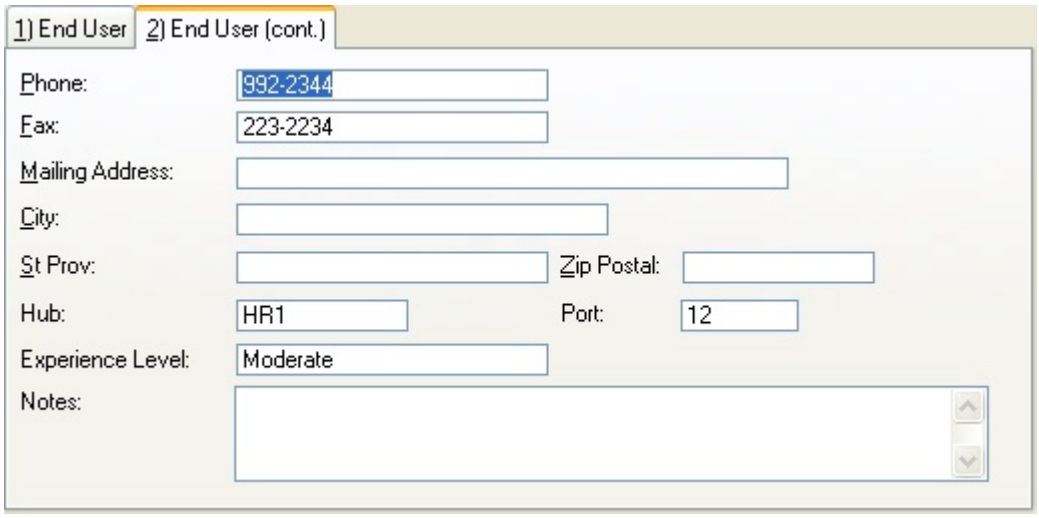
address. It may be also be helpful to record the user's default printer. This can later be helpful in ordering toner or cartridges. You can create a custom report 32 using the default printer as a sort field and then be able to know how many printers of each type are being used and order accordingly.

Notice the Print button. Click this button to get a quick one page report of the displayed record. This is almost like a print screen capture, but shows information from both tabs.



The second tab on the user information form let's you record the user's phone number, fax number (if any) and if desired mailing address information. You may also want to record the Hub and Port where the user's computer is plugged in - this can be helpful later in troubleshooting connectivity problems.

A field is also provided to let you record the user's experience level: beginner (newbie), intermediate, know it all, however you want to use it. The last field is for any notes you want to record about the user, such as tends to forget his password, etc.

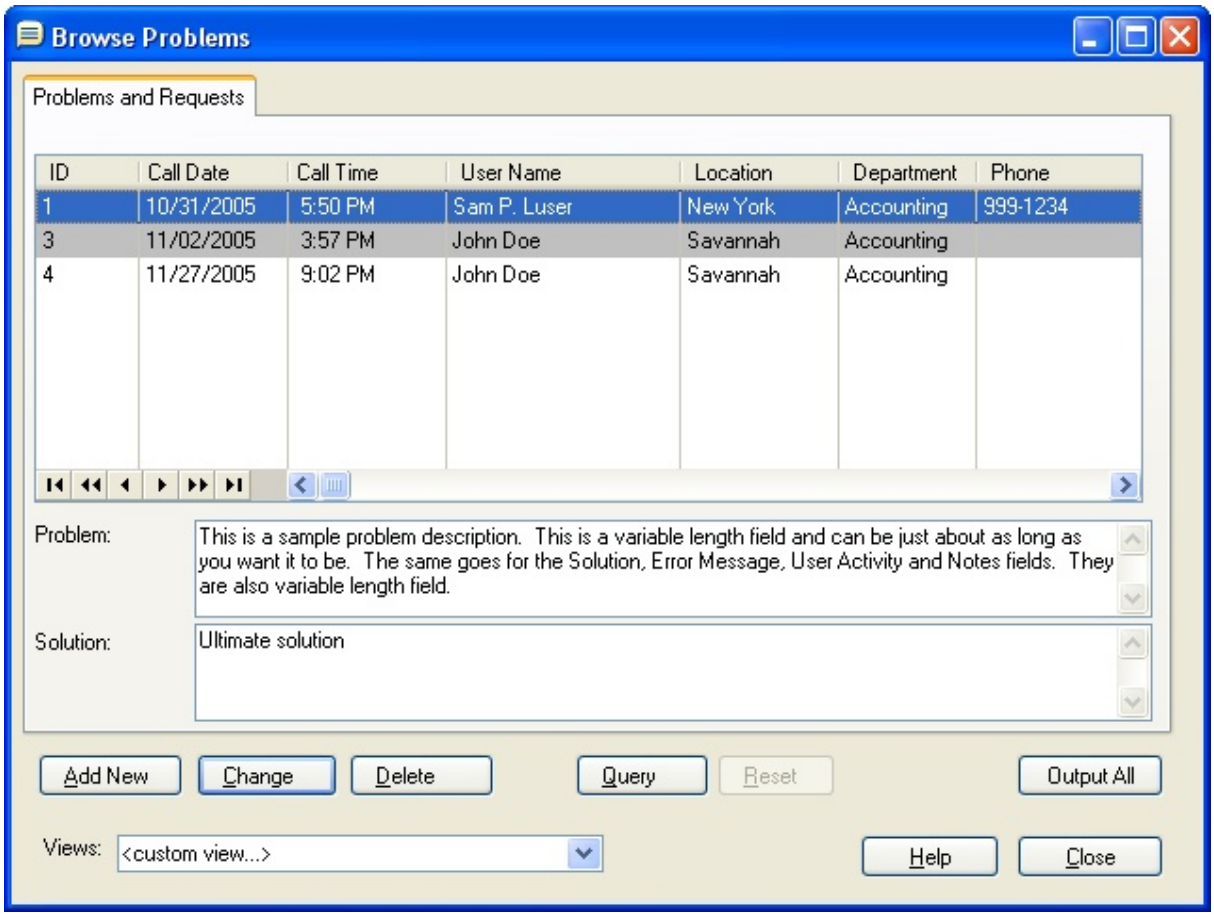


3 Problems

Some may refer them to them as requests (though they often come across as demands) and others may refer to them as tickets. In my programs I most often just use the term problems. At least you won't have any problem recording and updating the problems you solve with Shut Up and Reboot! 2006. You Browse Problems 7 in rows and columns like a spreadsheet. You Update Problems 8 in a screen that looks like a fill in the blank form.

3.1 Browse Problems

This screen shows problems in rows and columns. Unique to other browse screens, this screen has two text boxes with the Problem and Solution displayed "read only" so you can preview the problem as you browse the records.



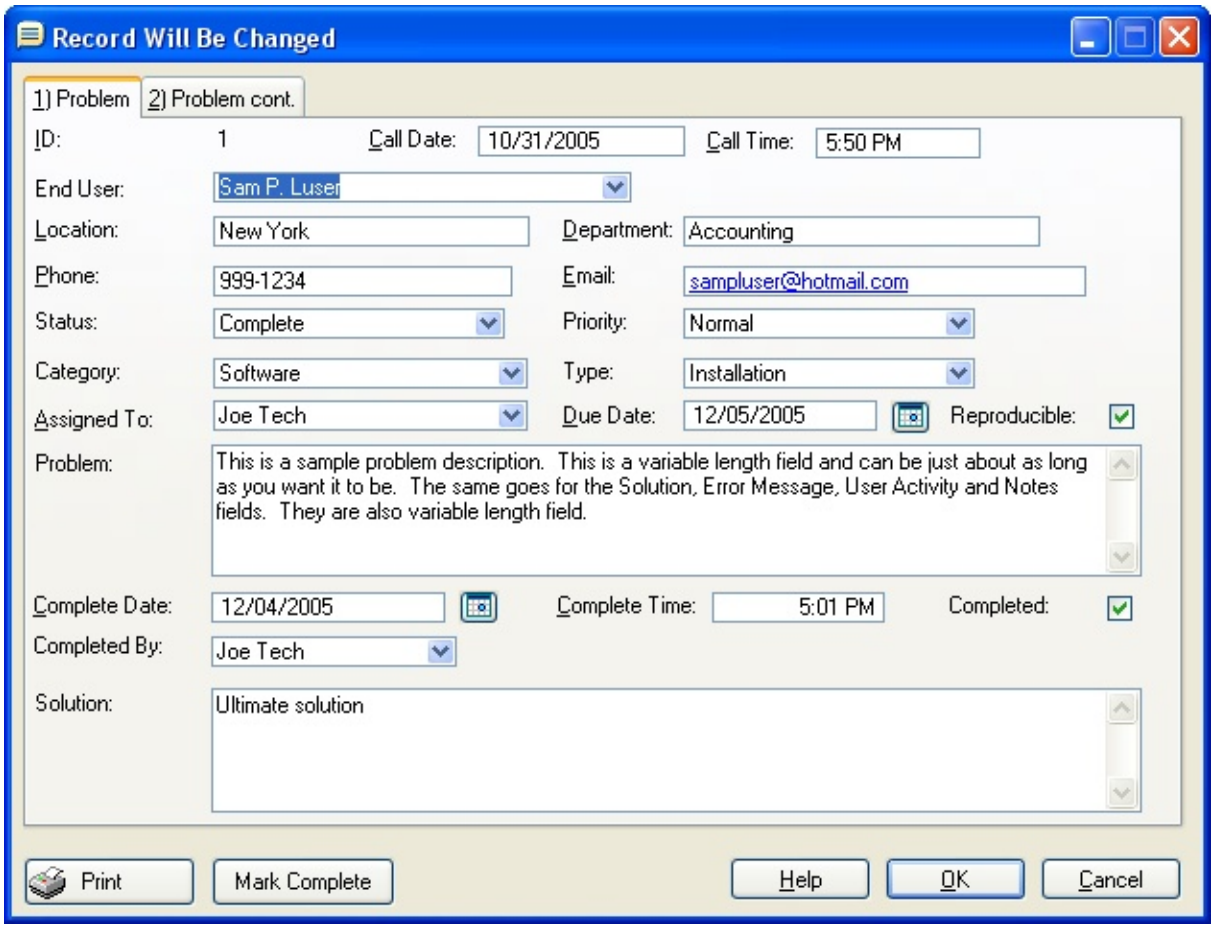
Buttons are provided to let you Add a New record, Change the selected record or delete the selected record. A Query button will let you launch the Query Wizard 22, and if a query is in effect, the Reset button will be enabled to let you remove the query conditions. An Output All button will create a Microsoft Excel format spreadsheet and open it in Microsoft Excel. The data included will be as filtered by any query in effect, and show only the columns selected and sorted as selected.

The Views drop down list 39 will let you create or select a view you have created to show only the columns you want, and in the order you specify. You can remove any view created by selecting the Default View option from the drop down list box.

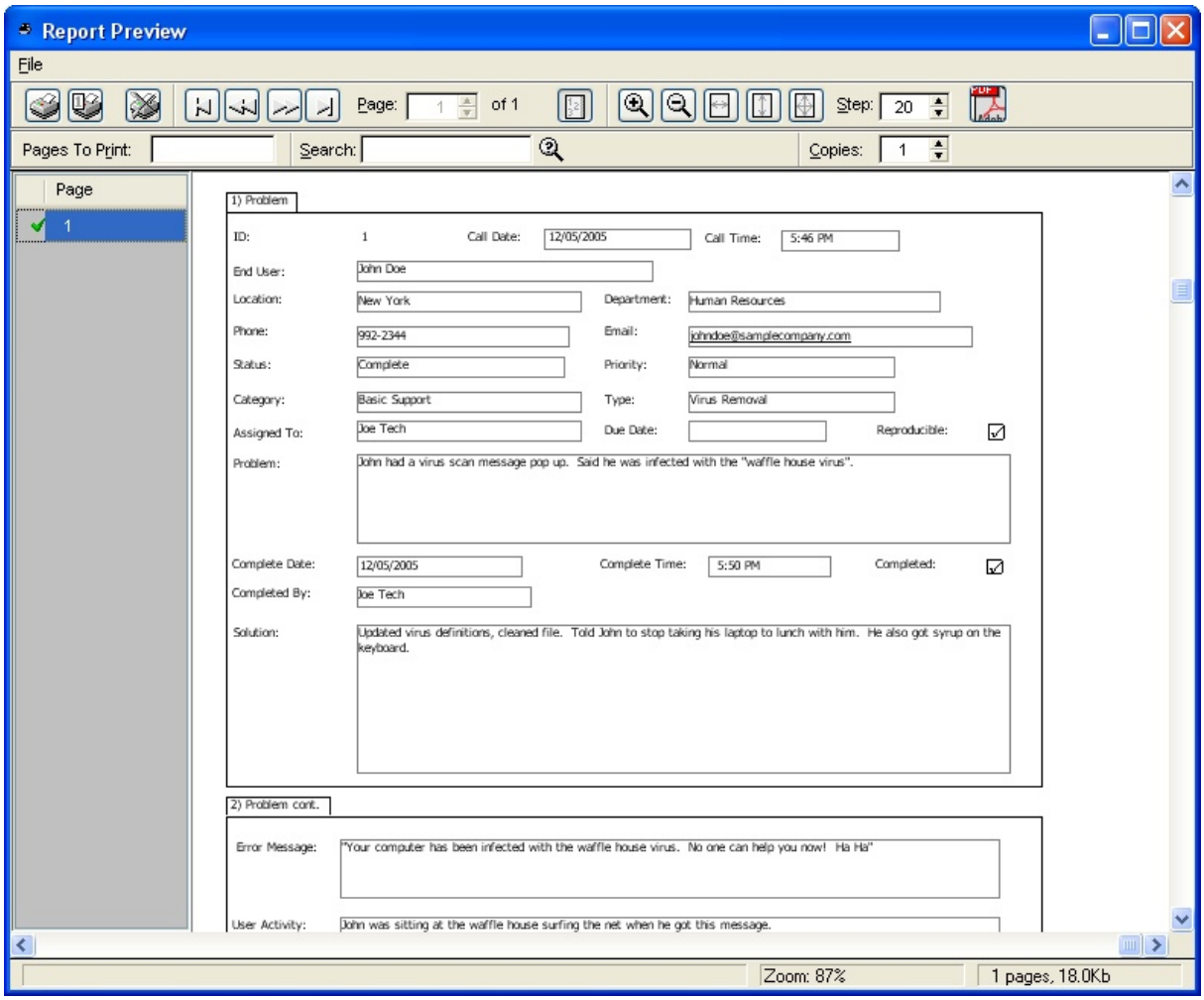
3.2 Update Problems

This screen is used to add or edit problems. When you add a new problem a unique numeric ID is created, the current date is used to fill in the Call Date field and the current time is used to fill in the Call Time. When you select the user name from the drop down list, the user's Location, Department, Phone number and Email address are all looked up from the user's table and automatically filled in. The Status will default to "New" and the Priority will default to "Normal". You can use the drop down list boxes to change the values which are looked up from the Status and Priority tables. The next field, Problem Category is looked up from the Category Table and the Problem Type field is looked up from the

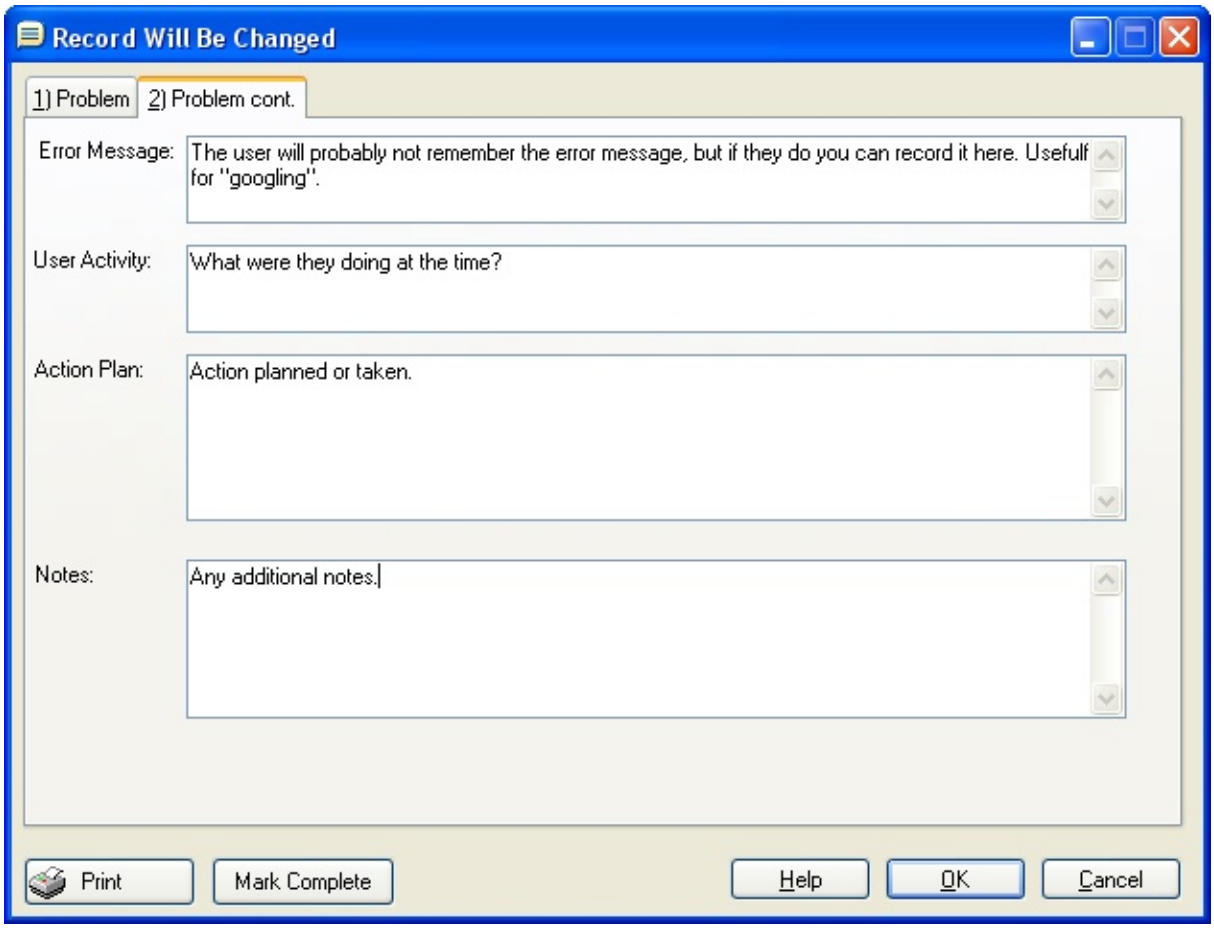
Problem Type's table. You can then select the staff person assigned the problem from that drop down list box. Optionally, you may enter a Due Date or select it using the popup calendar. If the problem is Reproducible you may check the box to indicate that. The next large text area is for entering the details of the problem, or request. The next 4 fields can be entered automatically by clicking the Mark Complete button. The Solution allows you to enter what you did to solve the user's problem or to satisfy their request.



The Print button will let you get a quick report of the problem, and will be formatted as the screen you are updating, but showing both tabs, as below.



The second tab will let you record the Error Message, if there was one and the user remembered to write it down or tell you. If they will admit to what they were doing at the time of the problem you can record that as well. The Action Plan may be the same as the solution, but sometime your initial action taken will not be the ultimate solution. Finally, a Notes field will let you record any additional information about this problem.

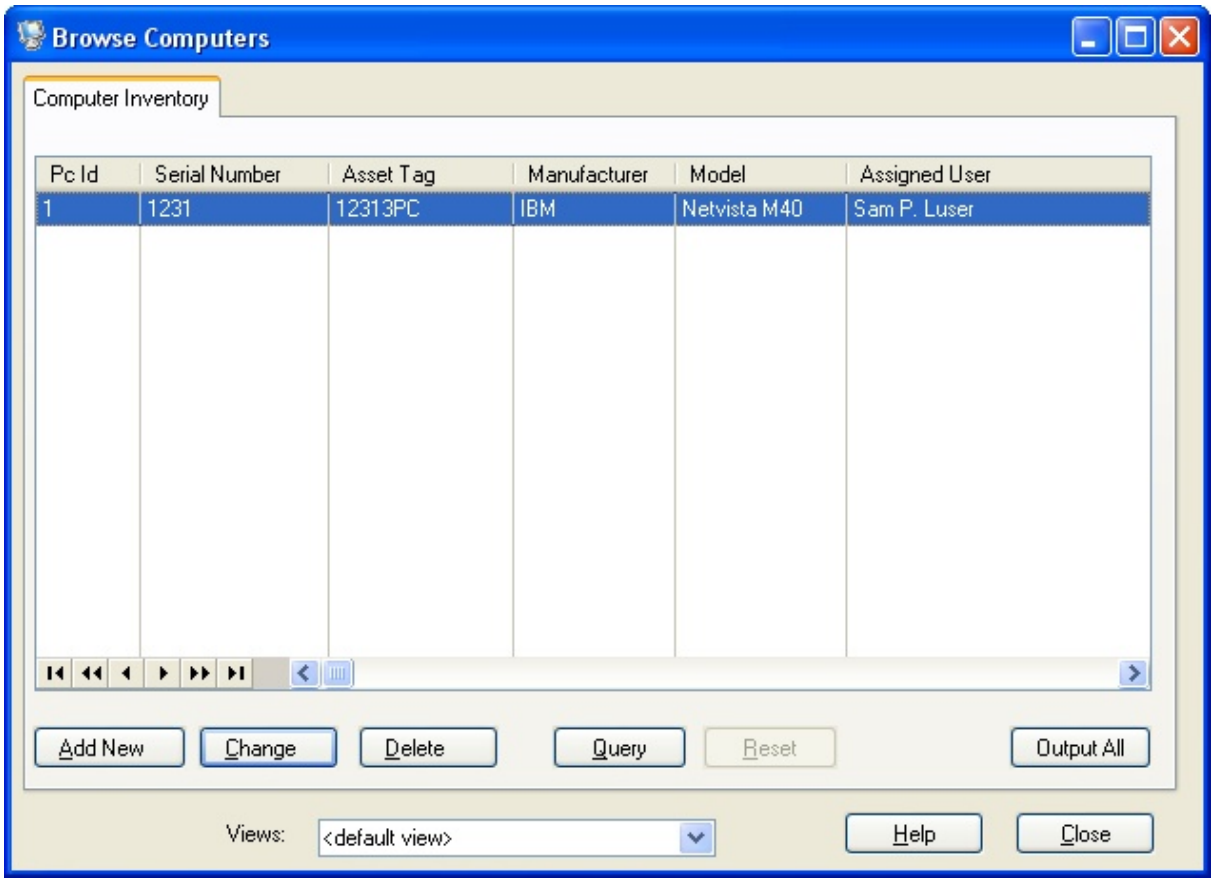


4 Computer Inventory

The program allows you to record and report on a variety of information about computers in your organization. In addition, you may also record information about Software 18, Peripherals 16 and Computer Repairs 14. You Browse Computer Inventory 12 in rows and columns like a spreadsheet. You Update Computer Inventory 12 on a screen that looks like a fill in the blank form.

4.1 Browse Computer Inventory

This screen shows computer inventory in rows and columns.



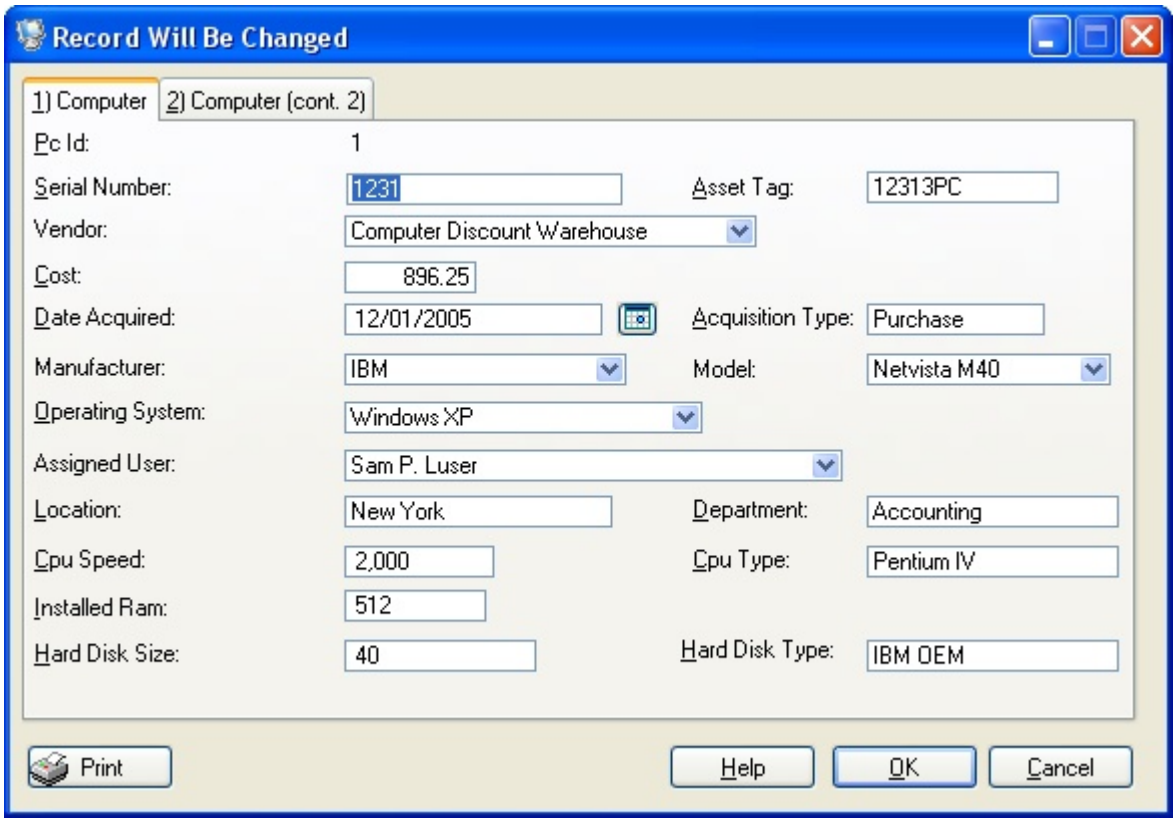
Buttons are provided to let you Add a New record, Change the selected record or delete the selected record. A Query button will let you launch the Query Wizard 22, and if a query is in effect, the Reset button will be enabled to let you remove the query conditions. An Output All button will create a Microsoft Excel format spreadsheet and open it in Microsoft Excel. The data included will be as filtered by any query in effect, and show only the columns selected and sorted as selected.

The Views drop down list 39 will let you create or select a view you have created to show only the columns you want, and in the order you specify. You can remove any view created by selecting the Default View option from the drop down list box.

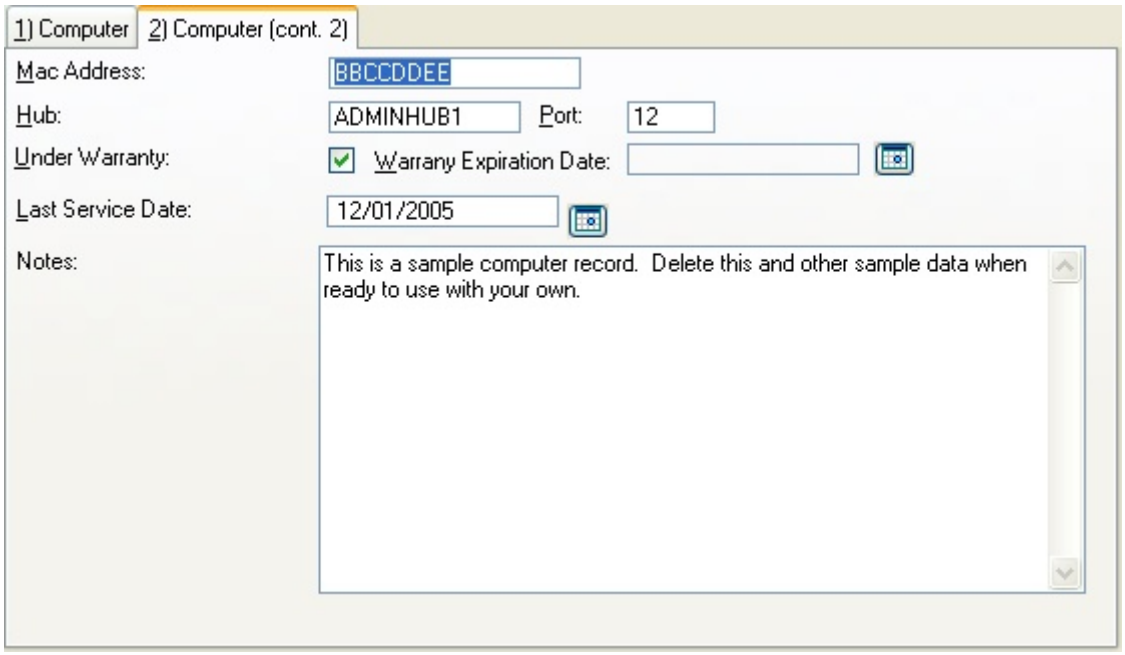
4.2 Update Computer Inventory

This screen is used to add or edit computer inventory records. A unique ID is created for each record you add. You first enter the serial number and asset tag. You can then select the Vendor from the drop down list. Enter the cost of the computer and the date it was acquired. The Acquisition type will default to purchase but you can change this, to lease, for example. The next few fields are looked up from other tables 42 and can be quickly

selected from the drop down list boxes for Manufacturer, Model and Operating System. When you select the user assigned the computer from the drop down list, their Location and Department will be filled in automatically. You can then enter the Cpu Speed, Cpu Type, Amount of Installed Ram, Hard Disk Size and Type



The next tab will optionally let you record the Computer MAC address, Hub and Port number, as well as whether or not the computer is under warranty, a warranty expiration date, date last services and any other notes you may wan to record.

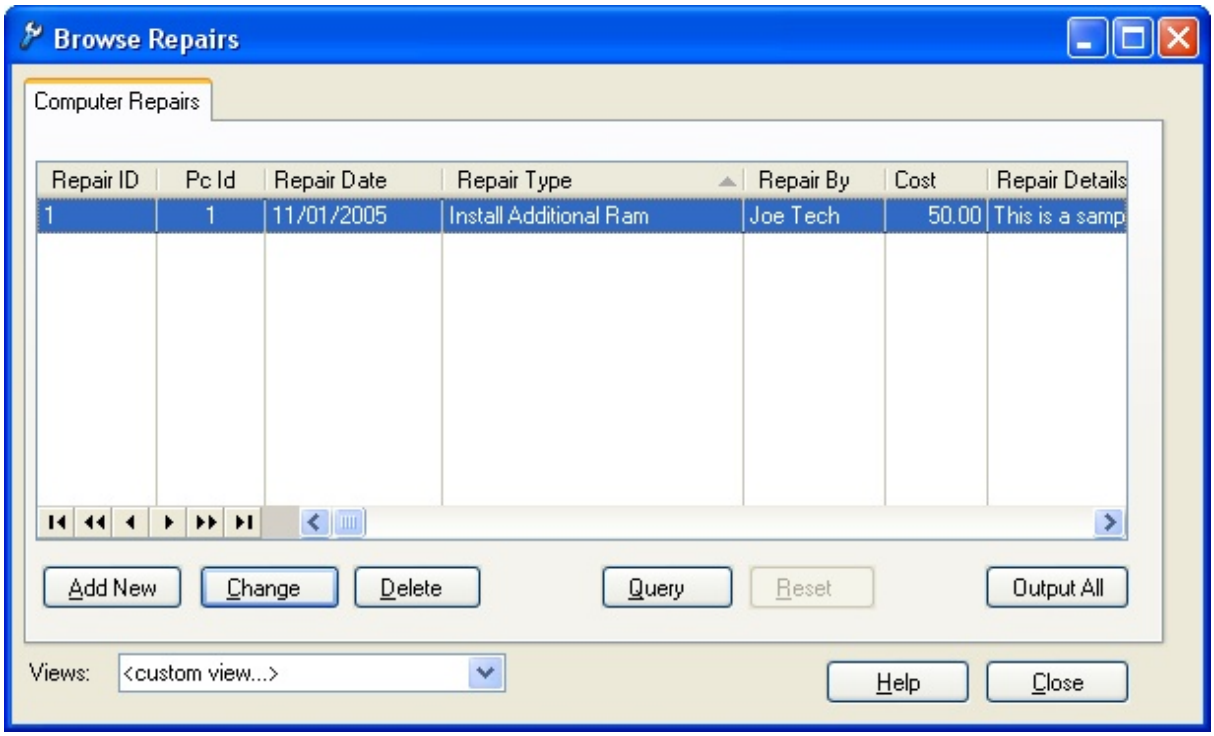


5 Computer Repairs

In addition to computer inventory information 11, I have provided a table to record information about repairs to computers. You Browse Computer Repairs 15 in rows and columns like a spreadsheet. You Update Computer Repairs 15 in a screen like a fill in the blank style form.

5.1 Browse Computer Repairs

This screen shows computer repair records in rows and columns.

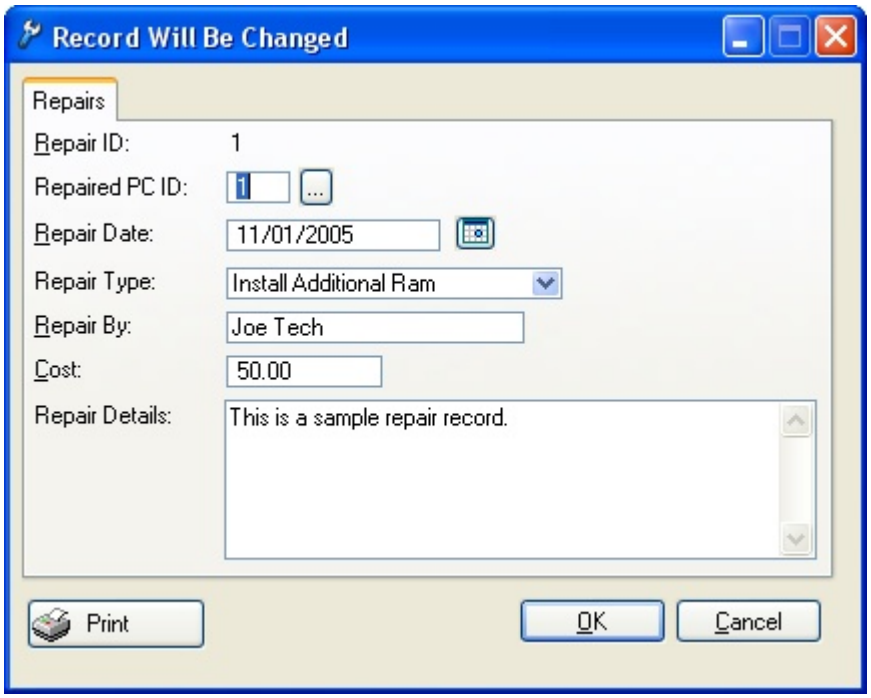


Buttons are provided to let you Add a New record, Change the selected record or delete the selected record. A Query button will let you launch the Query Wizard 22, and if a query is in effect, the Reset button will be enabled to let you remove the query conditions. An Output All button will create a Microsoft Excel format spreadsheet and open it in Microsoft Excel. The data included will be as filtered by any query in effect, and show only the columns selected and sorted as selected.

The Views drop down list 39 will let you create or select a view you have created to show only the columns you want, and in the order you specify. You can remove any view created by selecting the Default View option from the drop down list box.

5.2 Upate Computer Repairs

This screen is used to update computer repair records. A unique ID is created for each record you add. You first click the... button to choose the ID of the printer being repaired. You then can enter the date of the repair, or use the pop up calendar to select it. You then select the Repair Type or enter a new type. Next, enter the person or company making the repair followed by the cost and details of the repair.

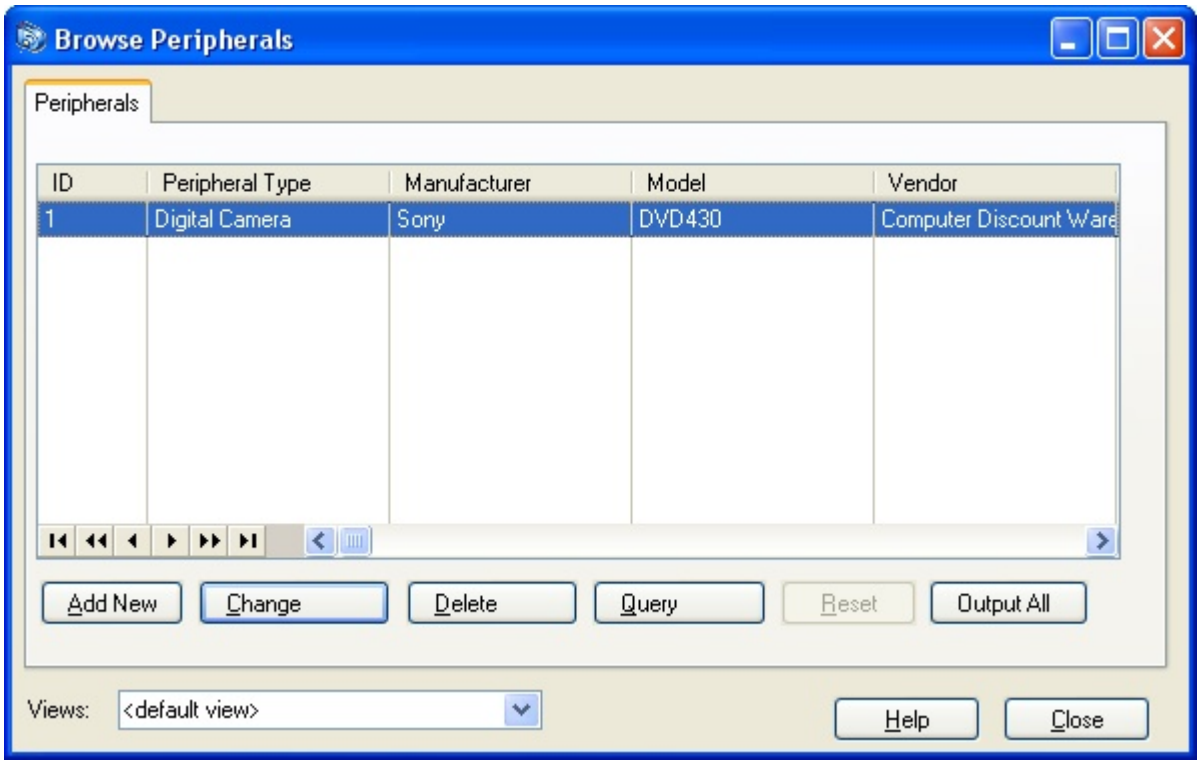


6 Peripherals

In addition to recording information about computers 11 and software 18, you can also record information about peripherals. You Browse Peripherals 16 in rows and columns like a spreadsheet. You Update Peripherals 17 in a screen like a fill in the blank form.

6.1 Browse Peripherals

This screen shows peripheral records in rows and columns.



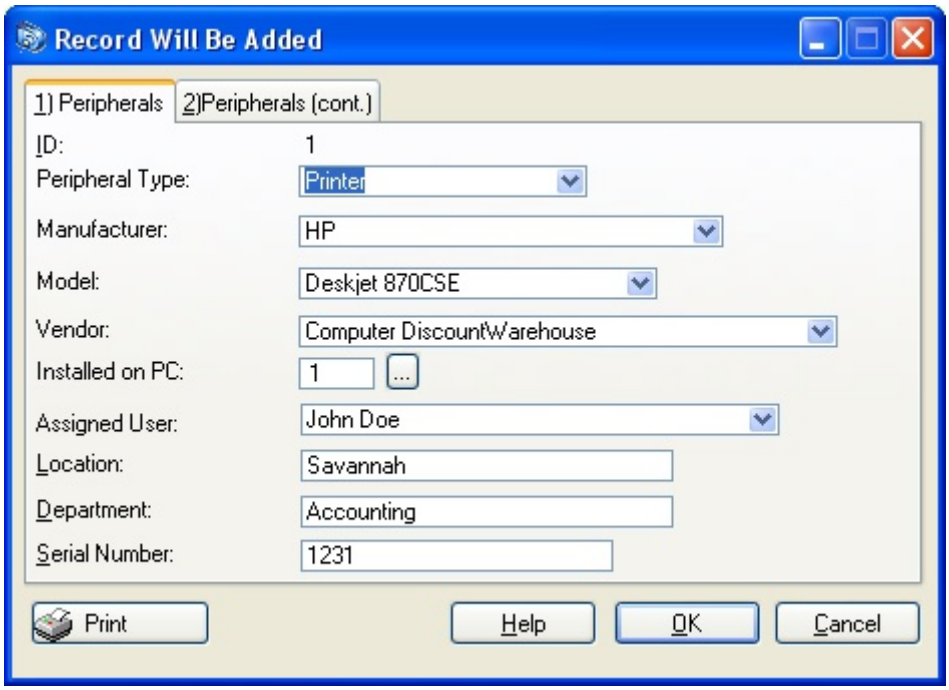
Buttons are provided to let you Add a New record, Change the selected record or delete the selected record. A Query button will let you launch the Query Wizard 22, and if a query is in effect, the Reset button will be enabled to let you remove the query conditions. An Output All button will create a Microsoft Excel format spreadsheet and open it in Microsoft Excel. The data included will be as filtered by any query in effect, and show only the columns selected and sorted as selected.

The Views drop down list 39 will let you create or select a view you have created to show only the columns you want, and in the order you specify. You can remove any view created by selecting the Default View option from the drop down list box.

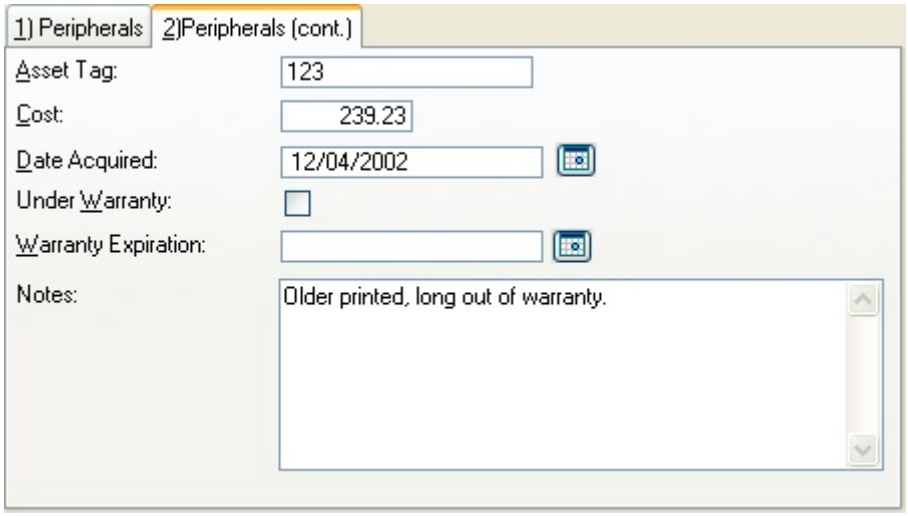
6.2 Update Peripherals

This screen is used to update information about your peripherals. A unique ID is created each time you add a record. You first select the type of peripheral from the drop down list box. You next select the Manufacture and Models from list boxes, and then the vendor where the peripheral was purchased from. All of these fields are looked up from lookup tables. 42

You next click the ... button to select the computer on which the peripheral is installed. When you make your selection, the Assigned User, Location and Department will be filled in for you. You can then enter the Serial Number.



The next tab let's you enter the Asset Tag, Cost of the item, Date Acquired, whether or not the item is covered under warranty, and if so, the warranty expiration date. A field is also provided for any notes.

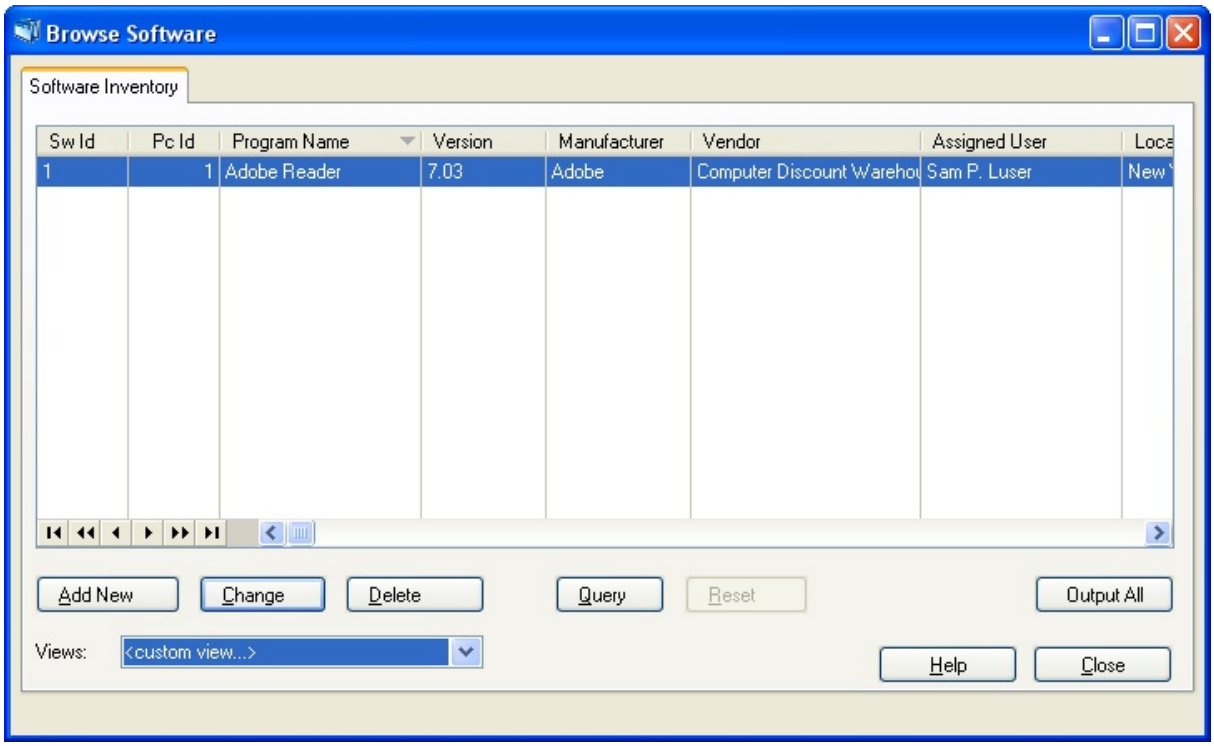


7 Software

In addition to recording computer inventory information 11 you may also record information about software installed at your location. You Browse Software Inventory 19 in rows and columns like a spreadsheet. You Update Software Inventory 19 on a screen that looks like a fill in the blank form.

7.1 Browse Software

This screen shows Software inventory records in rows and columns.

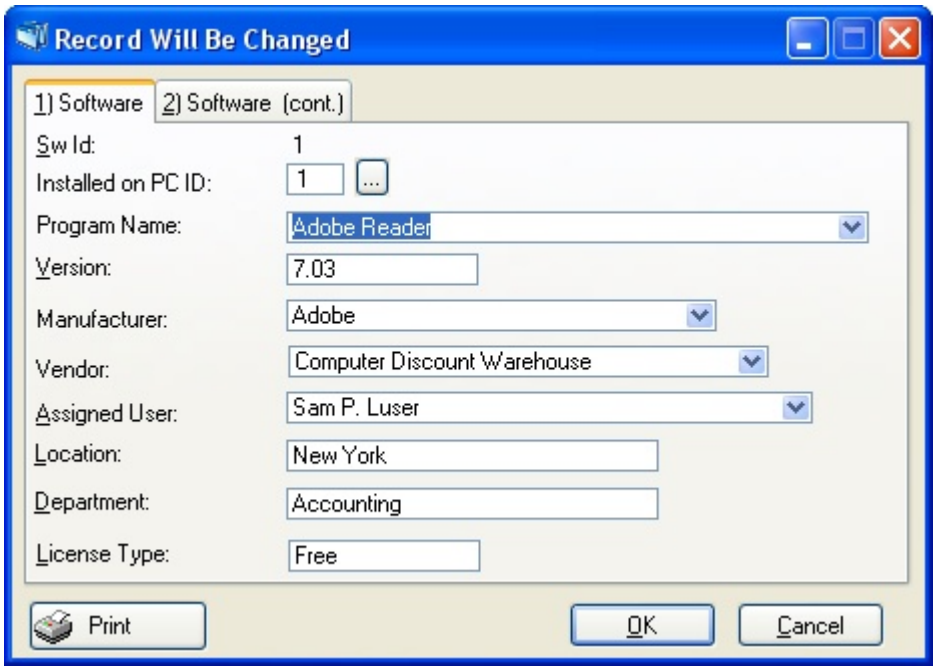


Buttons are provided to let you Add a New record, Change the selected record or delete the selected record. A Query button will let you launch the Query Wizard 22, and if a query is in effect, the Reset button will be enabled to let you remove the query conditions. An Output All button will create a Microsoft Excel format spreadsheet and open it in Microsoft Excel. The data included will be as filtered by any query in effect, and show only the columns selected and sorted as selected.

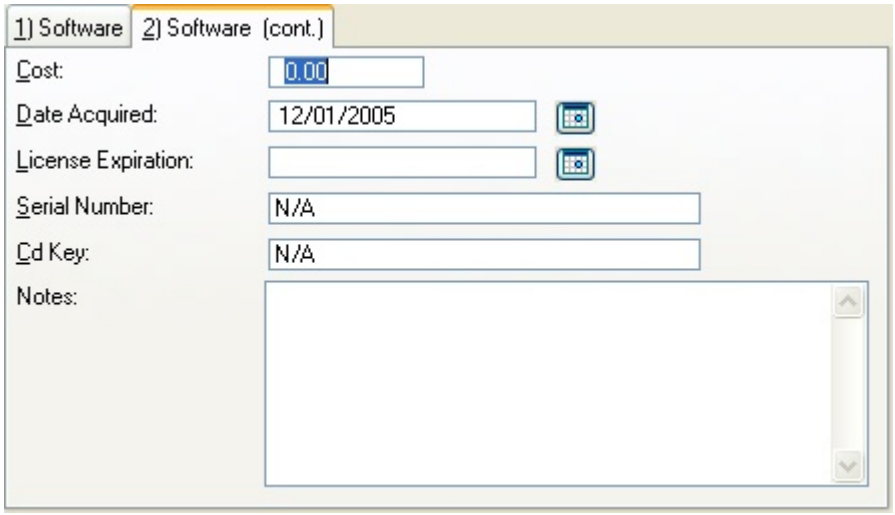
The Views drop down list 39 will let you create or select a view you have created to show only the columns you want, and in the order you specify. You can remove any view created by selecting the Default View option from the drop down list box.

7.2 Update Software

This screen is used to add software inventory records. A unique numeric ID is created for each record you add. You then click the ... button to select the computer the software is installed on. After selecting the computer, the program name can be selected from a drop down list. When you select the computer ID, the Assigned User, Location and Department are looked up and filled in for you from the user information for that computer record. You can then enter the version number of the software program. Drop down list boxes let you quickly select the Manufacturer of the software, and the Vendor you bought the software from. A field is also provided to let you record the type of license. A print button will let you print a quick one page report of the current record.



The second tab let's you record the cost of the program, the date it was acquired, and License Expiration Date, if any. You may also record a serial number, CD Key and any additional notes.

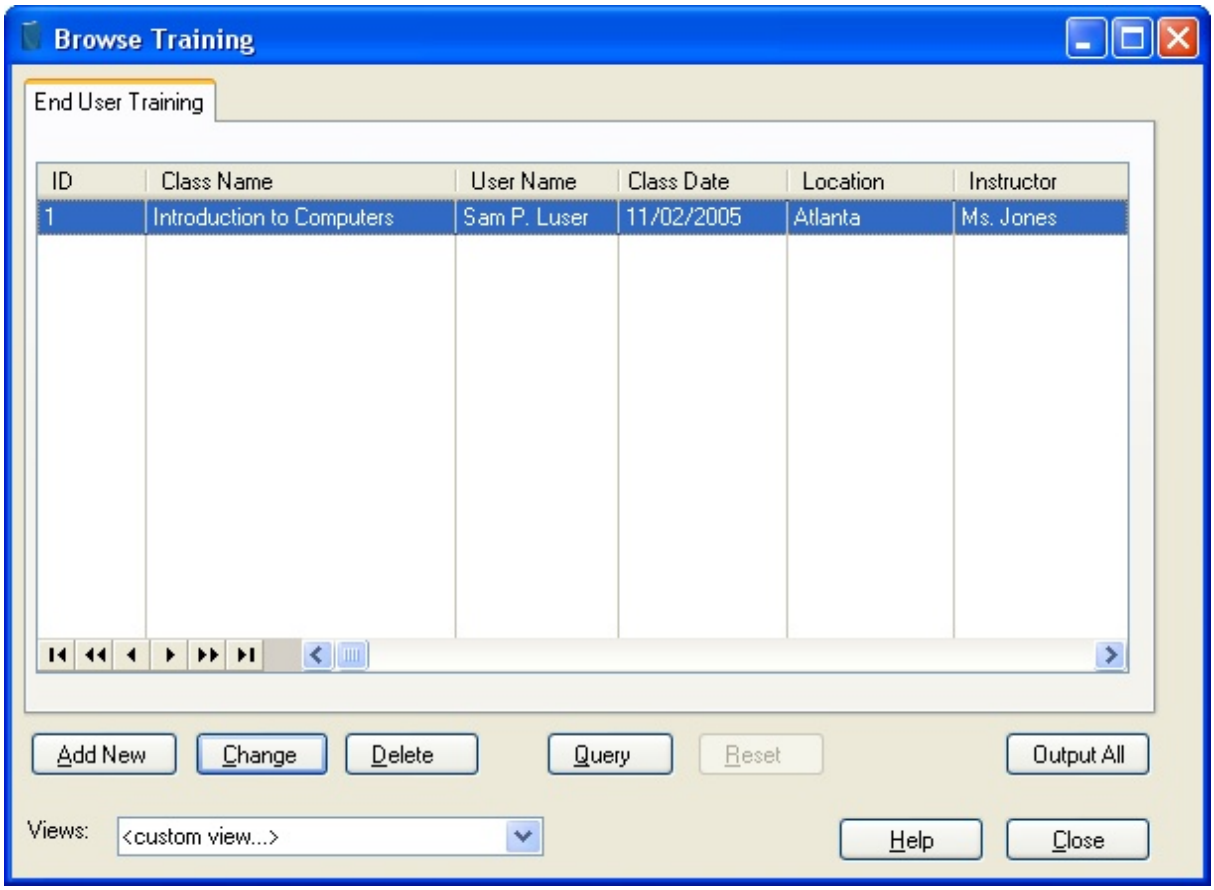


8 Training

For those that want to record and report on end user training I have provide a table and forms and reports for Training Records. You Browse Training 21 records in rows and columns like a spreadsheet. You Update Training 21 records on a screen that looks like a fill in the blank style form.

8.1 Browse Training

This screen shows Training records in rows and columns.



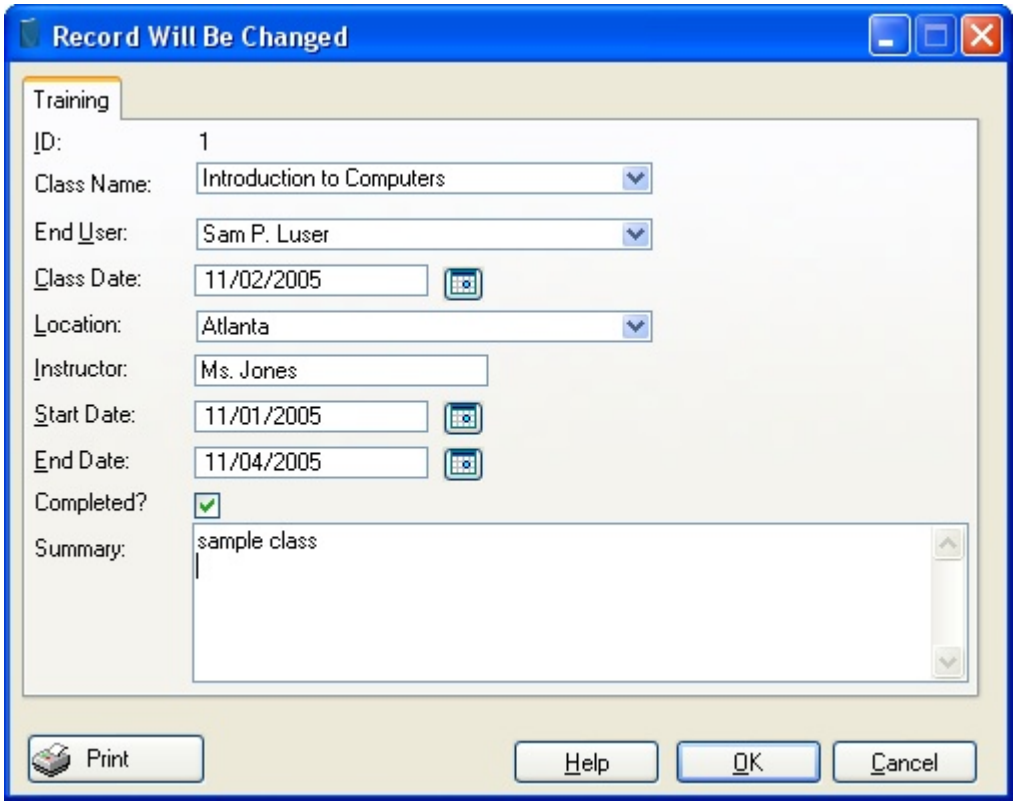
Buttons are provided to let you Add a New record, Change the selected record or delete the selected record. A Query button will let you launch the Query Wizard 22, and if a query is in effect, the Reset button will be enabled to let you remove the query conditions. An Output All button will create a Microsoft Excel format spreadsheet and open it in Microsoft Excel. The data included will be as filtered by any query in effect, and show only the columns selected and sorted as selected.

The Views drop down list 39 will let you create or select a view you have created to show only the columns you want, and in the order you specify. You can remove any view created by selecting the Default View option from the drop down list box.

8.2 Update Training

A unique numeric ID is created each time you add a Training Record. You first select the Class Name from the drop down list. You next select the End User's Name from that list. You can enter the class date manually or click the button to use a pop up calendar. You can then select the Location where the class is conducted. You may enter the name of the instructor. Some classes may last for more than one day, so I have provided fields to let you

enter the class Start Date and End Date. A check box is provided to let you indicate whether or not the user actually completed the class. Finally, a summary box is provided to let you record any other information about the class.



9 Query Wizard

Query Wizard makes it possible to...

customize access to your data through the use of an intuitive wizard driven interface. With Query Wizard you may quickly create and save customized queries then re-use those queries at any time.

Select from the following options to jump to a topic...

Components of a Query 23

Field Selection 24

Operator Selection 25

Value Entry 26

Query Review 27

Selecting and Resetting a Query 30

Saved Query Selection Dialog 29

Navigating with Conditional Filtering

Query Wizard - Copyright © 1995-1999 Nice Touch Solutions, Inc.

9.1 Components of a Query

By definition, a query is much the same as a question. In the case of database queries, a user is asking their database a question. Computer programs use languages that we, as humans do not ordinarily use in our daily lives. In this case Query Wizard acts as our interpreter. The Query Wizard interpreter allows questions to be asked in a language that both the user and their database will understand.

Each Query may consist of one or more questions, logically connected with an AND or an OR logical operator 30. In order to complete a valid "computer" question Query Wizard must collect three components of information: **Field**, **Operator** and **Value**. Given these three components, Query Wizard will construct a meaningful question.

Field

The Field is generally representative of information contained within in the database for which the developer has made available 24. The field is therefore considered the subject of the question or what you would like to learn about. A few examples of fields would be Account Balance, Last Name or Zip Code.

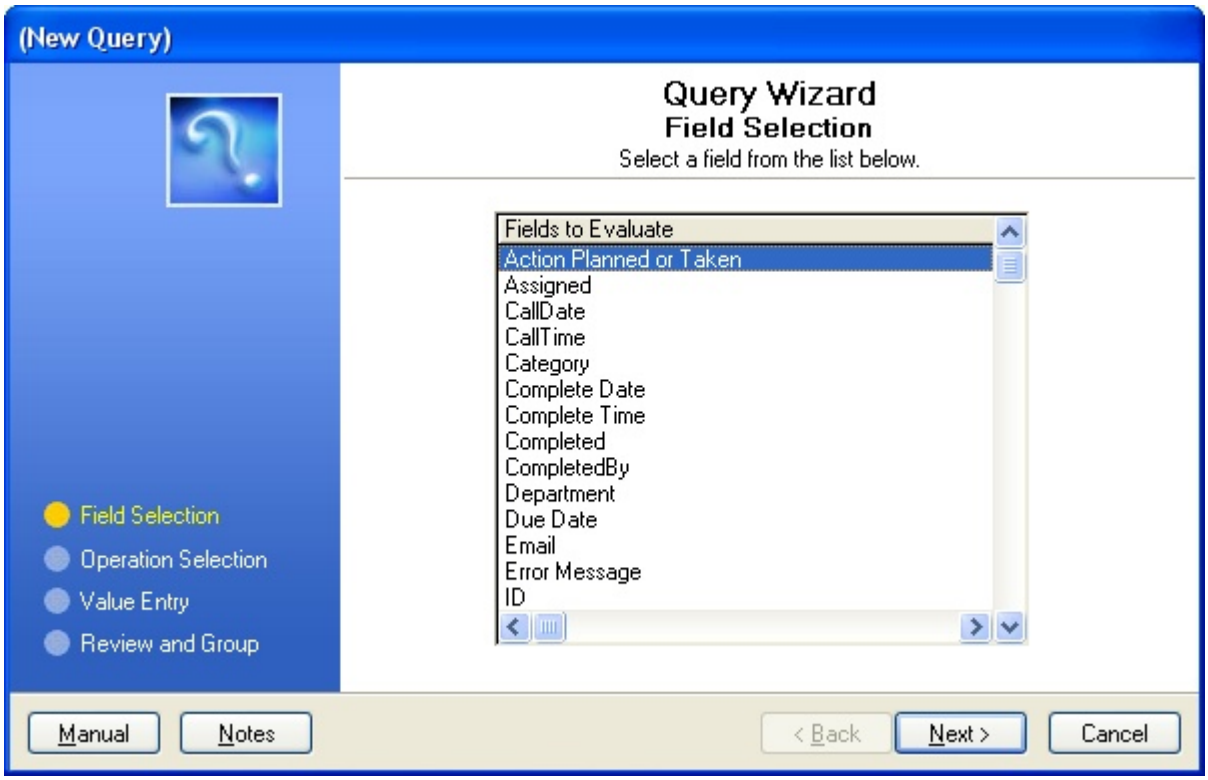
Operator

The Operator represents the comparison to be made between the Field and Value. Due to the nature of the value, operator selections for numbers are limited when compared to those for text. For example the most common numeric operators are Greater Than, Less Than or Equal To. The nature of text operators allow for such comparisons as Contains and Begins With. The Operation Selection 25 guide discusses these issues in greater detail.

Value

The Value will be compared (via the operator) to the field in your database. The value entry is the way you wish to describe the subject (field) of the question. In essence the value describes the trait the field should have (or not have). Query Wizard offers many useful features 26 to assist the user with their value consideration.

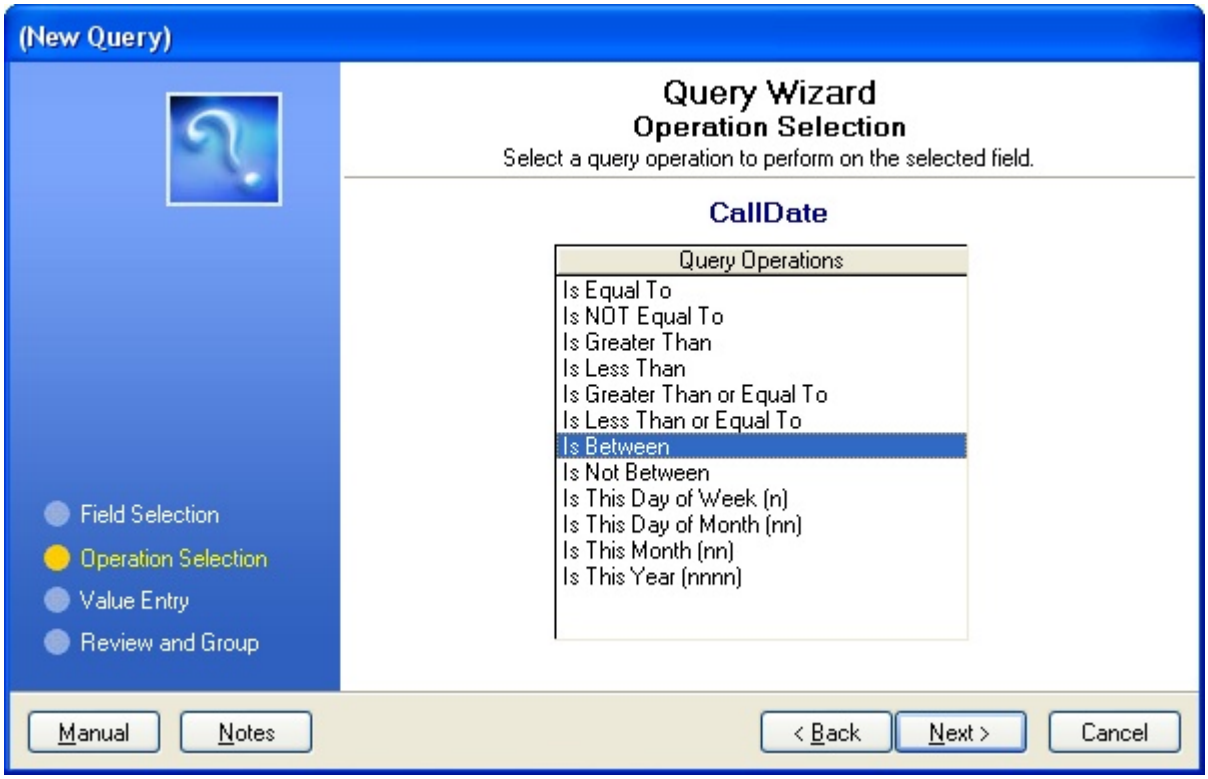
9.2 Query Wizard - Field Selection



This dialog is the first of three steps and is composed of a list of fields available to be queried. These fields were made available by the developer and are generally representative of information contained within in the database.

To select a field, simply highlight the desired field and press the Next button.

9.3 Query Wizard - Operation Selection



This dialog is the second of three steps and is composed of those operators relevant to the selected field. The Operator represents the comparison to be made between the Field and Value. Due to the nature of the value, operator selections for numbers are limited when compared to those for text.

To select an operator, simply highlight the desired operator and press the Next button.

Common Operators *(both numeric and text)*

- **Equal To**
The field and the value must have the same value.

- **Greater Than**
The field must be greater than the value.

- **Less Than**
The field must be less than the value.

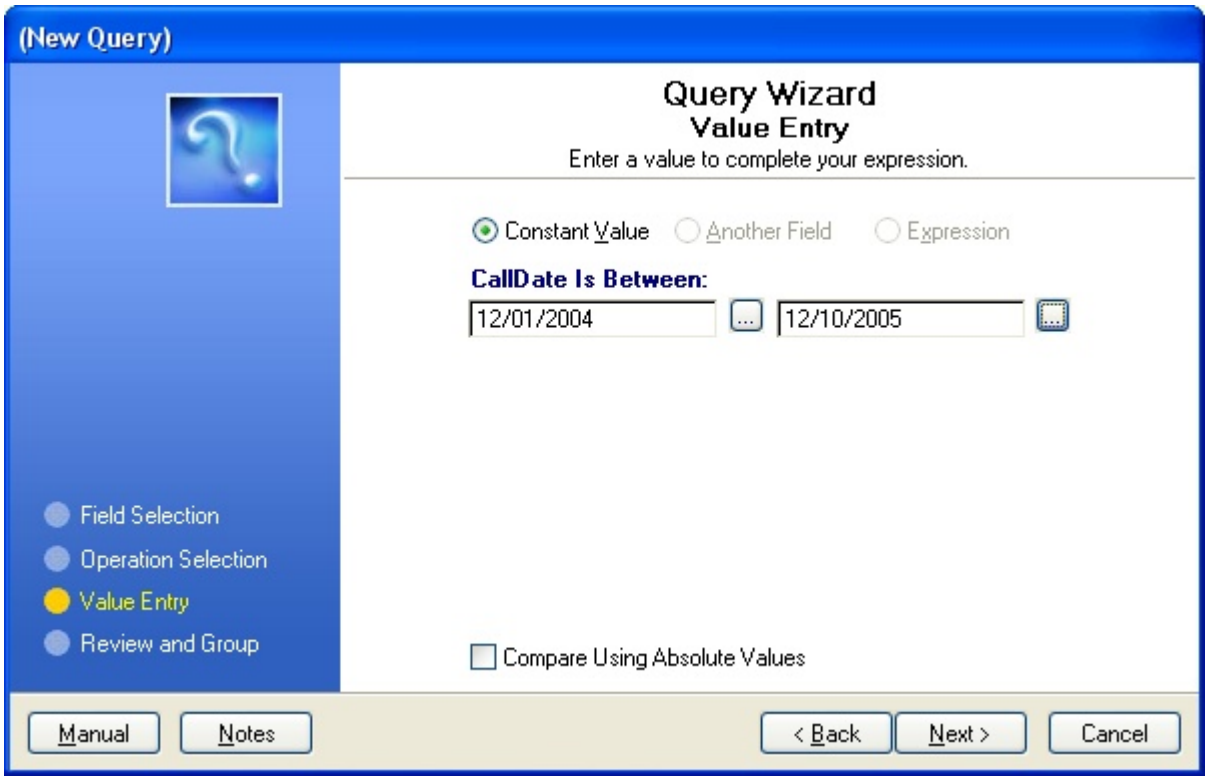
Text Operators

- **Begins With**
The field must begin with the value.

- **Contains**

The field must contain the value at any position within the text.

9.4 Query Wizard - Value Entry



This dialog is the last step and is used to collect the value component of the query. This value will be compared (via the operator) to the field in your database. In essence the value describes the trait the field should have (or not have).

When the value entry has been completed simply press the Next button continue.

Case Sensitivity and Absolute Power

Query Wizard offers many useful features to assist the user with their value consideration. Two examples are ***Case Sensitivity*** 31 and ***Absolute Value*** 31. Case sensitivity may be invoked if the selected field is a string while absolute values may be compared when the field is numeric.

Types of Values *(constant, another field, expression)*

- **Constant Value**

This option allows the user to type the value directly into Query Wizard. As illustrated above, this is the default option and would normally be used with most queries.

The appearance of an ellipses button adjacent to the value entry field indicates

the developer has provided a friendly lookup to assist with selecting a value for this entry.

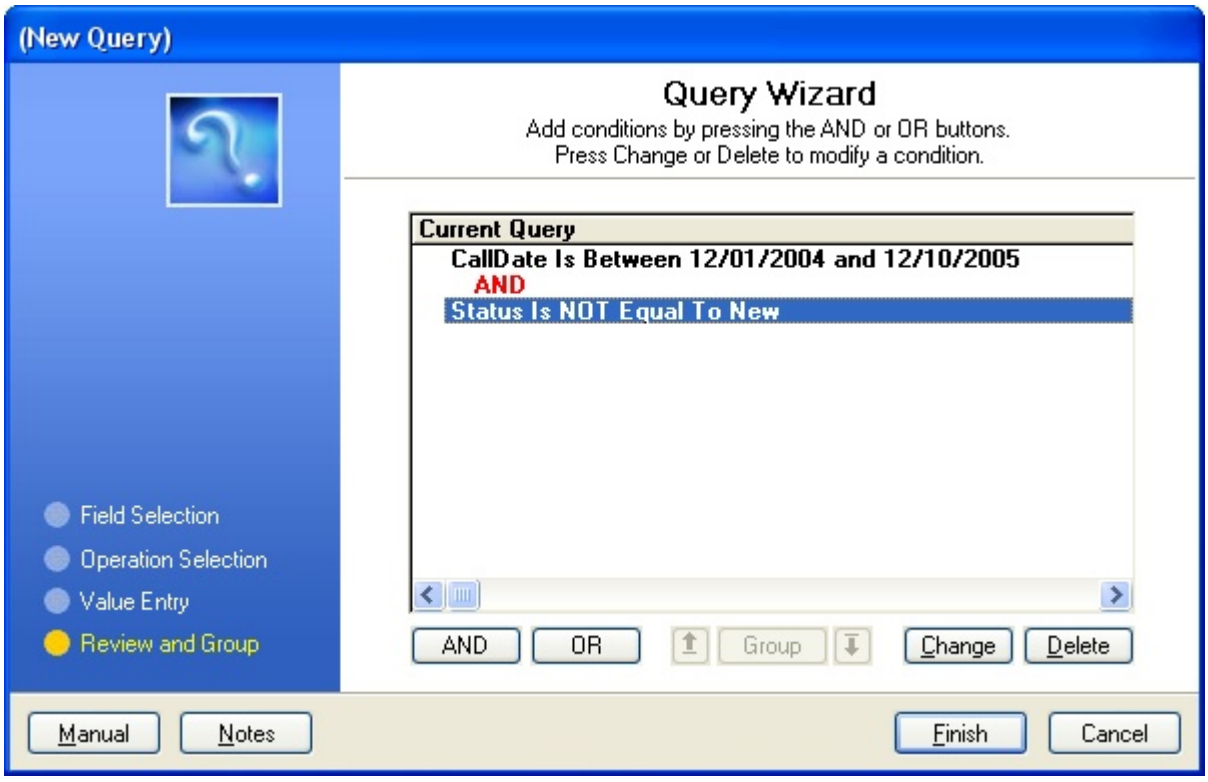
- **Another Field**

This option is quite useful for comparing two existing database elements. This selection may be made from a list of fields identical to those in the first Query Wizard step. The actual value of this field will be used for comparison to the field selected in step one.

- **Expression**

This is an advanced option which requires a limited knowledge of the underlying computer language. Although more complex, when used in the appropriate context this can be a very powerful feature. This expression should return a value to be used for comparison to the field selected in step one.

9.5 Query Wizard - Query Review



The Query Wizard review dialog allows the developer to review, modify or delete from the existing query. Query elements (each question) may be manipulated by

first highlighting the desired element then pressing the respective button to perform the desired action.

To create a query with more than one question within the same query (compound query 30), simply press the AND or the OR button. This will guide the user to step one of the Query Wizard. Upon completing the three wizard steps, a new sentence will appear in the review list as illustrated above. When formulating a compound query, please ensure that you do not mix an AND with an OR. In other words use all ANDs or all ORs but never an AND and OR together in the same query. To use mixed logic such as this you will need to use the advanced Manual 28 operation.

When the query is satisfactorily completed, press the finish button to apply the newly formulated query.

9.6 Query Wizard - Manual

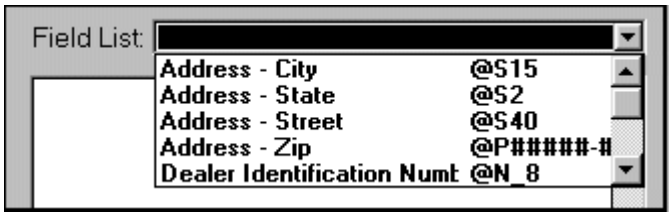
When enabled by the developer manual query operation will be accessible via the manual button located in the lower left of the query window.

This mode of operation is generally provided for more advanced users and will normally be used with the guidance and direction of the application developer. A manual query allows the user to communicate directly with the database as opposed to using the Query Wizard interpreter. This query should use the

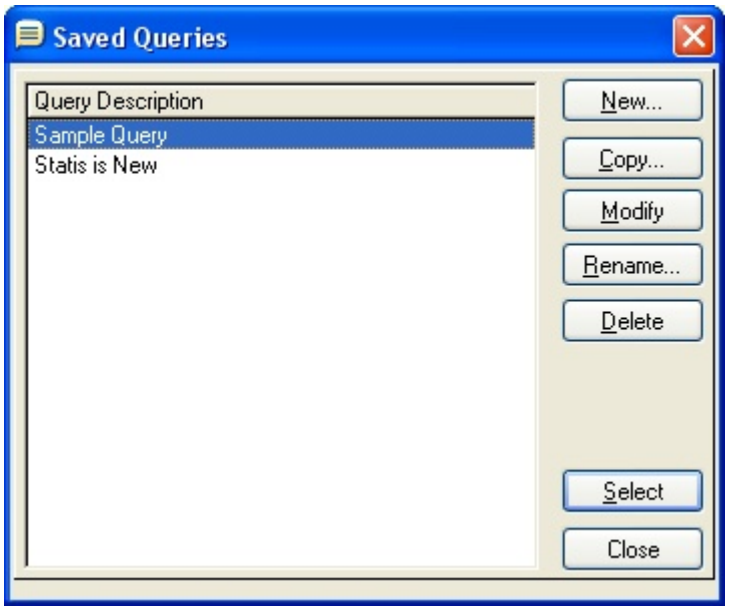
respective database language syntax of the application database.

Upon entering manual operation the existing portion of the Wizard created query will be automatically converted to the appropriate language syntax. This allows for the majority of the query statement to be completed through the wizard while the more complex fine-tuning may be accomplished here. Once saved, query statements created through manual operation cannot be stepped back through the wizard interface. Later changes to the query will bring the user to this "Manual" dialog.

During manual operation a Field List is provided to illustrate the "friendly" names of each available field. Please note this list is derived from the fields made available in step one of the Wizard (field selection 24) but does not necessarily limit the query to those fields. When selecting a field from the list, the actual database field name will automatically be placed into the query statement.



9.7 Saved Query Selection Dialog



All saved queries with the same classification are displayed on this dialog in alphabetic order. To select a query simply highlight a specific description then press the button representative with the action to be performed.

Select

This button will select the highlighted query for use with the current operation.

Insert
This button will allow the creation of a new query.

Change
This button will select the highlighted query for modification. Upon completion of the modification the query may be saved with a new description (as a new copy) or you may overwrite the existing query. When the query has been successfully saved it will be applied for use in the current operation.

Delete
This button will permanently delete the currently highlighted query.

AND Join / OR Join
While only available when a query is currently active in the browse, these options will create a compound query 30 by joining the highlighted query with the currently active query. When creating a new query the Compound Query Dialog 31 will prompt the user for the same options.

9.8 Selecting and Resetting a Query

Invoking a Query from the Query Button Interface
- Use the "Query" tool bar button to invoke the Query Wizard selection dialog 29.
- Use the query "Reset" tool bar button to inactivate the current query.

9.9 Compound Queries and Logical Operations

Queries may be joined together to create a compound query. When creating a compound query, the logical operators AND and OR are used to logically join the statements together

Remember there are only two logical answers to the questions that we can ask our database, true and false.

To satisfy a true condition (for the compound query)...
- an AND operation requires that **all questions** result in a **true** condition.
- an OR operation requires that **only one question** result in a **true** condition.

9.10 Case Sensitivity

When enabling case sensitive matching we are telling the computer that we DO CARE and that it DOES matter if the text stored in our database is in UPPER or LOWER case. Truth of the matter is, we usually don't care and would normally leave this option unchecked.

When Case Sensitive Matching is Enabled (checked)
Smith and SMITH are not the same.

When Case Sensitive Matching is Not Enabled (unchecked)
Smith and SMITH are considered to be the same.

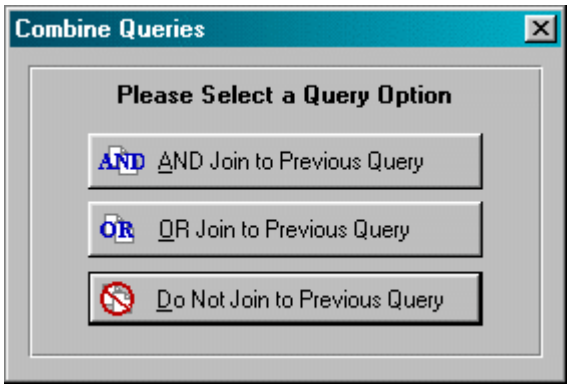
9.11 Absolute Value

Absolute value is always the positive value of a number. When enabling comparisons using absolute value, we are telling the database that we DO NOT care and it DOES NOT matter if the field's value is negative or positive. Truth of the matter is, we usually do care and would normally leave this option unchecked.

When Compare Using Absolute Value is Enabled (checked)
-100 is considered to be 100.

When Compare Using Absolute Value is Not Enabled (unchecked)
-100 is considered to be -100 (as it normally would be)

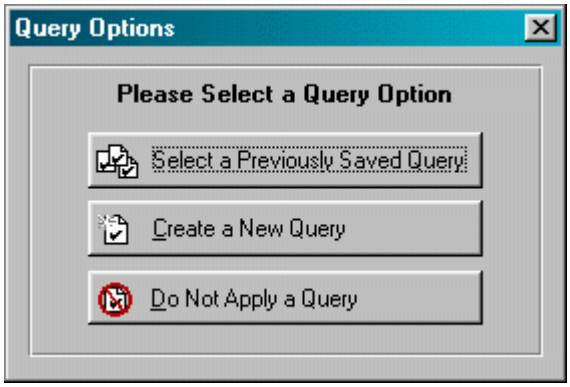
9.12 Compound Query Dlalog



While only available when a query is currently active in the browse, these

options will create a compound query 30 by joining the newly created query with the currently active query.

9.13 Query Options Dlalog



The query options dialog is conditionally displayed at the beginning of a report or process and allows the user to quickly create a new query or select an existing query.

10 Report Wizard

You can easily create custom list style reports 32 on User Information, Problems, Computer Inventory, Software Inventory, Peripherals Inventory, Training, and Computer Repairs

10.1 Report Wizards

Report Wizard - Runtime Report Design

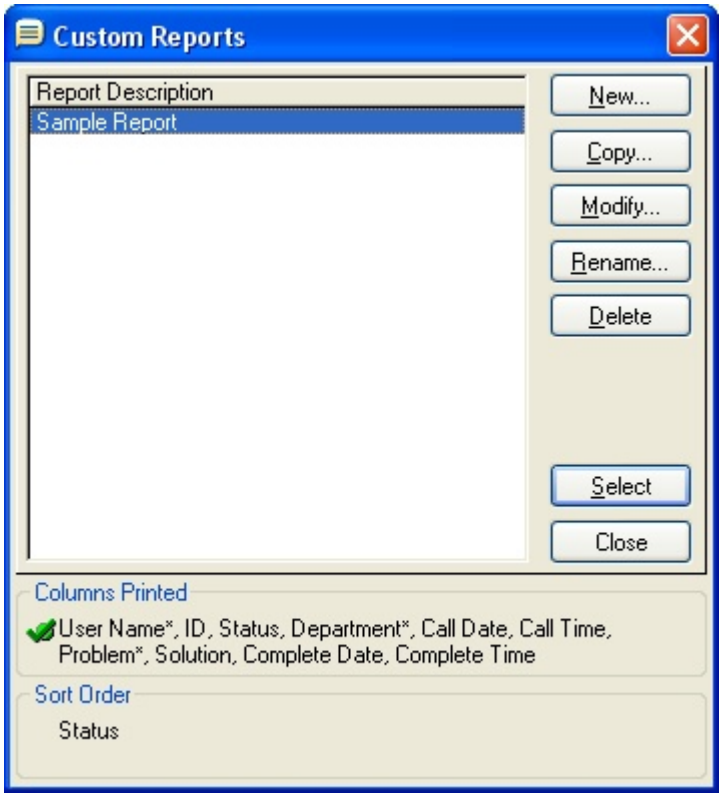
Report Wizard allows you to...

- Use a simple, intuitive interface to quickly create and save an unlimited number of reports.
- Optionally specify totals or averages for numeric columns.
- Select from an existing sort or create ad-hoc sorting on up to three levels.
- Create group headings, footings and/or sub totaling on group breaks.
- Create summary reports by suppressing report detail printing.
- Automatically adjust the report width to landscape mode when necessary.
- Optionally print a report matching the current list box (browse).

Report Selection Dialog

This dialog is presented when the report is not printing a list box format. All saved reports with the

same report classification are displayed on this dialog in alphabetic order. You may quickly jump to a report by typing the first letter of the report description. As you highlight a specific report, details pertaining to the report are displayed on the lower portion of the dialog.



New...
Allows for the creation of a new report. At times, the Copy command may be a better alternative.

Copy...
Copies the highlighted report then asks for a new report name.

Modify...
Allows for the modification of the highlighted report's layout options.

Rename...
Allows for the modification of the highlighted report's name.

Delete
Deletes the highlighted report.

Select
Selects the highlighted report for execution.

Columns Printed
Displays the list of columns selected for the highlighted report. Columns preceded by a **+** are total columns. Columns preceded by a @ are average columns.

Sort Order
Displays the list of fields selected for the highlighted report's custom sort order. Fields appearing in **<** brackets**>** are in descending order.

Report Column Layout

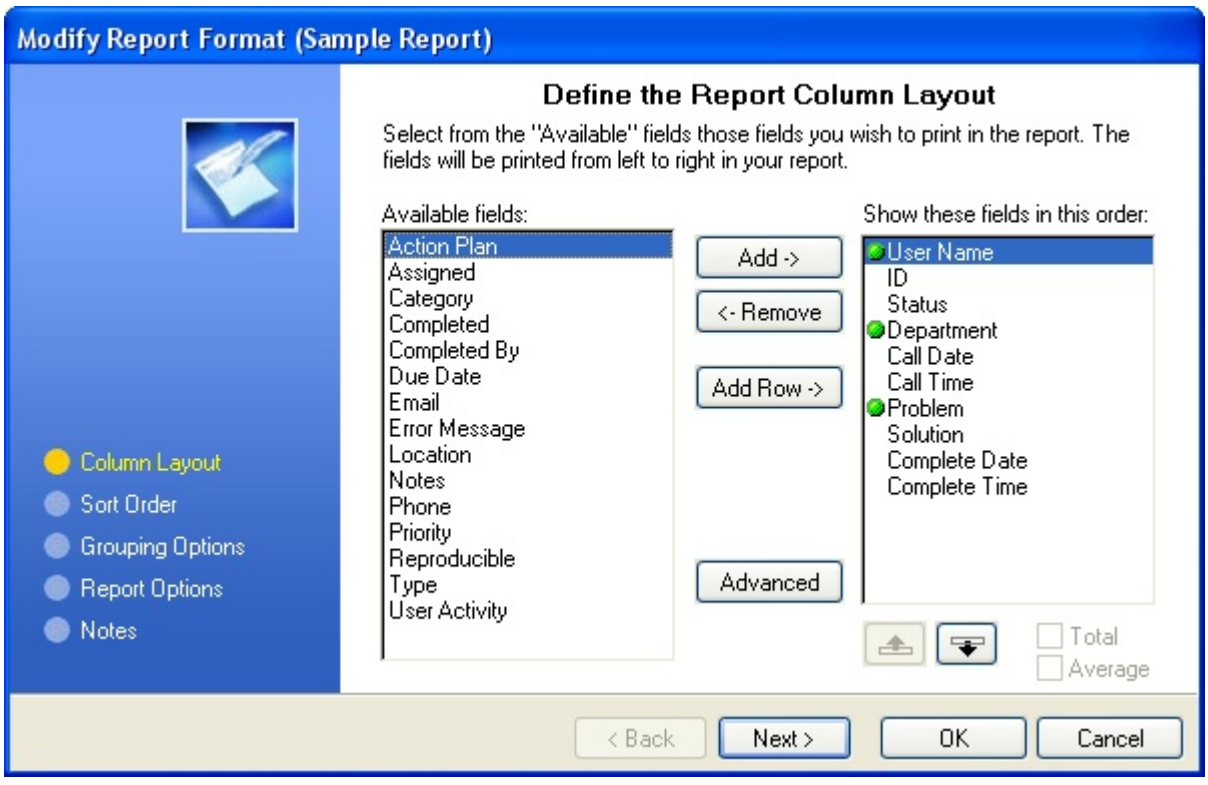
The Report Column Layout dialog is the first of three potential steps when creating or modifying a report. From this dialog you will select the columns to appear in the report, their layout from left to right and which columns should be totaled or averaged.

The list on the left represents those fields (columns) which are available while the list on the right displays those fields which have been selected for the report. The text displayed in these lists will become the column heading(s) in the report. Selected fields will be printed from left to right as they appear from top to bottom. When the Column Layout has been completed press the Next button to continue.

You may design the report's layout using the following techniques.

To add fields to the report...

- Highlight a field in the left list and press the ***Add ->*** button to move the field from the available field list to the selected field list.
- ***Double-click*** any field in the available field list to move the field to the selected field list.
- ***Drag-and-drop*** any field from the available field list to the selected field list.



To remove fields from the report...

- Highlight a field in the right list and press the **<- *Remove*** button to move the field from the selected field list to the available field list.
- ***Double-click*** any field in the selected field list to move the field to the available field list.
- ***Drag-and-drop*** any field from the selected field list to the available field list.

To change the column layout...

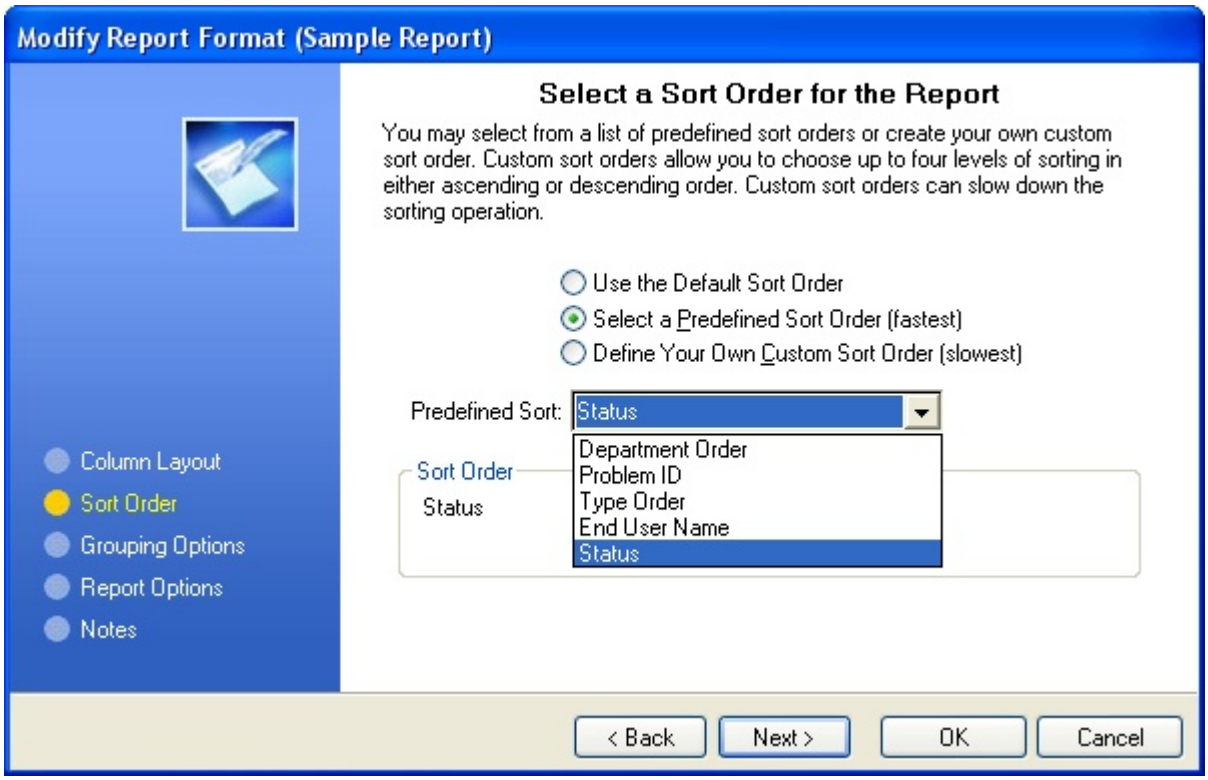
- Selected fields will be printed from left to right as they appear from top to bottom in the selected field list.
- Click to move a column up (or to the left in the report).
- Click to move a column down (or to the right in the report).

To enable column totals or averages...

- Highlight a field in the right list. The Average and Total checkboxes will normally be enabled if the highlighted column is numeric.
- Click the Total checkbox to enable column totaling or the Average checkbox to average all values in the column.
- To change a column from Total to Average (or vice versa) deselect the current option and both options will once again become enabled.

Report Sort Order

The Report Sort Order dialog is the second of three potential steps when creating or modifying a report. In some applications, this dialog may not be present.



Default Sort Order
This option uses the default sort order specified by the developer of this application. When this option has been selected group heading and footing options will not be available.

Predefined Sort Order
This option will provide a list of sort orders that have been pre-defined by the developer of this application. This option is the most desirable of the three because it allows group heading and footing options. Pre-defined sort orders are usually faster than custom sort orders defined with the next option.

Custom Sort Order
This option allows you to display the report in any desired order. When enabled, this option will allow you to invoke the Report Wizard's ad-hoc sort designer. The sort designer will allow you to create up to three sort levels. Each level may be ascending or descending and the entire sort may be case sensitive or insensitive.

NOTE: When using *Custom Sort Orders* this application will normally attempt to optimize the performance of the user defined sort. However, the sort processing can potentially be time consuming when large amounts of data need to be sorted for your report.

Sort Designer

This dialog allows you to create up to three sort levels for a custom sort "ad-hoc" sort. Each level may be ascending or descending and the overall sort may optionally invoke case sensitivity.

Sort View by (Then by)
These options allow selection of a field for up to three sort levels.

Ascending or Descending

Where Ascending is "Top to Bottom" and Descending is "Bottom to Top". When viewing alphabetic data, Ascending will start with A and end with Z where Descending would start with Z and end with A. When viewing numeric data, Ascending will start with 1 and progressively move higher while Descending would start with the highest value and progressively move toward 1.

Ignore Distinction Between Upper and Lower Case
This option should normally be enabled and will sort both upper and lower case letters the same.

Group Heading and Footing Options

This Group Heading and Footing Options dialog is the last of three potential steps when creating or modifying a report. This dialog is comprised of several options which control group break characteristics as well as the suppression of report detail rows.

A group break occurs each time the breaking field's value changes. This enables the report to subdivide itself into sections (with subtotals and/or to start a new page) as they pertain to a specific group.

Break Levels
When a non-default sort order is selected you may customize up to two group break levels. The first break level represents the first field in your sort order. Likewise, the second break level represents the second field in your sort order. The following options allow the customization of each these group breaks.

> ***Group Identifier in Heading***
> When enabled, this option will create a group heading break and print the value of the group field in the group heading.
>
> ***Group Identifier in Footing***
> When enabled, this option will create a group footing break and print the value of the group field in the group footing.
>
> ***Group Totals***
> When enabled, this option will create a group footing break and print the totals (or averages) for those fields where totaling (or averaging) has been enabled by the end-user.
>
> ***New Page After Group***
> When enabled, this option will force a new page after the group break.

Suppress Report Detail Rows
This option will prevent report detail rows from printing thereby printing group footings and/or headings only. This feature is quite useful for producing summary level reports. This option is not available unless a group heading or footing has previously been enabled.

Special Feature Note
When the sort order allows two break levels and the first break level options are not enabled. If you choose to place the second break level's group identifier in the header or footer, the first break level's identifier will also be printed with the second break level.

Report Design Considerations

Field Selection

- Fields will be displayed left to right in the report as they appear top to bottom in the selection list.
- The report will automatically adjust to landscape mode when appropriate.
- When the width of all fields exceeds landscape width, the report will attempt the "best fit" within landscape. Notification will occur when this condition exists.

Totals and Averages

- Any numeric field may be set to total or to average.
- Totals will appear (for the selected columns) at the end of the report and are optionally available in the group footing options.

Sorting

- Custom sorting on large databases may be very time consuming. For the fastest results, use a predefined sort option.
- Select sort options that allow for the appropriate grouping, totals and summary reports.

Grouping

Grouping options can play a significant role in the overall appearance of the report.
The following grouping options manifest in a report as follows;

- Place totals in either group footing to create report subtotals for each group.
- Omit report detail to produce summary reports based on group the group footing subtotal and label.
- Place group labels in the 2nd level but not the first level and both (1st and 2nd level) labels will print on the summary row.

Group Breaks - Defined

Group breaks are triggered when a sort value in the database has changed. This value is referred to as a ***group identifier*** in Report Wizard. Each group may have an associated heading and/or footing. The group heading appears before the group, the group footing appears after the group.

Report Wizard allows several options for up to two group break levels. The group identifier may be printed within the group heading or footing. Applicable group totals may be printed in the group footing.

Sort Levels - Defined

Sort levels will determine the sequence of your data appears in the report. These sequence is normally alphabetical for characters and sequential for numbers. Report Wizard allows the user to define up to four sort levels for each report. Grouping options are available on the first two levels.

11 Miscellaneous

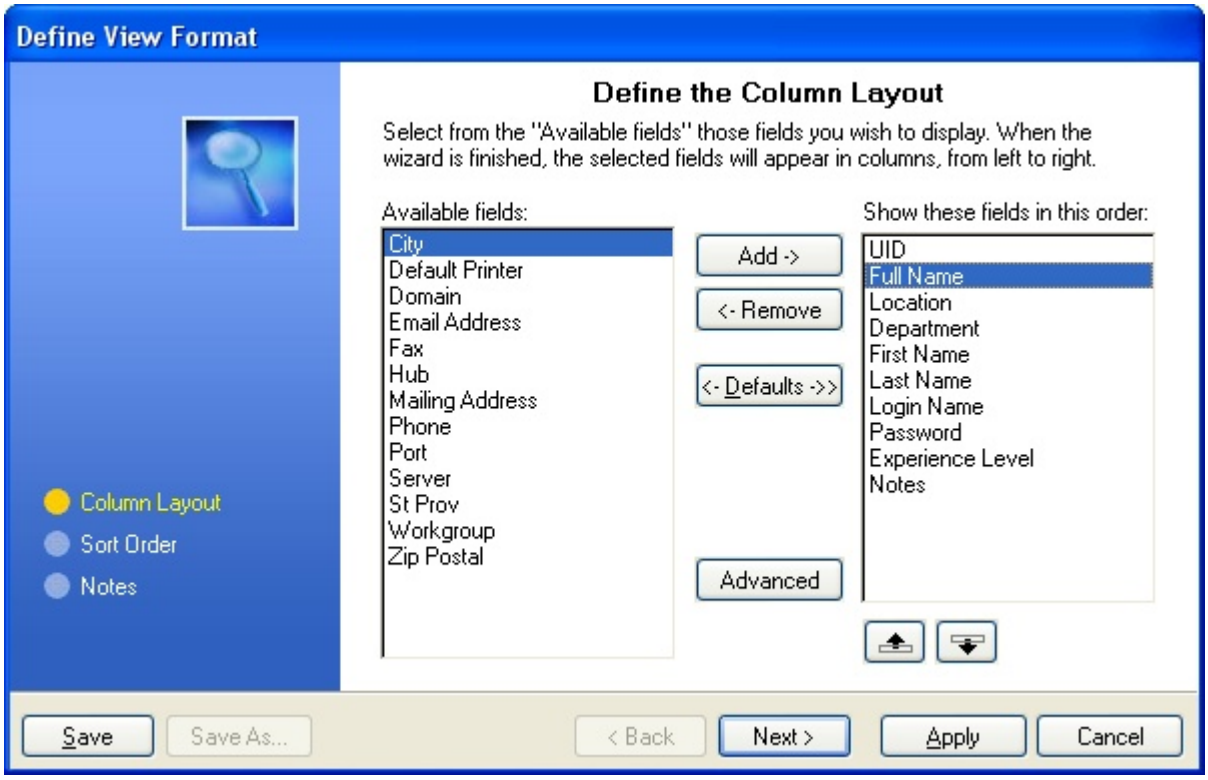
If you have any problems or questions as you try the program out, please don't hesitate to email me. Email Me

Technical support is free, just limited to email. As with all of my programs I encourage you to try the program out before purchasing a site license, and if you have problems or questions during the evaluation, please don't hesitate to email me.

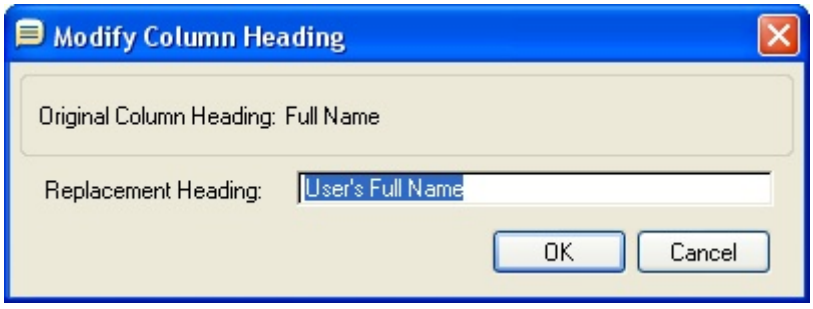
I also welcome suggestions for possible upgrades and future versions.

11.1 View Wizard

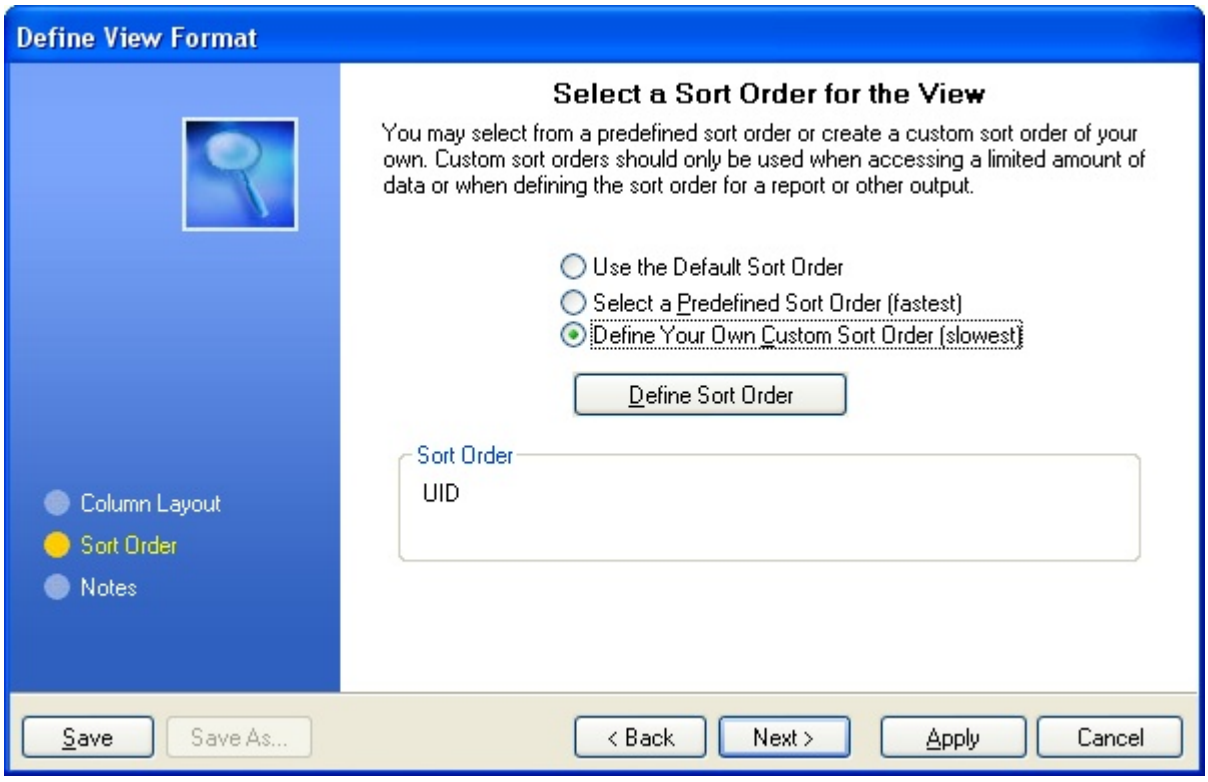
Several Browse style screens have a drop down list to let you create reusable views of the data. When defining a custom view, you start by choosing the columns you want displayed, removing any you don't want to see, and moving the order of the columns up or down.



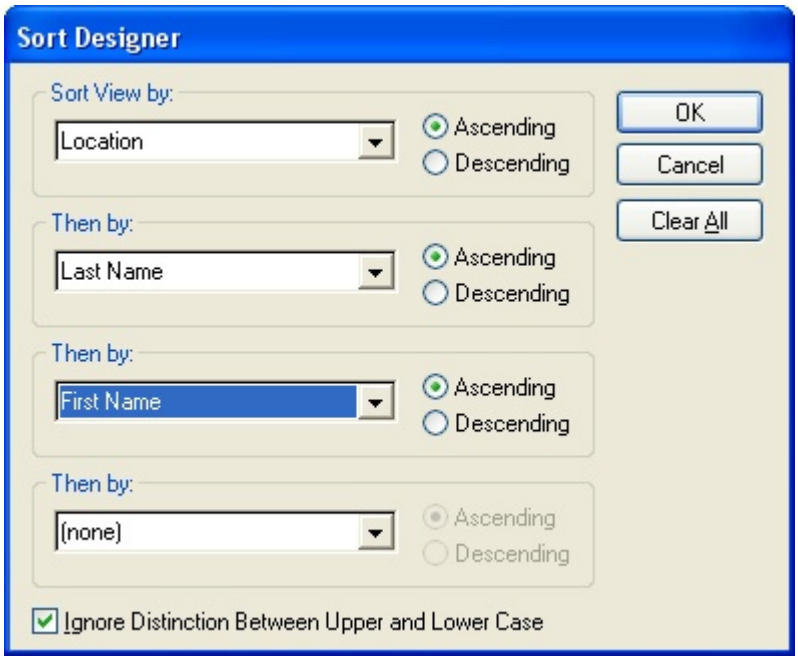
Clicking the Advanced button will let you rename the selected column. In the screen shot below I have renamed the Full Name column to "User's Full Name".



When you click the Next button you will have the ability to choose a sort order or create your own sort order.

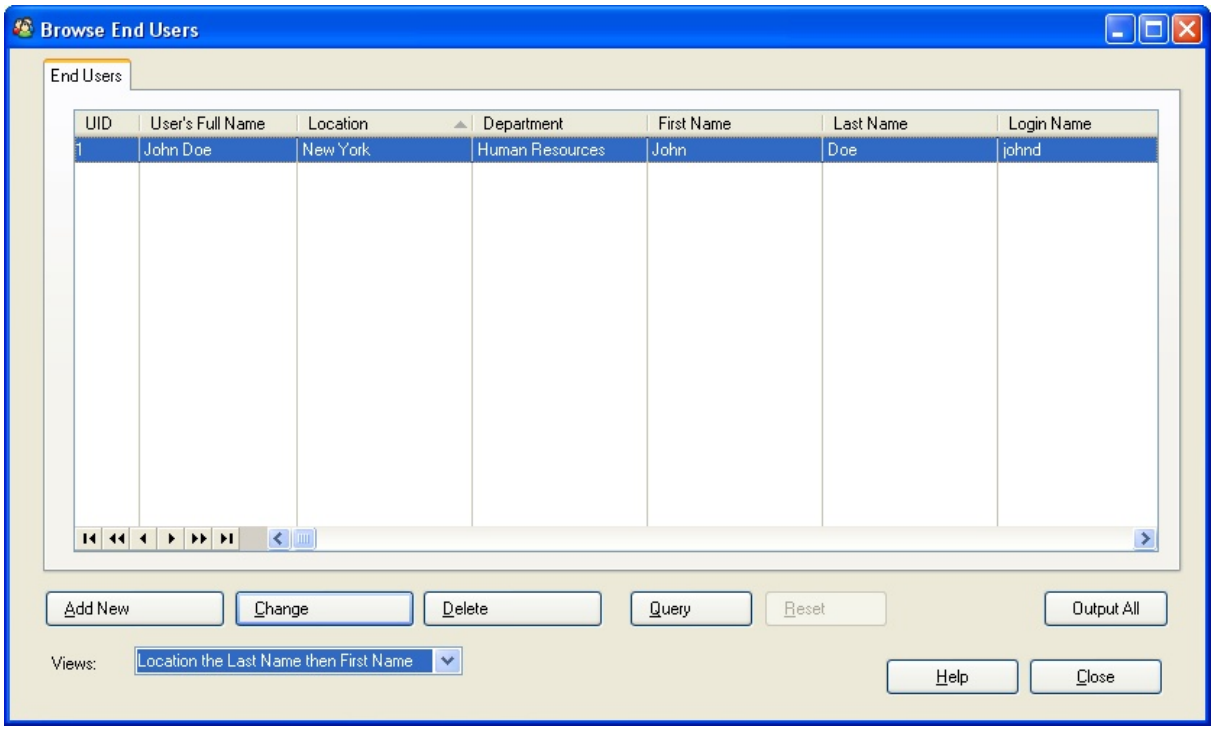


I will sort by Location, then Last Name and then First Name.



If you plan on reusing the view, don't forget to click the save button and give your view a short but meaningful name.

The next screen shows my just created custom view.

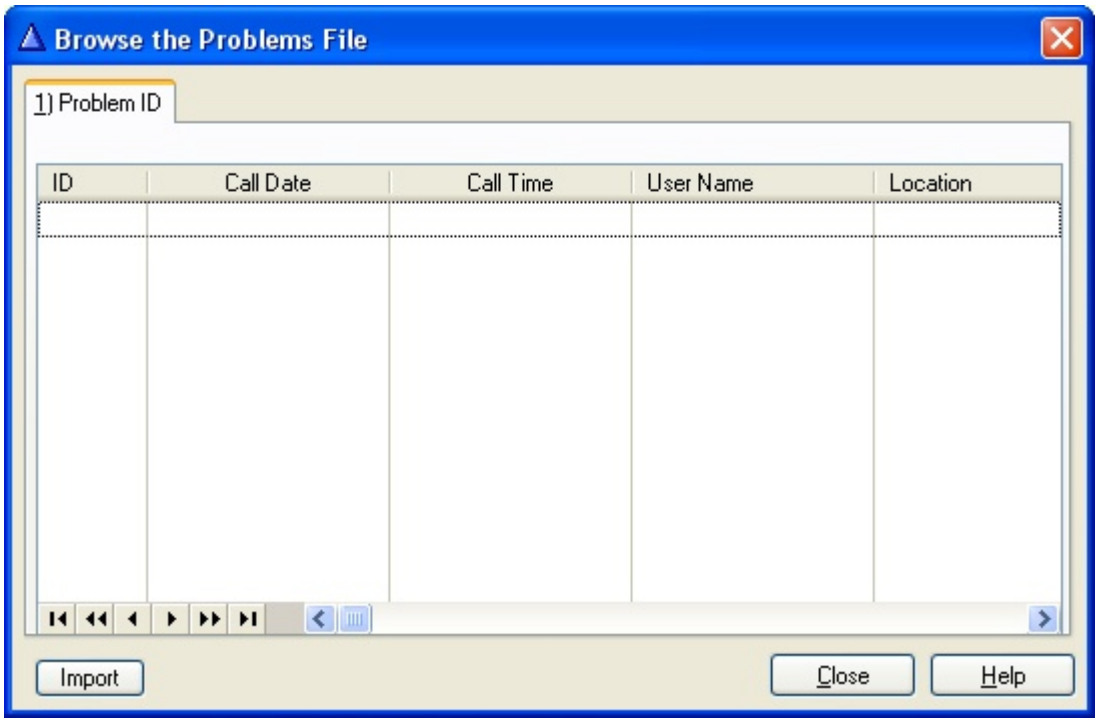


11.2 Lookup Tables

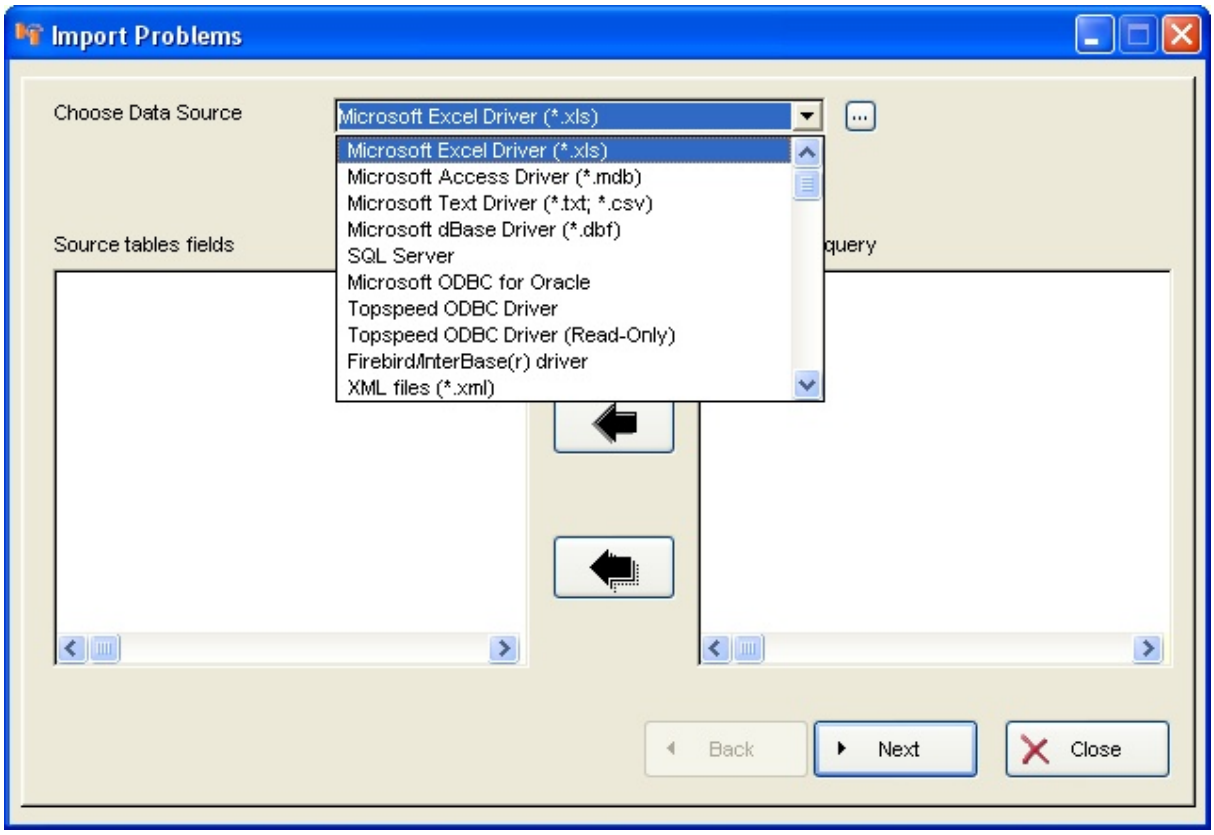
Throughout the program you will drop down list boxes. This is to speed entry of data and also to help insure data integrity. Fields like Location, Department and so on are kept in lookup tables. Then, when adding a record you can quickly select a value from the drop down list. If you have not already entered a value you want to use in a lookup field, just go ahead and type the new value. An update form will be displayed to let you add the new value "on the fly".

11.3 Importing Data

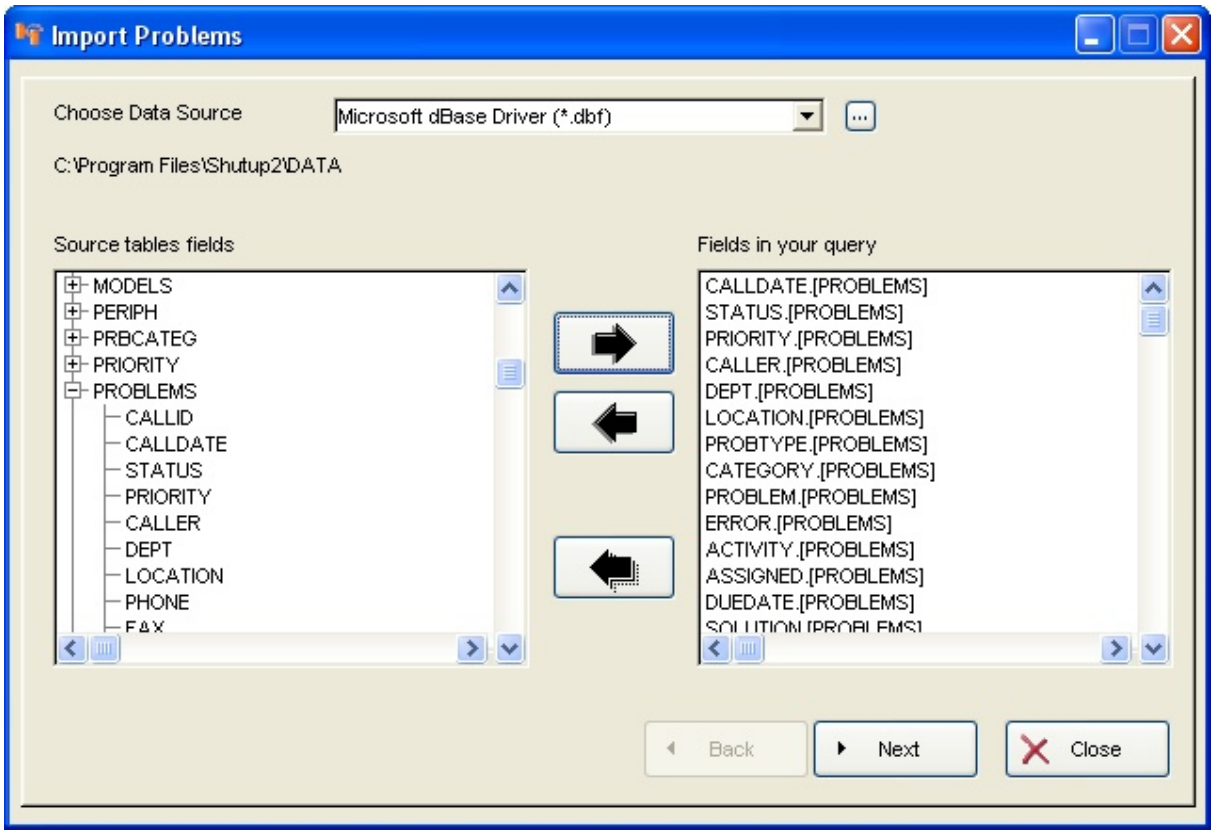
I have provided under the Utility menu options to allow you to import data for the main files. When you select one of these options, you will be presented with a browse style screen. If you haven't already entered any data, this browse screen will at first be empty. Click the Import button to start the process.



You will then need to select from the drop down list a data source type. This will be Microsoft Excel by default but you can choose from a variety of options.

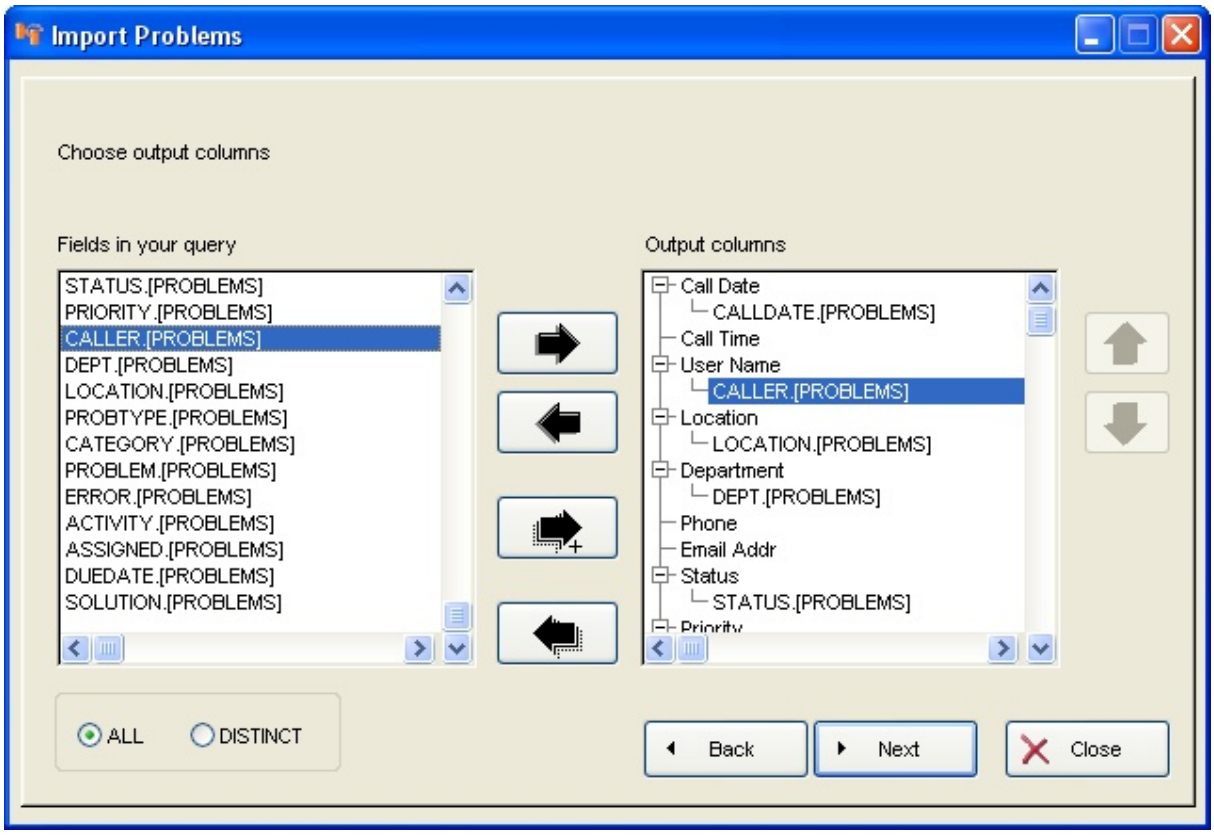


In my case, I chose .dbf files then clicked the button with the ... on it to browse to the folder containing the file I want to import from, C:\Program Files\Shutup2\Data since I importing from an older version of this program where the data was in a .dbf format.

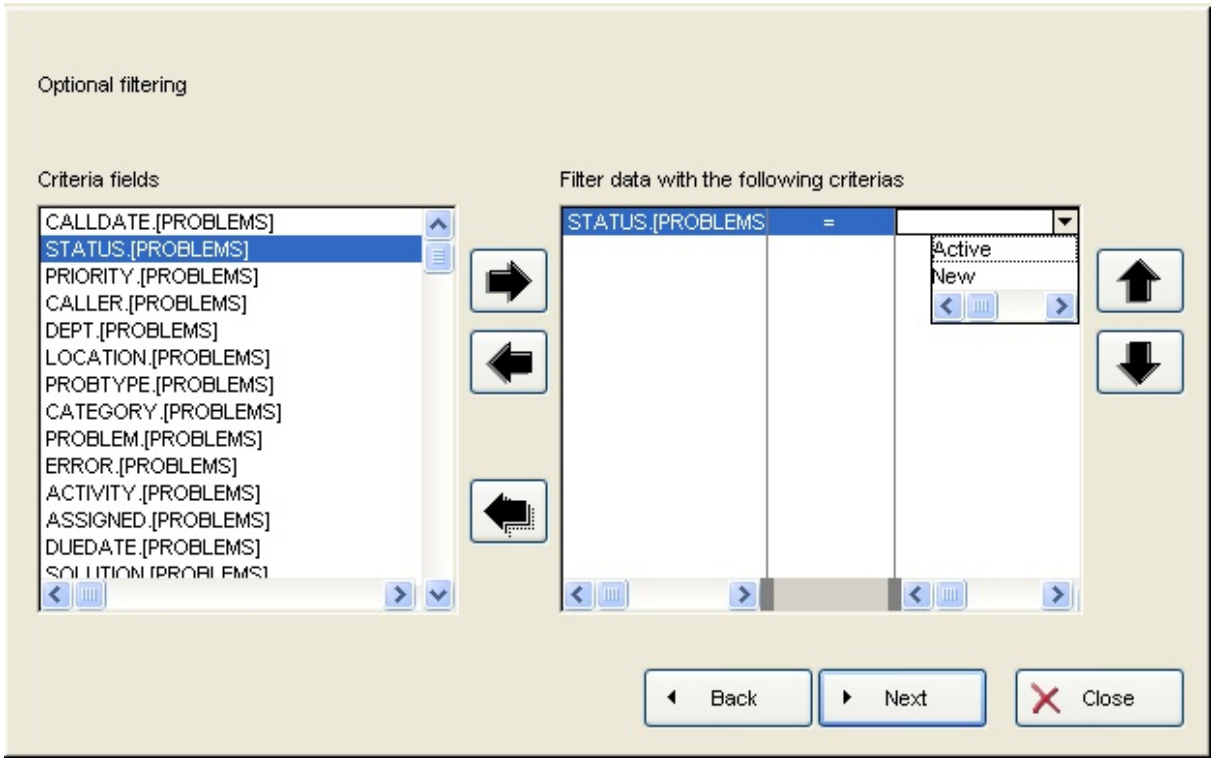


In the screen above I have expanded the tree with all the .dbf tables, selected the problems table and added a number of fields I want to import. Now I click the next button.

On the next step I can click the Arrow button with a + on it and the program will guess which fields to match up. When the field names don't match, I use the arrow key or drag and drop to match the fields on the left side with the corresponding fields in the right side column and then click next.

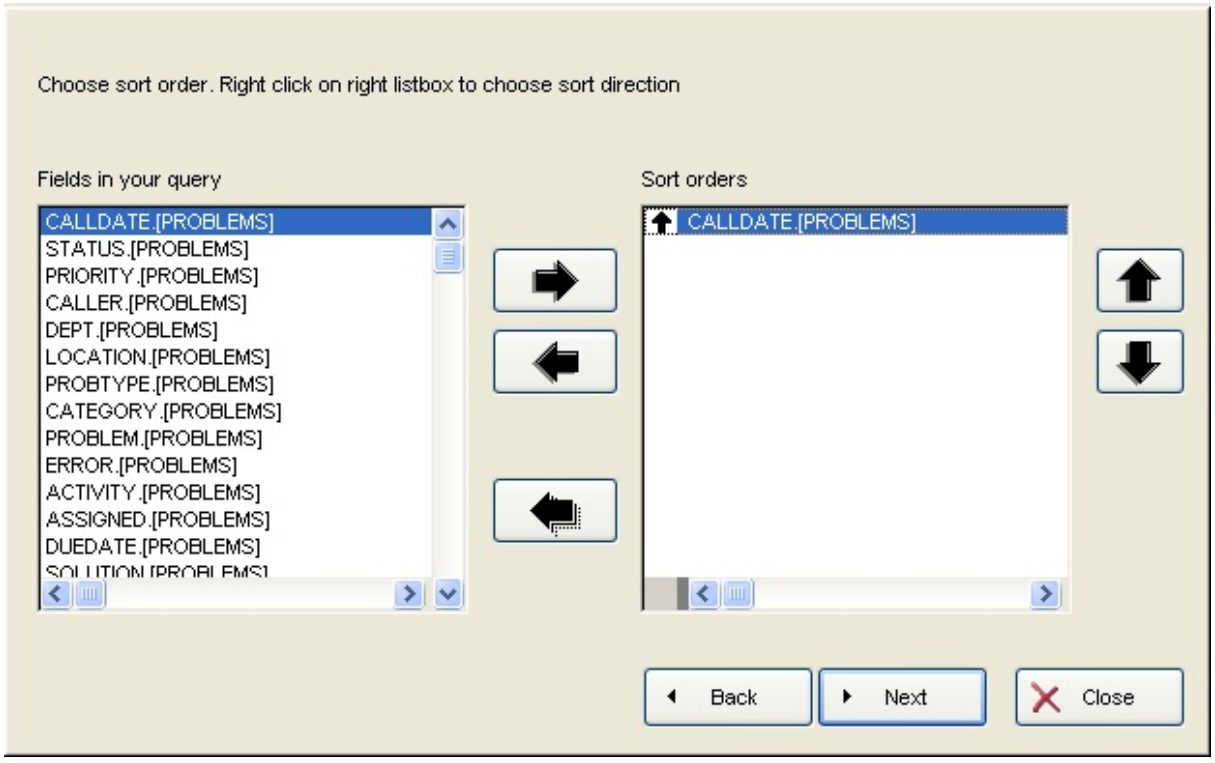


If I wanted to do so, I could filter the data to be imported. See the next screen.

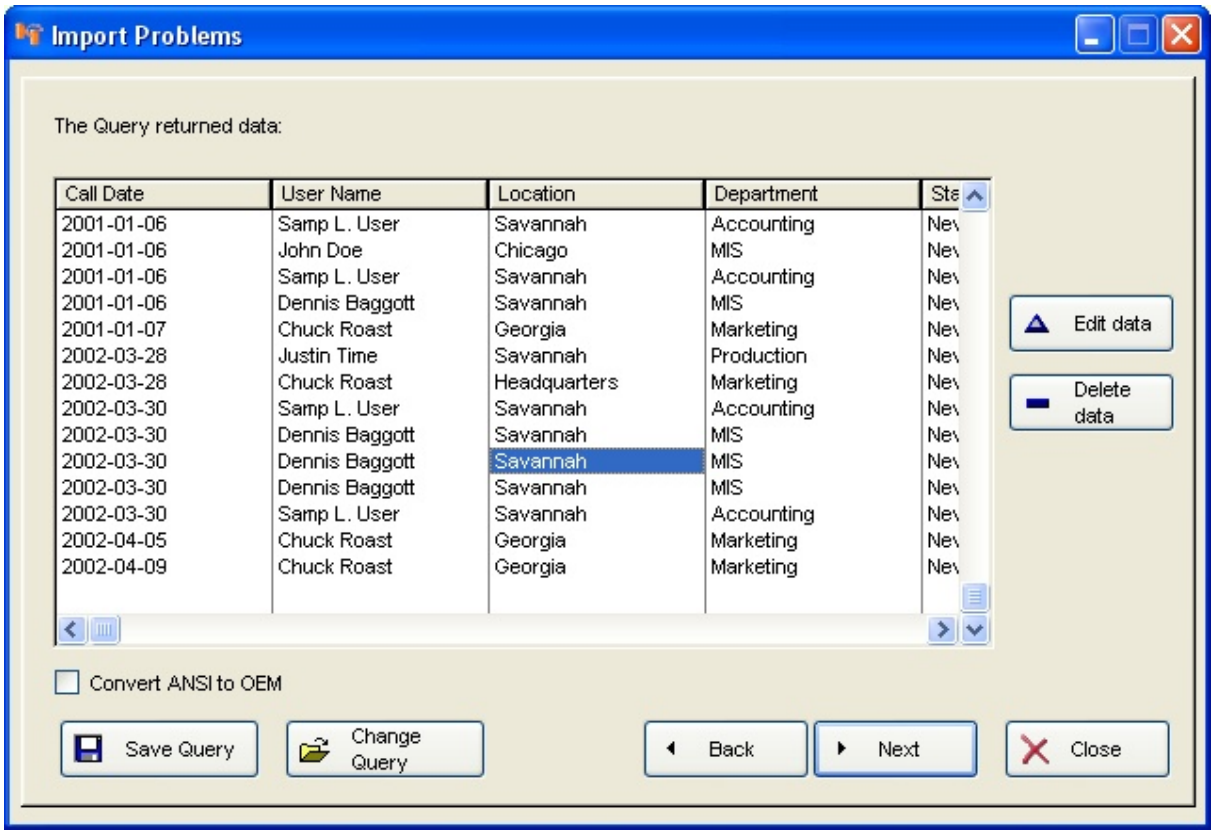


In this case, I don't need to use this filter.

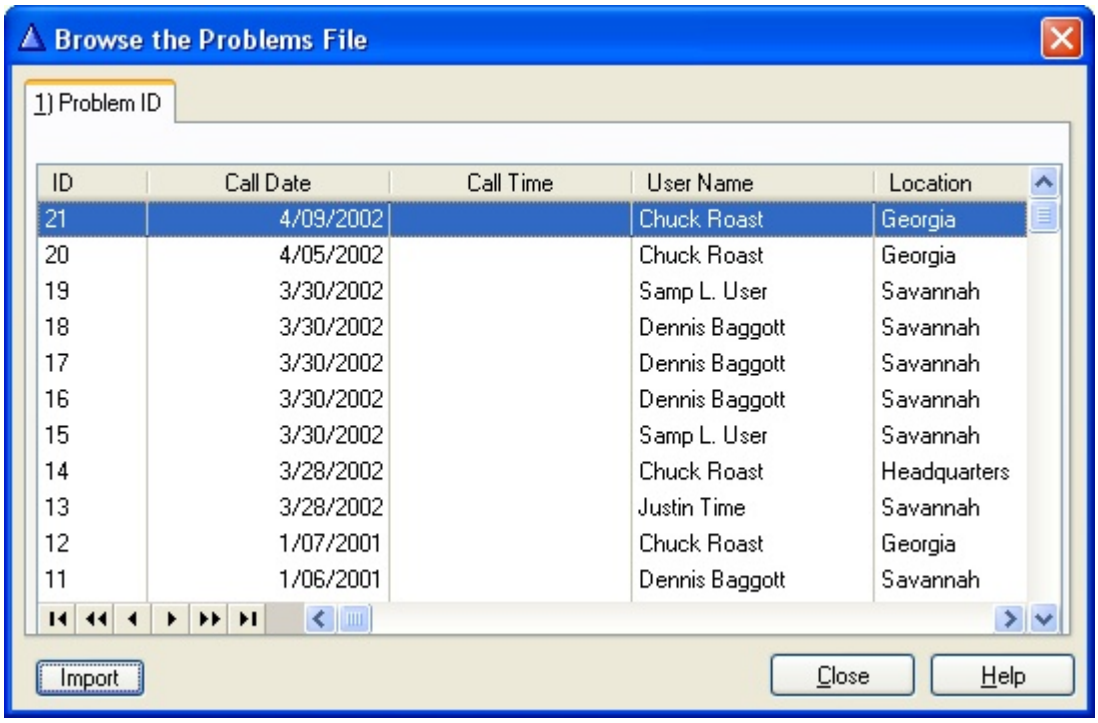
I could also choose a sort order for the data, but this really doesn't matter either.



The next screen will show the results of my query of the data to be imported.



Here I can Delete data or Edit the data before importing. I click the Next button, and then a progress bar is displayed as my data is imported. When I click finish I will now see my original browse screen with the imported data.



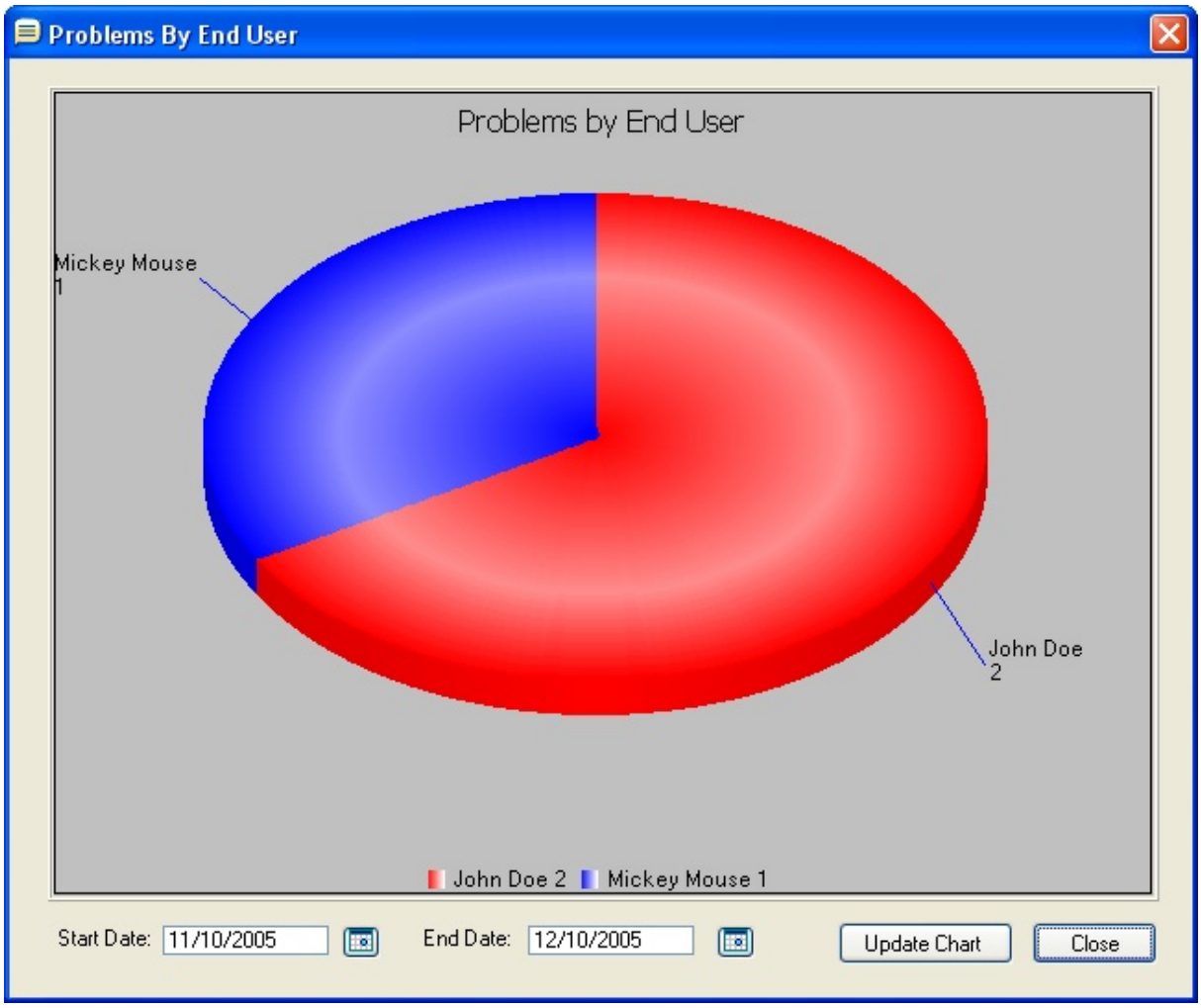
NOTE: In many cases you will only want to import a date field. However, in some case you will want to import both, however, depending on your source file you may only have a single "date" field which includes the date and the time. If this is the case just use the same field, matching it first with Call Date and then the same field with the Call Time field.

Close this screen and then user the browse and update procedures for this file.

11.4 Charts and Graphs

I am introducing integrated graphs and charts in this version of Shut Up and Reboot!. I will likely add the same charting features in many of my other help desk programs during 2006, so if you prefer another one of my programs, but like the charts and graphs please be patient as I hope to include this feature soon.

When you choose one of the report options for a graph or chart, you will see a screen like below.



If you have selected a chart or graph related to problems, rather than computer, software, etc, you will see that I have included a Start Date and End Date. By default this will cover the current date and the prior 30 days. You can either type in new date values, or use the pop up calendar to change the dates, however, after changing the date range, don't forget to click the Update Chart button. This is the way the data is refreshed with your new selection.

Now, when you are seeing a chart on the screen you may be saying, that is fine, but how do I print this? Easy. Right Click anywhere on the chart on you will see a menu pop up. One of the options is Print Graph. This will send the current chart of graph to your default printer. A printing message will be displayed while the chart is printed. You will also notice a Copy option. This does not make a real copy of the chart, it just copies it to the Windows Clipboard so you can paste it into a word processing application or include in presentation program. The Save As option will allow you to save the chart as a .bmp or .png file for later use. Finally, in some cases I have provided the ability to change among different graph types.

The labels along the axis may be fine for all charts and graphs when you have a small set of values. However, when you are graphing a lot of values you may find it works best to use a Pareto style chart than a bar or line graph. Pie Charts can be especially hard to read when there are many different values to be labeled.

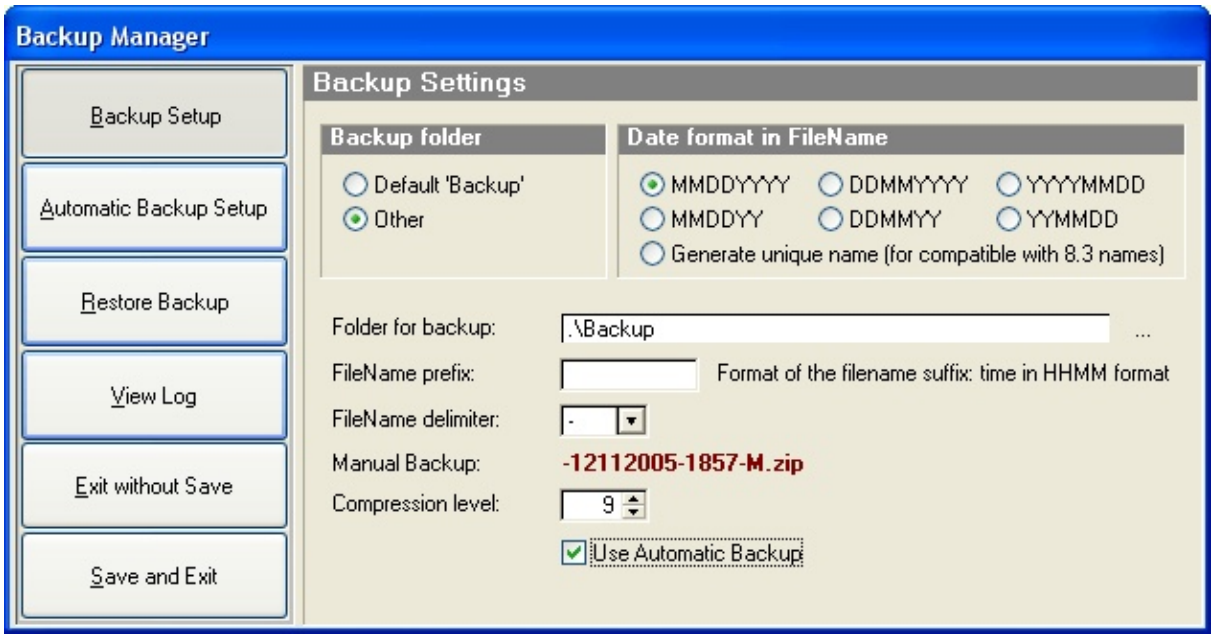
I would welcome any feedback on the charting features. I know that many are comfortable with creating charts in Microsoft Excel and prefer having more control over the design of the chart. For those people, the Output All option may be fine. However, I am hoping that some will find these graphs useful and I would be glad to hear from you.

11.5 Backup and Restore

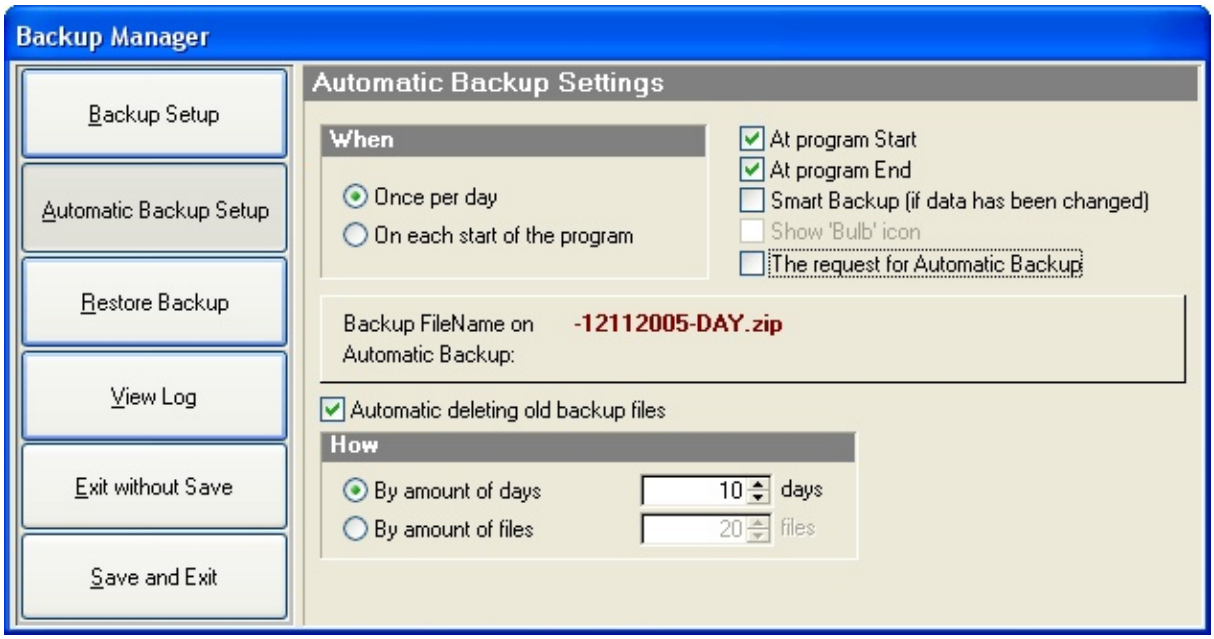
This is also the first of my customer support/help desk programs where I have added an integrated backup and restore feature. I have to admit that I have always assumed that people who are in the business of supporting computers and users would just naturally have regular backup procedures in place to guard against the loss of data. It may be that this is the case for most people, but at least in Shut Up and Reboot! 2006 I have made that chore a little easier.

Under the Utility Menu option, after the Import options, is a menu item for doing a Manual Backup and a an item named Backup Manager. The Manual Backup option just creates a backup whenever you select that option. The data backups are stored in a standard .zip format file, but the Backup Manager makes creating backups, and restoring them, easier. Notice in the screen below I have checked a box labeled Use Automatic Backup. If this box is not checked then the Automatic Backup Setup option will not be enabled. I suggest you at least try the Automatic backups. By default the subdirectory named Backup will be used for creating backups. The fact that the folder is subdirectory (under the folder specified by the START IN option for the shortcut used to launch Shut Up and Reboot! 2006 is indicated by the .\

You can specify a different drive and folder by entering something else in the Folder for backup entry. This may be a good idea, since if your hard drive died, the backups would not be available. At least until you have used the program for quite a long time, your backups can fit on a diskette so you may just changed the folder to be A:\

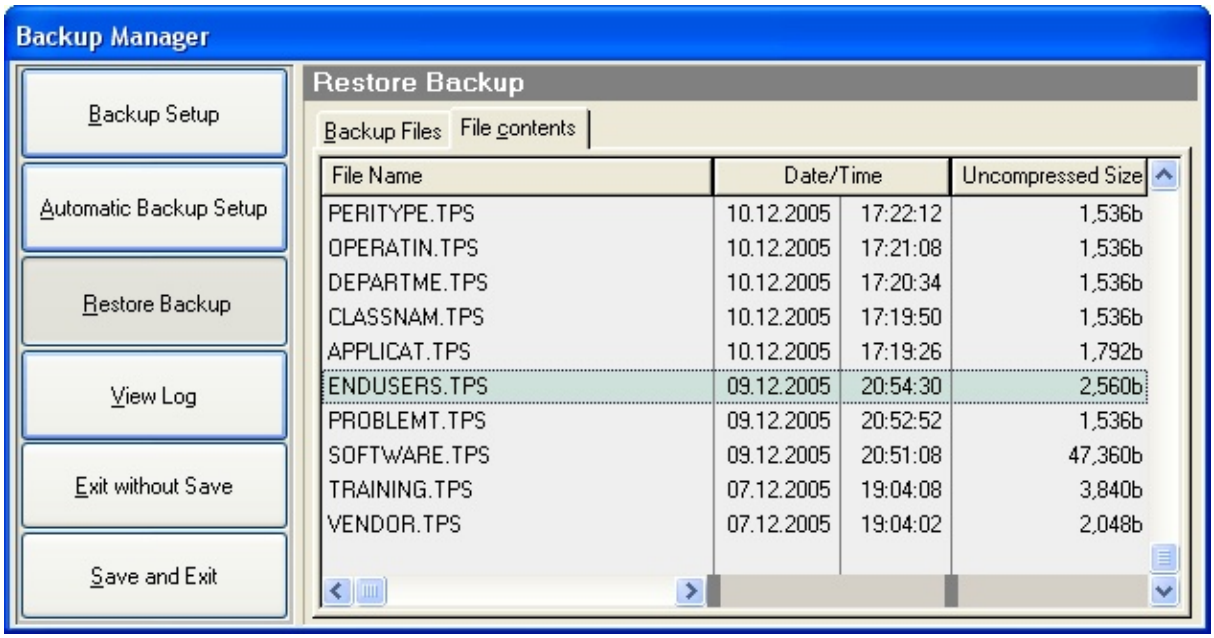


Now if you have decided to use Automatic Backup, you will see the screen below when you choose Automatic Backup Setup. You can choose to have backups each time your start the program, each time you exit the program, or just once a day. NOTE: The Smart Backup option if checked would enable a Show Bulb Icon check box. This feature is not enabled and recommend you don't use Smart Backup, anyway, Usually at the Start or End of the program is sufficient.

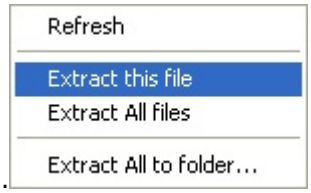


Now assuming you have backing up your data, there may come a time when you need to restore the data. That is the purpose of the third button, Restore Backup. Whether you choose to manually backup data, or backup automatically, the program backs up all your

data files (as well as Querys, Views and Custom Report files. Chance are you would only need to restore a file at a time. Say you deleted some users, and realize you didn't really want to delete them - well you did, want to delete them, but Personnel wouldn't let you get rid of them. So, you choose to Restore a Backup. See Below. I have selected my most recently backup, then chose to View the File Contents. The only file I want to restore is the End users file, so I have selected it.



I can now Right Click and choose.



the Extract This file option. That's all there is to it, but who knows this could come in handy some day and you will thank me for going to the time, trouble and expense of including this feature in the program.

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