



PavoGroup Inc.

User Manual

The User Guide Of Super HelpDesk Professional Version

User Manual



The manual is the introduce the Super HelpDeks software **professional** version installation and the system structure brief. You can copy and distribute it freely. And PavoGroup will keep rights to modify this document without notice.

Released Version 2.5

Audited By: Mang Zhang

Released Date: 10/10/2022

Home Website: www.pavogroup.top

System requirements:

Server: MySQL version 8.0 +; Windows Server or Linux Server, Unix Server.

Client: Windows 7 and Windows 10, Windows 11.

Installation Steps:

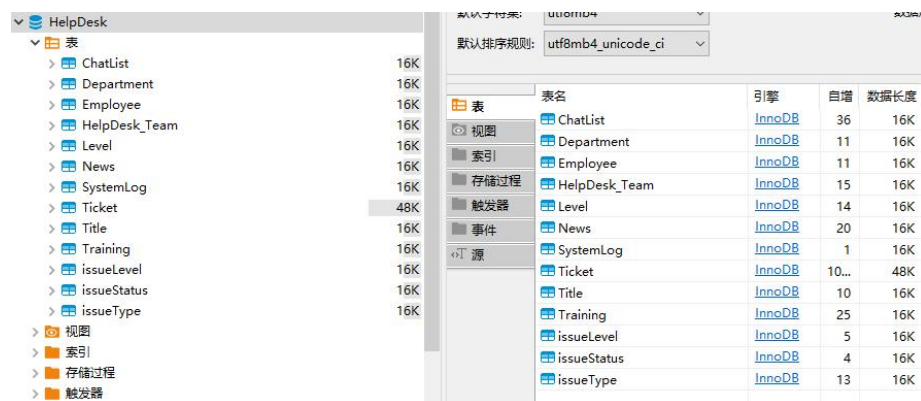
1. After setup MySQL server, download installation package from www.pavogroup.top or <https://sourceforge.net/projects/superhelpdesk/> and unzip it. You will get 6 components:

名称	修改日期	类型	大小
Super HelpDesk Client.exe	2022/9/14 16:36	应用程序	26,901 KB
Super HelpDesk Manager.exe	2022/9/14 21:31	应用程序	29,386 KB
SuperHelpDeskDumpStructureOnly.sql	2022/9/14 14:03	DBeaver	10 KB
SuperHelpDeskDumpWithDemoData.sql	2022/9/14 14:03	DBeaver	48 KB
The Super HelpDesk Software Professional Installation Manual Ver2.0.docx	2022/9/14 13:55	DOCX 文档	831 KB
vcredist_msvc2019_x64.exe	2020/2/28 16:18	应用程序	14,708 KB

2. For MySQL database setup, you will see 2 files, one is HelpDesk database structure without demo data, another is HelpDesk database with demo data inside, we recommend you use demo data .sql file if you are the first time use Super HelpDesk software, it can help you familiar our products ASAP:

SuperHelpDeskDumpStructureOnly.sql	2022/9/14 14:03	DBeaver	10 KB
SuperHelpDeskDumpWithDemoData.sql	2022/9/14 14:03	DBeaver	48 KB

3. After you setup your HelpDesk database done in MySQL, the database structure should be like below winow:

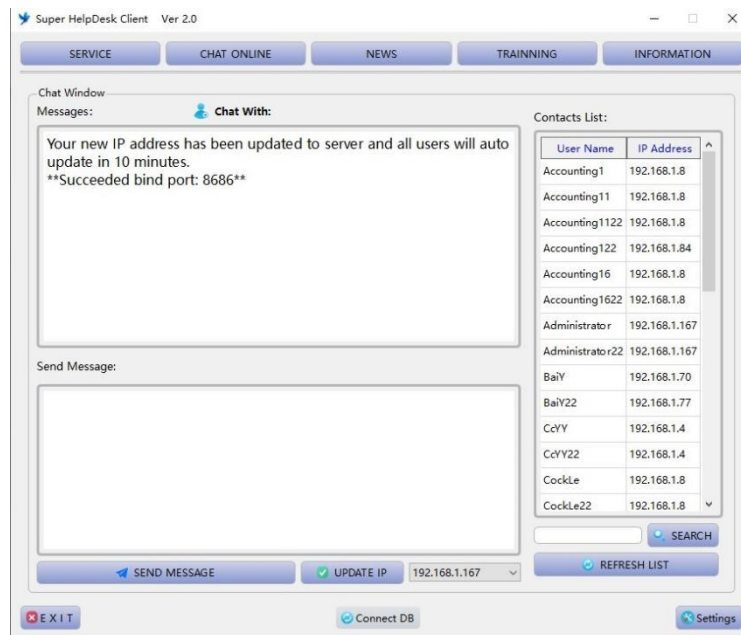


表名	引擎	自增	数据长度
ChatList	InnoDB	36	16K
Department	InnoDB	11	16K
Employee	InnoDB	11	16K
HelpDesk_Team	InnoDB	15	16K
Level	InnoDB	14	16K
News	InnoDB	20	16K
SystemLog	InnoDB	1	16K
Ticket	InnoDB	10...	48K
Title	InnoDB	10	16K
Training	InnoDB	25	16K
issueLevel	InnoDB	5	16K
issueStatus	InnoDB	4	16K
issueType	InnoDB	13	16K

4. Once the HelpDesk MySQL database is ready, you can start install Super HelpDesk Client and Super HelpDesk Manager, the client should be installed for all company users who need get service from IT department, when you frist run Super HelpDesk Client, you will see this window:



5. After you client OK button, the following window will display, now you need click "Settings" button.



6. After you click “Settings” button, the following window will pop up, now you need input your MySQL database server IP address, port, login name and login password, also you can try to input IP: 108.166.195.86, port: 3306, login name: superhelpdesk, login password: 86SUPERHELPDESK to connect PavoGroup company database for demo run. After setup completed, pls click “SAVE” buttong to save your settings to local file which locate in your application running sub-fole: setting\setting.json, the password was encrypted and you can copy this file to other users computer which installed Super HelpDesk Client already, then you need not re-configure connection parameters again.



7. At here, your Super HelpDesk Client installation was done, you will see your screen like below, sometimes, if your user client lost connection of MySQL server, just click “Connect DB”

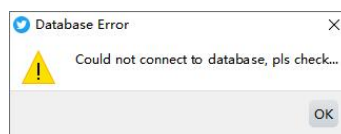
button then the client will automatically re-connect to MySQL server. Then the user can write case request and send to HelpDesk after click button “SEND REQUEST”.

ID	Employee Name	Department	Case Type	Case Level	Description
1	100130 Administrator	ITIT	Software installation	Critical	22DEscription text....
2	100131 Administrator	ITIT	Software issue	Normal	22DEscription text....
3	100132 Administrator	ITIT	Hardware issue	Middle	22DEscription text....
4	100134 Administrator	Accounting	Data backup/issue	High	just fix hardware issue.
5	100135 Administrator	Accounting	Network issue	Critical	my network has proble
6	100138 Administrator	Accounting	Software Development	Critical	send failure test

8. The Super HelpDesk Client will get current windows OS login account automatically and search from MySQL, if match the record, it will auto pull the user department name to client UI filed of “Department”. so you need export all users account from Windows Server Active Directory then import to MySQL database, then add their department information to the table; the SQL table name is “Employee” and structure list as below.

id	employeeName	workNumber	employeeDepartment	employeeLevel	employeeTitle
1	Jack Lu	1022	Design	8	Director
2	WK Wang	2033	Accounting	6	Manager
3	KK Jiang	2012	HR	2	Staff
4	Wai Li	3021	Production	1	Worker
5	Administrator	1234	Accounting	9	Director

9. Then you can install and run Super HelpDesk Manager application, when you first run the application, you should see below remind window to configure MySQL connection:



10. After you click OK, then the below window will pop up, just click setting icon which locate in the right below corner of the window.

11. The you will see the setting window, pls put MySQL server IP address, port, login name and login password in bland field then click save, the login program will automatically restart and re-load settings which you just input before.

Super HelpDesk System

Server Configuration

LoginName: Server IP:

Login Password: Server Port:

12. When login window re-load, you will see below window, the progressbar will turn to green and the text value will be 100% if connected to MySQL database server successful, that's mean your application connected to MySQL database already. Then type login name **“Manager1”** with login password **“123”** to enter the Manager console of system, or type login name **“Engineer1”** with login password **“1234”** to enter the Engineer console of system, you will get two different console window when your choose different login account which control by column **“roleTitle”** in table **“HelpDesk_Team”** in MySQL database, two options are designed in system, **Manager** or **Engineer** of **“roleTitle”** column in table.

Pls note: the login name is case insensitive.

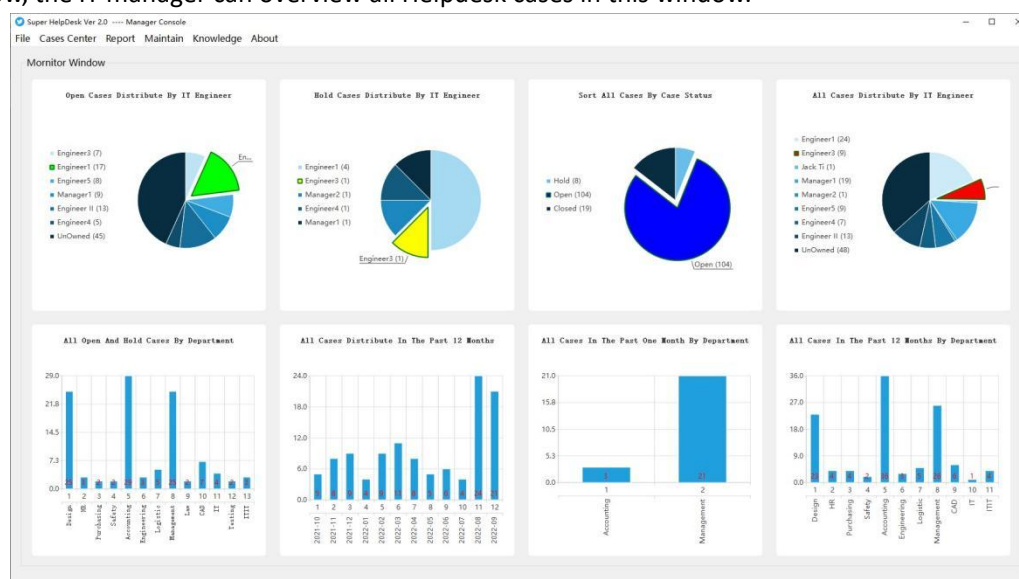
Super HelpDesk System

User Name:

Password:

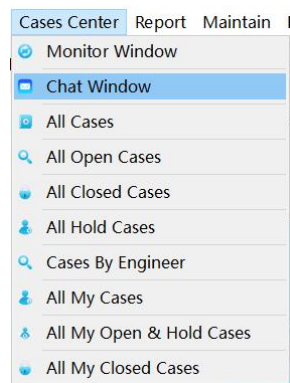
Connecting Database: 100%

13. When you loign with Manager1, you will see the monitor window on the first view like below, the IT manager can overview all Helpdesk cases in this window.



14. From **“Case Center”** menu, you can choose different case type to check each case’s

status and handler.



15. When you enter the case center menu, for example “All Cases”, you will see below window.

The screenshot shows the 'All Cases' window with a table of cases. The table has the following columns: ID Num, Employee Name, Department, Case Type, Case Level, Description, Create Time, Case Status, Solution, Solved Time, Attachment, HelpDesk, and Remark. The table contains 23 rows of data.

ID Num	Employee Name	Department	Case Type	Case Level	Description	Create Time	Case Status	Solution	Solved Time	Attachment	HelpDesk	Remark
100002	Hello World2	Design	Hardware issue	Critical	Install Pro-...	2022/1/5 8:49	Hold	Install ...	2022/3/5 8:49	No file	Engineer1	Remark
100003	Hello World2	HR	Software issue	Critical	Install Pro-E	2022/1/5 8:49	Open	install software	2022/3/5 8:49	No file	Engineer3	Remark
100004	Hello World3	HR	Software issue	Critical	Install Pro-E	2022/1/5 8:49	Open	install software	2022/3/5 8:49	No file	Engineer3	Remark
100007	Hello World	HR	Hardware issue	Critical	Install Pro-E	2022/1/5 8:49	Closed	Install ...	2022/3/5 8:49	No file	Jack Ti	Remark
100008	Hello World2	HR	Software issue	Critical	Install Pro-E	2022/8/5 8:49	Hold	install software	2022/3/5 8:49	No file	Engineer3	Remark
100009	Hello World3	Design	Software issue	Critical	Install Pro-E	2022/2/5 8:49	Closed	install software	2022/3/5 8:49	No file	Engineer3	Remark
100012	Hello World	Design	Hardware issue	Critical	Install Pro-E	2022/2/5 8:49	Closed	Install ...	2022/3/5 8:49	No file	Manager1	Remark...
100013	Hello World2	Design	Software issue	Critical	Install Pro-E	2022/2/5 8:49	Closed	install software	2022/3/5 8:49	No file	Manager1	Remark...
100014	Hello World3	Design	Software issue	Critical	Install Pro-E	2022/2/5 8:49	Closed	install software	2022/3/5 8:49	No file	Manager1	Remark...
100017	Hello World	Design	Hardware issue	Critical	Install Pro-E	2022/2/5 8:49	Hold	Install ...	2022/3/5 8:49	No file	Manager2	Remark...
100018	Hello World2	Purchasing	Software issue	Critical	Install Pro-E	2022/2/5 8:49	Closed	install software	2022/3/5 8:49	No file	Engineer5	Remark...
100019	Hello World3	Purchasing	Software issue	Critical	Install Pro-E	2022/8/5 8:49	Open	install software	2022/3/5 8:49	No file	Engineer1	TEst update ...
100022	Hello World	Safety	Hardware issue	Critical	Install Pro-E	2022/3/5 8:49	Open	Install ...	2022/3/5 8:49	No file	Engineer1	Remark...
100024	Hello World3	Safety	Software issue	Critical	Install Pro-E	2022/3/5 8:49	Open	install software	2022/3/5 8:49	No file	Engineer1	Remark
100027	Hello World	Purchasing	Hardware issue	Critical	Install Pro-E	2022/3/5 8:49	Open	Install ...	2022/3/5 8:49	No file	Engineer1	remarkResult...
100028	Hello World2	Purchasing	Software issue	Critical	Install Pro-E	2022/3/5 8:49	Closed	install software	2022/3/5 8:49	No file	Manager1	remarkResult...
100029	Hello World3	Design	Software issue	Critical	Install Pro-E	2022/3/5 8:49	Hold	install software	2022/3/5 8:49	No file	Engineer1	Remark...
100032	Hello World	Design	Hardware issue	Critical	Install Pro-E	2022/8/5 8:49	Hold	Install ...	2022/3/5 8:49	No file	Engineer4	Remark...
100033	Hello World2	Design	Software issue	Critical	Install Pro-E	2022/2/5 8:49	Closed	test closed ...	2022/3/5 8:49	No file	Engineer4	test closed ...
100034	Hello World3	Design	Software issue	Critical	Install Pro-E	2022/2/5 8:49	Hold	install software	2022/3/5 8:49	No file	Manager1	test long text...
100037	Hello World	Design	Hardware issue	Critical	Install Pro-E	2022/2/5 8:49	Open	Install ...	2022/3/5 8:49	No file	Engineer5	Remark
100038	Hello World2	Accounting	Software issue	Critical	Install Pro-E	2022/8/5 8:49	Open	install software	2022/3/5 8:49	No file	Manager1	Remark
100039	Hello World3	Accounting	Software issue	Critical	Install Pro-E	2022/4/5 8:49	Open	install software	2022/3/5 8:49	No file	Manager1	Remark

16. Once you double click on the case row, the page will automatically jump to the case details window, then you can choose your action for each case, you can take this case, update this case, or handover this case you could not complete it, also you can close this case after you solve this case issue for user.

Pls note: each action on each case will be logged in the system and display in “Remark”.

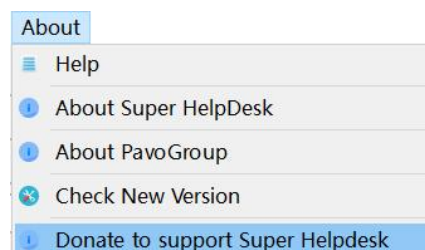
The screenshot displays the 'Manager Console' window for Super HelpDesk Ver 2.0. The 'Case Details' section includes fields for ID Number (100019), Employee Name (Hello World3), Department (Purchasing), Create Time (2022-08-05T08:49:28.000), Case Type (Software issue), Solved Time (2022-03-05T08:49:28.000), Case Level (Critical), IT Engineer (Engineer1), Case Status (Open), and Handover To (Select...). The 'Attachment' section shows 'No file'. The 'Description' section contains 'Install Pro-E'. On the right, there are buttons for 'Take Case', 'Update Case', 'Handover Case', and 'Close Case'. The 'Solution' section shows 'install software'. The 'Remark' section contains a log of updates: 'Test update records', 'Modify time is Tue Aug 16 16:35:55 2022, Update IT Engineer from Engineer1 to Manager1.', 'Modify time is Tue Aug 16 16:36:40 2022, Update IT Engineer from Manager1 to Manager1.', and 'Modify time is Tue Aug 16 19:36:06 2022, Update IT Engineer from Manager1 to Engineer1.'

17. On the “Database” menu, manager can see there is a function of “Maintain Employees”, this function is design for IT manager to maintain IT team members entrance and access rights, pls note there is a field name is “Login Title”, there are two options, “Manager” or “Engineer”, different title is mean they will enter to different console window. Also, IT Manager can add/delete/update/check IT accounts here.

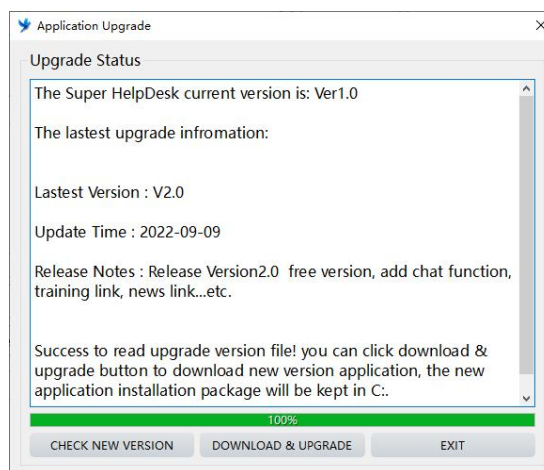
The below module is design for maintain employee’s account information, you can Add/Del/Update/Check employee’s account in MySQL database. Not all fields are must.

The screenshot displays the 'Maintain IT Engineers & Employees Window' in the Super HelpDesk Manager Console. It is divided into two main sections: 'Maintain IT Engineers' and 'Maintain Employees'. Each section contains four columns of form fields for adding, deleting, updating, or checking accounts. The 'Maintain IT Engineers' section includes fields for User Name, Password, Login Title (with a dropdown for 'Engineer'), and Is Active? (with a dropdown for '0'). The 'Maintain Employees' section includes fields for User Name, Work Number, Title (with a dropdown for 'Worker'), Level (with a dropdown for '2'), and Department (with a dropdown for 'HR'). Each column has a corresponding button: 'ADD Account', 'Delete Account', 'Update Account', and 'Check Account'.

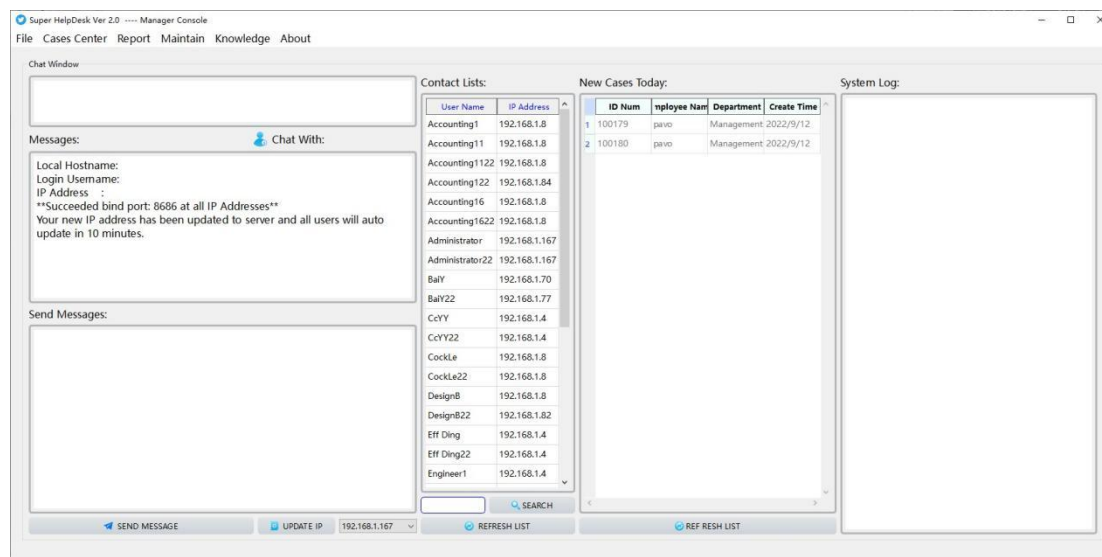
18. There is a function to update Super HelpDesk which locate in menu “About\Check New Version”.



19. After you click “Check New Version”, below window will display. If your computer connect to upgrade server success, then you can click “DOWNLOAD & UPGRADE” button to download new version software from PavoGroup server, after download finished, the new upgrade package will be kept in root folder of partition C:, you can manually run installation package if your need reinstall the Super HelpDesk.



20. Compare with Version 1.0, there is new module which function is Chat module under menu “Case Center”, after you enter this menu, you will see below window. At here, every client will auto update their computer IP to MySQL database(Period is 10 minutes) and you will see it in below window. You can click their name and then you can chat with them. Currently, this function is only support one-to-one chat, we plan release one-to-multi function in the next version. You can search employ’s name and manually update your IP address. Another function is when there is new case request send to database, it will auto update and refresh(Period is 10 minutes) in the block of “New Cases Today”,



21. If you login as Engineer, you will see this window, also, you can double click on the row of each case then auto jump to case details page:

Super HelpDesk Engineer Console Version 2.0

File Cases Management Report Knowledge About

All My Cases

	ID Num	Employee Name	Department	Case Type	Description	Create Time	Case Level	Case Status	Solution	Solved Time	Attachment	HelpDesk	Remark
1	100002	Hello World	Design	Hardware ...	Critical	Install Pro-...	2022/1/5 8:49	Hold	Install ...	2022/3/5 8:49	No file	Engineer1	Remark
2	100019	Hello World3	Purchasing	Software ...	Critical	Install Pro-E	2022/8/5 8:49	Open	install ...	2022/3/5 8:49	No file	Engineer1	Test update ...
3	100022	Hello World	Safety	Hardware ...	Critical	Install Pro-E	2022/3/5 8:49	Open	Install ...	2022/3/5 8:49	No file	Engineer1	Remark...
4	100024	Hello World3	Safety	Software ...	Critical	Install Pro-E	2022/3/5 8:49	Open	install ...	2022/3/5 8:49	No file	Engineer1	Remark
5	100027	Hello World	Purchasing	Hardware ...	Critical	Install Pro-E	2022/3/5 8:49	Open	Install ...	2022/3/5 8:49	No file	Engineer1	remarkResul...
6	100029	Hello World3	Design	Software ...	Critical	Install Pro-E	2022/3/5 8:49	Hold	install ...	2022/3/5 8:49	No file	Engineer1	Remark...
7	100042	Hello World	Accounting	Hardware ...	Critical	Install Pro-E	2022/4/5 8:49	Hold	Install ...	2022/3/5 8:49	No file	Engineer1	Remark
8	100072	Hello World	Logistic	Hardware ...	Critical	Install Pro-E	2022/6/5 8:49	Open	Install ...	2022/3/5 8:49	No file	Engineer1	Remark
9	100077	Hello World	Design	Hardware ...	Critical	Install Pro-E	2022/6/5 8:49	Open	Install ...	2022/3/5 8:49	No file	Engineer1	Remark
10	100082	Hello World	Management	Hardware ...	Critical	Install Pro-E	2022/8/5 8:49	Open	Install ...	2022/3/5 8:49	No file	Engineer1	Remark
11	100087	Hello World	Design	Hardware ...	Critical	Install Pro-E	2021/7/5 8:49	Open	Install ...	2022/3/5 8:49	No file	Engineer1	Remark
12	100092	Hello World	Design	Hardware ...	Critical	Install Pro-E	2021/7/5 8:49	Open	Install ...	2022/3/5 8:49	No file	Engineer1	Remark
13	100097	Hello World	Design	Hardware ...	Critical	Install Pro-E	2022/7/5 8:49	Open	Install ...	2022/3/5 8:49	No file	Engineer1	Remark
14	100102	Hello World	CAD	Hardware ...	Critical	Install Pro-E	2022/3/5 8:49	Open	Install ...	2022/3/5 8:49	No file	Engineer1	Remark
15	100107	Hello World	CAD	Hardware ...	Critical	Install Pro-E	2022/3/5 8:49	Open	Install ...	2022/3/5 8:49	No file	Engineer1	Remark
16	100112	Hello World	Design	Hardware ...	Critical	Install Pro-E	2021/9/5 8:49	Open	Install ...	2022/3/5 8:49	No file	Engineer1	Remark
17	100117	Hello World	IT	Hardware ...	Critical	Install Pro-E	2021/9/5 8:49	Open	Install ...	2022/3/5 8:49	No file	Engineer1	Remark
18	100122	Hello World	Design	Hardware ...	Critical	Install Pro-E	2021/9/5 8:49	Open	Install ...	2022/3/5 8:49	No file	Engineer1	Remark

22. Then you can Take Case/Update Case/Handover Case/Close Case, also, each action on each case will be auto logged into database and display in field “Remark”:

Super HelpDesk Engineer Console Version 2.0

File Cases Management Report Knowledge About

Case Details

ID Number: 100082 Employee Name: Hello World
 Department: Management Create Time: 2022-08-05T08:49:28.000
 Case Type: Hardware issue Solved Time: 2022-03-05T08:49:28.000
 Case Level: Critical IT Engineer: Engineer1
 Case Status: Open Handover To: Select...

Attachment: No file
 Description: Install Pro-E

Solution: Install hardware
 Remark: Remark

Take Case
 Handover Case
 Update Case
 Close Case

23. In Engineer console, you can see chat module also:

Super HelpDesk Engineer Console Version 2.0

File Cases Management Report Knowledge About

Messages: Local Hostname: programlaptop
 Login Username: Administrator
 IP Address : 169.254.232.131
 Failure to bind port: 8686
 Your new IP address has been updated to server and all users will auto update in 10 minutes.

Chat With:

Send Messages:

SEND MESSAGE UPDATE IP 169.254.232.131 REFRESH LIST

Contact Lists:

User Name	IP Address
Accounting1	192.168.1.8
Accounting11	192.168.1.8
Accounting1122	192.168.1.8
Accounting122	192.168.1.84
Accounting16	192.168.1.8
Accounting1622	192.168.1.8
Administrator	169.254.232.131
Administrator22	192.168.1.167
BaY	192.168.1.70
BaY22	192.168.1.77
CcY	192.168.1.4
CcY22	192.168.1.4
Cockle	192.168.1.8
Cockle22	192.168.1.8
Design8	192.168.1.8
Design822	192.168.1.82
Eff Ding	192.168.1.4
Eff Ding22	192.168.1.4
Engineer1	192.168.1.4
Engineer122	192.168.1.4
FourK	192.168.1.89
FourK22	192.168.1.8
GoodJ	192.168.1.8
GoodJ22	192.168.1.8
HelloY	192.168.1.6
HelloY22	192.168.1.6

SEARCH

New Cases Today:

ID Num	Employee Name	Department	Create Time
1	100183	pavo	2022/5/14 13:14
2	100184	pavo	2022/5/14 13:14

REFRESH LIST

System Log:

24. If you still meet below screen after you setup Super HelpDesk Client application and all the connections between your PC and MySQL server are running fine, then you need install "vcredist_msvc2019_x64.exe" from your download rar package.



Note: Pls feel free to contact with us if you have any issue when you use our software, you can email to 13692277450@139.com or call Hot line: + 86 - 13692277450 for assistant.

Each micro start light consolidate together can take human being go to future!

Thank you choose PavoGroup Inc. Software products.

The END