

SERVICE ORDER
SCHEDULER
GUI Quick Reference

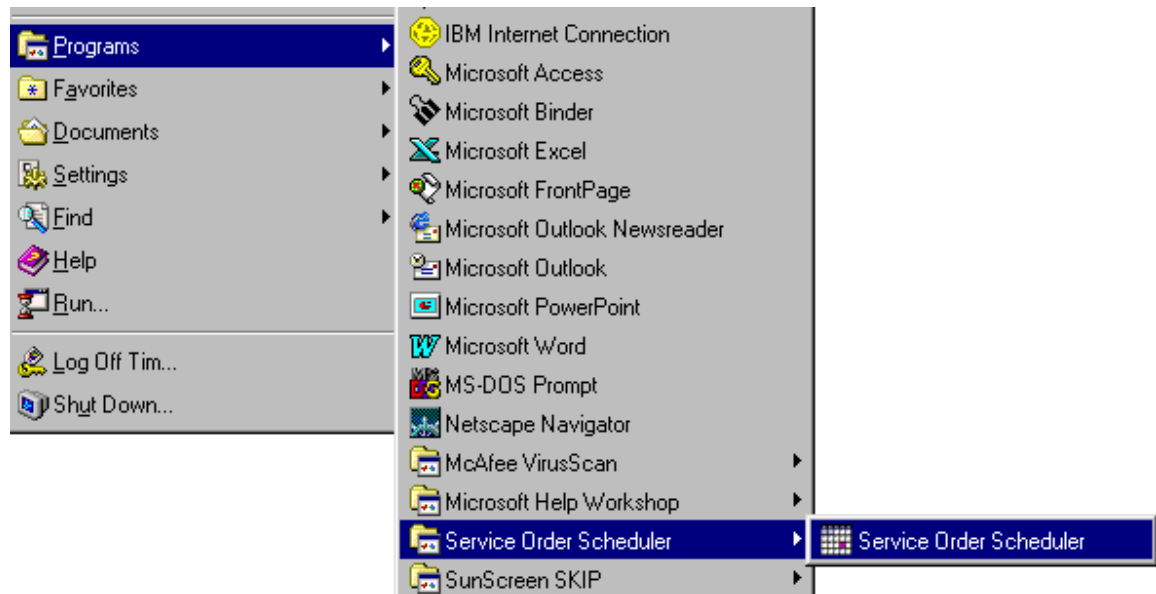
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Starting the Scheduler

To start the SCHEDULER GUI application, do one of the following:

- 1) From the **Programs** Menu (under the **Start** button), select the program **Service Order Scheduler** from the submenu of the same name.



- 2) Create a *shortcut* and place it on the **Desktop**. Locate the file SOS.EXE on your system (it will default to location /SOS/SYSTEM/) and press the right mouse button and select **Create Shortcut**. Drag and drop the newly created shortcut to the Desktop. You can also create shortcuts for the Calendar (SOSCALE.EXE) and the Pending Lists (SOSPEND.EXE) windows. Once created, you can start the SCHEDULER by double clicking on the shortcut.

Service Order Scheduler Window

The Service Order Scheduler window should now appear. *If this is the first time you are running the program, some setup information may be requested from you. See Scheduler GUI Setup for a review of those screens.*

The service order currently available to be scheduled. This value can be set from a service order path on the attached AS/400, or from the calendar path.

File Menu

Menu Bar

SOS - No Service Order found

File Help

Service Order Scheduling | Schedule Log | Schedule Trace Info

Current Schedule

Service Tech [] Override to Tech

Use Schedule Overrides

	Month	Day	Year	Hour	Min
Start	January	01	2000	00	00
End	January	01	2000	00	00
From Time Window				00	00
To Time Window				00	00

Priority Scheduling

Check After Hours

Scheduling Method

- Select Date Only
- Appointment Window
- Issue Set Time

Selected Service Tech

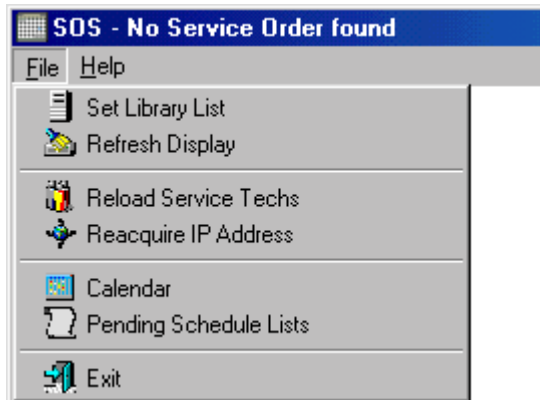
Selected Schedule Date/Time

Next Avail Apply

TMF

Connection Name used to communicate with AS/400 application.

File Menu and Menu Bar



Set Library List – Updates the AS/400 library list used by the scheduling window.



Refresh Display (F5) – Reloads information on the screen from the most recently saved copy of the schedule.



Reload Service Techs – Updates the local file that contains Service Tech information. This option will automatically run if the local file (sossvtech.txt) is not found or is empty (see *Scheduler GUI Setup*).



Reacquire IP Address – If the IP address does not appear in the lower right corner of the display, then this program will not be able to communicate directly with the CIS system running on the Server. Select this option to tell the program to attempt to retrieve the IP address again.



Calendar – Starts the SCHEDULER'S calendar window.



Pending Schedule Lists – Starts the SCHEDULER'S work lists for Unscheduled Orders and Rescheduled Orders.



Exit – Exits the SCHEDULER and closes any windows opened while in the SCHEDULER.

Service Order Schedule Information

Current Schedule – This represents the existing schedule date and time for the selected service order, or “No Schedule Found” if the order has not yet been scheduled. If the existing schedule is followed by “* expired *”, the service order is still open, but the schedule date has passed.

Service Tech (drop-down list) – Provides a list of available Service Techs that can be assigned to this order for completion. This list is only available if the *Override to Tech* box has been checked.

Override to Tech – If checked, this tells the SCHEDULER to assign the Service Tech named in the drop-down list to this order.



Date Search – Press this button to display a calendar that can be used to select the *Start Date* in the *Use Schedule Overrides* section. (see *Date Search in the SOS Calendar section for details of how this window works*).

Use Schedule Overrides – If checked, allows the user to override the following scheduling parameters:

- **Start** (month, day, year, hour, min) – Defines the point in time where the SCHEDULER will begin looking for the first available schedule date.
- **End** (month, day, year, hour, min) – Defines the point in time where the SCHEDULER will stop looking for an available schedule date.
- **From and To Time Window** – Defines the window of time that can be searched for an available schedule date. Only times within this window are looked at by the SCHEDULER for each day between the *Start* and *End* dates.
- **Priority Scheduling** – If checked, the service order is given the first available time, whether or not that time is already scheduled to another (non-priority) order.
- **Check After Hours** – If checked, this flag tells the SCHEDULER to include time intervals marked as “after hours” when searching for the first available schedule date. If the *Priority Scheduling* box is checked, this box is automatically selected and cannot be overridden.
- **Scheduling Method** – Allows the user to override the default method of scheduling. Only one of the methods can be selected. If the *Priority Scheduling* box is checked, the *Issue Set Time* method is automatically selected and cannot be overridden.
 - **Select Date Only** – Service order is scheduled to a specific date only.
 - **Appointment Window** – Service order is scheduled to a specific date and time period (AM/PM).

- **Issue Set Time** – Service order is scheduled to a specific date and time of day.

Selected Service Tech – This is the Service Tech picked by the SCHEDULER to complete the service order.

Selected Schedule Date/Time – This is the next available schedule date (and time) as returned by the SCHEDULER.

Next Available Button – Use this to cycle through the available schedule dates within the selected time period. *Note:* You can only move forward through the available times. To restart the search, *Refresh* the screen or change the *Start* date.

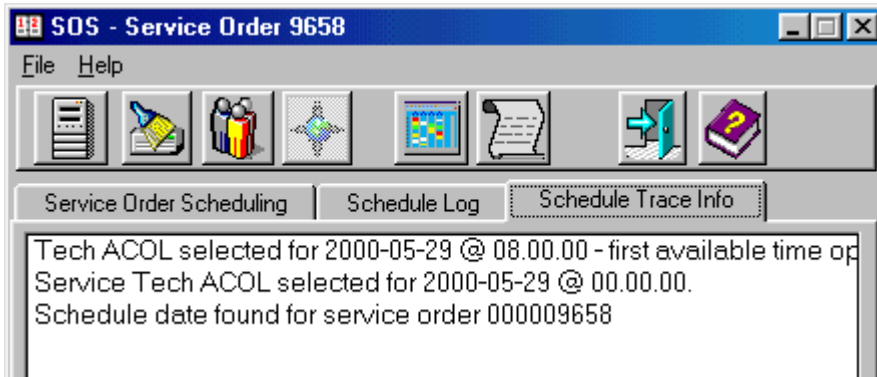
Apply Button – Press this button to assign the next available schedule date and time to the service order. In most cases, this will be the same date and time shown in the *Selected Schedule Date/Time* field, but it may be different. This would occur if the date and time is no longer available (was selected for another service order by another user).

Service Order Schedule Log

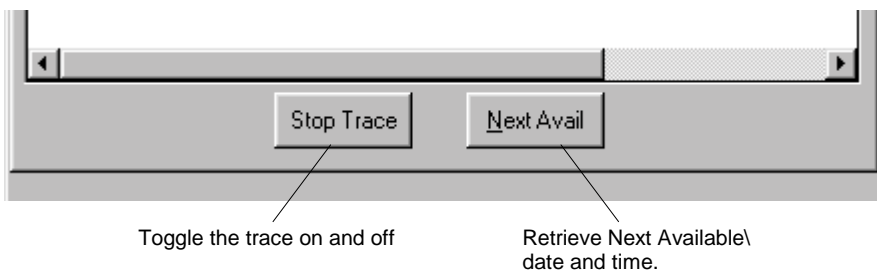
Displays a chronological listing of scheduling events for this service order.

Scheduler Trace Info

Displays the output from the Scheduler trace.



Note: this tab will only display if the user has been granted update authority to the SOS_TRACE option in the GUI security file.



SOS Calendar

From the *Scheduling* window or *Pending Schedule Lists* window, press the Calendar button on the Menu Bar or select the Calendar item from the File Menu.

Previous Day

Service Tech ID button can be pressed to show their scheduling limits for the selected date.

Next Day

Date Search

SOS Calendar

File Help

Monday September 11, 2000

Portland Vancouver

0106 Multnomah Tech	0107 South Aloha Tech	0108 West Hills/ Vernonia Tech	0201 Gresham Tech	0204 Powellhurst Tech	Mo
S/O # 1415881 6600	S/O # 1399435 2300	S/O # 1414220 2300	S/O # 1412891 2300	S/O # 1418024 7100	S/
S/O # 1416422 5800	S/O # 1414403 7100	S/O # 1414224 2300	S/O # 1414646 5600	S/O # 1418901 7100	S/
S/O # 1416565 6600	S/O # 1397938 2300	S/O # 1414329 2300	S/O # 1414976 7100	S/O # 1419206 2300	S/
S/O # 1416658 5500	S/O # 1410649 2300	S/O # 1416302 7100	S/O # 1415498 6400	S/O # 1419421 2403	S/
S/O # 1416772 2300	S/O # 1418372 2400	S/O # 1417850 2400	S/O # 1415807 7100		S/
S/O # 1416995 2300	S/O # 1418711 7100	S/O # 1419364 7100	S/O # 1415959 7100		S/
S/O # 1417225 6600	S/O # 1418948 6600	S/O # 1419394 2401	S/O # 1416756 2300		S/
S/O # 1417552 6600			S/O # 1417875 2300		
	S/O # 1418094 7100	S/O # 1419627 7100			
	S/O # 1418791 6600	S/O # 1419678 6600			

198.5.59.153

Connection ID

The **date** that appears directly below the menu bar controls which schedule is being displayed.



Press the **Previous Day** button to move the calendar back one day.

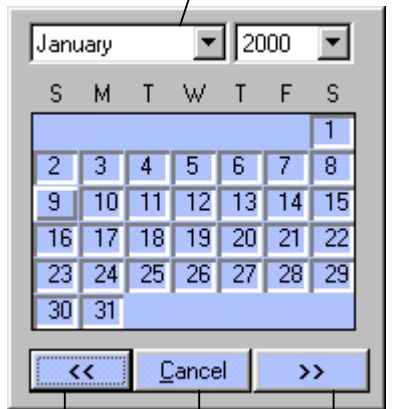


Press the **Next Day** button to move the calendar ahead one day.



Use the **Date Search** to jump directly to a calendar in the past or in the future.

Current selected month and year. User can select another date from these combo boxes.



Previous Month

Next Month

End Date Search

The **current selected date** will appear as a raised button.

Holidays (as indicated in the CIS file UHOL) will appear with a red border. If you place the mouse pointer over a date marked as a holiday, a description will appear.

A single or double click on one of the calendar dates will close this window and load the SCHEDULER calendar with entries from the selected date.

Tabs – Through the use of filters you can display up to 10 different calendar windows. Use these tabs to jump to the desired calendar.

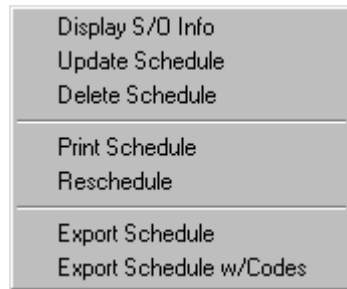
Leftmost Column – The time of day appears in the leftmost column of the calendar detail.

Remaining Columns – The Service Tech code and name appear in a button at the top of each column. You can press this button to display a window that allows update of the Service Tech’s scheduling limits.

Scheduled service orders appear below the Service Tech they are assigned to. The color used to display the order indicates the scheduling method used for the order.

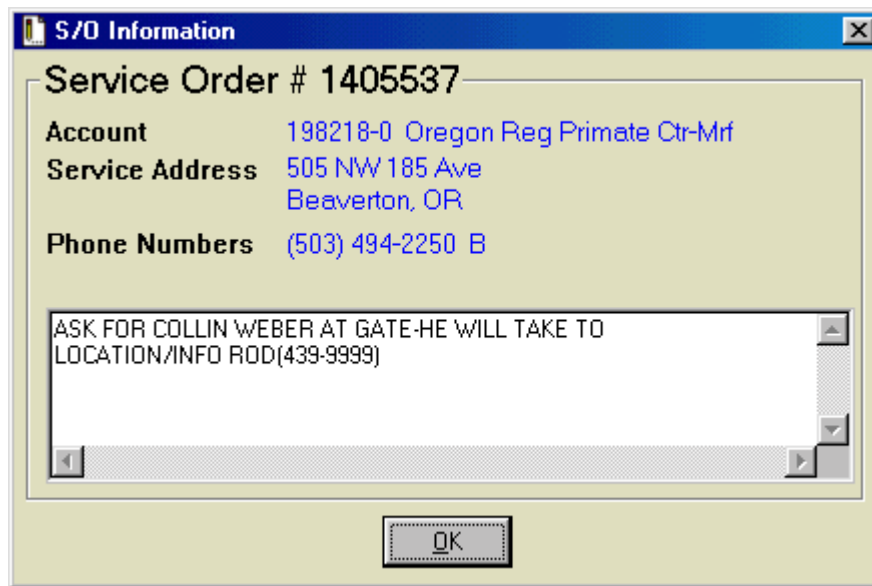
Red	=	Priority schedule
Green	=	Issued set date and time
White	=	Assigned to date and time period (AM/PM)
Yellow	=	Assigned to date only
Blue	=	Completed orders

Calendar “Pop-up” Menu



Pressing the *right mouse* button while the mouse pointer is within the Calendar detail portion of the window will bring up an edit menu with up to four options.

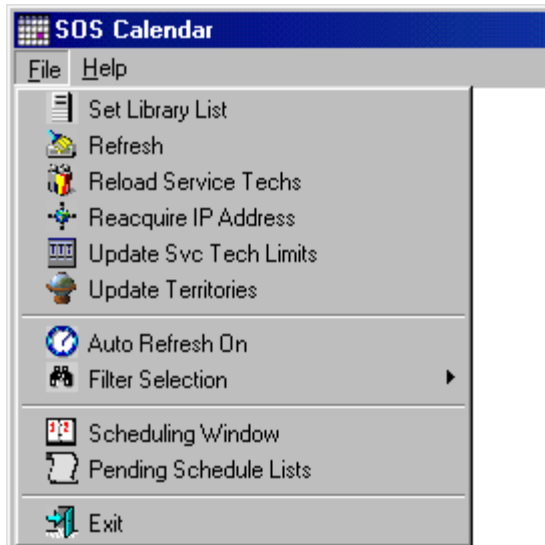
- **Display S/O Info** – This will display a window containing more information about the service order.





- **Update Schedule** – This will call the Scheduling window and allows you to change an existing schedule entry (this option is also called if the user double-clicks on one of the scheduled entries in the list). This menu item only appears if the mouse pointer is over an existing scheduled service order.
- **Delete Schedule** – This allows you to delete an existing schedule entry in the calendar. You will be prompted to confirm the delete request, and any deleted schedules are logged in the Schedule Log file. This menu item only appears if the mouse pointer is over an existing scheduled service order.
- **Print Schedule** – This will enable you to print a listing of all scheduled orders for this Service Tech on this date. *Note:* The printout is sent to the AS/400 for printing, and the output queue is referenced in the completion message.


- **Reschedule** – This will allow you to move currently scheduled orders from one Service Tech to other available Service Techs.


File Menu and Menu Bar





 **Set Library List** – Updates the AS/400 library list used by the scheduling window.

 **Refresh (F5)** - Reloads information on the screen from the most recently saved copy of the schedule.

 **Reload Service Techs** – Updates the local file that contains Service Tech information. This option will automatically run if the local file (sossvtech.txt) is not found or is empty (see *Scheduler GUI Setup*).

 **Reacquire IP Address** – If the IP address does not appear in the lower right corner of the display, then this program will not be able to communicate directly with the CIS system running on the Server. Select this option to tell the program to attempt to retrieve the IP address again.

 **Update Svc Tech Limits** – Displays a drop-down list box that can be used to select any Service Tech for updating their scheduling limits for the day. (See the Update Svc Tech Limits section for more details.)

 **Update Territories** – Displays a hierarchical list of available service territories and the Service Techs assigned to those territories. From this window you can change

various scheduling parameters for one or more Service Techs. (See the Update by Territory section for more details.)



Auto Refresh On – If set to on (✓), the window will automatically refresh itself every 30 seconds.



Filter On/Off – If set to on (✓), the Calendar will only show Service Techs that match the filter criteria.



User Preferences – Display a window that allows the user to set how the Calendar will display. Can be used to limit the service tech schedules included in the list. From the submenu, you can set the filter on (✓) or off, and you can change the filter settings. (See the Update Preferences section for more details.)



Scheduling Window – Starts the Scheduling window.



Pending Schedule Lists – Starts the SCHEDULER'S work lists for Unscheduled Orders and Rescheduled Orders.



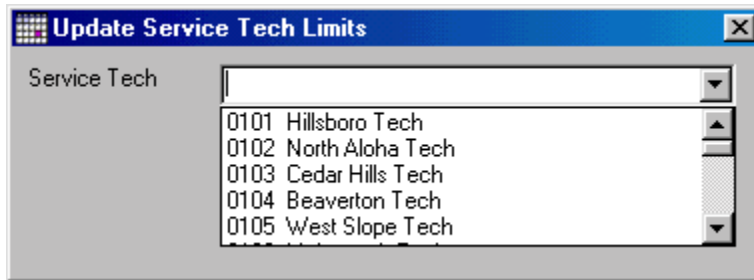
SOSPalm Interface – Starts the SOSPalm interface program used to transfer Scheduling data to and from a Palm Pilot.



Exit – Exits the Calendar and closes any windows opened by the Calendar.

Update Svc Tech Limits

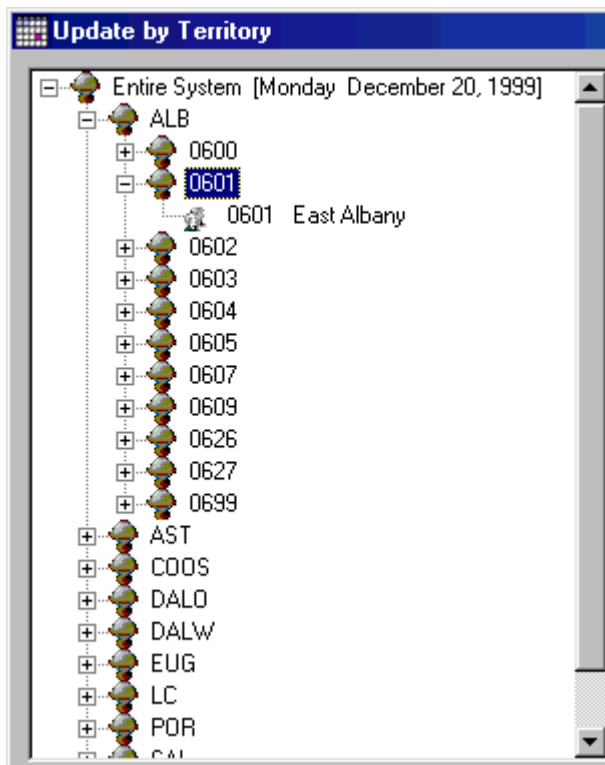
This drop-down list displays when you select the **Update Svc Tech Limits** item from the File Menu or the Menu Bar.



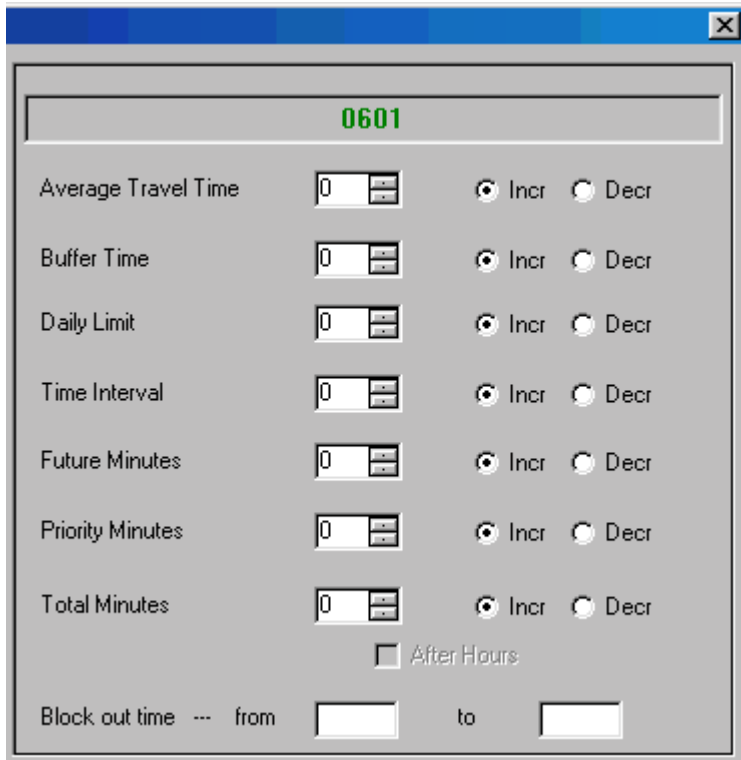
Once you select a Service Tech from the available list, the **Service Tech Limits** window is displayed. If there are no Service Techs in the list, exit from this window and run the **Reload Service Techs** option.

Update by Territory

This window, which is displayed when you select the Update Territories item from the File Menu or Menu Bar, is used to apply changes to the scheduling limits for one or more Service Techs.



The left side of the window (as seen on left) displays a hierarchical view of the territories and Service Techs available for this date. Select any entry from this list and the update portion of the window, pictured below, will be available for data entry.



The right side of the “Update by Territory” window (as seen on left) is used to enter the changes that you want to apply to all selected Service Techs.

Average Travel Time, Buffer Time, Future Minutes, Priority Minutes, and Total Minutes are all *incremented* (or *decremented*) by a number of minutes.

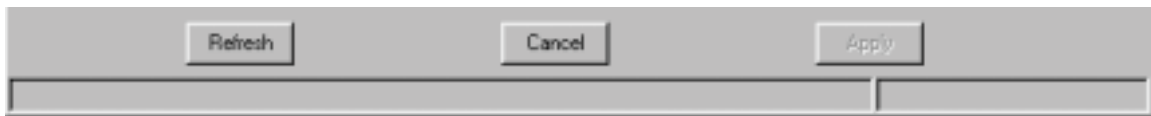
Daily Limit and Time Interval are incremented (or decremented) by a count.

After Hours is only available if you increment the **Total Minutes** field, and is used to

assign any newly created time intervals as “after hours”.

Block out time (from/to) is entered as military time, where the *from* time must be less than or equal to the *to* time. Once this has been applied, the specified time block is removed from all selected Service Techs.

This appears at the bottom of the “Update by Territory” Window.



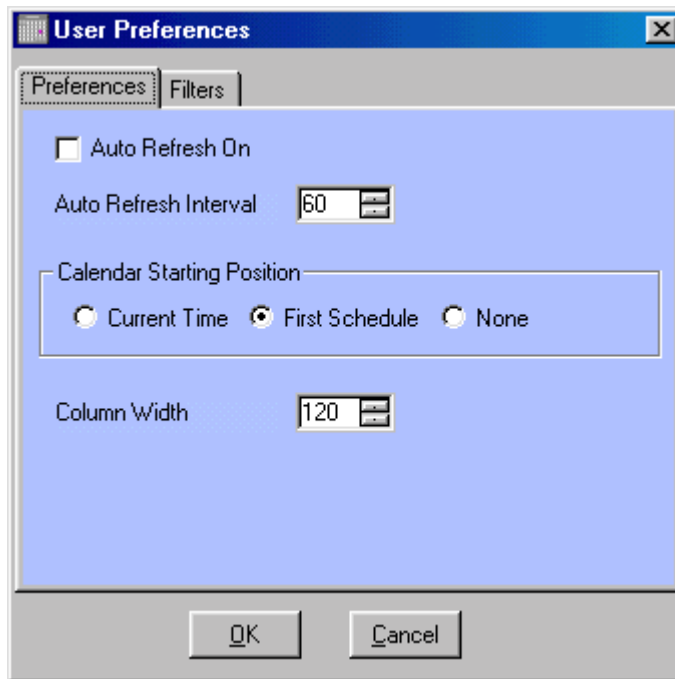
Refresh Button – Press to reload the Territories list.

Cancel Button – Press to exit from the window (any pending changes are lost).

Apply Button – Press to apply the scheduling limit changes to all selected Service Techs.

Update Preferences

This window is displayed when you click the **User Preferences** button on the Menu Bar or select the option of the same name on the File Menu.



The *Preferences* tab allows the user to control certain aspects of the Calendar behavior.

Auto Refresh On - Toggles the on/off setting for the automatic refresh time.

Auto Refresh Interval – The number of seconds of inactivity before the automatic refresh begins. Valid range: 30-600 seconds; default = 30.

Calendar Starting Position – indicates the time entry that will appear at the top of the window when the Calendar is loaded or refreshed.

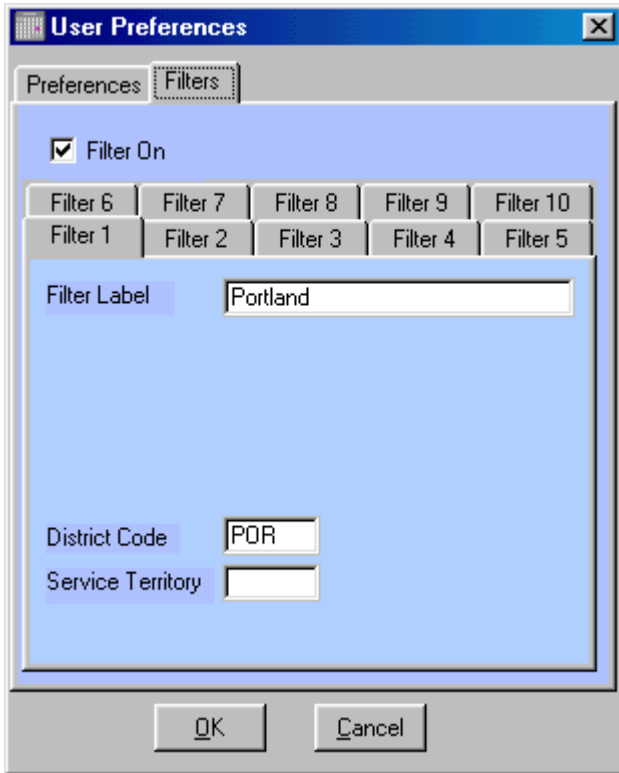
Current Time – The current system time.

First Schedule – The time of the first scheduled order for the day.

None – The first available time of the day (midnight).

Column Width – The width, in pixels, of each Service Tech's schedule column. The smaller the number, the more columns will display in the window. Valid range: 100-200 pixels; default = 135.

This window is displayed when you click the Filters tab on the User Preferences window.



Filter On – Toggles the on/off setting for the selection filters (this is the same as selecting the Filter On item from the Filters submenu).

Tabs – You can specify up to 10 different selection filters that will provide you with an equal number of Calendar windows when filtering is active.

Filter Values – Enter the values that will determine which Service Techs are selected for display. The *Filter Label* is displayed on the tabs on the Calendar window. Partial values are acceptable for the selection criteria (in the above example, all Service Techs scheduled for this day whose district begins with “POR” will be selected for the Calendar that appears under the first tab).

Note: Only those fields that are used to define your Service Territory appear on this window.

Service Tech Limits

Scheduling Limits

0104 Beaverton Tech

Total

0 48 96 144 192 240 288 336 384 432 479

Non-Priority

0 48 96 144 192 240 288 336 384 432 479

Priority

0 48 96 144 192 240 288 336 384 432 479

Statistics

Maximum number of minutes available for this Tech: **479**

Total number of minutes allowed for Non-Priority Orders:

Additional minutes reserved strictly for Priority Orders:

Total number of minutes currently allowed for this Tech:

	Open	Closed	Available for Scheduling
Non-Priority	90	0	240
Priority	30	0	390 [360]
Total	120	0	

Minutes Used

Priority
 Non-Priority
 Remaining
 Overage

You can access this window by pressing one of the column heading buttons on the Calendar Screen that contains a Service Tech ID, or by bringing up the “Update Svc Tech Limits” drop-down list and selecting a Service Tech. Use the slider bars to increase or decrease the limit for the Service Tech in any of the three categories.

Note: Moving one slider bar will increase or decrease the other two slider bars. It is possible to have the number of minutes used in any column exceed the limits for the day, especially if the limits were reduced after orders have been scheduled to this Service Tech.

Statistics

Maximum number of available for this Tech – This is the total number of minutes that the Service Tech has available based on their work schedule defined in the Scheduler control files. For instance, if a Service Tech has a work schedule defined as 8:15 – 11:30 AM, and 12:30 – 4:15 PM, then the maximum number of minutes that they can be scheduled for as any one time is 420.

Total number of minutes allowed for Non-Priority Orders – This is the value specified in the Scheduler **Daily Limits** control file for **Non-Pty Orders**. This number cannot exceed the “*Maximum number of minutes available for this Tech*”.

Additional minutes reserved strictly for Priority Orders – This is the value specified in the Scheduler **Daily Limits** control file, and is the difference between **Priority Minutes** and **Non-Pty Minutes**. This number cannot exceed the “*Maximum number of minutes available for this Tech*”.

Total minutes currently allowed for this Tech – This is the value specified in the Scheduler **Daily Limits** control file for **Priority Minutes**. This number cannot exceed the “*Maximum number of minutes available for this Tech*”.

Number of minutes remaining in the work day – This value represents the number of minutes that the Service Tech has remaining in their work schedule for the day, and is used to adjust the available minutes that they can be scheduled.

Note: this value only appears when displaying the limits for a Service Tech on the current system date and the number of minutes remaining in the work day is less than the “*Total minutes currently allowed for this Tech*”.

Pending (“Open”) minutes – the number of minutes of Priority and Non-Priority orders that are still open for this Service Tech. These minutes count against the total number of minutes that a Service Tech can be scheduled on a particular date.

Completed (“Closed”) minutes – the number of minutes of Priority and Non-Priority orders that have already been completed by this Service Tech. These minutes can be “reclaimed” by the Scheduler and used for scheduling additional orders to this Tech. This allows the Scheduler to give additional orders to your fastest Service Techs.

Available for Scheduling – the number of minutes that can be scheduled for this Tech. These values are adjusted by the number of pending orders and the remaining minutes in the work day. The number that appears in red to the right of the Priority minutes available is the number of minutes that can be scheduled for Priority work before Non-Priority orders would need to be rescheduled.

Minutes Used

This graph is used to indicate the number of minutes already scheduled to this Service Tech and the number of minutes remaining to be scheduled on this date.

- Priority – the number of priority minutes scheduled for this Service Tech.
- Non-Priority – the number of non-priority minutes scheduled to this Service Tech.
- Remaining – the number of minutes left to be scheduled to this Service Tech.
- Overage – the number of minutes over Current Limit for the Service Tech that could be used if desired (equal to the

Refresh Button – This button will update the window with the most recent values from the Scheduler database.

Reset Button – This will reset the slider bar settings to their original state (their value when the window was first displayed).

Cancel Button – Closes the Limits window and returns to the Calendar. Pressing this button has no effect on the value of the slider bars, since any changes are updated immediately. If you do not want to apply changes that you have made while in this window, press the *Reset* button prior to pressing Cancel.

Additional Statistics

If you would like to view additional statistical information related to the Service Tech's availability to be scheduled, press the *right mouse button* from within the white statistics box on the limits window. The following window will display:

Counts		
	Pending	Completed
Non-Priority Set Time Orders	0	0
Non-Priority Appointment Window Orders	1	0
Non-Priority All Day Orders	4	0
Priority Orders	3	0

Available Non-Priority Minutes		
Daily Limit		330
Reserved for Priority Only	-	0
Total Scheduled Non-Priority Minutes	-	150
Reclaimed Completed Minutes	+	0
Excess Pending Priority Minutes	-	0
		<hr/>
		180

Available Priority Minutes		
Daily Limit		450
Total Scheduled Priority Minutes	-	120
Reclaimed Completed Minutes	+	0
		<hr/>
		330

Ok

This window contains a breakdown of the different types of scheduled orders for the Service Tech, as well as the details of how the remaining minutes are calculated for both Non-Priority and Priority orders.

Reschedule Window

This window appears when the Reschedule menu item is selected from the Calendar detail edit menu (right mouse button).

The screenshot shows a dialog box titled "Transfer Schedule". It has a blue title bar with a close button. The main area is light gray and contains the following fields:

- Scheduled Service Tech:** A text box containing "0306 Peninsular 0306".
- Existing Schedule:** A set of five dropdown menus for Month, Day, Year, Hour, and Min. The values are June, 30, 1999, 00, and 00. Below this is a second set of five dropdown menus with values June, 30, 1999, 23, and 59.
- Override Tech:** A dropdown menu with the value "*ANY Any Available Service Tech".
- Reschedule To:** A set of five dropdown menus for Month, Day, Year, Hour, and Min. The values are June, 30, 1999, 00, and 00. Below this is a second set of five dropdown menus with values June, 30, 1999, 23, and 59.

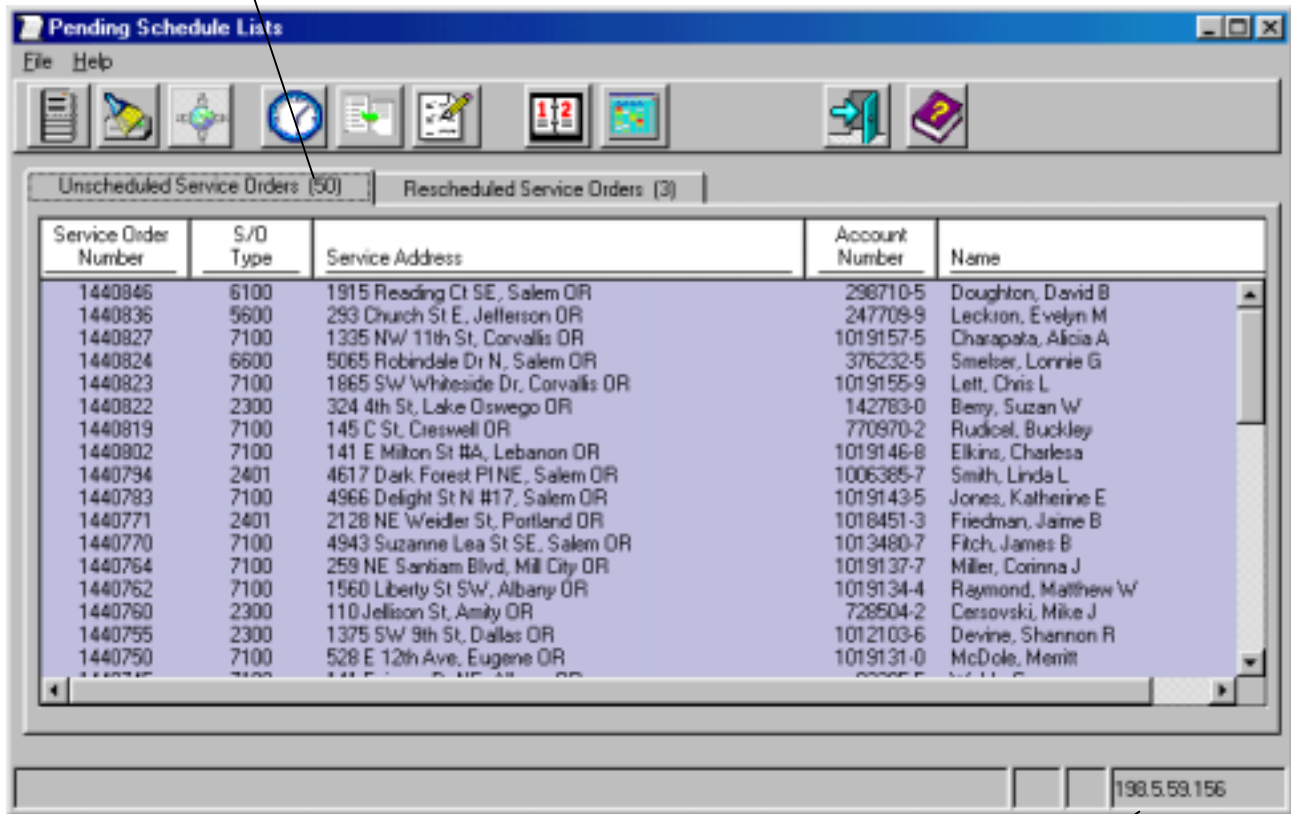
At the bottom of the dialog are two buttons: "Reschedule" and "Cancel".

Press this button when you are ready to reschedule the orders.

Pending Schedule Lists Window

From the *Scheduling* window or *Calendar* window, select the Pending Schedule Lists item from the File Menu or the Menu Bar.

Count of selected service orders



IP Address

Unscheduled Service Orders

You can display up to 200 unscheduled service orders at one time. This list includes open service orders that have never been scheduled (service order number is black) as well as orders whose existing schedule date has passed (service order number is blue).

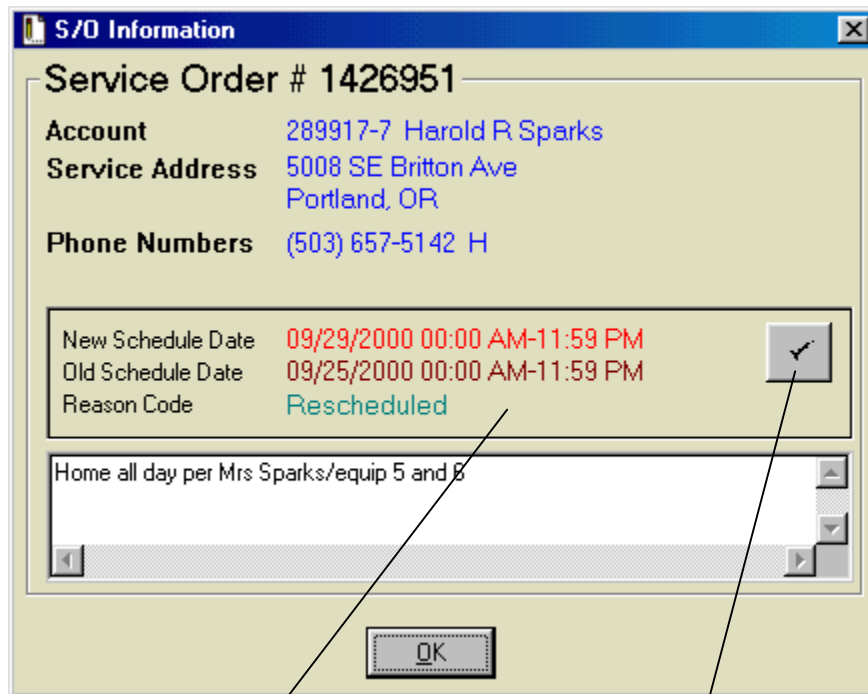
Rescheduled Service Orders

You can display up to 100 Rescheduled Service Orders at one time. This list includes orders whose existing schedule was changed by the system to a different date or time, most likely as a result of being “bumped” by a priority-scheduling event.

Double clicking on an entry in these lists brings up the Scheduling Window for the selected Service Order.

Service Order Information

You can access this window by pressing the right mouse button while the mouse pointer is over an item in the **Unscheduled** or **Rescheduled Service Orders** lists.



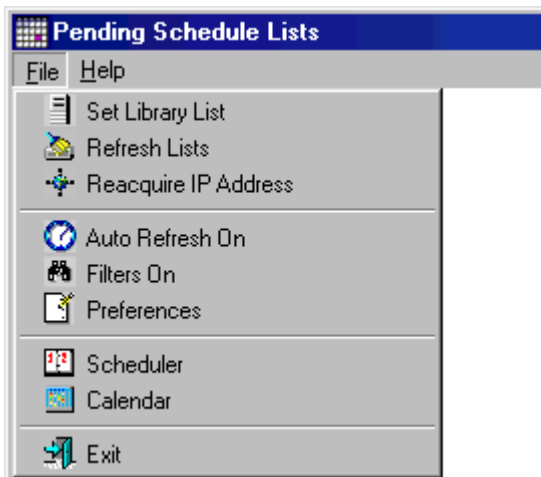
Reschedule Information

"Acknowledge" button

This window is virtually the same regardless of whether you select it from the **Unscheduled** or the **Rescheduled** list. The only difference is that the **Reschedule Information** box does not appear when the window is displayed from the **Unscheduled** list, and the **Service Order Comments** section is enlarged to cover that area.

If the user presses the "**Acknowledge**" button for a rescheduled order, they are confirming that they have reviewed the new schedule information and that the new schedule date and time is acceptable. Once an order has been "acknowledged", it is removed from the **Rescheduled** list.

File Menu and Menu Bar



Set Library List – Updates the AS/400 library list used by the scheduling window.



Refresh (F5) - Reloads information on the screen from the most recently saved copy of the schedule.



Reacquire IP Address – If the IP address does not appear in the lower right corner of the display, then this program will not be able to communicate directly with the CIS system running on the Server. Select this option to tell the program to attempt to retrieve the IP address again.



Auto Refresh On – If set to on (✓), the window will automatically refresh itself at an interval set by the user (default is 30 seconds).



Filter On – If set to on (✓), it can be used to limit the orders included in the list. The filter values are set from the Preferences menu.



Preferences – Use this option to tailor how the Pending Lists display. (See the [Preferences](#) section for more details.)



Scheduling Window – Starts the SCHEDULER'S scheduling window.

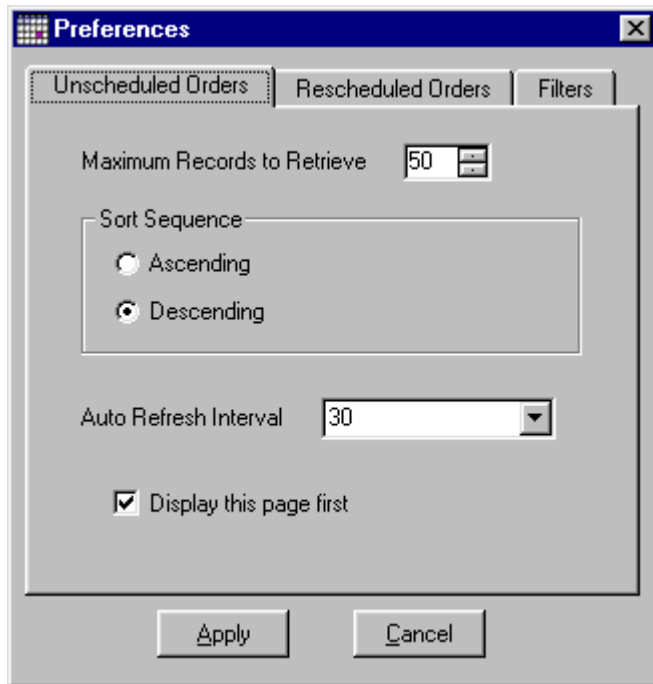


Calendar – Starts the SCHEDULER'S Calendar window.



Exit – Exits the Pending Lists window and closes any windows opened by it.

Preferences



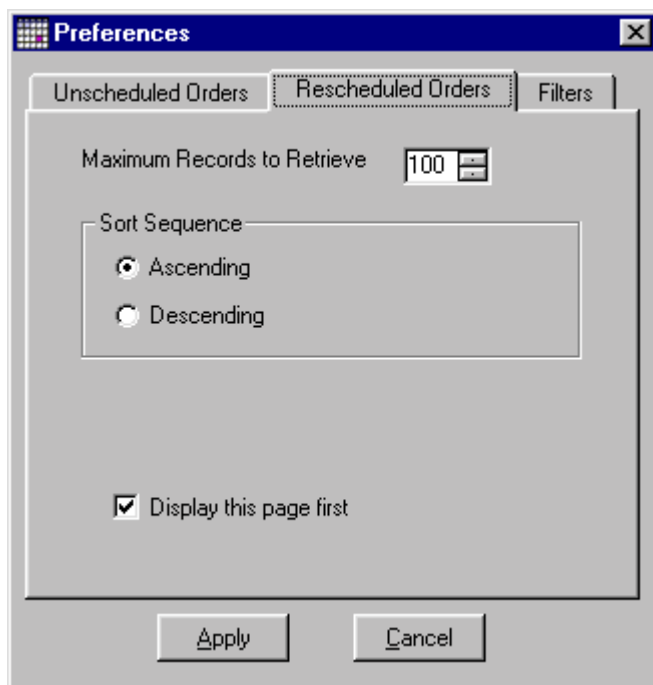
Maximum Records to Retrieve –

Allows you to limit the number of records retrieved from the database. This number should be as small as is practical to optimize the performance of loading the lists. *Note:* The maximum number of records for Unscheduled Orders is 200.

Sort Sequence – Controls the sequence that the records are displayed based on the service order number.

Auto Refresh Interval – Controls the interval that the system will automatically refresh the lists (if Auto Refresh is On).

Display this page first – Check this box if you want the Unscheduled Orders list to display when the program initiates. If there are no unscheduled orders to display, and there are rescheduled orders, then the Rescheduled Orders list will display first.



Maximum Records to Retrieve –

allows you to limit the number of records retrieved from the database. This number should be as small as is practical to optimize the performance of loading the lists. *Note:* The maximum number of records for Rescheduled Orders is 100.

Sort Sequence – Controls the sequence that the records are displayed based on the service order number.

Display this page first – Check this box if you want the Rescheduled Orders list to display when the program initiates. If there are no

rescheduled orders to display, and there are unscheduled orders, then the Unscheduled Orders list will display first.

The screenshot shows a 'Preferences' dialog box with three tabs: 'Unscheduled Orders', 'Rescheduled Orders', and 'Filters'. The 'Filters' tab is active. At the top left, there is a checkbox labeled 'Filter On' which is currently unchecked. Below this, there are several input fields arranged in two columns. The left column contains: 'From Route' (grayed out), 'To Route' (grayed out), 'State Code' (grayed out), 'Area Code' (grayed out), 'District Code' (containing the text 'SAL'), 'Service Territory' (grayed out), and 'Division Code' (grayed out). The right column contains: 'From Stop' (grayed out) and 'To Stop' (grayed out). At the bottom of the dialog, there are two buttons: 'Apply' and 'Cancel'.

Filter On – Toggles the on/off setting for the selection filters (this is the same as selecting the Filter On item from the Filters submenu).

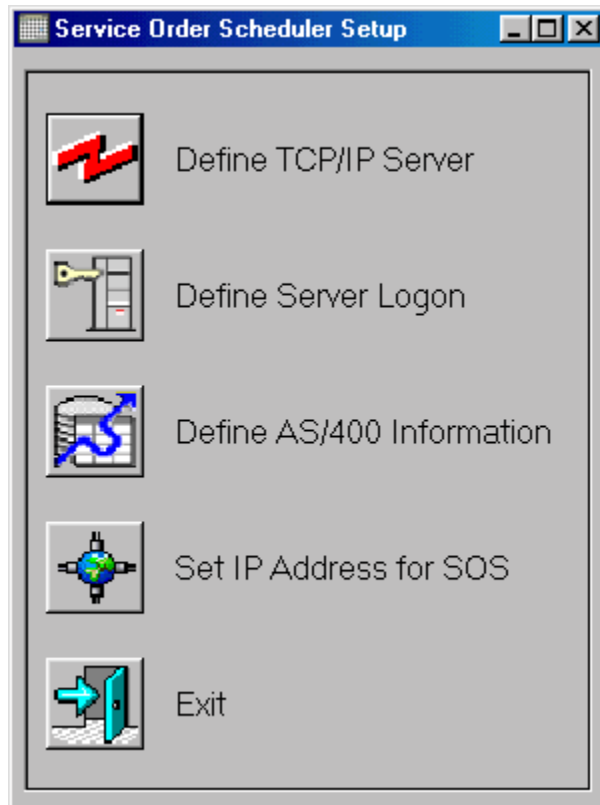
Filter Values – Enter the value(s) that you want to filter the list selection by. Partial values are acceptable (in the above example, all unscheduled orders for this day whose district beginning with “SAL” will be selected). *Note:* Some entry fields may be unavailable (indicated by a gray entry box) because those fields are not used by the Scheduler to determine a Service Tech’s territory.

Scheduler GUI Setup

Installation instructions: Refer to the file named README.TXT that was included on the product CD.

Each time that the application is initiated, it will check that all the information that it needs to operate is available. If the information is not found, a series of windows will appear to prompt you through loading the information into the system. Normally, these are set up when you initially install the software, and do not need to be set up again.

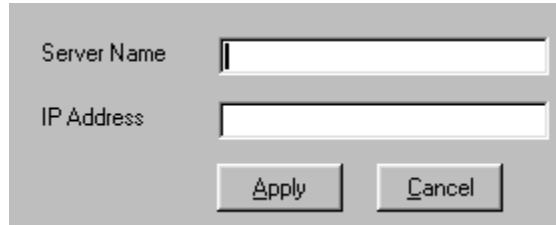
- A. **“sos.rst” file not found** – This file is essential to the application and to the VARPG runtime module, and must exist in order for the application to run. If this file is not found, or it is empty, a window with setup options will appear.



If this is the first time that the Scheduler has been installed on this PC, you will need to define certain parameters for the VARPG Run-time module. Use the “Define TCP/IP Server” option to direct SOS to the desired AS/400. The “Define Server Logon” option allows you to establish a default sign-on to the AS/400 when you initiate the Scheduler. If you do not define a server logon here, you will be prompted for an AS/400 sign-on id and password each time you start SOS.

The “Define AS/400 Information” option allows you to directly modify the Remote Server Tables (.rst) files for any of the components of the Scheduler. Using this option can be cumbersome, and it is recommended that you use this only if you experienced at setting up a VARPG environment.

The “Set IP Address for SOS” option connects the Scheduler application to the desired AS/400.



Server Name

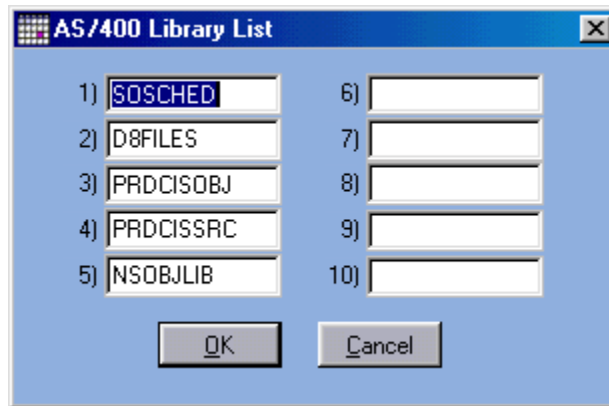
IP Address

Apply Cancel

Enter the name of the server (i.e.: “Production AS/400”, etc.), the IP Address of the server, and press the Apply button to update the Remote Server Tables for the application.

Once all this information has been loaded, the program will issue a message that the application needs to be restarted in order for the changes to take effect.

- B. **AS/400 library list not found** – The application requires that a library list be established on the AS/400. There are four libraries that are required in order to run the application: a) SCHEDULER program library; b) application files library, c) CIS application library (may be the same as #1, and if so, can be omitted here); and d) CIS common objects library (normally something like OCLIB or OCSUP).

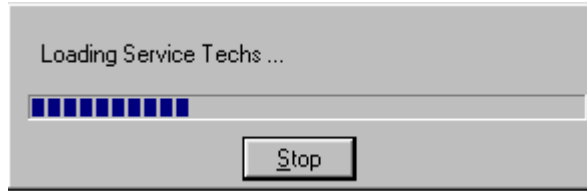


AS/400 Library List

1) SOSCHED	6) <input type="text"/>
2) D8FILES	7) <input type="text"/>
3) PRDCISOBJ	8) <input type="text"/>
4) PRDCISSRC	9) <input type="text"/>
5) NSOBJLIB	10) <input type="text"/>

OK Cancel

- C. **Service Tech file not found** – For performance considerations, a local file is created that contains Service Tech ID and Name. If the file is not found, the system will load it for you prior to initiating the scheduling window.



Note: You can cancel this load process by pressing the Stop button, but you will have an incomplete list of Service Techs available to the application. You can reload this information at any time by selecting the Reload Service Tech item from the File Menu.

SOS CD Installation Instructions

Standard Windows Install

If this is the first time you are installing any VARPG product on this computer, you must first install the VARPG runtime. If you know that the runtime is already installed on this computer, proceed to section 2. If you are unsure if the VARPG runtime has been installed, go to the **Start** Menu on the Windows Task Bar, and select the **Programs** Option. Look for a menu selection entitled: “VisualAge for RPG – Run-Time”. If you see this option, you can proceed to section 2.

- 1) Installing the VARPG Run-Time.
 - a) Insert the CD labeled SOS V1.3 into the CD-ROM drive on your computer.
 - b) If “autorun” is enabled on your PC, then the SOS GUI installation screen will automatically appear. Cancel out of this window as you do not want to install this product yet.
 - c) Using **Windows Explorer** or **My Computer**, select the CD-ROM drive.
 - d) Select the folder entitled “VARPG – Runtime”, and double-click on the file “Setup.exe”.
 - e) Select the default setting by pressing the **Next** button several times until you reach the final screen where you will press the **Finish** button.
 - f) Once the run-time has been installed, you will be asked to **Restart Windows**. Answer **Yes** to this prompt.
 - g) After the computer reboots, you can proceed to section 3.

- 2) If you already have a version of the SOS GUI installed on the computer:
 - a) Select **My Computer** on your desktop.
 - b) Select **Control Panel**, and then **Add/Remove Programs**.
 - c) Select the item titled “NNG – Service Order Scheduler”, and press the **Add/Remove** button.
 - d) Click the **Yes** button to the prompt that asks, “Are you sure you would like to Uninstall product NNG –Service Order Scheduler”.
 - e) After uninstalling the product, you will be asked to **Restart Windows**. Answer **Yes**.
 - f) Once the PC reboots, proceed to the first product installation step in section 3.

- 3) Product Installation.
 - a) Insert the CD labeled SOS V1.3 into the CD-ROM drive on your computer.
 - b) If the computer is configured to allow “autorun”, the Installation screen will automatically appear. If the install screen does not appear, then press the **Start** button on the Windows Task Bar, and select the **Run** option. Enter “x:/Setup.exe”, where x: is equal to the CD drive on your computer. Press the **OK** button.
 - c) From the installation screen, press the **Next** button until you reach the last window, where you will press the **Finish** button.

- d) Once the product has been installed, you will be asked if you want to add a shortcut to the desktop for the VARPG runtime. Answer **No** to this prompt.
- e) Finally, a confirmation screen will appear to indicate that the installation is complete.

LAN Install

Installing the Scheduler GUI on a Local Area Network (LAN) enables all of your users to access one version of the application, making it easier to roll out new versions and fixes to all of the client PC's at one time. In addition to installing the application on a LAN drive, you must also install VARPG "pointers" to both the VARPG runtime and application modules on each client PC. These pointers are installed using the *Compact* option from the application install process.

Installing the Scheduler GUI on the Network drive x:

1. Create a directory on the Network drive **x:** called **VARPG Install**.
2. Copy from CD or Extract from the zip file the *VARPG Runtime Installation* programs to the "**x:\VARPG Install\VARPG Runtime**" folder. (To download the latest version of the VARPG Runtime, visit the downloads page for Service Order Scheduler at www.insightatlast.com.)
3. Copy from CD or Extract from the zip file the *NWN SOS GUI* programs to the "**x:\VARPG Install\SOS**" folder. (To download the latest version of the NWN SOS GUI, visit the downloads page for Service Order Scheduler at www.insightatlast.com.)
4. Install the VARPG Runtime on the Network drive by running the **x:\VARPG Install\VARPG Runtime\Setup.exe** command. From the second install panel, change the DESTINATION DIRECTORY to be **x:\vrpgrt_lan**.
5. Accept the other default installation values by pressing the Next button on all the remaining panels. When prompted, answer **Yes** to *Restart your system*.
6. Install the SOS GUI application on the Network drive by running the **x:\VARPG Install\SOS\Setup.exe** command. From the second install panel, change the DESTINATION DIRECTORY to be **x:\sos_lan**.
7. Accept the other default installation values by pressing the Next button on all the remaining panels. When prompted, answer **No** to *Add shortcut to desktop for VARPG Runtime*.

Installing the Scheduler GUI on the client PC's:

1. Make sure the client PC is mapped to the Network drive containing the VARPG Runtime and SOS GUI applications.
2. Run the command *Setup.exe* in the **x:\VARPG Install\VARPG Runtime** directory. From the second install panel, change the INSTALLATION TYPE to be **Compact**.
3. Accept the other default installation values by pressing the Next button on all the remaining panels. When prompted, answer **Yes** to *Restart your system*.

4. Run the command *Setup.exe* in the **x:\VARPG Install\SOS** directory. From the second install panel, change the INSTALLATION TYPE to be **Compact**.
5. Accept the other default installation values by pressing the Next button on all the remaining panels. When prompted, answer **No** to *Add shortcut to desktop for VARPG Runtime*.
6. You can initiate the Scheduler GUI from the Windows Programs Menu, or you can add a *Shortcut* to the desktop of the client PC. If you choose to add a Shortcut, create it so that the target directory is **x:\SOS_LAN\SYSTEM\SOS.EXE**, but the *Start In* value is **c:\SOS\SYSTEM**.
7. Repeat this process for each client PC.