

AssetDesk V2 Getting Started

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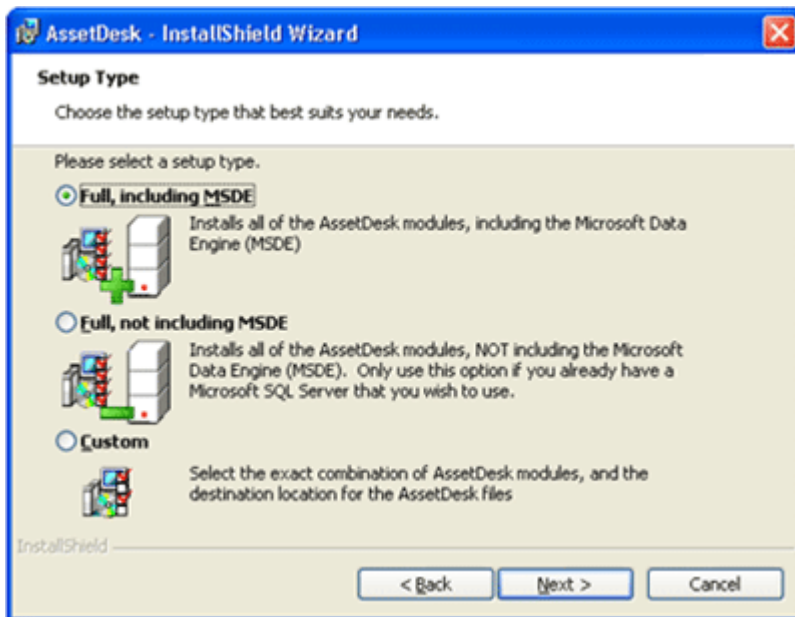
System Requirements

- Pentium 233 MHz or faster processor
- 32 Mb RAM (64 Mb recommended)
- 30 Mb free hard disc capacity (110 Mb with MSDE)
- Windows 98, ME, 2000, Server 2003, XP, NT4 Service Pack 6 or greater
- SQL Server or Microsoft Data Engine (if SQL Server is not present, MSDE is installed by AssetDesk)
- Screen resolution 800x600 and a 16 bit colour depth

Before you Install

- AssetDesk has a separate database engine, which needs to be installed with the product. AssetDesk uses the Microsoft SQL Server as its database engine.
- SQL Server is a reliable and secure database platform. Included with AssetDesk is MSDE 2000 SP3. MSDE (Microsoft Data Engine) 2000 is a data engine based on SQL Server technology. MSDE 2000 supports single and dual processing computers. Designed to run in the background, MSDE 2000 does not have its own user interface or tools.

Installation



Launch the installation program (setup.exe) from the AssetDesk installation disk. Please read the licence agreement carefully, then proceed through the installation until you reach this screen.

If this is the first in a multi-user installation or is the only installation of AssetDesk and you do not already have a Microsoft SQL Server you wish to use to host the database then select the **Full, including MSDE option**.

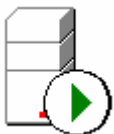
If you have a Microsoft SQL Server you wish to use to host the database then you should either select the **Full, not including MSDE option** or the custom option, depending on which AssetDesk modules you wish to install on the users machine.

Once the installation has started, it should take between 1 and 20 minutes, depending on the performance of your PC and the features that are being installed.

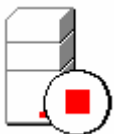
Once installation has completed successfully, AssetDesk may require the PC to be restarted (dependant on the operating system). After the PC has rebooted, you must make sure that the SQL Server you will be connecting to is running. If the SQL Server is running then this icon should appear in the system tray:



Checking the SQL Server is running



The SQL Server is running.



The SQL Server is stopped. To start the SQL Server, double-click on the icon, and select the Start / Continue option.



If no icon is present in the system tray then browse to the Start menu where there should be a Service Manager item in the Startup folder.

Running the Create Database Wizard

If you selected the installation option of Full, including MSDE, then skip this step as the AssetDesk database will already have been created.

Once you have confirmed that the SQL Service is running, you can install the AssetDesk database. This is done from the 'Create Database Wizard', found in the tools directory, in the AssetDesk directory in the Start Menu.

The wizard can either install a blank database or a sample database.

The Create Database wizard requires you to connect to the SQL Server you are going to be using. To find out the name of the SQL Server, just double-click on the SQL Server icon in the system tray. At the top of the new window is the name of the SQL Server.

For a new installation of MSDE the SA (System Administrator) password is blank. If you are running the full version of SQL Server and the password is not blank, then contact your System Administrator.

You can now click Install to install the AssetDesk database.



Using AssetDesk for the first time

Once AssetDesk has been installed, and the AssetDesk database setup, the AssetDesk application can be run for the first time.

Logging On

When you run the AssetDesk application, you will be presented with this screen, the logon screen. The purpose is to validate the user who is logging on and assign their user rights.

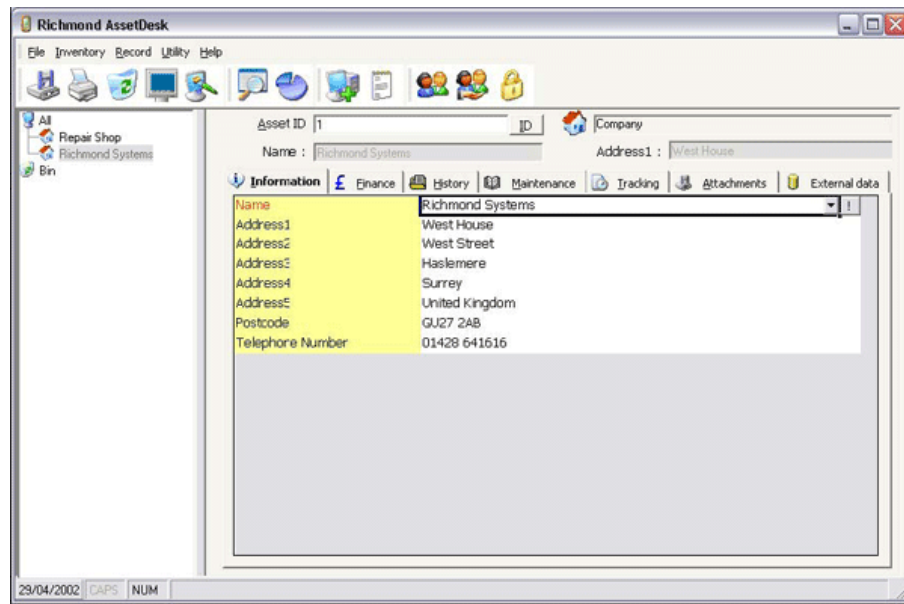
The default User ID is RICHMOND, and the password is RICHMOND.

You can customise the user logins from within the AssetDesk interface, as well as setting up user rights groups.



The AssetDesk Interface

Once you have logged on you are presented with the AssetDesk main interface



The AssetDesk interface is split into 3 main areas;

- **Toolbars**
XP style, giving easy access to the main features of AssetDesk/
- **Navigator**
Builds a visual representation of your company/
- **Work area**
Where an assets details can be altered/

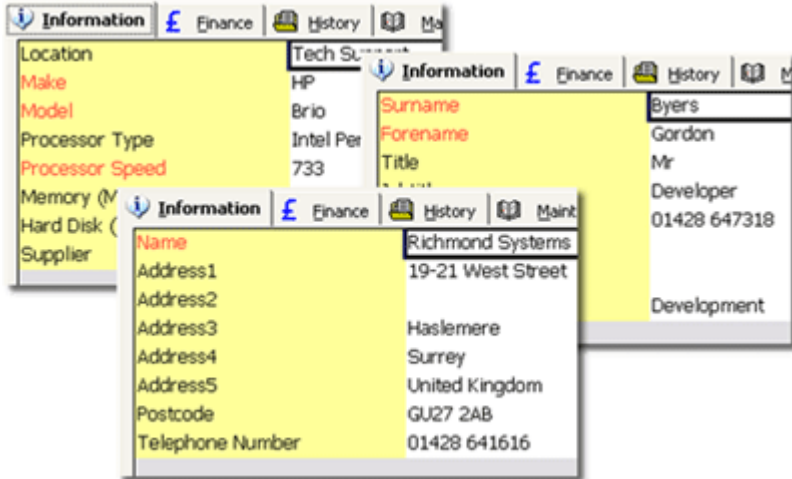
An assets details are split into 7 key sections

- **Information**
Displays the basic information for an asset. The fields are customisable via the Database Admin Module.
- **Finance**
Calculates depreciation for the asset, if the asset is owned. Otherwise calculates lease information.
- **History**
View a full audit trail for the asset.
- **Maintenance**
View maintenance/warranty/insurance contracts for this asset.
- **Tracking**
Schedule and search movements for this asset
- **Attachments**
Store a range of files within an asset.
- **External data**
Link to a record in another applications database.

Working with styles

AssetDesk divides the many asset types you can store in AssetDesk with a set of asset templates, which are known as styles. These styles can be added, or edited via the database admin module. In this screenshot you can see the different standard fields that make up a style.

By defining data in this way it means that the data you hold against an asset is entirely flexible and can suit the needs of your organisation.

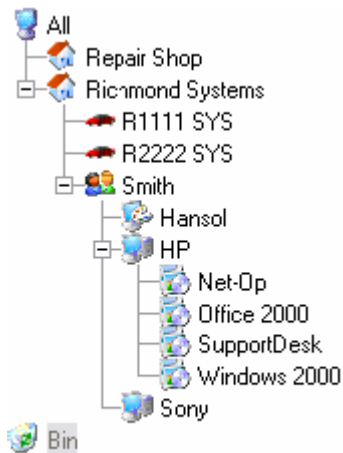


Using the Navigator

The navigator is designed to represent the internal structure of your organisation. The navigator is made up of different items, which have different styles.

The items under the all node are of the company style. This would represent your organisation and other organisations you have dealings with. Under the company, Richmond Systems are two cars, of the vehicle style, and an employee, of the contact style.

The purpose of arranging the navigator in this way, is that you can easily identify the hierarchy of items and assets within your organisation. When you start to initiate movements of assets, under the relevant items, a graphical copy of the moved asset will appear. This enables you to identify, at a glance where your assets are.



Richmond Customer Services

Through dedicated Account Management, we can work with you to help you identify the key 'stepping stones' of success to ensure smooth implementation and achievement of objectives within your customer care operation. Our consultancy services are tailored to meet the requirements of your operation, and can be delivered either in-house at our offices in Haslemere, Surrey or on-site at the installation base. By visiting you on-site we are able to provide immediate support to our solution, ranging from project management through to installation and configuration.

Your 'Consultant' will provide professional on-site support in this specialised field, bringing with them a working experience of the help desk industry – further enhancing the operation of your enterprise.

- **WHO SHOULD CONSIDER THESE SERVICES?**

Anyone concerned with the professional implementation and operation of AssetDesk within their enterprise. These services are designed to meet the needs of senior operational and support staff, responsible for their company's customer care program.

- **TRAINING**

Continually improving the skills and knowledge of your workforce is essential, in order to meet demand from your customers within rapidly changing markets. Our in-house training department can assist in the development of your team members. Optimising the performance of your staff will produce a clear business benefit with the potential to create business success.

- **CUSTOMER CARE**

As part of our continued commitment to our customers, you will benefit from dedicated Account Management, ensuring a consistent and exceptional level of customer service. Our Customer Care Department extends the level of support you can expect to receive, safe in the knowledge that we have your best interests at heart.

Contacting Richmond Systems

For more information please contact the relevant department.

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