



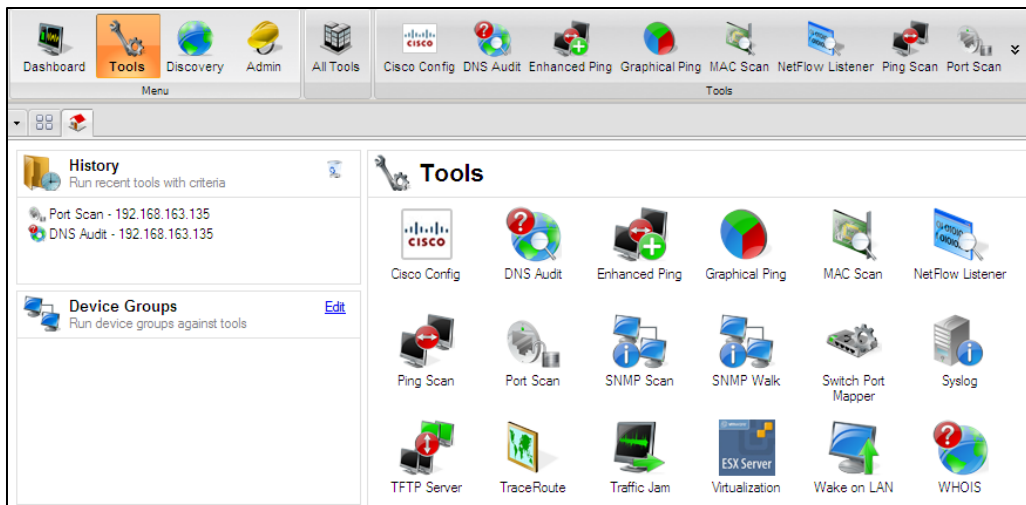
What's New in Help Desk Authority 8.2?

Help Desk Authority is an industry leading help desk software solution for managing incidents and shortening the lifecycle of help desk issues. This easy-to-install solution enables your help desk staff to manage end-user issues and keep them from falling through the cracks. With proven scalability, user self-service, extensive customization and Web and Windows interfaces, Help Desk Authority delivers the tools that help desk professionals need the most.

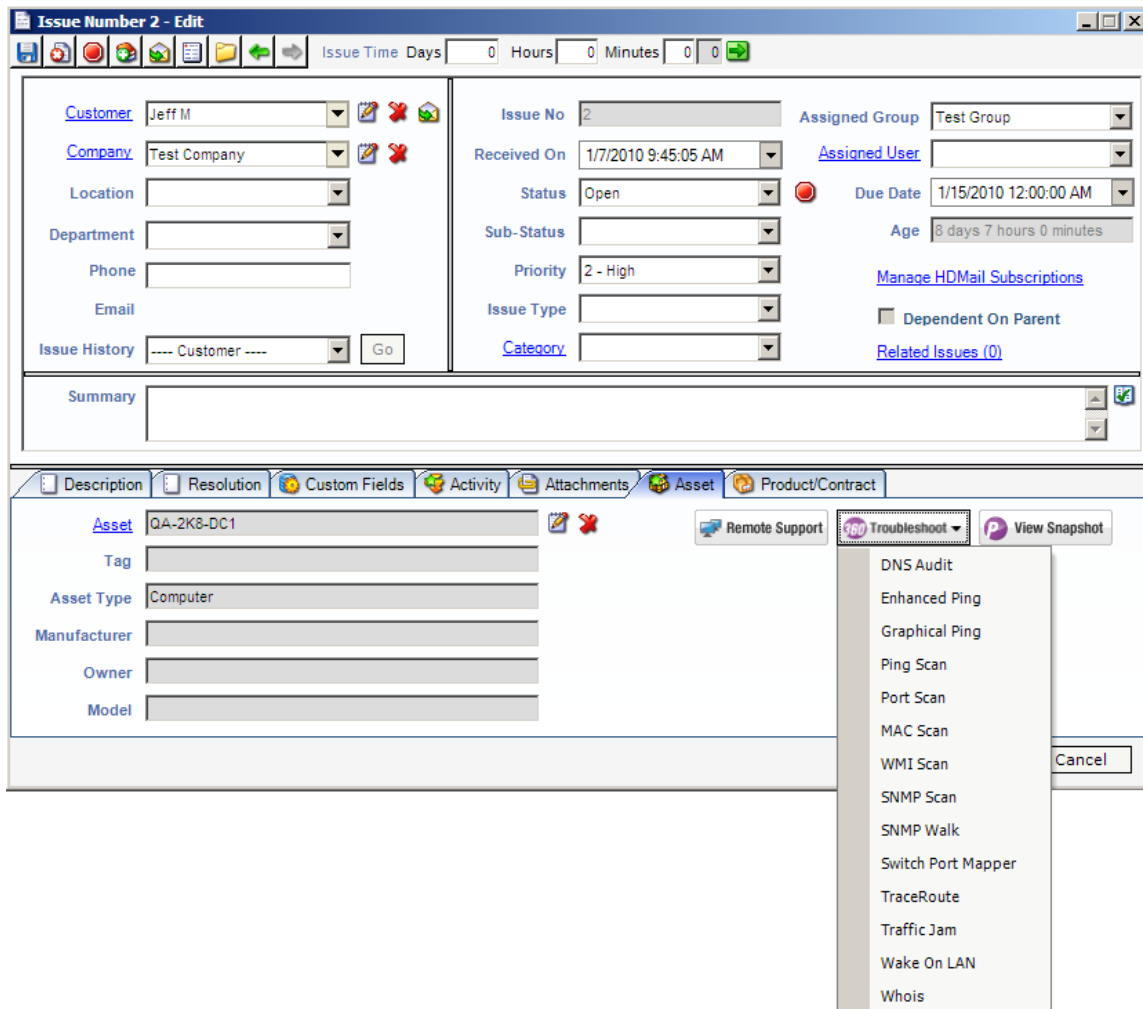
New Feature Highlights for Version 8.2

NEW! Reduce incident resolution time with the integrated sI360 Troubleshooting Tool Suite

Help Desk Authority now comes bundled with ScriptLogic's new sI360 Tool Suite. The free ScriptLogic sI360 Tool Suite consolidates dozens of network management and network monitoring tools into a single, integrated interface. The tool suite includes Cisco configuration management, server and application monitoring, open source and third party integration, a robust encrypted credential store, the ability to save and flow results between tools, deep network discovery (with network mapping) and syslog server capabilities. All of these tools compliment the extensive real-time monitoring provided by the sI360 Dashboard.

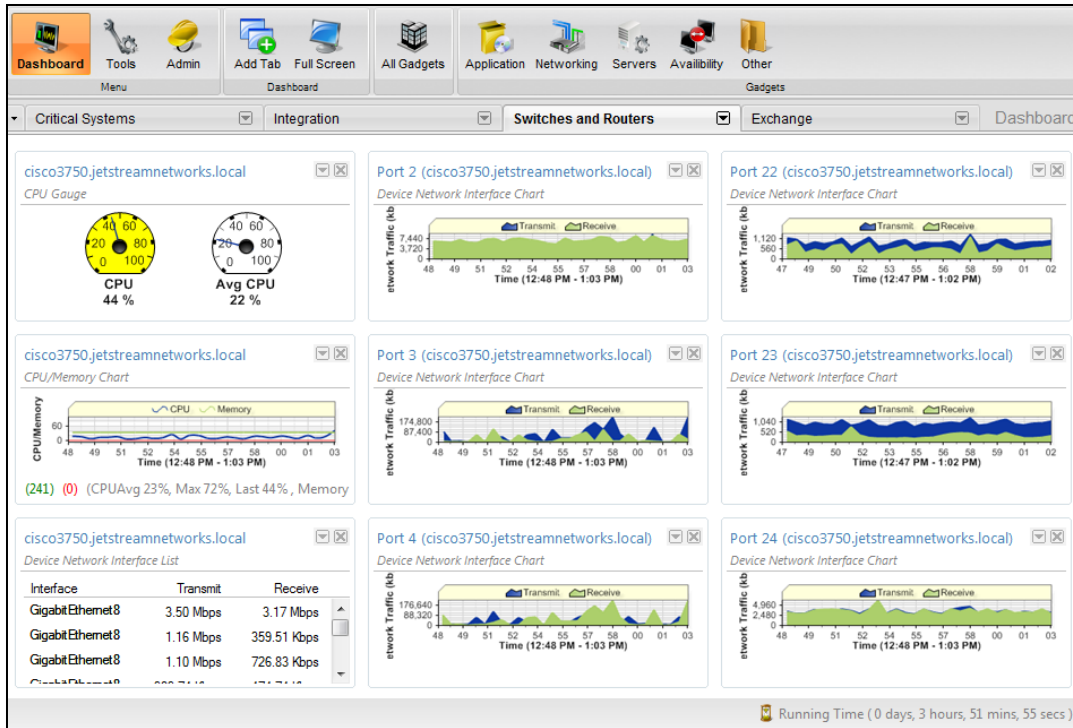


Help Desk Authority 8.2 provides tight integration with the sI360 Tool Suite, allowing technicians to launch any of the dozens of available tools directly from the help desk ticket. This provides the technician with the ability to effectively troubleshoot issues without ever leaving the Help Desk Authority console.



Application monitoring provides in-depth visibility of running processes and performance counters for mission-critical applications. The sI360 Tool Suite comes with out of the box support for MS Exchange, SQL, and Active Directory. Application failures are usually the most common problems that occur in IT infrastructure. These powerful monitors help IT administrators and technicians prevent application failures and identify degradations early.

The sl360 Tool Suite offers a dashboard view that is fully customizable and easily configured with drag-and-drop gadgets to display the most commonly used gadgets for each technician. The dashboard provides a summary display of key performance indicators and diagnostic metrics of network performance and availability.



Device groups allow you to treat selected network targets as one consolidated target of IPs and Subnets, grouped together for quick access when running a tool. Device groups are available to be used in any tool or dashboard gadget across sl360 and significantly reduce troubleshooting time and set-up required with one-off tools.

Most network management and network monitoring tools use transient data. That is, once the tool runs the settings are lost. The sl360 Tool Suite allows users to save settings of their favorite tools. This ensures that each time the technician comes back they can access their most commonly used tools with desired settings instantly, significantly reducing the amount of time needed to troubleshoot and resolve incidents.

History

Access to your recent tools with criteria

- WMI Scan - 192.168.1.1 - 192.168.1.254
- Ping Scan - 192.168.27.1 - 192.168.27.239
- Ping Scan - Fifteen
- Ping Scan - 192.168.1.1 - 192.168.1.254
- WHOIS - www.PacketTrap.com
- MAC Scan - 192.168.1.1 - 192.168.1.254
- TraceRoute - www.PacketTrap.com

Device Groups

Run device groups against tool for easy access [Edit](#)

- SNMP2c_DEVICES
- DNS_HOSTS
- NETBIOS_HOSTS
- SUBBU
- SNMP_PT
- SNMPv2c
- SNMP_ServersOnly
- SNMP All

Favorites

Access to your favorite tools with criteria [Edit](#)

- TrafficJamFavorite
- DNSAuditFavorite
- WakeOnLAN-RemoteOffice
- GraphicalPing-Website
- TraceRoute-Website

NEW! Advanced help desk automation through integration with Perspective Network Monitoring Solution

Perspective is a comprehensive and affordable network management and application monitoring solution for IT departments. Perspective automatically notifies you when network performance degrades, allowing you to fix problems before they impact your end users. Perspective will also take actions automatically to restore services when a failure occurs including restarting applications and Windows services, or rebooting the system. This auto-remediation ensures that the IT department can focus on more urgent issues and other revenue-generating initiatives.

Help Desk Authority 8.2 offers tight integration with Perspective by allowing for automatic creation of incident tickets based off of configurable alert conditions. Incident tickets are populated with the details of the error or notification along with all the pertinent device details, severity and priority of the issue.

The screenshot shows the 'Alert' configuration window. The 'General options' section includes:

- Name: CPU Spike from SQL Reporting
- Enabled: enabled
- Notifications:
 - Notify on conditions met
 - Notify on actions complete
 - Notify on alert reset
- To: ITSupport@qatest.local
- CC: ITSupportManagement@qatest.local
- Alert reset options:
 - Allow automatic reset
 - Reset after: 0 minutes
 - Reset when: all "reset conditions" in list are met
 - Require manual reset
 - Generate service ticket when alert is triggered
- Severity: Medium
- Priority: P2

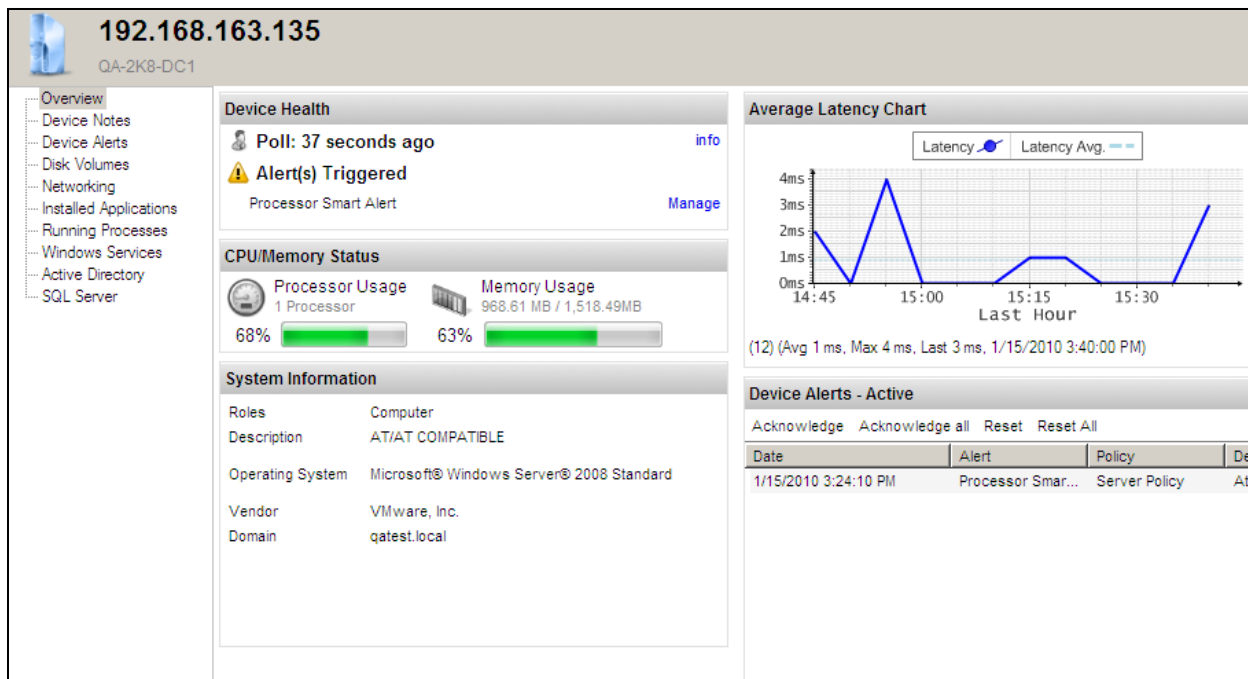
The 'Conditions, actions, and escalations' section includes:

- Conditions:** CPU is 74% over baseline for 5 consecutive tests
- Actions:** List Processes - Top Cpu Usage: Top 10
- Escalations:** Escalation 1: To: admin (wait 5 minutes, trigger 2 times)

At the bottom of the 'Conditions, actions, and escalations' section, there are links for [new condition](#), [new action](#), [new escalation](#), and [new reset condition](#). Below these links is a 'Trigger alert when' dropdown set to 'all' conditions are met. The window concludes with 'OK' and 'Cancel' buttons.

Incident tickets can also be routed directly to the correct technician or group based on the type of device or application that generated the issue. This ensures the most qualified people are notified so the incident can be resolved quickly. Once the incident is closed through Help Desk Authority, the alert is automatically reset in Perspective to ensure monitoring continues uninterrupted.

View detailed device information such as CPU and memory usage, disk usage, installed applications, running processes, network statistics, and alert history on a device directly from within the Help Desk Authority console. This provides technicians with invaluable information that can be used to more quickly and effectively resolve incidents and problems on the network.



Summary

With Help Desk Authority 8.2 technicians can more effectively troubleshoot issues through the use of the integrated sl360 Troubleshooting Tool Suite. Help Desk Authority 8.2 also provides tight integration with ScriptLogic's new Perspective Network Monitoring Solution to allow for automatic creation of incident tickets based off network and application failures. With the new features available in version 8.2, Help Desk Authority helps you manage incidents and control support costs better than ever. For more information, please visit www.scriptlogic.com.