

# CPMS Newsletter

## “As the Wrench Turns”

Volume 19, Issue 2

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### Questions and Answers

There is nothing more frustrating than staring at a computer screen and being unable to make your PC do what you want. If you are trying to do something, and have looked at the corresponding CPMS Help information and are still stuck, please don't waste your valuable time. Give us a call or send us an email and we will help you find the answer to your problem. It is usually something easy that you just missed.

Occasionally we will get a call and the customer says, “I've been trying to figure this out for hours and I finally gave up.” Once I went to a plant where the user had a short list of questions that he had made over the last year! I asked how he provided a particular report without getting an answer. He didn't. “I knew you were stopping by the plant in a few months.” Again, please call or email us anytime you have reviewed the CPMS Help system and still aren't sure what to do.

This issue of the CPMS Newsletter is devoted to some of the questions we have been asked over the last year or so. We will list some of these questions and answers in the hope that at least one of them will help you in your day to day operation.

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You may already be aware of the “Frequently Asked Questions” chapter at the end of the CPMS Help system. Over the years we have added new topics to this chapter when the same question comes up more than once. Please review these topics when you have a minute:

- How do I set up PM?
- How do I set up Inventory?
- How to use the Data Browser/Editor
- How to load Drawings, Pictures, and MSDS
- How to load your Plant Layout Diagram
- How to send us your CPMS files
- How do you know if the CPMS files are damaged?
- How to email a PDF file
- How to export data to Excel

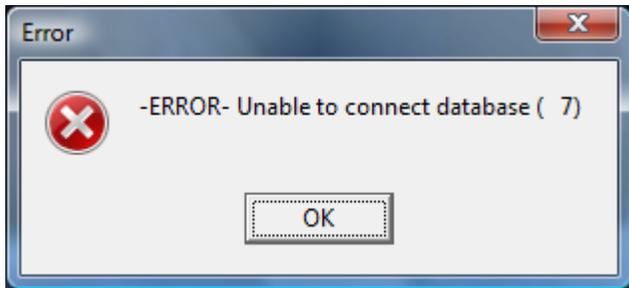
### Question #1

#### Are you unable to get to the CPMS Main Menu?

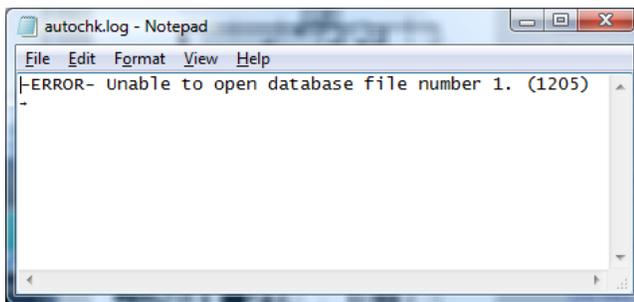
Certainly being “dead in the water” is no fun. You can't do any of your work if you can't log in. The problem may be something you can fix, something we can fix together, or something more serious where we will need your company's IT support. Here are a couple of steps you can take before you contact us:

- Is it just your PC or everyone?
- Do you get as far as entering your CPMS password?
- Make a note or a “print screen” of any error message(s).
- Have you lost your connection to the server? If you know (and are allowed to use) Windows Explore, try and copy a file from the CPMS \Maint folder to your desktop.

- CPMS will try to create a file named AUTOCHK.LOG in the \Maint folder which will help us diagnose the problem. You might see the error message below on the screen:



and the corresponding Autochk.log file might look like:



- Always remember that the last backup of your CPMS files is your lifeline in the event of a serious problem. The good news is that your files are probably OK and you are just temporarily unable to connect to them.

## Question #2

### Are the PM tasks balanced across your crew?

One of the challenges in building a proper PM schedule is spreading the work out evenly across your mechanics. You may intentionally give a lot of lubrication tasks to one mechanic and just a few highly skilled tasks to another mechanic. But, when you start giving out work cards, you need to know if you properly loaded each employee.

In order to do this you must first make sure that all of the equipment which needs preventive maintenance is listed accurately in the Equipment

table. Next, using the Master Schedule, you have carefully listed the PM tasks which need to be performed at the proper frequencies and to the right mechanic.

Initially, you can enter a “best guess” as to how many minutes the PM tasks will take for each PM frequency. But, since mechanics are asked to enter the number of minutes it took to perform the PM on each machine, then it should not take long before you can correct your estimates in the Master Schedule.

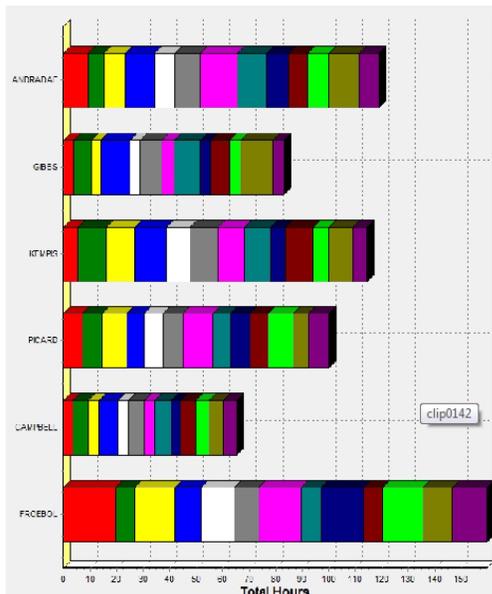
You will be unable to determine the cost of running your equipment and building accurate work history if you are not documenting the “hands on” PM time for each machine. It will probably take at least a few months for you to fine tune the estimated minutes for each entry in the Master Schedule.

Even if you are still in the process of changing the estimated minutes, you want to have an idea of how much PM time you have given each mechanic. Go to Run Programs, PM and Work Order Utilities, choose Work Load Balancing. Click the Help button for useful information. We suggest that you generate a schedule for three months sometime in the future so that it does not conflict with your actual schedule for this period.

Nbr	Name	1	2	3	4	5	6	7	8	9	10	11	12	13	Total
1054	ANDRADAE	9.2	6	8	11.2	7.7	9.5	13.8	11.1	8.3	7.3	8	11.2	7.7	119
20127	GIBBS	3.9	6.4	3.6	11.2	3.9	7.8	4.8	9.8	3.9	7.2	4.2	12.2	4.1	83
20140	KEMPIS	5.5	10.5	10.8	11.8	9.2	10.4	10.1	9.8	5.5	10.5	6	8.8	5.5	114.4
20144	PICARD	7.2	7.3	9.4	6.4	7.2	7.4	11.5	6.5	7.5	6.8	9.4	5.8	7.7	100.1
23052	CAMPBELL	3.5	5.7	4.2	7.1	3.8	6.2	3.8	6.3	3.5	5.6	5.1	5.3	5.1	65.2
23053	FROEBOL	19.6	7.2	15.2	9.8	12.7	9	16.3	7.2	16.1	7.2	15.2	11	13.2	159.7

CPMS will provide a chart and graph (next page) which you can use to make necessary changes to your Master Schedule. This is a reiterative process that you use when first setting up CPMS. As you change employee assignments and correct the estimated minutes, run Work Load Balancing to see the impact of your changes.

From: 06/01/10 To: 08/30/10



### Question #3

#### Should I use PM's Assumed Completed or Not Completed?

It depends. If you are scheduling your PM's each week and all the work cards are turned in to the planner to process, you want to check the PM's Assumed Completed box on the System Configuration screen.

Scheduling Options-

Last Date Schedule or Actual	<input checked="" type="checkbox"/> Schedule
Maximum PM Work Scheduled	50 %
Overtime Calculation	1.5
Reschedule Incomplete Tasks	<input checked="" type="checkbox"/> Yes
PM's Assumed Completed	<input checked="" type="checkbox"/> Yes
Work Card Report Options	WC Edit
First Day of Work Card Week	5 Friday
Default Description Ident for:	
Equipment Downtime	DT DOWN TIME
Work Orders	WO WORK ORDER
Residual PM Tasks	PM RESIDUAL PM TASKS

The goal should be that at least 80% or more of your PMs are completed each week. It is much easier to put an "X" (not done) on 20% of the

tasks instead of a "C" (complete) on 80%.

However, if your mechanics are processing their own Work Cards during the week as they complete their PM assignments, then you should uncheck "PM's Assumed Completed".

Each week when you generate your PM schedule, all of the tasks will be generated with a "X" status for Not Done. As the mechanics complete each PM task they will change it to a "C".

We encourage all of our customers to have the mechanics process their own PMs and Work Orders. It not only provides more accountability but also takes the PM processing task off of the shoulders of the CPMS Planner. A win/win scenario for everyone!

### Question #4

#### When I click the CPMS Help button, I get an error???

Imagine planning a really big party; you've invited all of your relatives and friends; bought all the food; and... nobody shows up! Well, we built a comprehensive CPMS Help System and Manual and occasional we still find users who do not have access to this powerful utility.

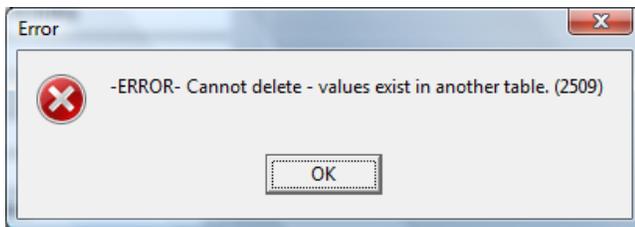
Due to some restrictions in Windows with having a "compiled" help file loaded on a server, we suggest that everyone have the CPMS help file (CPMS.chm) located on your local "C" drive. The help file path name must be the same for all of the CPMS users at your plant and is specified on the Configuration screen. The suggested location is in a separate folder named: "C:\CPMSHelp.

Please contact us if CPMS Help is not working on your PC and we will do what is necessary to make it happen.

## Question #5

### Why am I getting an error when I try to delete equipment?

A question we still get from time to time is why is it difficult to delete a piece of equipment that you aren't using anymore. You click the delete icon and you see:



CPMS is a relational data base where virtually all of the information you enter is linked by “keys” to other rows of data in the system. By design, you cannot accidentally (or intentionally) delete an equipment number (a row of data) which is referenced elsewhere in CPMS.

But, you can go to Supervisor, Check/Delete Key Columns, and choose a table and enter the value you wish to delete. You will see all the tables and the number of rows where the entry you plan to delete is referenced. You should always make sure that there is no recent history associated with this entry which will affect any reports you provide to your management.

If you continue with the Supervisor delete function, the entry along with all of the rows which it references will be deleted from your CPMS data base. Most of our customers set a standard as to how long old history is no longer useful history. For example, you may archive any data which is older than three years.

As a general rule we recommend putting equipment “out of service” or changing an employee to “inactive” until you are sure the history is no longer of any value.

Let us know if you have any unanswered questions. We will put them in the next issue.

## And the Winner is...

Larry Susevich, Mission Foods, Mountaintop PA, answered the last Quiz correctly and received \$100.

The question was: if you lost the Administrator password which allows you to make changes to the CPMS Users and Passwords, how would you locate it?

And, the answer is: you need to contact CPMS support. We will send you a utility program to locate and display the Administrator password. So... always safeguard the computer passwords you use.

## CPMS Quiz

For \$100, when printing the Work History Summary report and then saving it as a PDF file, what would cause the grand total on the last page to be different? And, how would you make sure the total on the PDF report matches the report sent to the printer?

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