

HELP DESK REPORT

ITEM ID	CREATED	REQ BY	USER	APPLICATION	ISSUE	DETAIL	SYSTEM #	STATUS	TIME
4	05/25/2005	Scott Fritz	Temp	eABC	Hanson Sacaton	Sand and water not being adjusted for manual moisture		Closed	0.27
38	05/27/2005	Erik Hannah	Temp	Not Applicable	Metromix Peachtree Acclface	Moved new accounting dll and stored procedures over to Metro. Installed the new dll on Jeremy's machine. Ran several test exports and corrected multiple "comma" issues in the data. Successfully imported Customers, Products, and Invoices. Modifying tax desc information, while Jeremy updates tax schedules in Peachtree. Will contact Jeremy later today when I am ready to test the tax shedule description exports.		Closed	0.00
41	05/27/2005	Erik Hannah	Temp	AUJS	AZMAT Tax Levels Wrong	Teresa reports that the taxes are wrong for order 8 on the 19th of May. Found that the plant had been changed in the middle of the order, which could present possible problems with their source taxing. Calling Teresa for clarification.		Closed	1.00

						They are currently set up for source taxing. And I found that the tax levels on the plant were set up incorrectly. This was causing the taxes to calculate to high.			
55	05/27/2005	Erik Hannah	Temp	AUJS	Transitmix Ticket Proof	Mike Chapman called regarding the taxable sales amount for a particular order on the ticket proof. Found that the amount was carrying over from the previous order, which was causing the "E" to show next to the taxable amount. Checked the PrintInv report, which shows correctly. Advised Mike that this a known issue with Crystal Reports that we have not been able to resolve.		Closed	0.25
57	05/31/2005	Erik Hannah	Temp	AUJS	Lehigh PrintInv Slow Processing	Randy Johns reports that the new PrintInv report is running very slow and in some cases does not even bring up the print preview. Found that the join on the tax schedule list 1 is slowing things down. Reverting to old report for now. Periodically checking Lehigh for data, Report		Closed	2.00

						is currently empty as there are no invoices prepped. Currently checking table joins to speed up the report. Removed alias of Customer_Order_Tax_Loc_Item labeled as Customer_Order_Tax_Loc_Item_1 and set it to Customer_Order_Tax_Loc_Item and did the same for Tax_Schedule_List_1. Speed seems to be greatly improved, will test at Lehigh when there is another massive amount of data to process.			
58	05/31/2005	Erik Hannah	Temp	AUJS	Action Supplies - Truck Demand Fatal Error	Michelle Balma called in regarding an issue with the Truck Demand Screen. Apparently when Today +1 is selected the user is occasionally booted out of the system. Symptoms also include diagonal lines on the form and a runtime error.		Closed	0.50
65	06/02/2005	Erik Hannah	Temp	AUJS	NRM - Customer Sales Report	Susan Maganelo at NRM is requesting a mod to the Customer Sales Report that excludes the Mixer Rental product. Discussed possible FOB order		Closed	0.00

						solution with Mike Lawson.			
66	06/02/2005	Erik Hannah	Temp	AUJS	Action Supplies Tickets Not Invoiced	Michelle emailed in with some tickets that were exported and kept in Great Plains after undo export was clicked. Set the invoiced flag on the orders to true and reprep tickets to remove from the Tickets Not Invoiced report.		Closed	0.25
67	06/02/2005	Erik Hannah	Temp	AUJS	Action Supplies User Licenses	Michelle called in to request 5 additional user licenses. She states that they currently have 25. Our records show 18. Set the user licenses to 30. Checking with Judy on how many licenses they should have.		Closed	0.25
72	06/03/2005	Erik Hannah	Temp	AUJS	NRM - Truck Demand / Driver Call Out Report	Forwarded from Mike Lawson. Dave Stewart is requesting to know why the Truck Demand screen does not match up with certain reports in our system. Spoke to Dave Stewart and found that the data is not matching between the driver call out and truck demand screen. He states that it may have something to do with back to back		Closed	4.50

						trucks on certain jobs.			
73	06/03/2005	Christopher Haas	Temp	eABC	Prairie Plant 14	Plant 14 Will not drop the Water Hold Back when running Accinc or freewheeling Please test.		Closed	0.32
75	06/03/2005	Mike Chapman		Not Applicable	TMIX - SBM Credit Memo Error	Error on a credit memo, could not edit memo in batch recovery. Deleted the memo and issued a new memo. Problem was solved.		Closed	0.50
77	06/03/2005	Erik Hannah	Temp	Not Applicable	Action Supllies - Shortload in Edit Tickets	Michelle called in stating that shortload charges would not calcuate on the Edit Tickets form for manual tickets. Advised to create a manual shortload product that is not entered by the system. Also corrected export errors on invoices from 03/17/05 and 03/19/05.		Closed	0.50
79	06/03/2005	Erik Hannah	Temp	AUJS	Action - Edit Tickets - Tickets Not Invoiced	Michelle called in about shortload charges and Edit Tickets. She states that the shortload charges are not added in and she cannot add the product to audit orders. Found that shortload charges are entered into the text box to the right of the Edit Tickets form		Closed	0.50

						and must be entered manually. Michelle also had two more tickets to set to invoiced. Set flags back.			
88	06/08/2005	Erik Hannah	Temp	AUJS	AZMAT-Material Usage Report	Dan Malone called in regarding an error on the Material Usage report. The error occurs when a date range for all of May is selected and the Valvista plant is selected. Found that the V-358 admix product was added to a mix with a target quantity of zero. This was causing a division by zero error for the calc on percent difference. Set a restriction on the stored procedure and checked against the data from the old stored procedure. The numbers match without a date range. Asked Dan to forward the message to Pat and have him double check the figures.		Closed	1.50
90	06/08/2005	Ken Clay	Temp	AUJS	Jonel - Implement AUJSDTPicker in AUJSReports and Administration	Implement AUJSDTPicker in place of GtMaskDate control in all reports and modules which reference GtMaskDate.		Closed	22.00
92	06/08/2005	Erik Hannah	Temp	AUJS	Action Supplies	Michelle called in about weight		Closed	0.50

						scale interface issues with a new user. Weight scale interface is selected.			
101	06/08/2005	Erik Hannah	Temp	AUJS	State Ready Mix _ BPS	BPS is not connecting to the panel correctly. Receiving Timed Out waiting for CR status. Requested clarification from Ken Clay as to why this would occur. Still researching..		Closed	3.00
109	06/09/2005	Erik Hannah	Temp	AUJS	AZMAT - Shortload Tickets	Pat called in from AZMAT. He requested a report that would show all tickets with shortload charges. Wrote a custom SQL and gave him a data dump of the result to use in Excel.		Closed	0.75
111	06/10/2005	Erik Hannah	Temp	Not Applicable	Transitmix	Jackie reports that order entry is reporting incorrect totals on the COD calc button. Found that one of the orders in question had been ticketed with a short load first. Advised that we calculate all loads as full loads first and calc shortload on the last load if necessary. Jackie reported that there was another order with only one load that had		Closed	0.50

						the same problem. Checked order entry and edit tickets and they report the same dollar amounts. Jackie is currently looking for the ticket. Closed until further information presents itself.			
121	06/13/2005	Erik Hannah	Temp	AUJS	Action Supplies - Orders not set to complete.	Michelle Balma called in stating that some of their orders were not getting set to complete when the last load was shipped.		Closed	3.00
122	06/13/2005	Erik Hannah	Temp	Not Applicable	Citymix	Called Sergio at Jonus Engineering to discuss accounting interface with their accounting software. Requesting company is Citymix in Canada. He stated that he would contact me regarding possible fields to import on next Monday.		Closed	0.50
136	06/15/2005	Erik Hannah	Temp	AUJS	Valley Block - Inventory Cost Incorrect	Tina reports that the cost is showing incorrectly on the Summary Inventory Trans report for Block. The Summary Inventory Transactions Report form at Valley is not the same as the current form. It is also a		Closed	1.00

						different report file, that I cannot locate in Sourcesafe. Requested further info from Mike and Scott. Waiting for response. Called Tina to advise of the situation.			
137	06/16/2005	Mike Chapman		AUJS	DVC - Printing Format Change & Disable Standby Charge	Change the Concrete Ticket Format to use w/o Roll Back on Printer. Change all Field Printers to use new Ticket format and disable Roll Back. Turn Off Stanby Charges until July (when MSI is enabled).		Closed	2.50
160	06/17/2005	Mike Lawson	Temp	AUJS	NRM Vist	Went to NRM to go over issues.		Closed	4.00
								TOTAL	50.09

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163	06/21/2005	Allen Wiggins	Temp	eABC	IVP New Plant 27478	They are saying now the Agg 4 Sand 2 Discharge will not discharge. When they run in Repeat the problem will pop up after some time then the only where they can clear it is to switch off the repeat mode. They are now running with AltF1 and ALTF2 and it still is happening. Allen		Closed	3.25
168	06/21/2005	Dan Malone		BPS	Arizona Materials - Not getting moisture data from Ulink panels	Customer claims the Ulink panel is sending material moisture percentage but it is not being saved in the database.		Closed	0.27
180	06/24/2005	Erik Hannah	Temp	AUJS	Action Supplies - Delivery Charge not calculating	Michelle called in stating that the delivery charge is not calculating for agg orders on a particular customer. She also had a complaint about the sort order from the order to the ticket for the line item products.		Closed	2.00
182	06/24/2005	Erik Hannah	Temp	AUJS	Hanson - Ticket Export Path File Export Error	Pam called in from Hanson. She states that she cannot get the accounting export to work without generating an error. She		Closed	4.00

						states that it is a path file export error. Determined that the proper permissions had not been set for her account to write to the export folder. The jonel account does not have permissions either. Spoke to Ray Stevens about this. Apparently the permissions on the folder had not been reset since the server crash. Called Pam and advised her to login as Lucy, who does have permissions.			
184	06/27/2005	Erik Hannah	Temp	AUJS	Action Supplies - Master Record Synch not working with new prod	Michelle called in stating that a new product will not import into Great Plains.		Closed	0.50
192	06/30/2005	Erik Hannah	Temp	AUJS	NRM - Order Audit Report Error	Order Audit report errors out on order number 40 for 06/29/05. Found that the color.bas module had been changed to allow white as a color for the order_flag_id. White was previously zero and the Create_Order_Audit stored procedure was looking for a zero value for white. White is now ID 18. Changed the stored procedure at NRM and updated the		Closed	2.00

						version in SourceSafe.			
195	06/30/2005	Erik Hannah	Temp	AUJS	State Ready Mix - BPI disconnecting.	Rick reports BPI disconnecting.		Closed	0.50
196	06/30/2005	Erik Hannah	Temp	AUJS	McIntire - Server connection down	Server connection lost at McIntire.		Closed	0.50
197	06/30/2005	Erik Hannah	Temp	AUJS	Transitmix - Block Ticket Format	Change wording on bottom of block ticket from 1/2% to 1.5%.		Closed	1.00
200	06/30/2005	Erik Hannah	Temp	AUJS	Lehigh - PrintInv Taxes	Randy emailed in about multiple tax schedules showing on the PrintInv report. This is a problem that had been previously discussed. The problem resides in the fact that the report only joins two of the three aliased tax schedule tables. However when the third join is added the report slows way down. Almost to an unusable speed where it will timeout. Spoke with Randy about this and he decided that it was not worth the slow down for the 1 or 2 times every couple of months that this occurs. Emailed him a reminder of our previous conversation , per his request.		Closed	0.50
210	07/01/2005	Erik Hannah	Temp	AUJS	Hanson - Quote Price Escalation Error	Brenda reports that quotes were updated a day early. Found that		Closed	0.50

						the old Escalate_Quote_Prices schedule was at 8 p.m. on the previous day. Changed stored procedure on all databases removing the DATEADD function from the cursor query. Brenda also requested a change to the QtPrint report.			
216	07/06/2005	Erik Hannah	Temp	AUJS	Action Supplies - Delivery Charge in Audit Orders	Michelle called in about changing the delivery charge in Audit Orders. Showed her the delivery charge text box in Edit Tickets.		Closed	0.50
217	07/06/2005	Erik Hannah	Temp	AUJS	Duluth - Raw Material Sort on Ticket	Tim called in stating that the raw material sort order is wrong on their tickets at the new Silverbay plant. Emailed Ken to find out where that sort order is coming from.		Closed	1.00
226	07/06/2005	Erik Hannah	Temp	AUJS	Burnco - OrdPrint Report	Richard reports that none of the order data is coming through on the Order Print report. Header info does show correctly. Contact at 780-453-5936. Unable to duplicate so far, had him run a test with a newer version of the report. Received Error detected by		Closed	2.50

						database dll.			
239	07/08/2005	Erik Hannah	Temp	AUJS	Desert Ready Mix - Invoices	Dennis called in stating that they would like to print invoices from AUJS. I showed him the standard invoice and talked with him about the modifications we could make. I also discussed a possible Quickbooks interface solution. He said that he would talk with the owner about it and get back to me.		Closed	0.50
280	07/15/2005	Erik Hannah	Temp	AUJS	State Ready Mix - User Setup	Rick called in from State Ready Mix. He requested to add a user to the system. I walked him through the add process in Enterprise Manager and setup in the Admin tool.		Closed	0.50
296	07/20/2005	Erik Hannah	Temp	AUJS	State Ready Mix - New Batchman	Rick called in from State to add a new batchman to a plant. Advised that he would need to add that employee to other type group in Employee maintenance. Walked him through the steps and confirmed that his problem was solved.		Closed	0.25
317	07/25/2005	Erik Hannah	Temp	AUJS	Grimes Rock - Current Orders Invoiced	Olivia called in about today's orders showing invoiced. She cannot modify some items on the		Closed	0.75

						order form because of this. Apparently there is something throwing off the update routine that runs nightly. Tried to get connected several times, but there is something wrong with the connection. Checked all possible causes that I can think of. The modem is not answering the call though. Still working to resolve.			
322	07/25/2005	Erik Hannah	Temp	AUJS	Peachtree - Maintenance	Jeremy called in to report an invoice that would not import. Found that the order had a zero ticket number which was preventing the creation of the sales tax data. Added restrictions to the stored procedure to prevent this from happening in the future. Called Jeremy and had him test from Jonel to Peachtree.		Closed	3.00
332	07/27/2005	Erik Hannah	Temp	AUJS	State Ready Mix - Ticket Proof	Rick needs the invoiced flag set back on orders for Saturday the 23rd of July. Set flags back called Rick and the set back to invoiced after they were printed.		Closed	0.25

349	07/29/2005	Erik Hannah	Temp	AUJS	AZMAT - Schedule Info Change	Dave reports that the scheduled time on an order was set back by the system to the earlier original time. This error may cost them several thousand dollars. Rese arching...		Closed	3.50
355	08/02/2005	Erik Hannah	Temp	AUJS	Bedrock - Edit Tickets	Kristina reports that standby charges are calculating with the wrong price. Determined that the price must have been changed recently. Also found that the charges need to be removed from the grid in Edit Tickets in order to recalculate the charges. Advised Kristina.		Closed	1.50
361	08/04/2005	Robert Zimola	Temp	AUJS	Burnco - Error running Order Audit Report	'Problem executing create_order_audit stored procedure'.		Closed	1.00
365	08/04/2005	Robert Chouinard	Temp	AUJS	Contek - AUJS Installation	The server that was running the AUJS test environment has crashed and was rebuilt. Request was made to reinstall AUJS and test database on new server.		Closed	4.00
368	08/04/2005	Scott Franze	Temp	AUJS	Burnco - Purge Old Orders/Tickets and dependent data	Burnco wants to delete Ticket and Order data prior to a certain date; also delete directly dependent data. This		Closed	4.00

						will hopefully 'speed' up their system.			
								TOTAL	88.36

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376	08/09/2005	Erik Hannah	Temp	AUJS	Bedrock - Export Issue	Kristina called in a problem with the import into Quickbooks. Export file was extremely large and it took some time to find the invoices that would not import. Determined that they had imported orders for a customer that did not exist in Quickbooks.		Closed	2.00
377	08/09/2005	Erik Hannah	Temp	AUJS	Valley Block - Summary Inv Report Mod	Valley requests a restructure of the Summary Inv Trans report.		Closed	4.00
382	08/09/2005	Lisa Jacob	Temp	AUJS	M & M Concrete - Request to Modify Preliminary Notice	User requested some minor modifications to the Prelim Single.rpt.		Closed	0.55
387	08/10/2005	Rin Olson	Temp	AUJS	NRM - Report Modification Requested	Widened invoice number field on the Ticket Information report.		Closed	0.55
399	08/16/2005	Erik Hannah	Temp	Not Applicable	State Ready Mix	Rick called in to reset the invoiced flag on orders for Saturday. Set the flags back advised and reset about an hour later.		Closed	0.50
401	08/16/2005	Erik Hannah	Temp	AUJS	Hanson - Tax Report and Invoice Export	Alan Martin had some issues with the Sales Tax Summary report. The tax amount shows about 110,000 in taxable sales and only 30.18 in sales tax. Determined that the		Closed	5.00

						<p>taxable sales column also included Local Tax Exempt sales. There were only two orders that actually had tax for the specified plant and time period. One of those actually needed to be resaved and there was no tax on it. So there was really only 10.00 in tax. Modified the report to include Local tax Exempt Sales in a separate column. Tested here but security permissions have been removed and I cannot move the file in to test it over at Phoenix. Called Ray Steven, but both of his numbers are disconnected . Called David Baker and left a message. Called Alan to advise what I was waiting on. There was also another request to export all invoices in Excel format year by year. I gave them results from a sample query and asked what they would need to keep and what they would need to remove. Still waiting for response...</p>			
409	08/17/2005	Erik Hannah	Temp	AUJS	Lehigh - BPI	BPI is not		Closed	1.00

					not connecting	connecting at Lehigh. Could not locate the address for the Batch Panel Server machines. After searching for some time, I decided to do what I could for the batchman at the site. When I reached him the problem had resolved itself. It was most likely that the physical connection had been restored. I gave him my cell number and advised him to call me directly if there were any further issues.			
430	08/23/2005	Erik Hannah	Temp	AUJS	Grimes Rock -Ticket Proof	Olivia called in to fix a problem with the ticket proof. Reset flags on orders day by day and reprinted each day for one week. Apparently the SQL job to update orders has been failing. Their machine out at the pit has been running for about a month. Advised her to restart about once a week to see if it will help keep the SQL jobs running smoothly. Advised her to call back if there are further issues.		Closed	1.00
431	08/23/2005	Erik Hannah	Temp	AUJS	AZMAT - Batch Load	Dan Malone requested a		Closed	1.50

					Screen Print	change to print the date and time of the printout on the Batch Load Screen. Added code to print date and time of printout.			
436	08/24/2005	Mike Chapman		AUJS	Bedrock - Setup	Joe is wanting to test Mix designs uploading to their command panel. Also, added new dispatch user, and demonstrated the process to Joe. Pio needed to print out all mix designs, I sent him the instructions on how to accomplish that task. I also need to finish up on the NTO report and have Erik H. add in the UDF on the prelien.		Closed	2.00
437	08/24/2005	Mike Chapman		AUJS	Transit Mix	June had problems importing batch tickets into Jonel.		Closed	1.00
438	08/24/2005	Mike Chapman		AUJS	Transit Mix	June had an exception while importing tickets to SBM. I walked her through the process broken down by type of account. Found that the error was occurring when importing the charge accounts. deleted batch and resent charge customers and that took		Closed	1.00

						care of it.			
439	08/24/2005	Mike Chapman		AUJS	Transit Mix - Detail Order Analysis Report	Ernie would like to have the Concrete Finishers name on the Order Analysis report.		Closed	0.50
441	08/24/2005	Mike Chapman		AUJS	Modern Foundations - Stone Shooters	SSI - Wants the map page to print on the order and remove the pricing. Also, would like to modify the Batch Load Screen to show salesperson and the county.		Closed	1.50
442	08/24/2005	Mike Chapman		AUJS	Transit Mix - Exception Error when importing into SBM	June has been having exceptions since monday while importing into SBM.		Closed	1.00
444	08/25/2005	Mike Lawson	Temp	AUJS	Batch Load Screen Fields	Allow customized fields for Batch load screen that allows the user to pick which fields they wish to see and add including the following: Sales person, Lot Block #, Order By, Job.County, etc.		Closed	0.00
449	08/25/2005	Mike Lawson	Temp	AUJS	Interface to Color System	Dispatch/Batching integration to Davis and/or solomon color system. Need to reasearch how to integrate, what integration points make sense (batching, dispatch or both). Should be add a color based mix design. ETC.		Closed	0.00
450	08/26/2005	Mike		AUJS	Bedrock -	Bedrock		Closed	3.00

		Chapman			Add new UDF to Prelim to allow long property descripti	requested a long field format for the Prelim to allow a long Property Description. Need to add a UDF to the Job or Prelim to accommo date a 500 character field for the description.			
451	08/26/2005	Mike Chapman		AUJS	Wekiwa - Research on server for upgrading the machine.	I am working with Cory on upgrading existing server for our App. or purchasing a new server.		Closed	1.00
461	08/30/2005	Mike Chapman		AUJS	Mcintire - Setup new plant.	Dan needed to setup the new plant & concrete products.		Closed	0.50
468	09/01/2005	Erik Hannah	Temp	AUJS	Metromix - Peachtree Mod	PO Number mod.		Closed	1.00
475	09/02/2005	Erik Hannah	Temp	AUJS	Groupo Carmelo	Miguel reported some issues with ticket dates. Investigated and discussed issues with Miguel. Reassigned 1899 ticket_ datetimes for valid tickets on 08/23/05. Discussed possible options for an overlapping date order. Waiting for call back from Miguel.		Closed	1.50
496	09/09/2005	Jim Smith	Temp	AUJS	Purge Jobs/Orders	Finish development on the clear jobs/orders functionality.		Closed	0.00
498	09/09/2005	Dan The Batcher	Temp	eABC	Barrick Meikle Mine	Problem with restarting the batch. found the zero offset on the find set to 3.00		Closed	1.00
500	09/12/2005	Mike Chapman		AUJS	McIntire-Setup New Remote Plant.	Plant Mgr. Dan called me to help setup the		Closed	1.50

						new remote plant. Setup products, mix designs, grouping etc.			
								TOTAL	120.96

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501	09/12/2005	Mike Chapman		AUJS	McIntire - Setup new plant	Setup Remote Plant.		Closed	3.00
502	09/12/2005	Mike Chapman		AUJS	McIntire - Voiding Agg Tickets	Becky could not void Agg tickets in Batchload screen.		Closed	0.50
505	09/13/2005	Mike Chapman		AUJS	DVC - Change Printers from using roll back feature	Printers are not rolling back due to failure of the printers. Need to disable the rollback on the printers which are still using the rollback and create new contickt format not using the roll back and a ticket form for all the printers.		Closed	3.00
507	09/13/2005	Mike Chapman		AUJS	Bedrock - Christina wanted to add the Lot Number to the Invoice.	Need to Update the PrintInv.rpt to add in the Lot Number for the job.		Closed	1.00
508	09/13/2005	Mike Chapman		AUJS	Modern Foundations - Trouble with importing tickets to Quickbook	Lisa's Machine is getting old data from previously exported tickets.		Closed	0.50
520	09/14/2005	Erik Hannah	Temp	AUJS	Sales Profit Report	Susan called in regarding some errors in the Sales Profit Analysis report. Updated stored procedure and ran report successfully on server. Susan called back stating that the report still would not run. Determined that she had an older version of the report that had not		Closed	2.00

						been corrected. Updated report file and it ran successfully. Susan called back regarding the number difference between the Customer Sales report and the Sales Profit report. Determined that the Sales Profit report was including agg sales.			
537	09/15/2005	Mike Lawson		AUJS	Jonel - Move LSS into separate exe.	Move LSS out of AUJS and into its own exe to bypass the performance problems associated with refreshing the OIP.		Closed	4.95
540	09/16/2005	Erik Hannah	Temp	AUJS	Access Form Corrections	Corrected back color on Mix Mod form and replace text box on Credit Tickets form with a status panel. Modified CreateCreditTicketDetails variable's varchar definitions.		Closed	1.00
556	09/23/2005	Erik Hannah	Temp	AUJS	Grimes Rock - Ticket Proof	Olivia called in about some more days that did not get invoiced by the SQL job on their machine at Grimes. Modem would not connect troubleshot connection problems for about 45 min. Finally got in and updated the dates and reprinted the		Closed	1.25

						days that had been duplicated or missed. Checked event logs for errors, of which there were several that did not point to any one cause. Advised Olivia that I will need to check their machine at night when they are not so busy. It is nearly impossible to check while they are operating.			
557	09/23/2005	Erik Hannah	Temp	AUJS	NRM - Quote will not save escalation	Rin reports that she cannot save a quote after an escalation had been added.		Closed	8.00
571	09/30/2005	Scott Franze	Temp	AUJS	City Mix - Add feature to exempt certain product(s) from PST tax	Canada has GST and PST tax locations. Certain 'other' product(s) are exempt from PST taxes but are charged GST taxes.		Closed	6.58
617	10/05/2005	Rin Olson	Temp	AUJS	NRM - Great Plains Import Error	Invalid adjusted sales account error on product 9600 in the SRPJNL database.		Closed	0.47
637	10/11/2005	Mike Chapman		AUJS	Transit Mix	Eric Burchfield needed training on setting up quotes with the termination dates.		Closed	0.50
638	10/11/2005	Mike Chapman		AUJS	DVC	Plant 6 settings were incorrect. changed the settings in the printer and the properties and printed tickets for test. Prints		Closed	1.00

						Correctly.			
646	10/12/2005	Erik Hannah	Temp	AUJS	M & M - Inventory Issues	Dave Justin emailed in some issues with the inventory module. Investigating...		Closed	4.00
651	10/14/2005	Mike Chapman		AUJS	Transit Mix - Jonel Credits	Train June on crediting an Invoice in Jonel.		Closed	1.50
652	10/14/2005	Mike Chapman		AUJS	Bedrock - Setting up Products	Trained Jon on setting up Products to Map over to the Eagle panel. Also, setting up products for delivery.		Closed	1.00
666	10/20/2005	John Geary	Temp	AUJS	Burnco - AUJS Upgrade	AUJS upgrade at build 03-24-05 to keep Edmonton on the same version as Calgary.		Closed	4.00
692	11/07/2005	Scott Franze	Temp	AUJS	Product Demand Per Hundred Wt.	Scott had a customer request to show per hundred weight values on the Product Demand report. Working on report.		Closed	6.00
698	11/10/2005	Branden	Temp	AUJS	SRP - Order still showing on DLS after order quantity is met.	Concrete Order #203 for 11/10/2005 shows the order quantity of 250 as being full shipped. The DLS shows the order at 239 yards shipped of 250.		Closed	1.00
702	11/14/2005	Scott Franze	Temp	AUJS	SRP(Vic) - Overflow on batch load screen	Error occurs when selecting orders on the batch load screen (concrete) when selecting by 'customer'. Error does not occur when customer		Closed	0.75

						description is blank.			
713	11/18/2005	Scott Franze	Temp	Not Applicable	Quote List Report Options	Scott had a request to add options for Active, Incative, and All quotes. Modified form and tested. Checked in.		Closed	2.50
762	01/06/2006	Tom Murphy	Temp	AUJS	Comac - Reset product prices.	Need to reset prices (Price increase) by product. Tom sent in a spreadsheet listing product numbers and prices.		Closed	1.50
771	01/10/2006	Rob Shank	Temp	AUJS	Beaver Materials - Error when exporting tickets	Run-time error '40002': 01000: ...[SQL Server] End of Export_Ticket_History_Aggregate		Closed	1.50
796	01/25/2006	Dave Justin	Temp	AUJS	M&M - Plant Remapping	There are about 5 or 6 plants with "BP" at the end of their description. They want to move all the "BP" plant data to the plants of the same respective name without the "BP". i.e. "Plant1 BP" ----> "Plant1". That is with the exception of "MTech BP", which they want to remain the way it is.		Closed	0.70
								TOTAL	179.16

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ITEM ID	CREATED	REQ BY	USER	APPLICATION	ISSUE	DETAIL	SYSTEM #	STATUS	TIME
798	01/25/2006	Erik Hannah	Temp	Not Applicable	Jonel Engineering - Website Update	Mike emailed in some requests to update the website with Manager of Operations employment opportunity. Updated website main page, employment page and added a new page for the listing.		Closed	1.00
802	01/25/2006	Erik Hannah	Temp	AUJS	Sprague's Ready Mix	Gary called in requesting a way to view batch weights for tickets older than one week. Referred him to the ticket information report. There were some issue getting the report to show in the report menu. Gary was also looking in the Modules section of the menu in the main project. I asked him to look in the reports module, which is what he misunderstood. So we were running in circles for about an hour before we figured out he was looking in the wrong place. The report permissions did need to be set in the admin tool though.		Closed	1.00
807	01/30/2006	Erik Hannah	Temp	AUJS	Benkley & Ober	Bill Kenley calling in with some questions		Closed	1.00

						about the MSI and the Mappoint interface.			
813	01/30/2006	Erik Hannah	Temp	AUJS	Brannan - Sales Reports	Julia reports \$5000.00 difference for Product Sales and Customer Sales report for other type products in Decemeber.		Closed	2.50
816	02/01/2006	Keith	Temp	eABC	Barber Brothers	Cannot print tickets. New Win98 PC. eABC is old version with hardcoded serial port settings and does not support PCI cards.		Closed	0.75
828	02/08/2006	Corey	Temp	AUJS	FBM - Move non-block products in 'Block' to 'Other'	Block products not labeled as '*BLOCK*' need to be changed to type 'Other'. Change in Product table and move items from block_product table to other_product table.		Closed	0.95
834	02/13/2006	Erik Hannah	Temp	AUJS	Select_Batch LoadOrders Concrete	Select_Batch LoadOrders Concrete had been modified to use a subquery using the schedule tables. This has caused several lock up issues at NRM, Lehigh and Spragues at about a month or so after their respective upgrades. Set back to old ticket table subquery until issue can be resolved by Jim Smith.		Closed	1.50
835	02/14/2006	Elu	Temp	AUJS	NRM - SRPJNL - write script to	Elu is remapping the raw		Closed	1.48

					add 10000 to raw matl product IDs	materials on the batch panels. Need to write a script to add 10,000 to all raw material product IDs in all tables. (SRPJNL only)			
838	02/16/2006	Erik Hannah	Temp	AUJS	Prospect - Navision Import	David Waste requested an accounting interface for Prospect to their Navision accounting software. The interface is quite extensive and required the creation of three text files. The files are also fixed width, which adds a lot to development time. Each file has it's own different fixed width field lengths. There are many discrepancies between the text file examples and the word doc specification. Creation of three stored procedures was also necessary. Numbers were also zero padded and the code to do this took some time to develop. Created new dll and forwarded stored procedure scripts to David.		Closed	20.00
858	03/02/2006	Erik Hannah	Temp	AUJS	Simon - Quote Price Escalation	Ed called in from Simon stating all his quotes had been updated. This		Closed	3.00

						occurred after he had selected a customer within the quote price escalation form, in the admin tool. He states that he had done this with multiple customers before he realized what had happened. Found the old database and restored to a safe database. Backed up and restored current database as a test database. Determined which data should be restored to restore to previous state. Tested escalation with Ed on the test database. The test succeeded and only items for that customer were updated. Ed is going to try to run the escalation on the production database. Advised him to contact me if there were further issues. Going back in a week to delete test and safe database after I am sure everything is corrected. Ed also ran into a printing issue with all reports, it was relative			
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						to a windows glitch and I advised him that he would need to restart the server, as you could not see the printers window on the server. Checked back and printing issue was corrected. Still have not determined if there is an issue with the form or if it may have been a workflow issue. Have not been able to duplicate. There has never been an issue with this form in the past and it has not been changed (with the exception of the datepicker control) in quite some time.			
859	03/03/2006	Erik Hannah	Temp	Not Applicable	Action Supplies - Report Mod	Michele requested a report mod to the Truck Sales report. They want a report grouped by driver. Researched the report mod and the form front end. It will require a new reports exe which means rolling back code. Advised her of the difficulty and cost of this. Quoted two hours for the report mod and testing and 8 more		Closed	2.00

						for the code rollback. Forwarded message to Michele.			
875	03/14/2006	Scott Franze	Temp	AUJS	Texas Concrete/Shumaker - Remove Print_Material_Type_ID=None	Remove Print_Material_Type.Print_Material_Type_ID = 1 (None) Reset all Concrete references to from 1 (None) to 3 (Actual). Aggregate and Block references may stay as is (0, 1 or 3).		Closed	1.50
899	03/23/2006	Erik Hannah	Temp	AUJS	Transitmix - Reporting Difference	Ernie Walker called in an issue with the Detail Order Analysis report. A ticket is missing that shows on the ticket list. Found that the driver was missing from the ticket. Determined that the employee had been changed from type Driver to Other. This removed the record from the driver table and broke the link in the report. Called and left a message for Ernie to advise.		Closed	1.50
932	04/07/2006	Erik Hannah	Temp	AUJS	State Ready Mix - New computers	State has some new computers. They are XP and they have an NT Server. Worked with Rick and periodically with Scott Franze to get the application installed. Got		Closed	6.00

						<p>Access installed and updated. The message queue is not working though. Scott installed a patch on the server and got the queue working on the orderdesk machine. Rick called back the next day regarding the batchman machine which could not connect to the queue. Got the queue working on that machine, but we cannot see the machine's drive folders or printers on the network. So we cannot set up printers. Advised that we needed to get his network guy in to set the computers up properly on the network. Rick wanted to keep trying, so we tried several different fixes that did not work, also tried moving the printer to another machine, but he moved it to the other new XP machine which is also having trouble with name resolution on the network.</p>			
970	05/19/2006	Erik Hannah	Temp	AUJS	Prestige - AcciFace Mods	Mike Chapman called with		Closed	4.00

						several modification requests for the Acciface dll for their Mass Data interface. Requests include four new fields. Implementation of tax schedules, which required a re-write of the header stored procedure. And addition of the date to the name of the export file. They are also requesting a custom mod to the PrintInv report.			
987	06/08/2006	Ginger, Jerry		AUJS	McDermitt Support	Provided support for ticket time entry error (Ginger) 1 hr. Helped Jerry get AUJS and the BPS up and running 1 hr.		Closed	1.00
991	06/19/2006	Rich Reed		eABC	S/N 26938 Johnson Co. Pipe	Service Call at 5 a.m. Call was transferred to Rich Reed. Found PLC not linking to PC. Result was blue cable was plugged into the wrong port. Problem was rectified and plant communication was re-established.		Closed	1.00
994	06/20/2006	Mike Chapman		Not Applicable	AB Prestige	Training Dispatch and Billing at Groveland Plant		Closed	10.00
1002	06/23/2006	Kevin		Not Applicable	Gilchrist Construction	They reported that their Mix Designs weren't working right, or how		Closed	1.00

						they wanted them. Laurie handled the phone call. I believe their answer was that the Mix Design for a specific job couldn't be changed because it can't be added to the job once the job had been completed. S/N 21868 They called on morning of 6/26 to ask how to tell if a scale card was bad, and I directed the call to Rich Reed.			
1005	06/23/2006	David McClellan		Not Applicable	Lowell, Mass	Called about some virus problem (was his original complaint). Spoke with Allen for an hour. The PC was repaired and shipped back. Hank reinstalled it when he went to site.		Closed	1.00
1006	06/23/2006	Bob		Not Applicable	Ajax Paving	He faxed us a copy of his ticket. Allen helped him add Target and Actual to his ticket, I think it was actual, but now he needs to add Customer Name and Address to his QC ticket. S/N 21315		Closed	0.00
1008	06/23/2006	Jerry		Not Applicable	McDermott	Small/Large jog cutoff problem. We adjusted the jog-time and small large/cutoffs. 15 minutes.		Closed	1.00
1009	06/23/2006	Stan		Not Applicable	Course Labs in Perris, CA	The were having an intermittent		Closed	0.00

						moisture probe problem. Possibly need a quote from Craig for a new Hydronic Moisture Probe.			
1011	06/23/2006	Tim Robertson		Not Applicable	DuLuth Ready Mix	Called for Allen on Thursday 6-22-06. Invoiced for optos for capacitors. No separate charge for the call.		Closed	0.00
1014	06/27/2006	Willie		Not Applicable	Amcor, in Provo	6-26-06 The output opto for the clutch was faulty. Found problem and rectified after checking the PLC logic. S/N 23228 1 Hrs. \$120.		Closed	1.00
								TOTAL	243.34

HELP DESK REPORT

ITEM ID	CREATED	REQ BY	USER	APPLICATION	ISSUE	DETAIL	SYSTEM #	STATUS	TIME
1015	06/27/2006	Mike Chapman		Not Applicable	Bedrock	Bedrock DOA - could not login into Jonel. Restarted Server and re setup Batch Panel Interface. Could not print or stack tickets to the batch panel. Rechecked Settings and selected the plant and restored batch panel connectio at 6 am. System has been running fine. I am unable to access their system as I am on the road. I have not recieved any further information as to any other problems.		Closed	1.00
1025	06/29/2006	Jim Smith	Temp	Not Applicable	ClutchMobile	Write stored procedures to serve up data for the ClutchMobile Blackberry project.		Closed	2.38
1026	06/29/2006	Frank		Not Applicable	Engineered Concrete	S/N 16314 Frank Barradis wanted to dump Cement and Fill Water si multaneously . Talked him through how to remove Cement Dumping Int erlockRelay to enable him to fill Water and Dump Cement at the same time. He completed this operation over the		Closed	0.00

						phone.			
1028	06/30/2006	Dick		Not Applicable	Arizona Matls.	I got a complaint from Dick, and also talked to Tom, their batch operator. Dick said that the program change from 3 wks. ago didn't work right, but apparently they hadn't tried it out until recently. Anyway, he was complaining that he had to manually dump the water, that it didn't dump automatically. Plus, he was complaining about Admix and Cement being dumped at the same time, and that the aggregate absorbs the water. Anyhow, I relayed the call back to Chris and he eventually called back at the number for the the batch operator, and Chris said the plant was functioning normally after checking out the PLC logic. I don't know if Chris actually spoke with Dick or just the batch operator.		Closed	0.00
1031	07/05/2006	Kevin		Not Applicable	Gilchrist Construction	S/N 21868 Ticket is printing out after the Mix Timer, when the mixer		Closed	3.00

						tilts, instead of at 'End of Load' like it did before, he doesn't remember what happened to change this. Except he is now using a new mix design. Kevin emailed a backup, and then we found that an update he mentioned had not been applied to his current system. We resent him the update. The update changed the 'record adwater' to false in const.inc, so that it would start printing before it began mixing.			
1032	07/05/2006	Mike Chapman		AUJS	Jet Redi Mix	Setup Software and network Support.		Closed	1.00
1033	07/06/2006	Tom		Not Applicable	Master Builders	Tom is working on behalf of Superior Ready Mix, in Coachella. Batch operator at Superior is Dan (760)398-1222. S/N 28317. Their admix is not coming on for larger loads. The are not double-batching, I'm told by Tom, as they have a 10yd. mixer. Their Admix B channel is not coming on at all (Polyheed), but they are only using Admix A anyhow. From what		Closed	1.00

						Tom says, Rich last worked on it/installed it 7-8 mo.'s ago, so I passed the call on to Rich at Allen's request. The Zero probe does work, goes on and off, and they have switched out the opto once already. So right now Admix will say zero when it's full, so it won't pour and so they reset using Alt-R so they can run the next batch.			
1034	07/06/2006	Chris		Not Applicable	Service Rock	Ticket File result #204 error. It sounded to me like someone had changed the format of their ticketing, so I relayed the call to Chris. S/N 27387		Closed	0.00
1036	07/07/2006	Willie		Not Applicable	Amcor Masonry Products, Provo	S/N 23228. When in Auto, Loader does not go up after it is dumped into. Not sending out color signals, according to Willie Willie has no prints available		Closed	1.00
1039	07/07/2006	Erik Hannah	Temp	AUJS	Prestige - Acciface Tax Issue	Mike Chapman called in stating that the taxes were calculating incorrectly at Prestige in the accounting interface. Reworked the query to include the		Closed	5.50

						total plus tax, tax amount, tax schedule, and the taxed amount. Getting the query to work correctly took a considerable amount of time. All updates remained within the stored procedure though so no additional updates are needed.			
1041	07/07/2006	Erik Hannah	Temp	AUJS	New Quickbooks Interface	Scott requested to have the latest QuickBooks dll and stored procedures forwarded to Mike Chapman. There have been quite a few updates to the Quickbooks dll recently. Ran the latest dll through the latest stored procedures and imported into QB several times. All appears to be working well.		Closed	1.50
1047	07/17/2006	Mike Chapman		AUJS	Taxes and Tickets	Taxes were not computing properly. Tickets and Invoices, date field was incorrect format. Network slow when editing tickets.		Closed	2.00
1050	07/18/2006	Brian		Not Applicable	Vulcan Matls., Palomar	S/N 24455 (only serial # we have for Palomar). 849 W. Washington Ave.		Closed	0.00

						Escondido is the mailing address. His printer wouldn't stop printing out.			
1052	07/19/2006	Mike Chapman		AUJS	Prestige Block	Billing has a slow connection on the network causing the editing of tickets to run slow. Damon - 06/18/08 - Issue purged for inactivity		Closed	2.00
1053	07/19/2006	Mike Chapman		AUJS	Jet Quickbooks Import	QuickBooks interface is creating duplicate customers. Erik and I are working with Linda to resolve this.		Closed	2.00
1058	07/20/2006	Doug		Not Applicable	Metromont, Wilkesboro	Problems with his Aquamate. Jeff is handling the call. S/N 21806 Jeff: Sending out a new board (red) Doug will send the old unit back to us for testing, and repair. Tested bad over the phone. Find out if this has been invoiced out already. RMA if we haven't gotten it back yet, to repair it, ask Doug if he wants it repaired.		Closed	0.00
1059	07/20/2006	Ray Lollicker		Not Applicable	Koss Construction	S/N 24509 His Flyash scale is reading correctly according to the scale guys, but when he went to calibrate span factor on our system he was getting		Closed	2.00

						'Volt capacity is too smalll to add weight'. Jeff, I, and Chris tried to help him, don't understand why our SW is not allowing it to fully calibrate.			
1061	07/20/2006	John		Not Applicable	Weston Concrete	Matt wants to install his system on a backup PC. I emailed Janet, the secretary, the setup.exe file since they didn't have it. Her email address is JL emons@WestonConcrete.com It was an old abc system and there was no setup file, so Chris helped me to create a setup file for it. S/N 26864		Closed	1.00
1062	07/21/2006	Mike Chapman		AUJS	Prestige	Items to be proofed on both systems. Prices, Taxes, and Reports. Security of Citrix tools for the powerusers group.		Closed	1.00
1063	07/21/2006	Mike Chapman		AUJS	Pestige - Program Mods	Program Mods for easier use. Damon - 06/18/08 - Issue purged for inactivity		Closed	0.00
1064	07/21/2006	Clint	Temp	eABC	Orco Romoland - PC failure	Romoland #24975 Win 98 PC crashed.		Closed	0.00
1068	07/25/2006	Lee		Not Applicable	Westroc, Utah	Lee wanted the ticket # on his batching system to match the ticket # on his printouts. Allen handled the call. Told him		Closed	1.00

						to change, in utilities, Auto Increment Tickets to 'no', and Auto Reset Tickets to 'yes'. This way, if the ticket is coming in from dispatch, it can match the same # that the jonel system uses. S/N 21472			
1070	07/25/2006	Todd		Not Applicable	Hanson, Carroll Canyon	Todd called about putting in a new admix, whereupon the PLC wasn't zeroing it's numbers like when it normally gets reset. I handed off the call for Jeff to work on. S/N 16678		Closed	0.00
1072	07/26/2006	Mike Chapman		AUJS	Prestige	Trouble shooting billing issues and pricing problems.		Closed	4.00
1073	07/27/2006	Mike Chapman		AUJS	Prestige MAS 90 imports	Worked with Kavon on MAS 90 imports to bring in new customer accounts.		Closed	1.00
								TOTAL	275.72

HELP DESK REPORT

ITEM ID	CREATED	REQ BY	USER	APPLICATION	ISSUE	DETAIL	SYSTEM #	STATUS	TIME
1080	08/09/2006	Frank		Not Applicable	Engineered Concrete	Frank wants to be able to tilt the mixer before the 90 second discharge cycle is up, so that he can start another batch. He said the mixer would be empty once he tilted it back. S/N 16314		Closed	0.50
1083	08/10/2006	Dan		Not Applicable	Associated Ready-Mix	Dan wants to be able to stop the mixer drum from tilting, and return it before it's done. It's a safety issue for them. He suggested that the tilt switch matching up with the down-limit might achieve this, and just wants to be walked through the PLC change. Alan made the change so that the Mixer Return output is toggled, not latched, and can be unlatched by pressing the Tilt switch as well as getting the Mixer Returned interlock. 1 hr. S/N 13657		Closed	1.00
1084	08/10/2006	Jack		Not Applicable	Hansons, Carroll Canyon	Jack from Hansens, s/n 16678 called to say that he didn't get his printing problem fixed, it's just back to the		Closed	0.00

						<p>way it was in the first place. He still thinks the National City, s/n 27943, plant prints out the correct way. His problem: He only wants a time on the ticket for weighted materials, IOW only when there was a weight. If there are no weights on the ticket, then he doesn't want it printed out that way. It sounded to me like he said the ticket time was the time when the ticket printed, like two minutes after the batch was done.</p>			
1085	08/10/2006	Avery Flores		Not Applicable	Utility Vault	<p>Lights on the console gates don't match the PLC. Apparently, this was a plant that Dana did, and we have neither documentation nor backup that matches what they had on their systems. It was determined by Alan that their 24 volt power supply had failed. Also, they are sending us a backup that we can have and make prints from. We need to send a copy of the updated prints back</p>		Closed	2.50

						to them as well. 2 1/2 hrs time. s/n 24667			
1087	08/10/2006	Keith Wrickles		eABC	Sherman Ready-Mix	Donnie Tenmore (334) 821-3363 is the guy to talk to there. They are running fast batches, and their slurry is putting up an extra 1-3 yds. extra on smaller loads. They think there might be a problem with the agg holding hopper or that the agg may be weighing up slower than the other materials. This looks like teh same problem at Standard Irwindale Plant		Closed	1.00
1089	08/11/2006	David Pitz		Not Applicable	Holiday Rock, Palmdale	Has a question regarding Agg 1 fill, an electrical question. He's an electrician. The customer's electrician was attempting to use the 24v side of the moisture probe relay to control the 110v AGG 1 slow fill. It has been explained to him how it works, and how to wire it.		Closed	0.00
1092	08/14/2006	David		Not Applicable	Townsko	S/N 22187 Their system wasn't discharging when he pressed Master Discharge. Allen spent		Closed	1.00

						about 10 minutes on the call and told them to make sure their limit switch outside was coming on after the Mix Dump Time had timed out and after the mixer had been tilted back.			
1100	08/16/2006	Erik Hannah	Temp	AUJS	Prestige - Ticket Format - Order Entry - Employee Times	Paula called in with some questions regarding the ticket format and field clipping. She faxed over a copy of the ticket. Got back with Henry at dispatch to discuss the field and what clipping he had seen. Lot number is clipping. Later discussed with Paula and she stated that he was putting way to many numbers in and she would take care of it. Paula also had some questions regarding order entry and overlapping days with partial products used. Walked her through the correct procedure in each situation. Paula called later regarding a request to report ticket arrive plant times and employee times. Went		Closed	1.25

						over how this is done within the system in Edit Tickets. She is not satisfied with this. She wants a spreadsheet program where she can enter the employee times and arrive plant times on a spreadsheet grid. Forwarded request to Scott Franze.			
1102	08/16/2006	John Deering & Mike		Not Applicable	Imix, in Phoenix	They wanted to switch around their admix 1 and 2 and it's grouping. S/N 25755		Closed	1.50
1103	08/17/2006	Steve		Not Applicable	Orco Block, Riverside	Was having a problem with his block plant. His Mixer Dump Time was set for 25 seconds and only taking 5-11 seconds. Also, it was double-batching when it shouldn't have. Allen called him back once so far. Mixer Open Limit opto was going to be checked by Steve. If that doesn't solve it, we will probably send Jeff to fix it. S/N 26343		Closed	6.00
1107	08/17/2006	Scott Franze	Temp	Not Applicable	SQL Server 2005 - Research	Research upgrade to SQL Server 2005 (requirement , code and stored procedure modifications, etc.)		Closed	0.00
1108	08/18/2006	Dusty		Not Applicable	Hanson,	Software		Closed	1.50

					Plant 35	mod was requested on their Hopper.			
1109	08/21/2006	Richard (a PC Repair Guy)		Not Applicable	Duke Concrete in Glen Falls N.Y.	The phone # above is the cell phone # for the PC Repair Guy. S/N 25329 Their HD crashed and we quoted them for an XP upgrade, and also told them how to reboot their system to get it back up and running. Result: They got it back up and running.		Closed	1.00
1119	08/23/2006	Brad Or Scott		eABC	McIntire	They want their Anderson Plant to have the same change that we made to their their Delville plant. What they want is for all of their Calcium Admix to discharge before any of their other materials discharge, because it takes so long for the calcium to discharge. I believe he said their admix is weighed and measured, and also that they don't want any of the admix dumped with the cement - no liquids at the same time as the cement. Their plant runs next on Sep 15, so they preferably need the change done by then. We have added		Closed	0.00

						<p>an addl. Admix group and are ready to call up and add it. Free of charge - it's within a year and it's how he had planned it to run in the first place, like the Delville plant. Made an Admix D, direct feed group. It's still value 42, Fill 17/Matl. 17, Admix 9. He wanted all from Group B to have their own separate groups, and our Laurie made the change for him - waiting on his email address for update #4. He may need a pc under warranty repaired now, for free. (765)759-7120 may be his cell phone. Number at top is plant phone.</p>			
1123	08/23/2006	Randy		Not Applicable	Hansons, in Litchfield Ariz.	<p>Randy ordered two SI90 (scale) cards from us. The load cell on his Weigh Hopper had supposedly been struck by lightening. The after hours phone is Dustin at (602)291-1711 Plant 35. S/N 25486</p>		Closed	2.00
1124	08/23/2006	Crazy James		Not Applicable	Arizona Matls.	<p>He ordered two PLC A/D boards from us. His central office that gave the P.O. for the</p>		Closed	2.00

						A/D boards is Ernie at (602)278-4444 IT tech lost moisture probe calibration settings for all his plants on James Laptop, Trying to get recalibrate to get them back. Brain & Pat			
1132	08/25/2006	Erik Hannah	Temp	AUJS	Prestige - Rebill Tickets\Order Entry\Edit Tickets Questions	Spoke with Paula and Joyce about the new Rebill tickets feature added to block. They had quite a few questions regarding order entry over multiple days, fuel surcharges, voiding tickets and a few other issues. Worked with them for at least a half hour on each call individually. Joyce also reported a problem with two orders that would not export.		Closed	1.50
1137	08/28/2006	Ken Blair		eABC	Core Slab, Tulsa	Cell phone - (908)630-6050 Ken says he wants to have 6 admixes now instead of only 3, as he just got a new mixer. He has 15 new mix designs he wants to put in. S/N 25406 Formerly, this co. was owned by Rankin Mtls. They have 5 admix fills already. One problem is that their		Closed	3.00

						run/hold Admix, D, does not discharge au tomatically, directly to the mixer; they have to manually do it. They want to add 2 more admix bottles. Incidentally, they are also changing the capacities of their admixes. The retarder will be two vats of 275-1000 Gallons. They are going to change the locations of where their admixes feed to, etc.			
1144	08/29/2006	Lee Anderson		Not Applicable	Westroc, Utah	Plant hit by lightning. Allen talked to him. Cell # (801)362-10 64 S/N 25166 Using Backup computer that they have used before to run abc. Batching OK, QC reports or inventory reports not printing. checked --- many things regarding printer. still need to check inside the windows/ system folder 'viold.vxd' date on that file, might try using the 'viold.vxd' from the previous batching computer. Laurie He did not have the viold.vxd file, so I emailed him one from his		Closed	1.00

						<p>build directory here. That did not work. I don't understand why he didn't have this file if he is running a Windows 98 version, which he says he is. Told him to call Allen tomorrow morning. His abc.ccf file also checks out, printer at lpt1 When he is trying to close the program, it says his print buffers need saving, saving printer buffers, but it doesn't ever close the program. I transferred him to Scottie's voice mail. He also had a problem with ticket stacking - 'Unable to create object aujsvpi.ang' or something similar to that filename. Brian We sent him a new PC w/XP upgrade which he will install on Tuesday, Sep 5.</p>			
1145	08/30/2006	Jeff Mayfield		eABC	Orco Block, Riverside #4	<p>Jeff Mayfield at Plant, Slump dump not working. The problem is this. When they are running in slump mode. The mixer will discharge at the end of the cycle. Even though</p>		Closed	0.00

						<p>the master discharge is still off..... I have not found any electrical problems as of yet. No bad optos, or limit switches The mixer will open the discharge gate, then close it. Even if the skip is not under the mixer..... They are asking for a way to keep it from discharging from the mixer until the slump dump has been pressed. Can we do this?? Jeff Chris responded to email. Rechecking limit switches.</p>			
1151	08/31/2006	Texas Concrete Matls.		Not Applicable	Chris (CDI field tech)	<p>Helped a CDI guy troubleshoot a moisture probe problem (me and Allen) .Command Data (CDI) S/N 22344 Texas Concrete Materials We had him check for a floating zero voltage, and make sure that ABC was set up right. He was measuring Sand on the moisture probe for plant 2, but anytime the agg in bin 1 or 2 began filling the moisture reading floated way up. His</p>		Closed	0.00

						problem only happened when he was running a batch from auto not manual. Incidentally, the CDI tech thinks he solved the problem. He feels his leads to both of the plants needed to be connected, that's when he got correct readings.			
1153	09/01/2006	Erik Hannah	Temp	AUJS	Prestige - Printing Problems	<p>Neal called in stating that she has not been able to print since Monday. She states they have been out of the office for the hurricane though this week. Worked with Kavon for a while and found some oddities in how the printer was behaving within Windows. He forwarded the matter to Dan out at Ft. Pierce. We went over some naming and network connections. Apparently there were all kinds of problems when he looked at the domain controller. He eventually deleted and re added the printer to the domain controller. We tested ticket printing after this, but the tear off</p>		Closed	3.00

						was rolling too far. Walked him through the settings for the printer form in Windows. Walked him through setting the TOF on the Oki printer. All is printing well and rolling back correctly.			
1163	09/05/2006	Terri Brown		Not Applicable	Dominie Fischer	S/N 24463 They need a new PC, waiting on backup. We sent out a new XP machine on 9-5, blue.		Closed	0.00
1183	09/07/2006	Manuel		Not Applicable	Ferreteria Ochoa	Has made backup disks of his system. I tried transferring him to Craig, but Craig wasn't here. Wants us to fax something to him. fax (809)580-0167 He said there was a guy named Tommy Castillo who worked for us that he was trying to reach. Had just talked to someone here 10-15 days ago.		Closed	0.00
1184	09/07/2006	Cory Warner		Not Applicable	Florida Bldg. Matls.	I tried transferring him to both Scott and Chris. He has a problem when he tries to use a material called High Early 1% and High Early 2%. The problem is that the AJUS can't send a ticket from the		Closed	2.00

						Office to the batch site for those two materials, even when he adds them as a material in the abc. Incidentally, the 1% is 16 oz/hundred weight, 2% is 24 oz/hundred weight. He said he had already run it by Scott and that Scott would take down his phone/sn info details. Sounds like a problem on the Access side. He ended up saying he would call Erik Hannah.			
								TOTAL	307.47

HELP DESK REPORT

ITEM ID	CREATED	REQ BY	USER	APPLICATION	ISSUE	DETAIL	SYSTEM #	STATUS	TIME
1190	09/08/2006	Allen Wiggins	Temp	eABC	Chandler Matl. Admix Hold	Add an input to hold teh mixer dump if the admix fault into is on. cost quoted \$140.00 Wiating for approval		Closed	0.00
1198	09/11/2006	David		Not Applicable	Townsko	Troubleshoot ed electrical problems S/N 22187 First he had one PC displaying 'no signal input', and wouldn't boot up - this happened with both his PC's. Had David plug it into a wall outlet and not through the UPS, and it booted up. Then the PLC wasn't working right. He said his plant didn't have air pressure, so I said I may only be able to troubleshoot your ouput optos if you aren't getting back plant interlocks. Tried to get him to go around his UPS, but just when that didn't fix it, his plant started to come on after the low 'battery' light on his surge protector went off. He asked if he should get another surge protector and I told him he should keep a spare		Closed	1.00

						plugged in and juiced up in case this happens again. 1 hr. phone time for the call.			
1202	09/11/2006	Lee Anderson		Not Applicable	Westroc, Utah	After he got his new PC from us, his QC reports are correct but his Inventory reports are off. Allen handled it. It appears his values weren't setup for measurement of units, in the abc.		Closed	0.50
1207	09/12/2006	Kevin		Not Applicable	Gilchrist Construction	Wanted to know how to add mix designs to the 'Jobs' screen. He was in the jobs screen and attempting to add mix designs through there instead of creating them through the mix designs screen first. S/N 21868		Closed	0.50
1215	09/13/2006	Kurt		Not Applicable	Robertson's Murieta	S/N 26314 Had a problem understanding how his Admix 12 zero's, I believe. Allen resolved it.		Closed	0.00
1218	09/13/2006	Scott Franze	Temp	BPS	BPS - Plant Setting Lost	BPS.ini file will occasionally lose the Plant ID setting. Ken Clay attempted to correct this problem by making the file read-only, but this hasn't solved it.		Closed	0.00
1220	09/14/2006	Rick		Not Applicable	State Ready Mix	Rick wants to know if the moisture		Closed	0.50

						values will affect the weight on the Agg 1 scale.			
1223	09/14/2006	Brian		eABC	Vulcan Mtls., Palomar S/N 24455	PC is booting up with a blank screen, periodically for the last 2 days. Requests new PC. When they get the new PC, they may give us their one that is acting up for repair. PC under warranty. I went there on Friday 9-15 and swapped it out with a new one (the PC). It works fine now. Their OS had a problem with booting up.		Closed	1.00
1258	09/19/2006	Jim Smith	Temp	Not Applicable	ClutchMobile BI	Maintain ETL and write stored procedures to serve up data for the Business Intelligence (BI) project.		Closed	10.00
1264	09/20/2006	Dave		Not Applicable	Orco Block, Banning	He says ShiftF1 stopped working (continuous batches). We suspect the problem may be with one of his Shift keys. Called him back but couldn't reach him, left a message to call us back here.		Closed	0.00
1266	09/20/2006	Tom		eABC	Master Builders	Tom wants to upgrade his admix system. He wants a quote from us, he's seeking to move some of his		Closed	0.00

						<p>admixes to his Jonel system (from other vendors). He said something about having 3 admixes, on each side, and one Fill added to our system. He called back today, Thursday the 20th. He said he wants to add 1 or 2 admixes for each mixer (3 to 4 admixes per mixer total). For the 4th admix he will need to knock out an additional hole from the panel (the 4th admix would just be used as a spare, though). These mods are for Orco Block in Oceanside. Blockmate mixer(s). He wants to use our hardware instead of independent controllers, send a fill signal to the Jonel instead. He wants a ballpark quote for getting this done.</p>			
1273	09/21/2006	Lee Anderson		Not Applicable	Westroc	<p>He just got his PC back today and his PC can't communicate with the PLC. The PLC is giving off the heartbeat light. He doesn't have any other serial cables connected right now</p>		Closed	0.00

						other than the one to the PLC. (801)362-1064 s/n 25166 PO# 1667-08 Need to Invoice out a Full Rack 1 CPU Card 1 A/D Card 2 I/O Cards 220 S. 670 West Pleasant Grove Utah 84062			
1289	09/25/2006	Pat		Not Applicable	Desert Ready Mix	The operator there was saying that once every week or so, the agg scales would climb up, even when unloaded Craig handled the call. They were weighing up and at a certain weight, the scales measured weight would start going back down again. Told to tighten up the connections at the junction box (suspected loose connection).		Closed	0.00
1290	09/25/2006	Mike		Not Applicable	Catalina Pacific, Wilmington plants	Mike wanted us to remove the Admix C interlock for him that sets off the alarm. S/N 21930 S/N 21130 Mike also wants, on his other plant, to be able to have both of his cement fills be able to screw into the weighopper at the same time, each one selecting either screw to complete		Closed	0.30

						<p>this task. He also would like to have two buttons, flyash and cement, added to plant controls as a direct jog, kinda like a direct feed. He talked about jumpering an opto and said that he could do this himself, if I couldn't. Worked with Rich Reed on this one.</p>			
1316	09/28/2006	Dan		Not Applicable	27847 A&A Corona	<p>Dan wanted a button that signals when the plant is full. We assigned Input opto 63, and it's lamp toggles when it's input toggles. He also wants a beeper for it, so I will work on that next. He said we can use this as a PO#: P57-Dan. I walked him through the PLC.mpf and mpic.pnl changes.</p>		Closed	2.00
1317	09/28/2006	Tom Murphy		Not Applicable	Comac, Stephens	<p>He said the manual was different than what he got. I said the manual is the same for all, except for the drawings. Then he wanted to know why he couldn't plug his batch panel directly into his j-box. I said that I believe an electrician is supposed to wire those wires individually, and bring</p>		Closed	0.00

						them through the bottom of the panel. I referred him to Allen's cell phone #.			
1327	10/02/2006	Michele Balma	Temp	AUJS	Action Supplies - Miscellaneous Items	Questions regarding the Authorized Purchaser in Order Entry now being a required field. Questions concerning how products are now selected in Order Entry when the product number is typed in the grid.		Closed	0.55
1336	10/03/2006	Erik Hannah	Temp	AUJS	State Ready Mix - invoiced orders	Rick called in from State. He is having trouble with the ticket proof and the invoiced_flag. Found that the job stopped working again. Had previously staggered jobs to prevent memory lockup issues. Worked for 3 weeks this time before I had to reset. Set flag on orders, still working to resolve.		Closed	1.00
1338	10/03/2006	Jay Powell		Not Applicable	High-Grade Mtls.	He wants a field tech out there to let him know how he can speed up his plant. Allen spoke with him already. s/n 20995 it appears.		Closed	0.00
1339	10/03/2006	Roth		Not Applicable	Standard Concrete	It wasn't sending tickets over Jcomm - they called Jeff first. One of their guys reseated		Closed	2.50

						their ethernet card and then it started sending the tickets again.			
1347	10/03/2006	Allen		Not Applicable	Hanson Agg, Maroochydor e	Plants 1 and 2 are each supposed to be set to 12 cu. meters, but after 7 meters the load is splitting. I told Chris about looking into it. s/n 28570		Closed	0.00
1350	10/04/2006	Tony Pierce		eABC	Palestine Concrete, Dallas	dsf		Closed	0.00
1361	10/05/2006	Ambrosia		Not Applicable	Barrick Goldstrike Mine	Their admix isn't working in batch mode, it's only working manually. Allen suggested that they may have their dose rate set to zero for the admix, but I didn't get a chance to tell them before they had to go. Ambrosia said she would call back - she's in IT.		Closed	0.00
1372	10/06/2006	Brad		Not Applicable	McIntire Printer Problem	Helped them configure their printers properly for printing tickets.		Closed	1.00
1379	10/09/2006	George		Not Applicable	City Agg and Recycling	He's trying to send a backup of his plant. His floppy drive is dead. Allen is handling the call.		Closed	0.00
								TOTAL	328.32

HELP DESK REPORT

ITEM ID	CREATED	REQ BY	USER	APPLICATION	ISSUE	DETAIL	SYSTEM #	STATUS	TIME
1386	10/10/2006	Erik Hannah	Temp	AUJS	Metromix - Training	New accounting person called in with several questions about how the application works. Also had some more questions about the import process. Answered all questions over several calls.		Closed	1.00
1387	10/10/2006	Scott Franze	Temp	AUJS	Truck Demand - Default Info	Scott Franze made a request to have the Truck Demand Screen and Truck Tracking default to the system default user when no current user default information exists. He also requested that the default profile be copied to current user if they do not have a default profile in the Demand_Inf o table.		Closed	3.00
1392	10/11/2006	David	Temp	eABC	Orco Block	Shift F1 is not continously batching like it should/was. Told him I'd get back with him on that. Orco Block, Banning S/N 26339		Closed	0.00
1393	10/11/2006	Corey Clarke	Temp	eABC	Amcor	Our Jeff forwarded me this message right after		Closed	0.00

						they called him. They want to be able to backup their system data over the network. This sounds like one of those cases where they need our backup utility program on the batching pc to point to a drive on the network. S/N 21578 I called that number and a guy said it was the wrong number. I'll have to get the right number from Jeff.			
1400	10/13/2006	Erik Hannah	Temp	AUJS	Desert Ready Mix	Ticket will not print. Unable to save ticket information error.		Closed	0.50
1403	10/13/2006	Tom Long		eABC	Sealtech	We were given the name by Allen to Pat as Celltech, but I believe it is Sealtech. The cell number is for Akron and there is a Sealtech in Cleveland. Pat left a message on John Long's cell, and I left a message at a Sealtech in Cleveland. We are waiting on confirmation of it being the right plant, plus PO# and shipping address. Z:E ABCWork22 880 Sealtech Block (Besser)		Closed	0.00
1416	10/16/2006	Erasmus		eABC	Vulcan Mtls.	His CDI is going to be		Closed	0.00

						<p>replaced by Systech (Universal Link) at Vulcan mtl's. He also has Mission Viejo that uses only manual tickets, and he has other plants. Answer is yes, UL should already work with what he has (Jonel). Whether he has serial or TCP/IP at Vulcan is something Chris asked me, he didn't say. I told him it will work as is, according to Mike and Chris, and that I believe the raw ticket data is stored in abc.tkt in the abc directory. As far as whether an ticket unchanged from CDI will work exactly the same under Universal Link as to how it looks once received, I am unsure (he mentioned the possibility of a couple fields, items, dropping out). Transferred the call to David. He told them what he knew and they will call back tomorrow.</p>			
1426	10/19/2006	Lloyd		ABC	Easy Crete	<p>s/n 16142 The guy (Lloyd) called</p>		Closed	0.00

						themselves Louisiana Cement Products. cell phone# (225)276-317 7 Jeff is going to their plant immediately in order to help get them going again.			
1428	10/19/2006	John Holy		Not Applicable	Allied Concrete	S/N 21670 John says all of his admix is not coming out.		Closed	0.00
1436	10/23/2006	Jason		Not Applicable	Imix Plant 6, Tonopah Ariz.	Jason says the free-falls are going down from 40 and 50 percent to negative 80 percent. He gave me S/N 24501 (must be an incorrect S/N). Also, the RAM is moving before the drip pan is out of place, they are meeting at the same time, and the limit switch is not stuck. I told him I'd look into it. Plant 6 and Correct S/N# 28550 Check I/O 64 if ON when Drip pan is in place: all should work properly. If OFF: when DP in place: then change rung 18 row 6 col 2 to NC suspect OFF since output is on when DP is up Laurie		Closed	0.00
1451	10/24/2006	Brad		Not Applicable	McIntire Concrete	His two com ports both worked, and his moisture probe was getting a reading. We sent him		Closed	0.00

						another ethernet to RS-232 Blackbox adapter, since it's the one thing he hadn't replaced since the lightening storm. Address: 8700 S. County Road Deliville IN 47334			
1459	10/25/2006	Kevin		Not Applicable	Amcor	S/N 21578 Kevin wants his color charge, then a delay, then his cement to be discharged. He had changed the order of his mix cycle, but the color still didn't come out. I am going to look at his PLC to see if there are any problems there (conditions it may be wanting to release the color).		Closed	0.00
1465	10/25/2006	Scott Franze	Temp	AUJS	Edit Schedules bug	The Edit Schedules form errors out when the Order Search button is selected. Found that there was an ambiguous column name, that being Plant_ID. Added a "C." to the passed in where clause to bGenericSearch. Tested and checked in.		Closed	1.50
1505	11/06/2006	Liang		Not Applicable	Cal Portland Cement (B/up program)	Liang says that only 3 of his 12 plants are sending QC backups unzipped,		Closed	0.00

						and one other plant is sending them zipped, and the others aren't sending them. I'm going to try using the EABC shortcut with the /QC parameter and /bak parameter and emailing him how to change it to that, if it works.			
1508	11/07/2006	Shawn		Not Applicable	Old Castle (Matt Stone) S/N 27944	Admix going in twice, telling system there is no file.		Closed	0.00
1510	11/07/2006	David		Not Applicable	McLellan Concrete #28429A	Ticket Printer - Needs to add a field to the ticket file		Closed	0.00
1536	11/15/2006	Lee	Temp	Not Applicable	Westroc	Conveyor that discharges into truck stops periodically for no reason when Agg is dumping, they have tried holding on yellow opto to "ON" see if this is due the the conveyor interlock not functioning. Also they tried inserting another yellow opto that is known working. Did not fix the problem. Conveyor stops and won't come back on. It does not turn off MD, like it does when all works properly. Lee did not know whether the system number, it could be either		Closed	0.00

						#25166 or 21472 He says its the first plant. if it is the plant where the Output is held On for the conveyor to run, the "Auto Stop Timer is timer #57 make sure that does not have some small value in it. If it is the other plant(when we turn on an output to start it and another output to stop it.) The Auto Stop timer is #62 Called Lee, Left Message ---- Laurie			
1537	11/15/2006	Erik Hannah	Temp	AUJS	Carmelo - Add a Tax Level	Miguel called in to request that a new tax level be added to all their databases. This is due to the fact that there have tax changes in Puerto Rico. Went through and found all the tables related to the tax level within the system. Wrote cursors to insert the new tax level into all required places within these tables. Created a test database and ran cursors successfully. Ran update on all four databases and tested functionality. Miguel also		Closed	5.50

						tested and confirmed that everything was working ok.			
1542	11/16/2006	Don Smith		eABC	Johnson-Ross (Koss Construction) s/n24501	He called saying his plant had power, but that nothing was running. Apparently it had been filling and then all the belts, everything stopped. He also said his plc heartbeat light was blinking slow (connected). He hurriedly got off the phone to call Allen on his cell even though me and Chris were trying to help him. Allen helped him out, there was something wrong with his circuit breakers, maybe wired wrong.		Closed	2.00
1543	11/16/2006	Erik Hannah	Temp	AUJS	McDermitt - PrintInv Mod	Eva called in and asked to remove the text added into the new invoice. Switched back to the old invoice which is correct but does not have the extra text. Had Eva check.		Closed	0.50
1545	11/17/2006	Leonard		Not Applicable	Georgia Masonry s/n28478	His original complaint is that it there was a long delay, like 20 seconds, in dumping the mixer. He says he only knows once he's run out of material (not when Alarm is		Closed	1.00

						supposed to warn him, I guess). He said the problem started when he was 40 lbs. underweighed, then he pressed the alarm button, then the next material button. It sounds like his Mixer Alarm is not working - bad output opto.			
1551	11/21/2006	Ron		Not Applicable	Puente Ready Mix s/n24674	He added a serial card to a new printer. I started to talk him through it, but he was getting the alarm light (paper problem or whatever) and told him to get it working with his printer's test print, and then to call back.		Closed	0.00
1553	11/21/2006	Dan		Not Applicable	Gagne Precast	Wanted to be able to printout from the network printer. I gave him instructions on how to print from a network printer, but learned his real need was to be able to printout the data going to his local printer to his network printer instead. I told him we might look into writing a redirect .bat file, so that we can get a .prn file that he might send to his network		Closed	0.00

						printer. I should have asked him if it was for a QC printer or a ticket printer, though. Dan's email address is: Purchasing@GagnePrecast.com			
1556	11/27/2006	Mike Murphy		Not Applicable	Foster's Southeaster n s/n 22299B	Call him on his cell, no phone nor internet in batch office (781)767-2202. I think he said they were in Hobrook, Massachusetts.		Closed	2.00
1562	11/30/2006	Jimmy		Not Applicable	Allied, Chesapeake	cell (757)286-3507 His aquamate had the letters and numbers drop down and the display on the batchpanel went down to 1. Also, he had a problem with his PC booting up, so he switched to another PC that they already had setup (a Dell). It sounded like his pc had the 'RAID mode' BIOS problem, so I talked him through how to change that back to 'native mode'.		Closed	0.00
								TOTAL	345.32

HELP DESK REPORT

ITEM ID	CREATED	REQ BY	USER	APPLICATION	ISSUE	DETAIL	SYSTEM #	STATUS	TIME
1570	12/07/2006	Rick		Not Applicable	Northern Concrete	He had just recalibrated his scales, and doing so had made the scale values on his manual panel LEDs a little bit off from the ABC program. Tony and Laurie weren't aware of how to calibrate a scale card on a an old manual panel, so I gave him Allen's phone cell phone # and let Allen know about the call. cell (315)374-4992		Closed	0.00
1573	12/07/2006	Pat Akem		Not Applicable	Hansons	This guy just said he wanted to talk with Allen after I heard what he was looking for. Didn't get his all his contact info, but he said he'd call Allen back about printing in a way that Allen had suggested to him. He is basically saying he wants to print all of his "QC report" over what I believe is a serial connection. Both of the jobs/tickets/QC all in one.		Closed	0.00
1600	01/15/2007	Shawn	Temp	eABC	Matstone PLC not conecting	Problem with PLC not conecting		Closed	1.00

						Had to manually reset VILD and Manually load PLC. He will be running a startup test at 4.00 local time 1.00 Office time.			
1618	02/02/2007	Loald	Temp	eABC	Easy Crete Backup setup	Go through Backup. need to send Tech for Training SN#16142 Need to send over Training Manual.. Call on Monday.		Closed	1.50
1630	02/16/2007	Erik Hannah	Temp	AUJS	Baker Rock - Accounting Interface	Created new Cheetah accounting interface.		Closed	10.00
1656	03/01/2007	Erik Hannah	Temp	AUJS	Baker Rock - Accounting Interface	Cheetah Interface requested. Tab delimited format requested.		Closed	12.00
1671	04/03/2007	Scott Franze	Temp	AUJS	SQL Server 2005 - Fix *= join syntax in storec procs and code	Modify the references in code and stored procedures that use *= and *= for the SQL query JOIN operator.		Closed	2.32
1683	04/24/2007	Scott Franze	Temp	BPS	BPS Ulink - Add 'Download All Mixes' to Standard version	Update the standard version of the U-Link BPI so that we have the ability to upload all mix designs to the batching computer		Closed	0.67
1696	05/08/2007	Scott Franze	Temp	BPS	Meier's Ready Mix - Spectrum Ticket Number	Ticket number sent from AUJS is ignored by the Spectrum. Ticket number printed on hardcopy does not match the ticket number in AUJS.		Closed	0.50
1710	05/11/2007	Scott Franze	Temp	AUJS	Product	Prices are		Closed	3.00

					prices not being loaded correctly in O/E product grid	not being set correctly in order entry; come up 0.00. Possible issue with GetProductPrice stored procedure.			
1713	05/14/2007	Rob	Temp	BPS	Binkley and Ober - Add delivery instructions 4,5,6 to Ulink BPI	Add delivery instructions 4,5,6 to ulink interface. They also requested that the truck number field (003) be increased from 4 to 5 chars.		Closed	0.00
1739	05/29/2007	Jim Smith	Temp	Not Applicable	Ten23 - BI - Reconcile Driver Analysis and BI reports	Need to reconcile KPI reporting with the Driver Time analysis reports.		Closed	3.68
1745	05/30/2007	Scott Franze	Temp	AUJS	RPTW - Rollback to version which does not support graphics	Remove modifications to the RPTW that were added to support graphics. There are issues with the RichText box and formfeeds that cannot be corrected; Microsoft is not going to address the issues.		Closed	0.00
1750	06/01/2007	Mike Lawson	Temp	AUJS	AZ Materials - Job Type on Customers	Requested ability to setup a customer classification using Job Types: Contractor, Commercial, ETC. These job types currently exist in Au in the Job table as well as the Quote and Order Entry. Change would require mod to Customer table to include Job Type so that		Closed	8.00

						<p>user can select the appropriate default Job Type. The Job Type selection would then be required to default into the Quote table and Job and Order table when selected.</p> <p>The behavior for defaulting the JOB type would only happen if the Job Type was selected at the Customer level.</p> <p>Therefore the drop down list should be able to be left blank so the system behaves normally if this field is left alone.</p> <p>This change is a precursor to the Sales Profit Analysis so that the user can run this report by Job Type.</p>			
1810	06/08/2007	Erik Hannah	Temp	AUJS	iMix - COD Total	Dan reports that the Ticket Total is wrong.		Closed	0.50
1895	06/27/2007	Erik Hannah	Temp	AUJS	Pronto Interface	<p>The following conversation s have taken place regarding the possibility of an accounting interface with Pronto Accounting software. At this point it appears that the interface should not be a problem to develop.</p> <p>Erik, my apologies for the delay in attending to</p>		Closed	0.05

your enquiry.
Pronto can
create a
sales order
from a file
you supply,
and can acc
ommodate
multiple
products on
the one
sales order.
These would
be created in
Pronto as
separate
sales order
lines for
each
product,
relating to a
particular
order.
Assuming
that you
pass a
customer
code which
Pronto
recognises,
and product
codes that
Pronto
recognises,
with
quantities
and UOM,
then Pronto
should be
able to take
care of the
rest. Just
need to sort
out where
the pricing
will come
from ie either
from your
system or
our pricing
file. Regards,
Michael
Williamson
Pronto
Software Pty
Ltd...so easy
to work with
82 Waterloo
Road,
NORTH
RYDE NSW
2113 Phone:
+612 8875
3034 Fax :
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From: Erik
Hannah [mailto:
erikh@jonel.com]
Sent: Saturday, 9
June 2007
2:34 AM To: Michael
Williamson
Cc: Mike
Lawson; scott
tf@jonel.com
Subject: RE: Your call
Michael,
Thank you for the
information. Often times
our invoices will have
more than one product
and more than one
docket. I can sum up the
quantity values for all
the dockets into one
amount, but I am not sure
if Gosford is going to
want to track products like
delivery, short load
charges, admixtures etc.
If they only want the
primary product to come
over, I can send over an
invoice on one line.
This is assuming that they
only use one concrete
product per order.
Though it is a possibility
to have two primary
concrete products on an
invoice, in our system.
With the current export
file

						<p>structure I see here this would not be a possibility. I am also assuming that taxes will be calculated by the customer master or some other determining factor that I cannot see here. So basically what I am asking is, does this weighbridge import or the simple invoice upload allow for multiple products on an invoice? And will everything outside of what we export to this file, such as taxes, product details, customer details etc; be handled by Pronto? Thank you for your assistance in this matter and I look forward to hearing from you.</p> <p>Regards, Erik Hannah Jonel Engineering Systems Analyst o: 71 4-879-2360 ext 517 c: 71 4-448-0111 - ----- ----- ----- ----- -----</p> <p>From: Michael Williamson [mailto:michael.williamson@pronto.com.au] Sent: Thursday, June 07, 2007 6:57</p>			
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PM To: erikh
@jonel.com
Subject: FW:
Your call Hi
Erik I am the
Account
Manager for
Gosford
Quarries,
and am
responding
to your
request.
Please find
attached an
outline of the
existing
weighbridge
interface that
Pronto has
available.
Using this
model, a file
is uploaded
from a
weighbridge
system,
creating a
sales order,
and the
invoice can
be produced
from Pronto,
based on
pricing, stock
and
customer
information
stored within
Pronto. I am
not clear on
which
system will
be the
'master' for
all these
details at
Gosford
Quarries, but
if we are
simply to
import an
invoice into
Pronto for
accounting
purposes,
there is also
a simple
invoice
upload which
creates and
accounts
receivable
transaction.
Regards,
Michael
Williamson
Pronto
Software Pty
Ltd...so easy
to work with
82 Waterloo
Road,

NORTH
RYDE NSW
2113 Phone:
+612 8875
3034 Fax :
+612 8875
3099 Mobile:
0418 481
418 Email: m
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email
message
and any
attachments
are
confidential.
The
information
contained in
this email
message
and any
attachments
may be
confidential
information.
If you are not
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From: Erik
Hannah [mail
to:erikh@jon
el.com] Sent:
Thursday, 7
June 2007
12:33 AM
To: Malcolm
Watson
Subject: RE:
Your call
Malcom,
Thank you
for your
prompt
response. I
am a
Software
Developer
for Jonel
Engineering.
We
specialize in
Concrete
Dispatch \
Batching
Controls
software. We
have been
contacted by
Gosford
Quarries to
develop a file
based
accounting
export to
your
software. I
am sorry, I
am not sure
of the state
they are in.
They are a
current
customer of
yours from
what I have
been told. If
this is
information
that you
need I can
probably
track it down.

Do you have a file template to import invoice data into your software? If you have already interfaced in this fashion to other software. Could one of your development team give me a sample import file. We need this to determine the cost of developing the interface to Gosford Quarries. Regards, Erik Hannah Jonel Engineering Systems Analyst o: 71 4-879-2360 ext 517 c: 71 4-448-0111 -

From: Malcolm Watson [mailto:malcolm.watson@pronto.com.au]
Sent: Tuesday, June 05, 2007 5:56 PM
To: erikh@jonel.com
Subject: Your call
Erik, In order to advise you I need some background. Please provide me with a statement of your business requirement, including a description of your relationship with our customer in Australia (who is the

						customer and which state are they located in?). My role is Manager of the R&D division. Requests such as yours would normally be handled by the local Branch or Reseller associated with our customer. However, once I have some details I can advise further. Malcolm Watson Development Manager PRONTO Software Pty Ltd PRONTO Software - so easy to work with Phone: +61 3 9887 7770 Mob: +61 414 409357 Web Site: http://www.pronto.com.au			
1910	06/29/2007	Erik Hannah	Temp	AUJS	Simon - Customer Ticket Export	Ed requested a report to export to an Excel spreadsheet from their old database. Customer data in question has been deleted from the current database. Determined that the old database was on an outside backup. Ed said he would move the database backup to the server tomorrow. Advised I would work on it on Monday.		Closed	0.50

1927	07/11/2007	Erik Hannah	Temp	AUJS	Valley Block - Inventory	Tina states that the amounts in Product Maintenance do not match the inventory reports. Searched inventory transactions and affected queries to determine the cause. Eventually determined that they had the Great Plains accounting interface turned on. Modified the Great Plains Quantity on Hand query to grab from the Jonel inventory table. Called Tina to advise.		Closed	2.00
1929	07/11/2007	Erik Hannah	Temp	AUJS	Lehigh - Order Does not show on ticket	Keith Rickles called in an issue with the ticket form. The form was not loading the order after it was selected from the list. Determined that there was a stored procedure (GetOrderByOrderIDForTicket) I believe, that had been set back to an older version. Set the stored procedure to the most current version. The ticket form is now working correctly.		Closed	1.00
1970	07/23/2007	Jim Smith	Temp	BPS	BPI - Job phone number is truncated at 8 characters	FieldCodeOrderMisc3 is defined as an alphanumeric 8 character left justified field. The phone		Closed	0.00

						number is 10 characters (#####) and is being truncated. Need to check against respective panel software versions to see if we can change Misc3 to 10 characters. (CommandBatch rep said it will accept the 10 characters even though it's spec'd to 8.)			
1985	07/25/2007	Vern Glaser	Temp	Clutch	Jonel Engineering - Clutch Users	Add Jonel, Redhill, and Ten23 to all customers running Clutch Mobile to help standardize the logins across all companies.		Closed	2.00
2019	08/16/2007	Scott Franze	Temp	AUJS	Modify Detail Daily Driver Analysis Report (clock in/out, etc.)	Modify the detail daily driver analysis report to show clock-in/clock-out and in-service/out-service times. Get join algorithm to Julie at Brannan since they have a custom report.		Closed	5.00
2042	08/31/2007	Scott Franze	Temp	AUJS	AUJSControls - Modify AUJSDtPicker to be Vista compliant	In Vista, the AUJSDtPicker control advances the time by one hour or one minute when control style is time. When you right click onto the control in the minute column it increments the minute		Closed	6.00

						by one and puts focus on the hour column; when you right click onto the control in the hour column it increments the hour by one and puts focus on the minute column.			
2079	09/21/2007	José Luis	Temp	Not Applicable	Hoyo de Lima Industrial	Customer hard drive suffered errors and had to be revived. 3 hours phone time at \$140.00/hour. 9/21/07 Waiting for Jose Jaquez to phone back with a po#.		Closed	3.00
2084	09/26/2007	Joey Martin	Temp	eABC	Gilchrist - tickets	Hey Chris, I spoke to Alan and he told me to forward you the backup file. We would like to print the small and large agg separately on the ticket. Also, we would like to be able to re-direct the ticket export somewhere else besides the A: drive. Thanks, Joey 318-427-3565 ext1136		Closed	1.00
								TOTAL	409.04

HELP DESK REPORT

ITEM ID	CREATED	REQ BY	USER	APPLICATION	ISSUE	DETAIL	SYSTEM #	STATUS	TIME
2149	10/29/2007	Matt Schweitzer	Temp	Not Applicable	County Materials	Hard drive recovery. Sending new hard drive and the following cards. 7874 7827 7172		Closed	0.00
2225	11/19/2007	Erik Hannah	Temp	AUJS	Modify MapPoint Long Lat textboxes	Scott requests zeros be taken out of text boxes for long lat.		Closed	2.50
2260	11/28/2007	Rustin Hileman	Temp	AUJS	Nevada Ready Mix - Ticket Printer Alignment	The ticket printer alignment is off at Arville. Paper is feeding forward about 1 inch after the ticket is generated.		Closed	2.52
2321	12/07/2007	Erik Hannah	Temp	AUJS	Sherwood - View Issue	Linda from Sherwood called in about a Jonel View. Called her back waiting for her to call back.		Closed	0.50
2498	01/21/2008	Tien Pham	Temp	Not Applicable	Jonel Engineering - Milan Backup	Request to backup the SQL databases on Milan to Edge.		Closed	3.00
2500	01/21/2008	Jim Smith	Temp	AUJS	Create Multi-lingual/Mexican version	Add ability to show forms, message boxes, etc in Spanish (Mexico)		Closed	1.00
2528	01/30/2008	Scott Franze	Temp	Not Applicable	Message Queue - Upgrade to use 2.0 framework	Recompile/link AUJSMQ so that it used the 2.0 .net framework		Closed	2.00
2634	02/27/2008		Temp	Not Applicable	Aquamate trouble	Larry has an Aquamate that intermittently does not start the water. When this happens he is able to press the start button and proceed. This		Closed	0.00

						happened 4 times yesterday. His cell number is 714-932-7100 The plant address is : Orcoblock 11100 Beach Blvd. Stanton, Ca. 90680			
2649	03/03/2008	Tim	Temp	Not Applicable	Imix Bullard/ Moisture is not working	He saying his moisture is not working		Closed	0.00
2732	03/25/2008	Edd	Temp	eABC	JFI RM PC will not boot up.	Problem with the Plant startup The PC will not boot up. He will talk with his IT and see if he can help. If not we will need to supply a new PC. I will need the hard drive or an Email backup so we can make up a new Setup to load up a new PC.		Closed	0.00
2826	04/16/2008	Scott Franze	Temp	BPS	Modify AUJSBPI (ABC) interface to assign ticket number	SpotKast MSI broadcasts the ticket/load status information to the handhelds. If connected to an ABC panel then the Loaded event triggers before the ticket number is assigned. Need to modify to get the ticket number before the loaded status is triggered.		Closed	1.00
2886	05/06/2008	John Williams	Temp	AUJS	Holliday Rock - Ticket Numbers Not Found	There are several asphalt printed tickets that reference a ticket		Closed	1.00

						number not found in the database.			
3052	06/24/2008	Nathan	Temp	AUJS	Metro Mix - ETL Erroring out	Nathan called to inform us that Insight stops at the 18th of June. No more data is in the BI database after that time. I looked at the ETL Schedule. ETL is scheduled to run every hour on the hour. Server management shows the ETL application closes with an error every time it runs. Forwarding to Tien.		Closed	2.00
3232	07/22/2008	Scott Franze	Temp	AUJS	Jonel Engineering - Map Display	Need a right-click option in truck tracking to open a map window and center on a vehicle.		Closed	40.00
3260	07/28/2008	Mike Lawson	Temp	AUJS	Jonel Engineering - Saudi Arabia	Request to research Hijri and Gregorian date formats and Arabic language translation for potential installation in Saudi Arabia.		Closed	1.00
3331	08/08/2008	Michele Balma	Temp	Not Applicable	Action Supplies - Inventory Quantity On Hand	The inventory quantity on hand for product DBRCT in AUJS is not reconciling to Great Plains. Product Maintenance is showing 20 and Great Plains is showing 0.		Closed	1.00
3346	08/11/2008	Scott Franze	Temp	AUJS	Jonel Engineering - Detail Daily Driver Analysis	Duplicate records appear on the Detail Daily Driver		Closed	4.00

					Report	Analysis Report when there is more than one star up/shutdown n time.			
3347	08/11/2008	Scott Franze	Temp	AUJS	Sub Totals and Totals For Ticket List Report	Sidley would like to sub total the Ticket List Report by Ticket and add a grand total.		Closed	2.00
3388	08/18/2008	Ferrell	Temp	Not Applicable	Ferrell - Server down for all incoming connections	Server is down and not accepting any connections.		Closed	0.25
3400	08/19/2008	Shawn	Temp	AUJS	MTI - Auditing Orders	Shawn accidentally put the wrong customer on a ticket and didn't realize that you can change the customer on an order.		Closed	0.25
3421	08/22/2008	Jim Smith	Temp	AUJS	Create Multi- lingual/Mexic an Reports	Add language support for AUJSReport s module		Closed	3.00
3490	09/03/2008	Jim Smith	Temp	BPS	Archer Support	Archer interface support		Closed	1.08
3505	09/04/2008	Scott Franze	Temp	AUJS	Fix meta characters in form caption	Edit Employee Times shows as 'Ed&it Employee Times' in the form caption.		Closed	0.25
3526	09/10/2008	Chris Haas	Temp	AUJS	AZMAT - Research Material Usage Report	Questions on Material Usage report; target and actual quantities for Glendale plant on 9/5		Closed	0.50
3556	09/19/2008	Jim Smith	Temp	AUJS	Credit Tickets not updating inventory correctly.	Crediting tickets doubles the i nventory.qua ntity_on_han d adjustment.		Closed	4.00
								TOTAL	481.89

HELP DESK REPORT

ITEM ID	CREATED	REQ BY	USER	APPLICATION	ISSUE	DETAIL	SYSTEM #	STATUS	TIME
3557	09/19/2008	Jim Smith	Temp	AUJS	Credit tickets may move inv_trans to different month	Inventory that was consumed in May and credited in August may have the inventory consumption moved from May to August this misrepresenting the actual raw material consumption for both months.		Closed	0.13
3564	09/22/2008	Scott	Temp	Not Applicable	Research LoadString function / RC.exe RCdll.dll for next build	Are there any changes required for new resource file for the next build?		Closed	0.82
3570	09/23/2008	Mike Lawson	Temp	Not Applicable	Jonel Engineering - VOIP Setup	Request to setup VOIP and Skype video conferencing for Chris Crain and Ken Clay.		Closed	1.50
3572	09/23/2008	Scott	Temp	Not Applicable	Compile AUJ SCtIs.ocx	Need to compile AUJ SCtIs.ocx and check into VSS.		Closed	4.65
3578	09/24/2008	Scott	Temp	AUJS	Debug issue with Demand control	FOB colors not showing consistent between config and truck demand		Closed	1.10
3581	09/24/2008	Scott	Temp	AUJS	Build - Help with build components	Help with 9/24 build		Closed	0.50
3587	09/25/2008	Julia Abramova	Temp	AUJS	Brannan - Linking Accounting export to another user	Needed to set up another user for accounting export.		Closed	0.50
3590	09/26/2008	Scott	Temp	Not Applicable	Install Virtual PC	Install Virtual PC on my Vista pc and test.		Closed	0.40
3611	10/02/2008	Scott	Temp	AUJS	Modify the LSS form caption	Change the LSS form caption from 'frmLSS' to 'Load Scheduling Screen'.		Closed	0.35

3638	10/07/2008	Damon Gangi	Temp	AUJS	Language Modifications	Verify that meta-characters are in command buttons and pop up menus (alt-keys won't work unless they are displayed.) (eg. Edit Tickets) Daily Order List - 'Cargos Extras' --> 'Pago En Obra' Ticketing - 'Informacio' s/b 'Informacion' Conc O/E - Map button is wrapping when Mexico.		Closed	1.33
3649	10/09/2008	Scott Franze	Temp	AUJS	Fix Truck Info form layout	Fix Truck info form layout so the max load qty field is fully displayed; the frame is not large enough to display the field.		Closed	0.50
3742	10/24/2008	Damon Gangi	Temp	AUJS	Wishlist - Record search arrows on Truck Maintenance	Research if there is a way to use arrows to move through records on the Truck Maintenance window. This will help to navigate through truck records for us and the customer.		Closed	0.75
3743	10/24/2008	Damon	Temp	AUJS	Wishlist - New module to flag/unflag invoiced status on orders	Create module to flag/unflag invoice orders with tracking. This module should help to reduce service calls and help customers be more self sufficient.		Closed	16.00
3744	10/24/2008	Scott Franze	Temp	AUJS	NRM - Remove ReadyTrac	Remove applicationlog entries being		Closed	0.50

					ticket trigger entry into applicationlog	generated by a ticket trigger for entries placed in the ReadyTrac table.			
3790	11/03/2008	Scott Franze	Temp	BPS	BPS - Remove debug logic added to address ticket status changes	Removed 'DEBUG>' logic in Globals.bas and CDPSIlf ace.bas.		Closed	0.37
3859	11/19/2008	Damon Gangi	Temp	AUJS	Bid module 'print' doesn't do anything	When you click print on the bid module it launches a printed file but is it a word, text or Crystal file that it is supposed to launch? Mine doesn't do anything.		Closed	0.25
3898	12/01/2008	Juan Manuel	Temp	Clutch	PCM - Trucks not receiving statuses in Clutch	I hope you can help me with a problem that we are having, some of the black berrys are not working well they don't automatically send the status and the changes in the status, so the chief of plant need to move it manually in the PC. Some of the ones that are presenting the problem are 165 – 172 – 104 from Leon 243 – 202 – 236 from San Antonio		Closed	0.50
3901	12/02/2008	Debbie Wood	Temp	Not Applicable	BURNCO - Request to purge inactive products from their system	Please run a purge on the inactive items for 2802 and 2804 so that we can have a clean database. Let me know when complete. Thanks I		Closed	1.00

						explained the pitfalls of deleting products and she assures me that these products have no use in their system and should not have been widely used ever.			
3909	12/04/2008	Julia	Temp	AUJS	Brannan - ETL not working	The ETL was not pulling data over to the BI database.		Closed	1.00
3924	12/09/2008	Damon Gangi	Temp	Not Applicable	Jonel Engineering - Bid Worksheet Errors	Error handling for pulling over bids to quotes. At the moment there is no notification for events such as duplicate or non-existent products. The quote will not save and just error out. If there are products on more than one system type and there are no errors on one but errors on the other the system will save the quote under the concrete_quote, Block_quote or Aggregate_quote (whichever has no errors) but then fail on saving in the Quote table so it requires a manual correction in the database to remove the partially saved record.		Closed	1.50
3967	12/17/2008	Damon	Temp	AUJS	AU - Customer Product List Errors Out	Please check into the Customer		Closed	1.50

						Product List Report. This report errors out in the newest build. The error is "Error 20534: Error detected by database DLL...			
4004	01/06/2009	Jim Smith	Temp	BPS	AUJSBP1u.dll incompatibility	AUJSBP1u.dll compiled on 11/4/08 does not appear to work with the 9/24/08 build.		Closed	0.75
4022	01/07/2009	Colin Marshal	Temp	AUJS	WRMI - Billing Training and system admin	1.) Wanted to go through the billing procedures and do the billing for the 6th. 2.) Wanted to adjust the customer_order_id to 8732 from 51 to match their current setup in Quickbooks.		Closed	1.50
4026	01/07/2009	Jim Smith	Temp	AUJS	Language Modifications	Conc O/E (etal) - label (when English) is not allowing the right-click events to fire. Grids - column headers ('Ca nt/Hora?'), set width for Mex.		Closed	0.00
4028	01/08/2009	Damon	Temp	Daily Insight	Daily Insight - Change to Load Time Definition	Hi Tien, Please make the change to Insight to redefine Load Time as the difference between BatchDateTime and LoadDateTime. Start with doing this only at Brannan. I want to verify what they are doing at Frontier before we change all of Insight.		Closed	1.00
								TOTAL	520.29

HELP DESK REPORT

ITEM ID	CREATED	REQ BY	USER	APPLICATION	ISSUE	DETAIL	SYSTEM #	STATUS	TIME
5145	03/12/2010	David Pina	Temp	eABC	J.G. MacLellan QC problem	Problem with QC Down loaded backup and Qc from Desk top. Alos had David install remote suport tool onto Batching PC. They are saying on 21st they ran two loads. both loads were aborted but they say the trucks were loaded both truck had materials. They were both loaded but did not record any batch wieghts in auto or manual. They say the two loads were loaded and sent to the job site. Looks like the first mix called for water 2 then stopped the job. and then loaded from ABC and not resend the ticket from dispach. the problem here is you can not see the batch weights until you start the batch with Auto hold.		Closed	1.50
5237	10/25/2010	Russ Shouse	Temp	eABC	Imix Maricoa - admix switch	Hey Allen, I need D-55 to get moved from Admix Group A to Admix Group B- it will be replacing Mira 85. Tom/Candy, Can we make sure		Closed	0.25

						the mix designs have D-55 in them and not Mira 85 please. I will be in training all day today, I will have Russ Shouse making sure with Allen at Jonel that this gets done today I'm currently out of Mira 85. Russ Shouse 602-320-1584 Mark Wheeler Maricopa 137R Office-520-796-1246 Cell- 602-292-2332			
5351	09/27/2011	Niel	Temp	eABC	CMC / Witchata	client purchased UniRover from Gilchrist, SN 22516. Drum gear box failed. Converted PLC to convert plant to dry from wet. Removed LP 86 and LP 82 from rung 113. Changed discharge rates to 320/80 with water hold back at 30%. This was done using remote tool. Total time 1 hr.		Closed	0.00
5369	10/10/2011	Corol	Temp	eABC	stresscon dis sequence	Corol called. Was having problem with cement dischargibg too early into mixer. Went online, noticed cement set to dis at 1% of Agg. Set to 50%. Waited half hour to verify correction. Observed		Closed	1.00

						two batches and all seems well			
5392	10/14/2011	Ian Sanchez	Temp	Archer	Hawiiian Rock	Ian called via Google chat, Couls not stack a ticket with new mix design. Went online, added Plant and STRUX to material list, Problem fixed		Closed	1.00
5409	10/26/2011	Randy	Temp	Archer	Mid-Minnesota backup pc assist.	Randy needed help setting up backup Laptop PC. Helped load usb to serial drivers to connect to PLC, and helped setup Okidata ticket printer. System#30348		Closed	0.75
5421	11/04/2011	Brady	Temp	Archer	Dyna Rock	Brady called, conveyor not starting from plant monitor. Had him reset safety cable and belt ran as designed		Closed	0.20
5424	11/09/2011	John	Temp	eABC	Lane / Simpsonville	John called me directly. Moisture probe displaying -1.2 with material in bin. Analog output not matching display during diagnostic test. Waiting for call back.		Closed	0.50
5428	11/10/2011	Jeff	Temp	Archer	Delaware Valley	jeff called, requested help starting agg and tail water sooner in sequence. Adjusted start pulse from 1.8 to 2.2 on Agg and tail water to resume when agg hits 98% discharged. Also showed Jeff where to		Closed	0.00

						print product report. Jeff will run * sequence for a day or two, then other sequences can be matched up.			
5429	11/12/2011	Jessy	Temp	Not Applicable	Hanson Irwindale Water Issue	Says that his holding water isn't showing up on his monitor and is overflowing. Wants somebody to come out on Monday.		Closed	0.20
5431	11/15/2011	Linda	Temp	eABC	Hy Grade	Returned call to Linda. She needed help navigating the QC spooler and Jonel Back up. Turned QC to printer to "On" and located data requested in Jonel Bu folder. There's a new operator here, I would expect more calls		Closed	0.50
5444	12/02/2011	Don Fry	Temp	eABC	Sommerset Block	Helped Don recalibrate color scale for Sommerset. Used 3v exc. span factor was 35420 when finished		Closed	1.00
5452	12/12/2011	Kelly Harris	Temp	Archer	Production report missing columns	When printing the Production Report some columns are randomly missing.		Closed	4.00
5453	12/13/2011	Joe Tepper	Temp	Archer	Delaware Valley	Joe called at 330 am. Plant lost communication with PLC during batch. Operator regained connection but zeroed off scale which showed ?????? as reading		Closed	0.50

						(Negative input to 0-10v) I went into the scale audit log and noticed the zero factor had been changed from 475 to 1677. Changed it to 475 and they resumed batching. There was a discussion in the back ground about frozen gates which tells me they are having cold weather problems			
5473	01/12/2012	Elmers/Cem co Plant	Temp	Archer	Dave	client called with the following issues; 1. Fly Ash over weighing - Reset Freefalls to 50 from big neagtive, locked under changes out and reset jog pulsing. 2. Cannot zero Cem scale - operator not permitted to access calibration page, made no changes 3. Admix 5 (Direct Feed) pauses at 270 - noticed in chg sequencing that discharge is tied to water transferring, when water holds back, admix stops.		Closed	4.00
5474	01/12/2012	Angle	Temp	eABC	US Concrete	Angle called Hydronix when he could not access his moisture sensor through Hydro com software. Hydronix told him this was		Closed	0.50

						a Jonel issue. With the help of his I.T. personel, we determined that the Sim box was located on comm 7. We were able to access with out trouble following this.			
5475	01/12/2012	Harry	Temp	Archer	Vanguard	Harry is seting up in Paso Robles. So far things are ok but he needs proper power source. I expect to have several calls		Closed	0.50
5511	02/24/2012	Hary	Temp	Archer	Harry / Vanguard	Following some phone tag, I reached Harry at Vanguard. He needed help adjusting chg sequencing and moisture settings. He is starting production in Paso Robles and I expect more calls		Closed	0.50
5518	03/08/2012	Lamar	Temp	Archer	Midwest tile	Lamar called, mixer not charging. found mixer input npt turning on changed input opto, still nothing. Electrician will check wiring tomorrow today they will jump input to E1		Closed	0.50
5522	03/13/2012	Jerry Whiting	Temp	eABC	J&R - fast fill and other questions	Miscellaneous questions regarding fills and moistures.		Closed	0.50
5538	03/29/2012	William	Temp	Not Applicable	Lane Norfolk	also, scale company replaced all load cells. The span on Agg changed from 8908 to		Closed	0.30

						8909. This was done Mar 27th. I was able to confirm the install of the nose plug software the 28th. William saw the outputs turn on. Note, the inputs to us, from the mixer platform, won't turn on until either the mixer or pump are turn on.			
5564	04/16/2012	Dave	Temp	eABC	Streb Const	Client had Error connecting to PLC. Changes CPU card theN installed buck up PC. System is now up but need to get latest BU from office.		Closed	1.00
5569	04/18/2012	Ian Sanchez	Temp	Archer	Hawiiian Rock	Apr 15, went online to assist HRP with moist [robe install. Probes were installed and wired however Jonel software no updated for additional channels (2) notified Craig and Chris. Apr 16, went online, updated software, assisted in locating and scaling added moist sensore. Calibration (By HRP) initiated.		Closed	5.00
5574	04/20/2012	Dave	Temp	eABC	Streb	Over the week of April 16-20, Streb has been losing communication w PLC. CPU, Cabke, and PC have		Closed	4.00

						beeb replaced. Now testing 5v power supply			
5576	04/20/2012	Paul	Temp	eABC	Oldcastel/Chicago Block	Admixes not following mix cycle. client stating problem started following an update to system late last summer...BU being sent to office		Closed	0.00
								TOTAL	607.40

HELP DESK REPORT

ITEM ID	CREATED	REQ BY	USER	APPLICATION	ISSUE	DETAIL	SYSTEM #	STATUS	TIME
5584	05/02/2012	Dave	Temp	Archer	Elmers Crane Cemco	Dave from Elmers Crane Is trying to setup his Cemco plant and is requesting help with. 1 setting the silo high level 2 gates not shutting 3 cannot zero the scale Dave 231 463-2416		Closed	2.00
5613	05/24/2012	Mike	Temp	eABC	Conroe Pipe PC Down	Mike Called requesting help with his batching PC. He had a computer tech on site and needed the Windows 98 setup. System#25379 Mike (936) 760-2259		Closed	0.00
5750	08/23/2012	Scott Easter	Temp	Archer	RMUSA Dallas Plant PC Restore	* RMUSA Dallas pc went down and Harry Cook needs help restoring that plant on the backup PC		Closed	2.50
5806	09/29/2012	Moses	Temp	Not Applicable	MTI water meter reading double	Water meter reads one value in software, actual value is double.		Closed	0.30
6019	02/11/2013	Ed Cerro	Temp	Archer	Contek - left on truck	They are having issues when they get a ticket where the left on truck quantity matches the load size. When they release the load the ticket should print, load completes, and the load should show up in the reports.		Closed	0.00

6043	02/14/2013	Greg	Temp	AUJS	Arizona Materials - New User Setup	Request to create a new AUJS user "relliott".		Closed	0.50
6079	02/22/2013	Jason	Temp	Not Applicable	Beatrice Archer printing alignment	Jason from Beatrice reported that his ticket printout from archer was printing too high on the paper sheet. Edited offset in xml ticket file and confirmed printout aligned ok.		Closed	0.25
6121	03/04/2013	Eric Adams	Temp	AUJS	Holliday Rock - Batch Load Screen Delivered Quantity	The Batch Load Screen delivered quantity doesn't match the Order Entry form.		Closed	1.00
6291	04/26/2013	Don	Temp	eABC	Prarie Cement fault	Cement Discharge not opening		Closed	2.00
6773	02/10/2014	Joe Semus	Temp	Not Applicable	Demo version update	Joe would like his Archer demo version updated and the Jobs tab enabled.	Batching	Closed	0.00
6845	03/25/2014	Benjamin Ayala	Temp	Not Applicable	ABC Prints Truncating	Joe from Sagamore Ready Mix called about issues with his printer truncating prints and wants to know what he can do to resolve this. Joe 765-759-7111		Closed	0.00
7589	06/29/2015	Kim Kiser	Temp	Not Applicable	DB Query	Kim from morgan emailed, requesting we query for a list of quotes with 1899 termination dates. produced a list of quotes w that date and emailed to kim.		Closed	0.25
								TOTAL	616.20