NetSupport

NetSupport ServiceDesk
Getting Started Guide

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DEFINITIONS

Administrator
The user(s) who has full access to NetSupport ServiceDesk functionality. They can perform all tasks required in running a successful service desk, from creating user accounts to resolving reported problems.

ServiceDesk Operator
Responsible for providing technical support to end-users, ServiceDesk Operators have sufficient rights to be able to oversee the problem resolution process. Your licence will determine how many ServiceDesk Operators you can have.

Operator
This type of user account can be used as a generic repository for Incidents, Problems and Change Requests. It does not give the user access to ServiceDesk and does not impact on your licence levels.

End-user
An end-user is the Client or user who needs the ability to report a problem. You can have as many user accounts as required without it affecting your licence levels.

INSTALLATION

Planning an Installation

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

The on-screen instructions in the NetSupport ServiceDesk InstallShield wizard will guide you through the process and at the end of the installation, you will be asked to

configure your personalised NetSupport ServiceDesk settings.

System Requirements

Server
Windows 2008 or higher.

Note: For further information when installing on Windows 2008 Server, Windows 7 or Vista machines, please refer to the following article on our online knowledge base:

www.netsupportsoftware.com/support/td.asp?td=628

The Server must also have Internet Explorer 11 or later installed.

Note: 64bit platforms must be set to run IIS in 32bit mode.

End-user
The end-user must be running one of the following browsers:

Internet Explorer: version 11 and above.
Firefox.
Chrome.
Edge.

Note: For the Remote Control integration, the Host OS for the Client must be Windows 2000, 2003, XP, Vista, 2008, Windows 7, Windows 8/8.1 or Windows 10.

Database
SQL Server 2005 and above.

Support for mobile devices

NetSupport ServiceDesk provides built-in support for mobile devices ensuring that operators working remotely can still receive and update items.

NetSupport ServiceDesk will automatically detect when it is accessed from a mobile device and display a set of simplified pages that can be used from most common mobile devices. If your mobile device is not automatically detected, please refer to the following article on our online knowledge base for more information:

www.netsupportsoftware.com/support/td.asp?td=555

Note: To use the 'Pin to Taskbar' feature in Windows 7 or later you will need to remove certain words from the 'Reserved list'. Please refer to knowledgebase article 582 for further information www.netsupportsoftware.com/support/td.asp?td=582
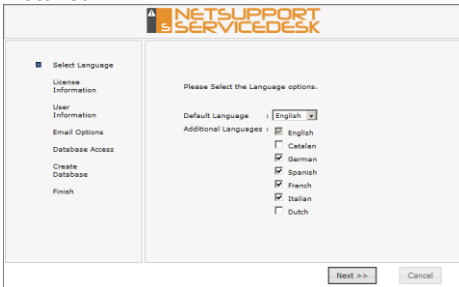

Installing NetSupport ServiceDesk

The NetSupport ServiceDesk InstallShield wizard will guide you through the installation process, enabling you to quickly configure the NetSupport ServiceDesk 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 NetSupport ServiceDesk Licence Agreement will appear. Please take a few moments to read the agreement and only proceed if you agree to the terms of the Licence.
3. Select the appropriate environment in which to host the NetSupport ServiceDesk database. This can be an existing SQL Server or Microsoft's Database Engine (MSDE). Click **Next.**

4. Confirm the location for the setup files. The default folder is **c:\Program Files\NetSupport\ NetSupport ServiceDesk**. 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 log on after the restart, the NetSupport ServiceDesk setup wizard will appear.

NetSupport ServiceDesk Setup Wizard

The NetSupport ServiceDesk Setup wizard completes the installation process. The wizard prompts you for your default configuration settings - such as your licence information, company details, email server settings and the database access details. These items can be adjusted by an administrator within NetSupport ServiceDesk once installed.

Select Language. NetSupport ServiceDesk provides multi-language support allowing Operators and end-users to 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 NetSupport ServiceDesk, you simply click the relevant language button displayed on the toolbar and the interface will change to that language. You

can also change the default language from within NetSupport ServiceDesk in the **Customise** - **Appearance** section and add additional languages by selecting **Admin**-**Customise** from the toolbar.

Licence Information. Enter your company name and confirm your licence information. If you are evaluating the product, use the default serial number **EVAL;** otherwise enter the serial number and licence code you have been supplied with.

User Information. NetSupport ServiceDesk 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 NetSupport ServiceDesk database. A default 'Admin' user is created with full access rights. Others can be added by the system administrator once logged in.

Email Options. NetSupport ServiceDesk can be configured to send automated email notifications. To use this feature, you must specify your SMTP server settings. Specify the sender's email address; this must be a valid address that exists on the server. Enter the sender's full name. The sender's 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 NetSupport ServiceDesk to track incoming emails.

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.
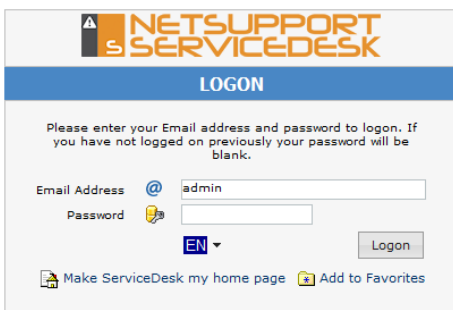
The database will now be created at the specified location and, when complete, you will be advised of the URL

required to access the NetSupport ServiceDesk database via each user's web browser.

STARTING NETSUPPORT SERVICEDESK

Start your web browser and enter the URL address of the NetSupport ServiceDesk application (i.e. the Server IP address where you installed NetSupport ServiceDesk). You may prefer to create a shortcut on the desktop for future use.

The Logon screen will appear.

The logon process requires the user's 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 login 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.

If a user attempts to log on with an email address that doesn't already exist in the NetSupport ServiceDesk database, they will be asked to complete their details. By
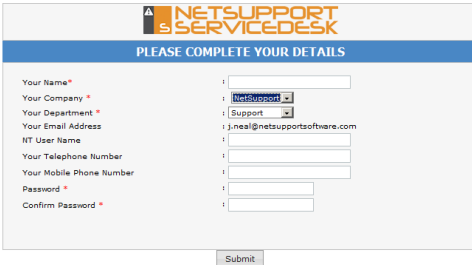
submitting their details, a user account will be created, but it will have limited rights. A user with appropriate permissions can edit the details if required.

Note: To prevent first time users creating their own accounts, see **Admin - Customise, Create Users** when they first log on.

A language identifier is displayed, allowing the user to switch the language for NetSupport ServiceDesk. The available languages can be set during installation or within NetSupport ServiceDesk: select the Admin tab, click the **Customise** icon and select the **Additional Languages** icon from the toolbar.

After logging on, the user's default start page will appear. This can be changed in User Preferences.

Logoff
To exit NetSupport ServiceDesk, select the Home tab and click the **Logout** icon in the toolbar.

Note: You can have a custom logoff page displayed to users when they exit NetSupport ServiceDesk. Select the Admin tab, click the **Customise** icon in the toolbar, select the Appearance tab and enter a URL to your custom page in the **Custom Logoff page** option.

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