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**“Who picked ‘I Can’t Get No Satisfaction’
to be our on-hold music?”**



The **Novell** Integrated
HelpDesk Solution

GroupLink's *everything* HelpDesk®

The Novell Integrated Help Desk Solution



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Brief Demonstration of GroupLink's eHelpDesk



The **Novell** Integrated *HelpDesk Solution*

ZENworks Asset Group Config.

The screenshot shows a web browser window titled "Settings" with the URL `http://localhost:8080/ehelpdesk/managementConsole/managementConsole.gml`. The browser's address bar shows "ps" in the search field. The page header includes the GroupLink logo, "SYSTEM ADMIN", and the date "April 16, 2009" with version "v 9.0-SNAPSHOT". A navigation bar contains icons for home, dashboard, help, and other functions. The main content area is titled "Welcome to GroupLink's everything HelpDesk" and includes a language dropdown set to "English (United States)".

On the left, a sidebar menu lists the following sections:

- Group Management
- User Management
- Scheduler
- KB Management
- Application Configuration
- Asset Tracker
 - Group Configuration
 - ZENworks 10 Configuration
- Dashboards

The main content area shows three tabs: "group 1", "group 2", and "group 3". The "group 3" tab is active, displaying the configuration for "Which Asset Tracker do you want to use to manage Assets in group 3?". The options are:

- eHD's Internal Asset Tracker
- Novell ZENworks 10 Configure
- None

A "Save" button is located below the radio buttons.

The Windows taskbar at the bottom shows the system tray with weather information: "Now: Cloudy, 36° F", "Thu: 45° F", and "Fri: 55° F".



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The screenshot shows a web browser window titled "Settings" with the URL `http://localhost:8080/ehelpdesk/managementConsole/managementConsole.gml`. The page header includes the "GROUP everything HelpDesk" logo, "SYSTEM ADMIN" text, and a navigation bar with icons. The date "April 16, 2009" and version "v 9.0-SNAPSHOT" are displayed in the top right. The main content area is titled "ipDesk" and features a sidebar with menu items: Group Management, User Management, Scheduler, KB Management, Application Configuration, Asset Tracker, Group Configuration, ZENworks 10 Configuration, and Dashboards. The "ZENworks 10 Configuration" section is active, showing the following settings:

- Enable Novell ZENworks 10 Integration:
- ZENworks 10 Base Url: (e.g. http://<servername>/<zenworks>)
- Driver:
- Server Name:
- Database Name:
- User Name:
- Change Password:

Buttons for "Save" and "Test" are located below the form fields. A red asterisk message "* Connection Successful" is displayed at the bottom of the configuration area. The browser's status bar at the bottom shows "Done" and weather information: "Now: Cloudy, 36° F", "Thu: 45° F", and "Fri: 55° F".

ZENworks Asset search on the Ticket

The screenshot shows a web browser window with the URL `http://localhost:8080/ehelpdesk/ticket/edit.glm?tid=7&uo=`. The page title is "Ticket # : 7". The interface includes a header with "Ticket # : 7", "Created : Apr 6, 2009 11:47 PM", and "Submitted by : Jayme Hafen Modified : Apr 14, 2009 12:00 PM". Below the header is a "Work time" field set to "00:00:00" and a "Toggle edit mode" button. The main content area is divided into sections: "Contact Information" (Contact: Daren Lord, Email: dlord@grouplink.net, Phone: 801-335-0724 (Office), Address: (None)), "Ticket Info" (Location: location 1, Group: group 3, Category: c1, Category Option: co1, Assignment: Hafen, Jayme; Priority: High, Status: Assigned Not Updated, Submitted by: Jayme Hafen, Est. Compl. Date: [empty], Asset: 4 (zen asset)), "Description" (Subject: asdfa, CC, BC, Note fields), and "Attachments" (1MB file size limit, Browse... button). At the bottom, there is a "Sub-Tickets" section with "No sub-tickets" and a "New Sub-Ticket" button. The footer contains "Add comment" and "Save Reset" buttons. A red arrow points to the search icon next to the "Asset" field.

ZENworks Asset Search Screen

The screenshot shows a web browser window with the URL `http://localhost:8080/ehelpdesk/ticket/edit.glm?tid=7&uo=`. The page title is "Ticket # : 7" and it was submitted by "Jayme Hafen" at "12:00 PM".

The main content area is titled "Assets" and contains a search form with the following fields:

- Asset Name:
- Asset Type:
- Operating System:

Below the search form are three buttons: "Search", "Clear", and "Reset".

The page displays three sections of asset information:

- Contact's Primary Assets**: A table with one row:

Asset Name	Asset Type	Operating System
WINDOWSXPTEST	Xeon 2330 System	Windows XP Professional
- Assets Contact has Logged Into**: A table with one row:

Asset Name	Asset Type	Operating System
- All Workstations**: A table with four rows:

Asset Name	Asset Type	Operating System
ZEN1	Xeon 3200 System	Windows Server 2003 R2
WINDOWSXPTEST	Xeon 2330 System	Windows XP Professional
CONTACTWISEDEMO	Xeon 2330 System	Windows XP Professional
WINDOWSTEST2	Xeon 2330 System	Windows Server 2003 R2 Enterprise Edition

After clicking ZEN Asset from the ticket

The screenshot shows the Novell ZENworks Control Center web interface. The browser address bar displays the URL: `https://zen1/zenworks/jsp/index.jsp?pageid=workstationDetails&uid=2bb5553c71b3e0f8fabfee33e1b0fce1&adminid=Devices`. The page title is "Novell ZENworks". The navigation menu on the left includes "Home", "Devices", "Users", "Policies", "Bundles", "Vulnerabilities", "Deployment", "Reports", "Configuration", and "Asset Management". The "Workstation Tasks" section lists various actions like "Assign Policy", "Assign Bundle", "Wake up Device", etc. The "Frequently Used" section shows "windowsxptest".

The main content area displays the details for the workstation "windowstest2". The breadcrumb navigation is "Devices > Servers > windowstest2". The workstation name is "windowstest2". The tabs include "Summary", "Inventory", "Relationships", "Settings", "Content", "Statistics", and "Vulnerabilities".

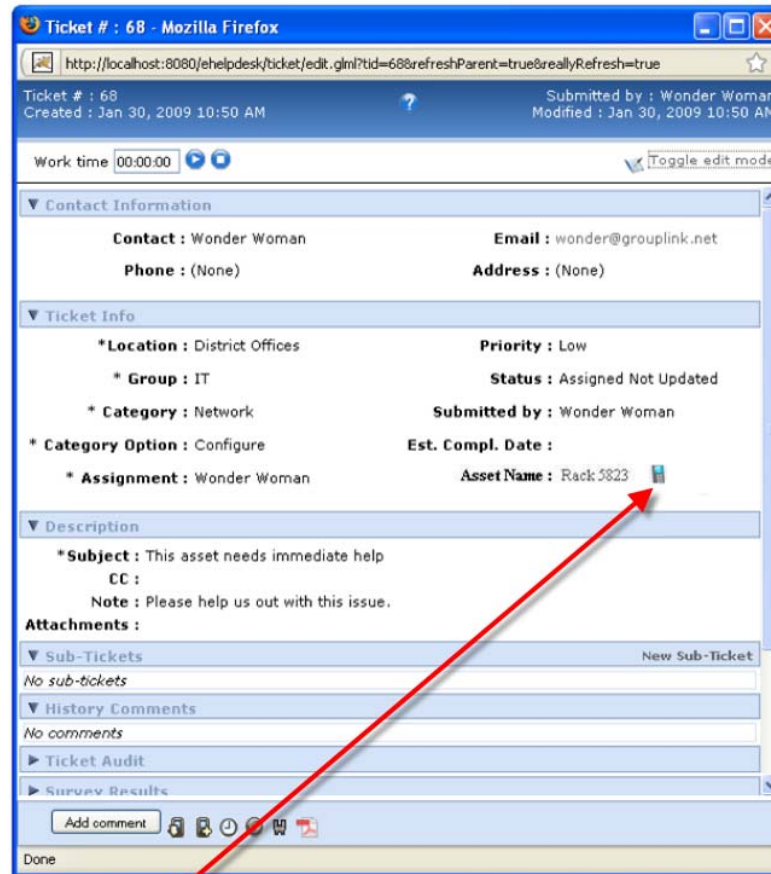
The "General" tab is active, showing the following information:

- Alias: windows:est2
- Host Name: WINDOWSTEST2
- IP Address: 10.10.2.71
- Last Full: 10:46 AM
- Refresh:
- Last Contact: 10:46 AM
- ZENworks Agent Status: Unable to connect through IP Address or Host Name
- Operating System: Microsoft Windows Server 2003 R2 Enterprise Edition 5.2
- System: 2 3790
- Number of errors not acknowledged: 0
- Number of warnings not acknowledged: 0
- Primary User: (Pending: the system is automatically determining the primary user)
- Owner: (Edit)
- Serial Number: 2bb5553c71b3e0f8fabfee33e1b0fce1
- GUID: 2bb5553c71b3e0f8fabfee33e1b0fce1
- Department: (Edit)
- Site: (Edit)

Other sections on the right include:

- Upcoming Events:** 4/16/09, Refresh button, Type Name, Time, Click refresh to see upcoming events.
- Logged In Users:** Advanced, Name, In Folder, No items available.
- Imaging Work:** Advanced, Scheduled Work: None.
- Applied Image Files:** None, Type Name, No items available.
- Agents:** Name, Version, Bundle Module (10.1.2.0), Content Distribution Point (10.1.0.0), Inventory Module (10.1.2.0).

ZEN Asset on ticket (non edit mode)

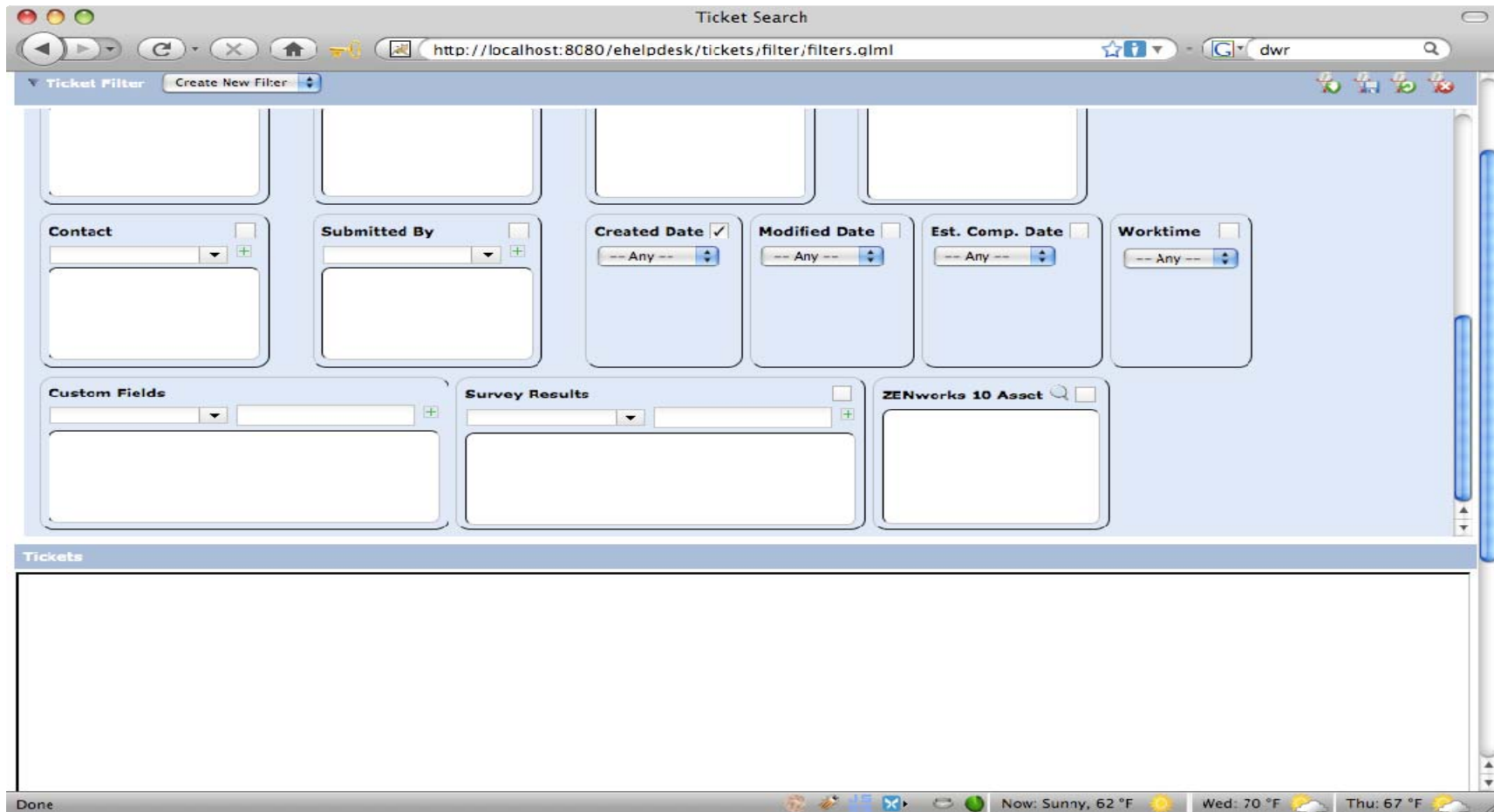


Click this icon is to launch the ZENworks 10 Remote Control (when in Non-Edit Mode) from the ticket screen

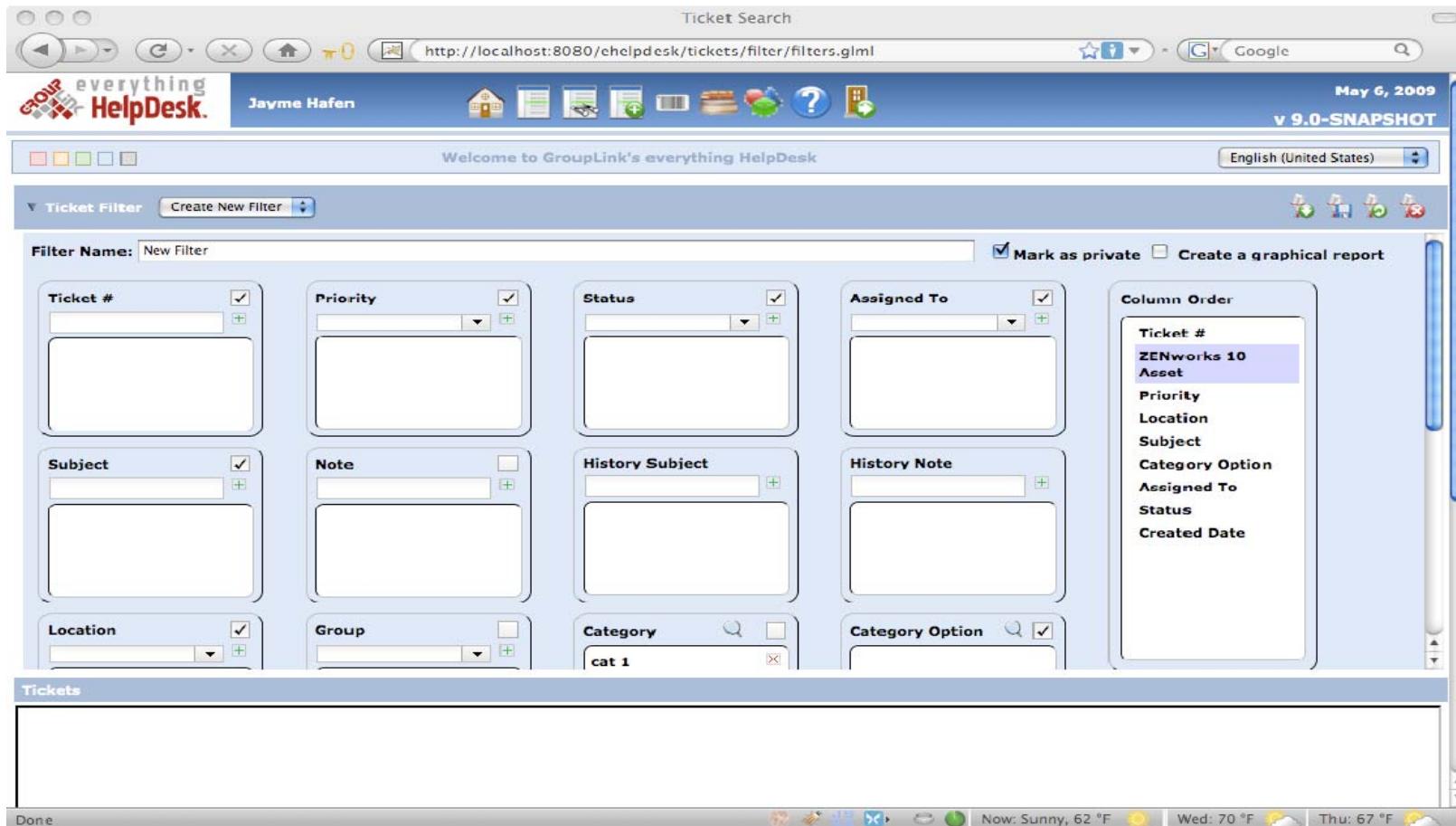


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ZENworks 10 Integration



ZENworks 10 Integration





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Ticket Filter with ZEN Asset info

The screenshot displays the GroupLink everything HelpDesk interface. The browser address bar shows the URL `http://localhost:8080/ehelpdesk/tickets/filter/filters.gml`. The user is logged in as Jayme Hafen. The interface includes a navigation bar with the GroupLink logo, user name, and date (May 6, 2009). Below the navigation bar, there is a "Ticket Filter" section with a "Create New Filter" button. The main content area is titled "Tickets" and contains a table of tickets. The table has columns for Ticket #, ZenAsset, Priority, Location, Subject, Category Option, Assignment, Status, and Created. The table lists six tickets, all assigned to Jayme Hafen. The interface also includes a "Delete Selected Tickets" button, an "Assign Tickets To:" dropdown, and an "Export: Excel | PDF" option. The bottom of the page shows "Page 1 / 1" and "Records [1 - 6] / 6".

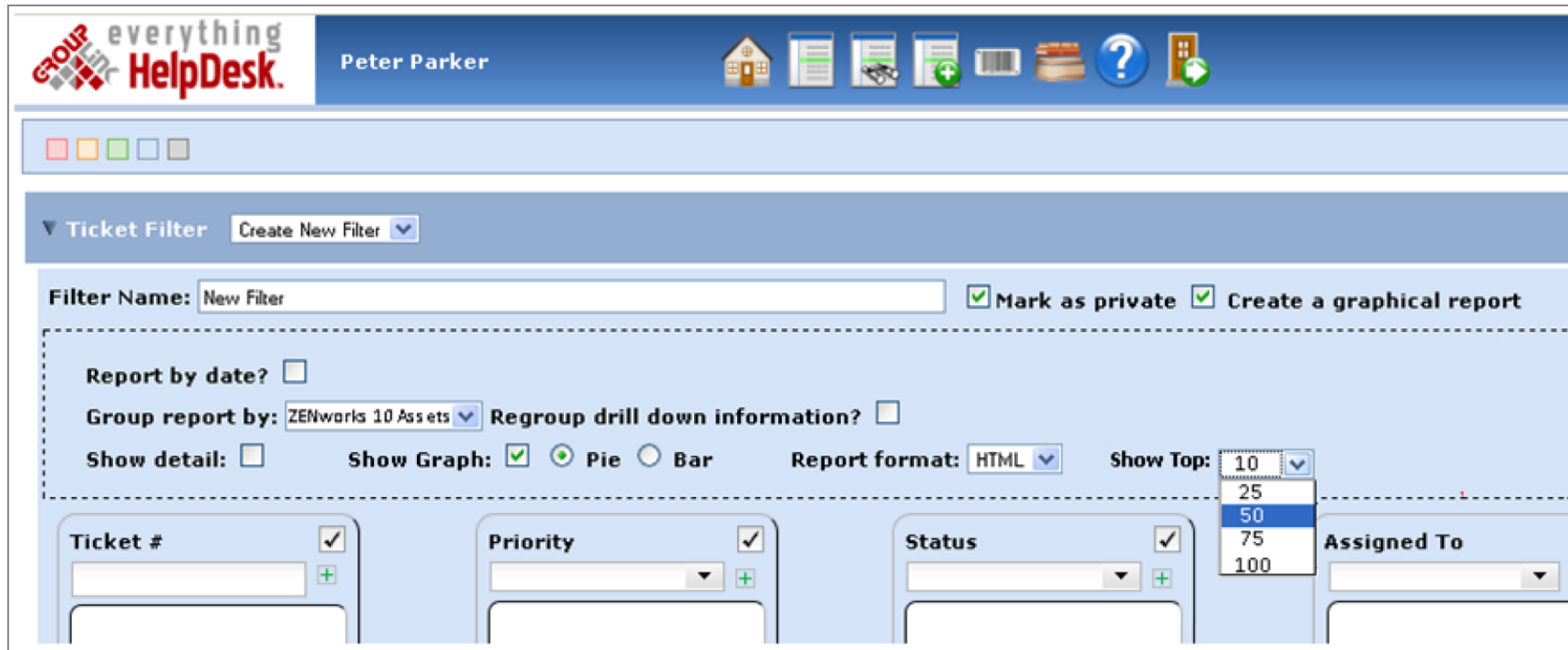
Ticket #	ZenAsset	Priority	Location	Subject	Category Option	Assignment	Status	Created
4	ZEN1	High	location 1	test	co1	Jayme Hafen	Assigned Not Updated	Mar 25, 2009 1:57 PM
5	WINDOWSXPTEST	High	location 1	asdfasdf	co1	Jayme Hafen	Assigned Not Updated	Mar 25, 2009 2:27 PM
7	PRODUCTNIELSON	High	location 1	asdfa	co1	Jayme Hafen	Assigned Not Updated	Apr 6, 2009 11:47 PM
18	PRODUCTNIELSON	High	location 1	dfasdf	co1	Jayme Hafen	Assigned Not Updated	May 6, 2009 12:10 AM
21	ZEN1	High	location 1	test1	co1	Jayme Hafen	Assigned Not Updated	May 6, 2009 11:58 AM
22	ZEN1	High	location 1	test2	co1	Jayme Hafen	Assigned Not Updated	May 6, 2009 12:00 PM

ZENworks 10 Integration

The screenshot displays a reporting configuration interface. At the top, there is a 'Filter Name' field containing 'New Filter' and two checked checkboxes for 'Mark as private'. Below this, there are several configuration options: 'Report by date?' with an unchecked checkbox, 'Group report by:' with a dropdown menu currently showing 'Technician', and 'Regroup drill down information?' with an unchecked checkbox. The 'Group report by:' dropdown menu is open, listing the following options: 'Group', 'Location', 'Category', 'Category Option', 'Technician' (highlighted), 'Priority', 'Status', and 'ZENworks 10 Asset'. To the right of the dropdown, there are radio buttons for 'Pie' and 'Bar', with 'Pie' selected. Further right is a 'Report format:' dropdown set to 'HTML'. Below these options are three columns for report filters: 'Ticket #', 'Priority', and 'Status', each with a dropdown menu and a checked checkbox.

Additional reporting options which include ZENworks 10 Asset searches

Filter to view troubled Assets



The screenshot shows the 'Ticket Filter' configuration page in the Novell HelpDesk interface. The user is logged in as Peter Parker. The filter name is 'New Filter'. There are checkboxes for 'Mark as private' and 'Create a graphical report', both of which are checked. The 'Report by date?' checkbox is unchecked. The 'Group report by:' dropdown is set to 'ZENworks 10 Assets'. The 'Regroup drill down information?' checkbox is unchecked. The 'Show detail:' checkbox is unchecked. The 'Show Graph:' section has 'Pie' selected. The 'Report format:' dropdown is set to 'HTML'. The 'Show Top:' dropdown is open, showing options for 10, 25, 50, 75, and 100, with 50 selected. Below the configuration, there are input fields for 'Ticket #', 'Priority', 'Status', and 'Assigned To', each with a checkmark and a plus sign.

View Troubled Assets Reports. Includes the option to show the top 10, 25, 50, 75, or 100 troubled assets



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www.grouplink.net/forms/EMEA