

**Support Services Tool (SST)  
Correction Delivery and Alerts Handling  
MANUAL**

**Vendor Logo**

**Support Services Tool**

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## **INTRODUCTION**

This document is a step-by-step process guide on how to:

1. Log into the Alerts and Corrections package-handling tool for Web delivery.
2. Publish an Alert on the WEB.
3. Publish a correction) package on the WEB.
4. While publishing the information on the intranet, simultaneously e-mail end user engineers that the WEB page has been updated.

## **REVISION INFORMATION**

This revision adds the Correction Publishing Program information needed to create an generic and site specific package delivery.

## SYSTEM LOGIN

1. Simply click on your start scroll bar in your Windows 95 environment.



2. In your scroll bar, click on the S\_serv (S-US Tech) icon to open the login window.

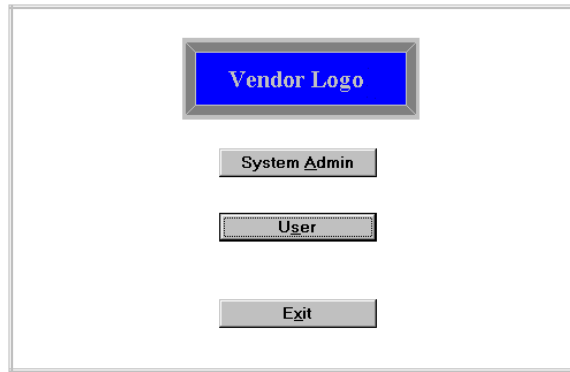


Note: If the S\_serv icon does not appear in your start scroll call the administrator to have the S\_serv program installed on your P.C.

3. Clicking the S\_serv Icon launches you into the “Support Services Tool” window.



The above page will lead itself into the main menu.



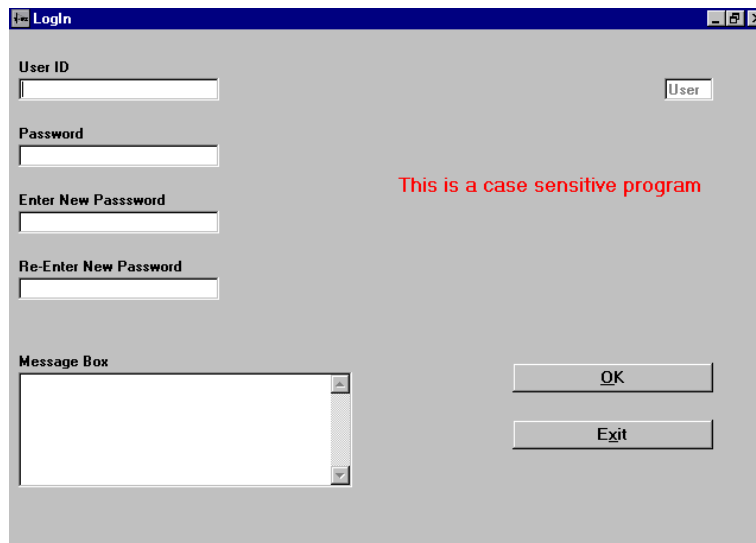
Main Menu

4. Click on the user button in the main menu screen.

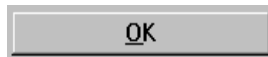


5. The user Login screen shown below will come into view. Type your User ID and Password in the corresponding boxes. You may also use this screen to change your personal password.

Note: If the Computer gives you the message "user ID not defined," call the Administrator to get ID validation for the server.



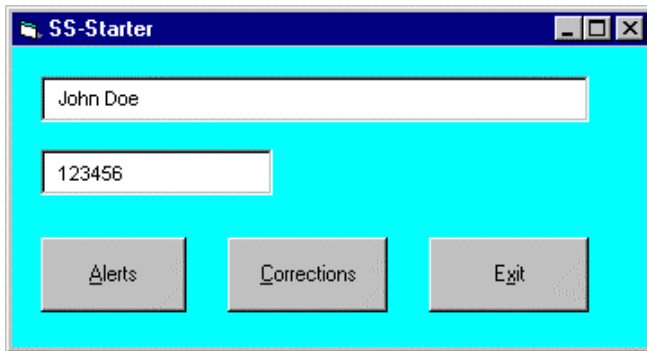
6. Upon completion of the Login information, click OK.



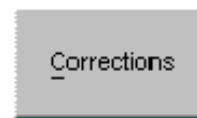
Note: Pressing Enter will not initiate the program.

7. After clicking OK, the "starter" screen will come into view. This screen recognizes the user and allows the user to enter Alerts or Correction packaging. The starter screen is depicted below. Notice that your name and ID number automatically appear.

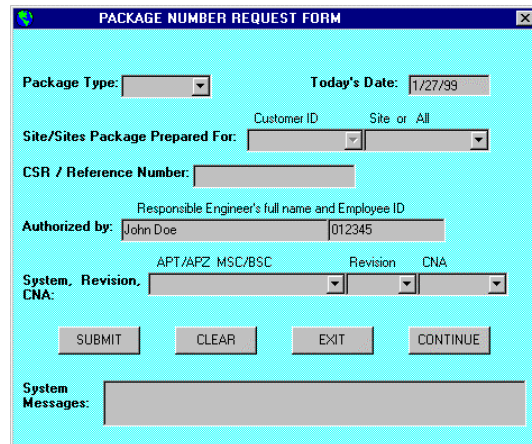
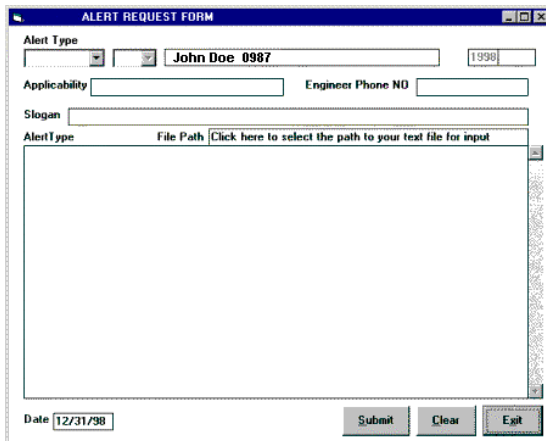
Note: If you are having trouble with passwords, call the system Administrator.



8. To create an alert message, simply click on the “Alerts” button. To create a Correction package, simply click on the “Corrections” button on your starter screen.



9. After clicking the alert button, the Alert Request Form window, as depicted at the bottom left, will appear. If you click on the corrections button, the package number request form window, as depicted at the bottom right, will appear.



# ALERTS PUBLISHING PROGRAM

1. Start the program by clicking on the Icon on your screen
2. Log in using your user ID and Password (password can be changed, if so desired).
3. In the SS-Starter Screen, click on the Alerts button. The following window will open:

The screenshot shows a window titled "ALERT REQUEST FORM". At the top, there are two dropdown menus for "Alert Type". To their right is a text box containing "John Doe 0987" and a date field with "1998". Below these are two text boxes labeled "Applicability" and "Engineer Phone NO". A "Slogan" text box is also present. A section for "Alert Type" and "File Path" includes a button that says "Click here to select the path to your text file for input". At the bottom, there is a "Date" field with "12/31/98" and three buttons: "Submit", "Clear", and "Exit".

4. In the Alert Type dropdown box, select either BULLETINS or INFO. If Bulletins is selected, a dropdown box to the right of Alert type will become activated. In the dropdown box, select either MSC, BSC or HLR.
5. Upon completion of selection, Alert number is allocated automatically.
6. Your name and ID number are already in the appropriate box and cannot be changed.
7. Enter information about the applicability of your Alert, then enter your phone number.
8. To receive Alert text, simply click on the file path statement box, select appropriate drive and directory, then double-click on the desired file name (must be a text file). Your Alert text will automatically be inserted in the text display box. (NOTE: You cannot alter the received text because the actual Alert HTML file is being created simultaneously during the text- received procedure.)
9. The Alert slogan can be typed in manually, or a portion of your Alert text can be inserted as your slogan. To insert part of your Alert text, highlight the applicable portion and click the exclamation mark key (shift + !). The selected portion of text will be automatically copied to the slogan box.
10. Click Submit to publish your Alert on the Web and to simultaneously send e-mail to end users and engineers. The program will exit automatically after clicking Submit.

NOTE: If at any time while working in the program you want to exit the program, you MUST do so via the Exit button to clear the program and make it available for other users.



# CORRECTION PUBLISHING PROGRAM

1. Click the correction button on your SS-Starter screen to launch the correction “package number request form.” The following window will appear.

The screenshot shows a window titled "PACKAGE NUMBER REQUEST FORM". It contains several input fields and buttons. At the top, there is a "Package Type" dropdown menu and a "Today's Date" field showing "1/27/99". Below that, there are two dropdown menus for "Site/Sites Package Prepared For": "Customer ID" and "Site or All". A "Reference Number" field is highlighted with a red box. The "Authorized by" field is split into two parts: "John Doe" and "012345", with the label "Responsible Engineer's full name and Employee ID" above it. Below this are three dropdown menus for "System, Revision, MSC/BSC", "Revision", and "CNA". At the bottom, there are four buttons: "SUBMIT", "CLEAR", "EXIT", and "CONTINUE". A "System Messages" area is at the very bottom.

Note: You should see your full name and ID number in the “authorized by” box.

2. Simply click on the “package type” box and select package type.

A close-up of the "Package Type" dropdown menu, which is currently set to a generic type.

3. If you have selected a site-specific package type, the customer ID box will be enabled. If you select a generic type, the customer ID will remain disabled.

Note: If you have chosen site-specific type read step 4. If you have chosen a generic type, skip ahead to step 5.

4. In the “customer ID” box you may select “ALL” or a specific customer ID.

A close-up of the "Customer ID" dropdown menu, showing "ALL" selected.

5. In the “Site” or “All” box, select either a specific site or all sites.

A close-up of the "Site or All" dropdown menu, showing "Site 2" selected.

Note: If you don't see the customer or site that you need, call or e-mail system administrator for assistance.

6. In the “Client Service Requisition (CSR) / Reference Number” box, enter the CSR/ Reference number. If no number exists feel free to use this box for specifying CORRECTION DATABASE Name, Trouble Ticket (TT) or call logs. If applicable specify other related number or flash

A close-up of the "Reference Number" field, showing "USEXU-1234" entered.

A close-up of the "Reference Number" field, showing "NOCSR-1234" entered.

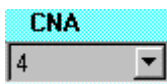
number.

7. In the systems box labeled “MSC/BSC,” click on the scroll down button and select the system.



MSC/BSC  
MSC-HLR  
Revision  
R3

8. In the “Revision” box, click on the scroll down button and select a revision number for the above selected system.
9. In the “Class Number Approved (CNA)” box, click on the scroll down button and select the desired Class for the above system and revision.



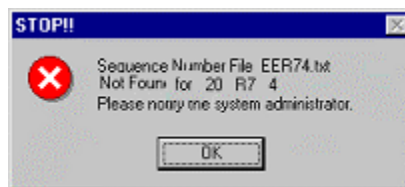
CNA  
4

10. If you have completed the above steps satisfactorily, when you click on the “submit” key you should receive a correction package ID assigned to you in the “system message” box.



SUBMIT

Note: If you are given a STOP warning like the one shown below, make sure the information you have entered is correct. If the problem persists, contact the administrator.



11. After being assigned your package ID, click the “continue” button.



CONTINUE

Make note of your new package ID. You will need it in order to create a correction package. You can now “EXIT” the application and create the package at a later date, “CLEAR” the form and generate another package number, or “CONTINUE” and build a corrections package.

After clicking the continue button, you will be led into the next window, as shown below.

# THE PACKAGE REQUEST FORM

The screenshot shows a software window titled "PACKAGE REQUEST FORM". At the top, there is a title bar with a close button. Below the title bar, the "ID:" field is a dropdown menu, and the "Release Date:" field is a text box containing "3/31/99". The "Authorized by (engineer's name and ID):" section contains two text boxes: "John Doe" and "012345". To the right of this is the "Correction File Path:" label. Below this is a table with columns: "Corr File Name", "Block", "Ref", "Replacement", and "Slogan". The "Replacement" column has a dropdown arrow. Below the table are two buttons: "ADD Correction" and "REVIEW Correction(s)". A table with columns "Item", "Performed by", and "Comments" contains three rows: "Desk Check 1", "Desk Check 2", and "Tested By". Below this is a "Software Level Required:" section with a "Level" dropdown. The "Fallback File (Yes or No):" and "Special Instructions File (Yes or No):" fields each have a dropdown arrow. The "Problem Description:" and "Purpose of Package:" fields are text boxes with scrollbars. The "Package Summary (check if required):" section has five checkboxes: "Restart", "Corrections", "Upgrade", "Block", and "CP Corrections". To the right of these are three buttons: "SUBMIT", "CLEAR", and "EXIT". The "System Messages:" field is a text box with a scrollbar.

1. Once again verify that your name and employee ID are loaded correctly in the “authorized by” box.

Authorized by (engineer's name and ID):  
John Doe      012345

2. Click on the “ID” box and select the entry from the list associated with the package you are about to create. The entries are all package ID's generated by you.

Note: A package ID is deleted from your list after you have built the correction package. Also, make sure you get the ID for the proper fault or CSR as you may have already created other ID's.

ID: [dropdown menu]

3. Click on the “Correction File Path” box.

Correction File Path:  
[text box]

- A new window, "Select File," will open on the screen. Double-click on the file directories until the directory path where the CORRECTION DATABASE log file(s) are stored is displayed in the text box. Click on the "Done-Close Window" to close the Select File Form.



Note: Remember to make note of the file names. This window is only to select directory paths.

- Enter the correction file(s) name(s) you have downloaded from CORRECTION DATABASE into the "Corr File Name" text box. (Remember you may have multiple corrections.)

**Corr File Name**

- Enter the Block string. Make sure you enter this exactly the way it appears in the CORRECTION DATABASE file because it will be compared to the string read from the file.

**Block**

- Now enter the CORRECTION DATABASE Ref, Replacement, and Slogan data.

Ref	Replacement	Slogan
<input type="text"/>	<input type="text"/>	<input type="text"/>

Click on "ADD Correction"

**ADD Correction**

Note: if there is no replacement, enter a N/A in the second replacement box. You must also have a slogan.

Note: Repeat steps 5 through 8 for additional correction ID's. (The application will accept up to 5 entries at a time.)

8. Click on the “Review correction(s)” and verify that all entries are correct.

**REVIEW Correction(s)**

9. Enter Desk Check 1, Desk Check 2, Tested By data, and comments in the corresponding text boxes.

Item	Performed by	Comments
Desk Check 1		
Desk Check 2		
Tested By		

10. Verify that the Software Level displayed is correctly constructed from the information you provided when you generated the package ID.

**Software Level Required:** BSCR22

11. Enter Package Level data in text box. (*Required by the package.*)

**Level**

**Fallback File (Yes or No):**

12(a) If you have special fallback procedures, select “Yes” and specify the directory and file name where the special fallback instructions are stored.

12(b) Selecting “No” will cause the default fallback instruction template to be loaded in the FALLBACK PROCEDURE section of your package.

**Special Instructions File (Yes or No):**

13(a) If you have special instructions, select “Yes” and specify the directory and file name where the special instructions are stored.

13(b) Selecting No will cause the default instruction template to be loaded in the IMPLEMENTATION PROCEDURE section of your package.

14. Check any requirement items from the Package Summary section. Checked Items will appear as “Required” options on the package cover sheet document.

**Package Summary (check if required):**  Restart  Corrections  Upgrade  Block  CP Corrections

15. Enter text in “Problem Description” and “Purpose of Package” text boxes, but please keep it reasonable. (*Relate to CSR.*)

**Problem Description:**

16. Click on “SUBMIT.” If the application encounters any problems, it will notify you through error messages. Write down the exact text of error message and follow the instructions.



17. Upon successful completion, visit the website and verify the contents of your correction package.

18. Press “EXIT” to release the lock on the application so others engineers may use the tool.

