

AccessAble Help Desk Pro Edition 2007

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1 AccessAble Help Desk Pro 2007 Web Pages

1.1 Introduction

In addition to a comprehensive Microsoft Windows desktop application, AccessAble Help Desk Pro Edition 2007 includes an easy to use, yet full featured browser based interface. The web pages consist of .asp (Active Server Pages) and .html (Hyper Text Markup Language) files. The .asp pages contain the code used to interface with the database while the .html pages act as a template or pattern for the corresponding .asp page. You can use a web site editor to modify the .html pages and when you view the corresponding .asp page in your browser see your changes reflected. However, I have also included .txt files which you can edit with notepad to change many of the field labels throughout the web interface.

In order to successfully implement the web interface there are several things you need to understand:

- The address you or your staff or end users type in the browser address bar, the URL, should be to the .asp page - not the .html file. For example, I have provided a sample menu for end users. The address would be <http://localhost/webhd/usermenu.asp> - also, note the default install folder for the web pages is WEBHD - if you do not accept this folder as the installation there are many changes you would have to make to other web pages and so I strongly recommend you accept the default installation such as `c:\inetpub\wwwroot\webhd`
- Unlike static .htm files, the active server pages interface with and update a database file. If you do not have proper permissions set for the folder where the database is stored, `c:\inetpub\wwwroot\aaahdpro2` - the file name is `aapro2007.mdb` - you will get error messages. Such as Operation Must Use an Updateable Query.
- The web pages need a web server such as Microsoft IIS capable of serving .asp pages and .asp pages may not be enabled by default.
- After testing locally (at the web server) you should edit the `common.asp` file (I recommend using Notepad or other plain text editor) to change the ServerURL from "localhost" to the ip address or host name of your web server. Also, if your database is not in `c:\inetpub\wwwroot\aaahdpro2` you would need to edit the connection string, also in the file `common.asp`, with the path to the file `aapro2007.mdb`

I hope you will find the web interface easy to learn and use. While it can be difficult for those who are inexperienced with IIS to setup the web pages, once you have done it I believe you will find the web interface intuitive, robust and helpful.

In addition to the page for the main files, I have added some simple pages to let you edit many of the lookup tables. I have also provided a handful of web based reports that you may find useful.

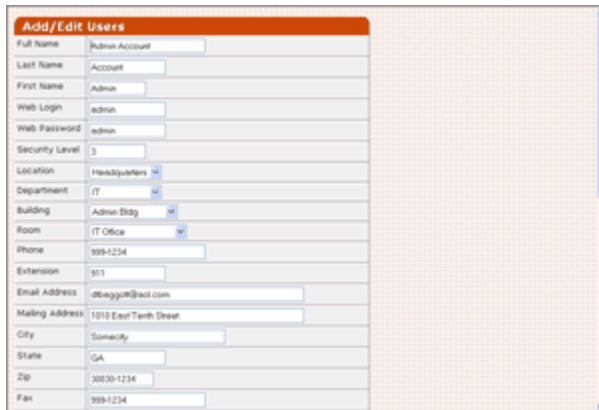
There are a variety of "styles" provided to let you change the colors, fonts and so on. This can be accomplished by adding a parameter to the URL you use to access the pages. If you are adding to a URL that doesn't already have an ? in it, type `?style=stylename` at the end of the address, as below.

<http://www.dbandsons.com/webhd/adminmenu.asp?Style=lime>

In the next example URL, I already have a ? mark in the URL so I have to instead use an & followed by `style=whatever`.



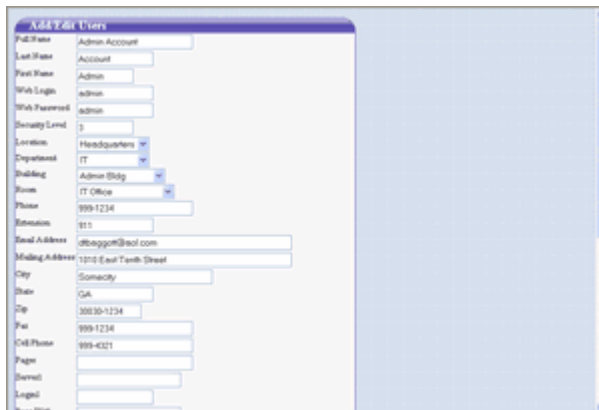
I have provided a variety of styles in the \styles folder under `c:\inetpub\wwwroot\webhd` - but below are some of the ones you may want to try out.



The screenshot shows a web form titled "Add/Edit Users" with an orange header bar. The form contains various input fields for user information, including name, login, password, security level, location, department, building, room, phone, extension, email, mailing address, city, state, zip, and fax. The form is set against a light orange background.

Full Name	Admin Account
Last Name	Account
First Name	Admin
Web Login	admin
Web Password	admin
Security Level	3
Location	Headquarters
Department	IT
Building	Admin Bldg
Room	IT Office
Phone	999-1234
Extension	911
Email Address	dbaggott@aol.com
Mailing Address	1010 East Tenth Street
City	Somerville
State	GA
Zip	30030-1234
Fax	999-1234

orange



The screenshot shows the same "Add/Edit Users" web form, but with a blue header bar and a light blue background. The form fields and their values are identical to the previous screenshot.

Full Name	Admin Account
Last Name	Account
First Name	Admin
Web Login	admin
Web Password	admin
Security Level	3
Location	Headquarters
Department	IT
Building	Admin Bldg
Room	IT Office
Phone	999-1234
Extension	911
Email Address	dbaggott@aol.com
Mailing Address	1010 East Tenth Street
City	Somerville
State	GA
Zip	30030-1234
Fax	999-1234
Cell Phone	999-4321
Pager	
Skype	
Instant	
Photo	


grape



The screenshot shows the "Add/Edit Users" web form with a brown header bar and a light brown background. The form fields and their values are identical to the previous screenshots.

Full Name	Admin Account
Last Name	Account
First Name	Admin
Web Login	admin
Web Password	admin
Security Level	3
Location	Headquarters
Department	IT
Building	Admin Bldg
Room	IT Office
Phone	999-1234
Extension	911
Email Address	dbaggott@aol.com
Mailing Address	1010 East Tenth Street
City	Somerville
State	GA
Zip	30030-1234
Fax	999-1234
Cell Phone	999-4321

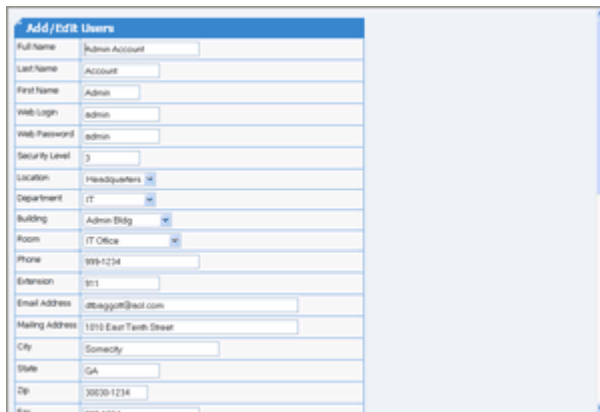
coffee



Add/Edit Users

Full Name	Admin Account
Last Name	Account
First Name	Admin
Web Login	admin
Web Password	admin
Security Level	3
Location	Headquarters
Department	IT
Building	Admin Bldg
Room	IT Office
Phone	999-1234
Extension	911
Email Address	dbaggott@acsl.com
Mailing Address	1212 East Tenth Street
City	Somerville
State	GA
Zip	30030-1234
Fax	999-1234

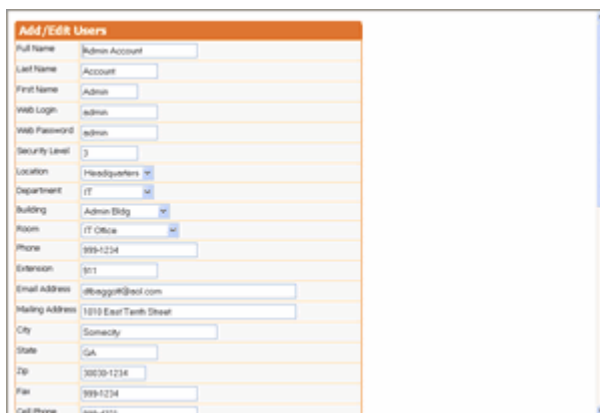
cherry



Add/Edit Users

Full Name	Admin Account
Last Name	Account
First Name	Admin
Web Login	admin
Web Password	admin
Security Level	3
Location	Headquarters
Department	IT
Building	Admin Bldg
Room	IT Office
Phone	999-1234
Extension	911
Email Address	dbaggott@acsl.com
Mailing Address	1212 East Tenth Street
City	Somerville
State	GA
Zip	30030-1234
Fax	999-1234

blueprint



Add/Edit Users

Full Name	Admin Account
Last Name	Account
First Name	Admin
Web Login	admin
Web Password	admin
Security Level	3
Location	Headquarters
Department	IT
Building	Admin Bldg
Room	IT Office
Phone	999-1234
Extension	911
Email Address	dbaggott@acsl.com
Mailing Address	1212 East Tenth Street
City	Somerville
State	GA
Zip	30030-1234
Fax	999-1234
Cell Phone	999-1234

apricot

basic

1.2 Technical Support and Pricing

Technical support is free but limited to email. Please don't ask to call me, or for me to call you. I have (thankfully) customers and potential customers all over the United States and in quite a few countries around the world - that is a bunch of different time zones!! If you have problems or questions, email me at dbandsons@aol.com and I will try to get back to you promptly.

All of my help desk programs are priced per location - or server - not per user. I believe this makes my help desk and customer support programs affordable to many organizations and I am most often told my pricing is a great value. A site license for AccessAble Help Desk Pro Edition 2007 includes unlimited users of both the windows application and the web interface - there are no additional per users costs. Pricing and ordering links can be found on one of my web sites (prices are subject to change, but as of this writing a site license is less than \$600. Please visit one of our main web sites: <http://www.dbandsons.com> or <http://www.lnsoftware.com> and check for any specials that may be available. I do not offer any flat special rates for "non profit" organizations I am trying hard not to be one myself :-)

NOTE: If you buy a site license for AccessAble Help Desk Pro Edition 2007 this entitles you to use both the windows application and the web page interface with no "subscription" costs, no maintenance fees, etc, and version upgrades are free Great deal, I hope. However, if you do not buy a site license you must after the 30 day trial period (or sooner if you decide right away the program doesn't meet your needs) uninstall and stop using both the windows and web interface.

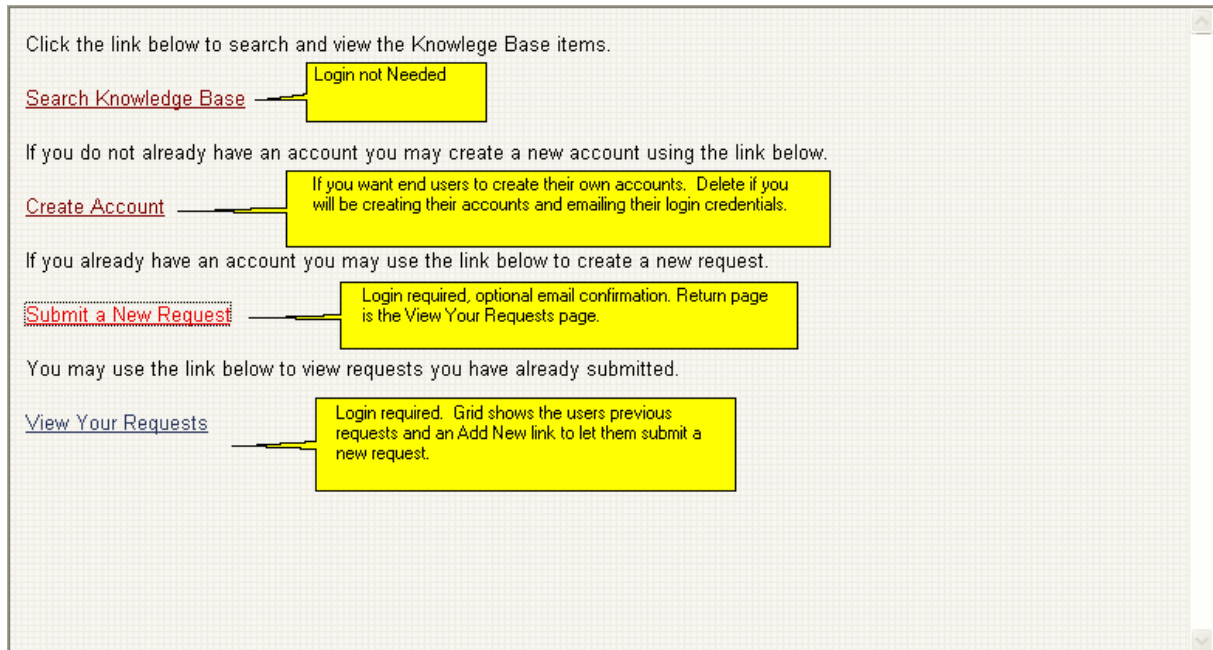
I do customize some of my programs from time to time, this is at currently at a rate of \$100 per hour, and usually modifications can take less time than you might think.

I do not mass email customers or potential customers. I hate spam as much as anyone else, however, I offer a newsletter subscription - it's free - that is approximately once a month. If you like you can sign up at one of my sites and read the archives on the web site.

2 User Menu Page

I have provided a simple page for end users to use. You may edit this page as needed. Deleting or adding hyperlinks, or adding text to display is easier editing the .html file. The changes will be reflected when the user browses the corresponding .asp page. The url for this page is

<http://localhost/webhd/usermenu.asp>



2.1 Create Account Page

If you want to provide the ability for end users to create their own account they can use the page below. The page can optionally send them an email with their just created web login and web password. The windows application provides for many additional fields. I have many fields on this page set as required. You may edit the .asp code to make these fields not required.

Create Your Account

The value in field Email Address is required.

First Name

Last Name

Full Name

Web Login

Web Password

Location

Department

Building

Room

Phone

Extension

Email Address

Mailing Address

City

State

Zip

Fax

The .asp page can automatically send an email when a new account is created, if you have CDO working on your web server and can set up your SMTP server. The lines that would send an email are initially commented out, but you can remove the "s and edit the page to try this out.

The sample code below is from the Createaccount_events.asp page.

```
'Send Email @31-6CEAA610
" Dim sch, cdoConfig, cdoMessage
" sch = "http://schemas.microsoft.com/cdo/configuration/"
" Set cdoConfig = Server.CreateObject("CDO.Configuration")
" With cdoConfig.Fields
"   .Item(sch & "sendusing") = 2 'cdoSendUsingPort
"   .Item(sch & "smtpserver") = "mail.yourcompany.com"
"   .Update
" End With
" Set cdoMessage = Server.CreateObject("CDO.Message")
" On Error Resume Next
" With cdoMessage
"   Set .Configuration = cdoConfig
"   .From = ("you@yourcompany.com")
"   .To = Users.EmailAddr.Text
```



```

"      .Subject = ("New Account Details")
"      .Body = ("Your Password is ") & Users.WebPassword.Text
"      .BodyFormat = 0
"      .MailFormat = 0
"      .Send
"      End With
'End Send Email

```

2.2 View Your Requests

This screen is provided to let the end user view the requests they have submitted. It also has a link to let them add a new request.

Search Requests

Status:

Type:

Details:

Records per page:

[Clear](#)

List of Requests

Total Records: 1

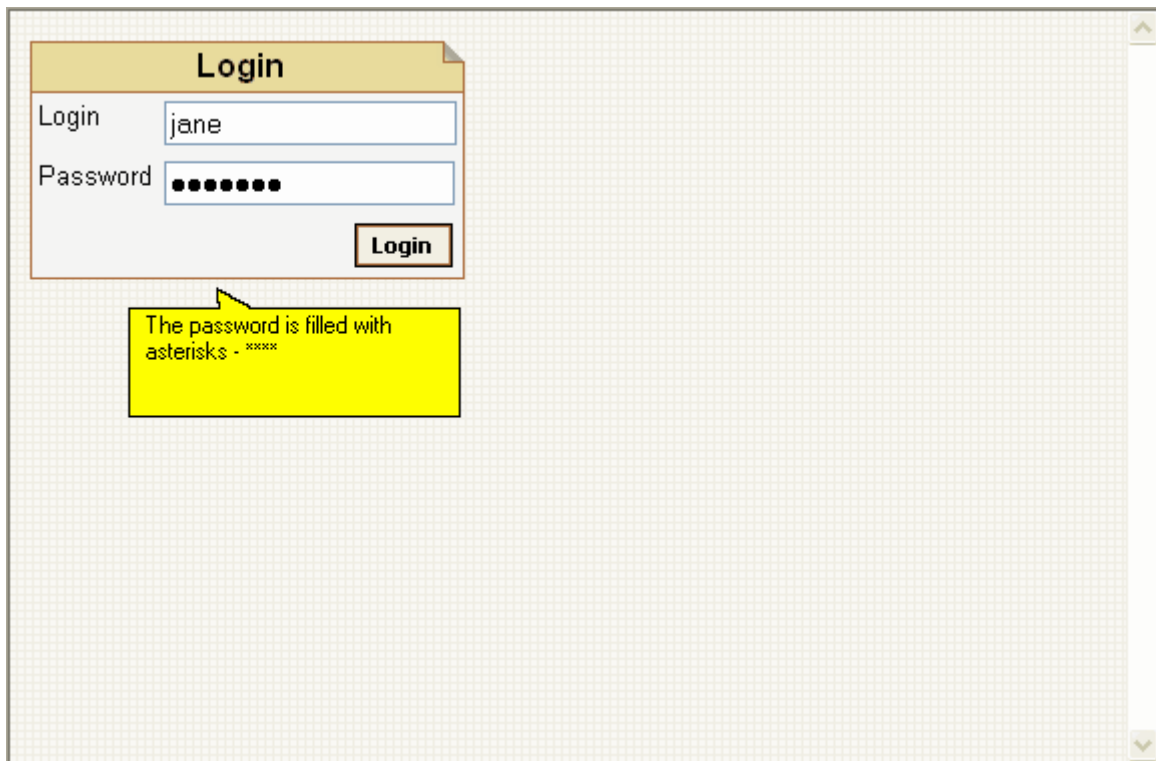
ID	Request Date	Status	Type	Details	Action
25	1/20/2007	Active	Software	This is a sample support request being submitted by Jane Smith via web browser. This is only a sample request. Had this been a real request you would have had to do something.	This is a sample action for a sample request.

[Add New](#) First Prev 1 of 1 Next Last

The user can click here to submit a new support request.

2.3 Submit New Request

Whenever a page that has a security level associated with it is accessed, and the user is not already logged in, the Login page will be presented. End Users have a security level of 1. You and your staff may have a level of 2 or 3 or higher. The key thing to remember is the security level for the user attempting to open a page must be as high or higher than the security level for that page. Assuming the user has just created an account and now wants to submit a request (you may opt to create end users accounts and email them their login credentials) when they click the link to submit a new request they will need to login, as in the screen shot below.



The screenshot displays a web browser window with a login form. The form is titled "Login" in a yellow header. It contains two input fields: "Login" with the text "jane" and "Password" with asterisks. A "Login" button is positioned below the password field. A yellow callout box points to the password field with the text: "The password is filled with asterisks - xxxxxx".

After successfully logging in the user will see the next screen to submit a request.

Add/Edit Requests

Request Date: 01/20/2007 12:35 PM

Requestor: Jane Smith

Type: Software

Category: Basic Support

Details: This is a sample support request being submitted by Jane Smith via web browser. This is only a sample request. Had this been a real request you would have had to do something.

Status: New

Complete Date:

Action:

Complete: N

Add **Cancel**

The fields for Status, Complete Date, Action and Complete are read-only. The end user can view but not change them.

The .asp page can automatically send an email when a new request is submitted, if you have CDO working on your web server and can set up your SMTP server. The lines that would send an email are initially commented out, but you can remove the "s and edit the page to try this out.

```
'Send Email @44-CB31210D
" Dim sch, cdoConfig, cdoMessage
" sch = "http://schemas.microsoft.com/cdo/configuration/"
" Set cdoConfig = Server.CreateObject("CDO.Configuration")
" With cdoConfig.Fields
"   .Item(sch & "sendusing") = 2 'cdoSendUsingPort
"   .Item(sch & "smtpserver") = "mail.yourcompany.com"
"   .Update
" End With
" Set cdoMessage = Server.CreateObject("CDO.Message")
" On Error Resume Next
" With cdoMessage
"   Set .Configuration = cdoConfig
"   .From = ("you@yourcompany.com")
"   .To = Requests1.EmailAddr.Text
"   .CC = ("theboss@yourcompany.com")
"   .Subject = ("Your Request Has Been Received")
"   .Body = Requests1.Details.Text
```

```

"      .BodyFormat = 0
"      .MailFormat = 0
"      .Send
"      End With
'End Send Email

```

2.4 Knowledge Base Search

You may allow end users to search the knowledge base (remove the link from the User Menu page if you don't want to provide this). When many items are listed the end user can type a word or phrase to search and click the Search button. Click the clear button to show all records. Clicking the number next to an item in the list will open just that item in the browser.

Search Knowledge Base

Keyword

[Clear](#)

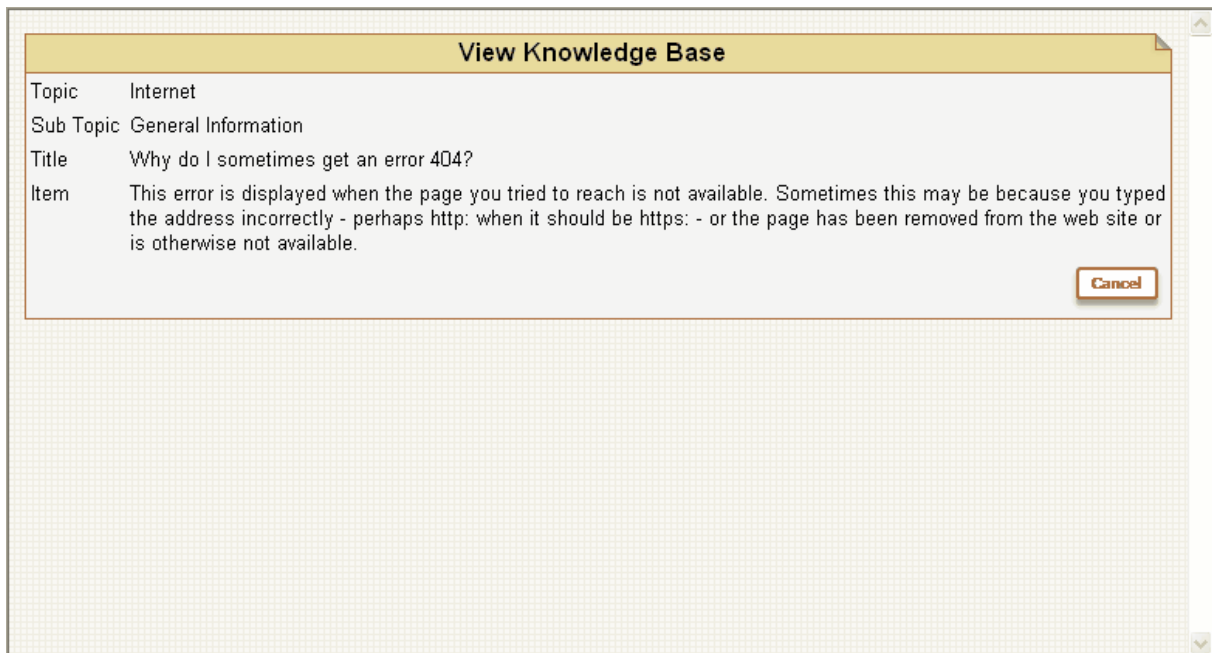
List of Knowledge Base

Total Records: 1

ID	Topic	Sub Topic	Title	Item
1	Internet	General Information	Why do I sometimes get an error 404?	This error is displayed when the page you tried to reach is not available. Sometimes this may be because you typed the address incorrectly - perhaps http: when it should be https: - or the page has been removed from the web site or is otherwise not available.

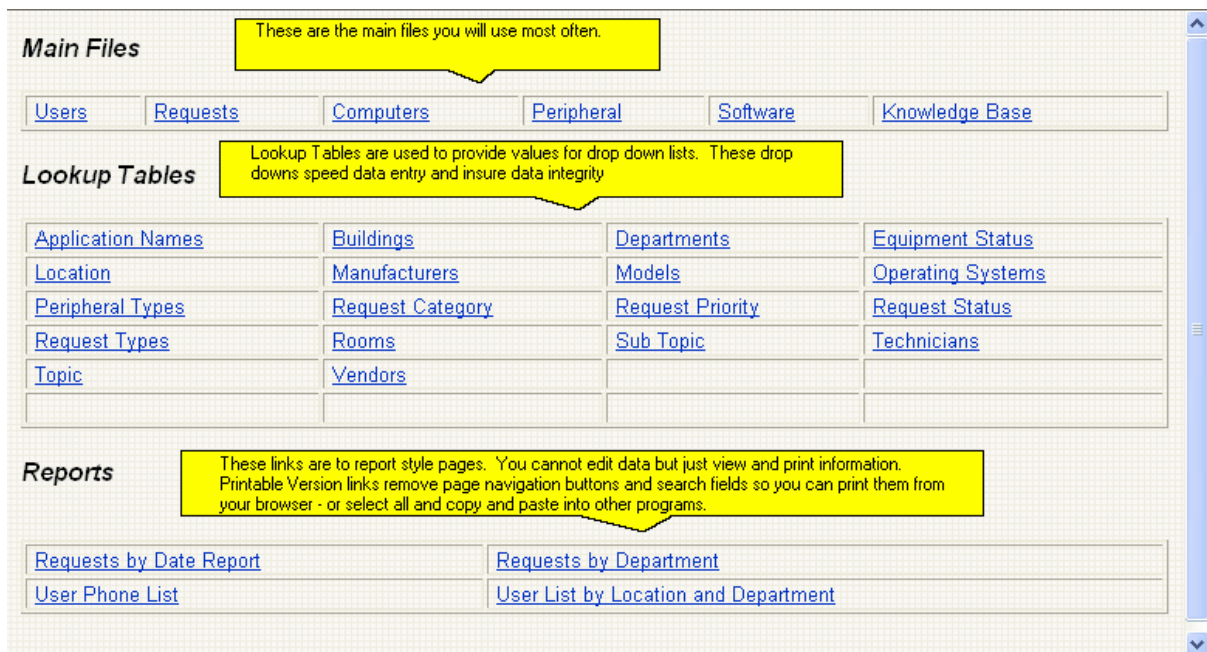
First Prev 1 of 1 Next Last

Single record displayed below.



3 Admin Menu Page

I have provided a menu page that you and your staff may use. Login is not required until one of the links is clicked. Reports do not require a login. Not all lookup tables are available in the web interface. Additional report links may be added but not displayed in this screen shot.



3.1 Users



The page below shows the end user information. NOTE: You need to add yourself and your staff. I have provided an Admin account with a login name of admin and password of admin, but you may want to change this and also add additional users which will have a higher security level than the default of "1" so you and they can access the admin pages. The Assigned To, Completed By and Taken By fields are not populated from the user table, but the technicians table.

Search Users

Full Name
Department
Location
Building
Room
Type
Records per page
[Clear](#) [Search](#)

List of Users

<u>UID</u>	<u>Full Name</u>	<u>Department</u>	<u>Location</u>	<u>Building</u>	<u>Room</u>	<u>Phone</u>	<u>Extension</u>	<u>Email Address</u>	<u>Type</u>
<u>1</u>	Admin Account	IT	Headquarters	Admin Bldg	IT Office	999-1234	911	dtbaggott@aol.com	Administration - Staff
<u>2</u>	John Doe	Accounting	Headquarters	Admin Bldg	IT Office	999-1234	1233	dennis@lnsoftware.com	End User
<u>3</u>	Jack Hammer	Manufacturing	Southeast	Production Plant 1	Shop Floor			dennis@lnsoftware.com	Worker
<u>4</u>	Chuck Roast	Maintenance	New York	Shop Floor	Metal Shop			dennis@dbandsons.com	
<u>5</u>	Sam Pluser	Accounting	Headquarters	Admin Bldg	Accounting Cubicles			dtbaggott@aol.com	End User

[Add New](#)
1 2 of 2



The search box at the top will let you filter the list by "anding" the conditions together. The Full Name field and User Type search boxes use the "contains" operator, while the other list boxes will filter for a value equal to that selected. In the list below you can sort by clicking on a column header, sort again to reverse the sort order. Click the underlined ID field next to a user record to view the selected user record.

Click the Add New link to add a new user record.

Add/Edit Users

Full Name

Last Name

First Name

Web Login

Web Password

Security Level

Location

Department

Building

Room

Phone

Extension

Email Address

Mailing Address

City

State

Zip

Fax

The first few fields listed above may be all you want to record for a user. The Full Name field is required and must be unique. Several fields can be filled in using drop down list boxes. Their values come from lookup tables.

Server1

Login1

Pass Wd1

Server2

Login2

Pass Wd2

Server3

Login3

Pass Wd3

Domain

Workgroup

Net Client

Client Version

Type

Notes

Document Link

I have provided multiple fields to record user login names, passwords and servers. In my own experience users often are granted access to more than one server and may not use the same login credentials for each system. Resetting passwords is a common end user support request.

In addition to a Notes field you may also want to list a document or file related to each user.

3.2 Requests

This is likely the screen you and your staff will use most often. The search box at the top of the screen will let you filter the data displayed. NOTE: The Request Date search is a Greater Than or Equal To criteria. The Details search will search for text anywhere in the field. Other search criteria are populated from the lookup tables. Multiple criteria are "anded" together to let you drill down on your data. You can sort on many column headers, clicking the same header again to reverse the sort order. Click the underlined ID hyperlink to view or edit the selected record. Click the Add New button to add a request on behalf of an end user.

The screenshot displays the 'Search Requests' interface. It features a search form with the following fields: ID (text input), Request Date (calendar icon), Requestor (dropdown menu), Location (dropdown menu), Department (dropdown menu), Type (dropdown menu), Status (dropdown menu), Assigned (dropdown menu), and Details (text input). Below these fields is a 'Records per page' dropdown set to 5, a 'Clear' link, and a 'Search' button.

Below the search form is the 'List of Requests' section, which shows a table of 3 total records. The table has columns for ID, Request Date, Requestor, Location, Department, Type, Status, Details, Assigned, Priority, and Action.

ID	Request Date	Requestor	Location	Department	Type	Status	Details	Assigned	Priority	Action
22	1/17/2007	Jack Hammer	New York	Manufacturing		Active	This is a sample. Install software on my PC - pronto	Admin	Normal	Sample update
12	1/15/2007	Admin Account	Headquarters	IT		Active	Install AccessAble Help Desk Pro Edition 2007, both the windows and web applications.		Normal	Windows app is complete, still testing the web interface.
2	12/2/2006	Admin Account	Headquarters	Accounting	Hardware	Closed	This is another sample request record. In this case the request is to install additional RAM.	Joe Tech	Normal	Install and test hardware.

At the bottom of the table, there is a link 'Add New' and pagination controls: 'First Prev 1 of 1 Next Last'.

The page below is used to view, edit or add a request. When a users submits a support request via the web pages, information is automatically looked up from the end user table based on the logged in user ID, a numeric value. When the windows application is used to enter a new request, the same fields are also looked up automatically. These fields include the email address, phone and extension, department, location, building and so on. However, I have many who have emailed me over the years that they like their staff to use the web interface to add a request on behalf of a user. For that reason, I have provided on the page below a drop down list to let the staff person enter the Requestor name, as well as the numeric ID field, although that field is displayed as the full name. It is a required field. However, other fields that would have been looked up automatically if the user entered the request (email address, phone, etc.) are not set as required. I hope those who emailed about wanting to add requests on behalf of end users will appreciate this. For most of you, the user's data will have been entered when they submitted a request and you will only be updating the other parts of the request screen, such as changing the status, selecting a person assigned the request, and so on.

Add/Edit Requests

Request Date: 01/17/2007 1:05 PM

Requestor: Jack Hammer

Login: Jack Hammer (displays as full name)

Email Address: dennis@Insoftware.com

Phone:

Extn:

Department: Manufacturing

Location: Southeast

Building: Production Plant 1

Room: Shop Floor

Pc Serial Nr:

Type: Software

Category: Installation

Details: This is a sample. Install software on my PC - pronto

Status: Active

Priority: Normal

Taken By: Admin

Assigned: Admin

The Due Date and Complete Date fields can be quickly populated using the pop up calendars. The Action field is where you record the action taken or planned to satisfy a request. The Complete value can be changed from N to Y when you complete the request. I have also provided optional fields for recording a Cost, Time To Complete, Order Number, Notes and a field to list a document associated with a request.

Popup Calendar for easier date entry. These will include the current time with the date selected.

January 2007

Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

12 : 48

Today

Submit Delete Cancel

The .asp page can automatically send an email when a request is updated if you have CDO working on your web server and can set up your SMTP server. The lines that would send an email are initially commented out, but you can remove the "s and edit the page to try this out. The page to edit is requests_maint_events.asp

```
" Dim sch, cdoConfig, cdoMessage
" sch = "http://schemas.microsoft.com/cdo/configuration/"
" Set cdoConfig = Server.CreateObject("CDO.Configuration")
" With cdoConfig.Fields
"   .Item(sch & "sendusing") = 2 'cdoSendUsingPort
"   .Item(sch & "smtpserver") = "mail.yourcompany.com"
"   .Update
" End With
" Set cdoMessage = Server.CreateObject("CDO.Message")
" On Error Resume Next
" With cdoMessage
"   Set .Configuration = cdoConfig
"   .From = ("you@yourcompany.com")
"   .To = Requests.EmailAddr.Text
"   .cc = ("theboss@yourcompany.com")
"   .Subject = Requests.Details.Text
"   .Body = Requests.Action1.Text
"   .BodyFormat = 0
"   .MailFormat = 0
"   .Send
```

" End With

3.3 Computers

The search box lets you filter the data displayed. In the screen shot below I have filtered by choosing John Doe from the Drop Down list for the Assigned user field. The search criteria are "anded" together to let you drill down on the data. You can sort on the column header by clicking on them, click again to reverse the sort. Click the Add New link to add a new computer record, or click the underlined ID hyperlink to edit the selected record.

The screenshot shows a web application interface for managing computers. It consists of two main sections: a search form and a list of results.

Search Computers

This section contains a form with the following fields:

- Asset ID: Text input
- Serial Number: Text input
- PC ID: Text input
- Manufacturer: Drop-down menu (Select Value)
- Model: Drop-down menu (Select Value)
- Assigned: Drop-down menu (John Doe)
- Status: Drop-down menu (Select Value)
- Location: Drop-down menu (Select Value)
- Department: Drop-down menu (Select Value)
- Building: Drop-down menu (Select Value)
- Room: Drop-down menu (Select Value)
- Records per page: Drop-down menu (Select Value)

At the bottom of the search form are two buttons: "Clear" and "Search".

List of Computers

This section displays a table of computer records. The table has the following columns: PC ID, Assigned, Location, Department, Manufacturer, Model, and Operating Systems.

PC ID	Assigned	Location	Department	Manufacturer	Model	Operating Systems
<u>1</u>	John Doe	Headquarters	Accounting	IBM	T23	Windows 2000 Pro Ed

Below the table, there is a link "Add New" and a pagination indicator "1 of 1".

Drop down lists are populated from the lookup tables to speed data entry. Most fields are optional however you must enter a unique number for the Asset ID and Serial Number fields.

Add/Edit Computers

Assigned

John Doe

Location

Headquarters

Department

Accounting

Building

Admin Bldg

Room

IT Office

Status

Active

Asset ID

123

Serial Number

123321

Manufacturer

IBM

Model

T23

Operating Systems

Windows 2000 Pro Ed

Os Ver

SP4

CPU

Pentium IV

Cpu Speed

1200

Ram

512

Hard Disk

40

Cd Rom

Internal CDR-DVD

Bios Date

12/1/2004

Vendor

CDW

Purchase Type

Purchase

Purchase type

Purchase

Cost

2324

Date Acquired

12/1/2005

Purchase Order

PO 123

Invoice

INV 123

Under Warranty

Y

Warranty ID

123131

Warranty Expiration Date

1/1/2007

NIC

Intell Ethernet PCMCIA

NIC Address

AABBCC

Tcp Ip

111.22.33.444

Hub

1B

Port

12

Support Phone

Support Web Site

http://www.cdw.com

Notes

This is a sample computer record.

Document Link

Submit

Delete

Cancel

3.4 Peripherals

The search criteria are "anded" together to let you drill down on the data. You can sort on the column header by clicking on them, click again to reverse the sort. Click the Add New link to add a new peripheral record, or click the underlined ID hyperlink to edit the selected record.

Search Peripheral

Peripheral ID

Peripheral Type

Select Value

Asset ID

Serial Number

Assigned

Select Value

Location

Select Value

Department

Select Value

Manufacturer

Select Value

Model

Select Value

Records per page

Select Value

[Clear](#)

[Search](#)


List of Peripheral

Peripheral ID	Peripheral Type	Asset ID	Serial Number	Assigned	Location	Department	Building	Room	Manufacturer	Model	Status
1	Printer	132	132	John Doe	Headquarters	Accounting	Admin Bldg	IT Office	HP	Laserjet 5	Active
2	Digital Camera	123	123123dc	John Doe	Headquarters	Accounting	Admin Bldg	Conference Room 1	IBM	Sample Model	Active

[Add New](#) 1 of 1

Drop down lists are populated from the lookup tables to speed data entry. Most fields are optional however you must enter a unique number for the Asset ID and Serial Number fields.

Add/Edit Peripheral

Peripheral Type	<input type="text" value="Digital Camera"/>
Asset ID	<input type="text" value="123"/>
Serial Number	<input type="text" value="123123dc"/>
Assigned	<input type="text" value="John Doe"/>
Location	<input type="text" value="Headquarters"/>
Department	<input type="text" value="Accounting"/>
Building	<input type="text" value="Admin Bldg"/>
Room	<input type="text" value="Conference Room 1"/>
Manufacturer	<input type="text" value="IBM"/>
Model	<input type="text" value="Sample Model"/>
Vendor	<input type="text" value="ACME"/>
Purchase Type	<input type="text" value="Purchase"/>
Cost	<input type="text" value="123.23"/>
Date Acquired	<input type="text" value="1/10/2007"/> 
Purchase Order	<input type="text" value="po123"/>
Invoice	<input type="text" value="inv123"/>
Status	<input type="text" value="Active"/>
Under Warranty	<input type="text" value="N"/>
Warranty ID	<input type="text"/>

Manufacturer	<input type="text" value="IBM"/>
Model	<input type="text" value="Sample Model"/>
Vendor	<input type="text" value="ACME"/>
Purchase Type	<input type="text" value="Purchase"/>
Cost	<input type="text" value="123.23"/>
Date Acquired	<input type="text" value="1/10/2007"/>
Purchase Order	<input type="text" value="po123"/>
Invoice	<input type="text" value="inv123"/>
Status	<input type="text" value="Active"/>
Under Warranty	<input type="text" value="N"/>
Warranty ID	<input type="text"/>
Warranty Expiration Date	<input type="text"/>
Support Phone	<input type="text"/>
Support Web Site	<input type="text"/>
Notes	<input type="text"/>
Document Link	<input type="text"/>

3.5 Software

The search criteria are "anded" together to let you drill down on the data. You can sort on the column header by clicking on them, click again to reverse the sort. Click the Add New link to add a new software record, or click the underlined ID hyperlink to edit the selected record.

Search Software

Software ID

Installed On PC

Program

Version

Assigned

Location

Department

Records per page

AccessAble Help Desk Pro Edition

Select Value

Select Value

Select Value

Select Value

Clear

Search

List of Software

<u>Software ID</u>	<u>Installed On PC</u>	<u>Program</u>	<u>Version</u>	<u>Assigned</u>	<u>Location</u>	<u>Department</u>
1	1	AccessAble Help Desk Pro Edition	2007	John Doe	Headquarters	Accounting

[Add New](#) 1 of 1

Drop down lists are populated from the lookup tables to speed data entry. Most fields are optional.

Add/Edit Software

Installed On PC	1
Program	AccessAble Help Desk Pro Edition
Version	2007
Vendor	Dennis Baggott and Sons
Assigned	John Doe
Location	Headquarters
Department	Accounting
Building	Admin Bldg
Room	Accounting Cubicles
Manufacturer	Dennis Baggott & Sons
Purchase Type	Purchase
Date Acquired	12/27/2006
Cost	599
License Type	Site
Serial Number	
Cd Key	
Purchase Order	
Invoice	
Contract	N

The screenshot displays a web-based form for managing an inventory or knowledge base. The form is organized into a single column of fields on the left side of a light gray panel. The fields include: 'Building' (dropdown menu with 'Admin Bldg' selected), 'Room' (dropdown menu with 'Accounting Cubicles' selected), 'Manufacturer' (dropdown menu with 'Dennis Baggott & Sons' selected), 'Purchase Type' (text input with 'Purchase'), 'Date Acquired' (text input with '12/27/2006' and a calendar icon), 'Cost' (text input with '599'), 'License Type' (text input with 'Site'), 'Serial Number' (text input), 'Cd Key' (text input), 'Purchase Order' (text input), 'Invoice' (text input), 'Contract' (text input with 'N'), 'Contract ID' (text input), 'Expiration Date' (text input with a calendar icon), 'Notes' (text area with 'Sample software record.'), and 'Document Link' (text input with 'C:\aapro07\aprodocument.PDF'). At the bottom right of the form panel are three buttons: 'Submit', 'Delete', and 'Cancel'. The right side of the page is a light gray area with a vertical scrollbar on the far right.

3.6 Knowledge Base

This page is provided to let you maintain a list of frequently asked questions or knowledge base. The keyword search will let you search for text anywhere in the Topic, Subtopic, Title or Item. The page for the end user to view the knowledge base does not let them add items.

Search Knowledge Base

Keyword

Records per page

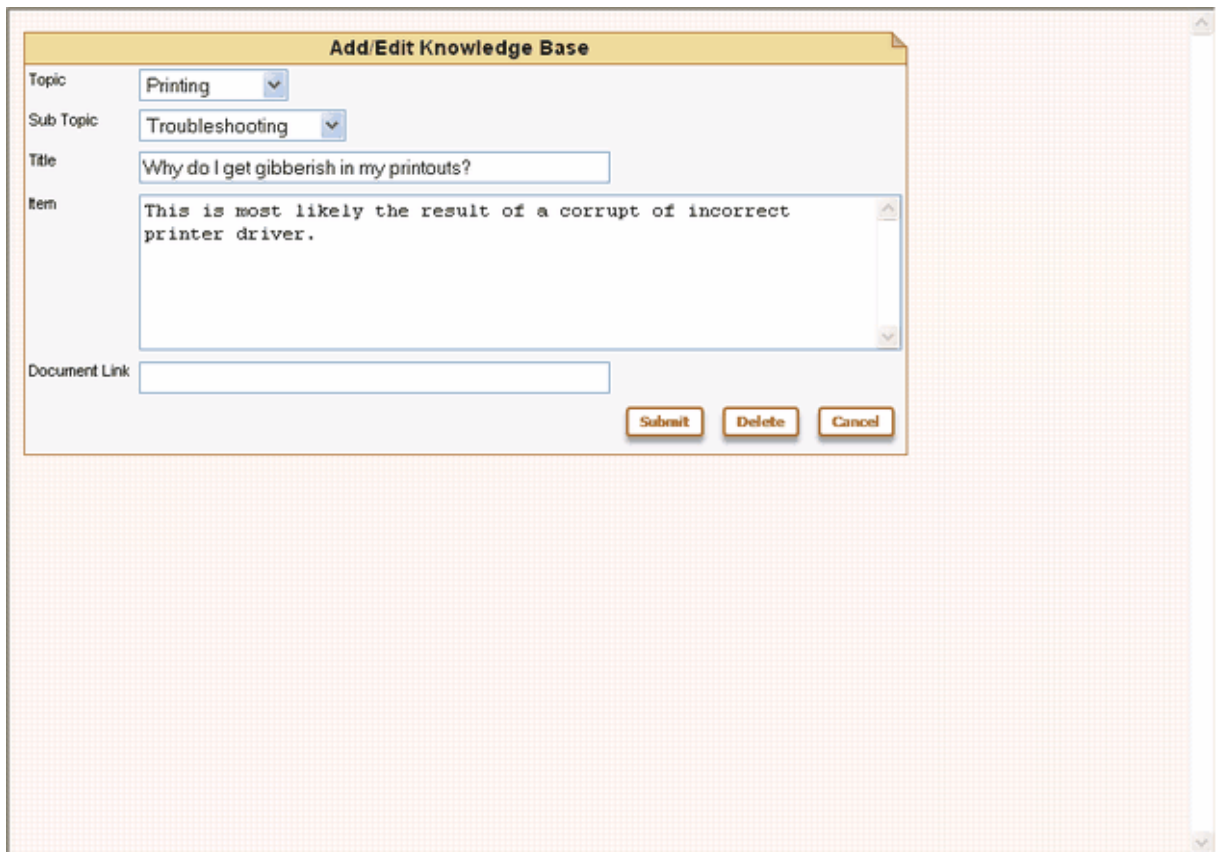
[Clear](#)

List of Knowledge Base

ID	Topic	Sub Topic	Title
1	Internet	General Information	Why do I sometimes get an error 404?
2	Printing	Troubleshooting	Why do I get gibberish in my printouts?
3	Printing	General Information	Zebra Printers

[Add New](#) 1 of 1

The screen below is used to add or edit knowledge base items.



The screenshot shows a web browser window displaying the 'Add/Edit Knowledge Base' form. The form has a title bar and several input fields. The 'Topic' dropdown is set to 'Printing' and the 'Sub Topic' dropdown is set to 'Troubleshooting'. The 'Title' field contains the text 'Why do I get gibberish in my printouts?'. The 'Item' field is a large text area containing the text 'This is most likely the result of a corrupt of incorrect printer driver.'. The 'Document Link' field is empty. At the bottom right of the form are three buttons: 'Submit', 'Delete', and 'Cancel'.

Add/Edit Knowledge Base	
Topic	Printing
Sub Topic	Troubleshooting
Title	Why do I get gibberish in my printouts?
Item	This is most likely the result of a corrupt of incorrect printer driver.
Document Link	
<input type="button" value="Submit"/> <input type="button" value="Delete"/> <input type="button" value="Cancel"/>	