



Micus Real Time Software Inc.
5863 Leslie St. Suite 127
Toronto, Ontario
M2H 1J8
Canada
Tel: (416) 493 3623
Fax: (416) 502 9083
E-mail: mikeb.micus@sympatico.ca

MACS Trouble Ticketing System

Micus Trouble Ticketing System Version 1.7

Open Trouble Tickets			Closed Trouble Tickets		
Ticket	Site Name	Point Name	Ticket	Site Name	Point Name
16	DEMO_2	FRIDGE	1	DEMO_2	FRIDGE
17	DEMO_2	AIR CONDITIONER	2	DEMO_2	AIR CONDITIONER

Trouble Ticket Details

Ticket ID: 17 Site Name: DEMO_2 Site Address: 66 Point Name: AIR CONDITIONER Point Address: 65

Occurred: 02/24/1999 3:31:40 PM Description: COOLING FAILURE

Accepted: 03/14/1999 12:48:40 PM Technician: John Smith

Repair: Air Conditioner

Procedure for the air conditioner control circuit:

- If the unit does not operate properly when manually turned on, switch to the standby unit and dismount the main unit for further repairs.
- If the unit works properly when switched on manually, check the main relay. Does the command from the computer operate the relay? If not, check the electrical signals between the relay and the PLC. If the electrical signals are correct, replace the relay.
- If the command from the computer cannot control PLC output, check if the computer can operate any other PLC outputs. If yes, replace the PLC output module.
- If the computer cannot operate any PLC outputs, enable

Notes: Air conditioner works when operated manually. Main air conditioner relay tested. Trace between the computer and PLC shows no communication. Cable tested with the brakeout box. Loose cable connection found between PLC and the RS 232 cable. Tested OK.

Save Print Accepted Suspended Closed 03/14/1999 12:48:40 PM Exit

- Automatically detects equipment failure and opens a trouble ticket
- Informs you where and when the equipment failed
- Allows you to select the repair procedure and to assign a technician
- Allows the technician to add notes about repair
- Closes the trouble ticket when the repair is done
- Prints trouble ticket reports

The *Trouble Ticketing System (TTS)* is a component of the *Micus Alarm and Control System (MACS)* that allows you to detect equipment failures, and to open *trouble tickets* used to document and track equipment repairs. The trouble tickets allow you to select the repair procedure, to assign a technician responsible for the repair, to track the action taken and, upon completion of the repair, to close the ticket.

Through the configuration process, you create:

- A list of events, which cause the TTS to open a trouble ticket
- A list of suggested repair procedures for the equipment
- A list of technicians responsible for the repairs

The TTS is a multi-user client/server application, which consists of TTS server and one or more TTS clients.

The *TTS server* receives all event reports from the MACS and checks them against the trouble ticketing database. If the event is on the list and there is no ticket already open for that event, the server opens a new trouble ticket. The ticket contains an automatically assigned ID, date and time of occurrence, site name and address, alarm point name and address, and fault description.

Users interface the TTS through the *TTS Graphical User Interface (GUI) client*. The TTS client is a Windows 95/NT application, which allows you to:

- Select a recommended repair procedure
- Assign a technician to do the repair
- Accept the repair assignment
- Enter notes about the repair
- Suspend and resume the ticket
- Close the ticket
- View and print the open trouble tickets list
- View and print the closed trouble tickets list
- Print trouble ticket reports

The TTS is available immediately from Micus Real Time Software.