

Appendix C - Administrative Tools (DBUTIL)

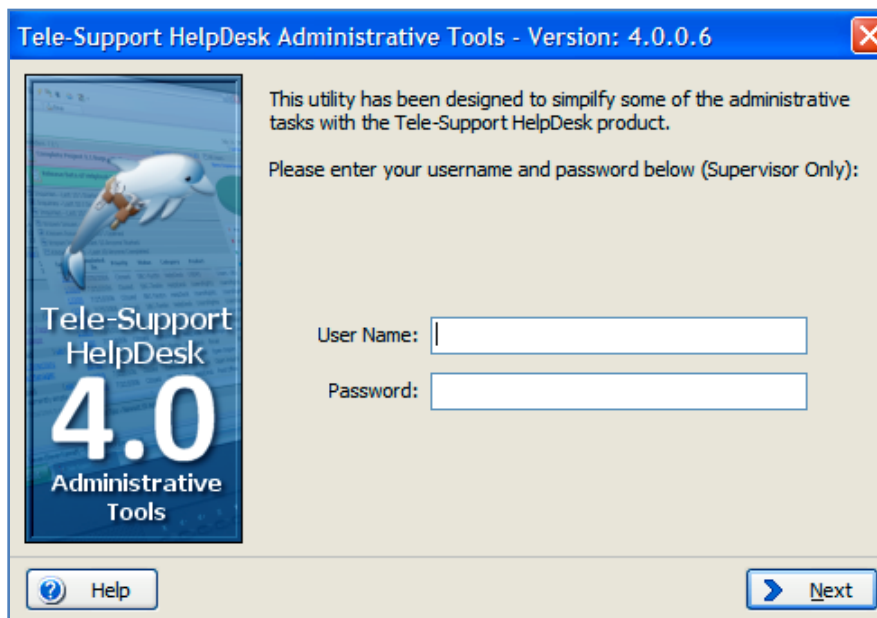
Introduction

Tele-Support HelpDesk comes with a set of administrative tools in a file named DBUTIL4.EXE. This file is installed to the "Program Files\Helpdesk4\Server" directory or another location where you chose to install the HelpDesk server. This utility has been designed to simplify some of the administrative tasks with Tele-Support HelpDesk.

NOTE: You must be designated as a Supervisor to log into this program.

Login Screen

When you execute the program, DBUTIL4.exe, you are presented with a Login Screen.

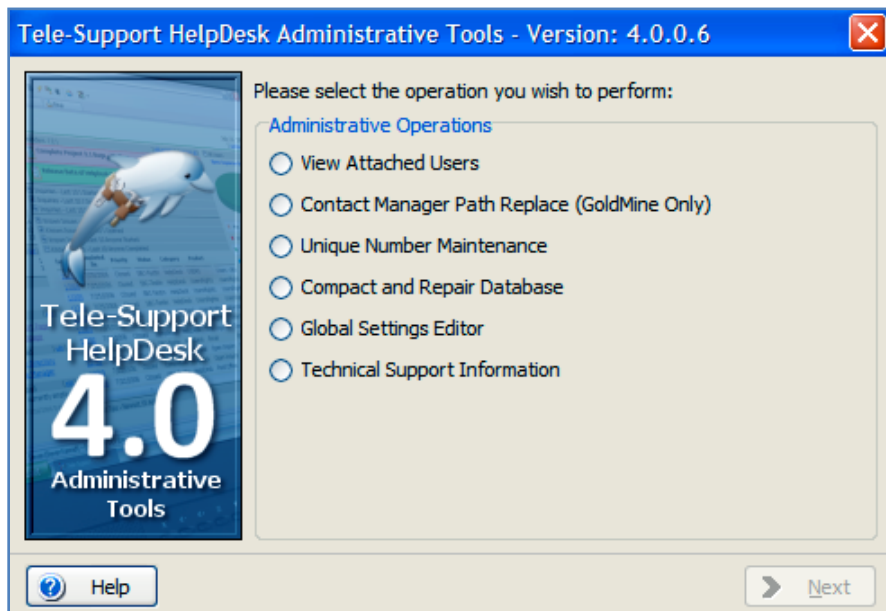


You must have HelpDesk supervisor rights in order to access the tools. Enter your HelpDesk supervisor **User ID** and **Password** and click on Next.

You can launch the Admin Tools from any workstation or server as long as you have already installed HelpDesk Client installation on the workstation.

Selection Screen

If you've successfully supplied your Helpdesk supervisor login and password, you will be presented with the following Selection Screen. This is where you make your choice of which tool you wish to utilize. Simply click the appropriate radio button and then click Next.



View Attached Users (Access Database Version Only)

The View Attached Users tool, as you would expect, reports the machine names currently connected to the Helpdesk4.mdb database file. It displays one entry for each connection. So, if the machine is connected to the database with Tele-Support, DBUtil4, Microsoft Access, Crystal Reports, or any other application, you will see an entry for each connection. Click the Refresh button to get an updated list.

The following machines are currently connected to the Tele-Support HelpDesk database. This information is reported from the Access driver, and will include ANY connections to the database (Crystal Reports, HelpDesk, ect).

AHFXP

NOTE: The list is by MACHINE name, not USER name

Refresh

Contact Manager Path Replace

Contact Manager Path Replace revises invalid contact manager paths in the Helpdesk4.mdb file. This utility is mainly for GoldMine users who have moved their database files.

Path to Replace displays a list of contact manager paths that are known to HelpDesk. Select each path that you wish to replace, enter or browse the correct path in the New Path box, and click Replace. You should have only one path listed in the Path to Replace box when you are finished. DO NOT use UNC path designation.

Path to Replace

[Empty list box]

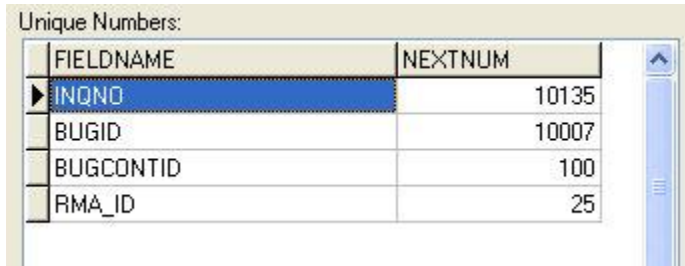
New Path

[Text box] [Dropdown arrow] [Browse...]

Replace

Unique Number Maintenance

If HelpDesk becomes unable to increment an inquiry number, Hot Tip number, or RMA number (producing the error “Unable to lock down atomic number”), it may be necessary to run Unique Number Maintenance. This tool can reset the unique number sequence used to identify certain records in the Helpdesk4.mdb file. This utility should be used with caution. Normally, you won’t need to use this tool, but in the rare event that you do, please contact Resource-Dynamics Technical Support at (727) 360-0533 for assistance if needed.



FIELDNAME	NEXTNUM
INQNO	10135
BUGID	10007
BUGCONTID	100
RMA_ID	25

Compact and Repair Database (Access Database Version Only)

This utility will repair the HELPDESK4.MDB database and compact (remove deleted records) the database as well.



Global Settings Editor

This is for advanced use and is most often used in conjunction with our support department for debugging or support. Please use at your own risk.

The purpose is to view and edit settings within the Global Settings table of HelpDesk’s database.

Technical Support Information

This is used to generate technical support data if you are unable to get into HelpDesk itself. This will normally be used under the direction of a technical support agent from Resource Dynamics. From this screen, the technical support data can be saved to a file for easy transfer or e-mail.

