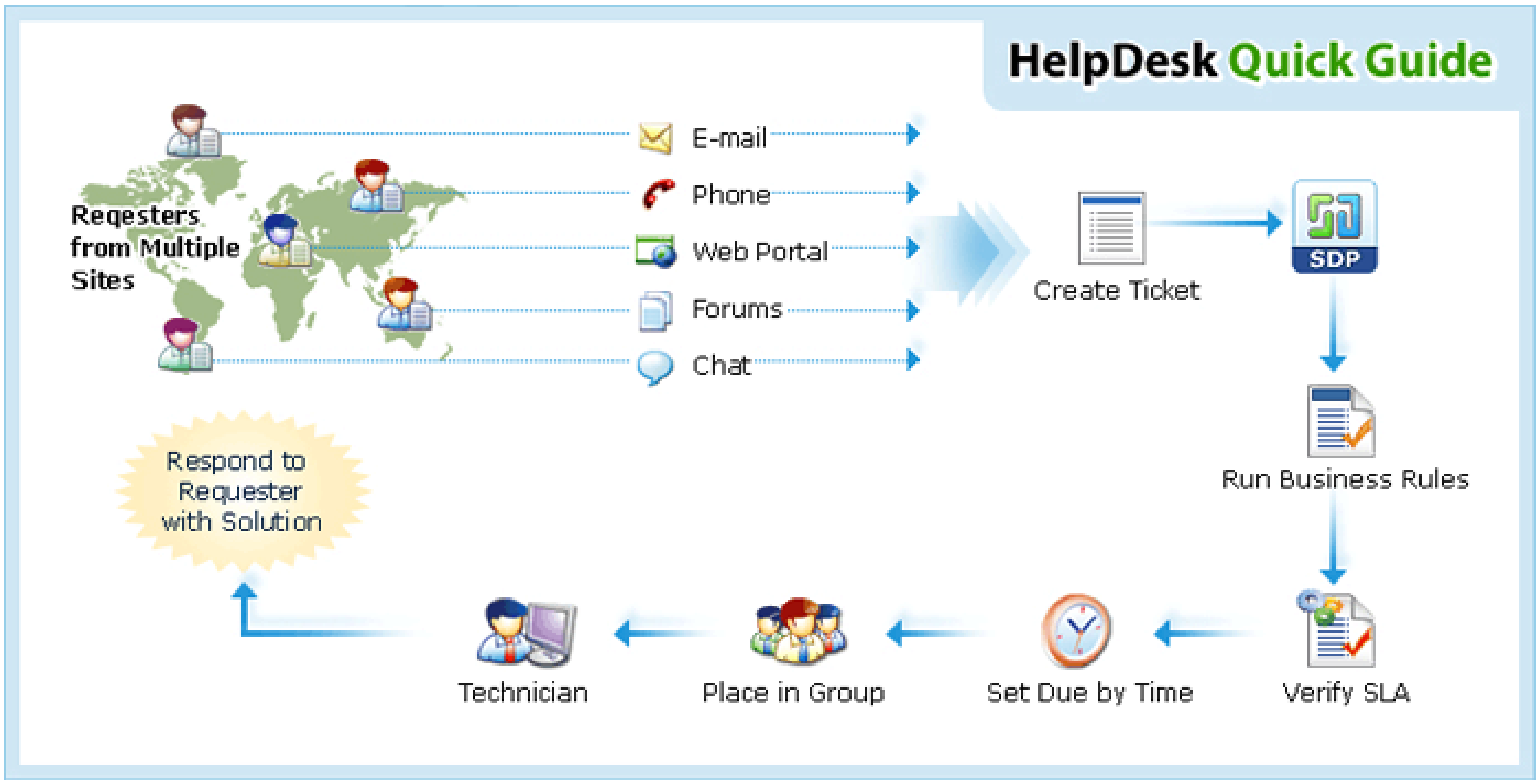
Configuring **ServiceDesk Plus** in an **instant.**

ServiceDesk Plus is a web-based helpdesk software that helps you manage all your communications from a single point. It offers an integrated Request management (Trouble Ticketing), Asset management, Purchase order management, Contract Management, Self-Service Portal, and Knowledge Base. ServiceDesk Plus packs all the modules at an affordable price.



Configuration Procedure:

Configuration of ServiceDesk Plus is a 3 step process.

1. ServiceDesk Plus Installation
2. HelpDesk Configuration
3. Manage your Assets

System Requirements:

Parameter	Minimal Requirement	Optimal Requirement
CPU	Pentium III 800 MHz or above	Intel Core Duo 1.7 GHz or above
RAM	1 GB or above	2 GB or above
Disk Space	5 GB or above	50 GB or above

1. Install ServiceDesk Plus

1. Download ServiceDesk Plus.
2. Click the exe file to start the installation and follow the instructions given in the wizard to successfully setup ServiceDesk Plus.
3. Accept the license agreement and select any of the three ServiceDesk Plus Edition from the installation wizard say,

   i) Standard Edition
   ii) Professional Edition
   iiii) Enterprise Edition

4. Click Next and specify the destination folder path correctly. For ex: C:\Adventnet\ME\ServiceDesk.
5. Click Next and enter the Web Server Port. By default ServiceDesk Plus uses 8080 port. To run in different port specify the same
6. Click Next and select either MYSQL or MSSQL database.
7. Click Next to copy files once you confirm the above details. The application is installed.
8. Select the option "Start ServiceDesk server" and Click Finish to complete the installation.
9. On successful start-up, ManageEngine ServiceDesk plus login page appears. Specify the login name and password and login to the application

To help you choose the edition that works for you:

All Purpose Help Desk Software
Standard Edition

ServiceDesk Plus Standard Edition offers you all the help desk features to manage your requests and incidents

- **Self-service portal**
- **Knowledgebase**
- **Multi-site support**
- **SLA Management**
- **Business Rules**
- **Help Desk Reports**

More...

IT Help Desk + Asset Mgmt Software
Professional Edition

ServiceDesk Plus Professional Edition offers you Standard Edition features with

- **Software asset Management**
- **Purchase Management**
- **Contract Management**
- **Software license compliance**
- **Asset and Inventory Report**

More...

ITIL - Ready Help Desk Software
Enterprise Edition

ServiceDesk Plus Enterprise Edition offers you Professional Edition with

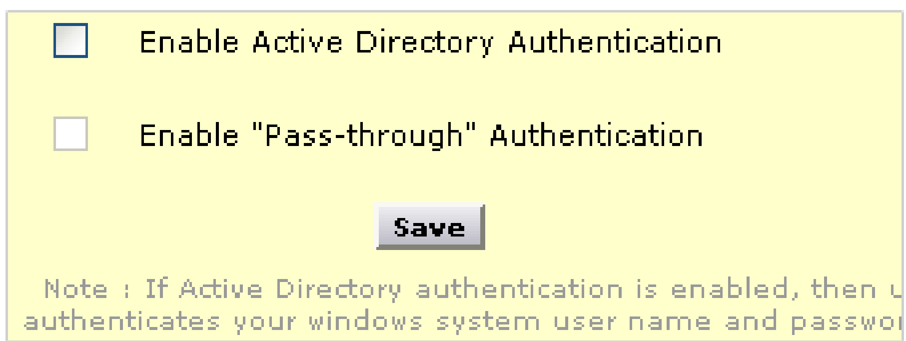
- **Incident Management**
- **Problem Management**
- **Change Management**
- **CMDB (Configuration**
- **Management Database)**

More...

2. HelpDesk Configuration

a. Get your users in

Get your users imported from Active Directory and configure the user authentication with AD. Navigate through the Admin tab, and select the Active Directory Menu to import the users and enable the authentication



Note: While importing the requesters from the Active Directory, the existing requester data will be overwritten.

Setting up:

1. Click on Admin Tab.

2. Go to Active Directory.

3. Click on "Import Requesters from Active Directory".

4. Select the OUs from the list.

5. Click on start importing.

6. Once the user import is completed, you can Enable the Active Directory Authentication.

In case if there is no Active Directory in your organization, import the users from a CSV file

Setting up:

1. Click the Admin Tab.

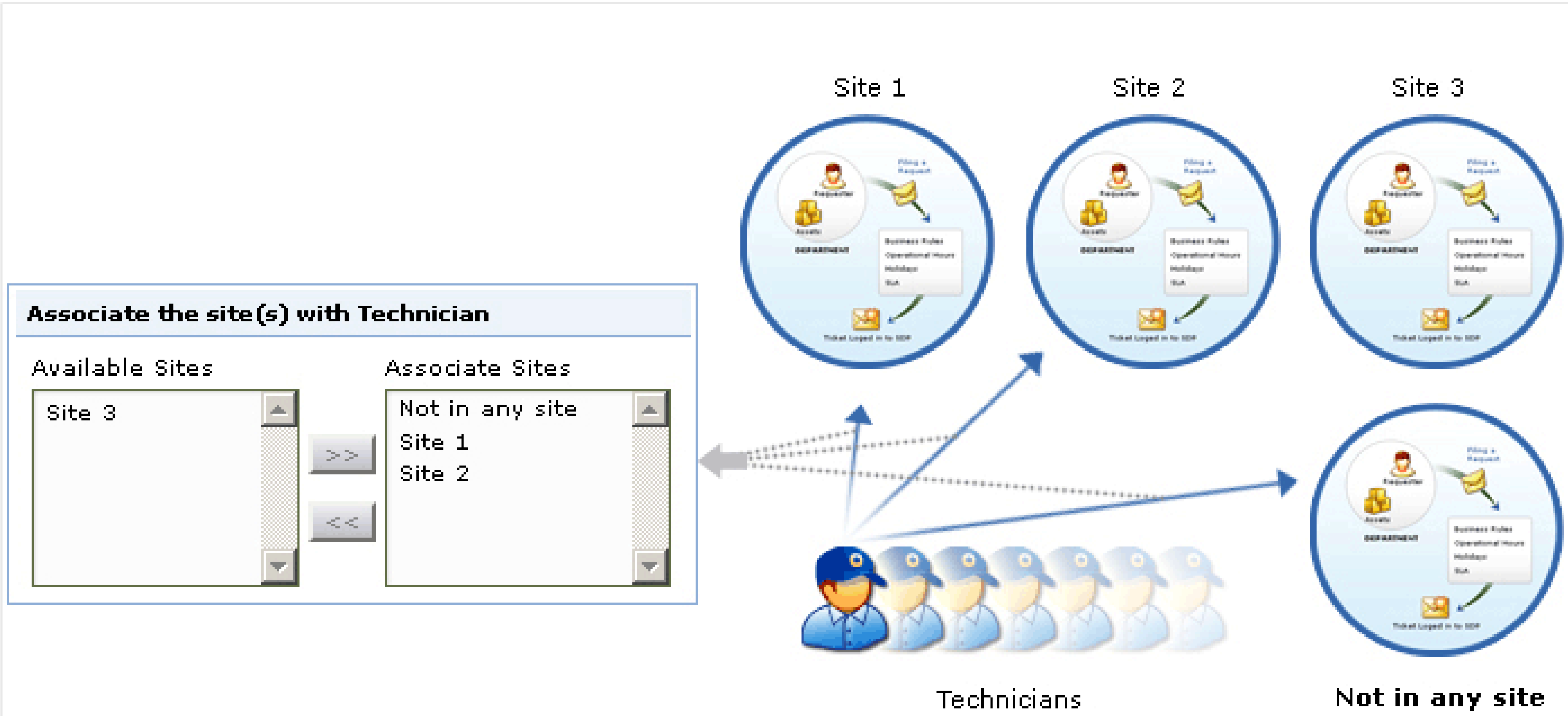
2. Now go to the Requesters list under the Users Menu.

3. Click on the option "Import from CSV".

4. Map the relevant fields needed for the import and start importing.

b. Classify Technicians from Requesters

Get your users imported from Active Directory and configure the user authentication with AD. Navigate through the Admin tab, and select the Active Directory Menu to import the users and enable the authentication



Setting up :

1. Click on Admin Tab
2. Go to Requesters from the User menu
3. Edit the requester who has to be changed to technician.
4. Click on the option "Change as Technician" .
5. The technicians and save the details.
6. To manually add technicians, Click on Admin and then go to Technicians under the user menu

Note:
To add sites, go to Admin>>sites.
To add Groups, go to Admin>>Groups.

c. Customize your helpdesk settings

Configure all your helpdesk settings such as category, status, level, mode, impact, urgency, priority, priority matrix, request type, request additional fields, request closing rules and request templates using the Helpdesk Customizer

Setting up:

1. Click on Admin tab.

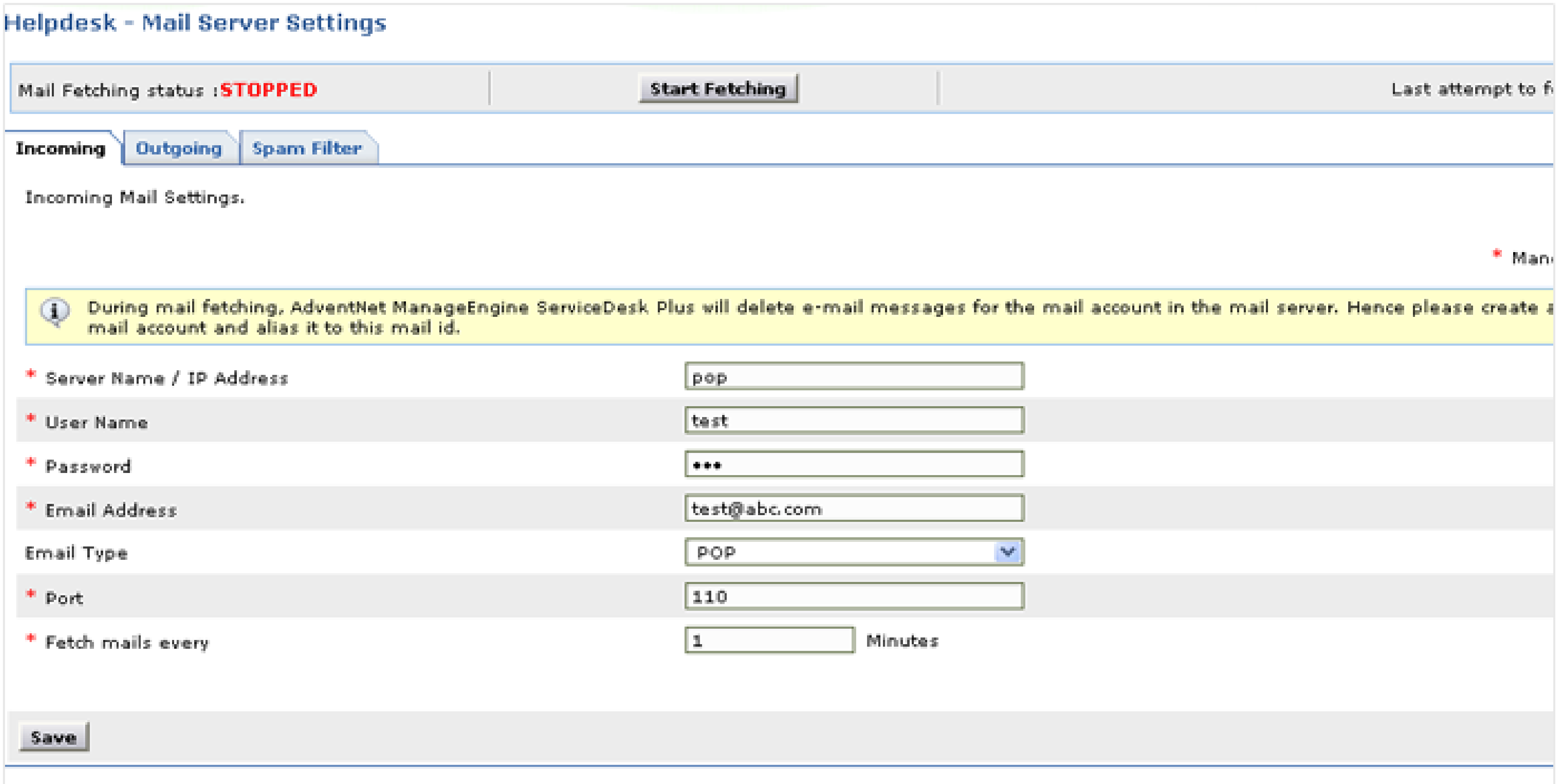
2. Go to Helpdesk Customizer.

3. Configure the category, status, level, mode, impact, urgency, priority etc based on your work-flow.

Note: The options such as Request Type, Impact, Urgency and Priority Matrix comes with the Enterprise Edition

d. Bring- in your helpdesk emails to ServiceDesk Plus

Configure your ServiceDesk Plus to convert all your emails automatically into requests. Fetch and send emails from ServiceDesk Plus by setting the incoming and outgoing mail server details



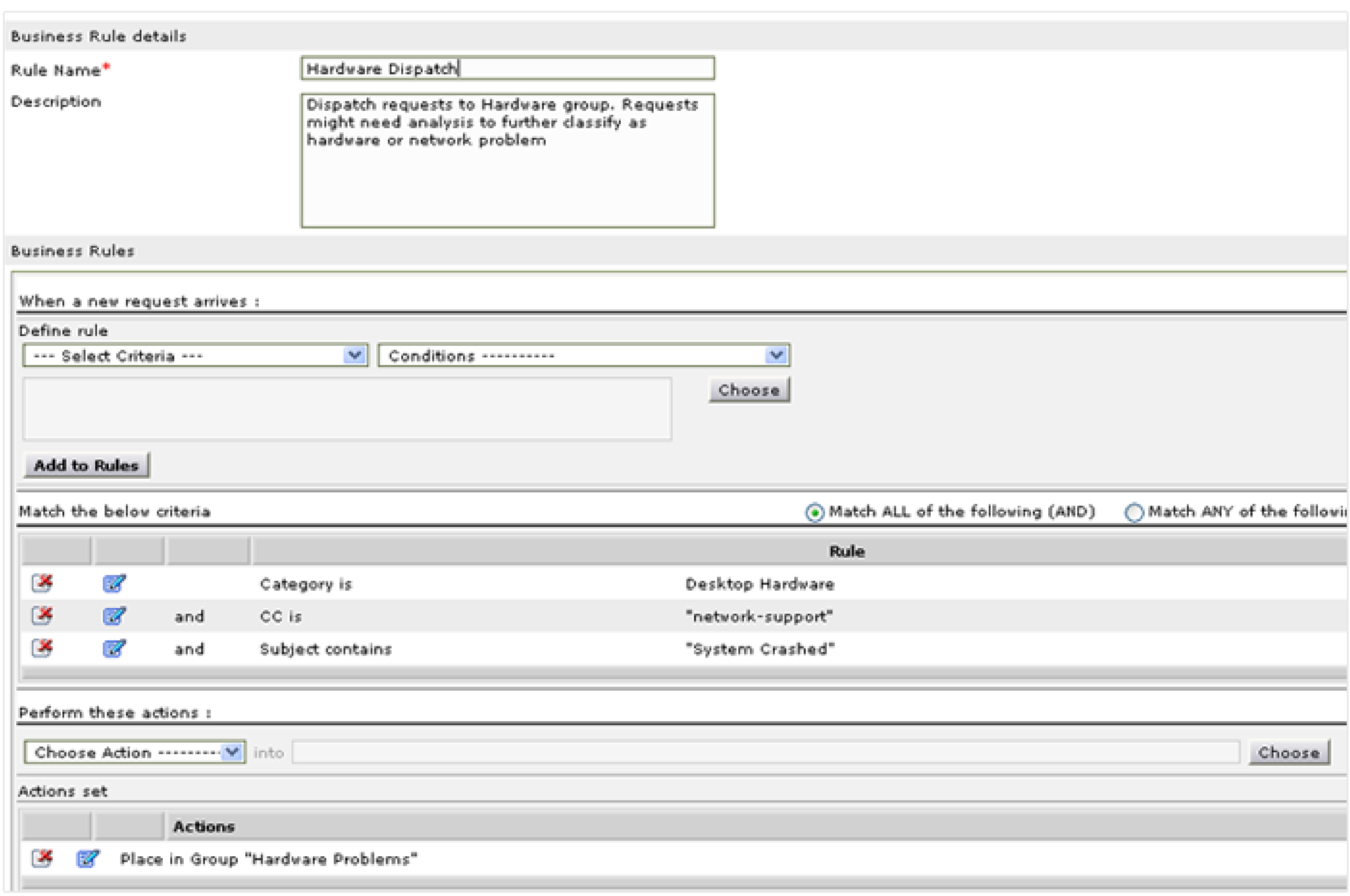
Avoid spam or unwanted emails from being raised as a request by using the spam filter configurations. Define the spam-rule using which the emails will be deleted even before they get created.

Setting up:

1. *Click the Admin Tab.*
2. *Go to Mail Server settings.*
3. *Configure the Incoming, Outgoing and Spam Filter conditions.*
4. *Save the setting and click on "Start Fetching".*

e. Enable Automatic dispatch of Requests

Automatically route all the Requests to a technician, group or department using Business Rules. About 80% of your Requests are assigned through Business Rules. Define your rule based on which the Request has to be routed even for different sites in your organization.



Setting up:

1. Click on Admin Tab.

2. Go to Business Rules.

3. Define rule to route the requests to different sites or departments.

f. SLA Management:

Prioritize your Request by defining SLA and set different escalation levels for the SLA violations. Set proactive escalation for the technicians to resolve the request within the desired resolution time.

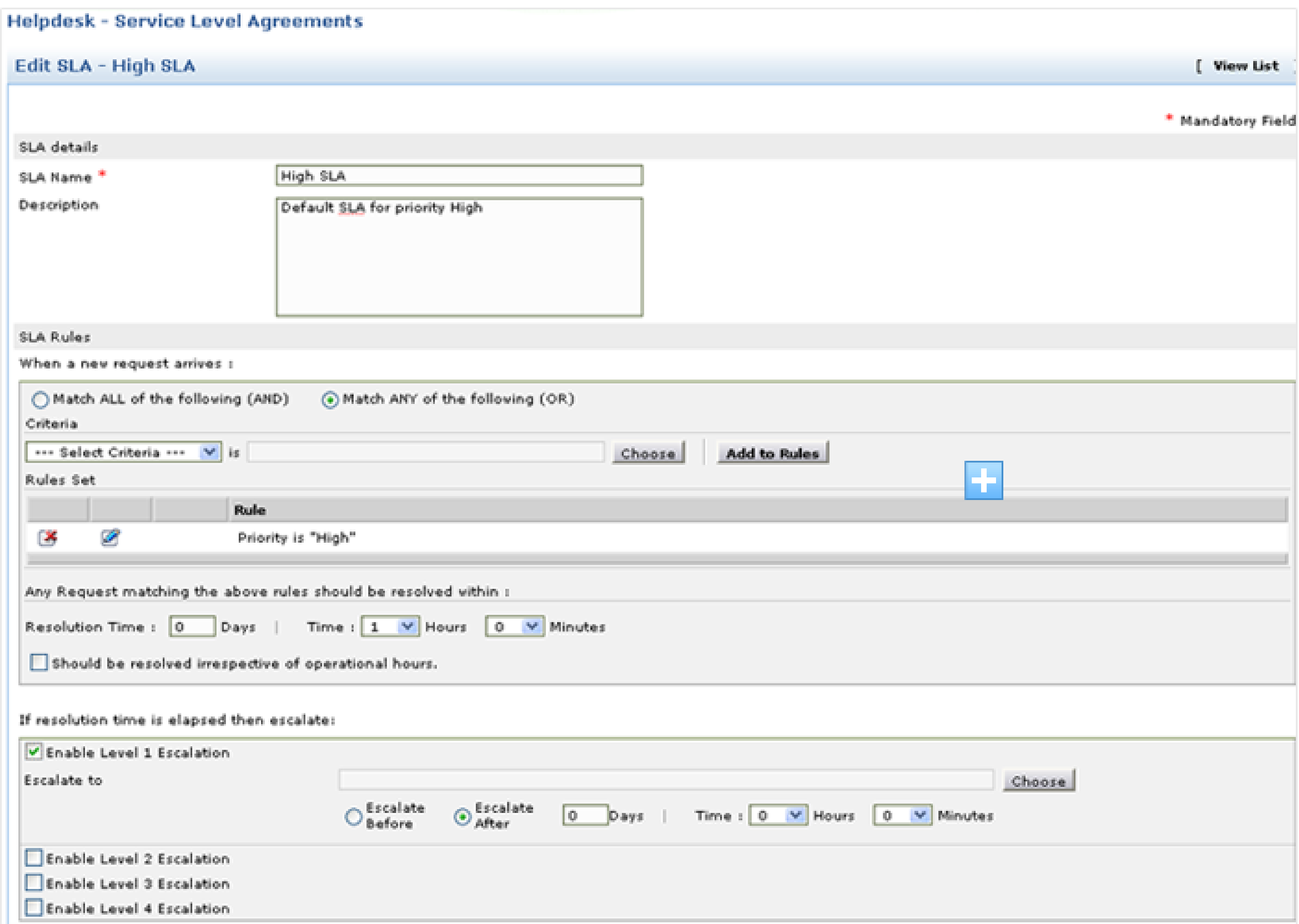
Setting up:

1. Click on Admin Tab

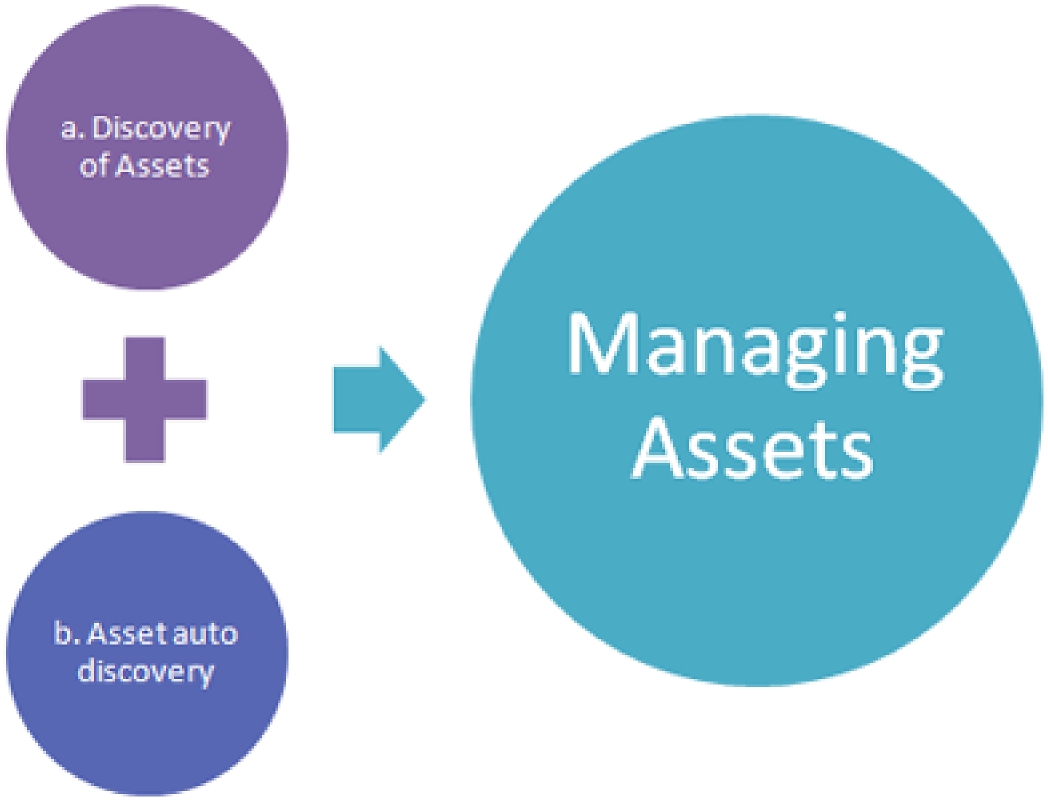
2. Go to Service Level Agreements.

3. Define the SLA criteria, specify the Resolution time and enable the escalations.

4. For proactive escalations, use the option 'Escalate before' and the email escalation will be sent 'x' minutes prior to the due-by-time



3. Managing Your Assets

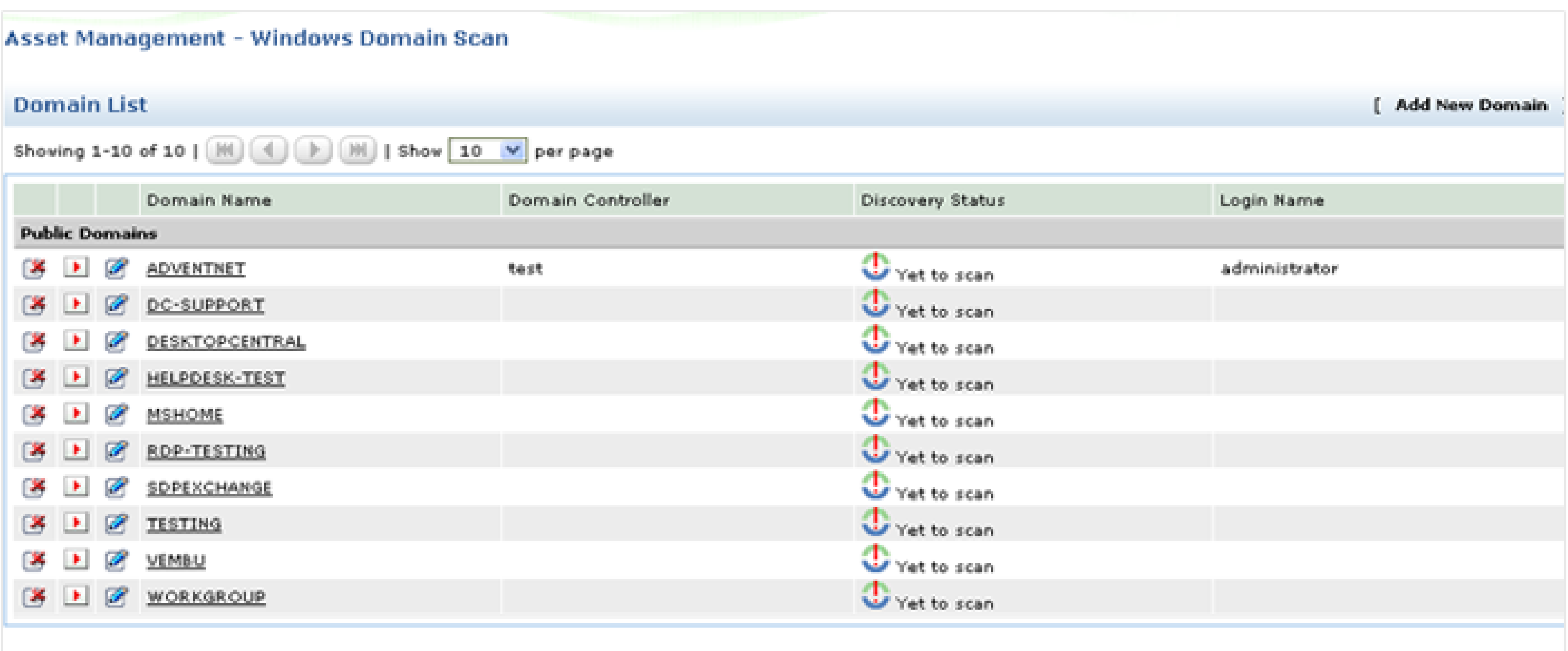


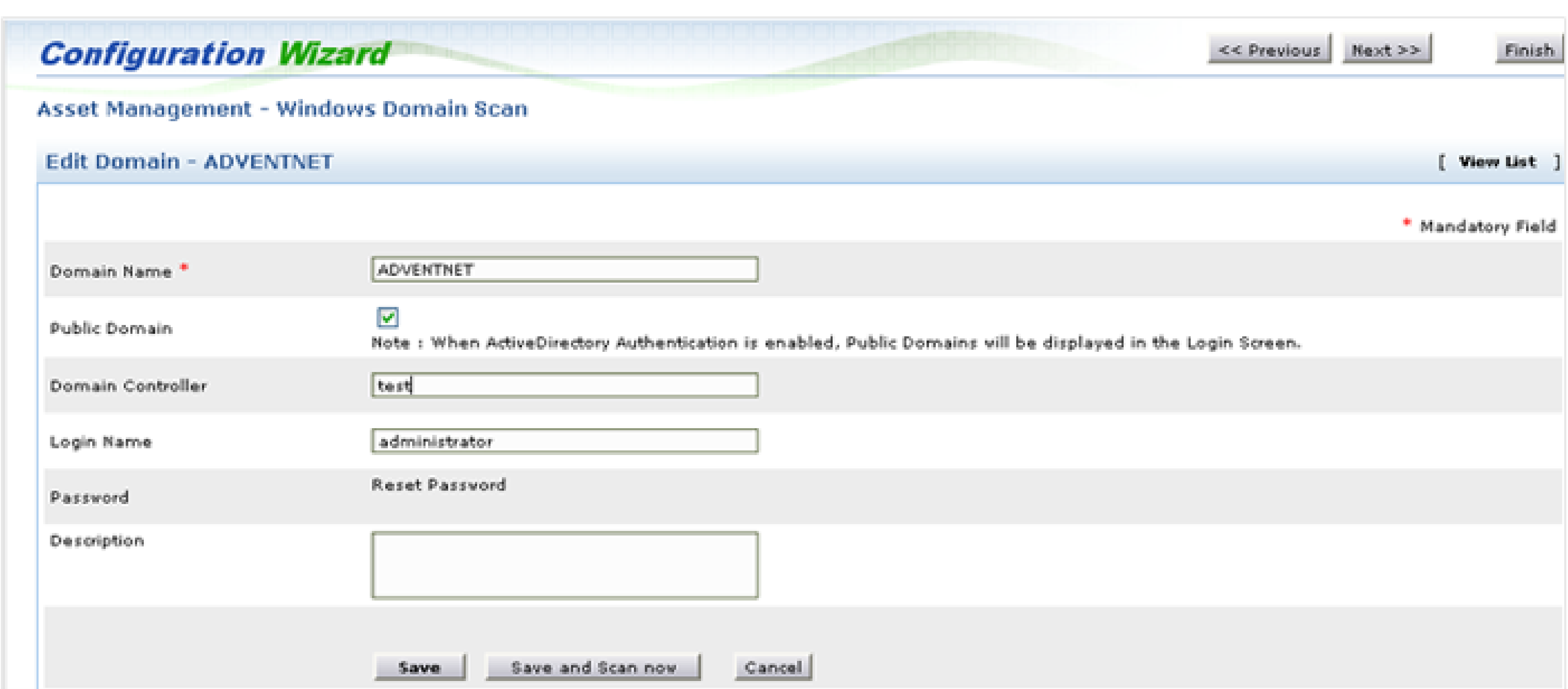
a. Discovery of Assets:

Discover the workstations from your Network or Domain, by using a Windows Domain Scan or Network Scan. Get the hardware and software details of a workstation and manage the software licenses through the software license compliance. Schedule this discovery using the Audit Settings on a daily weekly monthly basis to track the updated hardware and software inventory details automatically.

Windows Domain Scan:

The scanning for Windows Workstation is done using WMI. Windows Management Instrumentation (WMI) is an interface which allows management information to be shared between management applications so that the data from any source can be accessed in a common way.





Setting up the Domain Information:

The Domain information will be captured when ServiceDesk Plus start up after the installation procedure. All you have to do will be to give the Domain Administrator username and password to proceed with the scanning.

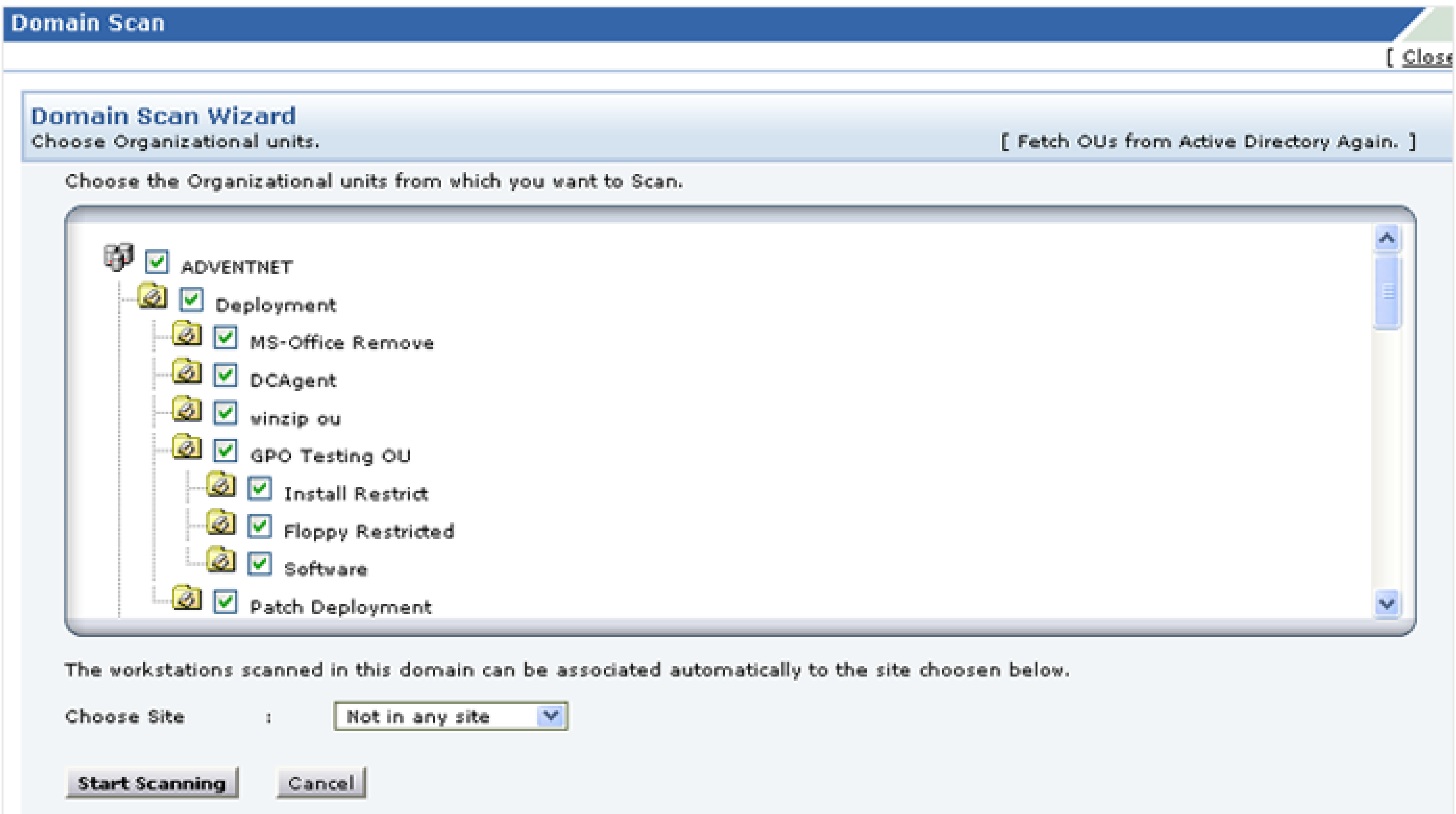
1. Click on Admin Tab

2. Go to Windows Domain Scan under the Asset Management menu.

3. Find the list of Domain and Edit the domain which you want to scan

4. username and password username and password and save the settings.

Note: The Workgroups also might be listed in the domain listing page. To scan workgroups, you need to leave the domain controller name empty and then start scanning. In this case, the username password has to be a common local administrator on all the work-stations in that



Windows Domain Scan- Setting up:

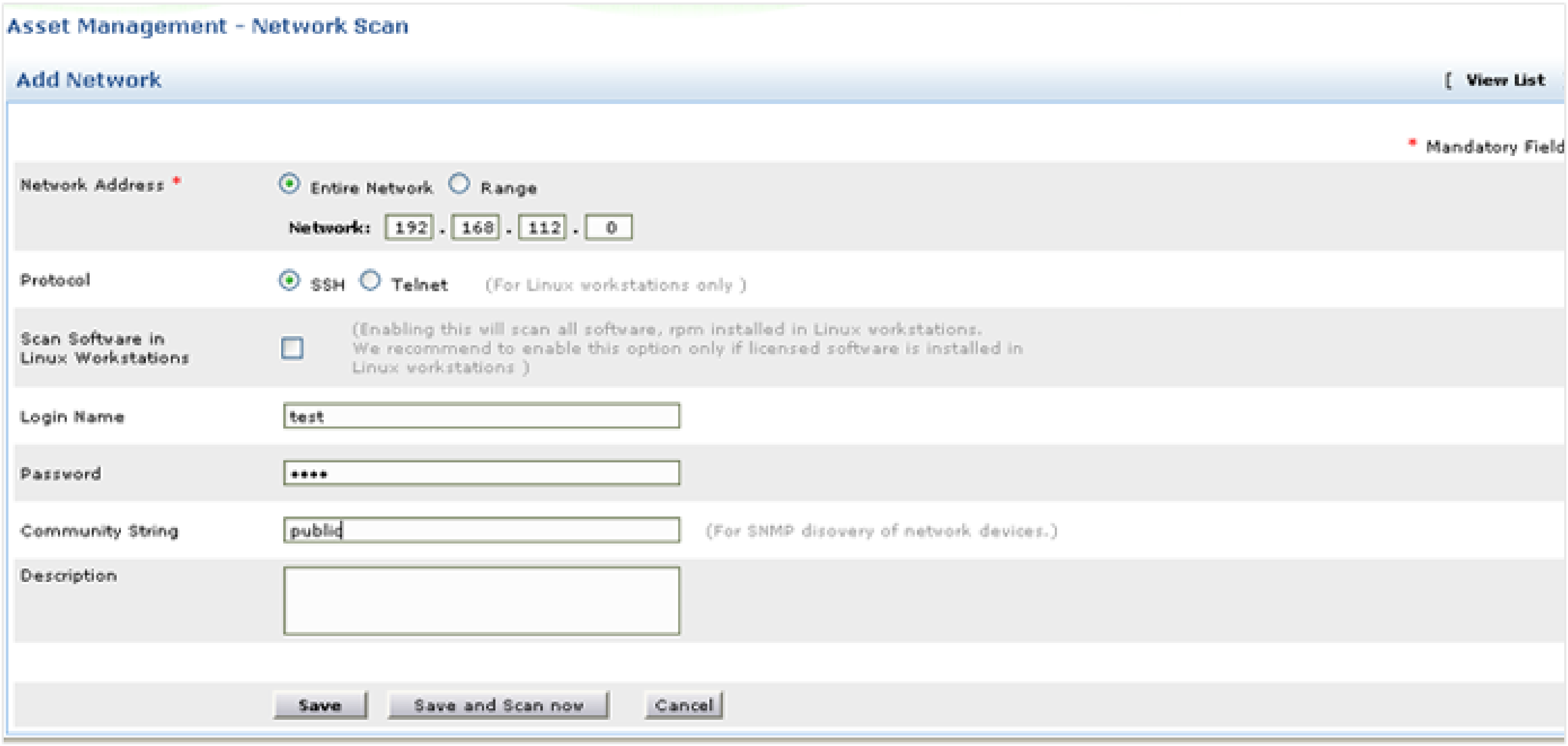
1. From the Domain listing page click on the Scan Domain icon to scan the workstations

2. Select the OUs which you want to scan from the list.

3. Click on Start Scanning to initiate the scanning process.

b. Network scan:

To bring-in Linux, Mac or other network devices like printers Routers etc, you can use Network scan. Network scan also brings in windows workstations in the absence of a Domain.



Setting up a Network Scan:

1. Click on Admin Tab.

2. Go to Network scan.

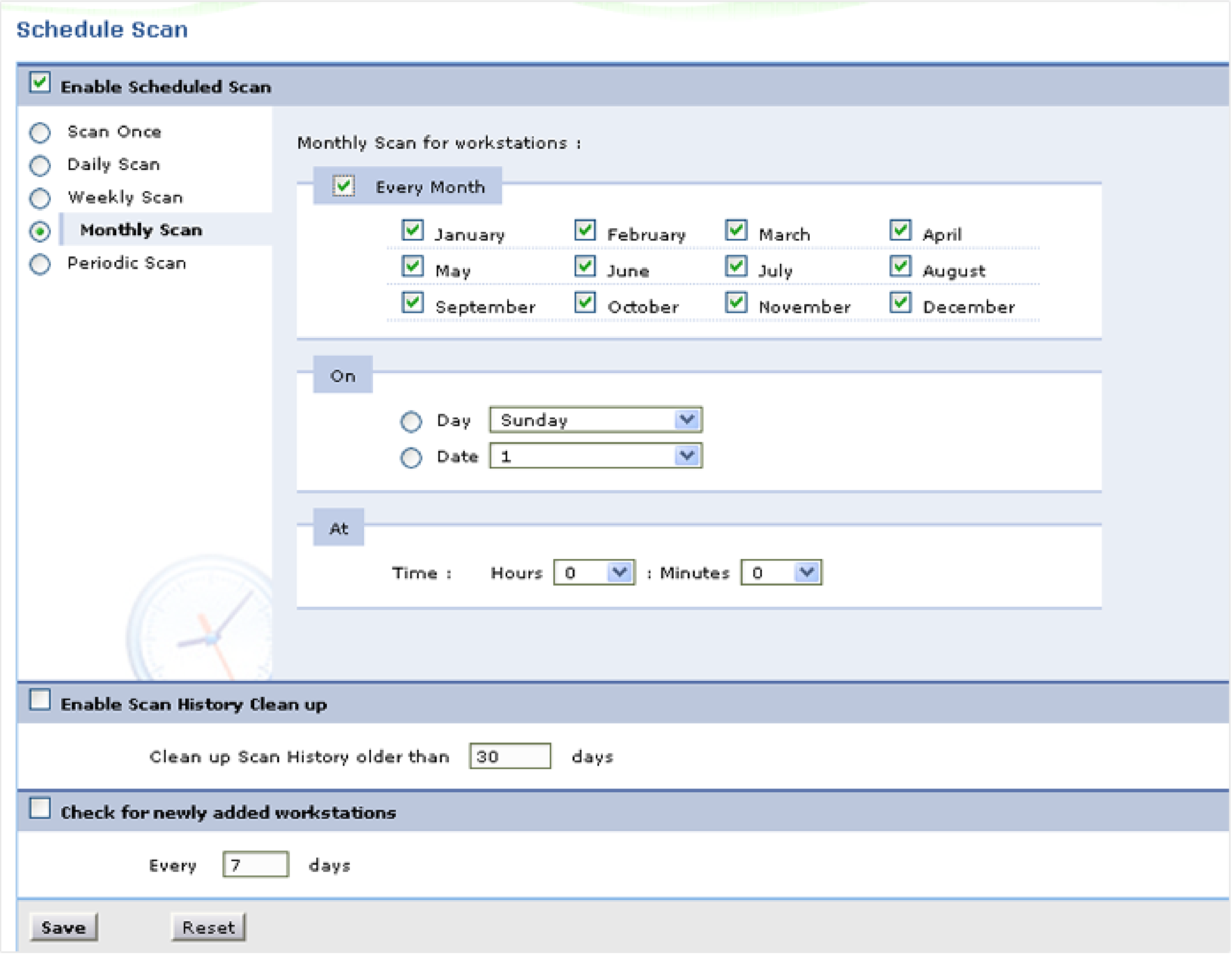
3. Click on Add New Network to add the Network information. The Network Address can be either the entire network or a particular range of network.

4. In case of the Network devices, the Community string has to be specified.

Note: In case of scanning for Linux machine, select the protocol SSH or Telnet. For other Network devices, SNMP will be protocol selected by default.

c. Automatic discovery

Schedule the automatic discovery of Assets from the Domain or Network using the Audit settings. Enabling daily, weekly, monthly or periodic scan or “checking for newly added workstations” or enabling a scan-history cleanup becomes simpler by the Scheduled scanning option.



Setting up:

1. *Click on Admin.*

2. *Go to Audit settings.*

3. *Click on "Enable Scheduled scan" and select the preferred scan option from daily, weekly, monthly or periodic.*

4. *Enable the "Check for newly added workstations" and"Enable Scan History Clean up" if needed and save the settings*

Conclusion :

You have now completed the first step in your evaluation process by configuring ServiceDesk Plus.

• Know more about **Incident**, **Problem**, **Change** and **CMDB** from our **ITIL** page.

• To get information on ServiceDesk Plus Training, **click here**

• Find out more about **ServiceDesk Plus Integration.**

On completing this quick configuration of ServiceDesk Plus, if you have any clarifications, please send email to **support-servicedeskplus@manageengine.com** or reach our technical support @ +1 925 965 6300.