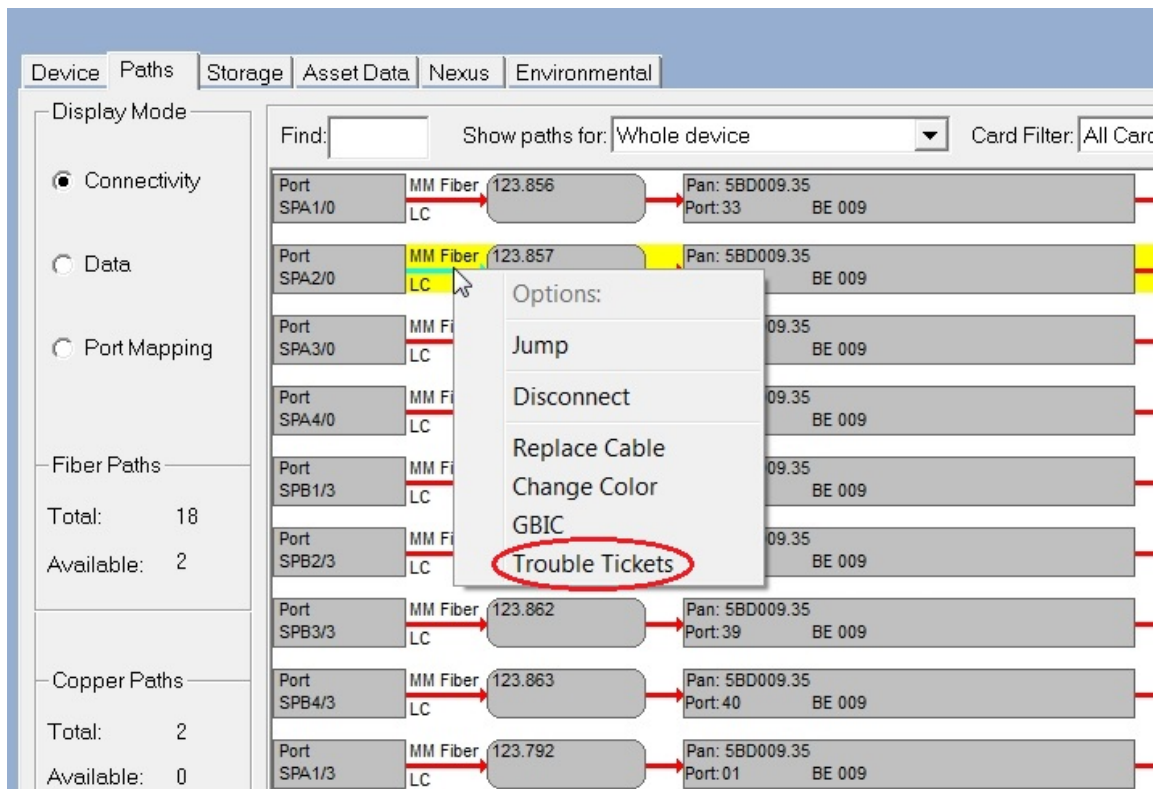


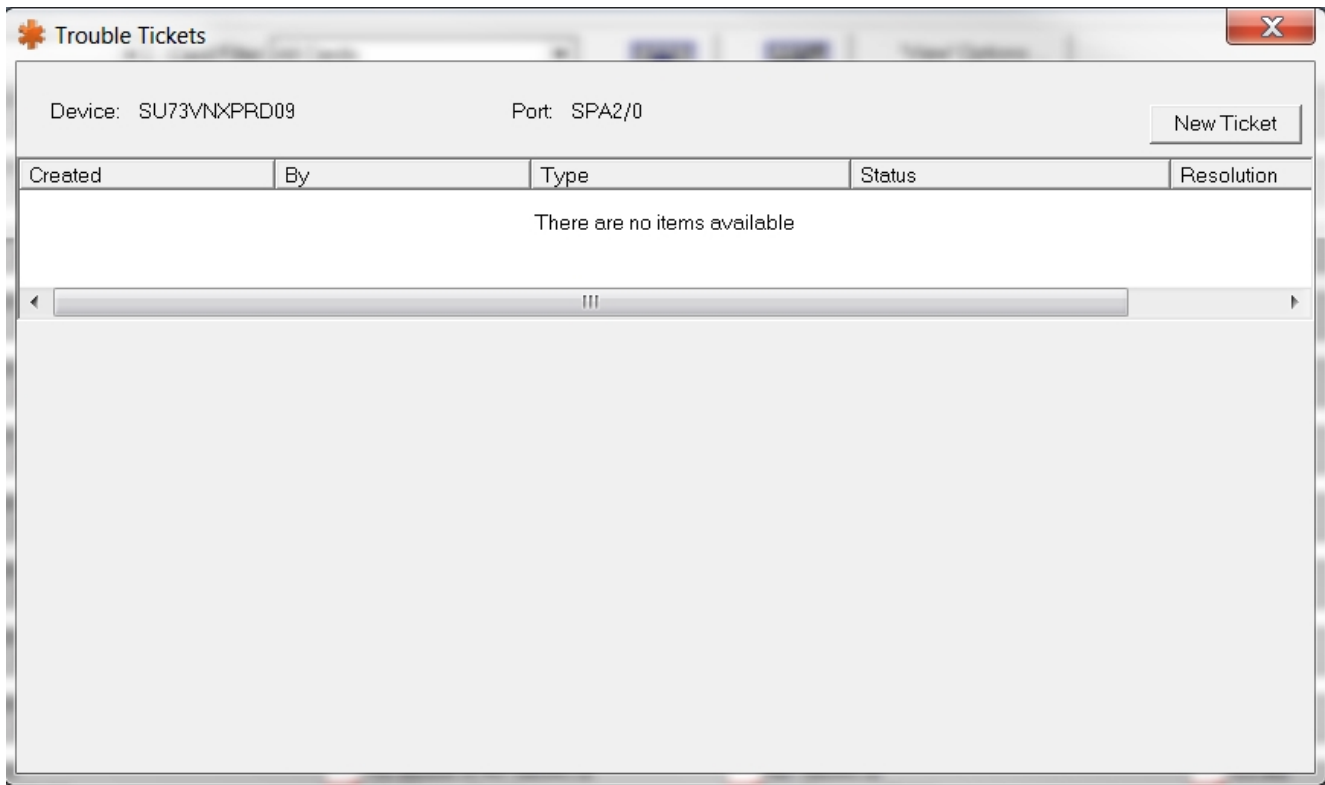
Trouble Tickets Feature

The Trouble Ticket feature gives customers a mechanism to track the detection, reporting, and resolution of problems they've experienced with connectivity in their data centers. A Trouble Ticket can be attached to any data path in the OBTAIN database. Multiple trouble tickets can be attached to a single data port.

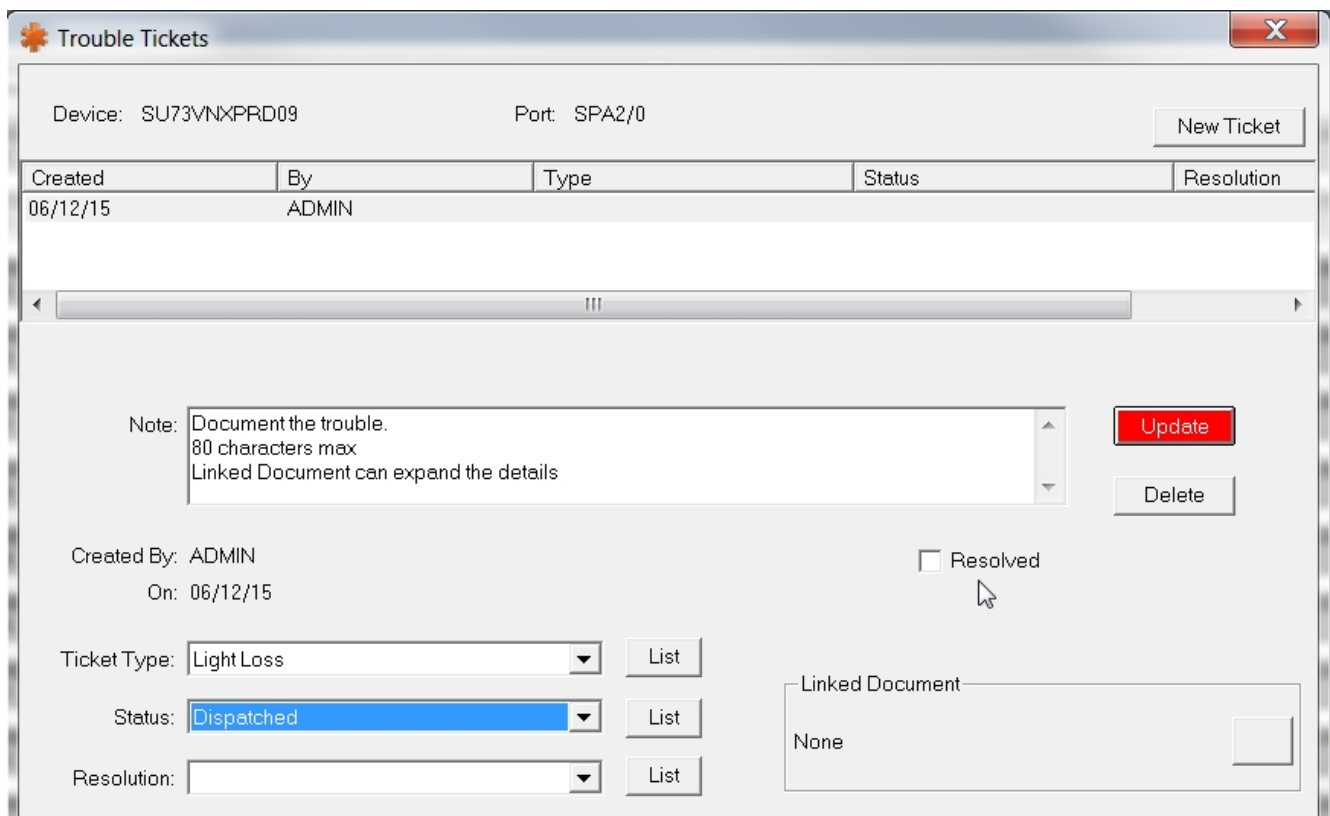
The Trouble Ticket feature can be initiated by clicking the arrow emanating from any Port/HBA/PCHID and selecting the Trouble Tickets menu item.



This will open the **Trouble Tickets** window that shows a list of all trouble tickets created for the path.



If this is the first trouble ticket, the list will be empty and you can click the **New Ticket** button to create the first ticket.



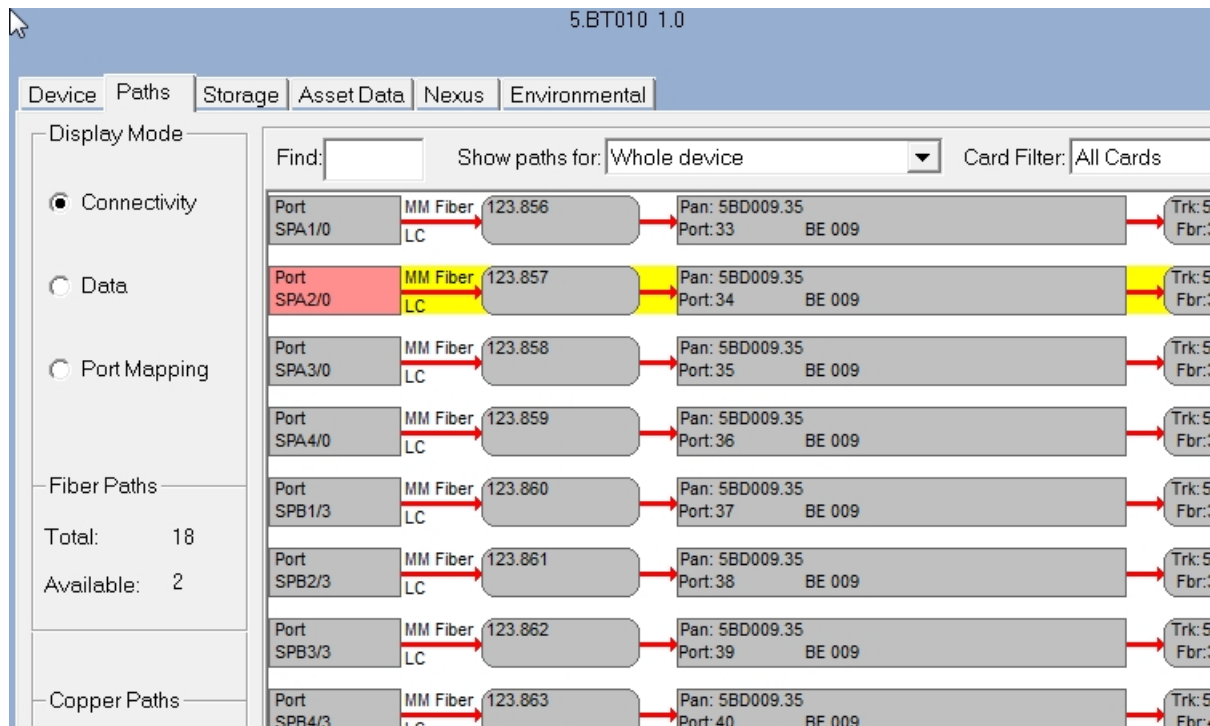
Each ticket can be briefly described by 80 characters and 3 user defined selections:

- Ticket Type: These fields are drop-down lists that contain members defined by the OBTAIN Administrator or other users with Advanced User privileges.
- Status:
- Resolution:

If additional details are required, the common Linked Document feature can be used to attach external documents and URLs to the ticket.

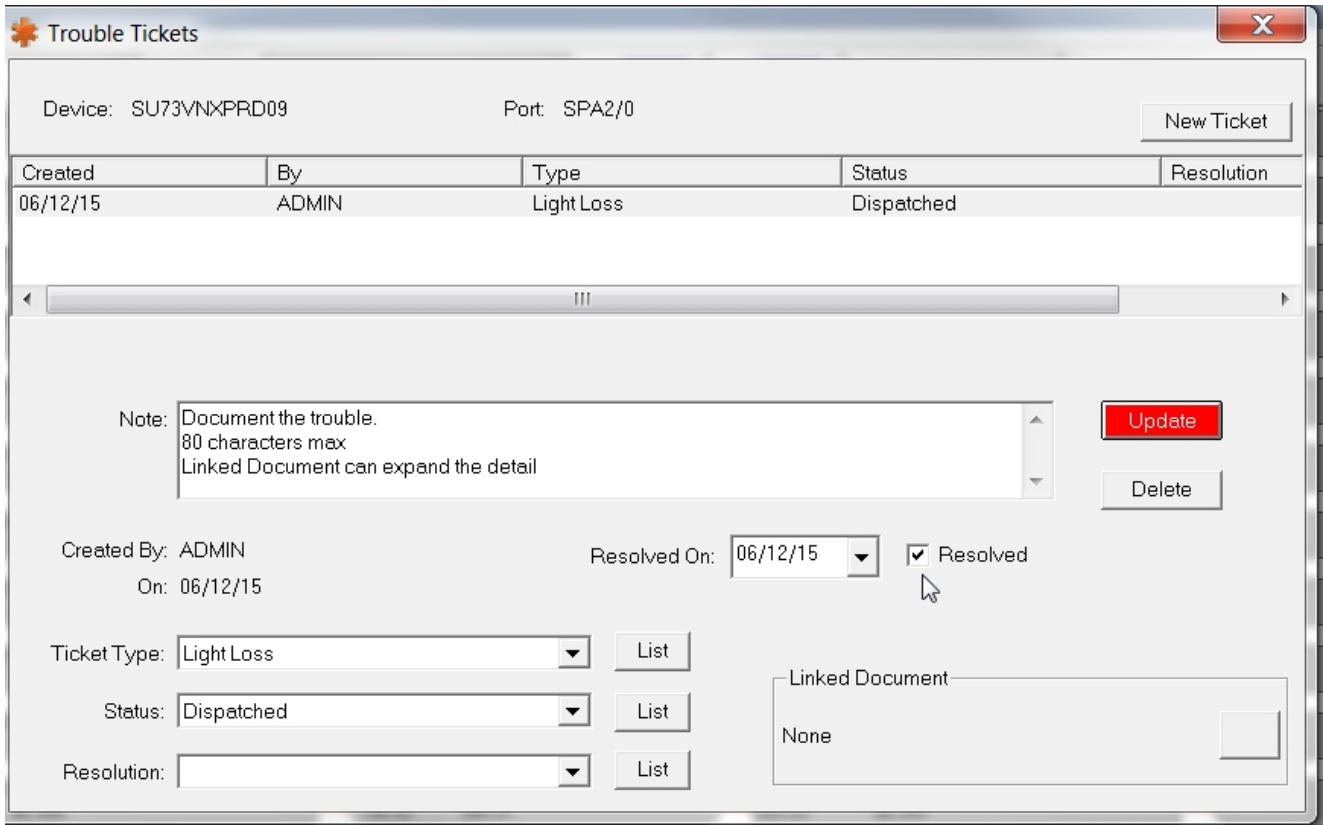
At first, the ticket will be unresolved.

After exiting the Trouble Ticket window, the port experiencing the trouble will be highlighted in light red to indicate it has an outstanding problem associated with it.

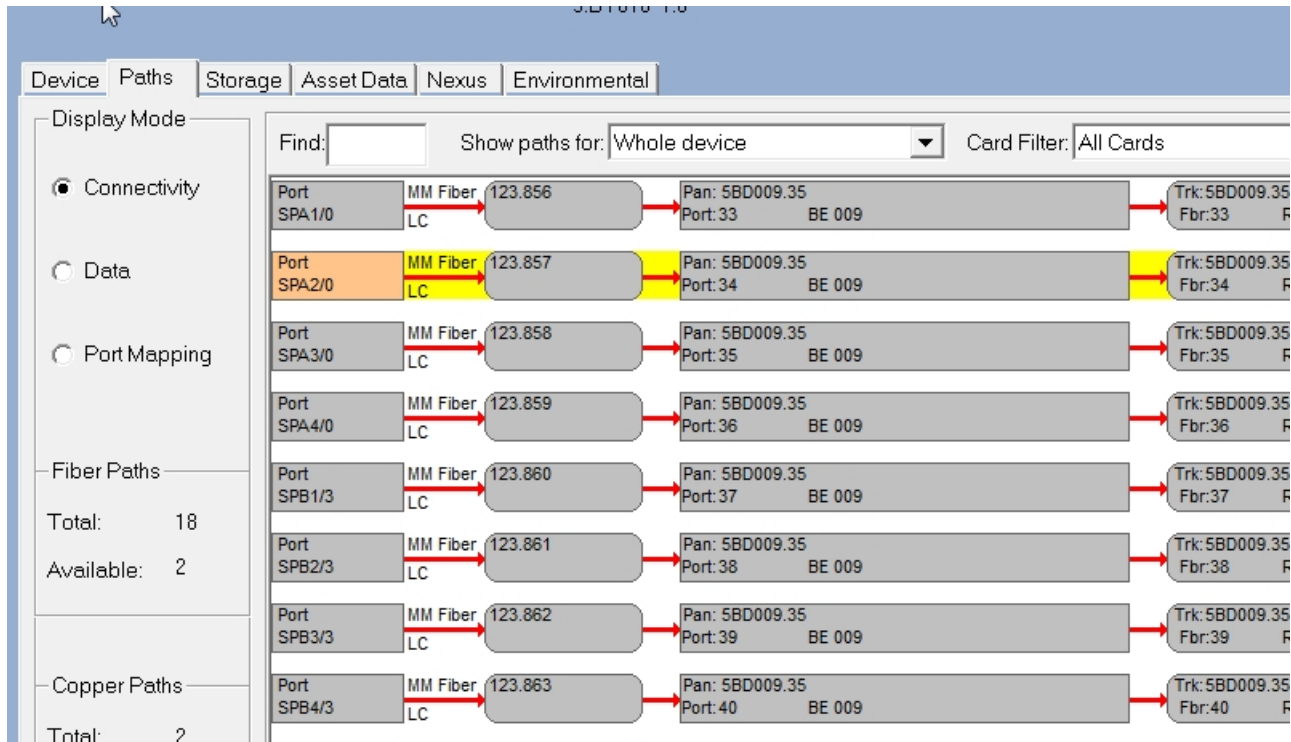


When the problem has been fixed, the Trouble Ticket window can be re-entered.

Selecting the Resolved checkbox causes the Resolved On date control to appear and you can select the date of the resolution.

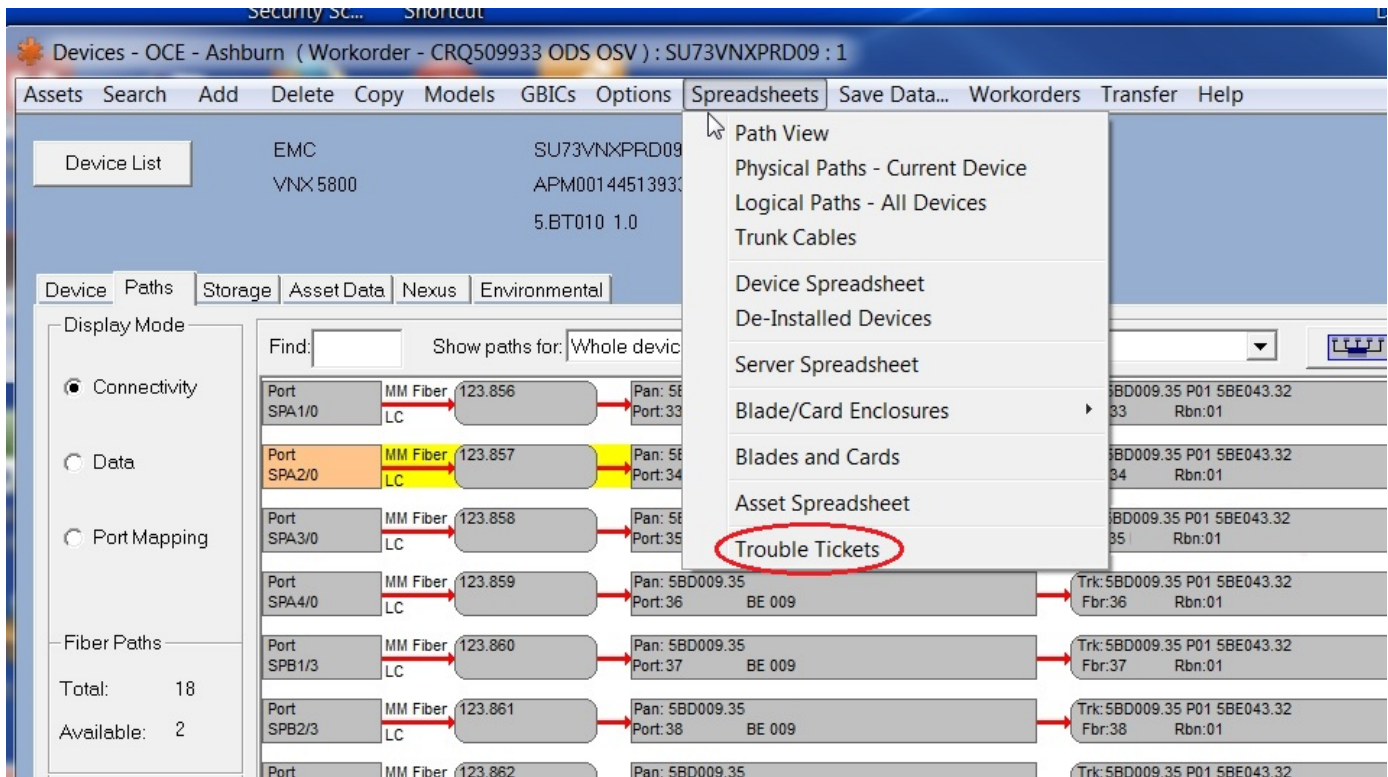


When a port has 1 or more tickets all of which have been resolved, it is highlighted in orange to indicate the past history of trouble.



Trouble Tickets Spreadsheet

The Trouble Tickets spreadsheet is accessed via the Spreadsheets menu item of the Device Page.



Once created, it displays a row of information for each Trouble Ticket that passes the set filters.

The spreadsheet can be:

- Filtered via your user defined Ticket Type, Status and Resolution lists;

- Sorted by any column in ascending or descending order by clicking on the header of the appropriate column;

- Exported to a comma-delimited file for use with other applications;

- Printed directly from OBTAIN.