Introduction

Introduction to **AccessAble Help Desk Professional Edition**©.

This is version 2.5 of **AccessAble Help Desk Professional Edition**©. The program consists of both a comprehensive windows application and web interface composed of .asp (Active Server Pages) and .HTML templates. The program is intended to provide a comprehensive, yet easy to learn and use, way to record, update and report on IT Help Desk issues. If using the web interface, your users will be able to submit request via support via browser.

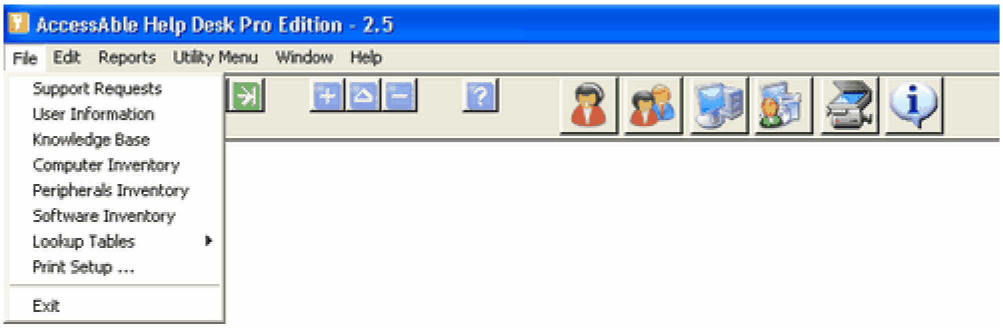
My emphasis on this release has been to make data entry even easier and to also improve the many reports included with the program. I have been at this for several years and have yet to write the perfect program - so if you have any problems or find anything wrong as you evaluate the program you would do me a kindness if you email me at dennis@lnsoftware.com or dbandsons@aol.com with your findings. In fact, many of the improvements in this version are the direct result of emails from registered users. There have also been changes to the web page interface, but I think if you have used an earlier version you will find the windows application has changed the most.

I am already making a list of changes for the next version. While this is a "dot rev" I believe it is the best version yet. While maintaining database compatibility back to version 2.0

In version 3.0 I plan on making some structural changes to the database. For example, I will be adding fields to the main files to allow for "linking" a document to a record. This would mean if you had a file in .doc, .pdf or other file format that related to a record in the database you would have a hyperlink that would launch the related file with the appropriate application for that file extension. I have other changes in mind for the next release but that is months away at the earliest today.

Main Menu

This is the main menu for AAHD Pro Edition 2.5.



Starting at the far left are drop down menus beginning with the File menu. This is a good place to start. The menu options here begin with the main files, the files you will be using most often, followed by the lookup tables. In order to speed data entry, lookup tables are used at many places in the program. Selecting a value from a drop down list is much quicker than typing a frequently used value over and over again. Also when some selections are made from a drop down list, other values are "looked up" and filled in from the lookup tables.

After the File Menu is the normal Edit menu, followed the Reports drop down menu. Now, there are two kinds of reports. The standard reports are compiled into the application and can be filtered using the Query Wizard. For those that use Microsoft's Excel there are also spreadsheet wizards which let you define, and query, layouts which will then export the data to an Excel Spreadsheet. I include with the Standard reports Custom Report Wizards which let you create simple list style reports. There is a limitation with report wizarded reports - if the data for a field will take more than 8 lines to display, the data in the report will be truncated, dropped off the report. The other kind of reports are provided in Crystal Reports 9.0 format and the install will include the runtime files required to print and export these reports. These CR Reports cannot be filtered using the Query Wizard. However, if you have a full version of Crystal Reports you can modify these reports, or create your own reports using the AAHDPRO2 DSN. I have included a menu option to let you browse to a file location from within the program so you can run any of your own created reports.

After the Reports drop down menu is a Utilities menu option. This menu will let you select a Color Scheme, Set up and test SMTP if you will be emailing request updates, and options for importing data from CSV formatted files.

Next are drop down menus for the Windows you have open, and the Help menu options.

Installation Notes

The default installation should be accepted in most cases. However, if you have the full version of Crystal Reports installed, you might want to choose the custom installation and deselect the runtime files. Also, if the computer you are installing the program on will NOT be also serving the web pages, you might want to de-select the web pages installation.

When multiple technicians will be using the program in shared mode, it will be necessary for them to move one of the aahdpro2.mdb files to a location on a common server. Then, using the ODBC Applet in control panel, they will each need to modify the DSN AAHDPR02 to point to the location of the shared database - aahdpro2.mdb

The default installation will place the database file in c:\inetpub\wwwroot\aahdpro2 - the data file format is the same for all versions of AccessAble Help Desk Pro Edition 2.0 thru 2.5 - Changes may be made to the database structure whenever I release version 3.0.

While the windows application and the Crystal Reports use the ODBC DSN to connect to the database, the web interface uses a DSN-Less connection as specified in the common.asp file - please see the section on the web interface for more information on setting up and using the web pages. While you can use any HTML editor to modify the .html pages, I recommend using only Notepad.exe to edit the .asp pages. You will need at least to make some changes to the common.asp file - especially if the database is not going to be in the expected directory - c:\ineptub\wwwroot\aahdpro2

Because I can't know the IP address of host name of your web server, I have the server url as localhost. So, open the file common.asp and look for the line below. Replace localhost with your server ip address, or maybe domain name:

```
ServerURL = "http://localhost/aahdpro251a/"
```

The database connection is also set in the common.asp file, so look for and modify if needed the lines below in the common.asp file:

```
ConnectionString = "Provider=Microsoft.Jet.OLEDB.4.0;User ID=Admin;Data
Source=C:\Inetpub\wwwroot\aahdpro2\aahdpro2.mdb;Persist Security Info=False"
User = "Admin"
Password = ""
```

In some of the web pages, I have lines which would enable the automatic sending of email using CDONTS (I kind of prefer ASPEMAIL myself, but you will have to check it out). CDONTS works fine on Windows 2000 but not so with Windows XP. Lines where CDONTS are called would need to be modified. Anyway, I have remarked out with a single quote '
lines which would send email If you want to try sending email from the server, you would remove the single quote and put in your email address instead of dennis@lnsoftware.com

First, the section below is from the createaccount_events.asp file:

```
'    With CreateObject("CDONTS.NewMail")
'        .From = ("dennis@lnsoftware.com")
'        .To = UsersRecord.Email.Text
'        .Cc = ("dennis@lnsoftware.com")
'        .Subject = ("Your Account has been created")
'        .Body = ("Your Login Name is: ") & UsersRecord.WebLogin.Text & (" and your password is:
") & UsersRecord.WebPassword.Text
```

```
'       .BodyFormat = 0
'       .MailFormat = 0
'       .Send
'   End With
```

The above would send an email to the person who created the account with their login name and password for the web pages.

Next, you might want to try the CustomerRequestRecord_events.asp page:

```
'   With CreateObject("CDONTS.NewMail")
'       .From = ("Dennis@lnsoftware.com")
'       .To = Requests.EmailAddr.Text
'       .CC = ("Dennis@lnsoftware.com")
'       .Subject = ("Your Request Has Been Received.")
'       .Body = Requests.Details.Text
'       .BodyFormat = 0
'       .MailFormat = 0
'       .Send
'   End With
```

This is intended to send an email to the person requesting support as well as hard coded email address (you or a staff member) when a request is submitted.

You will want to be sure to always keep backup copies of the .asp/.html pages before making any modifications. If you need help, send email to dennis@lnsoftware.com

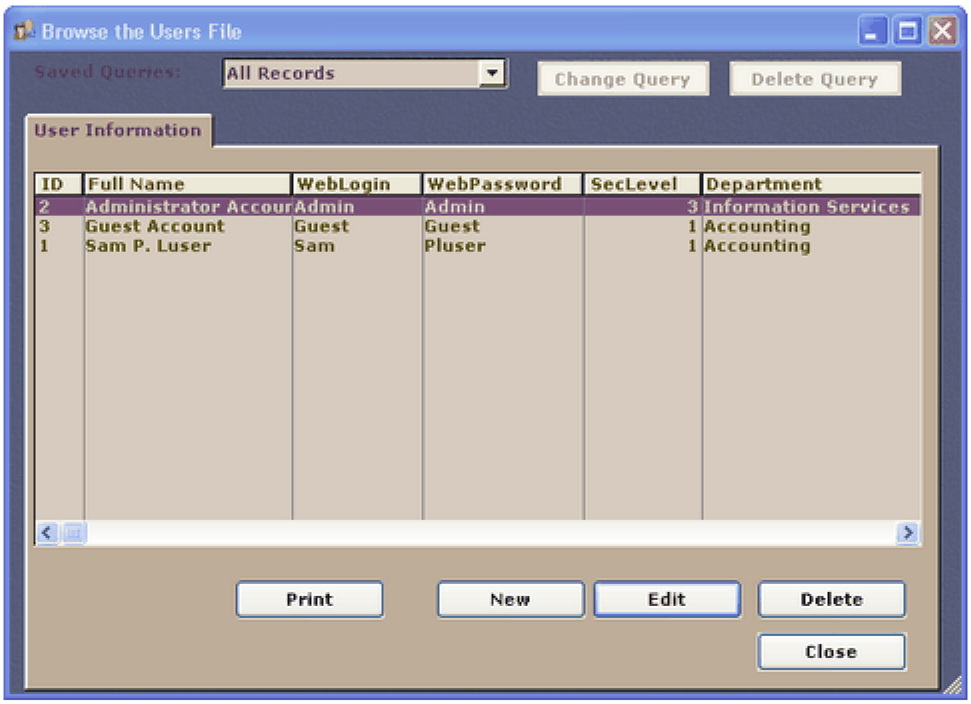
Browse User Information

Browse the Users File

This screen is used to view user information. It shows User information in rows and columns like a spreadsheet.

At the top of the screen is drop down list box. This allows you to select a previously created query, or you can select All Records to remove a Query filter, or you can select Custom Query to create a new Query from scratch. Buttons next to the drop down list let you change or delete the selected Query.

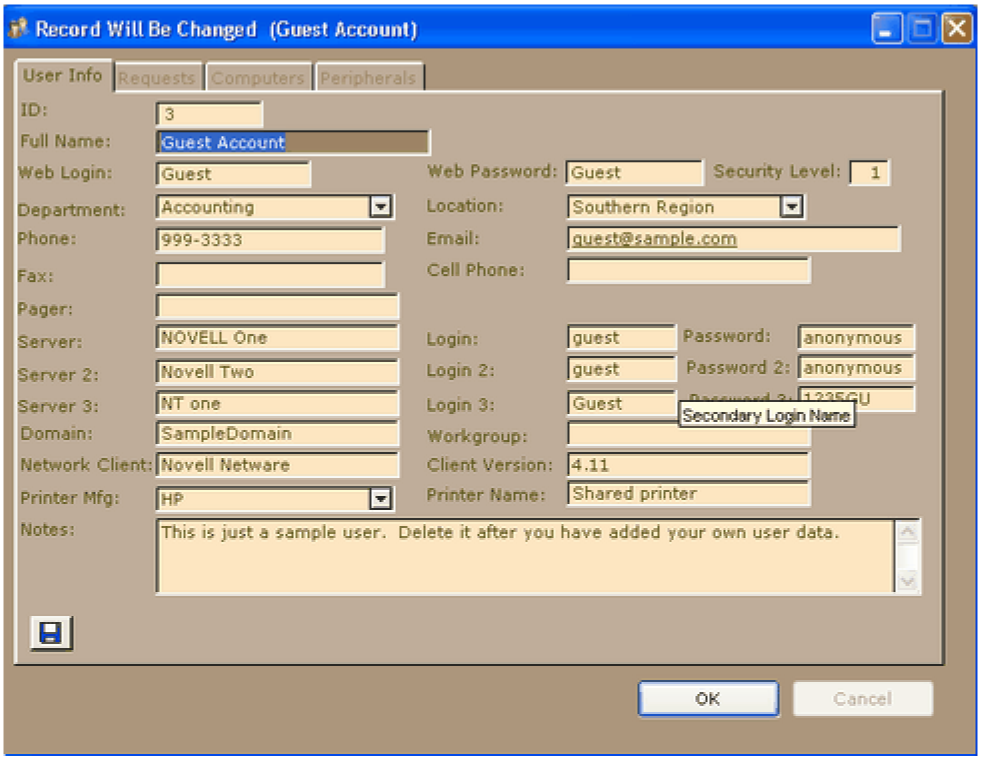
Buttons at the bottom of this screen let you Add a new record, Change the selected record, or Delete the selected record.



Update Users

Update the Users File

This screen is used to add a new user record, or to change an existing record. A unique UID field will be incremented by 1 each time you add a new user record. The FullName field is used in many placed in the program to let you select the user from a drop down list. Web Login and Web Password fields are important if you will be using the AAHD Pro Edition web interface to allow users to submit requests for support via browser and view their requests. A Security Level field defaults to 1 for a new user, and this is also used by the web page interface. If a user tries to access a web page that has a higher security level that defined here will be returned to the Login screen so they can login as user with the appropriate security level.



The Department and Location fields can be quickly selected from the drop down list boxes. If you have not already set up the Lookup table for Department and Location, you can type a new value in the list box and it will be added to the lookup table. The phone number field may be just an extension if you are using AAHD Pro Edition to support only local users. The email address is important if you will be using the SMTP Email features when updating a request. That feature allows you to have an email to sent to the user which will have their request as the subject of the email and your action taken or planned as the body of the request. The email will be sent to the email address in this field.

In addition to the phone number field, I have provided additional fields which you may want to use - or not. These are for the user's Fax number, Cell phone, and pager numbers.

If providing internal IT support for users, forgotten login names and passwords can be a common source of support requests. I have provided 3 sets of fields or recording a server name, login name and password for each user. Many will find this useful. If you do not, simply leave those fields blank.

I have also provided optional fields for windows domain and workgroup as well as for recording the network software and client version the user may have installed. You may also record the manufacturer of the printer the user may connect to as well as a printer name (you may prefer to record this on the Peripherals tab for the selected user, especially if the user has more than one printer available to them.

Finally a Notes field is provided to let you record any additional information you may want to record about the user.

Clicking the OK button would save any changes and close the form. However, with the release of version 2.5 I have added notebook style tabs to show the Requests, Peripherals and Computers related to each user. So, if you want to add a user record, but keep the form open so you can then click on the tab to record a request, for example, a button with a disk icon is provided. Clicking this button will save the changes to the record, but keep the screen open so you can then click on one of the related tabs to update "child" records.

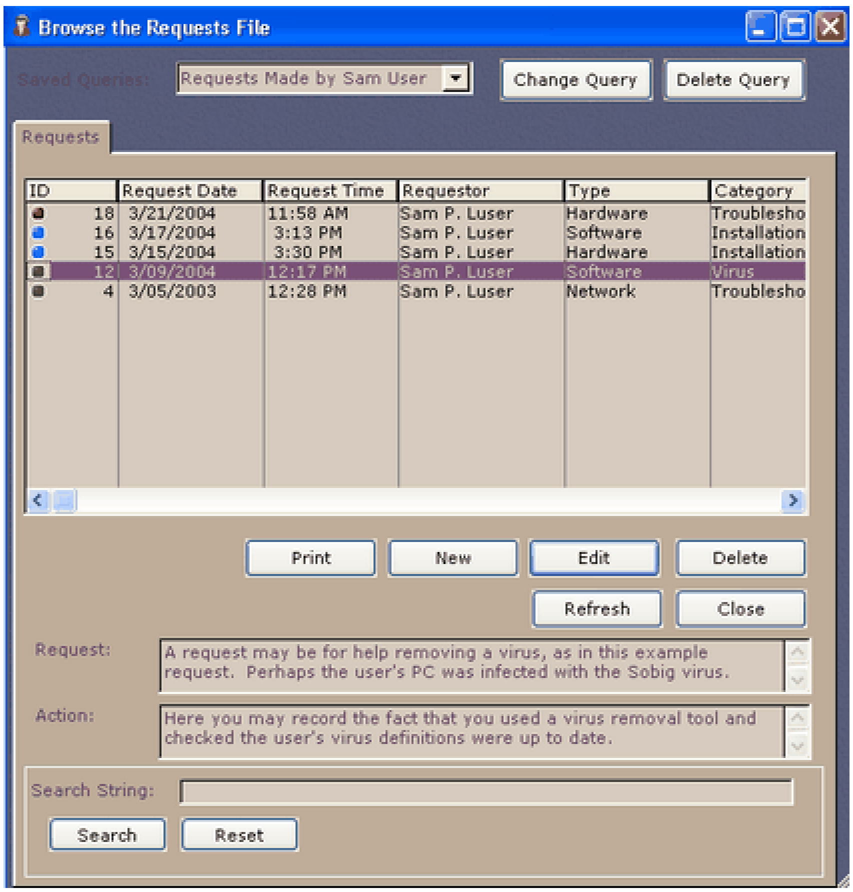
There is an advantage to updating Requests, Computers, or Peripherals from the User Record form instead of the browse screen for either of these. When you click the Insert button to add a new record, the currently selected user's information will be pre-filled with the new record. This will save the extra step of selecting a user from a drop down list. It may also be handy to see a list of all a user's requests at a glance when adding a new request. You may also quickly check to see the user's computer configuration if a request is hardware related.

Browse Requests

Browse the Requests File

This is the screen you will use most often. It shows support requests in rows and columns like a spreadsheet.

At the top of the screen is drop down list box. This allows you to select a previously created query (in this example I am using a Query to limit records displayed to a specific user), or you can select All Records to remove a Query filter, or you can select Custom Query to create a new Query from scratch. Buttons next to the drop down list let you change or delete the selected Query.



The columns displayed begin with an automatically generated number for each request. A color coded icon will let you see the status at a glance. Requests with a status of New have a Red icon. Requests with a status of Complete have a Green icon. Requests with other statuses will have a blue icon.

The ID field is followed by the Request Date and Time, the Requestor, Type and Category of Request and so on. With the exception of the ID field (the default sort field) you can reorder the records by clicking on a column header. You can also move columns left or right (one column at a time) by clicking on a column and dragging it.

Many other options are available when you "right click" on a cell in a column.

The Print button will preview a full page report of the selected request. The New button will open an update form for you to add a new record, while the Edit button will display the selected record. The Delete button will remove the selected record from the database.

The Refresh button will check the database to see if records have been added or changed by another user on the network using the Windows application, or by someone using the web interface.

The Close button will close the browse screen.

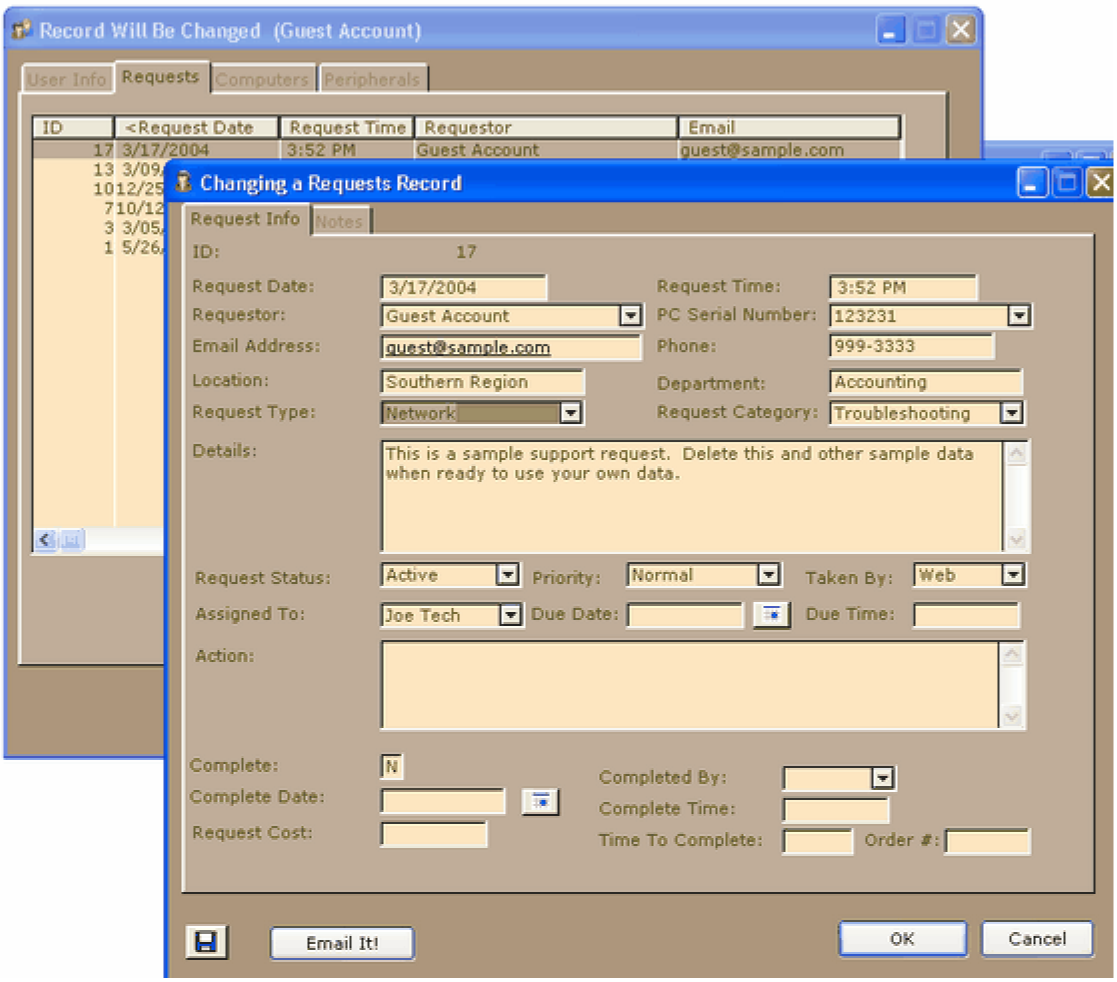
As you navigate through the records in the browse screen, the Request and the Action fields are displayed in large boxes so you can "preview" the record without opening the request form.

A Search String let's you search for a word, phrase or part of a work. When you click the Search button the browse screen will be filtered to show only records with that "string" somewhere in the database. Click the Reset button and the filter will be removed to show all records. This will not work on date or time fields, only text fields.

Update Requests

Update the Requests File

This screen is used to add or update support requests. The screen is like a fill in the blank style form.



When you are adding a new request, an ID will be generated automatically and the current date and time will be used to fill in the Request Date and Request Time fields. If adding a request from the Update User screen, the user information will already be filled in for you. If this screen is called from the main Browse Requests screen, when you select a user name from the drop down list, relevant information about the user will be pulled in from the user table. If you are adding a request for a user that has not been created, you can just type the user's full name in the list box and the Update User form will be popped up to let you add the user information "on the fly".

If the request is computer specific, you may want to select the Serial Number of the PC from the drop down list.

Next, select the Request Type and Category from the drop down list boxes (or enter new values if the type and category lookup tables have not already been set up.

You may now enter the details of the request in the large box provided for that purpose. (NOTE: if you are using the web interface you may only be updating records, the adding of requests would be done by the end user via the web pages.)

The Status will default to New - you can use the drop list to change this value, and the priority will by default be Normal. These two drop lists are looked up from the Status and Priority tables.

The Taken By, Assigned To and Completed By fields are all populated from the Technicians Table. You may use these fields however you like.

If desired you can use the pop up calendar to enter an optional due date, and can also record a time due.

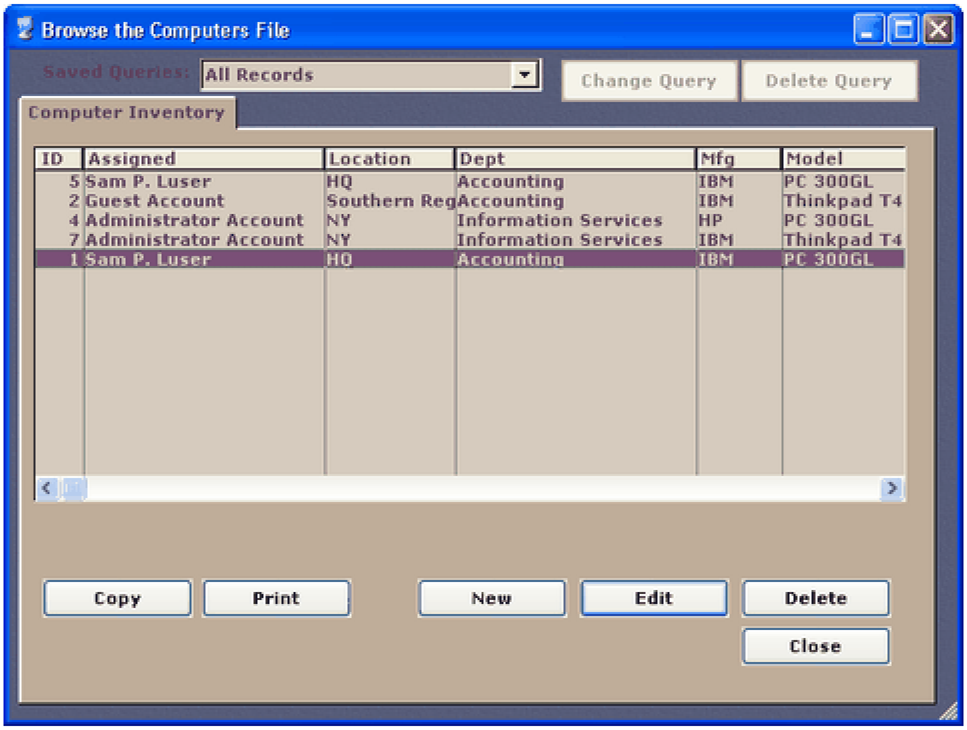
The Action field is where you record the action taken or planned to satisfy the request. After you complete a request you can enter the date and time completed. A Y or N can be entered in the Complete field. This field is just provided for those that wanted a quick field to search on when creating queries. Others may just use the Status field to indicate whether a request is Complete - or not.

The final three fields on this screen are all optional, but provided in case you wanted to use them. These are for recording a Cost associated with the request, a non-calculated Time Required field, and an Order Number field for those who want to use a number or identifier other than auto generated ID field.

The buttons on the bottom of this field are important. The button with a diskette is to Save the Record, but leave the form open. The OK button saves the record, and closes the form, while the Cancel button closes the form without saving the changes. The Email It buttons is used by those who have setup their SMTP settings and want to send an email which includes the Request as the Subject and the Action Taken or Planned as the body of an email sent to the requestor. If you update a requests, but click the Email It button before clicking the diskette button the email will not include your updated Action field. If you have set up the SMTP settings correctly, and click the Email It button, there will be a slight delay while the message is emailed - then the browse screen will close.

Browse Computers

Browse the Computers File



This screen is used to view computer information. It shows computer information in rows and columns like a spreadsheet.

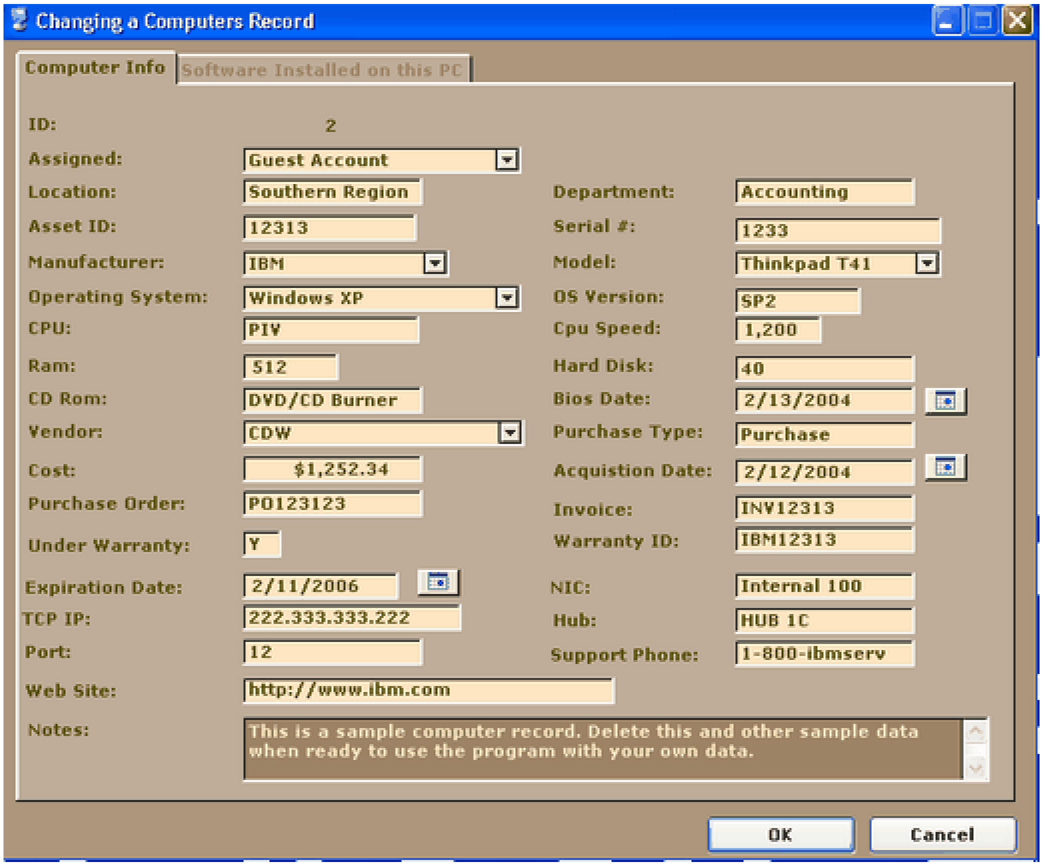
At the top of the screen is drop down list box. This allows you to select a previously created query, or you can select All Records to remove a Query filter, or you can select Custom Query to create a new Query from scratch. Buttons next to the drop down list let you change or delete the selected Query.

Buttons at the bottom of this screen let you Add a new record, Change the selected record, or Delete the selected record. A Copy button will create a duplicate record, just changing the ID field. This may be helpful if you want to modify a similar record, to just change the assigned user or a few other fields. A print button will print a full page report of the selected record.

Update Computers

Update the Computers File

This screen is used to add or update information about a computer.



When you select the person assigned the computer, the Location and Department fields will be filled in for you based on the user record. You can then record an Asset ID and Serial Number. The Manufacturer, Model and Operating System fields can each be quickly entered using the drop down list boxes. You may want to also select the version of the Operating System, Service Pack level, for example. A character field is provided to let you enter the CPU type (Pentium, PIII, etc) and a numeric field is provided to let you record the CPU speed of the computer. Numeric fields are also provided to let you enter the amount of installed RAM and the size of the Hard Disk Drive. A character field will let you record information about the CD in the computer, such as CD/RW, DVD, etc. The BIOS Date can be entered manually or by using the Calendar popup.

You can quickly select the Vendor from the drop down list box. You can then enter the purchase (or lease) type and the Cost. Another popup calendar is provided to let you quickly enter the date acquired. You may also record the purchase order and invoice type. If the computer is under warranty you can enter a Y in the box and also enter the Warranty ID and the Expiration Date of the warranty.

The NIC, TCP IP, and Hub fields are provided for those that want to record this information about a computer. I have also provided fields to let you record the support phone number and web site as well as any notes about the computer.

The notebook style tab lets you see the software installed on the computer. A button with a diskette is provided to let you save the computer record, without close the form. This may be useful if you want to add software records for the just created computer record. Otherwise, clicking the OK button will save the record and close the form.

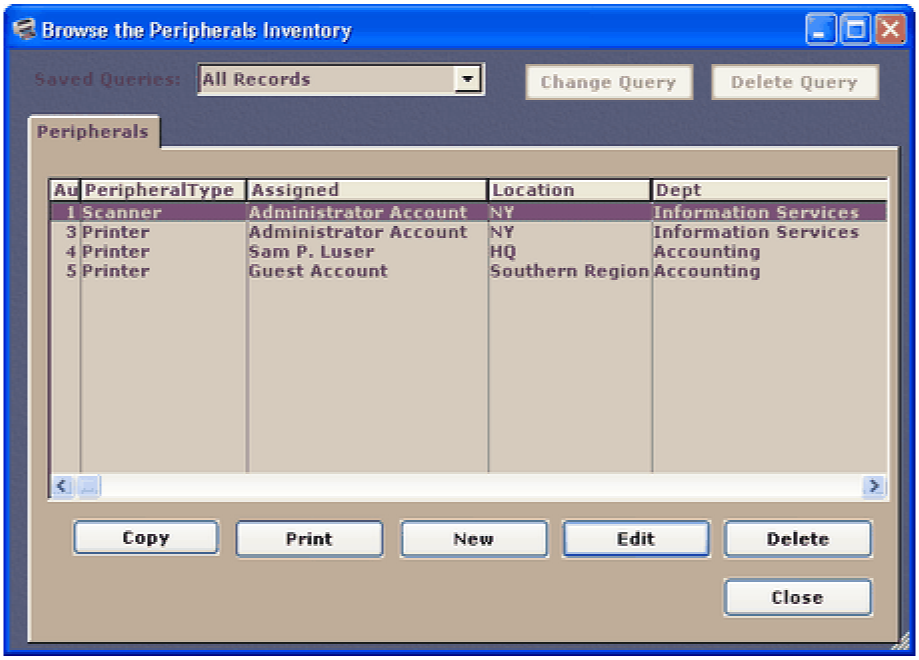
Browse Peripherals

Browse the Peripherals File

This screen is used to view peripherals information. It shows peripheral information in rows and columns like a spreadsheet.

At the top of the screen is drop down list box. This allows you to select a previously created query, or you can select All Records to remove a Query filter, or you can select Custom Query to create a new Query from scratch. Buttons next to the drop down list let you change or delete the selected Query.

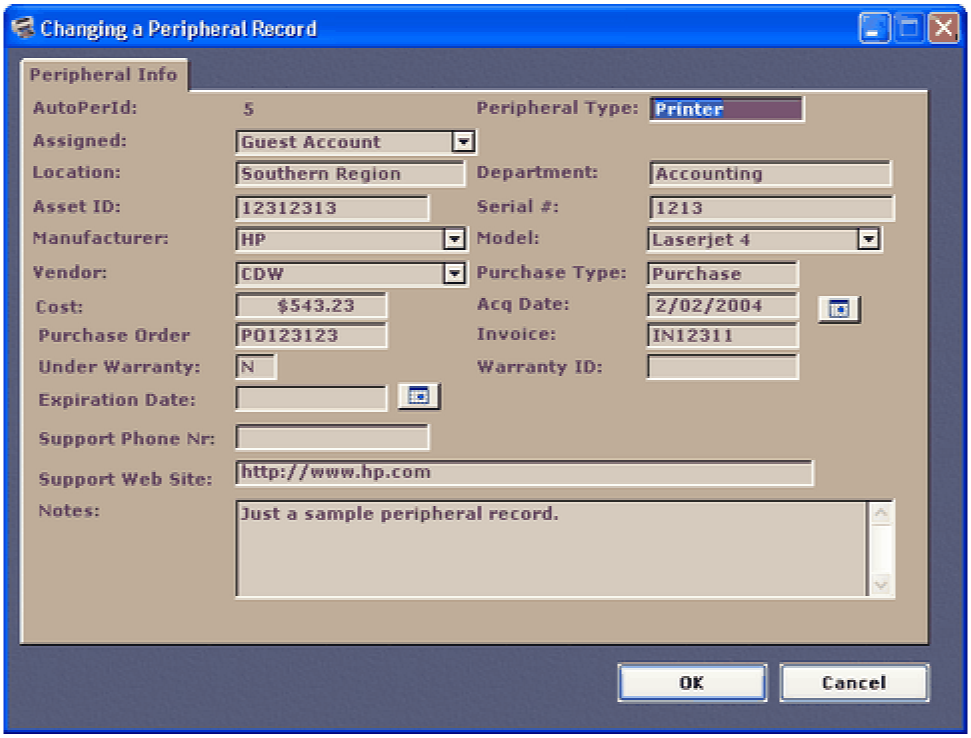
Buttons at the bottom of this screen let you Add a new record, Change the selected record, or Delete the selected record.



Update Peripherals

Update the Peripherals File

This screen is used to update peripherals.



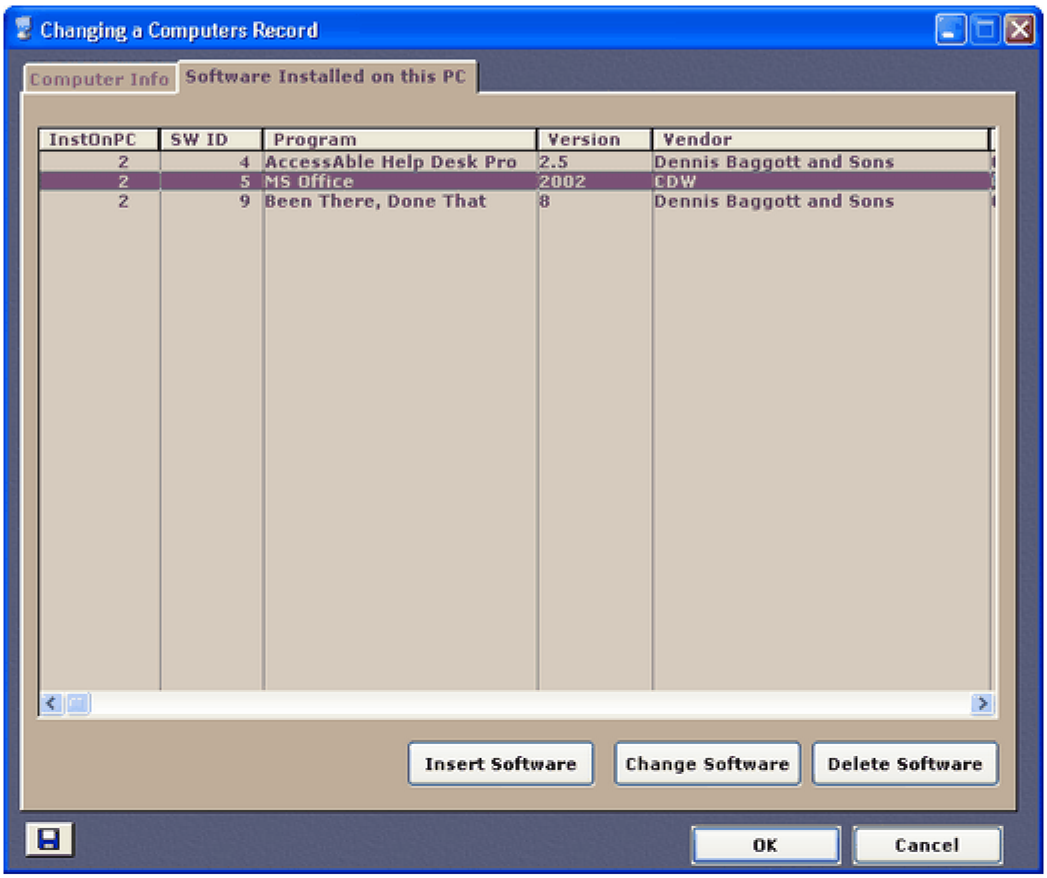
The first thing you will want to do is enter the peripheral type (printer, scanner, digital camera, etc). When you select the user Assigned the peripheral from the drop down list, their location and department will be filled in automatically. You may next want to enter the Asset ID and Serial Number for the peripheral. Drop down list boxes will let you quickly enter the Manufacturer, Vendor, and Model number. If the value you want to enter is not already in the lookup table, you can type a new value and a form will popup to let you add the item to the lookup table.

You may next want to enter the purchase type, the cost and the date the item was acquired. Fields are also provided to let you record the purchase order and invoice number. If the item is under warranty, you can enter Y in that field and then enter the warranty id and the Expiration date. Fields are also provided to let you record a technical support phone number and web site as well as any additional notes about the peripheral.

Browse Software

Browse the Software File

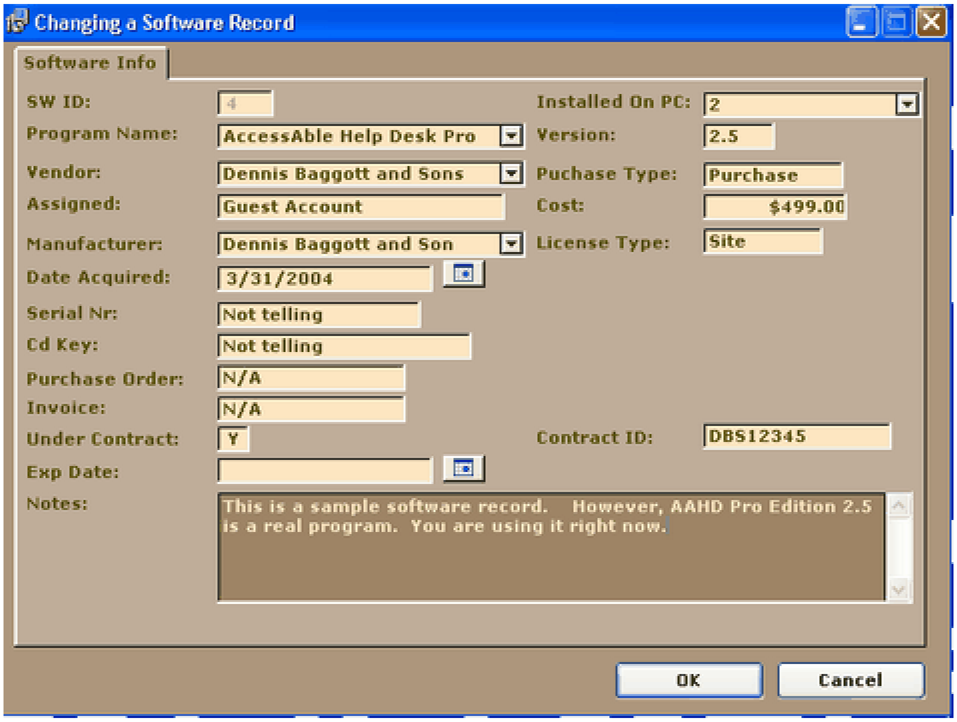
This screen shows the software inventory in rows and columns like a spread sheet. Buttons at the bottom of this screen let you Add a new record, Change the selected record, or Delete the selected record.



Update Software

Update the Software File

This screen is used to add or change software in use at your organization.



A Software ID field will be incremented by 1 each time you add a record. A list box is provided to let you select the computer the software is installed on. The program name can be selected from the drop down list box of Application Names. If you are adding a new program which has not already been setup you can just type the new application name in the list box and it will be added to the lookup table. A field is provided to let you record the version number of the program. You can next select the Vendor from the drop down list box and also enter the purchase type. This may be different from the Site License type. For example, the purchase may have been a one time order, or may be from a blanket purchase order. The Assigned User will be filled in based on the Installed On PC field. You can then enter the cost of the program. The Manufacturer can be selected from the drop down list box populated from the Mfgs lookup table. You can next enter the License type, such as Site or Individual. You can either type the Date Acquired or use the pop up calendar to select the date of the purchase. Serial Number and CD Key fields are also provided for those that want to record this information.

You can also record the Purchase Order number and Invoice number for the purchase. Sometimes a support contract may be purchased with software (not my software, though. Support is free to registered users, just limited to email). So I have provided a Y or N field to indicate if a support contract has been purchased, a Contract ID field, and a support Expiration Date field as well.

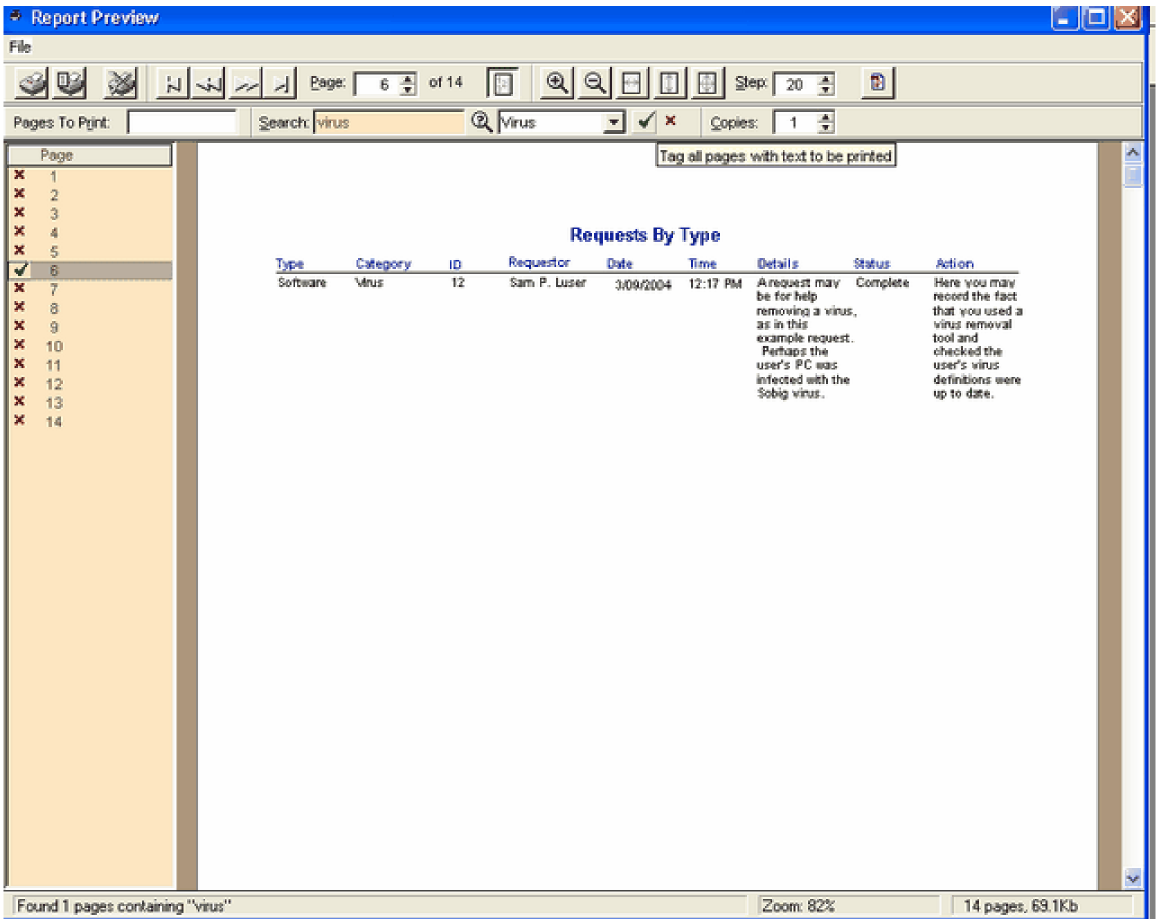
Finally, I have provided a large Notes field for any additional information you want to record.

Reports

I have provided a variety of what I call standard reports. These reports can be exported to PDF files, but they have the advantage over the provided Crystal Reports in that they can be filtered using the same Query Wizard that is used for the main files browse screens and the spread sheet wizards. In addition, a custom report wizard allows you to create simple list style reports which can also be filtered using the Query Wizard. However, there is a limitation on the custom report wizard. Long fields, such as the Support Request or Action Taken fields will be truncated if it would take more than 8 lines to display the entire field. I still think you will find the report wizard helpful.

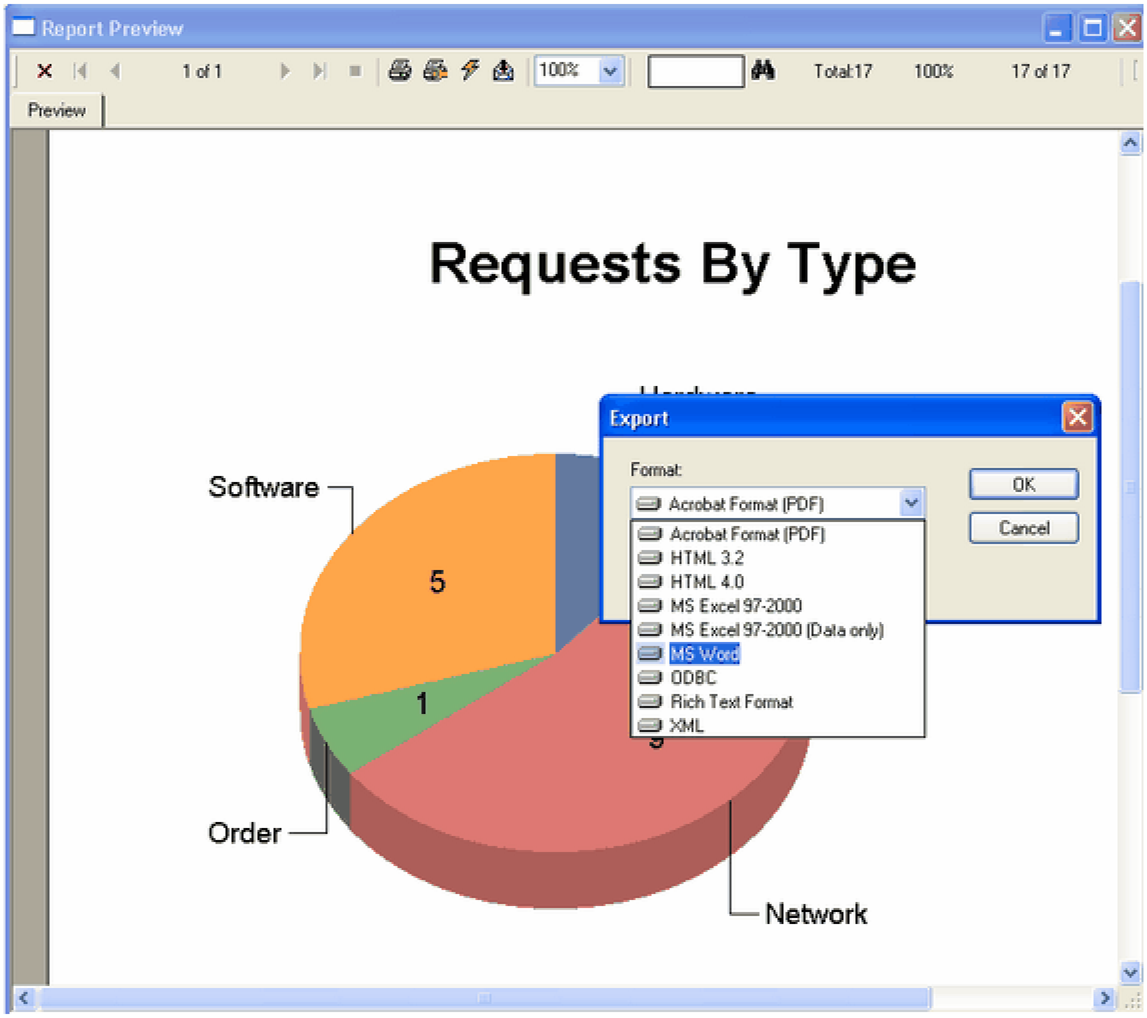
Report Preview

This is the screen you will see when you select a standard or report wizarded report. You can change the Zoom making the preview larger or smaller, Search for text in a report, then Tag pages for printing, or Export the report to a PDF file.



Crystal Reports

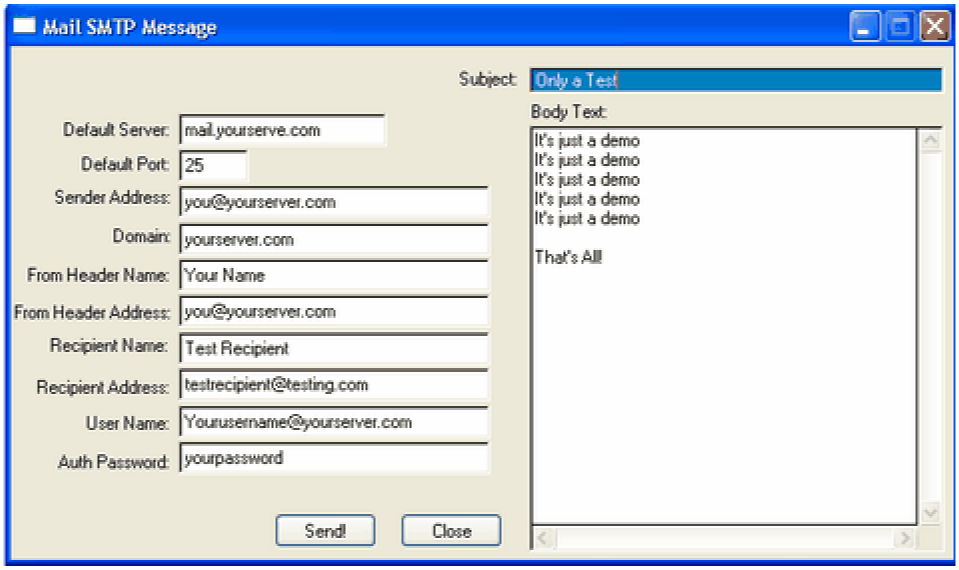
In addition to the "standard" reports, and the report and spreadsheet wizards, I have included a variety of reports designed in Crystal Reports 9.0 and the runtime files are provided as part of the installation for those who do not own the full version. If you do already use Crystal Reports 9.0 you will be able to modify the provided reports or if you have created your own reports using the AAHDRO2 DSN you will be able to open them from with the program.



When previewing a report you will be able to use buttons at the top of the Report Preview window to navigate through the pages of a multi page report, click the Printer button to print the report or the print setup button to select your printer or modify settings. You can change the Zoom by clicking the drop down list of zoom factors. You may also enter a word or phrase and click the binoculars button to search for text in a report. Clicking the envelope button will allow you to export the report to a variety of formats and either create a file or disk or launch the created file with the application registered on your PC to handle that file type.

I hope you will find the provided reports useful. If you register the program and find you need a special report created, just send me an email and I may be able to create a custom report to meet your needs.

SMTP Setup and Test



If you have not setup and tested SMTP and click the Email It button on the update requests screen, the program will lock up and you have to End the Task. If you have an SMTP Account you can use for sending email, it is not that hard to set up AAHD Pro Edition 2.5 to send an email.

In setting up your SMTP settings you will first put in your mail server information, something like mail.yourserver.com or smtp.yourserver.com and the port will likely be 25. The Sender Address will be your email address, like you@yourserver.com and the domain will most likely be the last port of the mail server as in yourserver.com

The From Header Name is Your Name. and the From Header Address will be you@yourserver.com

The Recipient Name and Recipient Address may be the same as your From Header Name and From Header Address. This will only be used for the test email that will be sent when you finish filling out this screen.

The User Name and Auth Password are important. If you don't enter your user name and password as they are for your SMTP Server you will get an authentication error when you try to SEND the test message. The Subject can be whatever you like, as the Body Text says it is just a test.

When you have finished filling out this screen and a message is sent you will be able to use the Email It button when updating a support request. On that screen after updating the request with an action taken or planned, click the Disk icon to save the record then when you click the Email It button an email should be sent to the Requestor with their Request as the subject and your action as the body of the message. This does not require any third party email program, just that your SMTP settings are correct and relaying is enabled.

Web Interface

AccessAble Help Desk Pro Edition 2.5 includes a set of pages in .asp (Active Server Pages) and .html (HyperText Markup Language) templates. The .asp pages are what is actually typed as the URLs, and these pages contain the database connection information. However, the .HTML pages act as a sort of pattern for the corresponding .asp files. This allows you to use an HTML editor to make cosmetic changes to the .html files which will be displayed when the .asp file is "browsed".

The most important thing to understand about the web interface is that unlike static web pages, these pages interact with the database. Therefore permissions are a very important part of setting the web pages up.

Below are some links that may be helpful. One of the most common errors you might see if your permissions are not set correctly is "must use updateable query" `'Operation Must Use an Updateable Query' Error`

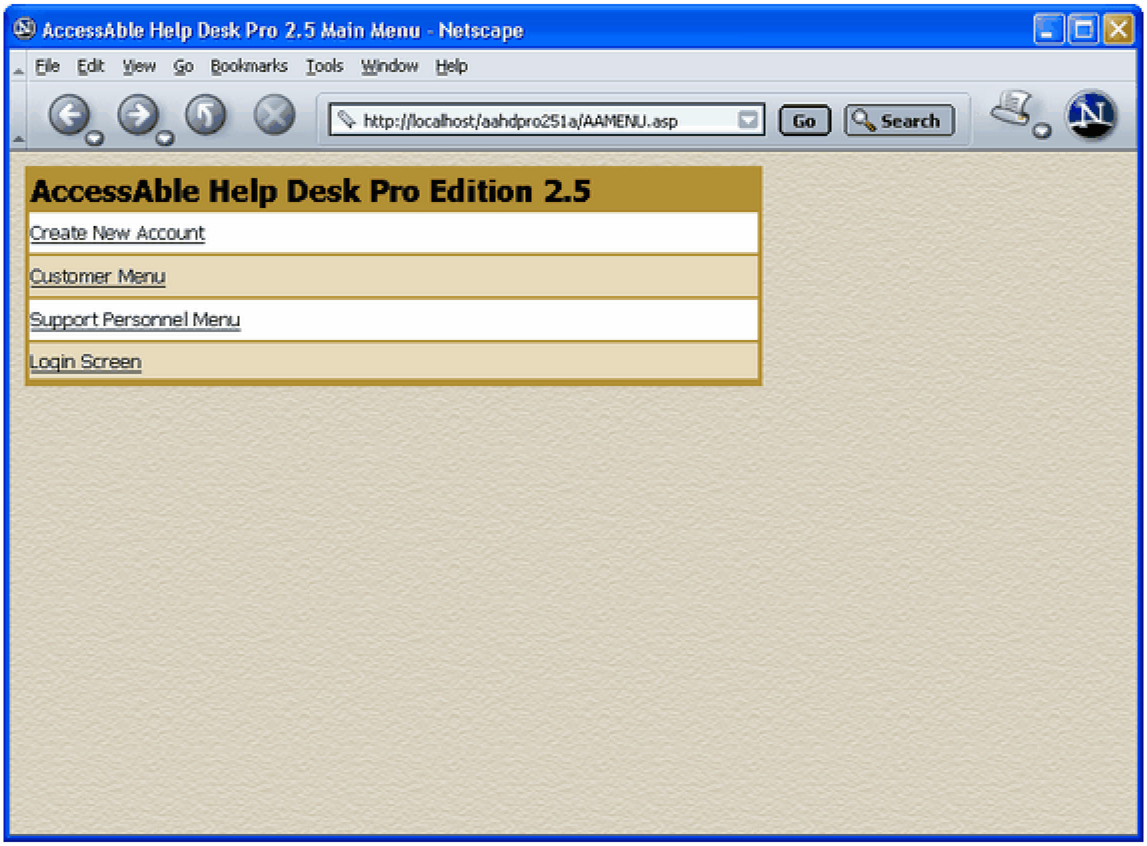
Or if you got a message like: "Microsoft JET Database Engine (0x80004005) Could not use ''; file already in use" here is a good link to check out: `Microsoft JET Database Engine (0x80004005) Could not use ''; file already in use`

If you get an error message trying to use the web pages, make note of the error message and do a web search (I use Google.com most of the time) or send an email to dennis@lnsoftware.com and I will try to help you work through it. Don't assume you are doing something wrong or making a silly mistake. Setting up a database enabled server can take some work, but once it is done you don't have to worry about it again.

The web page interface is similar to the windows interface is this respect: database tables are presented many records at a time in a grid, or tabular view. From these screens you can add or edit records one at a time by selecting one of the records or clicking a link to add a new record. Also, when updating records, drop list boxes populated from the many lookup tables can help speed data entry and insure data is entered consistently.

The web pages allow your users to submit support requests via browser - no software to install - and to let them check the status of their support requests. The web interface also allows you and your IT staff to update and search on users, requests, knowledge base, and inventory information from any computer that can connect to your web server.

The aamenu.asp is provided as a starting page. It contains links to both the pages used by your users (customers) and by your staff.

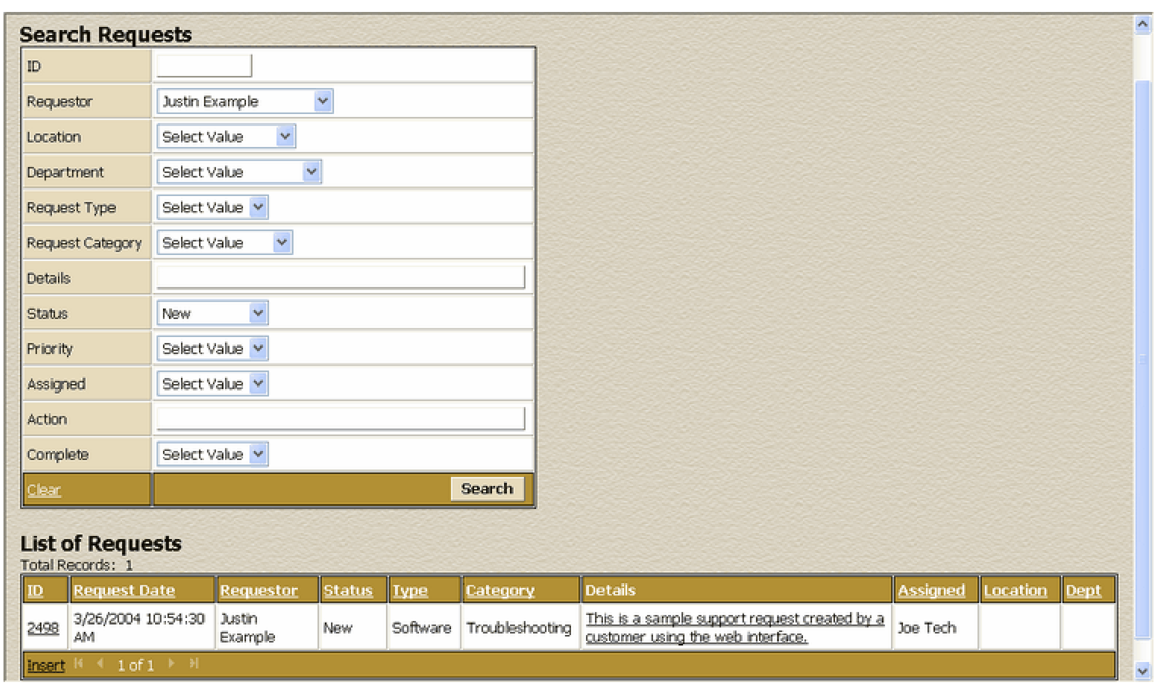


A standard user will have a security level of 1, and this is the level that will be assigned if they use the Create Account page to create their own account. Technicians and IT Staff will have a security level of 3. The menu page does not require a security level to access it, nor does the create account page. However, for pages where security is required the user (or tech) must login with their web login and web password. If they don't have the security level required for the page, they will be returned to the login page. I have included an Administrator account with a Login Name of admin and Password of Admin. You will want to create your own Administrator type account with your own password, or change the default administrator user record.

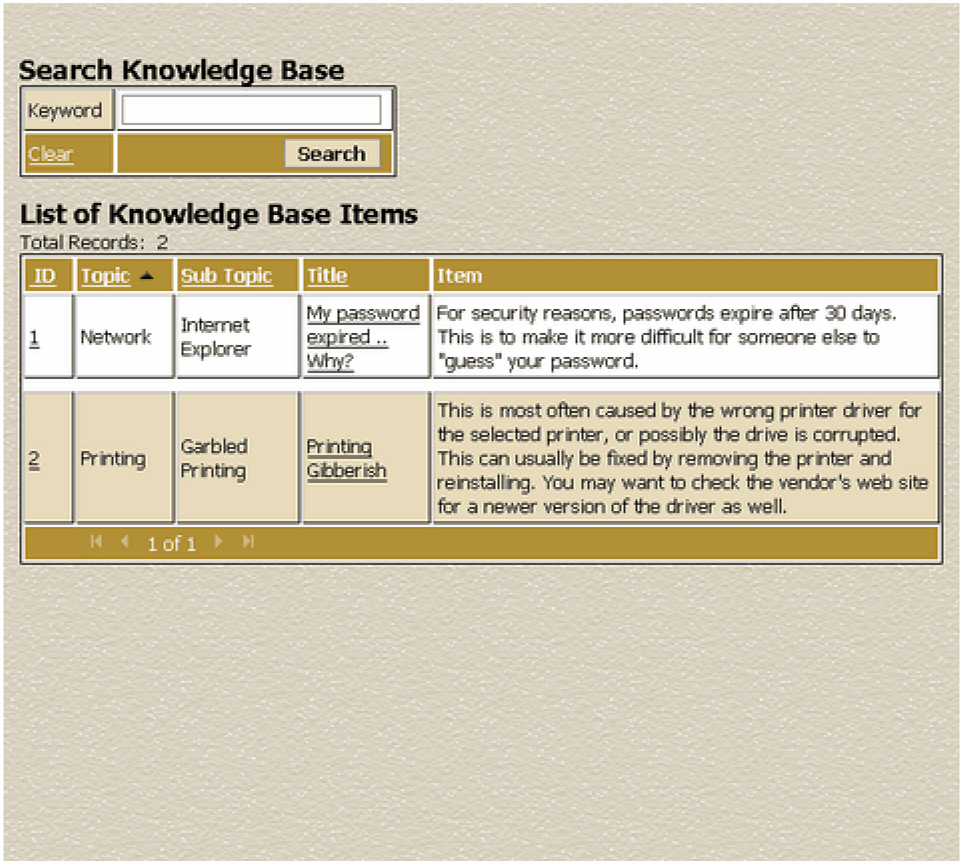
Support staff may find the web page advantageous because this allows them to update inventory records while at the user's PC. (Just remember not to save your login information on the user's computer or they might use those credentials accidentally? on purpose?)

I have provided a menu for the Administrator and IT Staff to use, however, you may want to create your own links, perhaps on your other web site pages. Remember that your link should point to the .asp file, not the .htm template. To create a link to the Adminmenu, your URL should be like http://yourserveripaddress/aahdpro251a/adminmenu.asp

Many technicians will find the ability to search and edit support requests via browser is an easy way to update support requests. A sample screen used by IT staff to search and view requests is shown below:



The customer menu has an option to allow your user to search the knowledge base, however, the Admin Menu has an option to allow the technician to update the knowledge base. Below the grid is an Insert hyperlink to add a new record. When an item is selected from the grid, the technician will have options to update or delete the selected item.



Below is also in the Installation Notes section, but in case you missed here, here it is again:

While the windows application and the Crystal Reports use the ODBC DSN to connect to the database, the web interface uses a DSN-Less connection as specified in the common.asp file - please see the section on the web interface for more information on setting up and using the web pages. While you can use any HTML editor to modify the .html pages, I recommend using only Notepad.exe to edit the .asp pages. You will need at least to make some changes to the common.asp file - especially if the database is not going to be in the expected directory - c:\ineptub\wwwroot\aahdpro2

Because I can't know the IP address of host name of your web server, I have the server url as localhost. So, open the file common.asp and look for the line below. Replace localhost with your server ip address, or maybe domain name:

ServerURL = "http://localhost/aahdpro251a/"

The database connection is also set in the common.asp file, so look for and modify if needed the lines below in the common.asp file:

ConnectionString = "Provider=Microsoft.Jet.OLEDB.4.0;User ID=Admin;Data Source=C:\Inetpub\wwwroot\aahdpro2\aahdpro2.mdb;Persist Security Info=False"

User = "Admin"
Password = ""

In some of the web pages, I have lines which would enable the automatic sending of email using CDONTS (I kind of prefer ASPEMAIL myself, but you will have to check it out). CDONTS works fine on Windows 2000 but not so with Windows XP. Lines where CDONTS are called would need to be modified. Anyway, I have remarked out with a single quote '
lines which would send email If you want to try sending email from the server, you would remove the single quote and put in your email address instead of dennis@lnsoftware.com

First, the section below is from the createaccount_events.asp file:

```
'    With CreateObject("CDONTS.NewMail")
'        .From = ("dennis@lnsoftware.com")
'        .To = UsersRecord.Email.Text
'        .Cc = ("dennis@lnsoftware.com")
'        .Subject = ("Your Account has been created")
'        .Body = ("Your Login Name is: ") & UsersRecord.WebLogin.Text & (" and your password is: 
") & UsersRecord.WebPassword.Text
'        .BodyFormat = 0
'        .MailFormat = 0

'        .Send
'    End With
```

The above would send an email to the person who created the account with their login name and password for the web pages.

Next, you might want to try the CustomerRequestRecord_events.asp page:

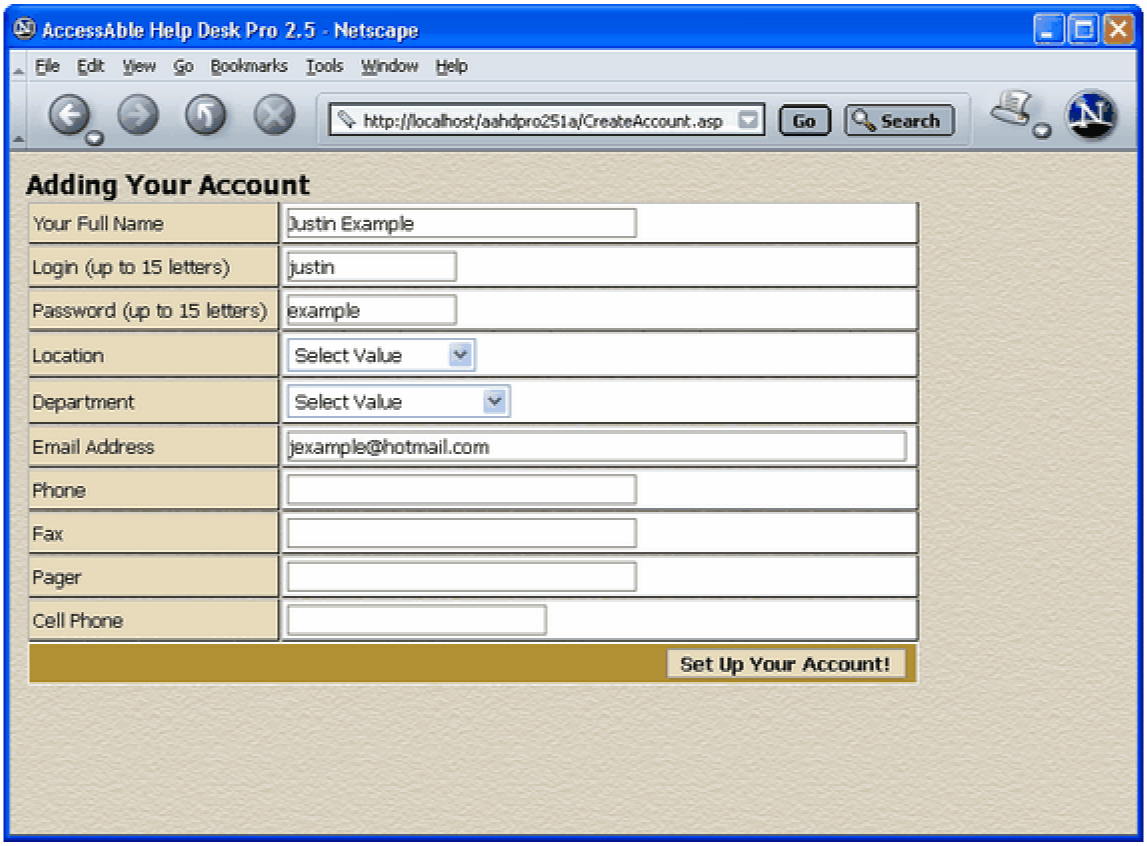
```
'    With CreateObject("CDONTS.NewMail")
'        .From = ("Dennis@lnsoftware.com")
'        .To = Requests.EmailAddr.Text
'        .CC = ("Dennis@lnsoftware.com")
'        .Subject = ("Your Request Has Been Received.")
'        .Body = Requests.Details.Text

'        .BodyFormat = 0
'        .MailFormat = 0
'        .Send
'    End With
```

This is intended to send an email to the person requesting support as well as hard coded email address (you or a staff member) when a request is submitted.

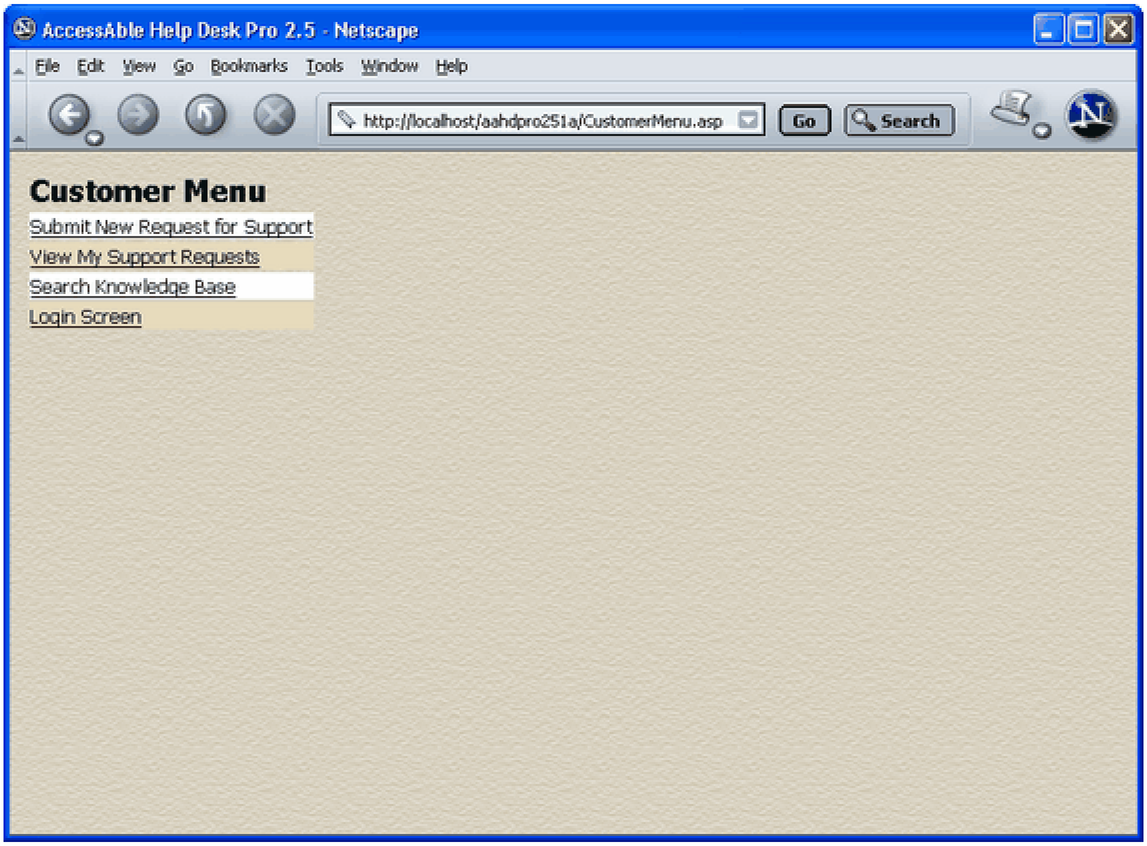
You will want to be sure to always keep backup copies of the .asp/.html pages before making any modifications. If you need help, send email to dennis@lnsoftware.com

Customer Interface

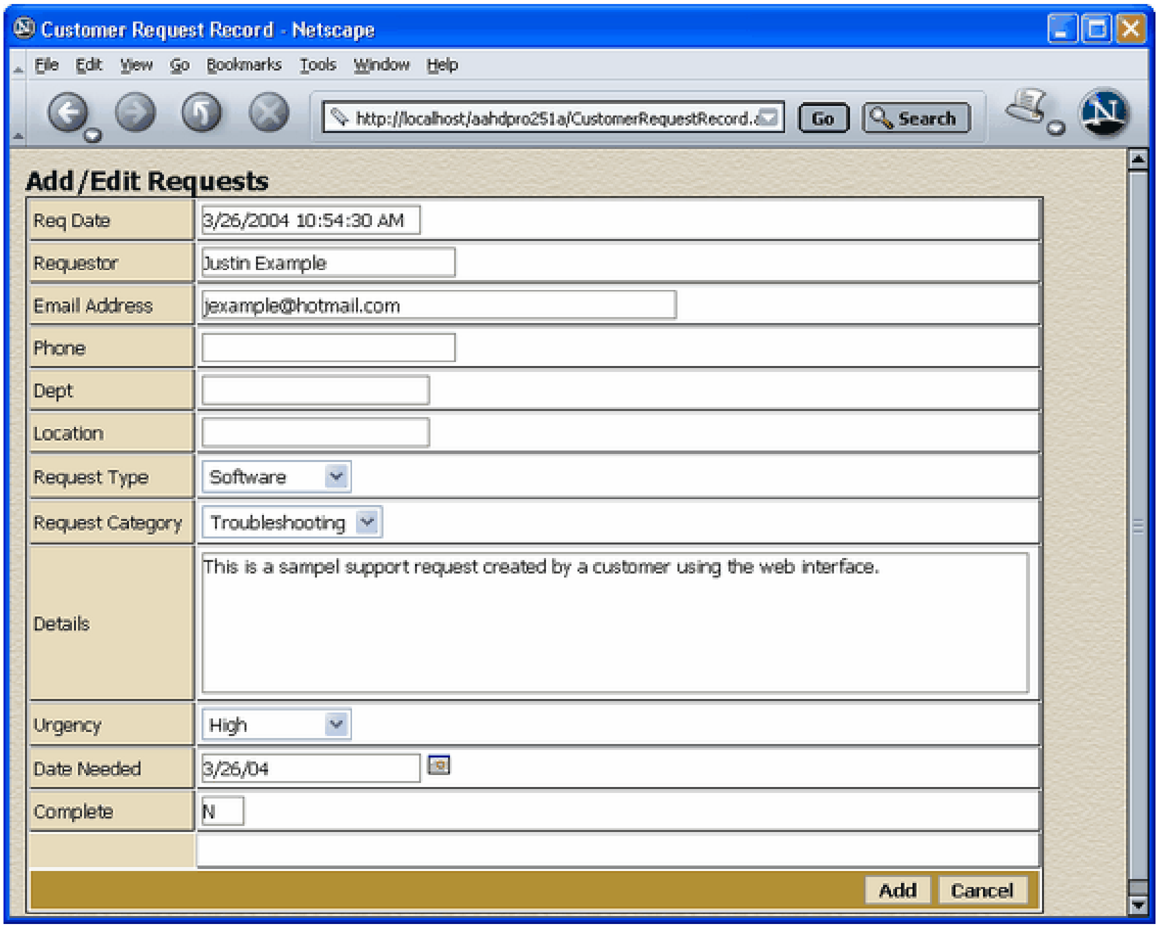
If you allow your users/customers to create their own web account, they will see a screen like the one below:



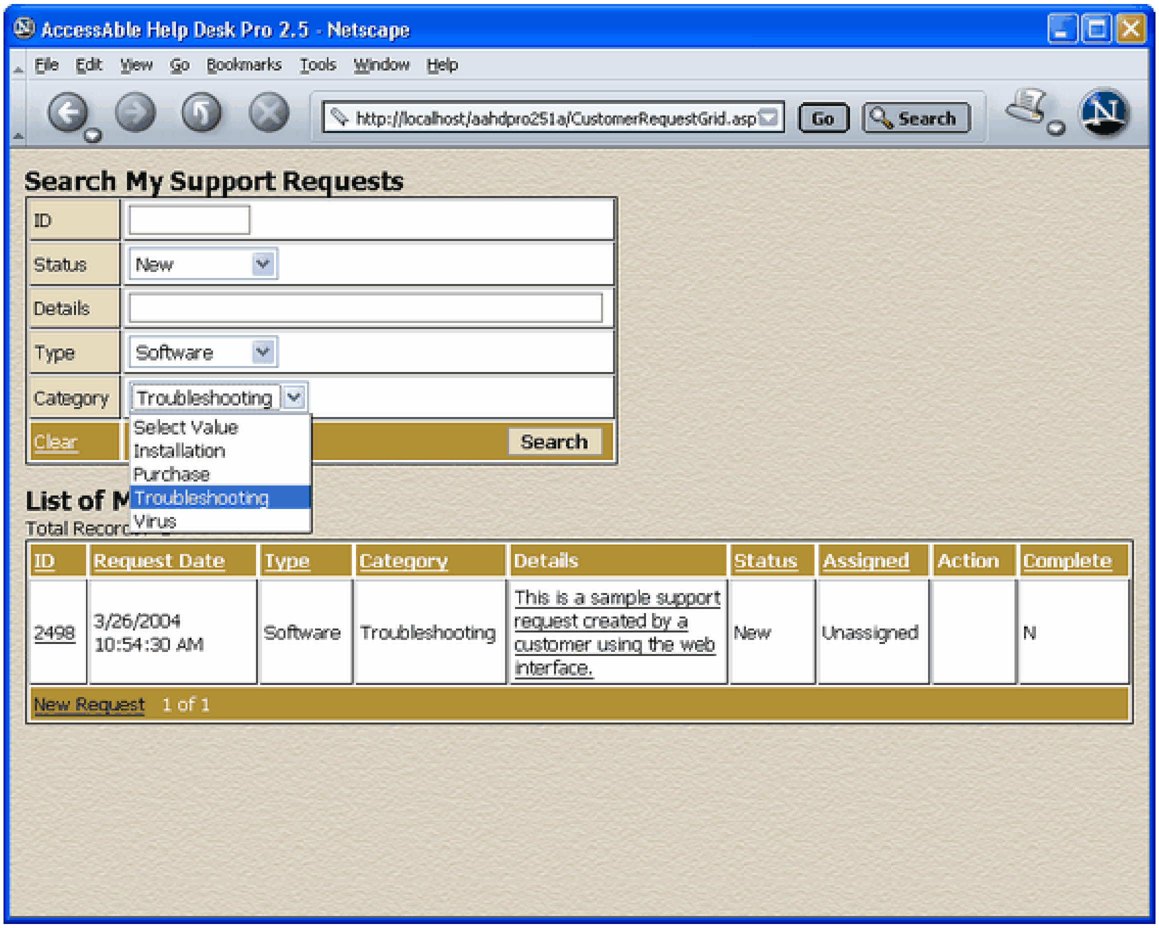
After they have created their account they will be able to use their just create web login name and web password to access the customer menu, shown below.



When a user or customer submits a new web request, certain information will be pulled in from the user table and added to the request record automatically. The customer can select the type and category of request, and also select the urgency/priority of the request. These are optional. However, the Details field cannot be left blank.

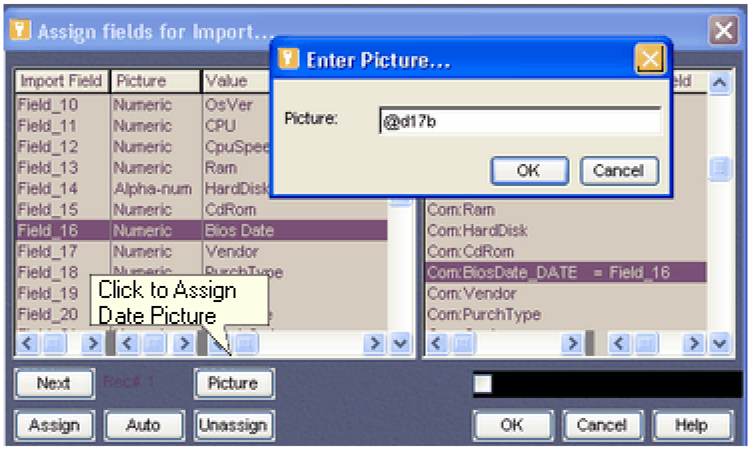


After submitting a request for support, the user/customer can check the status of submitted requests on the screen below. Also at the lower left of the grid is a link to submit a new request for support. The top part of the screen let's the user search his or her requests using several criteria.


AccessAble Help Desk Pro 2.5 - Netscape
File Edit View Go Bookmarks Tools Window Help
http://localhost/aahdpro251a/CustomerRequestGrid.asp
Go
Search
Search My Support Requests
ID
Status
New
Details
Type
Software
Category
Troubleshooting
Select Value
Installation
Purchase
Troubleshooting
Virus
Clear
Search
List of M
Total Record
ID
Request Date
Type
Category
Details
Status
Assigned
Action
Complete
2498
3/26/2004 10:54:30 AM
Software
Troubleshooting
This is a sample support request created by a customer using the web interface.
New
Unassigned
N
New Request
1 of 1

Importing Data From CSV Format Files

Import from a comma separated values file (*.CSV)



These procedures allow you to import data from a .csv formatted text file. After browsing to the source file, it is a matter of dragging and dropping fields from the column on the left to the column on the right. In some cases, a "picture" format will need to be applied to the field, particularly with date type fields. See the sample pictures below:

Picture	Format	Result
@D1	mm/dd/yy	10/31/59
@D2	mm/dd/yyyy	10/31/1959
@D3	mmm dd, yyyy	OCT 31,1959
@D4	mmmmmmmmm dd, yyyy	October 31, 1959
@D5	dd/mm/yy	31/10/59
@D6	dd/mm/yyyy	31/10/1959
@D7	dd mmm yy	31 OCT 59
@D8	dd mmm yyyy	31 OCT 1959
@D9	yy/mm/dd	59/10/31
@D10	yyyy/mm/dd	1959/10/31
@D11	yymmdd	591031
@D12	yyyymmdd	19591031
@D13	mm/yy	10/59
@D14	mm/yyyy	10/1959
@D15	yy/mm	59/10
@D16	yyyy/mm	1959/10
@D17	Windows Control Panel setting for Short Date	
@D18	Windows Control Panel setting for Long Date	

(As always keep a backup of your aahdpro2.mdb file, and if you need help, email dennis@lnsoftware.com)