

# Request Table Maintenance

The request table maintenance facility allows you to set up table entries and perform maintenance functions for maintenance requests.

These tables are used when maintenance requests are defined to PAC; they determine the sequence in which maintenance requests are retrieved for selective processing.

Tables are used to provide an interface between PAC maintenance requests and external tracking systems in the user's environment.

This chapter covers the following topics:

- Table Types
  - Request Table Maintenance Entry Definitions
  - Request Table Maintenance Sub-Functions
  - Add Table Entry
  - Display a Table Entry
  - Modify a Table Entry
  - Purge a Table Entry
  - Select Table Entries
- 

## Table Types

PAC currently provides two table types: Status and Action.

Status and Action tables are used with maintenance requests to facilitate the documentation of problems in PAC. These tables are user-defined and should be derived from the external problem-tracking system currently in use by the user.

Once table definitions are added to PAC, and the user adds maintenance requests to PAC, the Status and Action attributes are validated against those Status and Action tables defined by the PAC administrator.

## Status Table Examples

### Code Status Text

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OLE	Open
INI	Initial, new problem
CLO	Closed
INF	Inform user
WER	Waiting for additional error information
INC	Incomplete information given
QUE	Question

**Note:**

The only Status that cannot be deleted is CLO (Closed). A maintenance request with the Status of Closed can no longer be modified.

**Action Table Examples****Code Action Text**


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SRC Source change  
 VER Next version  
 DOC Documentation change  
 MSC Miscellaneous  
 HDW Hardware problem  
 SFT Software problem

**Request Table Maintenance Entry Definitions**

Request Table Maintenance Entries comprise the following attributes:

**Attribute Description**


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Table Type Table type Maintenance request table type Valid table types are Status Action  
 Text Code Table text code A unique three-character identifier for a table entry.  
 Text Value Table text value A unique description (up to 12 characters in length) for a table entry.  
 Text Sequence Table text sequence number A sequence number (1-999) that allows you to specify the priority for the table entry; that is, the sequence in which maintenance requests appear in the Maintenance Request selection screen.  
 Notes Comments about the specified table entry.  
 Message Displays messages relevant to modifying table entries.

The following Status Table example shows how these attributes might be assigned:

Table Type: Status

Text Code	Text Value	Sequence Number
OPN	OPEN	20
CLO	CLOSED	30
INI	INITIAL	10
WAI	WAITING	50
USR	USER PROBLEM	70
VER	NEXT VERSION	45

Even though INI and OPN normally appear alphabetically after CLO, the sequencing facility allows you to see all open maintenance requests after the "Initial" but before "Closed". Then, within each of these classes (Initial, Open, Closed), you can assign priorities (1-999) to each maintenance request, followed by the actions.

## Request Table Maintenance Sub-Functions

To access request table maintenance sub-functions from the Administrator Functions menu, enter Code T (Request Table Maintenance).

The Request Table Maintenance Menu appears:

```

23:08:34          ***** PREDICT APPLICATION CONTROL *****          2000-04-03
User SAGU          - Request Table Maintenance Menu -

                Code  Sub-Function
                -----
                A    Add Table Entry
                D    Display Table Entry
                M    Modiry Table Entry
                P    Purge Table Entry
                S    Select Table Entry
                ?    Help
                .    Exit
                -----

Code ..... _
Table Type ..... _____
Text Code ..... _____
Text Value ..... _____

Command ==>
Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10--PF11--PF12---
      Help  Menu  Exit                               Canc

```

You may add, display, modify, and purge table entries and select table entries from a list.

## Add Table Entry

To add a table entry, enter on the Request Table Maintenance Menu:

- Code A (Add Table Entry)
- Table Type (STATUS or ACTION)
- Text Code (unique 3 character Text Code)
- Text Value (up to 12 characters)

Both the value of Text Code and Text Value can be subsequently used to specify the entry on the Request Table Maintenance Menu and the Status and Action values in maintenance requests. The Text Value will display the maintenance requests.

Neither a Text Code value nor a Text Value value can be shared by more than one entry of the same table.

Spaces in the Text Code field and in the Text Value field are considered equivalent to underscores and are automatically replaced by them. Lower case letters are replaced by their upper case equivalents in the Text Code field, but not in the Text Value field.

After values have been entered in the four fields, an Add Entry screen appears:

```

23:08:34          ***** PREDICT APPLICATION CONTROL *****          2000-04-03
User SAGU                - Add Entry -

Table Type ..... STATUS                               Modified:           by:

Text Code ..... CDE
Text Value ..... coding_____
Text Sequence .. _____

Notes: ..... _____
          _____
          _____

Command ==>
Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10--PF11--PF12---
      Help  Menu  Exit                                     Canc
    
```

The values of Text Code and Text Value can be changed from this screen.

A non-zero numerical value of Text Sequence must be entered for the entry to be added. This value will affect an order of maintenance request selection. Input to the Notes field is optional.

Press ENTER to add the entry and return to the Request Table Maintenance Menu.

Press PF3 to return to the Request Table Maintenance Menu without adding the entry.

## Display a Table Entry

To display a table entry, enter on the Request Table Maintenance Menu

- Code D (Display Table Entry)
- Table STATUS or ACTION and
- the text code of the entry to be displayed or
- the text value of the entry to be displayed.

If an entry which satisfies the selection criteria is found, it is displayed on a Display Entry screen, which is similar to an Add Entry screen. If such an entry is not found, a message is superimposed on the Request Table Maintenance Menu. Unlike on Add Entry screens on Display Entry screens, all fields except the command line are protected.

Range notation can be used in the Text Code field and the Text Value field. In such a case, a variant of the S(elect) function is applied instead of the specified D(isplay). The variant differs from the normal S(elect) in that any character entered in a C field of the Entry Selection List screen is treated like a D.

## Modify a Table Entry

To modify a table entry enter on the Request Table Maintenance Menu

- Code M (Modify Table Entry)
- Table STATUS or ACTION
- the text code of the entry to be modified or
- the text value of the entry to be modified.

If an entry which satisfies the selection criteria is found, it is displayed on a Modify Entry screen, which is similar to an Add Entry screen. If such an entry is not found, a message is superimposed on the Request Table Maintenance Menu.

Range notation can be used in the Text Code field and the Text Value field. In this case, a variant of the S(elect) function is applied instead of the specified M(odify). The variant differs from the normal S(elect) in that any character entered in a C field of the Entry Selection List screen is treated like an M and in that the Text Code column and the Text Value column are unprotected and the values of these fields of the listed entries can be changed immediately without recourse to Modify Entry screens.

## Purge a Table Entry

To purge a table entry enter on the Request Table Maintenance Menu

- Code P (Purge Table Entry)
- Table STATUS or ACTION and
- the text code of the entry to be modified or
- the text value of the entry to be modified.

If an entry satisfying the selection criteria is found and there are no maintenance requests with the specified Status or Action value then a Purge Confirmation window appears:

```

23:08:34          ***** PREDICT APPLICATION CONTROL *****          2000-04-03
User SAGU          - Request Table Maintenance Menu -

+-----+
|          --- Purge Confirmation ---          |
| Table .... STATUS                            |
| Code ..... DD                              |
|                                              |
| The Purge option has been invoked.          |
|                                              |
| Enter 'CONFIRM' or press PF5 to Purge or '.' |
| to terminate ... _____                |
+-----+

Code ..... _
Table Type ..... _____
Text Code ..... _____
Text Value ..... _____

Command ==>
Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10--PF11--PF12---
      Help  Menu  Exit                                     Canc

```



```

15:44:10          ***** PREDICT APPLICATION CONTROL *****          2000-04-01
User SAGU          - Entry Selection List -

SELECT  Code * in Table Type STATUS
C   Nr   Text Code   Text Value   Text Seq
-   -   -
_   1    CDE         coding       12
_   2    CLO         Closed       999
_   3    INI         Initial      22
_   4    OPE         Opened       44
_   5    PND         Pending      21
_   6    REV         Review       34

                                Mark Selection, Enter Number or 'T' (Top) __

Command ==>
Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10--PF11--PF12---
      Help  Menu  Exit          --          +                      Canc

```

If one and only one entry satisfying the selection criteria is found then the Text Code value and the Text Value value of the entry are put in the respective fields of the Request Table Maintenance Menu.

If no entry satisfying the selection criteria is found then a message is superimposed on the Request Table Maintenance Menu.

The C fields of an Entry Selection List screen can take values D(isplay), M(odify), P(urge), and S(elect). In the first three cases the specified functions as described in the three preceding sections are applied to the marked entries. The marking of an entry with an S results in the Request Table Maintenance Menu being re-displayed with its Text Code and Text Value fields filled with the respective values from the chosen entry.