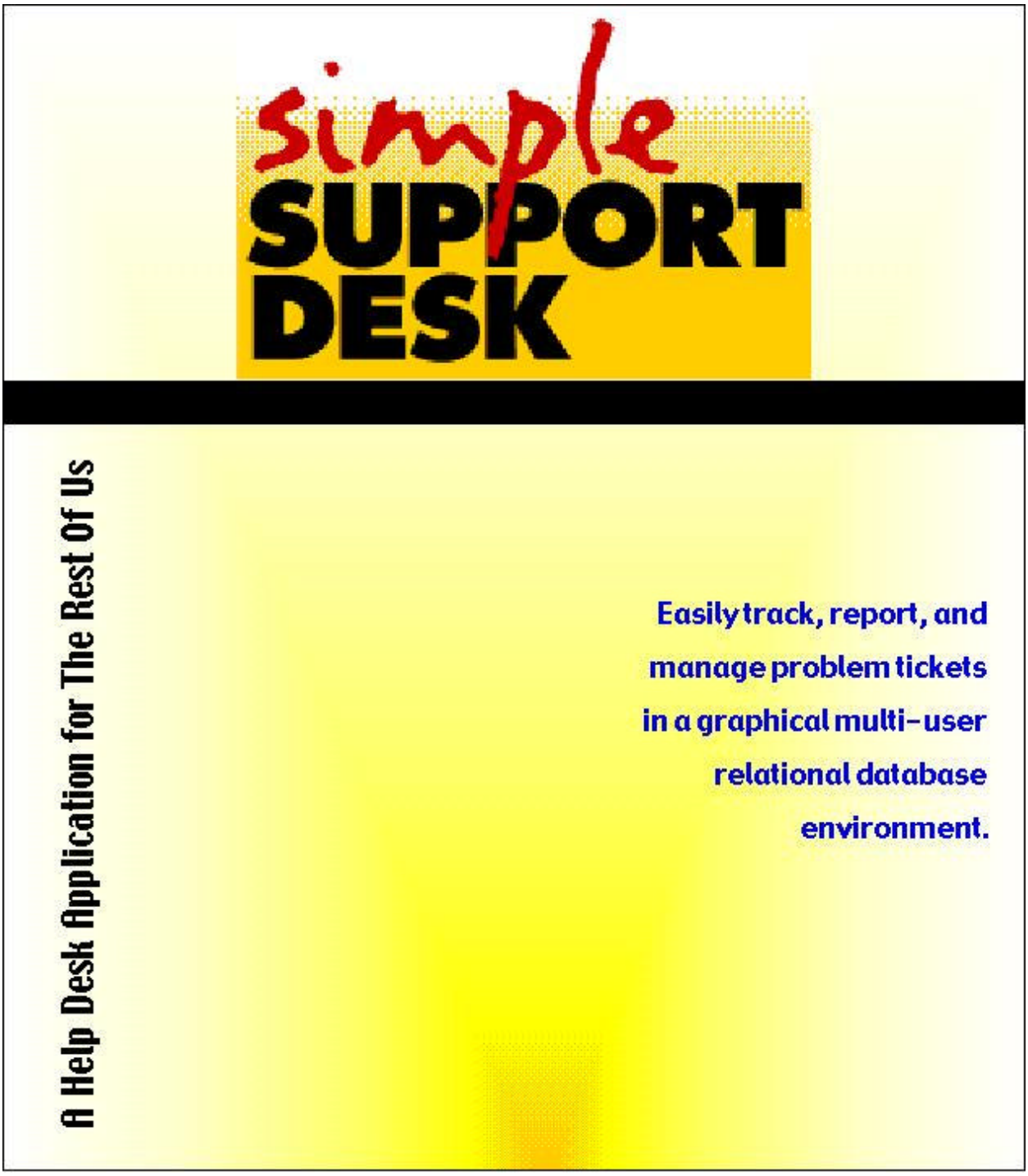

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Simple Support Desk (SSD)

Administrator's Manual

The Simple Support Desk System Administrator installs the software, configures field names, configures popup lists, and adds users to the system. SSD ships with just one user defined to the system:
first name : ssd
last name: admin
password: admin

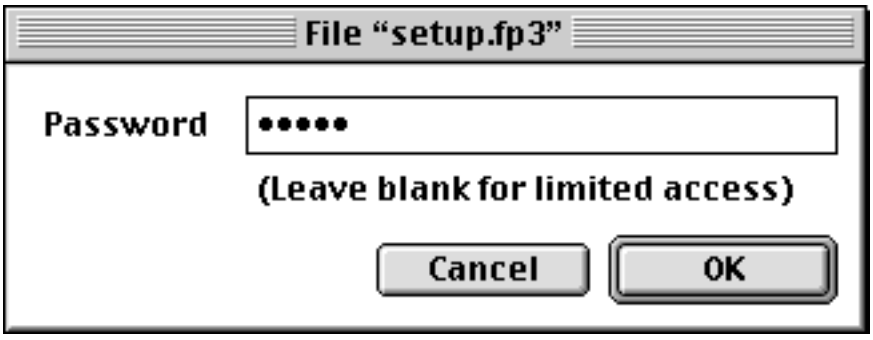
You are encouraged to modify the password to something a bit more secure.

All of the system configuration is stored in the setup.fp3 file in the 'UtilDBs' folder. Users other than the administrator cannot modify this file. In fact, if they try to open it, they'll see a 'denied access' message. It should only be necessary to modify the setup file once, before the system is used in a production environment.

System Setup

Begin by opening setup.fp3: Double-click the setup-fp3 icon

while holding down the option key. The following dialog will display:



Type 'admin' (without the quotes) and click OK.

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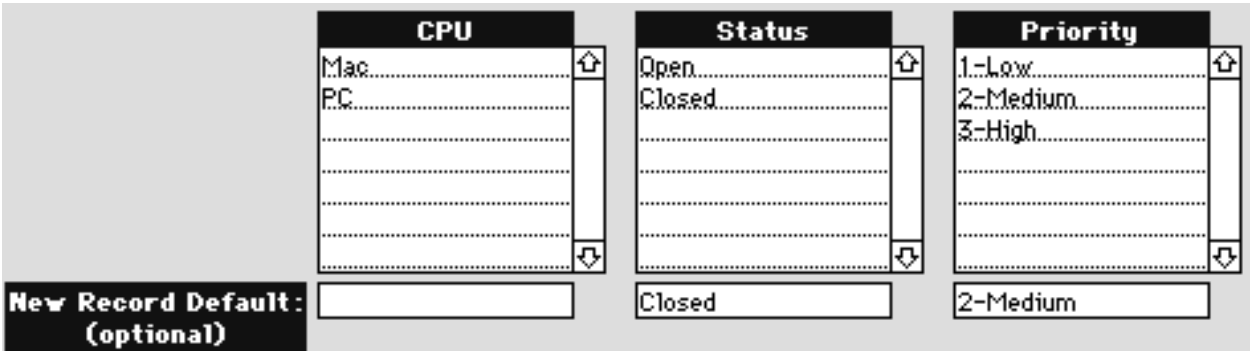
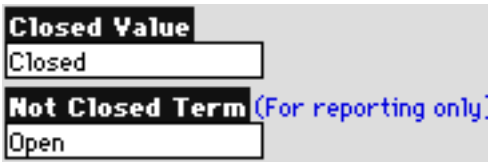
The first Lists layout displays. The administrator assigns values to popup lists which display during data entry for a problem. For CPU, Status, and Priority, enter a return-delimited list of values to be selected from during data entry. In the 'New Record Default' field for each list, optionally enter the text which should appear automatically when a new record is created.



The value typed into the Closed Value field is the Status which marks a problem as 'finished'. This is the value entered into the status field by the system when the user clicks the button labeled 'Mark this problem as closed' on the data entry screen.

For reporting purposes, a 'Not Closed Term' should be entered. This data will be a label on reports showing all problems which are not the closed value.



Click to display the second Lists layout.
Data entry in this layout is similar to the first list layout. There are two user-defined fields to which the administrator can assign labels. Click in the label field (i.e. user-defined1) to type over the data with your desired field label.

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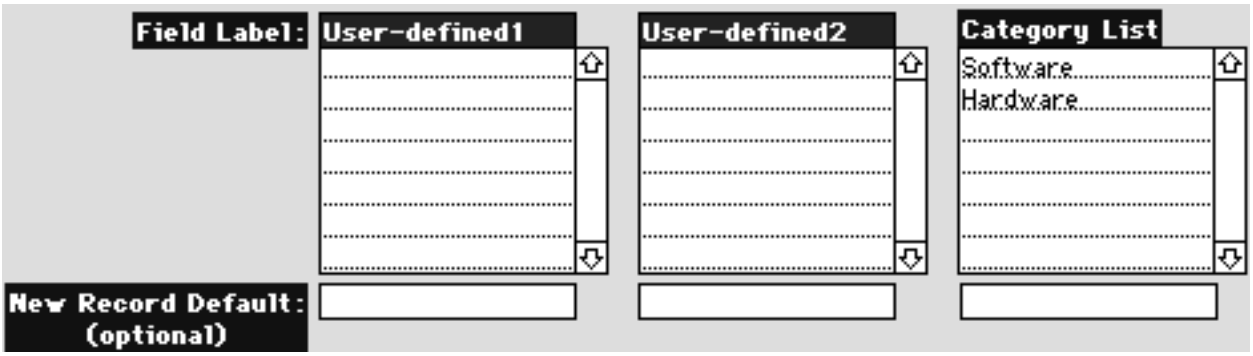
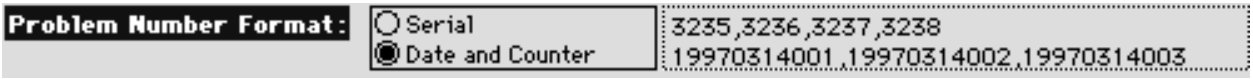
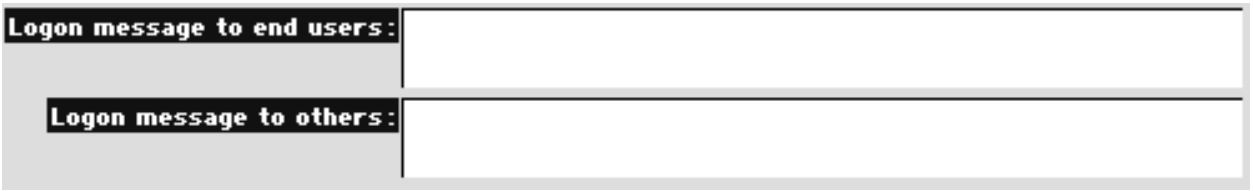


Click to display the Global Options layout.
The Problem Number Format may be set to either 1) a one-up serial number or 2) a one-up number appended to the date. In addition, a prefix may be assigned to problems based on the user entering the problem (see User record maintenance for more info).



The ‘Logon message to end users’ field is text you may enter which will displayed everytime an end-user (customer) logs on to the system.
The ‘Logon message to others’ field is text you may enter which will displayed everytime a data entry user logs on to the system.



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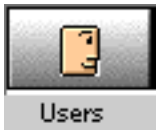
Adding Users

To add/modify users (data entry and end-users) to the system, click 

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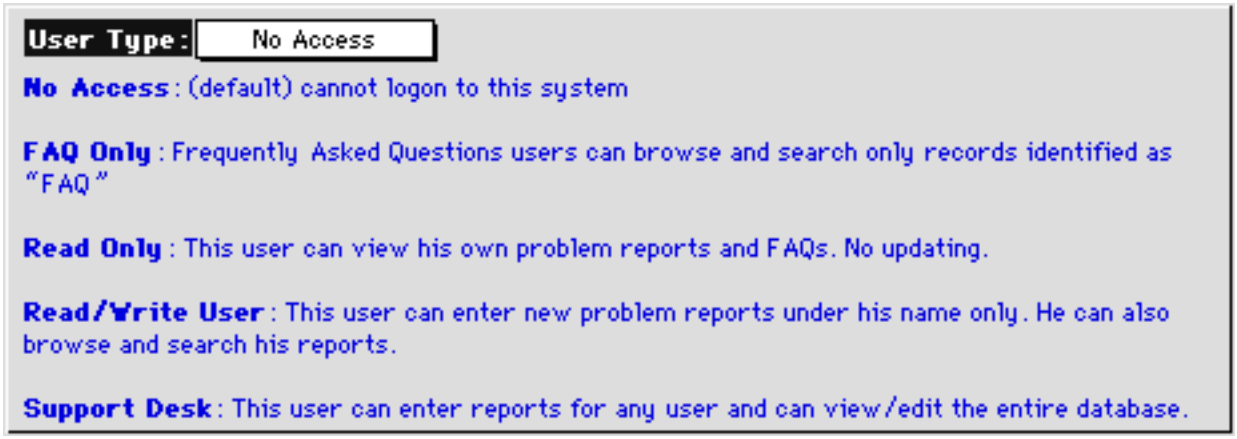
Identify the type of user. Note that the 'No Access' user is one who has calls logged (has called in) but cannot directly logon to the system.



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Misc

Most installations will want to keep the date entered and time entered fields in SSD unmodifiable. If they are modifiable by the people entering data, they could easily skew performance results based on elapsed resolution time. However, there will be cases where it is desirable to be able to modify these fields. The way this is implemented is via a special password. To be able to modify date and time fields, Open the system as normal while holding down the option key, type in special as the password. Then logon as normal. You'll then be able to modify those fields.

SSD Support

Email is the preferred method of contact, but phone calls are also accepted.

Contact:

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http://www.stepupsoftware.com/
214-352-9424