

**NetSupport DNA Helpdesk  
Installation Guide  
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### Welcome

NetSupport DNA Help Desk is a powerful yet easy to use module for the Corporate Help Desk, available on its own with just the DNA inventory module or as part of our overall management suite. DNA Help Desk is a fully Web Based solution providing detailed recording and tracking of user Help requests:

- Automatic Assignment of Tickets to Operators based on pre-defined customer rules based on either Problem Type of User type.
- Automatic Escalation of ticket status based on Customer specified rules.
- A structured Notes history for a Ticket with source identifiers (Telephone, email etc) for each additional entry within the ticket lifecycle.
- Full Audit history for a given user.
- Direct integration with DNA Suite Inventory and departmental information.
- Streamlined creation of a Solutions Database to aid future help requests.
- Simplified management of Problem type definitions.
- Enhanced Security and access control management of Operators and Users.

## Installation

### Planning an Installation

Before commencing your installation of DNA Helpdesk ensure the system pre-requisites are met in terms of end-users being able to access the helpdesk via their web browser and the presence of a suitable environment in which to host the database.

The on-screen instructions in the DNA Helpdesk Installshield Wizard will guide you through the process and at the end of the installation you will be asked to configure your personalised Helpdesk settings.

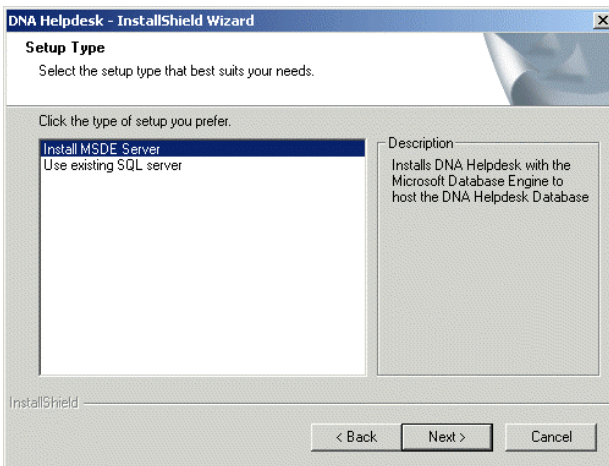
### System Requirements & Pre-requisites

- Server:** Windows NT\2000\XP with IIS version 4.0 or higher.
- Database:** SQL server 2000 or Higher OR MSDE version 2 or Higher.
- Client Platform:** For the ActiveX Components to work, the client requires Windows 9x/NT/2000/XP.
- Browser Support:** Fully Support IE 5.0 or Higher and Netscape 6.0 or higher.

### Installing DNA Helpdesk

The DNA Helpdesk Installshield Wizard will guide you through the installation process enabling you to quickly configure the Helpdesk database on your chosen server. After installation you will need to restart the PC in order to complete the setup.

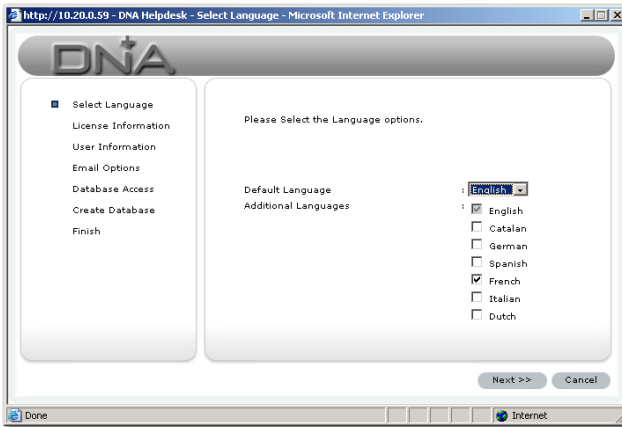
1. When setup commences the Installshield Wizard Welcome screen will appear. Click Next to continue.
2. The DNA Helpdesk License Agreement will appear. Please take a few moments to read the agreement and only proceed if you agree to the terms of the License.
3. Select the appropriate environment in which to host the Helpdesk database. This can be an existing SQL Server or Microsofts Database Engine (MSDE). Click Next.



4. Confirm the location for the setup files. The default folder is c:\Program Files\NetSupport DNA\DNA Helpdesk\. Click Next.
5. Review the details of the installation and click Next to start copying the setup files.
6. When the installation has finished you will be prompted to restart the machine. You need to do this in order to complete the setup. Click Finish to restart.
7. When you logon after restart, the DNA Helpdesk Setup Wizard will appear.

### Helpdesk Setup Wizard

The Helpdesk Setup Wizard completes the installation process. The Wizard prompts you for your default configuration settings such as your license information, company details, email server settings and the database access details. These items can be adjusted by an Administrator within DNA Helpdesk once installed.



1. **Select Language.** DNA Helpdesk provides multi-language support. Once logged in, operators and end users can easily customise the interface to reflect a chosen language. At the Setup stage you can specify the default language as well as any additional languages that may be needed. When logged into Helpdesk you simply click the relevant language button displayed on the Header Bar and the interface will change to that language. You can also change the default language from within Helpdesk by selecting **Admin-Customise Appearance** from the menu and add additional languages by selecting **Admin- Customise** from the menu.
2. **License Information.** Enter your Company Name and confirm your License information. If you are evaluating the product use the default Serial Number EVAL otherwise enter the Serial Number and License Code supplied by NetSupport Ltd.
3. **User Information.** Helpdesk users are grouped by Company and Department, mirroring the structure of your organisation. The details entered here will be used to create the initial Company and Department in the helpdesk database. A default 'Admin' user is created with full access rights. Others can be added by the system administrator once logged in.

4. **Email Options.** Helpdesk can be configured to send automated email notifications. To use this feature you must specify your SMTP server settings. Specify the senders email address, this must be a valid address that exists on the server. Enter the senders full name. The senders details would generally be those of the system administrator. After installation you can change these details by accessing the *Mail Server Settings* option where you can also configure a POP3 server in order for Helpdesk to track incoming emails.
5. **Database Access.** Finally, enter the details used to access the database server. Enter the server name/address and confirm the Port Number that the server is listening on. Confirm the database name, user name and password. If the database is hosted on a SQL server you can use the default settings.
6. The database will now be created at the specified location and when complete you will be advised of the URL required to access the helpdesk database via each users web browser.

# Getting Started

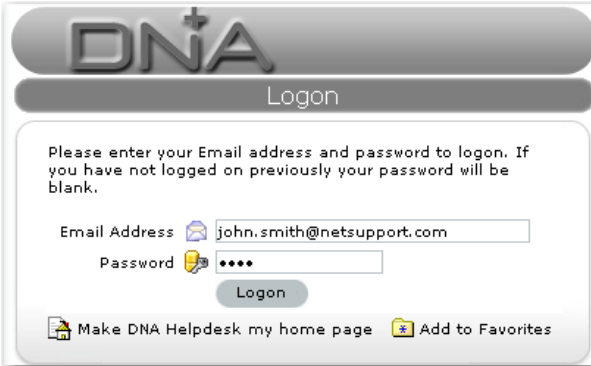
## Starting DNA Helpdesk

Start your Web Browser and enter the URL address of the DNA Helpdesk application (ie the Server IP address where you installed DNA Help Desk). You may prefer to create a shortcut on the desktop for future use.

The Logon screen will appear.

The Logon process requires the users email address and a password. Should a user forget their password, they can ask for an email reminder to be sent.

**Note:** For first time use after installation, a default Administrator Logon is provided which comes with full functionality rights. **Email Address : Admin, Password : dna.** The person acting as the Administrator should change the password at the earliest opportunity.



DNA

Logon

Please enter your Email address and password to logon. If you have not logged on previously your password will be blank.

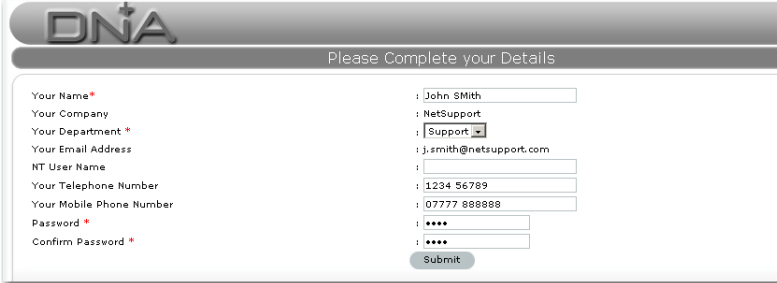
Email Address

Password

Logon

[Make DNA Helpdesk my home page](#) [Add to Favorites](#)

If a user attempts to logon with an email address that doesn't already exist in the Helpdesk database the following screen will appear. By submitting their details, a user account will be created but it will have limited rights. A user with appropriate permissions can edit the details if required.



The screenshot shows a registration form for the DNA Helpdesk. The form is titled "Please Complete your Details" and is set against a grey header with the "DNA" logo. The form fields are as follows:

Your Name *	:	John SMith
Your Company	:	NetSupport
Your Department *	:	Support
Your Email Address	:	j.smith@netsupport.com
NT User Name	:	
Your Telephone Number	:	1234 56789
Your Mobile Phone Number	:	07777 888888
Password *	:	••••
Confirm Password *	:	••••

A "Submit" button is located at the bottom right of the form.

After logging on, the users default start page will appear.

Before end-users start logging problems, the system administrator needs to perform a number of admin tasks in order to make the database ready for use. Please refer to the Admin Options section of the DNA Helpdesk on-line help for further information.