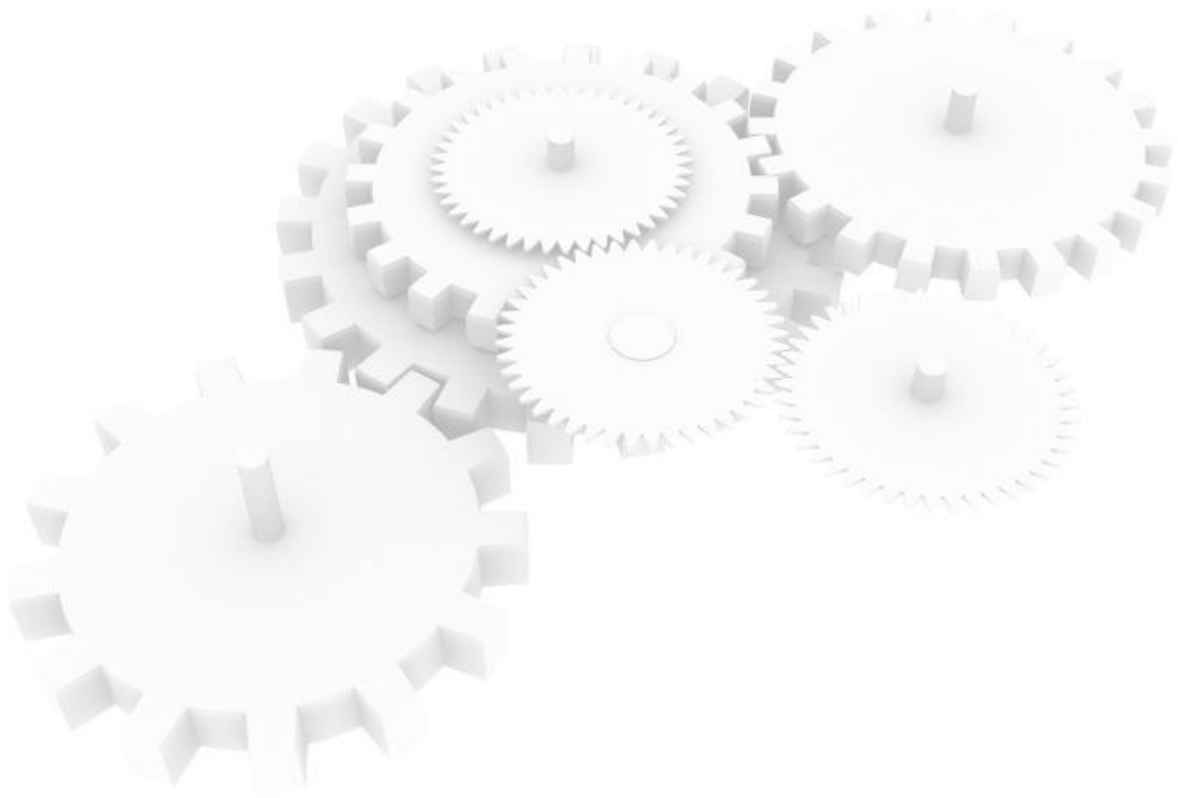


Richmond Systems

SupportDesk Web Interfaces - Quick Start Guide



RICHMOND
SupportDesk



Contents

Introduction.....	3
Richmond SupportDesk Web Interface Requirements.....	3
Server System Requirements	3
Specialist Web Interface - Client Browser Requirements	3
Self Service Portal – Client Browser Requirements	3
Installation at a Glance.....	4
Starting the Installation from CD	4
Starting the Installation from a Download.....	4
The Web Interfaces	4
Installing the Web Interfaces.....	5
Configuration	10
Setting up the Specialist Web Interface	10
Setting up the Self Service Portal	14



Introduction

Welcome to Richmond SupportDesk Quick Start Guide for the Web Interface. This guide is provided to help with the installation of the Richmond SupportDesk Web Interface on a single PC during the evaluation process. This does not replace the SupportDesk Installation Manual which should be used when installing the Web Interface into your live environment. If you are upgrading from an earlier version of SupportDesk please see the SupportDesk Upgrade documentation.

Note: If you are installing on Windows 2003 Server please see Appendix A for additional required configuration.

The Quick Start Guide Assumes that;

- The SupportDesk Database has already been created
- Microsoft IIS is installed on the computer where the Web Interface is being installed.

Richmond SupportDesk Web Interface Requirements

Server System Requirements

- Pentium-class PC (2GHz or higher recommended).
- 512 MB RAM or higher.
- Disk space required: 50 MB of free space in the target directory.
- Microsoft Windows 2000™ or later, Windows XP™ or Windows Server 2003™.
- Microsoft IIS (Internet Information Services, version 5 or greater)
- ASP.Net and Active Server Pages

Specialist Web Interface - Client Browser Requirements

Works with all major web browsers, however it is optimised for Microsoft Internet Explorer (version 5.0 and greater).

Self Service Portal – Client Browser Requirements

Works with all major web browsers, optimised for Microsoft Internet Explorer (version 7.0) and Mozilla Firefox (version 2.0).



Installation at a Glance

The main installation steps for the SupportDesk Web Interface are listed below. This gives a quick view of the required steps to complete the installation of the SupportDesk Web Interface. Each point is expanded upon under the section titled Installation.

Starting the Installation from CD

- Insert the CD.
- The Richmond Intro screen will display automatically.
- Mouse over the SupportDesk Icon to display the list of SupportDesk installation options.
- Click on the Web Installer installation option.
- Launch the SDWebInterface.exe from the location where the download file was saved.

Starting the Installation from a Download

Main Installation steps

- Installation of the Microsoft .net Framework 2.0
- Continue with the Installation Wizard
- Choose to install SupportDesk Web Interface
- Choose to do a complete installation
- Possible restart of the computer
- Configure Specialist Web Interface
- Configure Self Service Portal

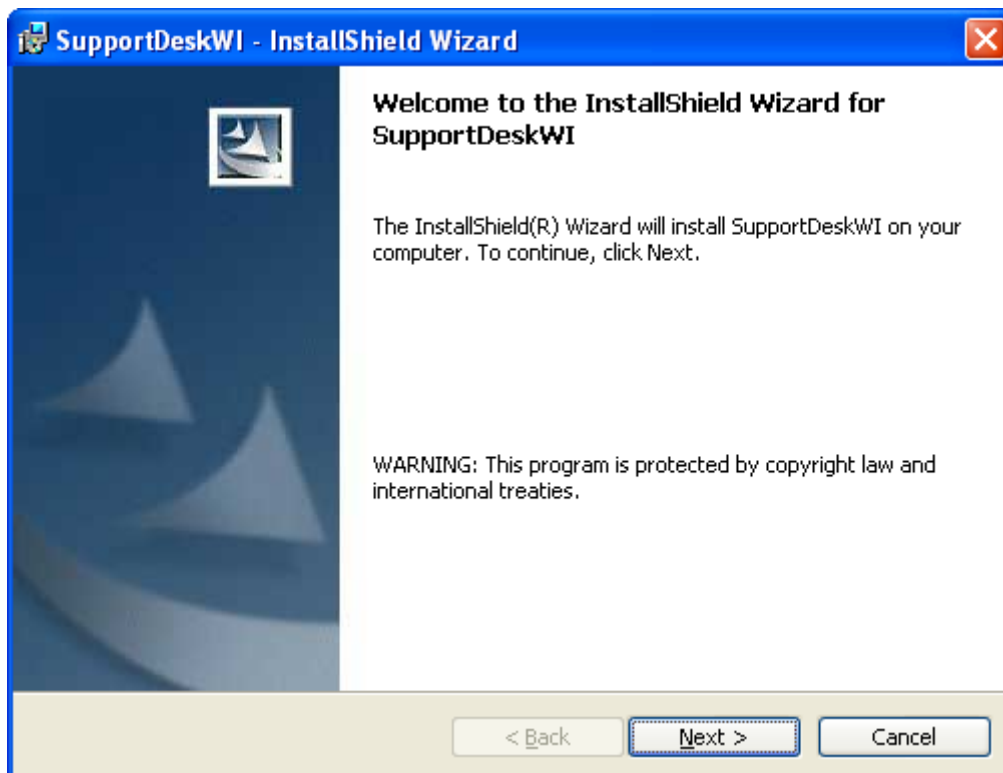
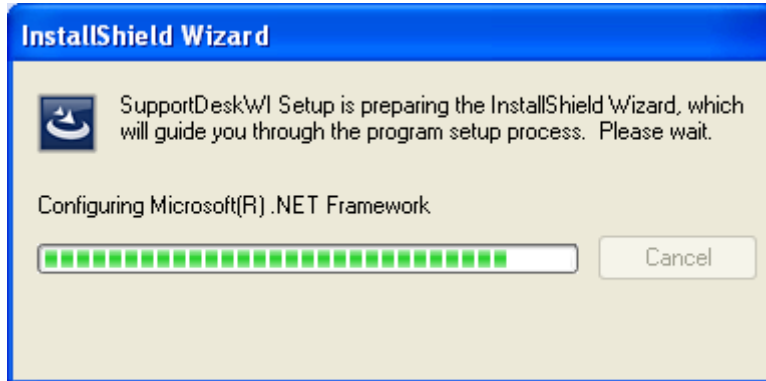
The Web Interfaces

Version 6.70 saw the introduction of the Self Service Portal. The Self Service portal replaces the SupportDesk Customer Web Interface from versions prior to 6.70, although this Legacy version of the application is still distributed to ensure that existing users of the software experience an interrupted service.

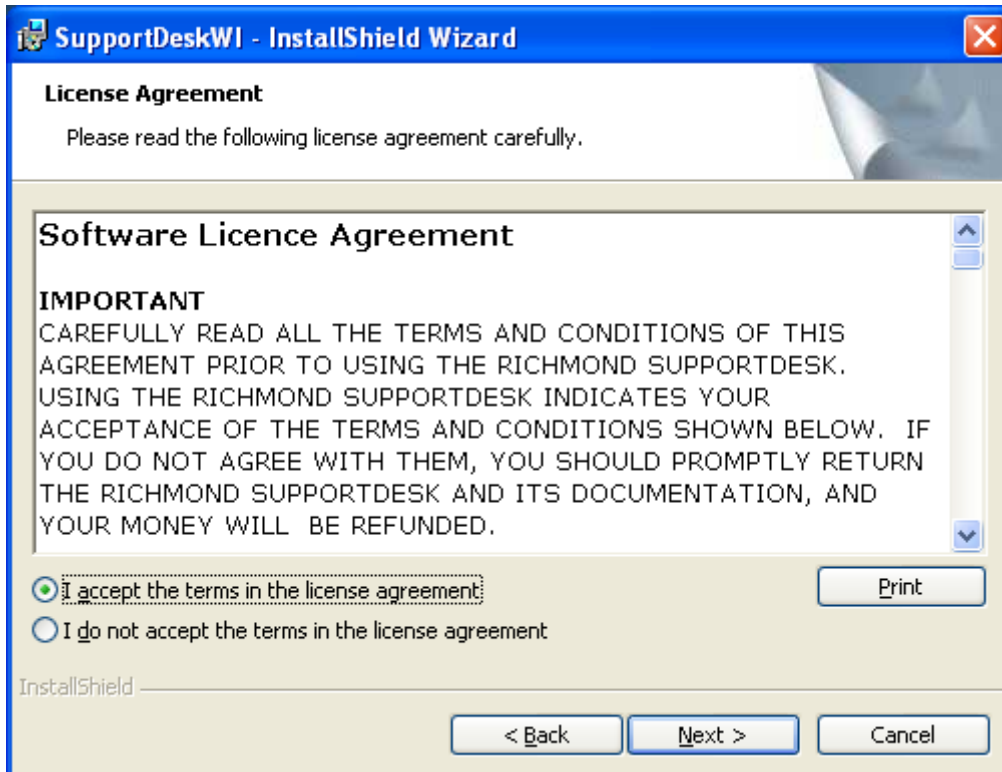
The other Web Interface which is installed is the Specialist Web Interface. This is for use by the Service Desk specialist for performing core incident management operations using a web browser.

Installing the Web Interfaces

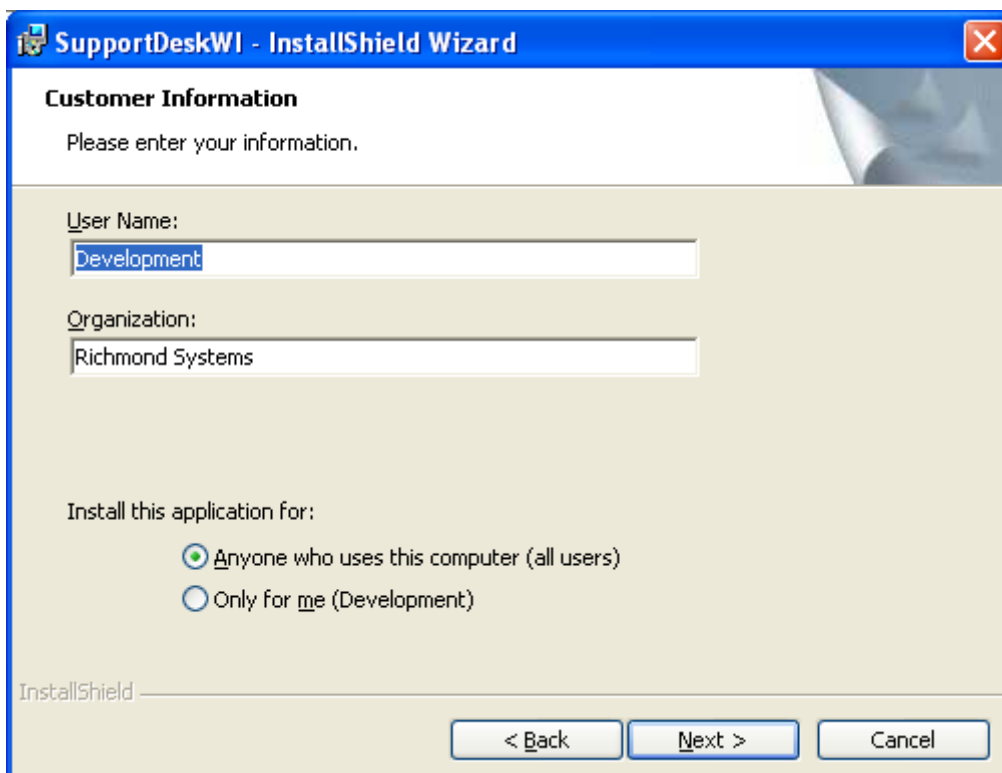
If the Microsoft .NET Framework 2.0 is not already installed on this computer the SupportDesk Web Interface installation will install and configure the Microsoft .NET Framework 2.0.



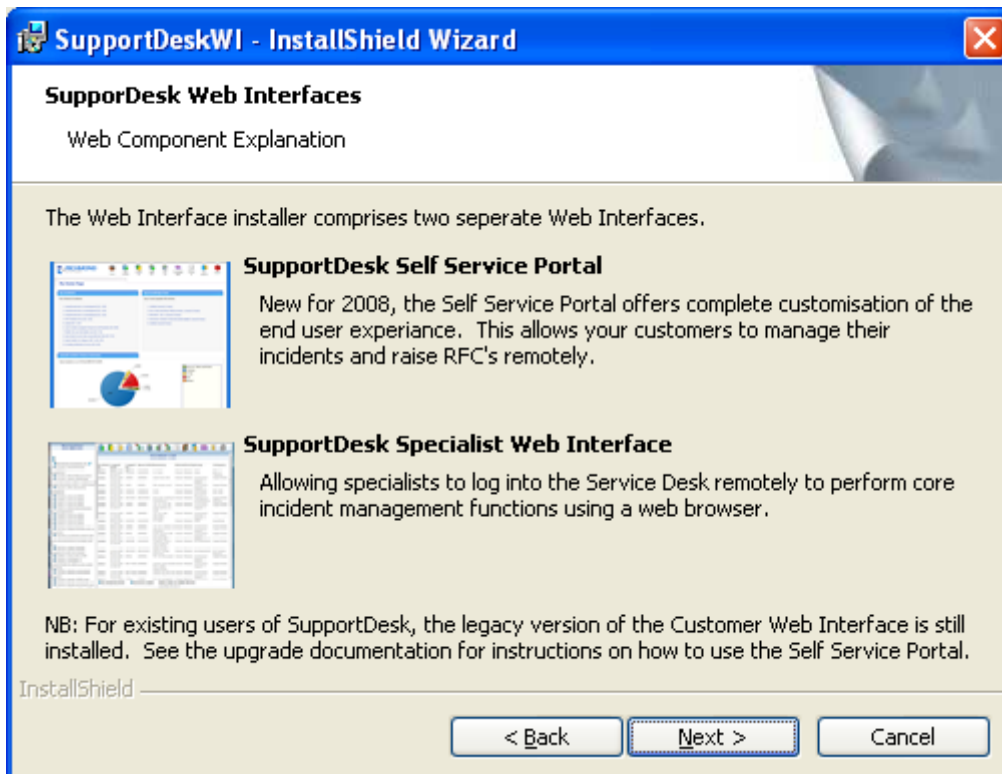
The Welcome screen is displayed. Click *Next* to continue.



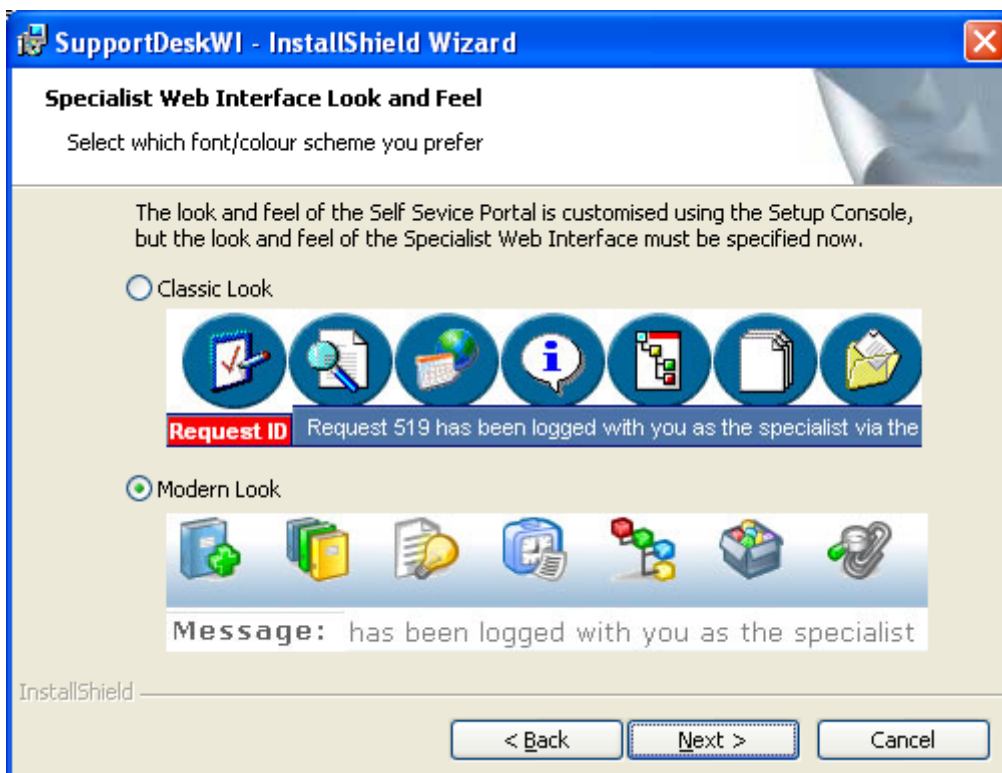
Select the option for I accept the terms in the license agreement. Click *Next* to continue.



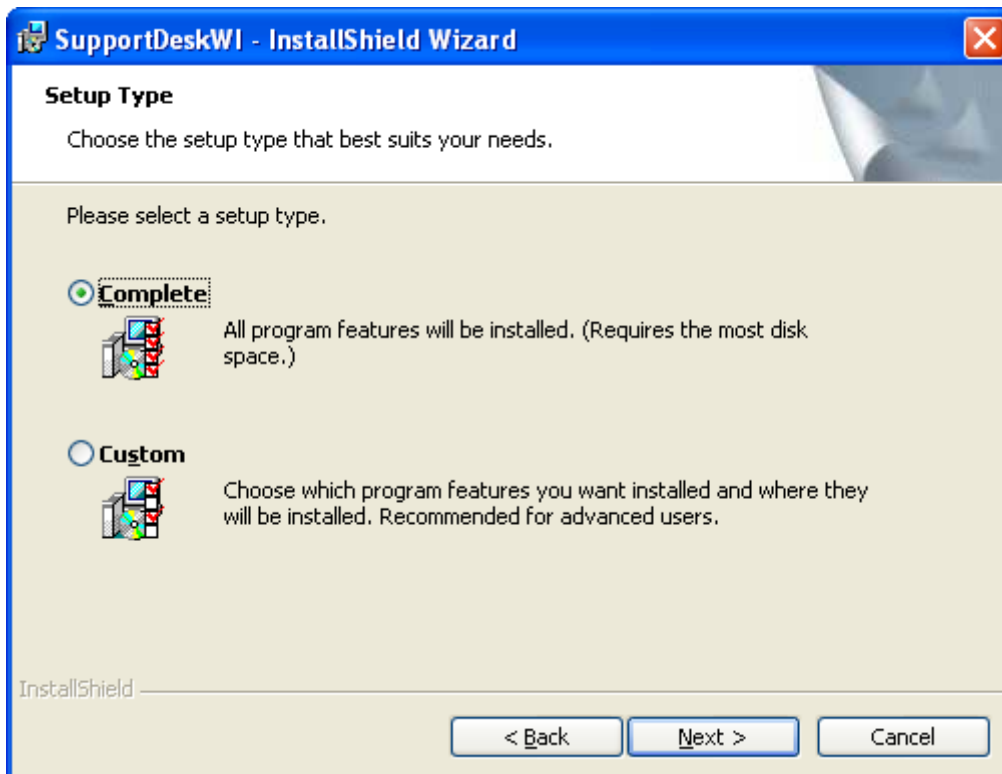
Enter the User Name and Organization details. Click *Next* to continue.



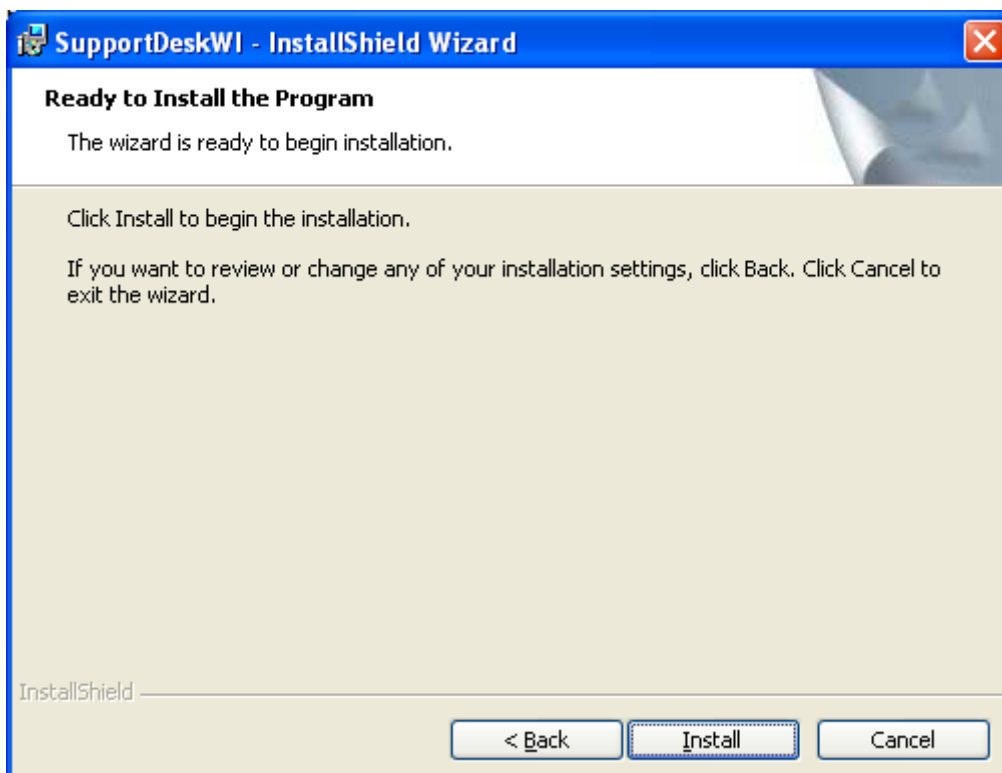
This screen repeats the information in the previous chapter: *The Web Interfaces*



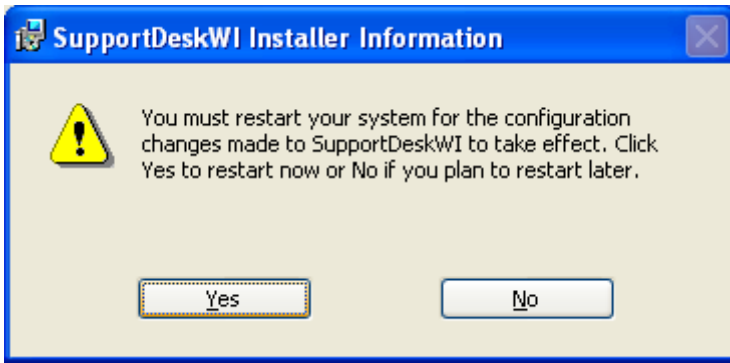
Select the required Web Interface Look and Feel. Please note this choice only affects the Specialist and Legacy Customer Web Interfaces.



Select the Complete setup type.



Click *Install* to start the installation process.



Once the Installation has completed a restart may be necessary.

Configuration

Setting up the Specialist Web Interface

Before you can use the Specialist Web Interface you must use the SupportDesk Web Admin to connect the Web Interface to the existing SupportDesk Database.

The SupportDesk Web Admin can be launched from the Richmond Systems program group in the Windows Start menu.





Web set up & Diagnostic tool

This application is designed for use with the SupportDesk Web Interface. Use the program to edit the web Interface INI file. The INI File can be found on the web server.



[Click here to set up the 'WEB.INI' file.](#)

The Web set up & Diagnostic tool is designed to be used with Internet Explorer 6 and above or Netscape Navigator 8 and above. The Web set up tool can work with some versions of Firefox and Opera also.



[Click here to Proceed to the Web Interface.](#)

Click on the link labelled Click here to set up the 'WEB.INI' file.



INI File selection

c:\Program Files\ComPlus Applications\SupportDesk\Web.ini



Configure INI file

Use this to set up or edit the web INI file .The web INI file contains parameters which affect how SupportDesk is run toggling the settings will switch on or off specific functionality.



Diagnostic Section

This section is for after the web INI file has been completed. Use the individual tests to check specific configurations of the web site or run through all the tests for a report.

Click on the link labelled Configure INI file.



Name of SQL Server to connect to:

DB name:

Username : Pwd :



The name of the computer that is hosting the SupportDesk Database needs to be entered into the Name of SQL Server to connect to: text box.

Enter the password for the RICHSA user in the Pwd text box. The default password for the RICHSA user is "richmond"

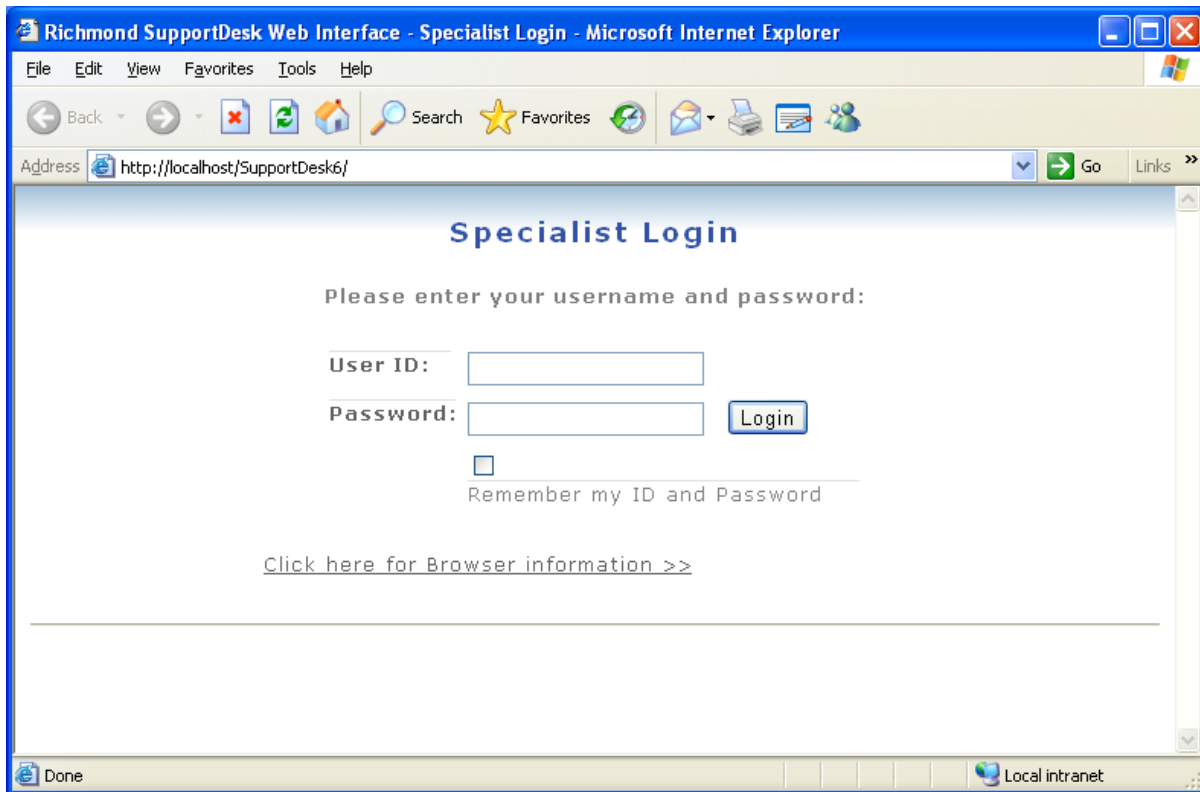
Click on the Test button to confirm that the SQL Server name and the RICHSA password have been entered correctly.

Note: A variety of options can be configured from within the SupportDesk Web Admin. These settings are beyond the scope of this document and are not required to be configured in order to use the SupportDesk Web Interface.



Click on the Start Page icon on the tool bar to return to the main page.

The SupportDesk Web Interface is now ready to use. The Web Interface can be launched by clicking on the link [Click here](#) to proceed to the Web Interface or from the Richmond Systems program group in the Windows Start menu



The Specialist Login provides access for the Service Desk staff to be able to add, monitor, and manage Incident records.

The Specialist Login can be access using the default SupportDesk user called Richmond.

In the User ID text box enter the name "Richmond". In the Password text box enter the password "richmond". Click on the Login

Setting up the Self Service Portal

Before you can use the Self Service Portal, you must use the SupportDesk Self Service Portal Web Admin to connect to the existing SupportDesk Database.

The SupportDesk Web Admin can be launched from the Richmond Systems program group in the Windows Start menu.



Once opening you will be presented with this screen. If the default installation path was chosen then the existing settings will be loaded automatically.

Self Service Portal - Web Admin

Use this application to initially configure the SupportDesk Self Service Portal

Web Config File : ... Load

Database Connection Settings

SQL Server :

Database : Test

Advanced Database Options

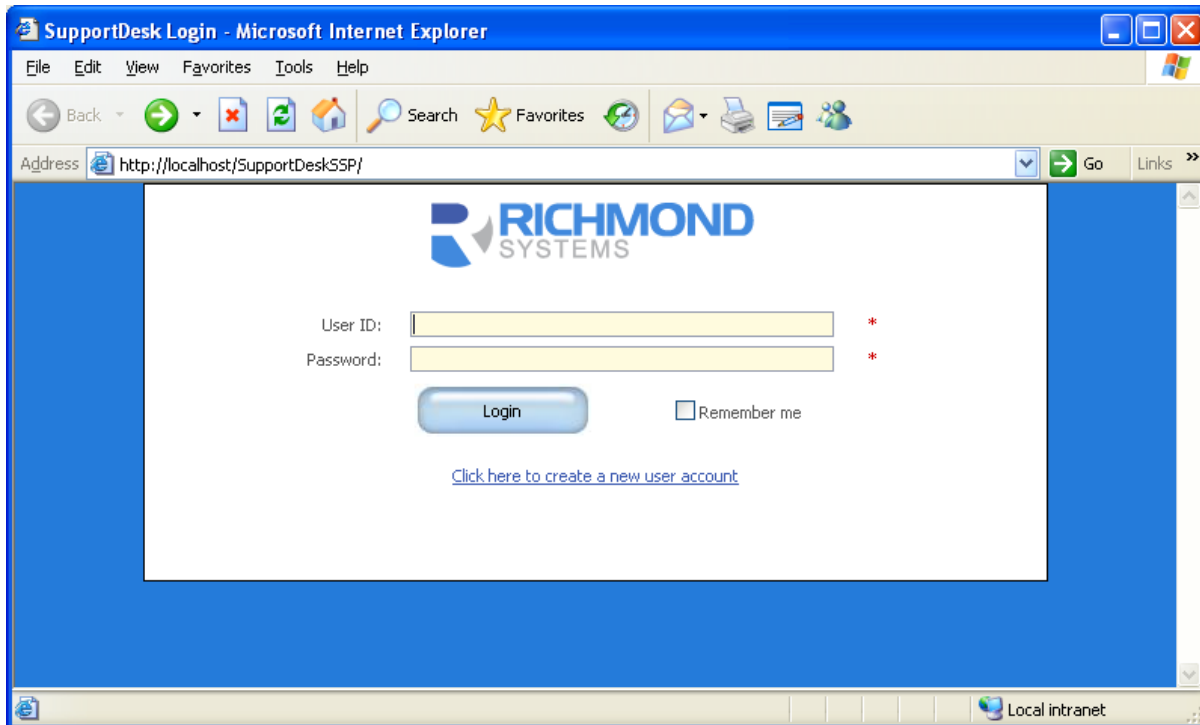
Connection Pooling allows database connections to be maintained to facilitate quicker database access.

Minimum pool

Maximum pool

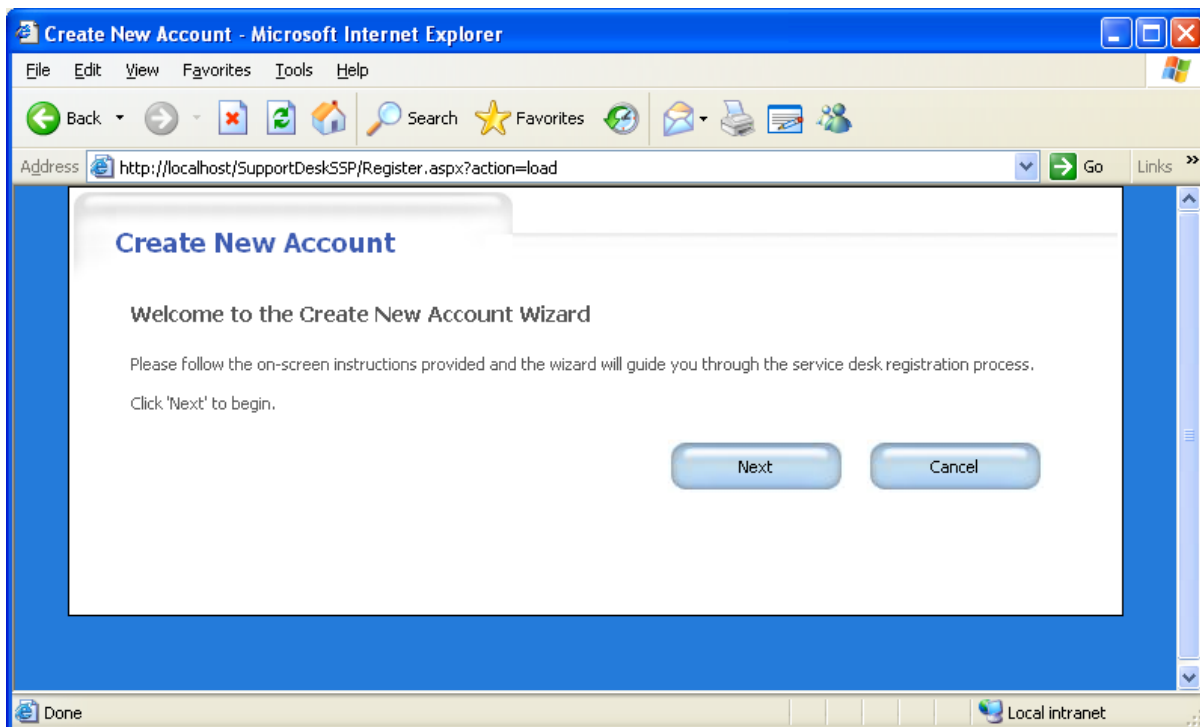
Save Exit

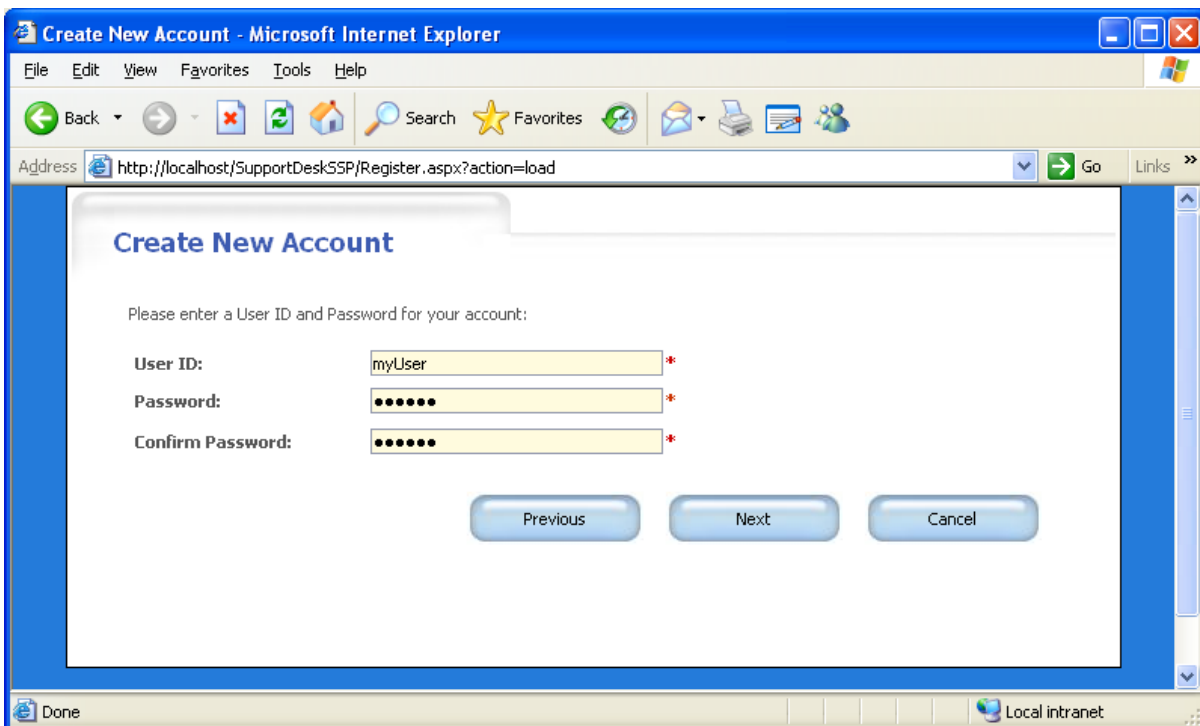
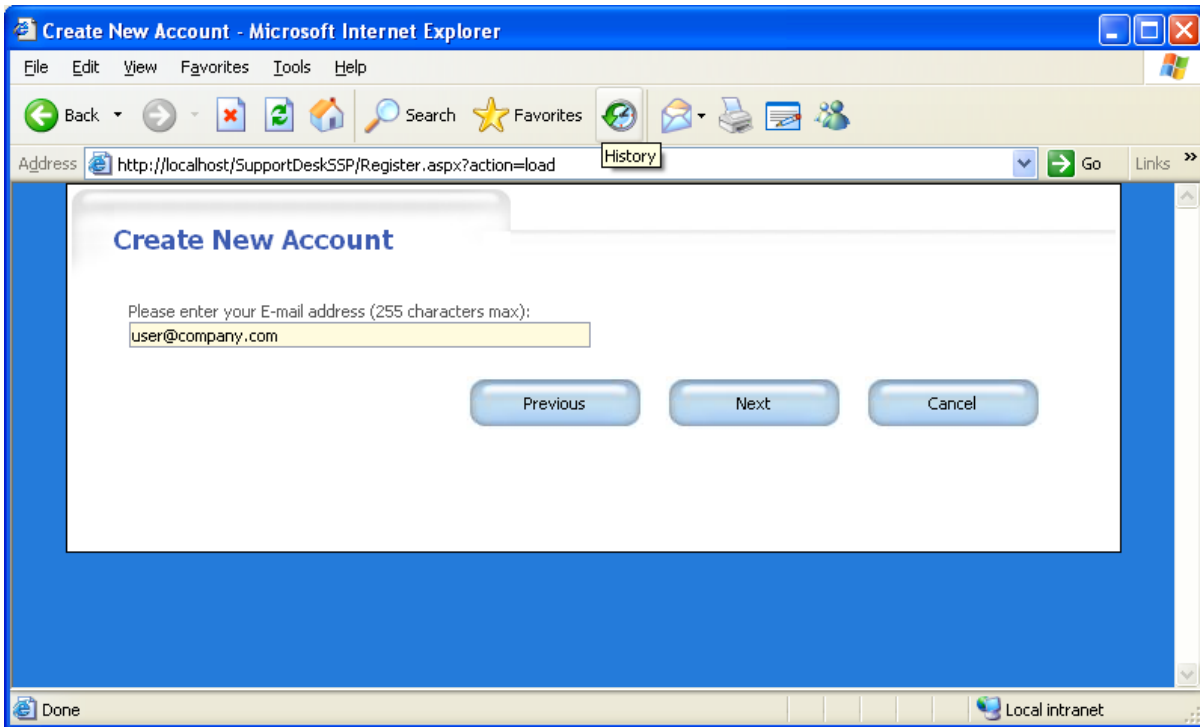
In a default configuration, all that needs to be entered is the SQL Server name. Once saved you can close the Web Admin application, and open the Self Service Portal Web Site from the Start Menu.



Please note the first time the Self Service Portal is started it may take a few seconds, this only happens the first time the web site starts. Subsequent navigations to the Self Service Portal will open instantaneously.

Once the login screen appears, click on the link at the bottom of the page to create a new user account. The Registration wizard will then start. The registration process will gather the users email address, login ID, password and basic contact information. The contact information is configurable.



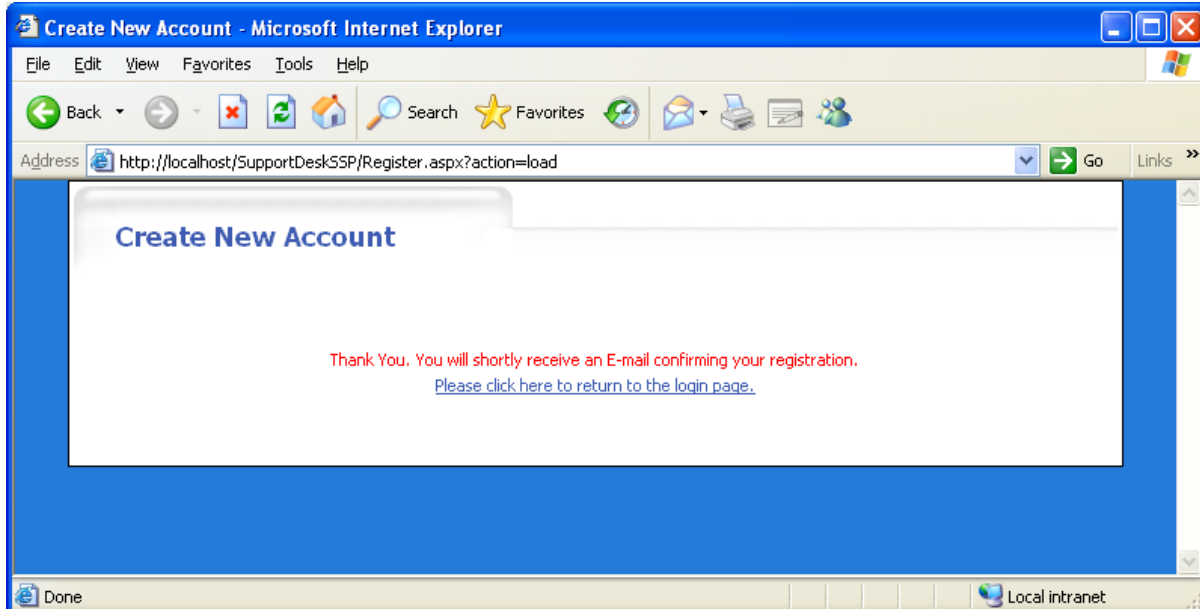


Create New Account

Please enter your details using the form below:

Surname *	User
Forename	Demonstration
Title	Mr
Job Title	
Telephone 1	
Telephone 2	
Fax Number	
Department	

Previous Finish Cancel



Once registered the user will receive an email advising them of their registration status. The possible statuses are *Pending Verification* and *Verified*. The status which new users are created into is configurable via the Setup Console.

To read about the multitude of configuration options please read the *Configuring the Self Service Portal* document.