

TECHNICAL BULLETIN FROM GLOBAL BUSINESS SYSTEMS

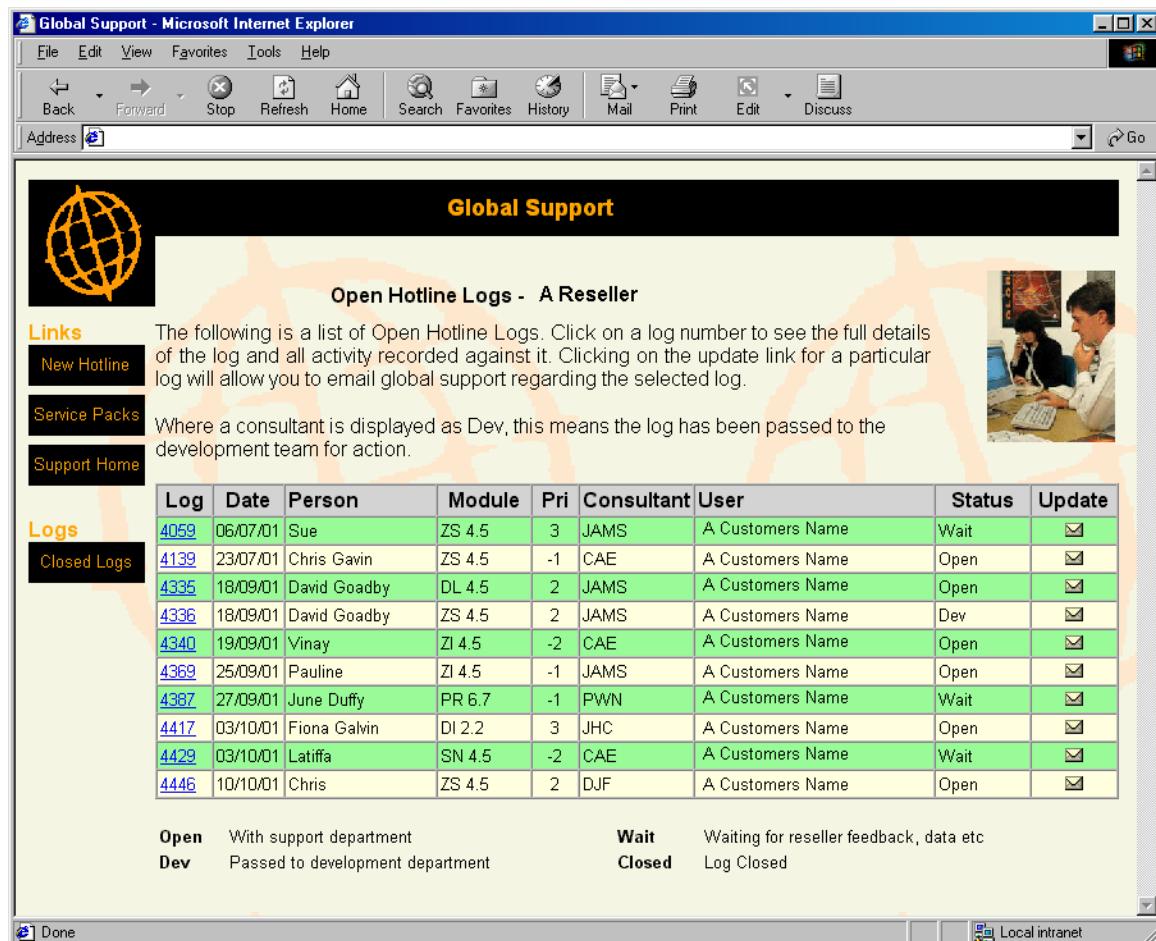
BULLETIN NUMBER GT922, 25 OCTOBER 2001

Web Based Hotline Enquiry

We are pleased to announce the introduction of a web based hotline enquiry facility. The facility allows you to browse all hotline logs that you currently have open with Global Business Systems. In addition you can review all historical closed logs (received since 1st August 2001).

Easy to navigate web pages give full access to all logs and allow you to quickly and easily check the status of your logs and monitor the progress of Global Business System in resolving them.

Summary View



Global Support

Open Hotline Logs - A Reseller

The following is a list of Open Hotline Logs. Click on a log number to see the full details of the log and all activity recorded against it. Clicking on the update link for a particular log will allow you to email global support regarding the selected log.

Links

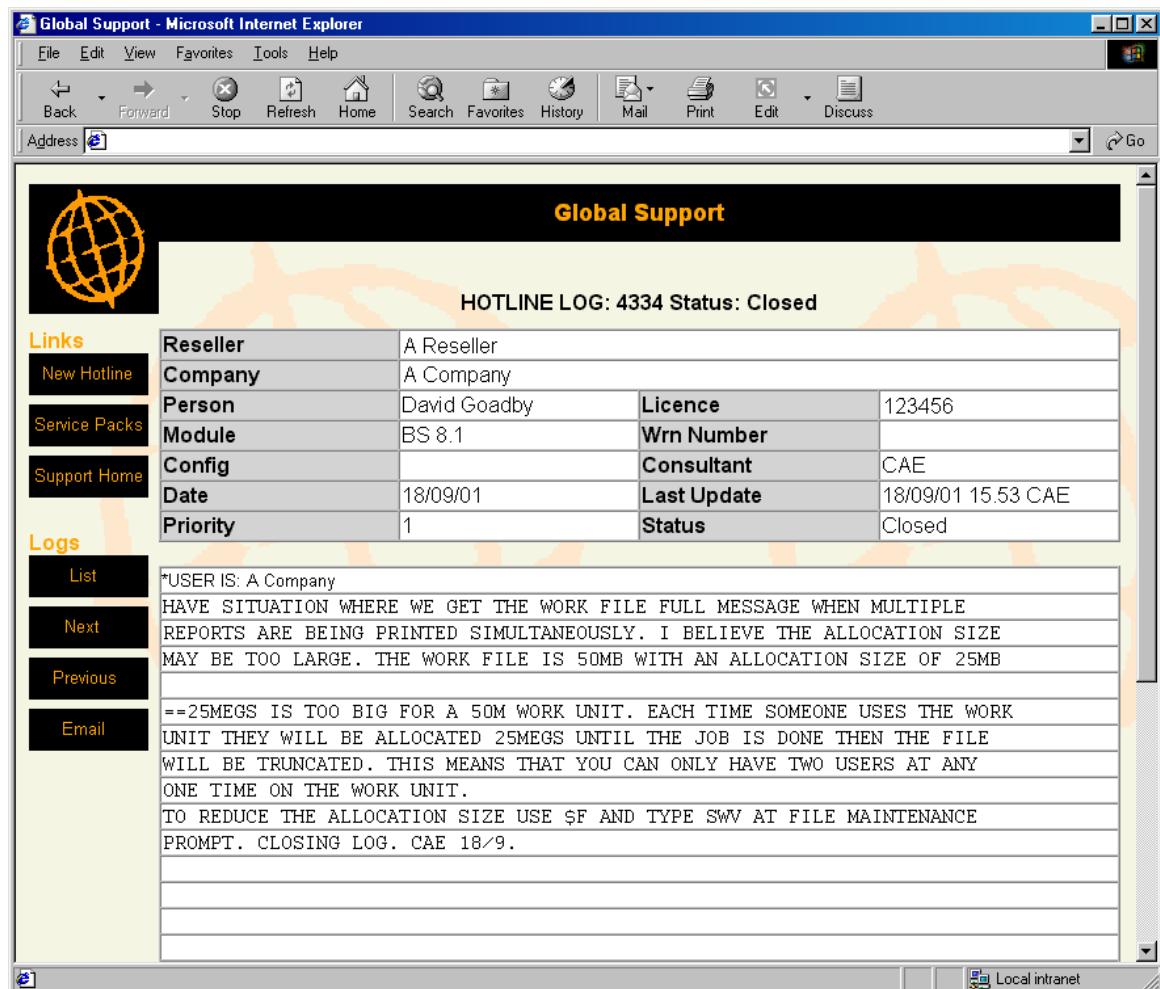
- New Hotline
- Service Packs
- Support Home

Logs

Log	Date	Person	Module	Pri	Consultant	User	Status	Update
4059	06/07/01	Sue	ZS 4.5	3	JAMS	A Customers Name	Wait	
4139	23/07/01	Chris Gavin	ZS 4.5	-1	CAE	A Customers Name	Open	
4335	18/09/01	David Goadby	DL 4.5	2	JAMS	A Customers Name	Open	
4336	18/09/01	David Goadby	ZS 4.5	2	JAMS	A Customers Name	Dev	
4340	19/09/01	Vinay	ZI 4.5	-2	CAE	A Customers Name	Open	
4369	25/09/01	Pauline	ZI 4.5	-1	JAMS	A Customers Name	Open	
4387	27/09/01	June Duffy	PR 6.7	-1	PWN	A Customers Name	Wait	
4417	03/10/01	Fiona Galvin	DI 2.2	3	JHC	A Customers Name	Open	
4429	03/10/01	Latifia	SN 4.5	-2	CAE	A Customers Name	Wait	
4446	10/10/01	Chris	ZS 4.5	2	DJF	A Customers Name	Open	

Open With support department **Wait** Waiting for reseller feedback, data etc
Dev Passed to development department **Closed** Log Closed

Detailed View



The screenshot shows a Microsoft Internet Explorer window with the title "Global Support - Microsoft Internet Explorer". The page content is titled "Global Support" and displays a "HOTLINE LOG: 4334 Status: Closed". On the left, there are two vertical menus: "Links" (New Hotline, Service Packs, Support Home) and "Logs" (List, Next, Previous, Email). The main area contains a table with the following data:

Reseller	A Reseller		
Company	A Company		
Person	David Goadby	Licence	123456
Module	BS 8.1	Wrn Number	
Config		Consultant	CAE
Date	18/09/01	Last Update	18/09/01 15.53 CAE
Priority	1	Status	Closed

Below the table is a text log entry:

*USER IS: A Company
HAVE SITUATION WHERE WE GET THE WORK FILE FULL MESSAGE WHEN MULTIPLE REPORTS ARE BEING PRINTED SIMULTANEOUSLY. I BELIEVE THE ALLOCATION SIZE MAY BE TOO LARGE. THE WORK FILE IS 50MB WITH AN ALLOCATION SIZE OF 25MB
==25MEGS IS TOO BIG FOR A 50M WORK UNIT. EACH TIME SOMEONE USES THE WORK UNIT THEY WILL BE ALLOCATED 25MEGS UNTIL THE JOB IS DONE THEN THE FILE WILL BE TRUNCATED. THIS MEANS THAT YOU CAN ONLY HAVE TWO USERS AT ANY ONE TIME ON THE WORK UNIT.
TO REDUCE THE ALLOCATION SIZE USE \$F AND TYPE SWV AT FILE MAINTENANCE PROMPT. CLOSING LOG. CAE 18/9.

Within the text of the log, we can include hypertext links to online documents, manuals and downloadable frames or fixes.

All that is required to access your hotline logs is to select the 'Online Hotline Enquiry' option from the Global Support section of the Global web site (www.global3000.com) and then enter a logon-id and password.

To obtain a password, simply send an email to David Featley (djf@tissoft.co.uk) with details of what you would like your password to be. A logon-id will then be emailed to you, once your details have been activated. For ease of use, you may want to consider requesting the same logon-id and password as you use to gain access to the reseller section of the web site.