



# Command Track Manual

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## Information Sheet

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**Document Title:** Command Track User Manual

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## Revision History

### Created By

| Version | Date     | Author        |
|---------|----------|---------------|
| 0.0     | 20/10/08 | Ashley Warner |

### Revisions

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|---------|----------|---------------|---|
| 1.0     | 30/10/08 | Roger Preston | Re-formatted to the new BRD standard & checked  |
| 2.0     | 24/02/09 | Ashley Warner | Re-formatted to the Shering standard, checked and added new sections for the added functionality. |
| 2.1     | 13/03/09 | Ashley Warner | Added Calendar and Add Entry components.  |
| 2.2     | 18/03/09 | Ashley Warner | Added Day Information component.  |



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## General Functions

## Starting the Application

To start Command Track. Go to Internet Explorer and in the address bar enter:

<http://coachhouse.no-ip.org/commandtrack/>

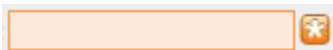
## Real Time Error Checking

Each input box throughout the application is checked to see if what the user has entered meets the criteria.

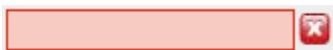
If what the user has entered is correct:



If the user has not entered anything or just a space and the field is required:




If what the user has entered does not meet the requirements:



## Login

To login enter your username and password, and then click the Login button. The user will be automatically logged off after 10 minutes of inactivity



After entering the username tab can be used to move to the next field and after entering the password tab can then be used to highlight the login button so that the enter/return key can be used to activate the button.

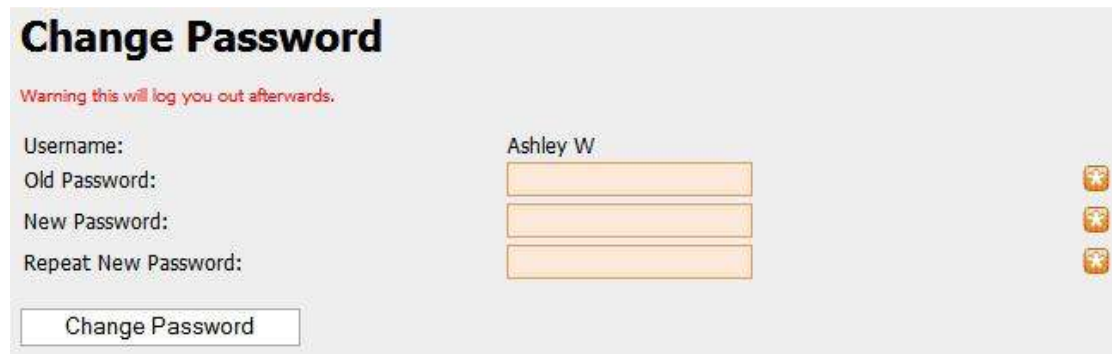
## User Bar

The User Bar displays the full name of the logged in user and hyperlinks to logout and change the logged in user's password.

Ashley Warner | [Logout](#) | [Change Password](#)

## Change Password

To change the user password, click the Change Password hyperlink in the User Bar. The maximum number of characters for the password is 32.



**Change Password**

Warning this will log you out afterwards.

Username: Ashley W

Old Password:

New Password:

Repeat New Password:

Change Password


## Log Out

When a user no longer requires Command Track to be open, they should logout of the application by using a single left mouse click on the [Logout](#) hyperlink in the User Bar

## Call Enquiry

Call Enquiry is used to establish if a call has been logged within the Command Track, it is placed below the Menu and is displayed on all the web pages.

By using this component you can enquire if a Call exists within the system. If the call exists the message will be in **Green**, else the call has not been logged and is displayed in **Red**.



**Call Enquiry**

Call Number

Enquire

This is a call that is logged and it has a hyperlink to take you directly to the call:

[Call 46149 Is Logged...](#)

This is a call that is not logged:

[Call 12345 Not Logged...](#)

## Query Bar

If a page takes quite a while to load then if you look at the bottom of each page it will tell you how many queries have been run and how long the page took to complete.

```
141 database queries in 0.83139991760254 seconds
```

## User Guide

## User Menu

The menu options are activated by using a single left mouse click on the hyperlink, where the hyperlink is the menu item wording.





## About

The About Menu page displays the application details and the current contact details for Shering. The About component will load up in the Content part of the application.

### About

Here are the Application details:

|                            |  |
|----------------------------|--|
| <b>Application Version</b> | 1.129  |
| <b>PHP Version</b>         | 5.2.5  |
| <b>SQL Server Version</b>  | Microsoft SQL Server 2005 - 9.00.3077.00 (Intel X86) Dec 17 2008 15:19:45 Copyright (c) 1988-2005 Microsoft Corporation Express Edition on Windows NT 5.2 (Build 3790: Service Pack 2) |

Here are the contact details for BRD and Shering:



**Address**

Shering Weighing Limited  
Pitreavie Business Park  
Dunfermline  
Fife  
Scotland  
KY11 8UL

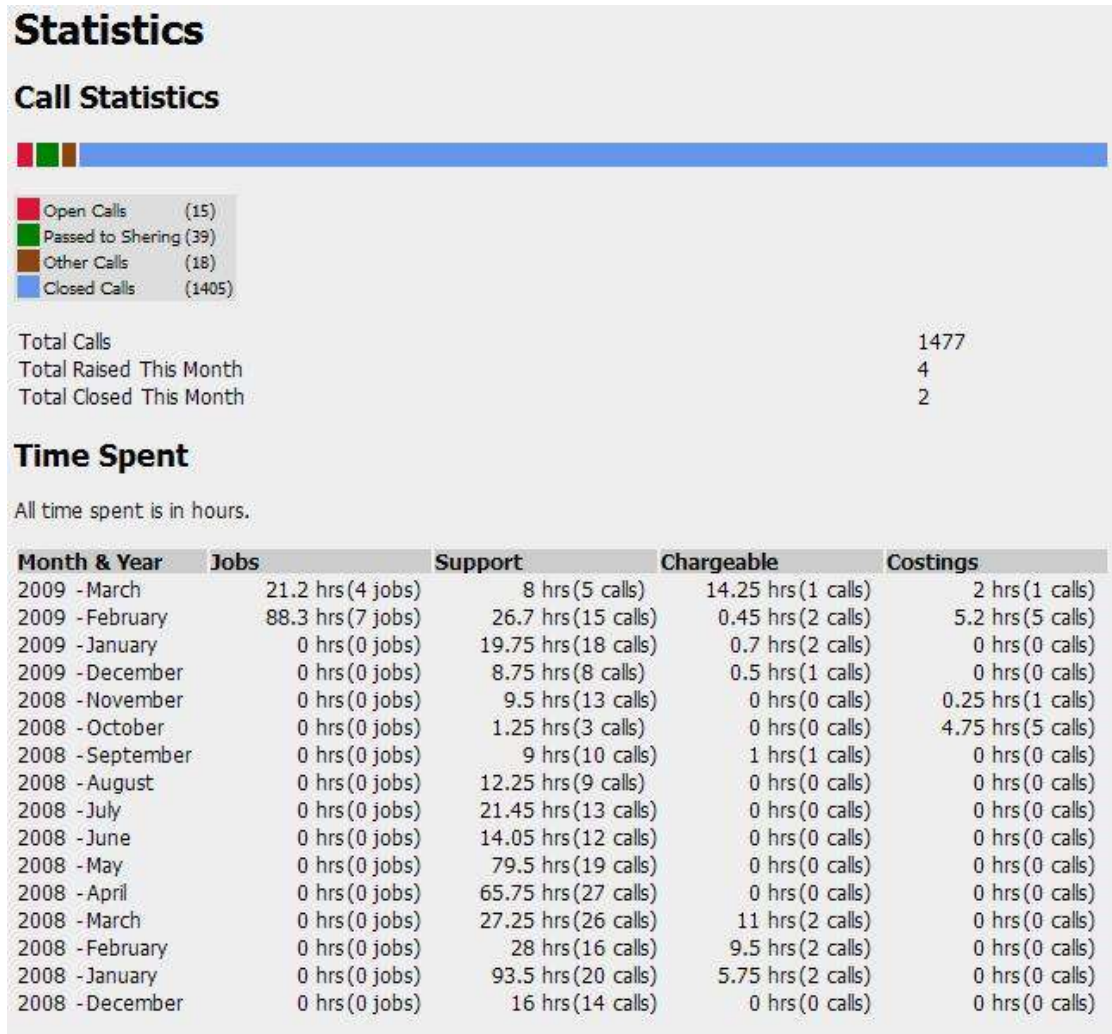
**Telephone** 01383 621505  
**Email** sales@shering.com  
**Website** www.shering.com

The application details refers to:

|                     |   |
|---------------------|---|
| Application Version | The version of Command Track              |
| PHP version         | The version of the underlying application |
| SQL Server Version  | The database version                      |

## Statistics

When you select Statistics from the Menu you will get a display of the current information listed below. The Statistics component will load up in the Content part of the application.



A bar graph showing the percentage of calls at each state.


- Total Calls Logged.
- Total calls Raised this Month.
- Total calls Closed this Month.

A table shows the number of hours spent and how many tasks were worked on for each type.

- Jobs
- Support Calls
- Chargeable Work Requests
- Costings

## Contacts

When Contacts is selected from the Menu a list is displayed of all the Contacts within the System. The Contacts component will load up in the Content part of the application.


To edit the details of the Contact click the  icon of the Contact.

### Contact Information




#### Contacts

|   |                   |                  |                                   |
|---|-------------------|------------------|-----------------------------------|
|  <b>Name</b> | Paul Dixon        | <b>Telephone</b> | 01302 366437                      |
|  <b>Role</b> | Site Manager      | <b>Mobile</b>    | 07808 365535                      |
| <b>Customer</b>   | Westmoreland (JB) | <b>Email</b>     | westmorelandwaste2002@yahoo.co.uk |

### Edit Contact

When the  is clicked on a Contacts or View Contacts, the Edit Contact component is loaded in the Content part of the application. The Name, Role and Telephone fields are mandatory and the Save button will not become enabled until these fields have been completed. The Return button will return you to the previous component. The Return button does not perform a save.

### Edit Contact

|             |  |  |                      |   |
|-------------|--|--|----------------------|---|
| <b>Name</b> | <input type="text" value="Ashley Warner"/> |  <b>Telephone</b> | <input type="text"/> |  |
| <b>Role</b> | <input type="text"/>                       |  <b>Mobile</b>    | <input type="text"/> |   |
|             |  | <b>Email</b>   | <input type="text"/> |   |


### Field lengths and checks

|           |   |
|-----------|---|
| Name      | Mandatory with a maximum length of 26 characters  |
| Role      | Mandatory with a maximum length of 50 characters  |
| Telephone | Mandatory with a maximum length of 15 characters, it also checks that it begins with a 0 and there are either 10 or 11 digits in the telephone number ignoring spaces e.g. that is a valid telephone number for the UK and it will not except international telephone numbers |
| Mobile    | Mandatory with a maximum length of 15 characters  |
| Email     | Mandatory with a maximum length of 50 characters  |

## Customers

When you select Customers from the Menu, the Customers component will load in the Content part of the application. This component is made up of 2 components.

- Customers
- Add Customer

The Customers component displays a list of all of the Customers in the System  
To View any details of the Customer click the  icon of the Customer.



**Customers**

| Customer  |                                   |
|---|-----------------------------------|
|  | Anglesey (Isle Of) County Council |
|  | Bowen & Sons (HV)                 |

### Add Customer


This component enables a new Customer to be added to the list of Customers. The Customer Name field is mandatory and can contain a maximum of 40 characters including spaces.




**Add Customer**


Customer Name

## Customer Information

When the  is clicked on a Customer, the Customer Information component is loaded up in the Content part of the application. The component is made up of 5 components.

- Customer Information
- View Sites
- Add Site
- View Contacts
- Add Contact




To Edit any details of the Site click the  icon of the Site.

To Edit any details of the Contact click the  icon of the Contact.



### Customer Information

**Customer** Dover Harbour Board

#### Sites


|   |  |                            |                        |                     |
|---|--|----------------------------|------------------------|---------------------|
|    | <b>Site Name</b>                                     | Dover Harbour Board        | <b>Site Code</b>       | D039A               |
|   | <b>Site Address</b>                                  | Main Stores                | <b>SO Number</b>       |                     |
|  |  | Terminal Services Building |                        |                     |
|   |  | Eastern Docks              |                        |                     |
|   |  | Dover                      | <b>Product Version</b> | DoverCommand 1.0.43 |
|   |  | CT16 1JA                   | <b>Replicating?</b>    | No                  |
| <b>Notes</b>  | Port Authority - Unmanned - Bespoke (not 1.0 or 1.1) |                            |                        |                     |

#### Contacts

|   |             |                   |                  |                             |
|---|-------------|-------------------|------------------|-----------------------------|
|  | <b>Name</b> | Peter Smith       | <b>Telephone</b> | 01304 240400                |
|  | <b>Role</b> | System Technician | <b>Mobile</b>    |                             |
|   |             |                   | <b>Email</b>     | Peter.Smith@doverport.co.uk |

### Add Site

A Site is the customer address that pertains to the address to which a quotation is to be sent or the address where a weighbridge is to be installed, has been installed or has a maintenance contract.

To add a new site, click Customer from the Menu followed by the  icon for the required customer

**Add Site**

Site Name

Site Address

Postcode

Notes

Site Code

SO Number

Product Version

Replicating

### Field lengths and checks

|                |  |
|----------------|--|
| Site Name      | Mandatory with a maximum length of 40 characters                                 |
| Address line 1 | Not mandatory with a maximum length of 30 characters                             |
| Address line 2 | Not mandatory with a maximum length of 40 characters                             |
| Address line 3 | City town, not mandatory with a maximum length of 26 characters                  |
| Address line 4 | County, not mandatory with a maximum length of 20 characters                     |
| Postcode       | Not mandatory with a maximum length of 8 characters                              |
| Notes          | Not mandatory with a maximum length of 2 <sup>31</sup> - 1 characters (no limit) |
| Site Code      | Not mandatory with a maximum length of 6 characters                              |
| SO Number      | Not mandatory with a maximum length of 10 characters                             |
| Contract       | Select field   |
| Date           | Select fields  |
| Product        | Mandatory with a maximum length of 25 characters                                 |
| Version        |  |
| Replicating    | Select field   |

### Add Contact

A contact is a person that is related to the Customer e.g. the weighbridge operator or an outside IT contactor.

When Add Contact is used from the Customer page the new contact is automatically associated with the Customer.

Note : All of the Customer Contact should be in place before a call is logged.

**Add Contact**

Name

Role

Telephone


Mobile

Email

**Field lengths and checks**

|           |   |
|-----------|---|
| Name      | Mandatory with a maximum length of 26 characters  |
| Role      | Mandatory with a maximum length of 50 characters  |
| Telephone | Mandatory with a maximum length of 15 characters, it also checks that it begins with a 0 and there are either 10 or 11 digits in the telephone number ignoring spaces e.g. that is a valid telephone number for the UK and it will not except international telephone numbers |
| Mobile    | Mandatory with a maximum length of 15 characters  |
| Email     | Mandatory with a maximum length of 50 characters  |

**Edit Site**

When the  is clicked from the Sites area of the Customer Information page, the Edit Site component is loaded in the Content part of the application. The Site Name, Expiry Date, Product Version and Replicating fields are mandatory. The Save button will not become enabled until these fields are completed. The Return button will return you to the previous component.

**Edit Site**

Site Name

Site Address

Postcode

Notes

Site Code

SO Number

Contract

Product Version

Replicating


**Field lengths and checks**

|                |  |
|----------------|--|
| Site Name      | Mandatory with a maximum length of 40 characters     |
| Address line 1 | Not mandatory with a maximum length of 30 characters |
| Address line 2 | Not mandatory with a maximum length of 40 characters |



|                |  |
|----------------|--|
| Address line 3 | City town, not mandatory with a maximum length of 26 characters                  |
| Address line 4 | County, not mandatory with a maximum length of 20 characters                     |
| Postcode       | Not mandatory with a maximum length of 8 characters                              |
| Notes          | Not mandatory with a maximum length of 2 <sup>31</sup> - 1 characters (no limit) |
| Site Code      | Not mandatory with a maximum length of 6 characters                              |
| SO Number      | Not mandatory with a maximum length of 10 characters                             |
| Contract       | Select field   |
| Date           | Select fields  |
| Product        | Mandatory with a maximum length of 25 characters                                 |
| Version        |  |
| Replicating    | Select field   |

### Edit Contact

When the  is clicked on a Contacts or View Contacts, the Edit Contact component is loaded in the Content part of the application. The Name, Role and Telephone fields are mandatory and the Save button will not become enabled until these fields have been completed. The Return button will return you to the previous component. The Return button does not perform a save.



**Edit Contact**

Name

Role

Telephone

Mobile


Email

### Field lengths and checks


|           |   |
|-----------|---|
| Name      | Mandatory with a maximum length of 26 characters  |
| Role      | Mandatory with a maximum length of 50 characters  |
| Telephone | Mandatory with a maximum length of 15 characters, it also checks that it begins with a 0 and there are either 10 or 11 digits in the telephone number ignoring spaces e.g. that is a valid telephone number for the UK and it will not except international telephone numbers |
| Mobile    | Mandatory with a maximum length of 15 characters  |
| Email     | Mandatory with a maximum length of 50 characters  |





## Connection Information

When the  icon is clicked from the Sites area of the Customer Information page, the Connection Information component is loaded in the Content part of the application. This component is made up of 6 components.

- View Connections
- Add Connections
- View Computers
- Add Computers
- View Attachments
- Add Attachments

To Delete the Connection click the  icon of the Connection.



To Edit any details of the Computer click the  icon of the Computer.

To Delete the Computer click the  icon of the Computer.




### Connection Information

Site Leicester Office


#### Connections

|   |                          |              |                       |             |
|---|--------------------------|--------------|-----------------------|-------------|
|  | <b>Connection Method</b> | Windows VPN  | <b>Remote Control</b> | PC Anywhere |
|  | <b>IP Address</b>        | 81.178.0.130 | <b>Password</b>       | 5Hering     |
|   | <b>Username</b>          | Support      | <b>Login Password</b> | 5Hering     |
|   | <b>Computer IP</b>       | 10.0.0.11    |                       |             |
|   | <b>Login Username</b>    | Shering      |                       |             |

#### Computers

|   |                         |                     |                                |                |
|---|-------------------------|---------------------|--------------------------------|----------------|
|  | <b>Computer Name</b>    | Homer               | <b>Computer IP</b>             | 10.0.0.186     |
|  | <b>Operating System</b> | Windows XP          | <b>SQL Version</b>             | Not Applicable |
|  | <b>Command Version</b>  | Command 9000 1.1.97 | <b>Indicator Agent Version</b> | 4.25-4         |
|   | <b>Is Management</b>    | No                  | <b>PC Anywhere Version</b>     | Not Applicable |

#### Attachments



BRD  
Computer  
Services  
Network  
Diagram.vsd

## Add Connection

A connection holds all of the information needed to connect into a Site.

**Field lengths and checks**

|                   |   |
|-------------------|---|
| Connection Method | Mandatory select field of – Static IP, Dial-Up, Windows VPN, Web Access, Windows Remote Assistance. |
| Remote Control    | Mandatory select field of – PC Anywhere, Remote Desktop.  |
| IP Address        | Mandatory with a maximum length of 50 characters  |
| Phone Number      | Mandatory with a maximum length of 50 characters  |
| URL               | Mandatory with a maximum length of 128 characters   |
| Username          | Mandatory with a maximum length of 32 characters  |
| Password          | Mandatory with a maximum length of 32 characters  |
| Computer IP       | Mandatory with a maximum length of 15 characters  |
| Login Username    | Mandatory with a maximum length of 32 characters  |
| Login Password    | Mandatory with a maximum length of 32 characters  |

**Add Computer**

A computer holds all of the information belonging to a computer on a site.

**Field lengths and checks**

|               |   |
|---------------|---|
| Computer Name | Mandatory select field of – Static IP, Dial-Up, Windows VPN, Web Access, Windows Remote Assistance. |
| Computer IP   | Mandatory select field of – PC Anywhere, Remote Desktop.  |


|                     |   |
|---------------------|---|
| Operating System    | Mandatory with a maximum length of 50 characters  |
| SQL Version         | Mandatory with a maximum length of 50 characters  |
| Command Version     | Mandatory with a maximum length of 128 characters |
| IA Version          | Mandatory with a maximum length of 32 characters  |
| Is Management       | Mandatory with a maximum length of 32 characters  |
| PC Anywhere Version | Mandatory with a maximum length of 15 characters  |

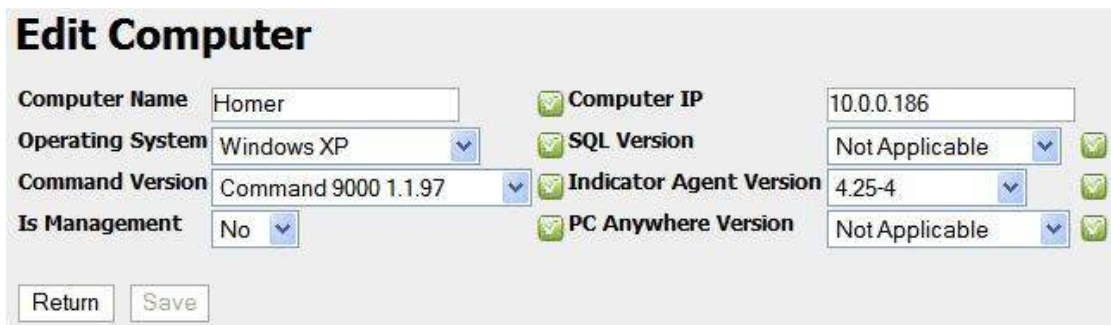
**Add Attachment**

This component allows the attachment of documents etc. to be added to a Connection. Click on the Browse button to locate the file and then click Upload to add the attachment.



**Edit Computer**

When the  is clicked on a Computer, the Edit Computer component is loaded in the Content part of the application. Every field apart from the Computer IP is mandatory. The Return button will return you to the previous component. The Return button does not perform a save.



**Field lengths and checks**

|                     |   |
|---------------------|---|
| Computer Name       | Mandatory select field of – Static IP, Dial-Up, Windows VPN, Web Access, Windows Remote Assistance. |
| Computer IP         | Mandatory select field of – PC Anywhere, Remote Desktop.  |
| Operating System    | Mandatory with a maximum length of 50 characters  |
| SQL Version         | Mandatory with a maximum length of 50 characters  |
| Command Version     | Mandatory with a maximum length of 128 characters   |
| IA Version          | Mandatory with a maximum length of 32 characters  |
| Is Management       | Mandatory with a maximum length of 32 characters  |
| PC Anywhere Version | Mandatory with a maximum length of 15 characters  |

## Add a Call

All contact with a Customer should be recorded and if the contact topic is new, then it should be added to Command Track using the menu option of Add a Call. When Add a Call is selected from the Menu, the component will load up in the content part of the application which enables a call to be added to the system.

Almost all of the fields on the screen are mandatory and the Add button will not become active until all of the mandatory fields have all been completed.

**Add a Call**

Call Number

Call Status

Call Type

Shering Contact

Customer

Cust. Site

Client Contact

Date Reported

Day Month Year Hour Minute

24 02 2009 11 45

Call Description

Add

If the Call Type of Chargeable Work Request is selected then additional information is required and the table is expanded to accommodate the new items. The image below shows the additional items that are required to be completed.

**Chargeable Work Information**

P.O. No.

Cost Sheet No.

Cost Sheet Item

Site Visit Necessary

### Field lengths and checks

|             |   |
|-------------|---|
| Call Number | Mandatory with a maximum length of 12 characters  |
| Call Status | Mandatory select field of – Logged, Ready for Test, Closed, Passed back to Shering, Passed to Development |

|                      |   |
|----------------------|---|
| Call Type            | Mandatory select field of – Chargeable Work Request, Costing, Support Call  |
| Shering Contact      | Mandatory select field of – All Shering employees who have a login to this Call Tracking System                                 |
| Customer             | Mandatory select field of – All the customers recorded in this Call Tracking System   |
| Customer Site        | Mandatory select field of – All the sites pertaining to the selected customer that are recorded in this Call Tracking System    |
| Client Contact       | Mandatory select field of – All the contacts pertaining to the selected customer that are recorded in this Call Tracking System |
| Date Reported        | Date and time selectors   |
| Bug Number           | BRD related field that is not mandatory with a maximum length of 12 characters  |
| Call Description     | Mandatory with a maximum length of 2 <sup>31</sup> - 1 characters (no limit)  |
| P.O. No.             | Mandatory with a maximum length of 8 characters   |
| Cost Sheet No.       | Mandatory with a maximum length of 8 characters   |
| Cost Sheet Item      | Mandatory with a maximum length of 6 characters   |
| Site Visit Necessary | Select field of – Yes or No   |

## View Calls

When you select View Calls from the Menu you will get a list of all of the Calls in the System. The View Calls component will load up in the Content part of the application.


The Calls shown can be filtered by Call Status, Call Type and by Customer. After changing the type or Status, press the Refresh button to refresh the grid of Calls below.

Call type Options:

- Support
- Chargeable Work
- Costing
- All

Call Status Options:



- Open
- Closed
- All

To View any details of the Call click the  icon of the Call.


### Support Calls

Call Type:  Call Status:  Refresh

Customer Name:

| Call Number   | Customer                       | Date Reported      |
|---|--------------------------------|--------------------|
|  46149 | North British Distillery (The) | Feb 24 2009 9:24AM |
|  46076 | Stirling District Council      | Feb 16 2009 4:22PM |

## Call Information

When the  is clicked on a Call, the View Call component is loaded up in the Content part of the application. The component is made up of 5 components.

- Call Information
- Call Attachments
- Add Attachment
- Call Progress
- Add Progress


### View Call 46060 Information

#### Call Information

|                         |  |              |
|-------------------------|--|--------------|
| <b>Call Status</b>      | Logged   |              |
| <b>Call Type</b>        | Support Call   |              |
| <b>Shering Contact</b>  | Ann Robertson  |              |
| <b>Customer</b>         | Westmoreland (JB)  |              |
| <b>Cust. Site</b>       | Westmoreland (JB)  |              |
| <b>Client Contact</b>   | Paul Dixon   | 01302 366437 |
| <b>Date Reported</b>    | Feb 12 2009 3:35PM   |              |
| <b>Fault Code</b>       |  |              |
| <b>Bug Number</b>       |  |              |
| <b>Completed:</b>       | <input type="button" value="Complete"/>  |              |
| <b>Call Description</b> | I have just spoken to Paul Dixon of Westmoreland (site code W170A) he says that he has 2 PC's and software modifications that are not working. |              |

[View](#) [Print](#) [Close](#) [Back](#) [Home](#) [Help](#)

#### Attachments



xErrorHandler.log

#### Call Progress

| +   | Date               | Contact    | Time | Person  |
|---|--------------------|------------|------|---------|
|   | Feb 13 2009 9:45AM | Paul Dixon | 0.5  | Roger P |
| <b>Description</b> Rang Paul, He is not ready to do any work on command today but will ring Ann next week when he is ready. There are other outstanding issues, reports, and skip and bin |                    |            |      |         |

## Complete Call

When the  button is clicked the Call Status is modified to Closed, the logged on user name is entered in the Completed By field and the current date and time are recorded in the Date Completed field.



## Add Call Progress

This component enables a Progress to be added to the selected Call. All of the fields are mandatory.

### Field lengths and checks

|                 |   |
|-----------------|---|
| Client Contact  | Select field Containing the specific customer, Shering and BRD contacts       |
| Date of Contact | Select fields for date and time with the default of the current date and time |
| Description     | Mandatory with a maximum length of 2 <sup>31</sup> - 1 characters (no limit)  |
| Hours on Task   | Mandatory and entered as hours with decimal places, increment in .25          |

## Add Attachment

This component allows the attachment of documents etc. to be added to a Call. Click on the Browse button to locate the file and then click Upload to add the attachment.

## Print

The print button re-formats the page data for printing which is displayed in a new window along with the print dialogue box.

## Edit Call Information



When the Edit button is clicked for a Call, the Edit Call Information component is loaded into the Content part of the application.

This component enables the Call Information to be modified.

## Edit Call Information

### Call Information

|                        |   |
|------------------------|---|
| <b>Call Number</b>     | 46060                                   |
| <b>Call Status</b>     | Logged <input type="button" value="v"/> |
| <b>Call Type</b>       | Support Call                            |
| <b>Shering Contact</b> | Ann Robertson                           |
| <b>Customer</b>        | Westmoreland (JB)                       |
| <b>Cust. Site</b>      | Westmoreland (JB)                       |
| <b>Client Contact</b>  | Paul Dixon                              |
| <b>Date Reported</b>   | Feb 12 2009 3:35PM                      |
| <b>Fault Code</b>      | <input type="button" value="v"/>        |
| <b>Bug Number</b>      | <input type="text"/>                    |

If you want to change the Problem Description, please Add Progress.

**Call Description** I have just spoken to Paul Dixon of Westmoreland (site code W170A) he says that he has 2 PC`s and software modifications that are not working.

Call Status options:

- Logged
- Ready for test
- Closed
- Passed back to Shering
- Passed to development

## Add a Job

A job is used to keep track of progress on a task not related to support for Command 9000.

All of the fields on the screen are mandatory and the Add button will not become active until all of the mandatory fields have all been completed.

**Add Job**

Job Title

Job Description

Date Required Day Month Year

03 03 2009


Add

### Field lengths and checks








|             |   |
|-------------|---|
| Job Title   | Mandatory with a maximum length of 64 characters                      |
| Description | Mandatory with a maximum length of $2^{31} - 1$ characters (no limit) |

## View Jobs


When you select Jobs from the Menu you will get a list of all of the Jobs in the System. The Jobs Viewer component will load up in the Content part of the application.

To View any details of the Job click the  icon of the Job.

### Jobs Viewer

| Job Title   | Date Created | Date Required | Creator  |
|---|--------------|---------------|----------|
|  Command Track                     | 4/2/2009     | 4/2/2010      | Ashley W |
|  Vista Testing                     | 26/2/2009    | 26/2/2010     | Ashley W |
|  Command 9000 Manual               | 26/2/2009    | 26/2/1910     | Ashley W |
|  Required Folders                  | 26/2/2009    | 1/3/2009      | Ashley W |
|  Equipment                         | 26/2/2009    | 26/2/2010     | Ashley W |
|  Command 9000 Website Presentation | 26/2/2009    | 26/2/2010     | Ashley W |
|  CommandTrack Manual               | 26/2/2009    | 26/2/2010     | Ashley W |

## View Job Information

When the  is clicked on a Job, the View Job component is loaded up in the Content part of the application. The component is made up of 5 components.

- Job Information
- Job Attachments
- Job Attachment
- Job Progress
- Add Job Progress

## View Job 2 Information

### Job Information

|                        |  |
|------------------------|--|
| <b>Job Status</b>      | Active   |
| <b>Job Description</b> | Test Command 9000, Indicator Agent and the Middle Layer on Microsoft Windows Vista |
| <b>Job Creator</b>     | Ashley W   |
| <b>Creation Date</b>   | 26/2/2009  |
| <b>Required Date</b>   | 26/2/2010  |

Complete

### Attachments



j2 -  
Command  
Not Working  
Vista.jpg



j2 - Register  
OCX and  
DLLs.txt



j2 -  
xErrorHandler  
1.log



j2 - IAgent  
Working.jpg

### Job Progress

|                    |  |                   |   |               |          |
|--------------------|--|-------------------|---|---------------|----------|
| <b>Date</b>        | Feb 16 2009 9:00AM   | <b>Time Spent</b> | 7 | <b>Person</b> | Ashley W |
| <b>Description</b> | <p>We have been installing SQL Server, Command 9000 and Indicator Agent onto the support laptop today. We took screenshot every step of the way so that we could make an installation guide for Vista.</p> <p>SQL Server Installed and Worked fine.</p> <p>Indicator Agent installs and works fine, but not when the IAgent user is set, but Vista stops the computer restarting when logging off anyway.</p> <p>Command 9000 installed fine. We then had trouble registering the OCX's and DLL's. I wrote a batch file that ran as Administrator, which fixed this issue. We then tested that Command loaded up which it did. Here is where we started having problems. The middle layer cannot see the indicators and therefore Command says that it has no indicators attached. We are getting OLE errors and ODBC errors when using the product.</p> <p>The problem seems to be the middle layer communicating with indicator agent. I don't know which software is at fault. Have you got any ideas?</p> <p>We have attached a screenshot of Command running without an indicator, some errors that we are getting and the batch file I created to fix the registering error.</p> |                   |   |               |          |

Print

### Add Job Progress

This component enables a Progress to be added to the selected Job. All of the fields are mandatory.

### Add Job Progress

Progress Description

Start of Progress

Day Month Year Hour Minute  
   :

Hours on Task

#### Field lengths and checks

|                   |   |
|-------------------|---|
| Start of progress | Select fields for date and time with the default of the current date and time |
| Description       | Mandatory with a maximum length of 2 <sup>31</sup> - 1 characters (no limit)  |
| Hours on Task     | Mandatory and entered as hours with decimal places, increment in .25          |

#### Add Attachment

This component allows the attachment of documents etc. to be added to a Job. Click on the Browse button to locate the file and then click Upload to add the attachment.

### Add Attachment








Please Select a file to attach

#### Print

The print button re-formats the page data for printing which is displayed in a new window along with the print dialogue box.

## Calendar

The Calendar component displays the current month's days and the entries for each day. Each entry contains an icon to identify what type of entry it is and the person's name.

-  Appointment
-  Birthday
-  Holiday
-  Meeting
-  Reminder
-  Sick Day
-  Site Visit

### Calendar

**March 2009**

| Monday | Tuesday  | Wednesday  | Thursday | Friday | Saturday | Sunday  |
|--------|--|--|----------|--------|----------|---|
|        |  |  |          |        |          | 1   |
| 2      | 3<br> Roger P | 4<br> Roger P   | 5        | 6      | 7        | 8   |
| 9      | 10   | 11<br> Ashley W | 12       | 13     | 14       | 15  |
| 16     | 17   | 18   | 19       | 20     | 21       | 22  |
| 23     | 24   | 25   | 26       | 27     | 28       | 29<br> Roger P |
| 30     | 31   |  |          |        |          |   |

[February](#) < > [April](#)

At the bottom of the component there are hyperlinks to navigate up and down a month.


On mouse over of a day the cell becomes highlighted. When the cell is clicked it will call the Day Information component.





## Day Information

This component displays all of the entries for the specific day. It is shown in time order.

To delete a entry click the  icon.

To return to the month view, click on the Month and Year hyperlink.

| Day Information   |                    |   |                 |   |
|---|--------------------|---|-----------------|---|
| 3rd <u>March 2009</u>   |                    |   |                 |   |
|  | <b>Person</b>      | Roger P                                       | <b>Type</b>     | SiteVisit  |
|   | <b>Start Time</b>  | 13:00   | <b>End Time</b> | 17:30   |
|   | <b>Description</b> | North Lanarkshire Council site visit (46179). |                 |   |

## Add Entry

This component enables an Entry to be added to the Calendar. All of the fields apart from description are mandatory.

**Add Entry**

Person: [Dropdown]

Start Date: Day [13] Month [03] Year [2009]

Start Time: Hour [8] Minute [30]

Description: [Text Area]

Type: [Birthday] ✓

Duration: [1] (Days) ✓

End Time: Hour [17] Minute [30] ✓

[Add]

### Field lengths and checks

|             |  |
|-------------|--|
| Person      | Select Field with a list of Command Track Users active.                                    |
| Type        | Select Field from Appointment, Birthday, Holiday, Meeting, Reminder, Sick Day, Site Visit. |
| Duration    | Select Field with days from 1 – 31.  |
| Start Date  | Select fields for date with the default of the current date.                               |
| Start Time  | Select fields for time with the default of the 8:30.                                       |
| End Time    | Select fields for time with the default of the 17:30.                                      |
| Description | Mandatory with a maximum length of 2 <sup>31</sup> - 1 characters (no limit)               |

## Reports

When you select Reports from the Menu a list of 5 different report types will be displayed. The Reports component will load up in the Content part of the application.

All of the reports that are created from this component are displayed in a new window along with the print dialogue box.

For each type of report, populate any empty select fields and modify the other select fields as required, then use a single left mouse click on the Create button to produces the report in a new window.

### Reports

#### All Open Call Summary

Call Type

#### Open Call Customer Summary

Customer Name

Call Type

#### All Call Customer Summary

Customer Name

Call Type

#### Problem Summary

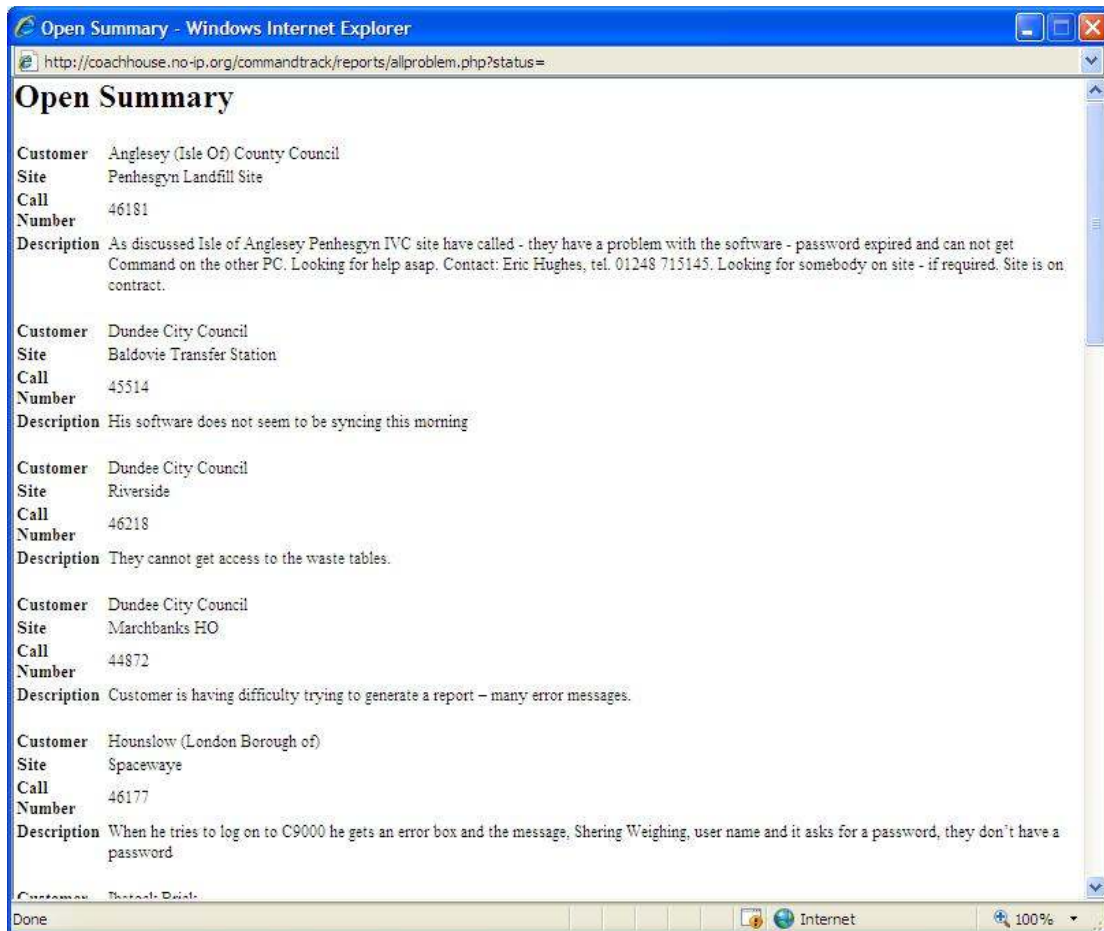
Problem Number

#### Support Contract Expiry Dates

#### Time Spent by Month

Month Year

## All Open Call Summary



The screenshot shows a Windows Internet Explorer browser window titled "Open Summary - Windows Internet Explorer". The address bar contains the URL: <http://coachhouse.no-ip.org/commandtrack/reports/allproblem.php?status=>. The main content area is titled "Open Summary" and lists several open calls with their details.

| Customer                          | Site                      | Call Number | Description   |
|-----------------------------------|---------------------------|-------------|---|
| Anglesey (Isle Of) County Council | Penhesgyn Landfill Site   | 46181       | As discussed Isle of Anglesey Penhesgyn IVC site have called - they have a problem with the software - password expired and can not get Command on the other PC. Looking for help asap. Contact: Eric Hughes, tel. 01248 715145. Looking for somebody on site - if required. Site is on contract. |
| Dundee City Council               | Baldovie Transfer Station | 45514       | His software does not seem to be syncing this morning   |
| Dundee City Council               | Riverside                 | 46218       | They cannot get access to the waste tables.   |
| Dundee City Council               | Marchbanks HO             | 44872       | Customer is having difficulty trying to generate a report - many error messages.  |
| Hounslow (London Borough of)      | Spacewaye                 | 46177       | When he tries to log on to C9000 he gets an error box and the message, Shering Weighing, user name and it asks for a password, they don't have a password   |
| Thetford Dist.                    |                           |             |   |

The browser's status bar at the bottom shows "Done", "Internet", and "100%" zoom level.

## Open Call Customer Summary

**Chargable Summary For Stirling District Council**

**Stirling District Council**

**Lower Polmaise Landfill Site**

| Call No. | Problem Description  | Date               |
|----------|--|--------------------|
| 46186    | can you get Roger to supply a price to change the Commann 9000 Polmaise database so that it can be edited? I need to make changes to a ticket, but can't as there's no access to the Head Office database. | Mar 3 2009 12:41PM |

**Call Progress**

| Date               | Contact       | Time | Person   |
|--------------------|---------------|------|----------|
| Mar 5 2009 12:41PM | Tracy Connell | 3.5  | Ashley W |

**Description** Spoken to Tracy and she wants to be able to edit weights. This can be done with a change in the database. This is a quite easy change but we cannot connect into them so we would have to send them a script. Do we still want to charge?

| Call No. | Problem Description   | Date               |
|----------|---|--------------------|
| 46187    | could you also ask Roger how much it would be to set sql reports up to run automatically? | Mar 3 2009 12:56PM |

**Call Progress**

| Date              | Contact       | Time | Person   |
|-------------------|---------------|------|----------|
| Mar 5 2009 4:45PM | Tracy Connell | 0.75 | Ashley W |

**Description** After speaking to Tracy its not SQL that she wants to run, it is Reports inside Command. This is powered by Crystal and called from within Command.

**HO**

## All Call Customer Summary

**Support Summary For Dundee City Council**

**Dundee City Council**

**Baldovie Transfer Station**

| Call No. | Problem Description     | Date               |
|----------|-------------------------|--------------------|
| 35502    | GETTING ERROR MESSAGES. | Oct 21 2005 9:30AM |

**Call Progress**

| Date                | Contact    | Time | Person |
|---------------------|------------|------|--------|
| Oct 21 2005 12:33PM | Peter Ross | 2.5  |        |

**Description** GW 09:30 – Called Pete but had difficulty connecting to his modem. After various tests I established that the "Incoming Connection" network connections option had been lost. I talked Pete through redefining this then was able to dial-in. The Indicator Agent settings (set up via the ConfigEd tool) had been lost and only one weighbridge definition was in place for the wrong serial number. I corrected the definitions using ConfigEd and tested that they were working properly. I then moved the shortcuts to the ConfigEd tool and related (e.g. ConfigCpy) out of the "All Users" folder and into the user "Shering" folder as the only explanation would be that someone had been tampering with the settings. The Comand9000 system had the default site set to "Hailsham". This is the setting for a different customer (Ripley). The only explanation is that someone had been experimenting with the Backup/Restore facility and restored a version of the database that was placed on the PC during the initial configuration of the PC at BRD. I restored the backup I made on the last day I was on site. This meant it was the correct database but the vehicles that had been added by Pete to the Vehicles table had all been lost. I created a new security group (Operators) which does not have access to the "System" menu option and placed all defined operators, except Pete, into this group only. This means that only Pete can now amend security and do backups and restores.

| Call No. | Problem Description                                   | Date               |
|----------|---|--------------------|
| 45514    | His software does not seem to be syncing this morning | Dec 1 2008 11:56AM |

**Call Progress**

| Date              | Contact    | Time | Person  |
|-------------------|------------|------|---------|
| Dec 1 2008 2:14PM | Peter Ross | 1    | Roger P |

**Description** SQL Server is not synchronise since this morning. Dundee IT say that the Network connection is fine. Tried to connect to the Head office server but pcAnywhere could not find the server by name. Asked Stuart Trayner if the sever name had changed as I cannot connect to SQL, he said he would find out and reply. I am awaiting a response from Stuart Trayner.

## Problem Summary

**Problem Summary 43808**

**Call Information**

Call Status: Logged  
 Call Type: Support Call  
 Shering Contact: Ann Robertson  
 Customer: Stirling District Council  
 Cust. Site: Lower Polmaise Landfill Site  
 Client Contact: Tracy Connell 01786 443026  
 Date Reported: Apr 29 2008 4:43PM  
 Fault Code:  
 Bug Number:  
 Completed:

**Call Description**  
 Tracy is having a problem with completing transactions, it is printing them and allocating them a ticket number but it is keeping them in pending, they are not for any particular vehicle.

**Call Progress**

| Date  | Contact       | Time | Person  |
|---|---------------|------|---------|
| Apr 29 2008 4:45PM  | Tracy Connell | 0.25 | Roger P |
| <b>Description</b> Rang at 16:40 no reply will ring again tomorrow  |               |      |         |
| May 1 2008 11:30AM  | Tracy Connell | 1    | Roger P |
| <b>Description</b> This is an intermittent fault and has happened about three times in a year. The transaction has completed and at head office it is listed as completed, but on the weighbridge PC the transaction is still in the pending list on the Weighing Form. I will check out the full details of the transaction on the weighbridge PC. |               |      |         |
| Jun 9 2008 2:39PM   | Tracy Connell | 0.75 | Roger P |
| <b>Description</b> I am know keeping records of these transactions as screen shots Latest Ticket 92435  |               |      |         |
| Jan 16 2009 12:40PM   | Tracy Connell | 0.5  | Roger P |
| <b>Description</b> Spoke to Tracy about this problem and suggested that we set up a scheduled task to clear up the problem. Tracy said that that the problem had not appeared for over 3 months therefore not to bother a this point but to keep monitoring the situation   |               |      |         |



## Support Contract Expiry Dates

| Colour | Customer Name                     | Site Name                         | Support Expiry Date |
|--------|-----------------------------------|-----------------------------------|---------------------|
| Blue   | Shering Weighing Ltd              | Shering Weighing Ltd              |                     |
| Blue   | Melcourt Industries Ltd           | Melcourt Industries Ltd           |                     |
| Blue   | NOT APPLICABLE                    | NOT APPLICABLE                    |                     |
| Blue   | RMG                               | Alfred McAlpine (RMG)             |                     |
| Blue   | Edinburgh Council                 | Seafield CRC                      |                     |
| Blue   | Veolia Sheffield                  | Waste Energy                      |                     |
| Blue   | Bunn (J & H)                      | Harbour Plant                     |                     |
| Blue   | Carrs (formerly Pye Farm Feeds)   | Lansil Industrial Estate          |                     |
| Blue   | Orkney Council                    | Orkney Council                    |                     |
| Blue   | Cleanaway Ltd. (Veolia Radley)    | Gravel Pits                       |                     |
| Blue   | West Lothian Council              | Whitburn                          |                     |
| Blue   | West Lothian Council              | HO                                |                     |
| Blue   | Croydon (London Borough of)       | Factory Lane                      |                     |
| Blue   | Glencore Grain (See W.N. Lindsey) | North Esk Granaries               |                     |
| Blue   | NOT APPLICABLE                    | Environment Agency                |                     |
| Blue   | Veolia Hampshire                  | Efford Landfill                   |                     |
| Blue   | West Lothian Council              | Nairn Road                        |                     |
| Blue   | Edinburgh Council                 | Powderhall Depot                  |                     |
| Blue   | Swarland Grain Driers Limited     | Charlesfield Industrial Estate    |                     |
| Blue   | Carrs Flour Mills Ltd             | Solway Mills                      |                     |
| Blue   | BRD Computer Services             | Leicester Office                  |                     |
| Blue   | Norfolk Environmental             | H O                               |                     |
| Blue   | Total Petrochemicals              | Globe House                       |                     |
| Blue   | Greater Manchester Waste          | Nunn Close                        |                     |
| Blue   | Entec UK Ltd                      | Windsor House                     |                     |
| Blue   | Air Liquide                       | Head Office                       |                     |
| Blue   | Rhodia Limited Avonmouth          | Avonmouth                         |                     |
| Blue   | Bradford BHTS                     | Bradford                          |                     |
| Blue   | Sonic Control & Engineering       | Ghana                             |                     |
| Blue   | Reigart Contracts                 | Coatbridge                        |                     |
| Blue   | Ballyrashane Co-op                | Coleraine                         |                     |
| Blue   | Reigart (C. D.)                   | Terahouma Village, Carris Murlinn |                     |

Blue indicates that the customer does not require support

Red indicates that the support has expired

Orange indicates that that the support contract expires in less than 31 days

White indicates that the customer has a current support contract that does not expire in less than 31 days



## Time Spent per Month

Time Spent for February per Type - Windows Internet Explorer

http://coachhouse.no-ip.org/commandtrack/reports/timespentmonthly.php?month=2&year=2009

### Time Spent for February per Type

| Type            | Ref   | Name / Company                        | Time Spent |
|-----------------|-------|---------------------------------------|------------|
| Job             | 1     | Command Track                         | 25 hrs     |
| Job             | 2     | Vista Testing                         | 18 hrs     |
| Job             | 3     | Command 9000 Manual                   | 11 hrs     |
| Job             | 4     | Required Folders                      | 2 hrs      |
| Job             | 5     | Equipment                             | 7.3 hrs    |
| Job             | 6     | Command 9000 Website Presentation     | 14 hrs     |
| Job             | 7     | CommandTrack Manual                   | 11 hrs     |
| Support Call    | 43808 | Stirling District Council             | 0.7 hrs    |
| Support Call    | 44872 | Dundee City Council                   | 1 hrs      |
| Support Call    | 45318 | William Grant & Sons                  | 0.75 hrs   |
| Support Call    | 45387 | W N Lindsay Ltd                       | 0.5 hrs    |
| Support Call    | 45514 | Dundee City Council                   | 0.5 hrs    |
| Support Call    | 45848 | Stirling District Council             | 0.1 hrs    |
| Support Call    | 45978 | Swansea City Waste Disposal Coy. Ltd. | 13 hrs     |
| Support Call    | 46060 | Westmoreland (JB)                     | 0.5 hrs    |
| Support Call    | 46070 | Moray Council (The)                   | 0.7 hrs    |
| Support Call    | 46076 | Stirling District Council             | 0.5 hrs    |
| Support Call    | 46149 | North British Distillery (The)        | 2 hrs      |
| Support Call    | 46169 | Ripley Ltd (H)                        | 2 hrs      |
| Support Call    | 46170 | Stirling District Council             | 1.2 hrs    |
| Support Call    | 46177 | Hounslow (London Borough of)          | 2.5 hrs    |
| Support Call    | 46181 | Anglesey (Isle Of) County Council     | 0.75 hrs   |
| Chargeable Work | 45893 | Moray Council (The)                   | 0.2 hrs    |
| Chargeable Work | 46179 | North Lanarkshire Council             | 0.25 hrs   |
| Costing         | 7033  | Swansea City Waste Disposal Coy. Ltd. | 0.1 hrs    |

Done Internet 100%

## Guides

This component contains a grid of the current User Guides for Command 9000 and Plug-in's.

Click on the required document to open.

### User Guides

Click on the PDF icon to view the Guide.

|   |   |  |   |
|---|---|--|---|
|  |  |  |  |
| <a href="#">Command 9000 - Archiving Guide.pdf</a>                                | <a href="#">Command 9000 - Axle Weighing Module.pdf</a>                           | <a href="#">Command 9000 - Container Management Guide.pdf</a>                      | <a href="#">Command 9000 - Setup Guide.pdf</a>                                      |

## Help

The help page contains two useful items, the first is this manual and the second is an e-mail tool to report errors.

A PDF viewer will need to be installed on the computer to view the User Guide

Click on the required icon to activate.

### Help

For any help with the Command Track System, please see the attached User Guide:



If you get any errors, please take a screenshot and attach it to an email:

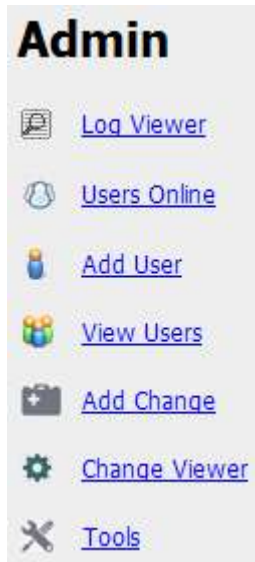




## Admin Guide








## Admin Menu

The Admin menu options are activated by using a single left mouse click on the hyperlink, where the hyperlink is the menu item word.






## Log Viewer

The Log records every Update, Insert and Error to the Command Track database and the last 50 events are displayed in the Log Viewer

| <b>Log Viewer</b>   |                  |                  |             |   |                     |                   |
|---|------------------|------------------|-------------|---|---------------------|-------------------|
| Currently showing the last 50 log entries.  |                  |                  |             |   |                     |                   |
|   | <b>User Name</b> | <b>Component</b> | <b>Item</b> | <b>Error</b>  | <b>Timestamp</b>    | <b>IP Address</b> |
|  | Ashley W         | addcustomer      | 53          |  | Oct 30 2008 10:50AM | 10.0.0.186        |
|  | Ashley W         | login            |             | 0   | Oct 30 2008 10:50AM | 10.0.0.186        |
|  | Ashley W         | login            |             |  | Oct 30 2008 10:50AM | 10.0.0.186        |
|  | Ashley           | login            |             |  | Oct 30 2008 10:50AM | 10.0.0.186        |

### Icons

The Icons are for display purposes only

-  Information - The event was successful
-  Warning - The event was unsuccessful due to incorrect criteria
-  Error - An error occurred during the event

### User Name

The user that activated the event.

### Component


The component called by the event.

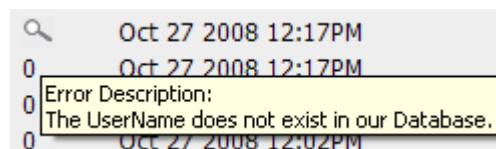
### Item

The Item is the parameter passed and when combined with the Component gives the key to the event.

### Error

0 = no error

 = Warning or Error and tool tip displays the message



### Timestamp

Time and date of the activity

**IP address**

The IP address from the machine that created the event





## Users Online

The User Online displays a list of logged on users that have been active within the last 10 minutes

**Note:** any logged on user that has not been active within the last 10 minutes is automatically logged off and is not displayed.

### Active Users

Users that have been Active in the last 10 minutes.

|   | UserName | Last Active         |
|---|----------|---------------------|
|  | Ashley W | Oct 30 2008 10:55AM |
|  | Roger P  | Oct 30 2008 10:47AM |

## Add User

The Add User is the tool to create new users

**Add User**

User Id: 16

User Name:

First Name:

Email Address:

Company:

Active:

Password:

Last Name:

Role:


### Field lengths and checks


|               |   |
|---------------|---|
| User Id       | Automatically generated and incremented   |
| User Name     | Mandatory with a maximum length of 14 characters<br>The convention is first name space surname initial e.g. Roger P |
| Password      | Mandatory with a maximum length of 32 characters<br>Ensure that the user changes their password                     |
| First Name    | Mandatory with a maximum length of 64 characters  |
| Last Name     | Mandatory with a maximum length of 64 characters  |
| Email Address | Not mandatory with a maximum length of 128 characters   |
| Company       | Mandatory select field of Shering and BRD   |
| Role          | Mandatory select field of Admin and User  |
| Active        | Mandatory select field of Active and Deactive   |

## View Users


View Users displays a list of all the users created in Command Track.


No user can be deleted as this data is recorded against other records in the database, therefore user that no longer require access to the Command Track are deactivated not deleted.

Click the  icon to Activates / Deactivates a User

Use the  icon to reset the password of the User to "P455word".

### Users

Use the  to switch the Active state of the User.

Use the  to reset the password of the User to "P455word".

|   | <b>Id</b> | <b>User Name</b> | <b>First Name</b> | <b>Last Name</b> | <b>Email Address</b>        | <b>Company</b> | <b>Role</b> | <b>Active?</b>                      |   |
|---|-----------|------------------|-------------------|------------------|-----------------------------|----------------|-------------|-------------------------------------|---|
|  | 0         | Ashley W         | Ashley            | Warner           | ashleyjwarner@hotmail.com   | BRD            | Admin       | <input checked="" type="checkbox"/> |    |
|  | 1         | Roger P          | Roger             | Preston          | roger.preston3@ntlworld.com | BRD            | Admin       | <input checked="" type="checkbox"/> |    |
|  | 2         | Brian D          | Brian             | Dunning          | brian.dunning@brdcsl.co.uk  | BRD            | User        | <input checked="" type="checkbox"/> |   |

## Add Change

Add change is the method used by administrator to request modifications or additions to Command Track. If any request for a modification or addition is request by a user, then an administrator will enter it into Add Change if it is deemed to be worthwhile.

**Add Change**

Change Id 130

Timestamp Day Month Year  
24 02 2009

Type PHP

Description

Status Request

Add Change

### Field lengths and checks





|             |  |
|-------------|--|
| Change Id   | Automatically generated and incremented  |
| Timestamp   | Mandatory select fields for day, month and year<br>The current date is the default |
| Type        | Select field of PHP (code) and Database  |
| Description | Mandatory with a maximum length of $2^{31} - 1$ characters (no limit)              |
| Status      | Select field of Request and Complete   |

## Change Viewer

The change viewer component shows all of the Changes/Requests that have been made to the system.

By default the Change Viewer will display the request that have not been implemented and are still at the Request state





There are 4 categories:

-  Component Change (PHP)
-  Database Change (SQL)
-  Javascript/AJAX Change (JS)
-  Style Change (CSS)

The list can be filtered between Requests and Complete changes simply by changing the type in the Status dropdown and then clicking the Refresh button.

### Changes Viewer

Change Status

|   | Timestamp | Change Description  |
|---|-----------|---|
|  | 19/2/2009 | Updated the stats.php to include a bar graph of the distribution of calls. Added new statistics aswell. |
|  | 18/2/2009 | Removed black background off header and footer style.   |
|  | 8/12/2008 | Added the function callenquiry(src, callno) to ajax.js  |
|  | 18/2/2009 | Changed the email address of Ashley and Roger.  |

## Tools

The Tools component contains two tools for use on the database.

The defrag tool should not need to be run very often but will just clean up any clear memory in the database.

The backup tool creates a backup of the database with a timestamp and puts it on the server.

Click on the required icon to activate.

### Tools

Click the icon below to defrag the database. This should not need to be done very often, only after alot of Deletes/Changes.



Click the icon below to Backup the database to the Server.



## Action Status

The Action Status component is called when any data is added or updated to the database. When using the system normally you will never see this screen, but if you are running in debug mode, it will show the query and display a hyperlink to where the component would normally be redirected.

### Action Status

A new Change (130) has been added.

[Please click here to be redirected...](#)

The query that was ran was : INSERT INTO Change (ChangeNo, ChangeDate, ChangeDesc, ChangeType, ChangeBy, ChangeComplete) VALUES (130, '2009-02-24 00:00:00.000', 'Add a check on addcustomer.php to see if the customer exists before adding it.', 'PHP', '', 0)

Post Variables : Array ( [timestampday] => 24 [timestampmonth] => 02 [timestampyear] => 2009 [changetype] => PHP [description] => Add a check on addcustomer.php to see if the customer exists before adding it. [changestatus] => Request )