

client services update



May 2003

Tip of the Month

Using the Reclaim Storage Command (RCLSTG)

Sometimes it is necessary to run a reclaim storage to correct damaged objects on your iSeries (AS/400), or to complete an IBM software upgrade. This process will also increase disk space as it will free up temporary space that has been allocated over time.

You must sign on as QSECOFR and run this from your console terminal (QCTL), as you need a dedicated system in order to run this procedure. To start a RCLSTG, follow the steps below:

1. You should have a good system save prior to performing this function.
2. From the console terminal, sign on as QSECOFR.
3. Type in ENDSBS SBS(*ALL) OPTION(*IMMED) and press <ENTER>.
4. To confirm that all of the subsystems have ended, type in WRKSBS and press <ENTER>. Use your <F5> key to refresh, and once QCTL is the only remaining subsystem on this screen, you can press <F3> to exit.
5. Type in RCLSTG and press <ENTER>. This procedure will now run by itself, needing no further operator intervention. After a few minutes it will start showing you the percentage of objects processed so you can better gauge how long this job will take to complete. Depending on the speed and size of your machine, this procedure should average between 30 minutes and two hours.
6. Once it is complete you must perform an IPL to finish the process.
7. Type in PWRDWN SYS OPTION(*IMMED) RESTART(*YES) IPLSRC(B) and press <ENTER>.

SUPPORTPRO II interface available for CASE dealers

PFW has completed beta testing with our customers for the SUPPORTPRO II interface and it is now available with the new SUPPORTPRO II Parts Catalogue program. There is a PC interface program that needs to be loaded, unlike the old version. This will result in a \$20/month fee for ongoing maintenance and support of the interface. However, there is no initial cost for the program. For all dealers already using PAL on the same server, there will be only one \$20/month fee for ongoing maintenance and support.

Please contact PFW Client Services at (519) 474-3700 to receive the SUPPORTPRO II interface today.

PFW Release R6V01

There are many new features included in this release, such as the ability to see payroll journal details in the chart of accounts maintenance screen, sell attachments in equipment invoicing at a zero sale price, improved parts sublet cost logic for sublet parts sold to work-orders, and PFW IntelliDealer's Financial Management and Customer Care modules. Check out the "What's New in R6V01" document found in the Members Only section of PFW's web site – www.pfw.com – for more details.

For dealers interested in loading the latest PFW Release, R6V01, please contact PFW Client Services at (519) 474-3700.

E-mail Support

PFW is recommending that you e-mail your support details – versus sending in faxes – to ensure your calls are being answered in a timely manner. Many customers are already e-mailing their details to PFW Client Services and other departments. PFW support representatives will receive your details quicker and this will benefit you, our customers, as well as reduce fax and paper costs for both parties.

We request that you e-mail us as much detail as possible, including the error message and any screens that are relevant to the error. To do this, cut and paste the error message by using the CTRL and Print Screen key on your keyboard. Then, paste the details into the body of your e-mail – or into a word processing document attached to your e-mail. As an example, if you encounter an error on a customer, attach or paste a copy of the customer maintenance screen in your e-mail.



PFW Systems Corporation
850 Medway Park Court
London, Ontario
Canada N6G 5C6

support (519) 474-3700
fax (519) 474-3949
e-mail support@pfw.com
web www.pfw.com

Please Route Parts
 Service
 Sales
 Office