

PaloByte

7109 Whispering Oaks Dr., Austin, Texas 78745 (512) 475-4570 - BBS

Network Support System

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written by **JERRY NORMAN**

Beta Version 1.07

Purpose

Network Support System (NetSup) is a network management tool. The primary purpose of NetSup is to make network administrators and user support techs life run slicker than cow patties in a field of dew (drops). Tracking network users specifications, hardware, software and help desk type support call logging are the primary functions of the system.

Introduction

The Network Support System was designed to manage a large, multi-site, multi-server array of networks distributed through out Texas. The system is multi-user, so more than one person can provide support.

The best way to check out the features of the system is to use it. The navigation of menus will be a breeze for anyone who has used a Novell menu.

Requirements

- 1) PC compatible computer w/ optional mouse.
- 2) Disk space that the program takes up.

- 3) SHARE.EXE MUST be loaded if not on a network.
- 4) DOS 3.x or greater

Installation

Copy all original files from the distribution disk into a directory of your choice.
(SHARE.EXE MUST BE LOADED IF NOT ON A NETWORK)

Usage

The only thing to remember is that all users must change into the directory where the data file is stored. The programs can be located in the same directory as the data file or via a path statement or a mapped search drive.

Start-up

The command to start the program is NETSUP.EXE. The program does not accept any command line parameters.

One environment variable is recognized if it is present, LOGIN_NAME. If LOGIN_NAME is set to the name of the user at the current workstation, it will be used when recording service calls, setting individual screen colors, and other customizing features. If this environment variable is not defined, the user will be referred to as GUEST and must share colors and setup features with other users.

Menus

Network Support System is designed to be navigated using chained menus and commands. The menus are described briefly below.

Site Menu

Select Select a Site by highlighting the Site Name and press **[Enter]**. Optionally you can press the first character of the Site Name and the system will highlight the next Site Name beginning with that character pressed.

Add Add a site by pressing **[Ins]** and filling in the site information requested.

Deleting Delete a site by pressing **[Del]** and responding **[Y]** or **[N]** to a confirmation menu. Sites and other entries can only be deleted from the list box selection menus. Deleted items are not removed from the database, but are marked by placing a 255 character in the first byte of the record. You must use the **Reorg** (not yet available) option from the **Other Utilities** menu.

Tech Service Log

Enter a new service call or manage previously entered calls.

Network Site Information

The same information entered for each new site.

Computer Hardware

Track computer hardware used on each network by the server(s) and users(s).

User

Track user specific information.

Other Utilities

Configuration and Report menus.

RELEASE NOTES:

v1.01-3 This is preliminary release of documentation for Network Support System. The F1 key can be used to access on-line help. Future releases of Network Support System will contain a more complete set of documentation.

v1.04a The data file layouts have been changed from a single database system to multi database files. None of the data entered in the early release of NETSUP will be accessible in the new version. If you have had the time to enter a substantial number of records in the previous version, let me know and I will arrange to provide an upgrade utility.

This version also fixed several initial release bugs including problems using the cursor in the list menus. If you have a mouse, you can use it in the menus and list boxes, if you do not have a mouse, you will need version v1.04a or later.

v1.04b The operator configuration file has been expanded to contain information such as total hours in NETSUP, total time in calls, total calls and color configuration. You will need to delete all .CFG files in the NETSUP directory prior to using the new version. This version also includes expanded reports from the TECH LOG section. You can now select tech logs by different date criteria such as all calls from today, since first of month, and since first of year.

v1.05b Minor problem using PgDn was fixed. Operators log file is now being created to store system usage and error codes. Check the NS_USAGE.LOG file for errors and report them to us.

v1.06-7 Several basic functions were improved. The Edit screens now wrap to the next field on full field. ALT-F10 will quick exit NETSUP from anywhere. Fill background screen character was added to the operators configuration. If you have an old operator .CFG file, delete or copy it to a temp directory and delete the .CFG to see the effect of the new fill character.

UPDATE program was added to convert from previous versions to the current. In the near future the updates will be automated but for now you must run NS_UPGD to upgrade the databases.

VENDOR database was added to track suppliers and vendors for each site.

Notes:

I would like to express my thanks to those people that have expressed an interest in this system and I would encourage you to continue the dialog, the system will be update at a fairly rapid rate during the final stages of development. Express yourself and be a part of the final design, Bubba says 'tell us what you want and you just might get what you need'.

Please report any bugs or comments to the address above or leave a message to the sysop, Jerry Norman on:

OCAnet BBS at (512) 475-4570
Compuserve

or

Download NetSup Updates from
Austin's Novell Users Group BBS

P.S.

Remember the Bigger Bubba Rule: Bubba get what
Bubba Likes!

License

Even though you have read bull like this before, Bubba and the Boyz think you should read this section at least once.

NetSup is NOT PUBLIC DOMAIN
NetSup is NOT SHAREWARE
NetSup is NOT FREWARE
NetSup is **NOT A SUBSTITUTE FOR SEX**

NetSup is **BUBBAWARE**, the back to basics concept of

YOU SCRATCH MY BACK
AND
I'LL SCRATCH YOURS

Basically, BubbaWare is my part of the bargain, I scratch your back. If you find that this software is worth using and has become part of your daily life, then it is your turn to scratch my back by the method of your choice. Money , \$50.00 US will do just fine, but if money is as elusive to you as it is to me then, you decide what to do. Software that you have the legal right to release would take care of your part of the bargain as long as I don't already have it. If you don't have a use for this software, pass it on to someone who might.

BubbaWare takes the bull out of public domain shareware in that the above statement is in no way a demand or threat to users who do not want to scratch anyone's back. The only thing you cannot do with BubbaWare is to charge for it without splitting the piggy bank with the author.

No matter which way you chose to support the development of BubbaWare, the use of the software to improve you life without the hassles the come with guilt placed on users by the newer generation of PUBLIC DOMAIN DEVELOPERS, aka Shareware, developed with monitory gains in mind. Quality software is never programmed, it is always CREATED with

function and purpose in mind and BubbaWare will improve if you the end-user take it upon yourself to CREATE the software you want by developing a relationship with BubbaWare developers.

Disclaimer

BubbaWare developers can not be held responsible for producing unexpected results causing damage of any kind. This means that you should use this software only if you want to assume full responsibility for any damage it might cause to your business.

If the expected results occur and the software helps to save a few brain cell, then the author will take full responsibility for creating such a master piece and you should take full credit for putting it to good use.