

# Reindexing the Last 10 Machine Service Calls

## How It Works

When you retrieve a customer record in the (EZO) Log In Calls screen and select [Ø] Call-In or one of the customer's serial items, the screen should display a list of this customer's last ten calls, as shown below.

```

15:46:44                (EZO) Log In Calls                07/27/04
Ser#:                   Sys#:  CALL-IN -                Contract #      Equip Type:
Text:                   Type desc:
Item#:                  Co:                Ext. desc:
Desc:                   Location:FORT WORTH                TX
-----
Taker# 303 Loc [ 1] Call #..... Last 10 Calls:  Service
      0 1351881 TEST #3                07/21/04
      1 1351279 TEST #2                02/05/04
      2 1350376 TEST                    11/17/03
      3
      4
      5
      6
      7
      8
      9

Customer:
Name:ACME OFFICE SPECIALTY
Acct# 0000 Dept :
Phone:505-555-5555
Suite:
Addr:#### WILE E. COYOTE WAY
City:ALBUQUERQUE
State:NM Zip:87131 Terr :
Who Called :

=====
0-9 A=New Call C=Call Display I=Inq O=O/E M=Mon N=Notepad P=Parts, #=Call ?A

```

If previous calls are **not** displayed, and you are fairly certain that this customer has logged calls for the selected system, try reindexing, or rebuilding, the Z-NUMBERS file, which stores information about the last 10 calls.

**Note:** Your call history may contain a large number of files. Therefore, reindexing Z-NUMBERS can be time-consuming. DDMS recommends limiting to **one system at a time** when rebuilding Z-NUMBERS.

## Solution

DDMS recommends performing these steps on the DDMS server, so you can watch for when the program is finished in the TBL Server window. After the steps for reindexing Z-NUMBERS, you will find detailed instructions for determining when the program is finished.

### Rebuilding Z-NUMBERS

To rebuild the Z-NUMBERS file for a system, follow these steps:

**Note:** This is a dedicated procedure. Make sure no one else is using the system until the procedure is finished.

1. Go to the (EZO) Call Monitor screen and select the [U] Utility action code.
2. At the Enter C=Compress, P=Print, R=Reindex prompt, type **R**.

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- At the Enter Password prompt, enter the password set in the Reindex field in the (EZ1S) Serial System Parameters screen. If the Reindex field in the (EZ1S) screen is blank, press Return.
- At the Enter Desired Function prompt, select Z-NUMBERS by typing **H**. Three new prompts appear, as shown in the following figure.

```

.SER:P
15:09:43          (EZP) Call Monitor          07/27/04
===== Loc From [  ] To [  ] (Blank = All) ===== AUG. [01:28]
===== RE-BUILD SERIAL AUX INDEX FILES =====

Function          File to Reindex          Sort Field for Index
-----
A>                Z-INDEX                 Call Number
B>                Z-D-INDEX              Log In Date
C>                Both A & B
D>                Z-A-KEYS                 Z-AUX Keys File For Report Writer
-----
                RE-BUILD SERIAL AUX SUPPLEMENTAL FILES

Function          File to Rebuild
-----
E>                Z-TIMES
F>                Z-TOTALS
C>                Both E & F

Enter System From [ 5872 ] To [ 5872 ]
Enter Callin Date From [ / / ] To [ / / ]
Enter Complete Date From [ / / ] To [ / / ]

Are All Fields Correct Y/N ?Y

```

- In the Enter System From field, enter the system number in question and press TAB.
- In the Enter System To field, enter the same system number and press ENTER.

**Note:** Remember, DDMS recommends limiting to **one system at a time** when rebuilding Z-NUMBERS. Otherwise, it can be time-consuming to rebuild Z-NUMBERS if your call history contains a large number of files.

- At the Are All Fields Correct prompt, type **Y**.
- At the Are You Sure prompt, type **Y**.

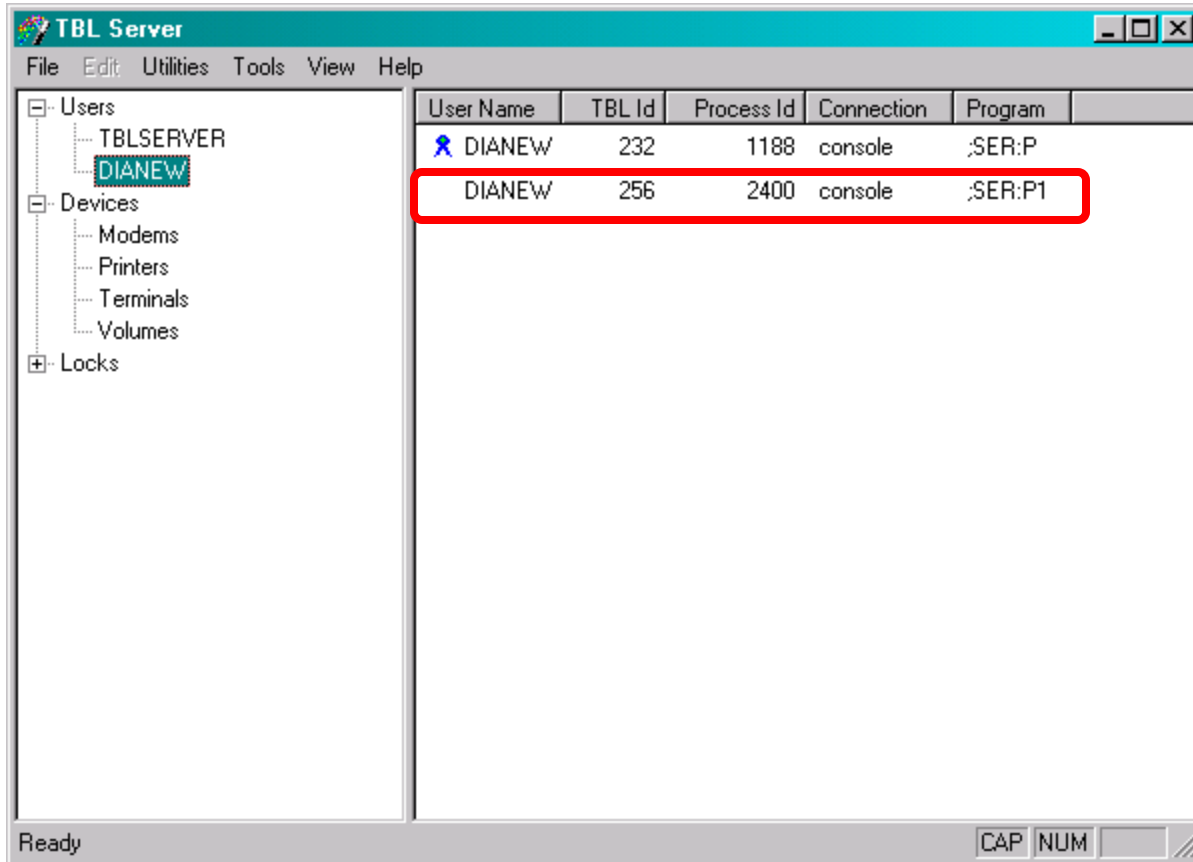
### Determining When the Program Is Finished

To rebuild Z-NUMBERS, your DDMS system runs a program named ;SER:P1 in the background. To check program completion, follow these steps:

- Open the TBL Server window.
- In the hierarchy of items on the left side of the window, select your user name under Users.
- The Detail table on the right side of the window displays rows for all processes that are currently running.
  - The rows with blue ribbons beside the user name represent DDMS license sessions that are running.

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- The bottom row without the blue ribbon should show ;SER:P1 in the Program column, as shown in the following figure. This row will disappear when the program is finished.



- Please allow the ;SER:P1 program to disappear from the TBL Server Window before allowing users back on your DDMS system.
- When the program is finished, you should be able to inquire in the (EZO) Log In Calls screen for the selected system and the selected customer, and see the last 10 calls. If you continue to have problems, please contact ECI<sup>2</sup> Technical Support.

### Additional Information

See also Chapter 141: Reindexing Calls in your *DDMS Serialized Reference Manual*, available at [www.ddms.com/Resources/Doc/serialized/ezref141.pdf](http://www.ddms.com/Resources/Doc/serialized/ezref141.pdf)