Initialization Settings for the HDWIN.INI File.

VARIABLE	SECTION	SETTING	DESCRIPTION
AUTOMESSAGE	GENERAL	ON / OFF	OVERRIDE SWITCH FOR SENDING MESSAGES IN HELPDESK.
AUTOMESSAGEDEBUG	GENERAL	ON / OFF	TURNS ON/OFF A DEBUG WINDOW FOR NETWARE MESSAGING OPTIONS. THIS WILL AID DEBUGGING SENDING MESSAGES TO SIGNED ON USERS.
AUTOMESSAGEMETHOD	GENERAL	NETMESSAGE TICKLER EMAIL	DEFINES THE WAY THAT HELP!DESK WILL SEND MESSAGES TO NOTIFY USERS OF CALLS THAT WERE ASSIGNED TO THEM.
BILLINGTIMETOZERO	GENERAL	NO / YES	IF THE REMAINING SUPPORT CONTRACT TIME IS LESS THAN THE BILLING INCREMENT THEN THE SUPPORT CONTRACT TIME WILL BE FORCED TO ZERO.
BUTTONOPTIONS	GENERAL	USER	THIS WILL DISABLE CERTAIN BUTTONS ON THE CALL SCREEN TO FORCE A "USER LOGGING MODULE" FOR HELP!DESK. THIS IS USED FOR CALL LOGGING.
CALLIDERRORS	GENERAL	(#)	THIS WILL FORCE THE PROGRAM TO SEARCH FOR A SPECIFIC NUMBER OF CALL ID'S WHEN THE NUMBER THAT IT TRIES TO SAVE IS NOT UNIQUE.
CALLRPTORDER	GENERAL	ASC / DES	THIS WILL DETERMINE THE CALL DATE SEQUENCING ORDER FOR THE REPORTS PRINTED BY DATE. ASCENDING OR DESCENDING.
CLIENTTEMPLATE	CLIENT TEMPLATES	NO / YES	WHEN THIS SETTING IS ENABLED (=YES) THE CUSTOMER INFORMATION THAT IS CURRENTLY DISPLAYED WILL BE USED AS THE DEFAULT INFORMATION FOR THE NEXT PERSON THAT WILL BE ADDED TO THE DATABASE.
TITLE COMPANY EXTENSION PHONE CLIENTTYPE GROUP PRIORITY ADDRESS1 ADDRESS2 CITY STATE ZIPCODE COUNTRY	CLIENT TEMPLATES	TITLE COMPANY EXTENSION PHONE CLIENTTYPE GROUP PRIORITY ADDRESS1 ADDRESS2 CITY STATE ZIPCODE COUNTRY	IF CLIENTTEMPLATE IS SET TO NO, THEN THESE SETTINGS WILL BE USED TO DEFAULT INFORMATION WHEN ADDING NEW CLIENT INFORMATION. THE USER SHOULD JUST ENTER THE INFORMATION THAT IS TO BE DEFAULTED IN THAT FIELD. COMPANY=COASTAL TECHNOLOGIES ADDRESS1=615 VALLEY ROAD CITY=UPPER MONTCLAIR STATE=NJ ZIPCODE=07043
DISPLAYSPLASH	GENERAL	YES / NO	OVERRIDE SWITCH FOR HELPDESK SPLASH SCREEN DISPLAY.
DISPLAYSUPPORTEXPWARNING	GENERAL	YES / NO	THIS WILL DISPLAY A WARNING MESSAGE WHEN ADDING OR LINKING A CALL TO A CLIENT WITHOUT A SUPPORT CONTRACT. (AN ADDED VISUAL WARNING MESSAGE)
DURATIONTIMER	GENERAL	ON / OFF	OVERRIDE SWITCH FOR CALL DURATION AUTOMATIC TIMING ROUTINE.
EMAILLOGOFF	DEBUG	SKIP1 / SKIP2 / SKIP3	CHECKS INI FILE SETTINGS FOR DEBUG SKIPPING OF THE LOGOFF FROM THE EMAIL SYSTEM. WHEN DEBUGGING START WITH THE LOWEST NUMBER AND WORK FORWARD. SKIP DEBUG SETTINGS FOR MAIL WINDOW SKIP1 – THIS WILL SKIP ONLY THE FIRST FUNCTION IN THE EMAIL LOGOFF PROCESS, SKIPS: DELETE FOR THE TEMPORARY ATTACHMENT. SKIP2 – THIS WILL SKIP TWO OF THREE SETTINGS FOR THE EMAIL SYSTEM, SKIPS: DESTROY FUNCTION FOR MAIL SESSION OBJECT : DELETE FOR THE TEMPORARY OBJECT. SKIP3 – THIS WILL SKIP ALL LOGOFF SETTINGS FOR THE EMAIL SYSTEM, SKIPS: MAILLOGOFF() FUNCTION : DESTROY FUNCTION FOR MAIL SESSION OBJECT : DELETE FOR THE TEMPORARY OBJECT.
EXIT	PROFILEWINDOW CLIENTWINDOW CALLWINDOW	MINIMIZED / CLOSE	IN THE [PROFILEWINDOW] SECTION SET EXIT=CLOSE TO CLOSE THE WINDOWS WHEN THE EXIT BUTTON IS CLICKED. THE SAME HOLDS TRUE FOR THE CLIENTWINDOW & CALLWINDOW SECTIONS.

VARIABLE	SECTION	SETTING	DESCRIPTION
FORCEFOURDIGITYEAR	GENERAL	ON / OFF	FORCES THE USE OF FOUR DIGIT YEAR ENTRY ON DATE FIELDS. OFF - NO FORCED ENTRY OF FOUR DIGIT YEARS CONTRACT - FORCES FOUR DIGIT YEAR ENTRY IN ONLY THE SLA CONTRACT, WARRANTY EXPIRATION, SERVICE CONTRACT DATE ENTRY AREAS. ON - FORCES FOUR DIGIT YEAR ENTRY IN ALL DATE FIELDS. REPORTS WILL BE FORCED TO DISPLAY FOUR DIGIT YEARS.
LINKTO	GENERAL	COMPANY PHONE EXTENSION KEY DEPARTMENT CLIENT TYPE	ALLOWS USERS TO LINK CALLS AND INVENTORY TO CLIENTS BASED UPON AN ALTERNATE CRITERIA ITEM.
NETMESSAGING	GENERAL	ON / OFF	ENABLES OR DISABLES NETWORK MESSAGING OPTIONS.
OPENCALLDEFAULTSTATUS	GENERAL	ANY VALID ONE LETTER STATUS CODE.	WHEN ADDING A CALL, THIS SETTING WILL DEFAULT A STATUS CODE. THE STATUS SHOULD BE ONE FROM THE STATUS TABLE IN HELP!DESK.
OPENORDER	GENERAL	ASC / DES	SPECIFIES THE SORT ORDER OF THE DATES OF THE OPEN CALLS WINDOW.
OPENORDERBYPRIORITY	GENERAL	YES / NO	THIS WILL ENABLE USERS TO LOG ON AND VIEW THE OPEN CALLS WINDOW SORTED BY CALL PRIORITY.
OPENORDERDEFAULT	GENERAL	1 - TECHNICIAN 2 - SUBJECT 3 - PRODUCT 4 - CATEGORY 5 - STATUS	SPECIFIES THE DEFAULT FILTER ORDER OF THE OPEN CALLS WINDOW. THIS IS SELECTABLE FROM THE OPEN CALLS WINDOW.
OPENTIMER	GENERAL	# OF MINUTES	SPECIFIES THE NUMBER OF MINUTES BEFORE THE REFRESH OF THE OPEN CALLS WINDOW IS AUTOMATICALLY TRIGGERED. IF YOU ARE RECEIVING ERROR SAYING "CANNOT PERFORM OPERATION WHILE ROWS ARE PENDING" AND THE OPEN CALLS WINDOW IS OPEN THEN THE CAUSE IS PROBABLY THAT THIS VALUE IS TOO LOW.
PICTUREDIR	GENERAL	PATH TO PICTURE DIRECTORY	INITIALIZATION DIRECTORY FOR FINDING THE PICTURES.
PRINTENABLE	GENERAL	ON / OFF	THIS FORCES THE ABILITY TO USE FILE	PRINT EVEN IF A USER DOES NOT HAVE ACCESS TO THE REPORTS OPTIONS.
SIGNONNAME	GENERAL	HELPDESK SIGNON	SPECIFIES THE HELP!DESK FOR WINDOWS SIGNON NAME SO THAT IT IS DEFAULTED IN THE SIGNON BOX.
SIGNONPASSWORD	GENERAL	HELPDESK SIGNON PASSWORD	SPECIFIES THE HELP!DESK FOR WINDOWS SIGNON PASSWORD SO THAT IT IS DEFAULTED IN THE WINDOWS SIGNON BOX FOR AUTOMATIC SIGNON.
SUPPORTTIMEDECREMENT	GENERAL	# OF MINUTES	FORCES THE SUPPORT TIME TO DECREMENT BASED UPON A PREDEFINED NUMBER OF MINUTES. (Ie 15 MINUTE INCREMENTS)
USESTATINDEX	GENERAL	YES / NO	TURNS ON OR OFF THE USE OF THE STATUS INDEX WHEN SAVING CALLS.
VIEWCLOCK	GENERAL	ON / OFF	THIS FORCES THE CLOCK TO BE ON / OFF AT THE TIME OF PROGRAM STARTUP. YOU WILL NO LONGER NEED TO TOGGLE THE CLOCK ON WHEN STARTING THE PROGRAM.
VIEWTOOLBAR	GENERAL	ON / OFF	THIS FORCES THE TOOLBAR TO BE ON / OFF AT THE TIME OF PROGRAM STARTUP. YOU WILL NO LONGER NEED TO TOGGLE THE TOOLBAR ON WHEN STARTING THE PROGRAM.
ZOOMDEFAULT	GENERAL	PERCENTAGE OF PRINT ZOOM WINDOW.	THIS WILL DISPLAY THE PRINT WINDOWS AT A DEFAULTED ZOOM PERCENTAGE. THIS WAS ADDED TO RESOLVE PROBLEM WITH DATAWINDOWS LOSING LAST TWO CHARACTERS AT PRINT TIME.

HD_CMD.INI   **Located in the HELP!Desk Data Directory**

HD_CMD.INI FILE SETTINGS			Located in the HELP!Desk Data Directory
USECALLINDEX	GENERAL	YYYYYYYYYYYY	THIS WILL CONTROL THE USE OF THE HELP!DESK CALL FILE INDEXES. EACH OF THE PARAMETERS CONTROLS THE USE OF AN INDEX FILE. TO TURN OFF THE USE OF A PARTICULAR INDEX SET THAT INDEX VALUE TO 'N'. 1. CALL_ID.NTX – CALL_ID 2. CALL_EMP.NTX – EMP_ID 3. CALLDATE.NTX – CALL DATE 4. CALLSUBJ.NTX - UPPER(SUBJECT) 5. CALLPROD.NTX – UPPER(PRODUCT) 6. CALLTECH.NTX – UPPER(ASSIGNEE) 7. CALLACCT.NTX – UPPER(ACCOUNT_NO) 8. CALL_RMA.NTX – UPPER(RMA NUMBER) 9. CALLRCOD.NTX – UPPER(RES CODE) 10. CALLSTAT.NTX – UPPER(FOLLOW_UP) 11. CALLPRIO.NTX – UPPER(PRIORITY) 12. CALLSTA2.NTX - UPPER(CALL_STAT)

HELP!DESK ALERT PROGRAM INI FILE SETTINGS			
USERNAME	HELP!DESK ALERT	TECHNICIAN NAME	THE TECHNICIAN NAME MUST MATCH A VALUE FROM THE TECHNICIAN TABLE.
SNOOZE	HELP!DESK ALERT	NUMERIC VALUE	NUMBER OF MINUTES TO WAIT BEFORE REDISPLAYING A "SNOOZED" TICKLER.
MONITOR	HELP!DESK ALERT	NUMERIC VALUE	THE FREQUENCY IN MINUTES HD ALERT WILL QUERY THE TICKLER FILE TO SEARCH FOR DUE OR OVERDUE TICKLERS.
ALERTWAVE	HELP!DESK ALERT	WAVE FILE NAME	OPTIONAL SOUND FILE THAT WILL BE PLAYED TO SIGNIFY AN ALERT.