

PERIPHERAL TROUBLE SHOOTING MANAGEMENT SYSTEM

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Abstract

In the venture we are enforcing centralized controlling machine on sources and peripherals of computers, which are related in a LAN.

In the proposed gadget we are enforcing on line criticism posting and checking the reputation of the complaint, which used to be posted via person (i.e. any of the workforce in an organization). In this gadget every consumer is furnished with special login ID. Each person makes a login the usage of his ID if any complaints are there to be made related to laptop peripherals.

When logged as an administrator, the use of administrator login, he has entire manage on allocating the resources, grievance clearance, Enquiries and Reports. The consumer has no permissions to get right of entry to any of the administration phase he is constrained solely to publish and test reputation of criticism he made.

Administrator when logged takes view of the criticism which are made in the past which are pending, new complaints which are made via customers and clear complaints which are to be cleared.

In grievance clearance he put the engineers to work , administrator assigns work for engineer. It is additionally the obligation of administrator to take a look at including the new consumer information, computer systems data and engineer information. Administrator additionally keeps the database of the dealer who materials machines to corporation and contract information. Administrator additionally continues record of things to do which are carried out with the aid of him and crew of engineers.

On the complete by means of offering the proposed device to consumer we make certain that there will a centralized manage for administrator, greater consumer friendly, environment friendly utilization of the technical talent and utilization of new science available

1. INTRODUCTION

The significance of new machine is that it is consumer pleasant and has a higher interface with customers working on it. It can overcome the issues of guide machine as many customers can get admission to concurrently and the protection trouble is solved as it prevents the unauthorized users to get entry to the system.

In the assignment we are imposing centralized controlling gadget on assets and peripherals of computers, which are related in a LAN.

In the proposed machine we are enforcing on line criticism posting and checking the popularity of the complaint, which used to be posted through person (i.e. any of the personnel in an organization). In this machine every consumer is supplied with special login ID. Each consumer makes a login the usage of his ID if any complaints are there to be made related to pc peripherals.

2.PROPOSED SYSTEM

In the proposed gadget we are enforcing on-line grievance posting and checking the reputation of the complaint, which used to be posted by using consumer (i.e. any of the personnel in an organization). In this machine every person is supplied with special login ID. Each person makes a login the usage of his ID if any complaints are there to be made concerning pc peripherals.

On the total by means of presenting the proposed gadget to customer we make positive that there will a centralized manipulate for administrator, extra consumer friendly, environment friendly utilization of the technical ability and utilization of new science available.

3.IMPLEMENTATION

- Administration
 - i) Allocation of resources
 - ii) Complaint handling through assigning wok to engineers
 - iii) Creation of reports for managerial use.
- Employee interactions
- Engineer Interactions

Administration:

- Complaint Handling
- Allocation
 - Work for Engineers
 - Sharable peripherals to employees
- Adding of details
 - Sharable peripheral details
 - Employee details
 - Contract management details
- Enquires
 - Resource Enquires
 - Dept Enquires
- Reports
 - Resource Details
 - Issue Details

Employee:

- Complaint Posting
- Status Acquiring
- Complaint Status

Engineer:

- Solutions to complaints
- Sends Report

4.RESULTS AND DISCUSSION

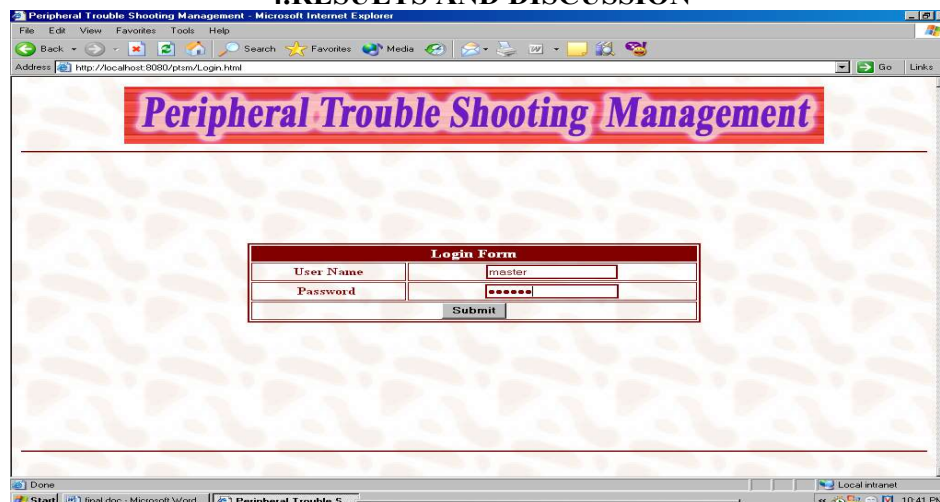


Fig 4.1 When the user runs the application the following login screen is displayed. It allows the user to enter his login Id and password.

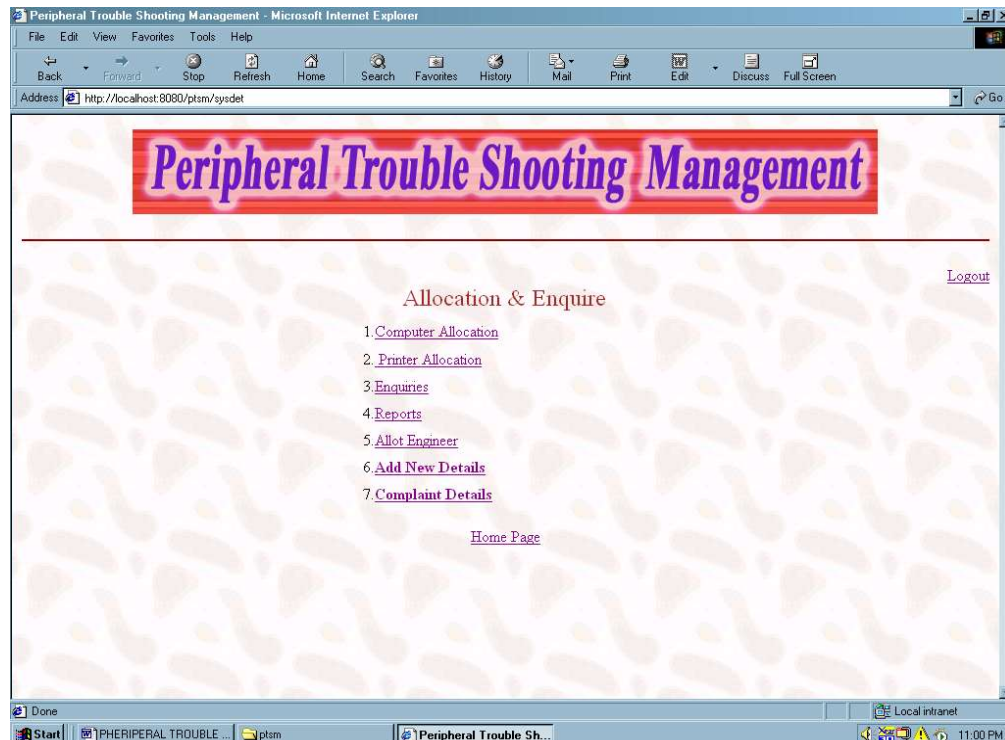


Fig 4.2 When the master enters a valid login Id and password the master is allowed to login and then the list of allocation and enquires are displayed as shown below. By clicking on the item which the master wants, he can communicate with the employee and engineer.

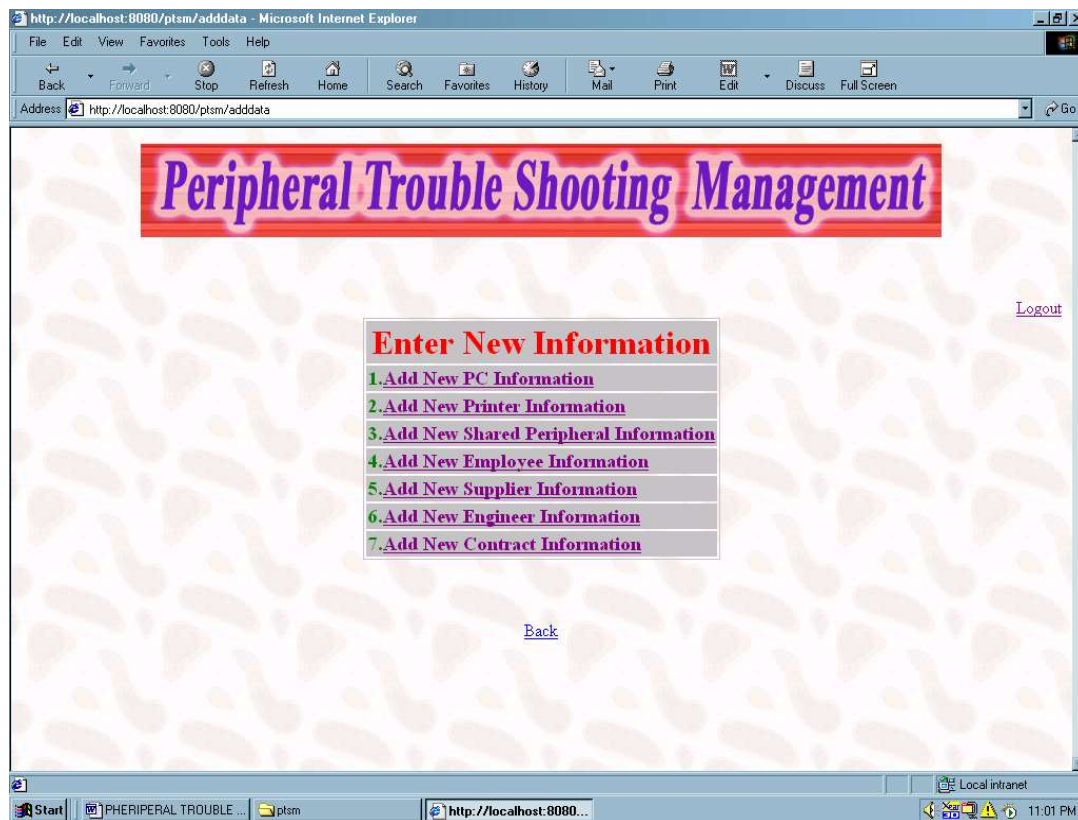


Fig 4.3 This page is used to enter the new details regarding all the information by the master.

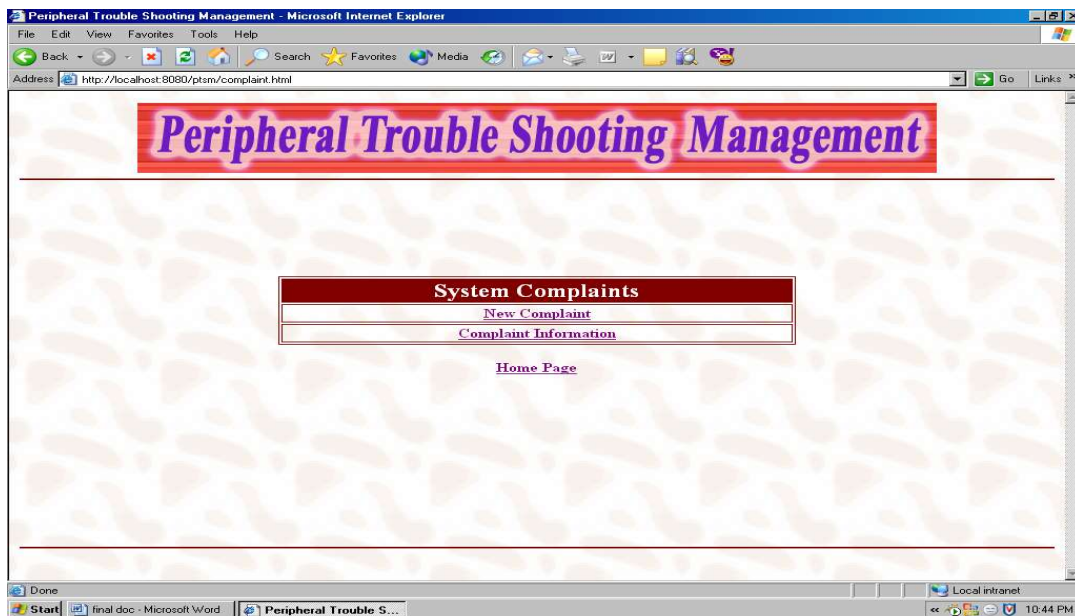


Fig 4.4 This page allows the employee to enter the new complaint and check the status of the complaints.

5.CONCLUSION

The effectivity of any gadget designed to swimsuit an corporation relies upon cooperation at some point of the implementation stage and additionally flexibility of the machine to undertake itself to the organization.

“PTSM” has been developed to overcome the issues with regular peripheral administration system. In our machine we have a centralized manage and administration of all the shared peripherals in a given network.

Advantages over typical peripheral administration device are centralized control, efficient managing and reporting mechanism, prevention of unauthorized access. The significance of new machine is that it is consumer pleasant and has a higher interface with customers working on it. It can overcome the troubles of guide device as many customers can get admission to concurrently and the protection hassle is solved as it prevents the unauthorized customers to get admission to the system.

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