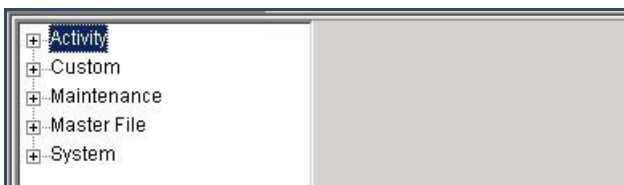# SWS - Forms in the Report Menu - System Reports - Maintenance Reports - Maintenance Issues

Last Modified on 08/02/2024 2:47 pm EDT

Perform the following steps to generate a Maintenance Issues Report:

1. Navigate to the Reports menu, and select "System Reports".

   Result: The "System Reports" Navigation Tree displays as shown in the following screenshot:

2. Click the "Maintenance" Navigation Tree Node.

   Result: The Maintenance section of the Navigation Tree expands as displayed in the following screenshot:
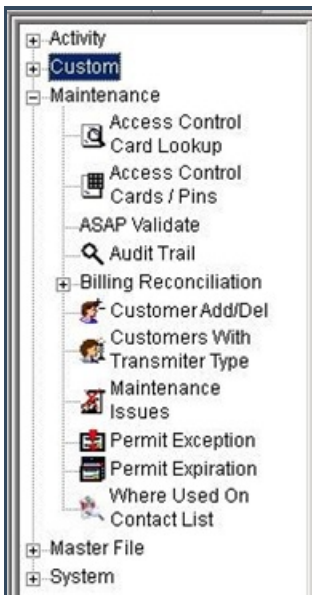
3. Double-click "Maintenance Issues".

   Result: The "Maintenance Issues" form displays as shown in the following screenshot:

4. If you want, apply any of the following parameters to your Maintenance Issues Report:

- Customer ID
- Name
- Dealer ID
- Branch ID
- Group
- Class

5. To run a Maintenance Issues Report, enter a beginning value in the "From:" field and an ending value in the "To:" field. The system will report on all items in the selected category that fit between the beginning and ending values.
6. If you want to run your Report by log date, select the "Log Date" checkbox and enter a date and time range.
7. If you want to run your Report by last action date, select the "Last Action Date" checkbox and enter a date and time range.
8. If you want to run your Report by the date on which the issue was resolved, select the "Resolved Date" checkbox and enter a date and time range.
9. If you want to run your Report by the technician appointment date, select the "Appointment Date" checkbox and enter a date and time range.
10. If you want to maximize the amount of information that displays in your Report, select the "Include maintenance log" checkbox.

11. Items in the "Types to include:", "Resolution:", "User ID:", "On Site:", "Priority:", "Service Type:", and "Technician:" areas of the form display as preselected. If you want, deselect the items you want to exclude from your Report.
12. Only the "New" and "Unresolved" checkboxes display as preselected in the "Resolution:" area of the form. If you want, select the "Resolved" checkbox to include resolved issues, as well.
13. Click "Options".

    Result: The "Maintenance Issues Options" window displays as shown in the following screenshot:
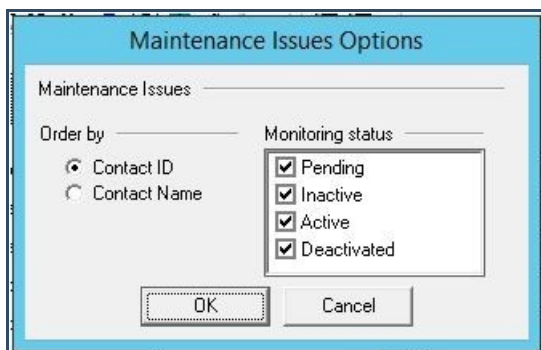
14. All the options in the "Monitoring status" area of the window display as preselected. Deselect any items you want to exclude from your Report.
15. The "Contact ID" option in the "Order by" area of the window displays preselected. If you want to order your Report by "Contact Name", select that option instead.
16. Click "OK".

    Result: The "Options" window closes and the system returns you to the "Maintenance Issues" form.

16. Once you have entered all the parameters for your Report, click the "Next" button located in the bottom-right corner of the form.

    Result: The Distribution Tab displays as shown in the following screenshot:

17. For instructions on distributing your Report, refer to the "System Reports" document.

The Advanced Button

Some Report forms include an Advanced Settings button. Clicking this button results in the display of an Advanced Settings window. Use the "Customer user-defined fields" form in the Tools menu, under Options, and Account Creation/Maintenance to customize Report fields on Advanced Settings windows.

For instructions on how to access and use the form, refer to the "System Reports" document.