

GM RIM SUPPORT DESK

All support calls should start with Jarvis, if possible. The support number is 507-454-2575 or 507-454--8596. Hours of operation are 8AM - 5PM Central time zone (daylight saving time applies in the summer), Monday through Friday. After hours support will be 507-450-8750.

When Jarvis helpdesk needs to contact GM, or the dealership is unable contact Jarvis, the number is 888-337-2400, prompt 0 and then prompt 5.

Jarvis Support desk will assume first that it is our problem. We will courteously ask questions of the customer, until we are have an idea that problem either resides inside or outside the Jarvis server in the delaership.

Jarvis personnel will usually be able to:

1. determine the problem is with inventory levels, reorder points, about a particular part or class of parts. If this occurs then the dealership personnel should contact their distribution analyst. (Severity Level=low).
2. determine the issue is with the dealership's internet service provider. This will be indicated when Jarvis personnel cannot connect into the dealerhip or cannot connect to other Jarvis or Oxlo sites on the internet from the dealership's server. Jarvis will work with the internet service provider to restore service. (Severity Level=High). Jarvis will contact dealership management, Oxlo and GM to let them know what is being done to restore communication. Since Jarvis is not the ISP, it is impossilbe to predict or control the length of outages of this nature. If the helpdesk is not able to resolve this problem, they will consult with Clare Jarvis.
3. determine the issue is with communications with Oxlo. This will be determined by looking at files in /tmp directory as described below. If Oxlo communications is the issue, then Jarvis personnel will call Oxlo for assistance. (Severity Level=High). If the helpdesk is not able to resolve this problem, they will consult if Clare Jarvis.

The fastest way to determine whether there is communications between the dealer's server and Oxlo is to look in /tmp directory. Here is a sample listing after running "ls -ltr /tmp" :

```
-rw----- 1 clare group 240 Apr 27 12:35 2006-04-27:1235.txt
```

```
-rw----- 1 clare group 240 Apr 27 12:45 2006-04-27:1245.txt
-rw----- 1 clare group 240 Apr 27 12:55 2006-04-27:1255.txt
-rw----- 1 clare group 240 Apr 27 13:05 2006-04-27:1305.txt
```

Notice the time stamps and the file names indicate that communications is happening periodically. In a correctly communicating system the file will like:

```
About to create session
Session created
Setting SenderId = JART0001
Setting ApplicationId = JAR_GM_MPT
Setting DocVersion = 2.0
about to get file
getMessageIds succeeded
```

```
Reason: OK
User Message:
About to close session
All done and happy
```

If you see files like these with this sort of content, then communications between the dealer's server and Oxlo is not the issue.

4. determine if the problem is with content of daily report uploaded to Oxlo and onto GM. If this is the case will dispatch the appropriate programmer to work on the problem. (Severity Level=low). If the programmer is unable to resolve the problem, they will consult with Clare Jarvis.
5. determine if the problem is really a customer request for modification of reports, etc. (Security Level=low).

OTHER CONTACTS

For installations contact Dan Buchholz, 507-454-2575, danb@jarviscomputer.com.

For business issues contact Clare Jarvis, 507-454-2575, jarvis@jarviscomputer.com.

For technical support issues, contact the helpdesk at 507-454-2575.