

LANDPARK
USER GUIDE

LANDPARK
SOFTWARE

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MONITOR, MANAGE AND DEVELOP YOUR COMPANY'S IT ASSETS

Landpark, comprehensive IT Asset Tracking and ITIL Help Desk solutions

LANDPARK MANAGER

IT ASSET MANAGEMENT WITH LANDPARK MANAGER

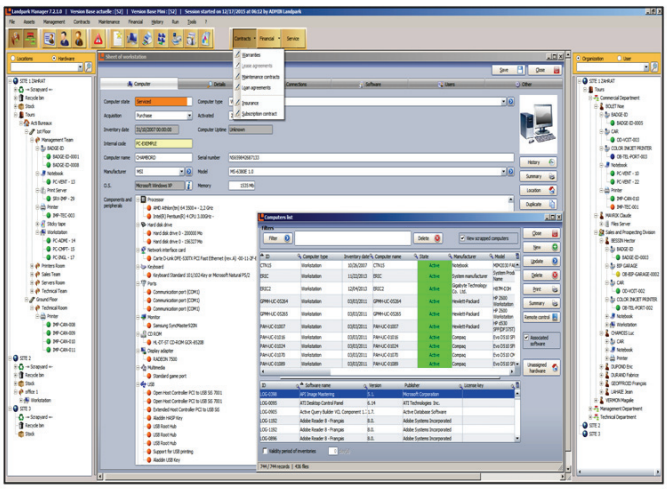




« Landpark Manager offers you a powerful and professional tool for an optimal management of your data processing systems ... »

LANDPARK MANAGER

Controlling, managing and maximizing your company's assets



- An efficient and professional tool that efficiently manages your IT assets.
- Ensures better control over your IT resources.
- Assists you effectively in the decision-making process.
- A genuine and ideal monitoring tool that gathers detailed information about your hardware, software and corporate networks.

Landpark Manager

- Assets management
- Financial
- Contracts management
- Software and licenses management
- Users management
- Service desk
- Non-IT assets management
- Consumables management
- Budget
- Orders management
- Recycling management
- Alerts panels
- History management

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TREEVIEW .....
SETTINGS .....

INVENTORY

PCs AND SERVERS RESULTS .....
DIFFERENTIAL BETWEEN TWO INVENTORIES .....
START TO IMPORT INVENTORIES .....
INVENTORY WITH NETWORKIP / WITH AGENTS .....
NETWORKIP INSTALL / TO INSTALL AGENTS .....
DOINVENTORY / WITHOUT AGENTS .....

ASSET MANAGEMENT

TOOLBAR MANAGEMENT ASSOCIATED WITH AN ITEM .....
PURCHASE SETTINGS .....
GUARANTEE CONTRACT .....
MAINTENANCE CONTRACT .....
LOAN MANAGEMENT .....
INSURANCE CONTRACT .....
SUBSCRIPTION AGREEMENT .....
FINANCES .....
BUDGET ALLOCATION .....
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ADD A NON-IT ASSET .....
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PRINTERS MANAGEMENT .....
NETWORK ELEMENTS MANAGEMENT .....
CONSUMABLES MANAGEMENT .....
USERS MANAGEMENT .....
SUPPLIERS MANAGEMENT .....
CATALOGS AND PRODUCTS MANAGEMENT .....
ALERTS PANELS .....
CONTRACTS MANAGEMENT .....
BUDGET MANAGEMENT .....
ORDERS MANAGEMENT .....
TICKET, HARDWARE MOVE, USERS MOVE, IMPORT CHANGES, CONTRACTS HISTORY .....
ESTABLISH QUERIES WITH QUERYBUILDER .....
RECYCLING HARDWARE .....
BARECODE .....

SOFTWARE MANAGEMENT

LICENSES MANAGEMENT .....
EDIT SOFTWARE DATABASE .....

SERVICES

SERVICE DESK MANAGEMENT WITH LANDPARK MANAGER .....
TICKET HISTORY .....

LANDPARK SNMP .....
LANDPARK ACTIVE DIRECTORY / OPENLDAP .....



Landpark Manager

The ideal tool that can help you in managing your IT assets every day more important.



LANDPARK MANAGER - A POWERFUL TOOL FOR OPTIMAL MANAGEMENT OF YOUR IT ASSETS

Environmental management of your IT assets: Managing multi-company and multi-site management ► Treeview management for sites and entities ► Friendly ergonomics ► Easy access to immediate information and functionalities ► User as well as department and company directory service ► Assign equipment and request to users ► A complete overview of your assets (geographical and organizational) with treeview.

Financial management, budget, purchasing and stocks management: Financial management (depreciation method, residual value) ► Financial monitoring and management of requests and technical support ► Guarantee, maintenance, loan, lease, insurance and subscription contracts management ► How to provide your financial department for budgetary needs to have accurate information about IT assets better purchasing and investment control ► Buying parameters of a PC and supplier management ► Stock management ► Products and catalogs management ► Orders management.

Hardware, software, request and moving management ► How to better manage, analyze and planify changes in terms of acquisition, operations, upgrades as well as hardware, software and network ► Detail of each PC (each hardware and software component is independent) ► Network connection, cards and protocols ► Managing shared resources (hub, routers printers, network, ...) ► Software licenses management - how to make a precise analysis ► Better manage site licenses, monitor them and guarantee their update ► Requests management and problems knowledge database ► Moving equipment from one office to another, from one PC to another ….

History, statistics, queries, reports ► Movements, loans, requests history for each material ►predefined queries: material (stock, service, maintenance), distribution for each equipment request by type, by model, by user, by software, etc. ► States and export for users, orders request forms, etc. ► Client-server version with login settings for user service ► Import/export .

GENERAL CHARACTERISTICS - IT ASSETS MANAGEMENT

Landpark Manager allows to operate tracking of each items both on a technical level, and on the budget or financial level.

The interface is built around a main window providing access to a general menu, treeview and finally technical sheets describing technical, financial and material management for each items. The interface of a PC form is a treeview with all its components.



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Treat each and every customer as unique.

Provide them with our unique technical expertise and knowledge.

Address their requirements and validate their expectations through our benchmarks.

Our approach to asset management and help desk technology has proven reliable and sustainable over the years.

Thanks to the added-value of our approach we are able to assist you in your projects.

A user-friendly interface with graphical views of your IT assets:

- Comprehensive management of your IT assets,
- Multi-site/multi-company management,
- High-level views of your IT assets (geographical organizational network) using "Treeview" components,
- Treeview-based site management,
- User directory service by department and company,
- Assign users to hardware, software, tickets,
- User-friendly interface,
- Immediate and easy access to information and features.

Quickly manage your IT assets and Non-IT assets via a context-sensitive toolbar. Whatever asset type is selected (computer, printer software, network element, network card, hard disk device, monitor, etc), you can manage all of the following:

- Purchase settings,
- Guarantees,
- Maintenance, insurance and subscription contracts,
- Ticket creation on currently selected item,
- Depreciation calculation,
- Budget line allocation,
- Loans.

High availability of information on each of your assets. Whatever asset is selected (computer, printer, software, network element, network card, hard disk drive device, monitor, etc ..), information can be quickly retrieved:

- Item move history,
- Full summary of all topics related to the item (technical, contract, assignments, tickets, etc),
- Item location,
- Remote control,
- Duplicate items automatically,
- Print out a complete signable summary that describes currently allocated hardware.

Managing the move history of your equipment. Whatever item is selected (computer, printer, software, network element, network card, hard disk, device, monitor, etc.), each item has a move history that includes:

- Move dates,
- Original state and destination state,
- Who is responsible for the move,
- Move history and items by location.

How to import you users list

- Users are imported from Active Directory / OpenLDAP or from an Excel spreadsheet.

PCs associated with users:

- Assigning a user to a PC or other items can be done manually by choosing his/her name in the user list,
- You can also automatically assign users to PCs based on the login name retrieved from the user record and the login name found during the inventory phase,
- User-assignment history on a PC,
- Item list by user,
- Signable assignment sheets.

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With expertise and know-how recognized by thousands of customers, the quality of our tools allows managers to have comprehensive and accurate vision of their IT assets.

Managing your software licenses:

- Software list by location and family, ID, number of detected licenses, number of purchased licenses,
- To open a software item, assign a license number to the PC where the license is installed insert its license type and the number of times the license key needs to be duplicated in order to transfer the license to another PC,
- Create alerts on unwanted software or unlicensed software,
- Quickly identify which PCs have unwanted or unlicensed software,
- PC list associated with software licenses.

Modify the software reference list, add your own applications or detect unwanted software:

- Software reference list, add your in-house applications (exe, dll, *.*),
- Mark software products or file extensions as unwanted and detectable by alerts,
- Find any application that isn't registered in your software reference list,
- Export all your IT item or non-IT item lists (Excel, Word, Xml, Html, PDF, Email PDF),
- Each list can be exported to EXCEL, WORD, XML,
- Included reports can be exported to EXCEL, WORD, XML, HTML, PDF, Email PDF.

Predefined queries on standard RDBMS (SQL Express, SQL Server and Oracle) with export to Excel:

- Graphical query builder using standard RDBMS technology (SQL EXPRESS, SQL SERVER and ORACLE),
- Export to Excel,
- Quick overview of your queries.

Managing your acquisition or rental settings:

- Acquisition mode and financial settings on each item,
- Buying, renting, leasing, loan, etc.
- Purchase order, invoice number, prices in Euros or other currencies, purchase date, supplier asset number, acknowledgment of delivery date, deployment date, attachments,
- Other equipment associated with the same purchase,
- Automatic assignment of the same purchase parameters to multiple items,
- Assignment to a budget,
- Financing options on an item.

Managing your guarantees:

- Reference of the guarantee contract on each item, amount, supplier, type of contract, type of ticket, response time, start date, end date, extension type, extension start date, extension end date, periodicity, expiration date, expiration date alert, comment field, assignment to a budget line,
- Other equipment associated with the same contract,
- Automatic assignment of the same contract parameters to multiple items,
- Contract amendments.

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Landpark associates you with the best Inventory IT Asset Management and Helpdesk software essential for the optimal management of all your IT assets.



Managing your maintenance, insurance and subscription contracts:

- Reference of the contract on each item, amount, supplier, contract type, ticket type response time, start date, end date, extension type, extension start date, extension end date, periodicity, expiration date, expiration date alert, comment field , assignment to a budget line,
- Other equipment covered by the same contract,
- Automatic assignment of the same contract parameters to multiple items,
- Contract amendments.

Managing your loan agreements:

- Reference of the loan contract on each item, amount, loan holder, contract type, start date end date, extension type, expiration date, expiration date alert, comment field,
- Other equipment associated with the same contract,
- Automatic assignment of the same contract parameters to multiple items.

Managing orders and purchase requests:

- Order list, order date, order number, signee, amount, supplier, order status,
- Delivery order, receipt date, recipient name, asset number, amount received, receiving partial or total order,
- Order details, delivery address, billing address, delivery mode, addition of the ordered products and reference content to the articles and catalogs management by suppliers attachment, observation, delivery note edition,
- Allocation to budget lines.

Managing your budget and budget lines:

- Budget and budget line lists, reference budget, years, amount provisioned, amount used balance, grant file number,
- State budget, signee, accounting allocation, analytical assignment, validation date, asset number, expected number of items, number of purchased items,
- Purchases associated with the budget line,
- Financing options associated with the budget line,
- Contracts associated with the budget line,
- Assignment of purchases to budget lines.

Managing your supplies:

- Consumables list by location and family,
- Duplicate a consumable from the catalog, catalog code, number of items to create, family designation, brand, model, storage place, purchase order purchase date, invoice number delivery date, delivery note, deployment date, immobilization number, price, supplier, reorder alert,
- Allocation of supplies to stock,
- List of consumables in stock and deployed consumables,
- Quick search within deployed consumables,
- Alerts on consumables reaching the reorder threshold.

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With more than 100 queries ready to be used, Landpark allows you a quick analysis of your IT assets.



Managing your supplier catalog:

- Supplier list, full address, contact details, email, payment method,
- Supplier detail,
- List of entries in the supplier catalog.

Tickets on your IT and non-IT assets:

- You can open a ticket regardless of the asset type (PC, printer, software, network element network card, hard disk, device, monitor, non-IT items, etc.…),
- You can look up the following information: who opened a ticket, browse the problems and solutions tree, priority, expected lead time, keywords description of the problem,
- Assignment of the ticket to an in-house technician or to a supplier, name date and time,
- Solutions associated with the request,
- Report made when closing,
- Archive of ticket-related events,
- Multiple solutions (files or URLs) related to the problem,
- Quick access and modification of the knowledge base,
- Print the ticket.

Status and history of your tickets with your IT and non-IT items:

- Tickets can have different statuses : pending assignment, assigned, cancelled, on hold resumed, confirmed, closed,
- Search ticket history by subject, date and location,
- Export to Excel, Word, Html, etc.
- Detailed ticket report and history.

Managing your non-IT assets:

- Unlimited and free management of all your non-IT assets,
- To import from Excel file all your non-IT assets,
- Open and manage a non-IT asset, assign a user, insert additional data access move history duplicate it, move to specific location,
- When opening a non-IT asset, the management toolbar makes it possible to edit its acquisition parameters, its guarantee contract, its maintenance contract, to open a ticket on this item, to calculate its depreciation method to allocate it to a budget line, to loan this item, etc.
- You can even give limited rights (to general services, for instance) to handle non-IT assets only.

Alerts by email on expired contracts, supply reorder, unlicensed or unwanted software:

- Warnings and alerts on all forms of contract expirations,
- Warnings and alerts on supply reorder,
- Warnings and alerts on unlicensed or unwanted software.

Controlling access to features, locations and organizations:

- Depending on the profile, features are enabled or disabled,
- Access rights on features,
- Access rights on locations,
- Access rights on organizations.

Managing your networks and network elements :

- Network datasheet with elements belonging to the network classified by type,
- Network element list,
- Network port list,
- Search by IP address and MAC address.

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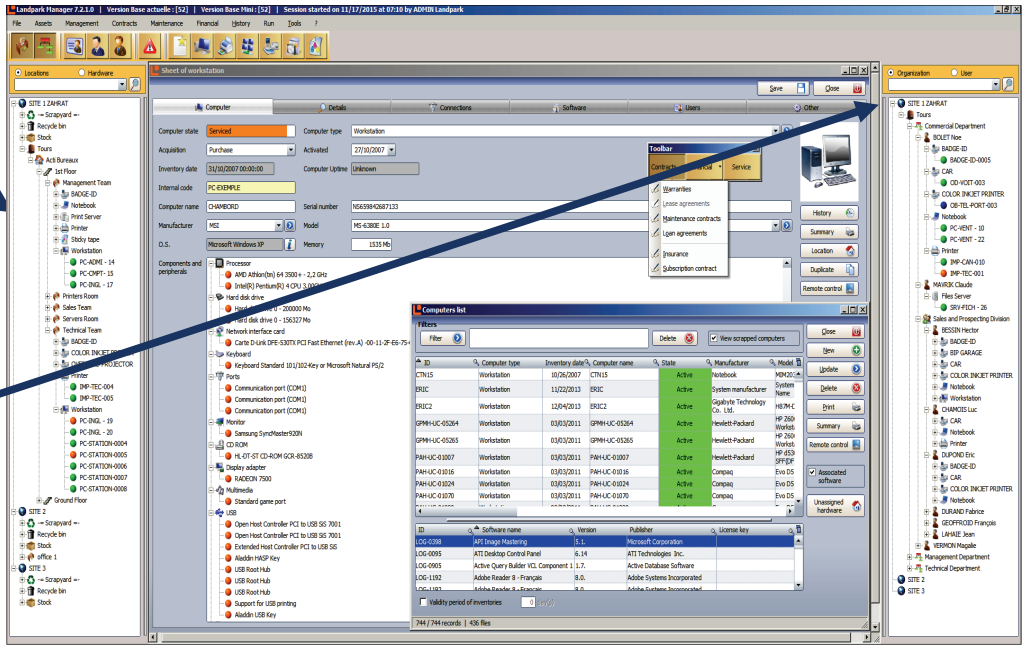
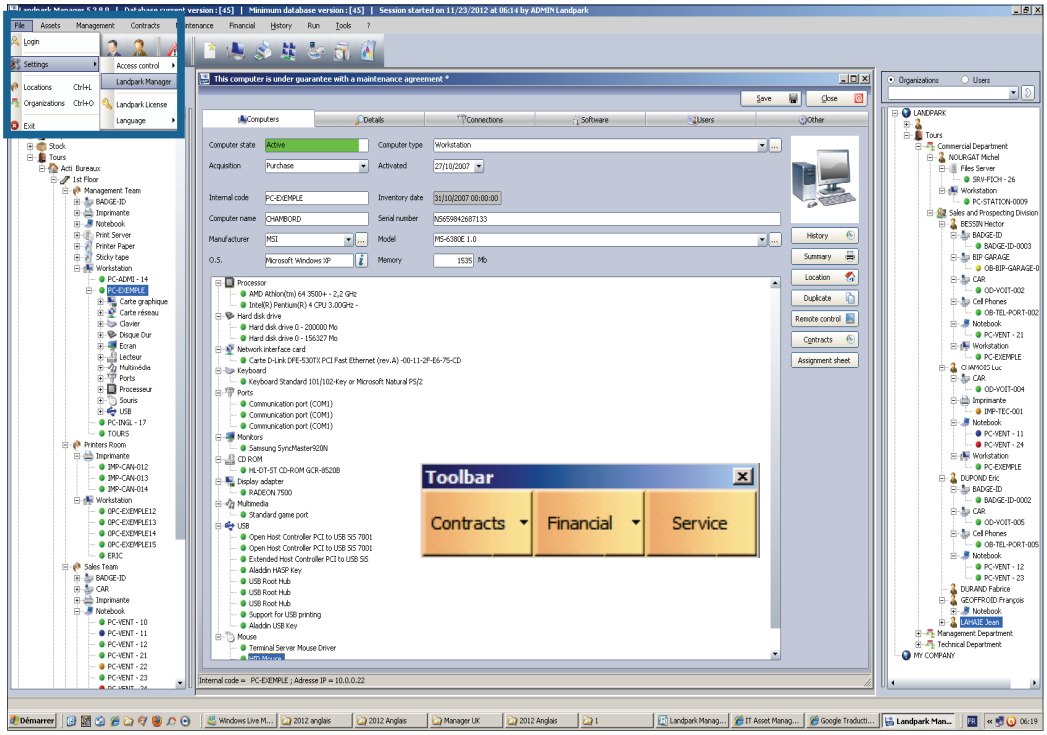
TREEVIEW

Location whose identifier is an item attached to one or more users

Organization whose identifier is a user attached to one or more items



Settings
Landpark Manager





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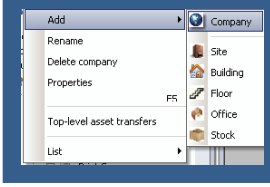
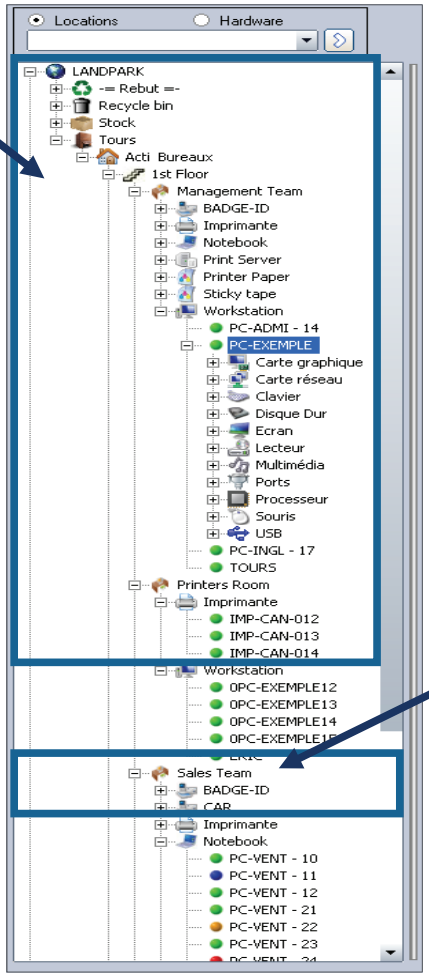
TREVIEW LOCATION

When the mouse pointer is positioned over a company, site, building or floor of the treeview, the menu will look like this





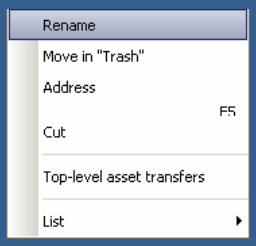
The treeview **location** allows you to manage and have an overview of locations save in the database. The identifier is an item attached to one or more users.

Each material is preceded by a colored ball to inform you about its state.

To access to the fonctions of the treeview location simply position the mouse pointer in the Treeview and click the right mouse button to bring up a menu that gives you access to different options according to the selected node.



When the mouse pointer is positioned on a office or a stock treeview, the menu will look like this



Note:
Locations in the treeview contains at least one company and a stock

Those two levels can not be edited nor deleted

Moving locations is done by drag and drop

Description of the menu:

Add: Adds a node in the treeview.

Rename: Allows you to edit the selected node.

Delete company: Deletes the selected node and place the material in the trash.

Empty Trash: To empty the trash. The data is then permanently deleted from the database.

Properties: Displays, depending on the level of the selected node (company, site, building, floor, office, stock), the properties of each level.

Cut: Cuts off part of the Treeview to paste to another location in the tree.

Paste: Pastes the previously cut Treeview element at the current position in the tree.

List: Provides access to either the list of companies, is a complete list of locations.

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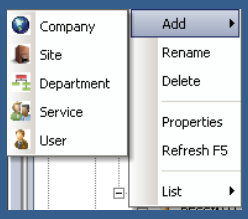
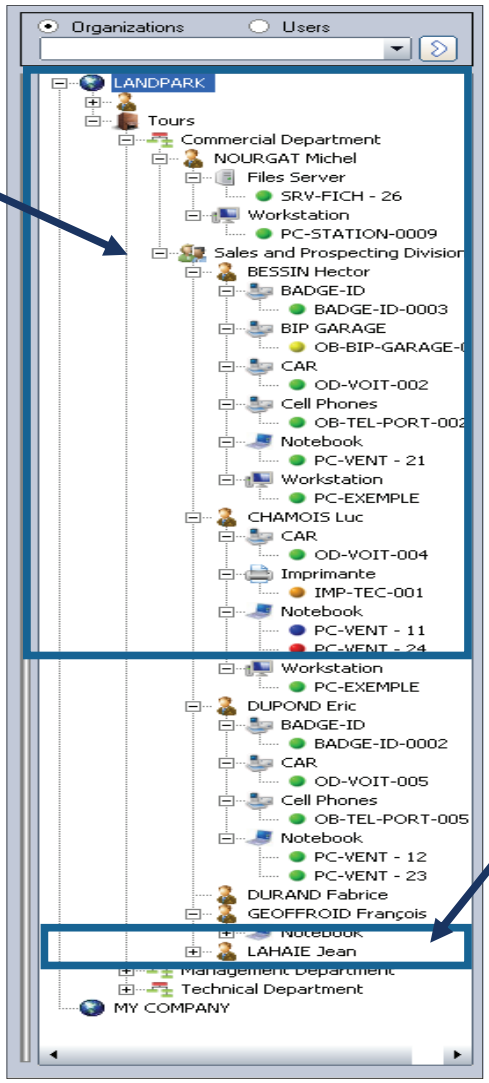
TREEVIEW ORGANIZATION

When the mouse pointer is positioned over a company site, department or service tree, the menu will look like:





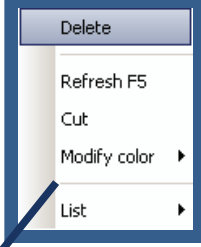
- **active:** the equipment is in use
- **in stock:** the material is stored in a storage area awaiting to be in active
- **serviced:** there is a request for assistance on the hardware, but the hardware is still in its original location
- **maintenance:** there is a request for maintenance on the equipment and left for maintenance
- **on loan:** loan on material made to a user
- **discarded:** the material is the recycle bin ready to be destroyed and removed from the base

The **Organization** treeview allows you to manage and have an overview of organizations or save the database depending on the selected node.

The identifier is a user attached to one or more items.

Each material is preceded by a colored ball to inform on its state.

To access the treeview "Organization", simply position the mouse pointer in the treeview and click the right mouse button to bring up a menu that gives you access to different options , according to the selected node.



When the mouse pointer is positioned on a user treeview, the menu will look like this.

Description of the menu:

Add: Adds a node in the treeview.

Rename: Allows you to edit the selected node.

Delete : Deletes the user.

Properties: Displays, depending on the level of the selected node (company, site department, service, user), the properties of each level.

List: Provides access to either the list of users.



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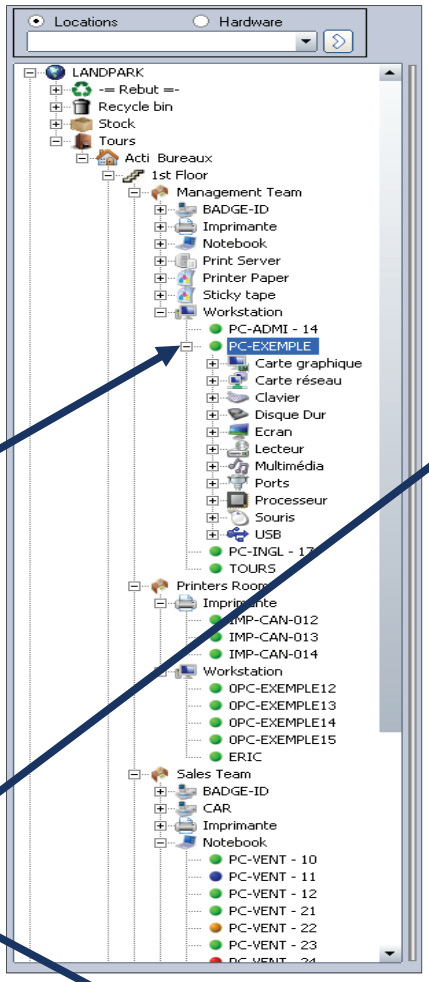
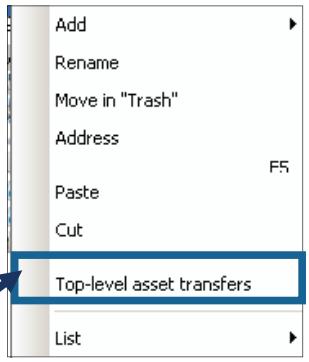
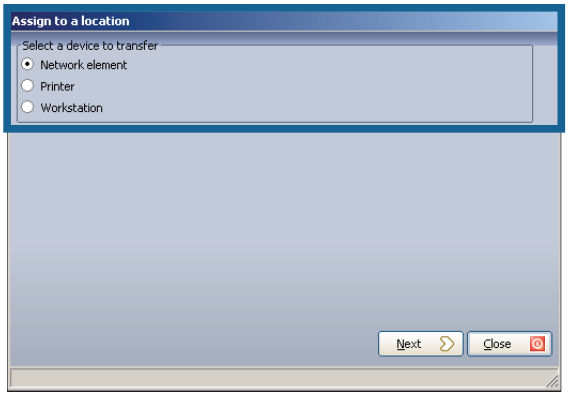
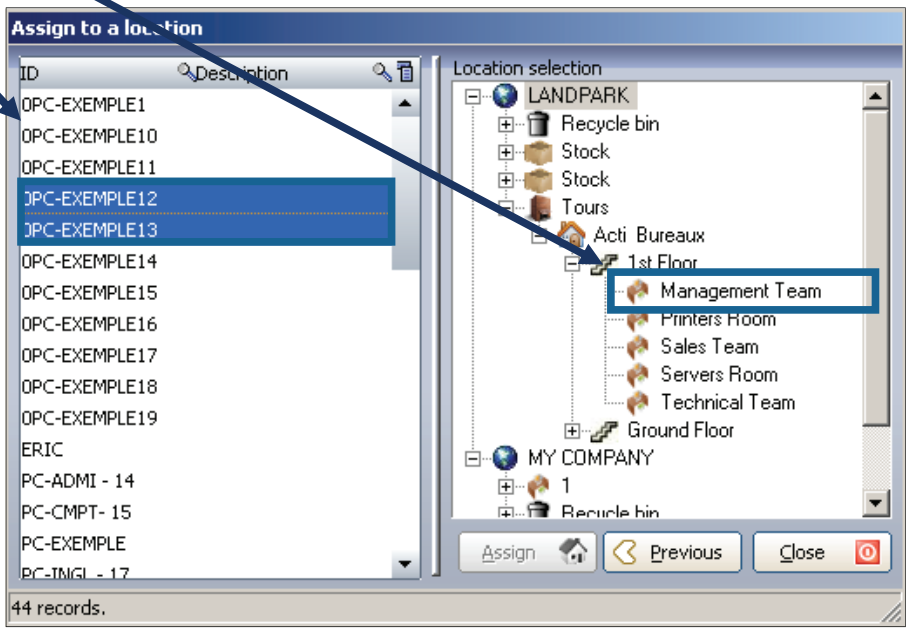
Drag and Paste to transfer an item to another office or stock







Top-level asset transfers allows you to move quickly all materials that are not localized





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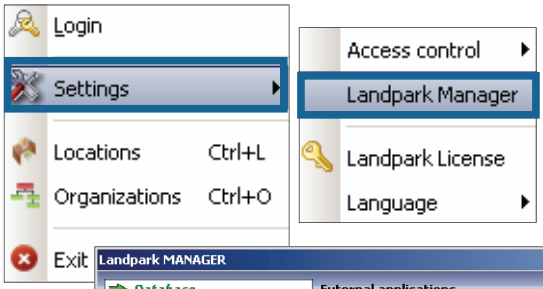
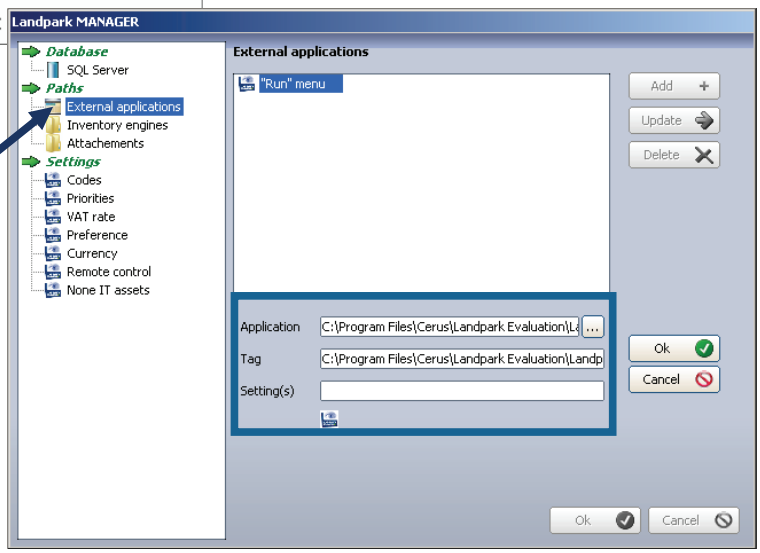
File menu





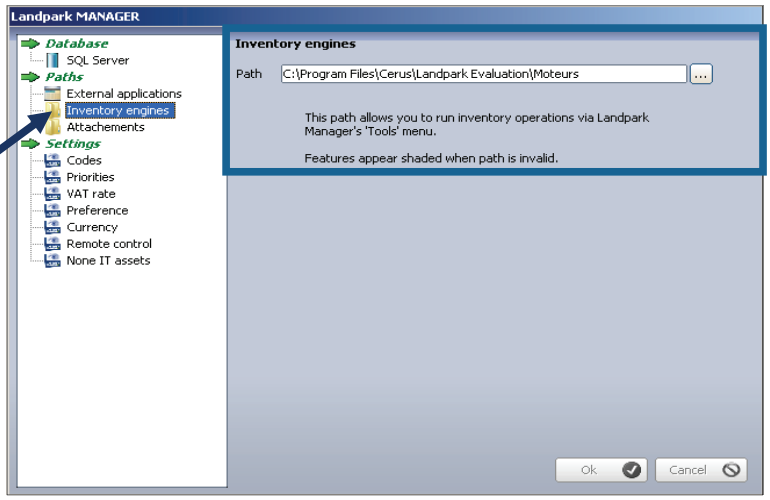
External applications

It is possible to run external applications from the Start menu of the main menu bar





Inventory engines



Landpark Manager needs to know the location of files used for inventory

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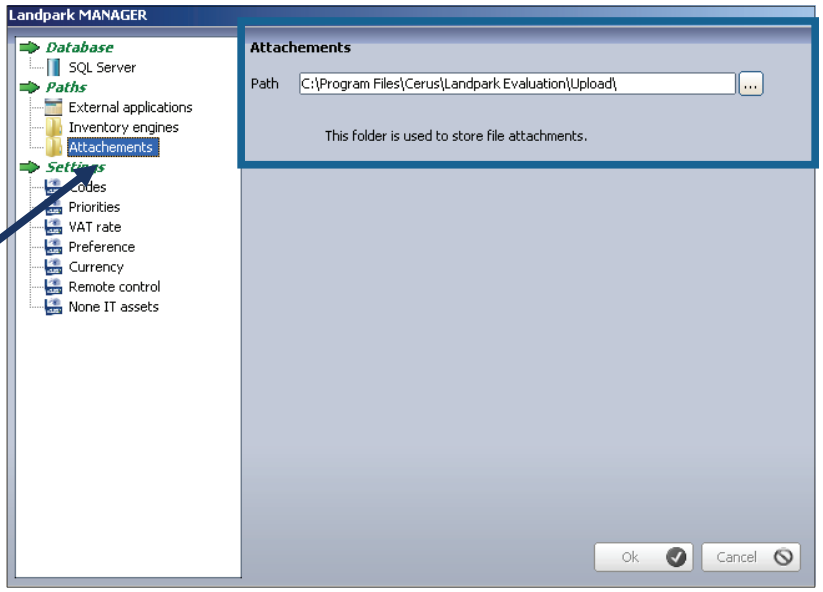
Attachements

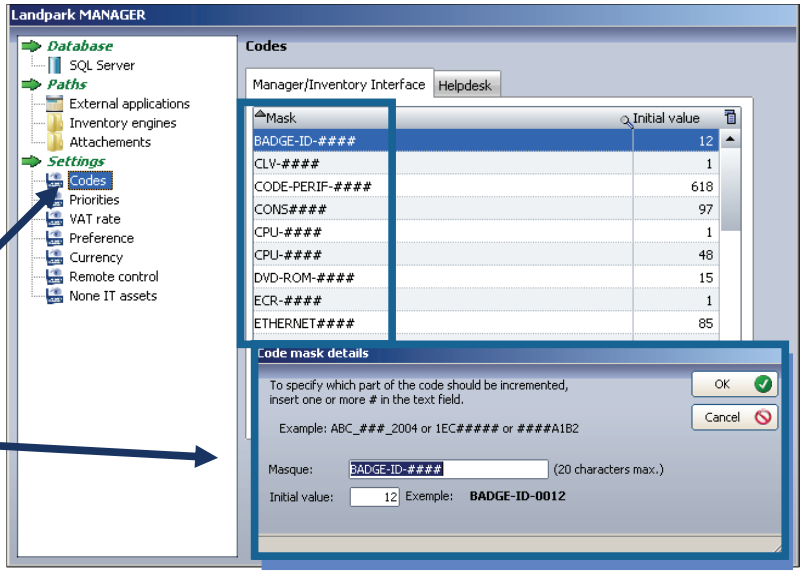


Landpark Manager needs to know the directory in which to copy files that are attached to the "Solutions" and "Applications" in the request management

Codes setting

Note*:*

If you use Landpark Helpdesk, you must specify the same directory



Set the mask here with various nomenclature codes for items to be duplicated in Landpark Manager

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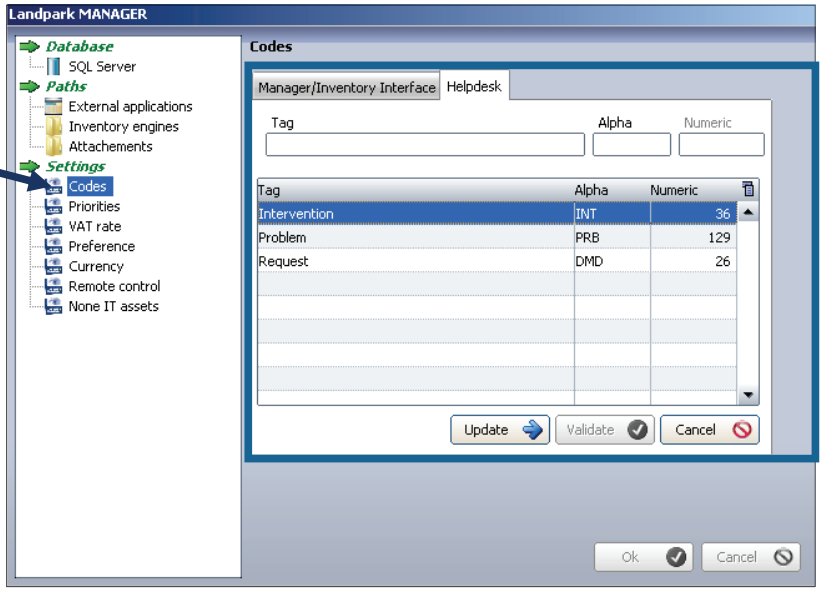
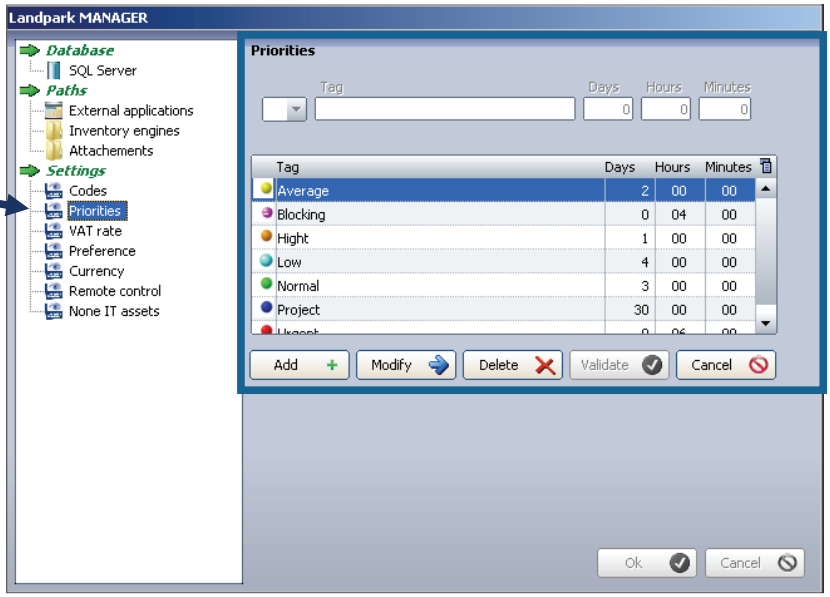
Helpdesk codes

You must specify initialization codes for requests. They will be common with Landpark Helpdesk



Priorities tables

You must specify the priorities that will be associated with problems



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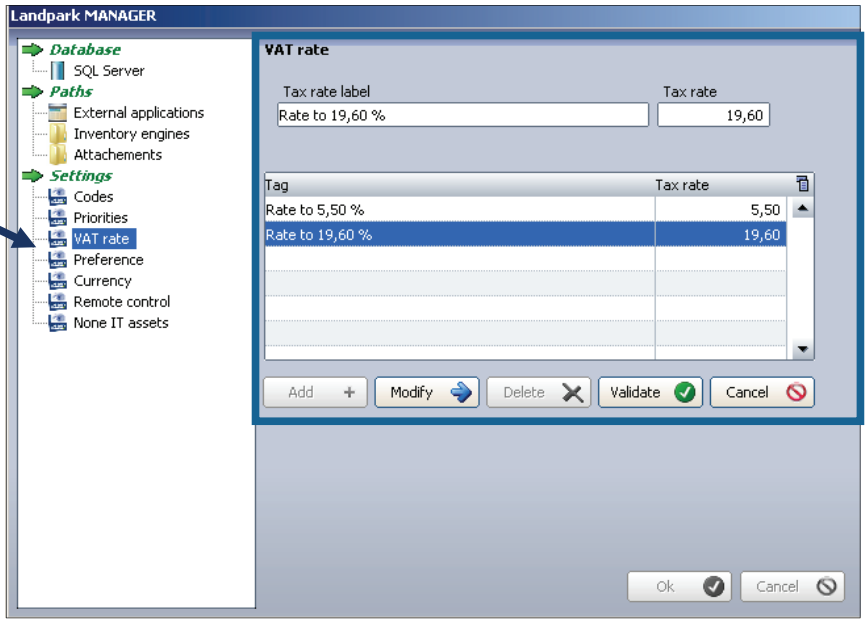
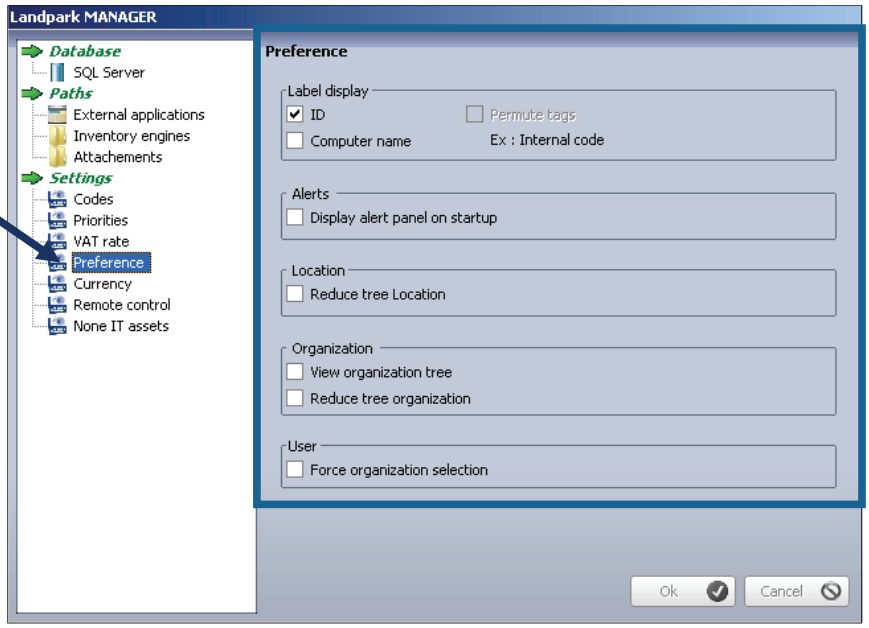
VAT rate

You must specify the VAT rate



Preference

The "Preference" option allows you to configure the behavior of the software in terms of internal code and display the computer name in the Treeview "Location", as well as whether to display alerts panel when starting the application





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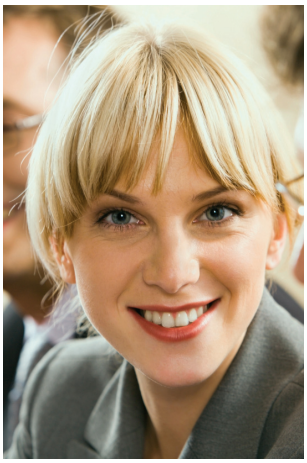
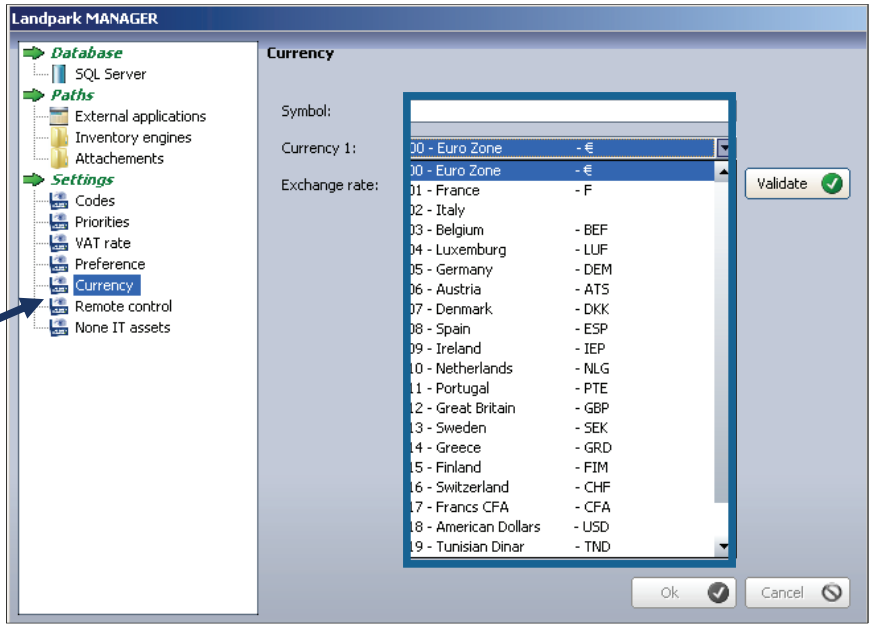


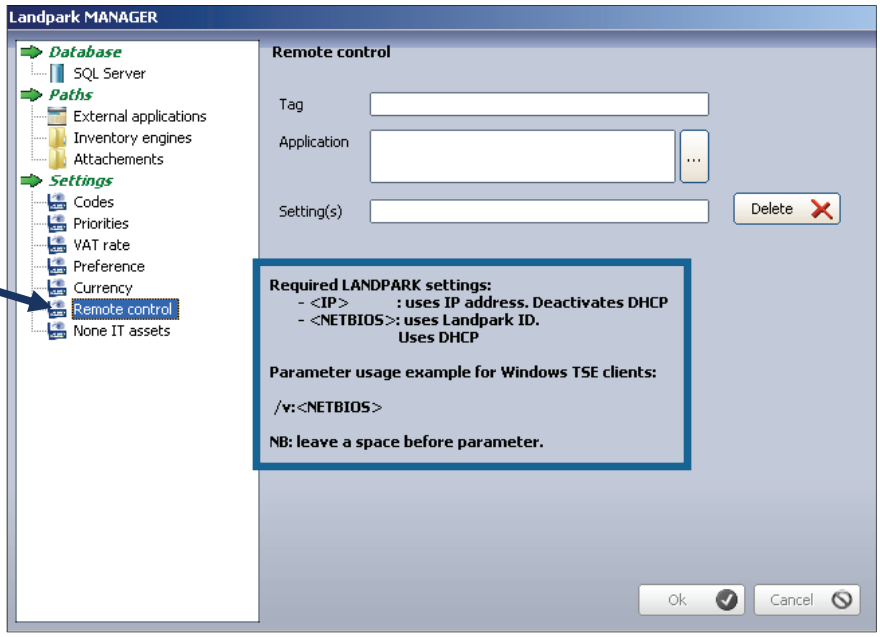
Currency

You must indicate currency equivalents that serve as a reference with your management



Remote control

Remote control with third -party tools: VNC NETOP, etc...





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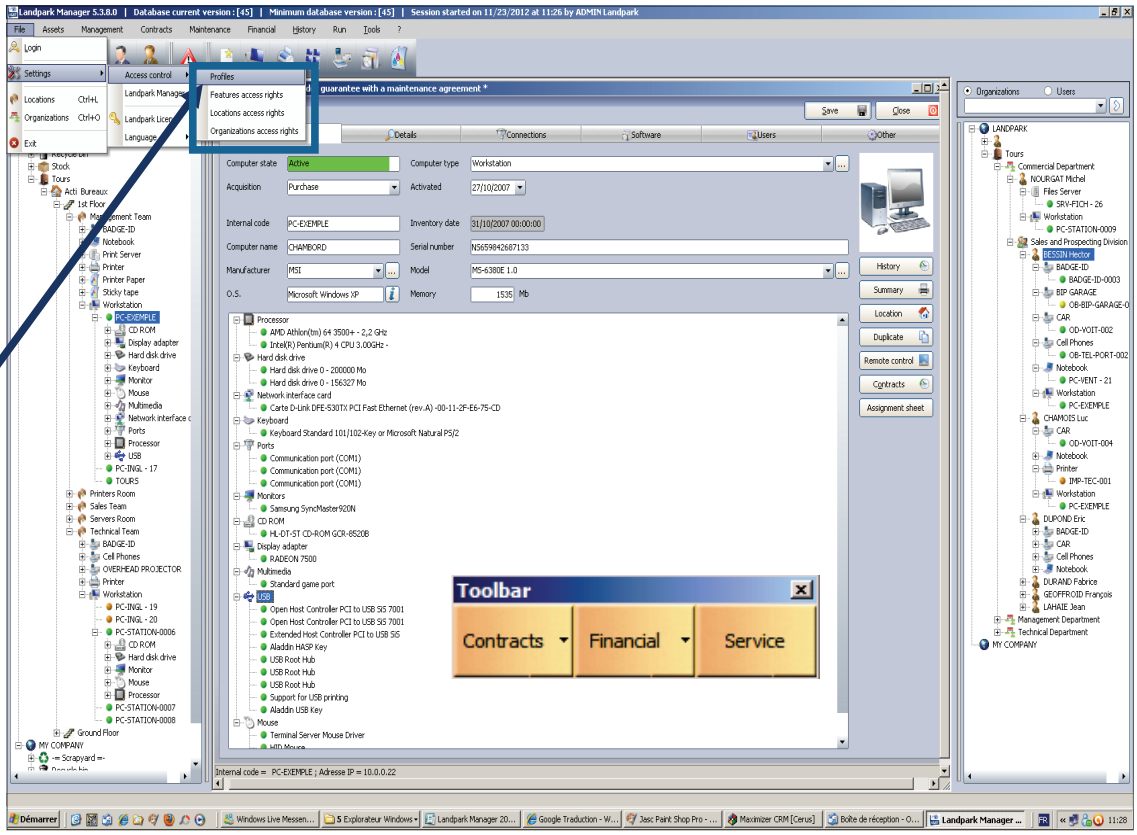
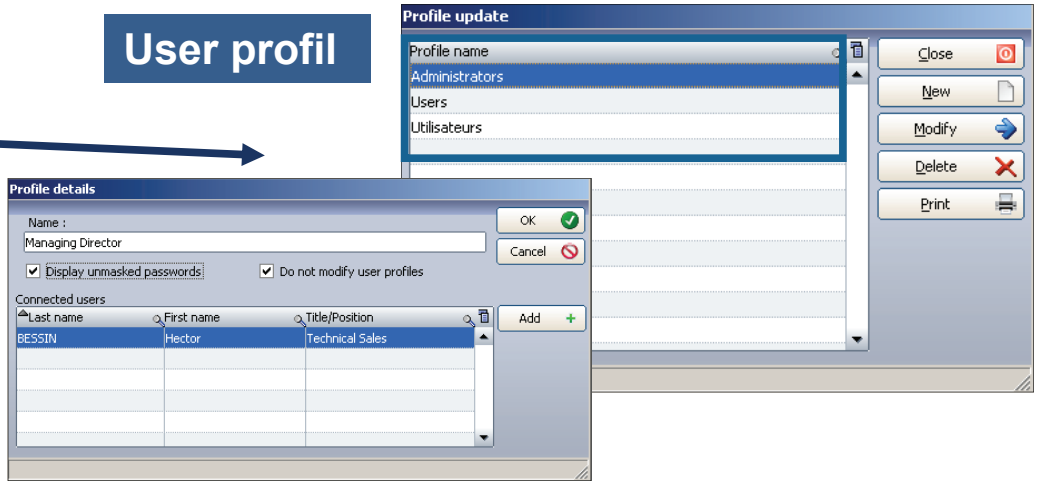
Settings of the access rights

Landpark Manager will declare profiles and access rights



User profil

This form allows you to manage profiles list used in the application which may be associated with one or more users



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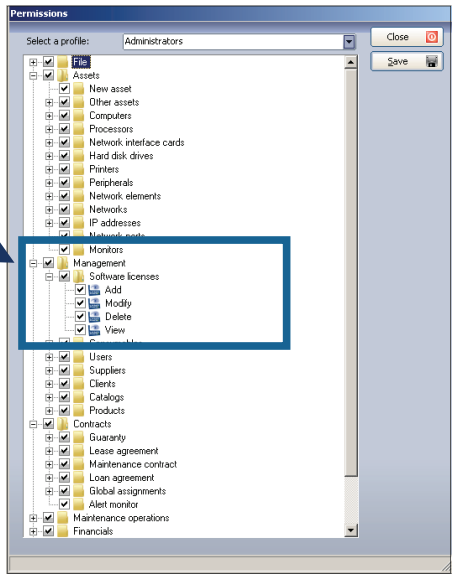
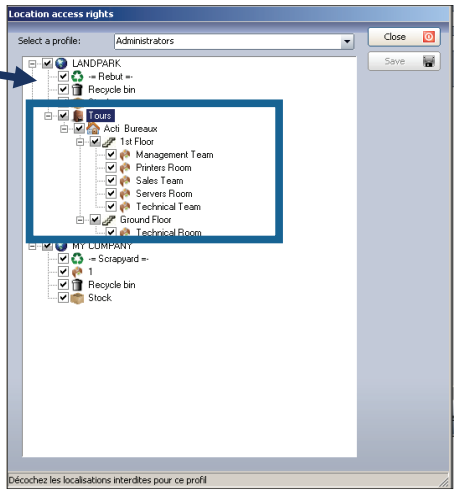
Rights setting

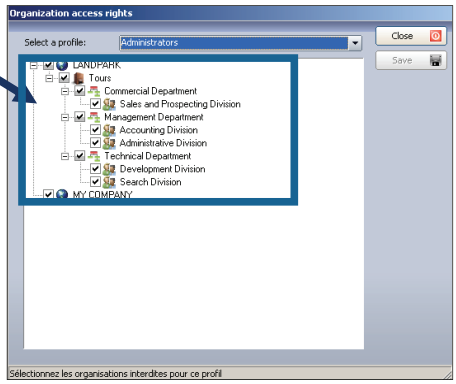
It is from this treeview that you will be able to assign rights for accessing features to a specific user



It is from this treeview that you will be able to assign rights for accessing localization to a specific user



It is from this treeview that you will be able to assign rights for accessing organization to a specific user





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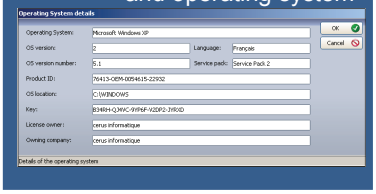
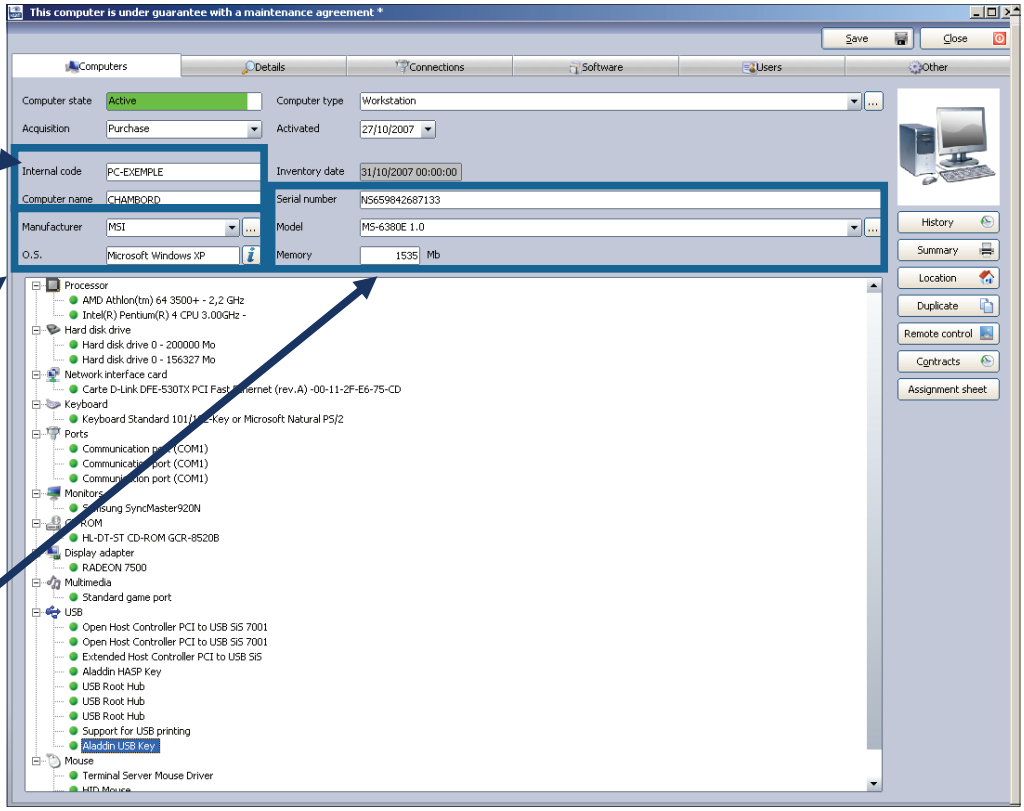
INTERFACE - INVENTORY RESULTS

Key N° 1 (eg bar code) and Key N° 2 key 2em (eg Net-BIOS name) during in the inventory

Pc manufacturer and operating system



Serial number and model



History	This button gives you access to the historical movements of the PC
Summary	This button allows you to print or export to html or rtf, information about the PC
Location	This button allows you to quickly find the geographical location of the PC
Duplicate	This button allows you to duplicate this post
Remote control	This button allows you to operate a remote control on a PC
Contracts	This button allows you to know the history of contracts associated with this PC
Assignment sheet	This button allows you to consult histories / assignments users on this PC



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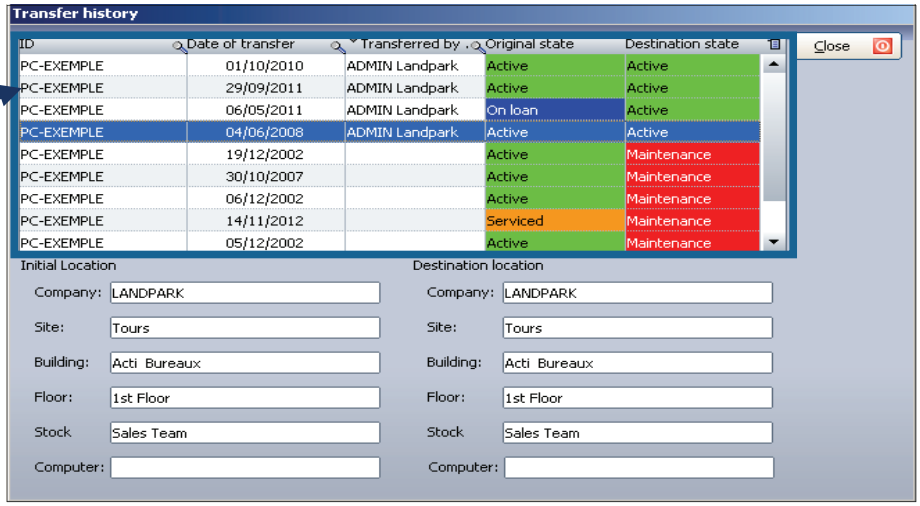
History

Historical mouvement of a PC

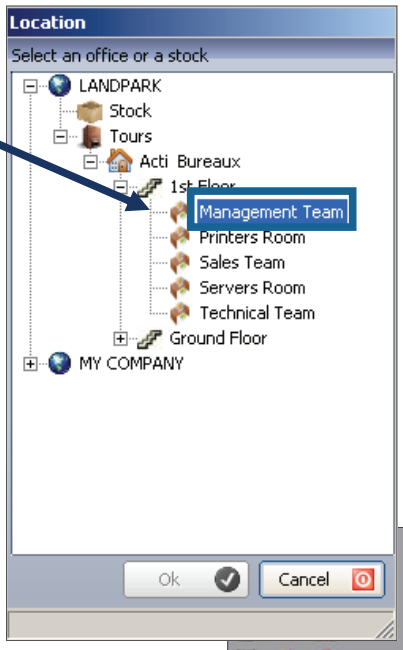
Displays all movements made by a PC

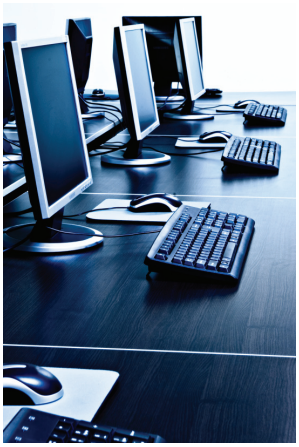


Location

Location of the PC

Quickly find its location





Remote control

Remote Control



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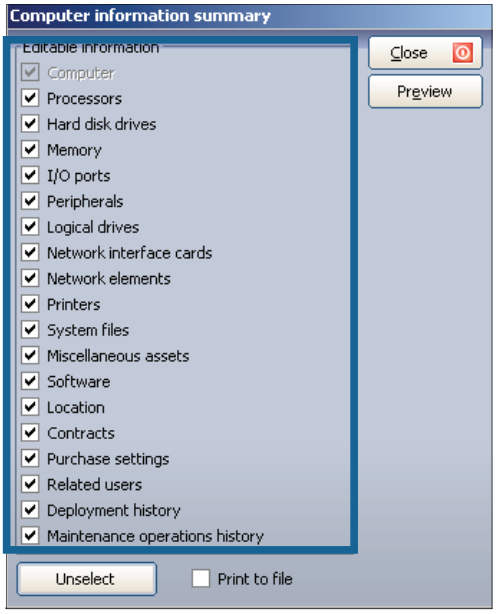
Summary

Summary of a PC

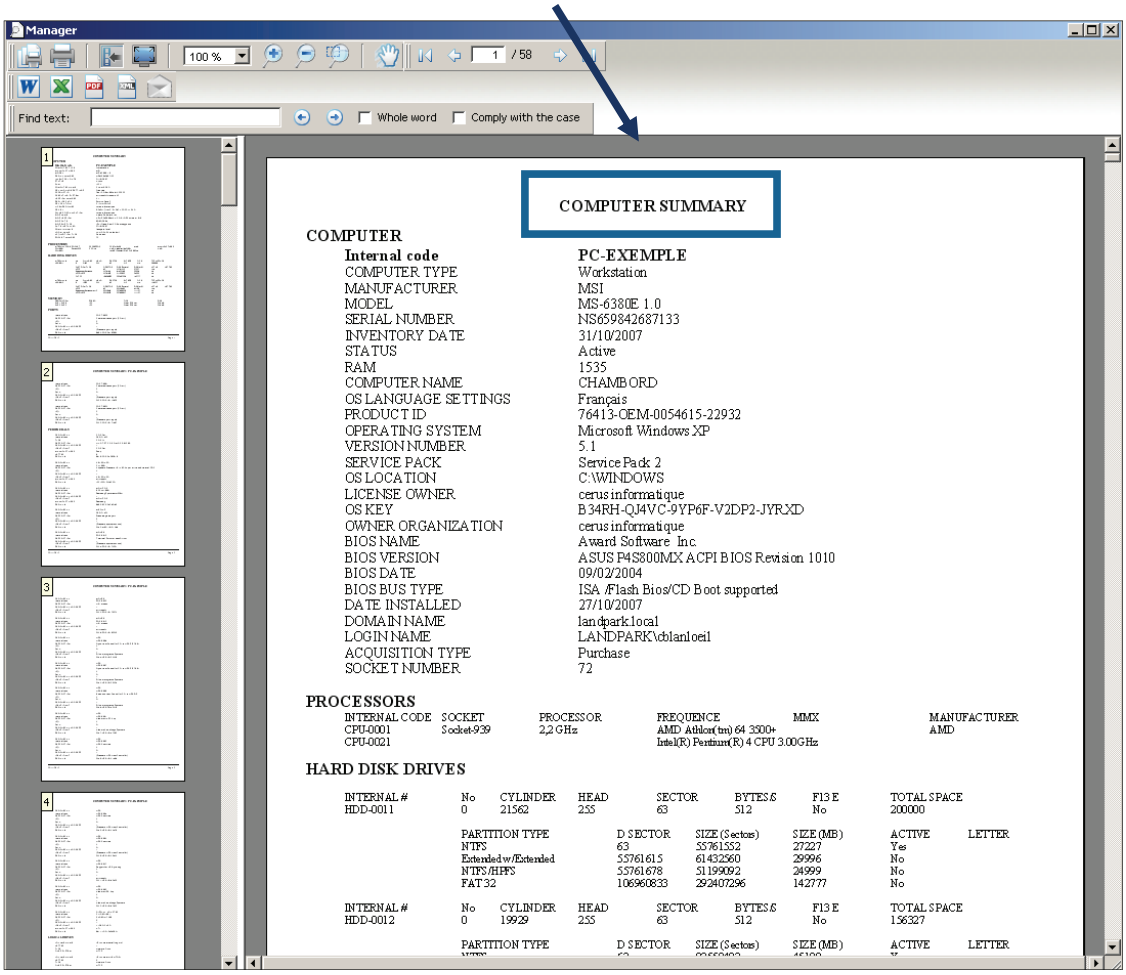
To select items that you wish to see in the PC report





Complete report on the PC

Edit the report or in HTML or RTF file



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Duplicate

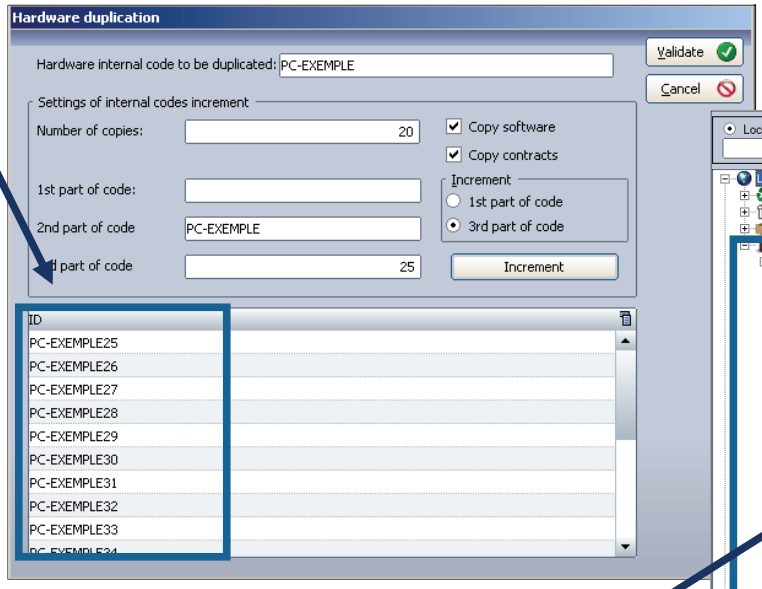
Duplicate an item

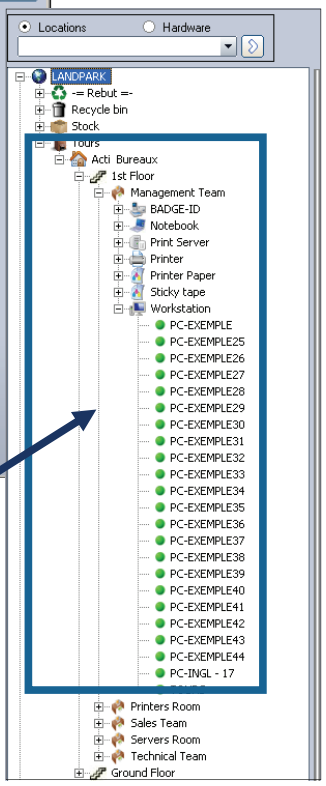
Duplication of any equipment allows you to clone an item to 'n' copy by duplicating too software and contracts

The incrementation of the internal code of the item to be duplicated can be done in two ways:

Either by incrementing the left side of the identifier code

Either by incrementing the right side of the identifier code



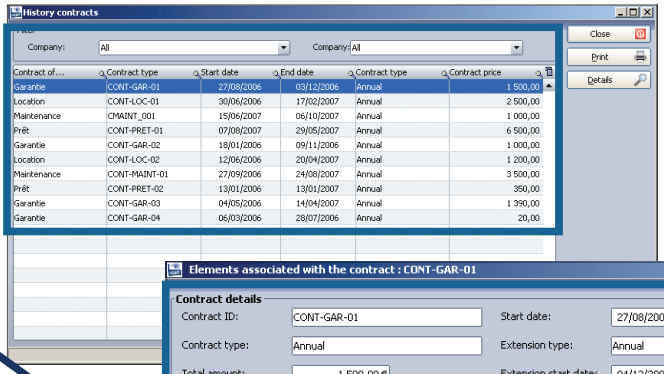


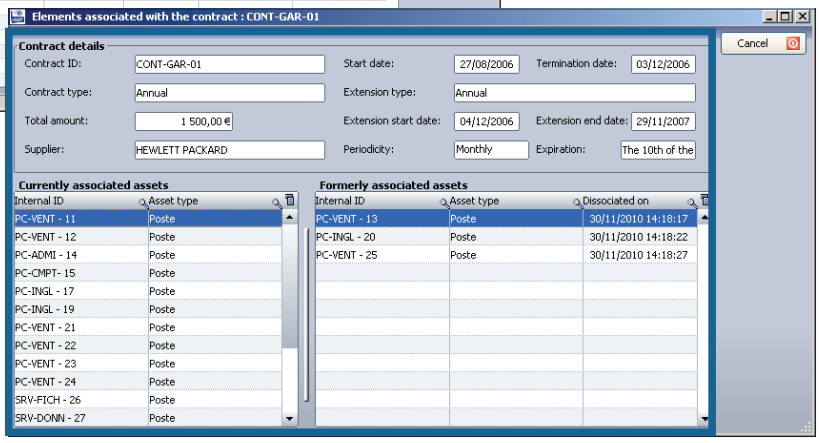
Duplicated items are located in the same place as the original

Contracts

Knowing the history of contracts associated with each item

Each item has an history of its associated contracts







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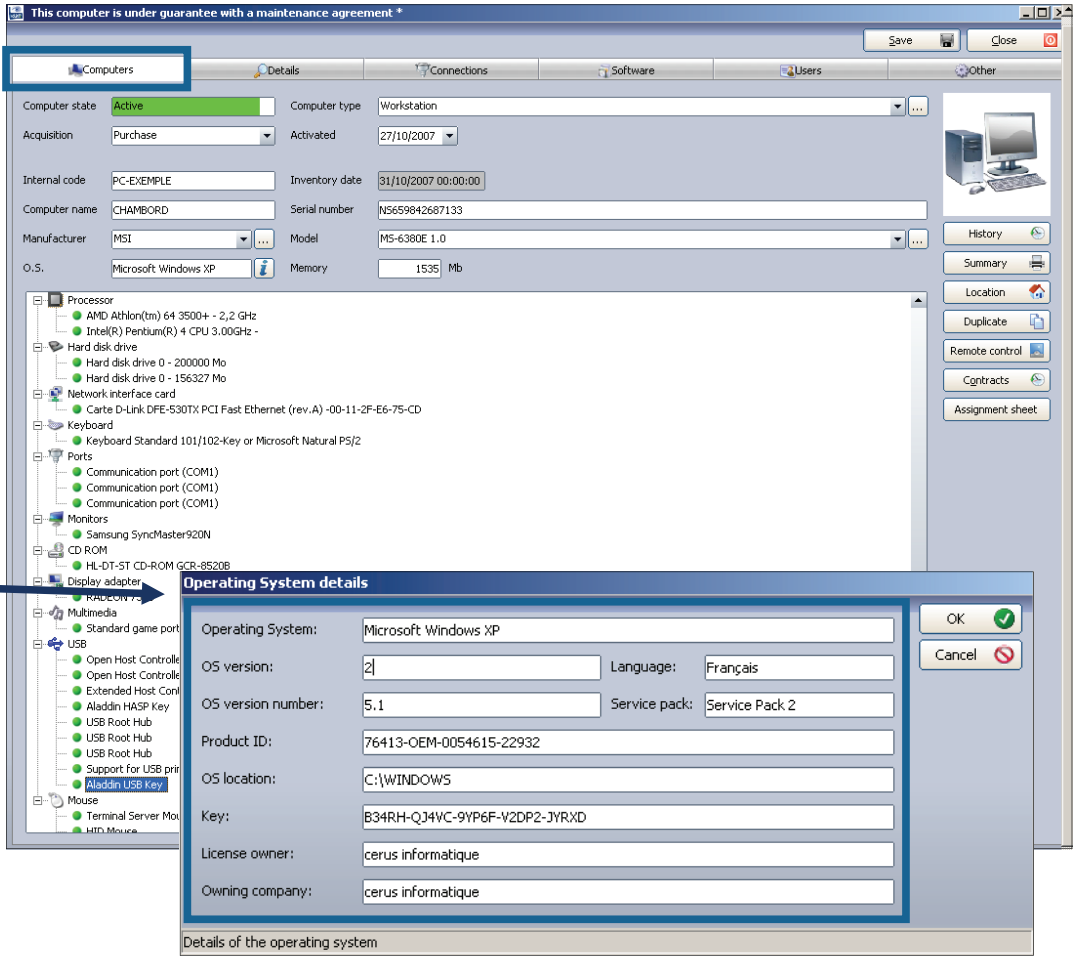
INTERFACE - INVENTORY RESULTS - COMPUTER TAB

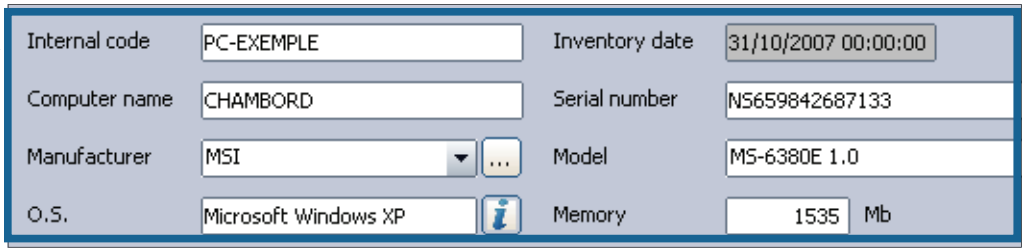
Computer tab

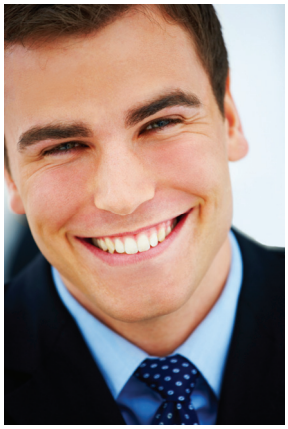


Operating system

Manufacturer

Inventory date
serial number
model and
memory





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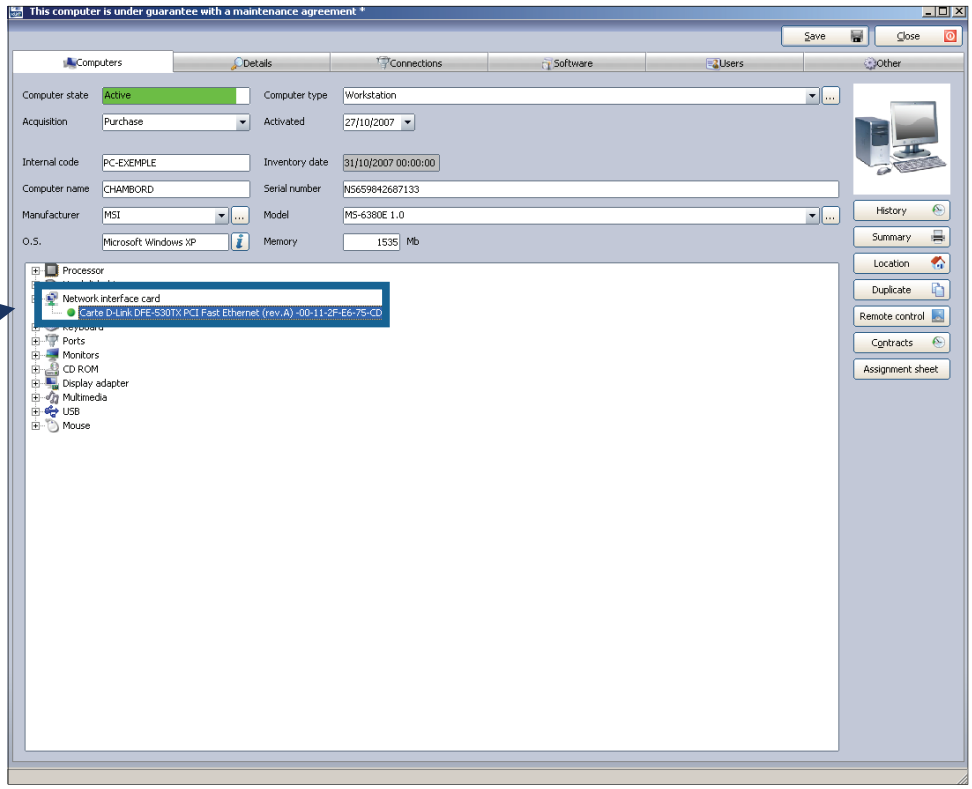
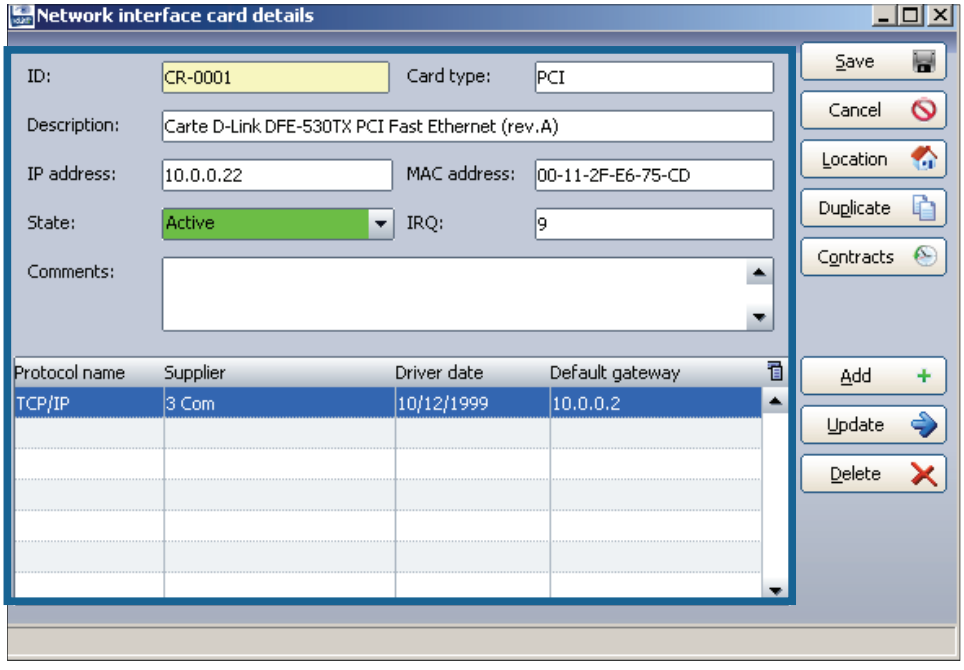
Network card



Network card details





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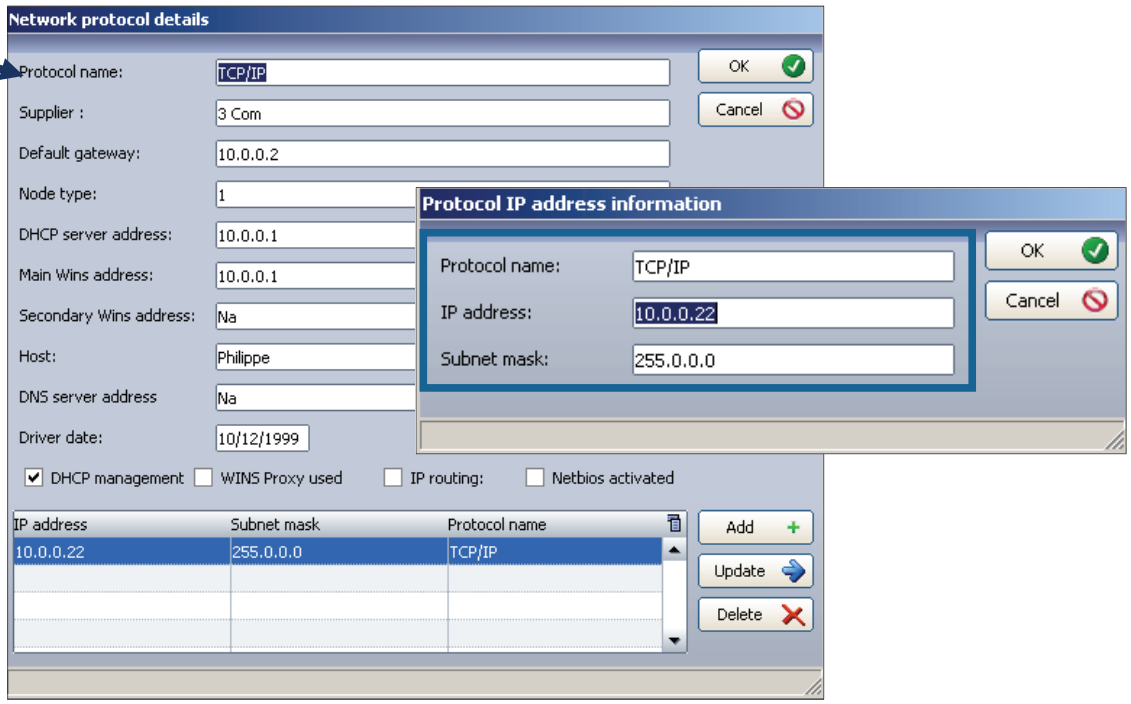
Network Protocol

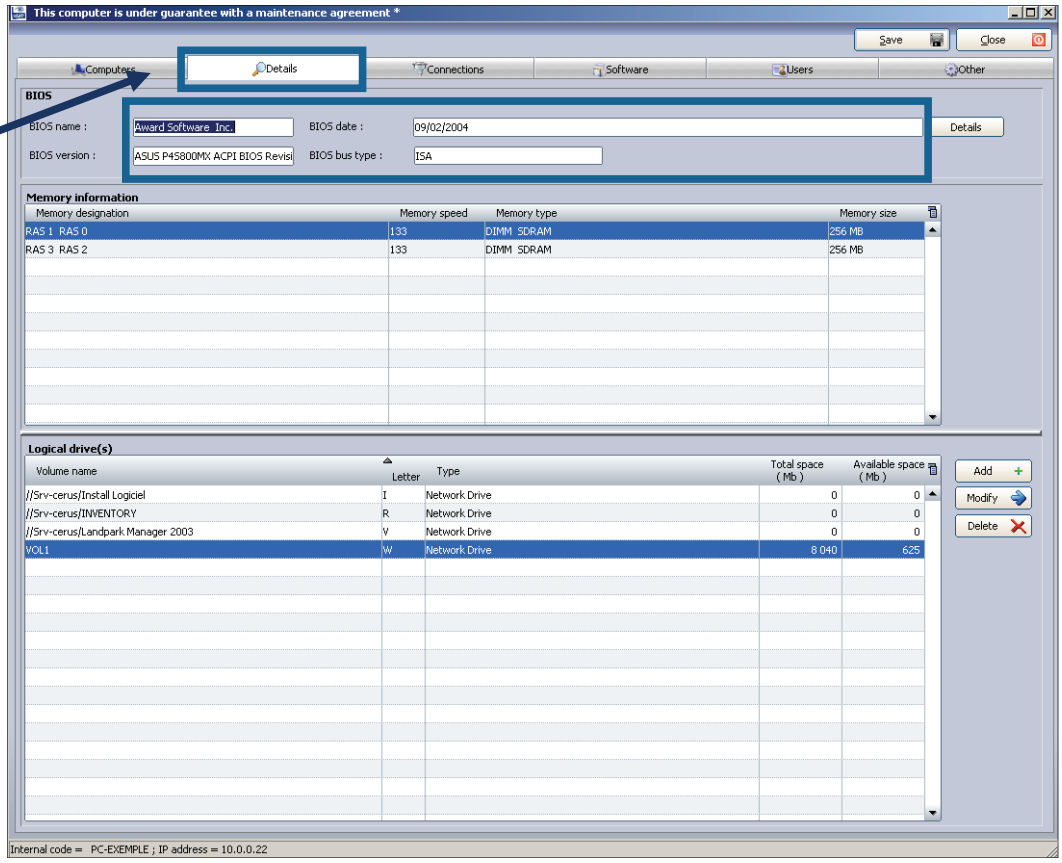


INTERFACE - INVENTORY RESULTS - DETAILS TAB

Detail tab

It complements the "computer" tab and contains information about the BIOS memory and logical drives

The availability of information and detail Bios memory depends on the presence or absence of DMI / SMBIOS information on the PC motherboard



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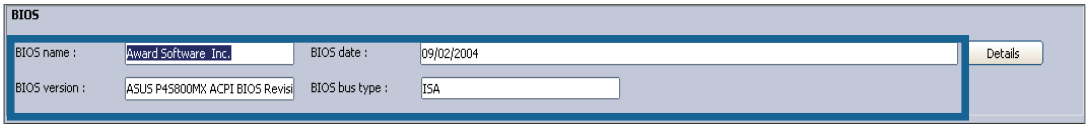
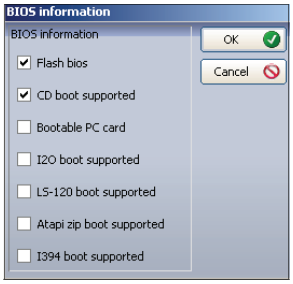
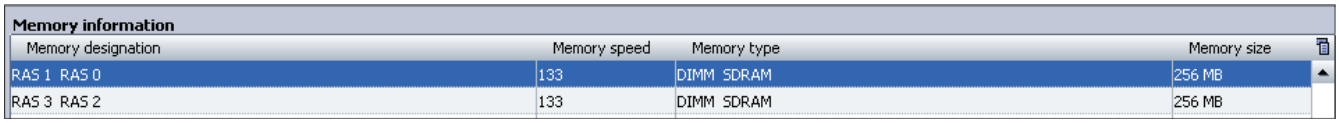
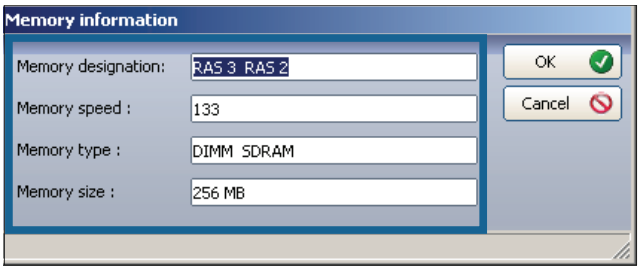


Bios details

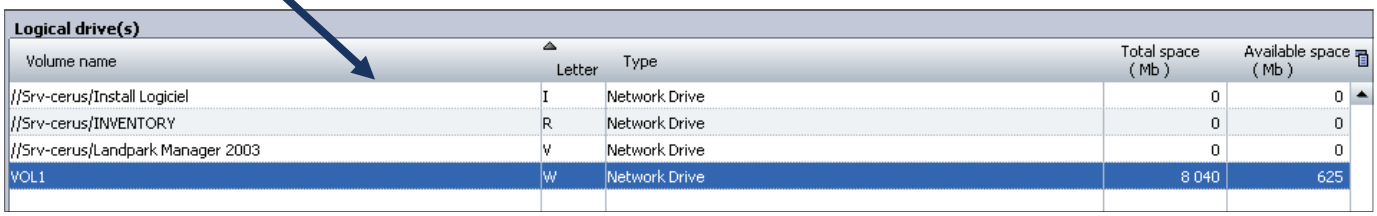


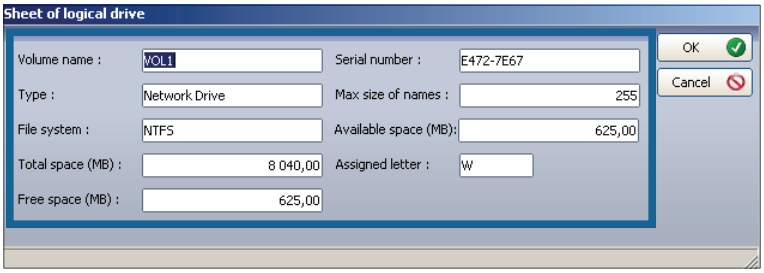


Memory detailled



Logical drive







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INTERFACE - INVENTORY RESULTS - CONNECTIONS TAB

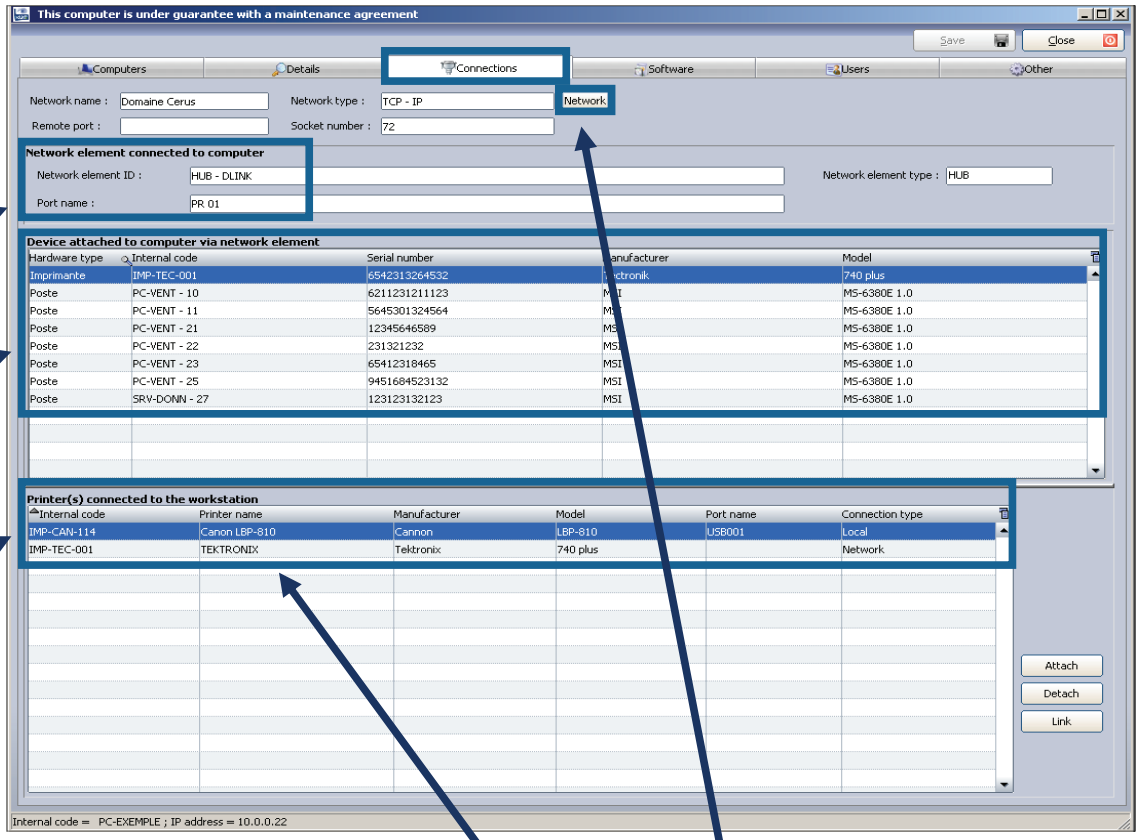
Connections

This tab contains information on the connections available on the PC

Information about the network to which the PC is connected

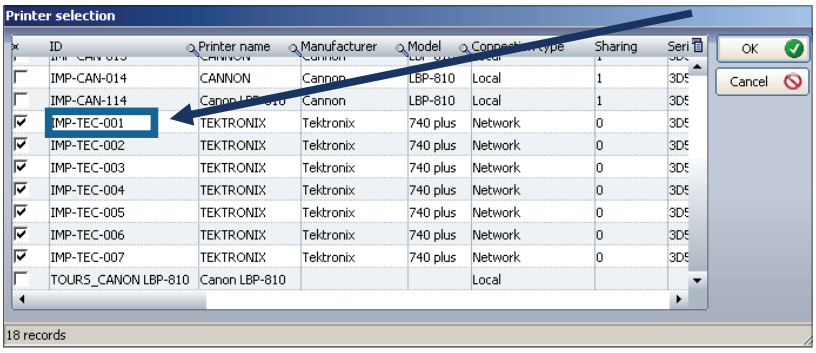
Information on others PCs connected through the network elements

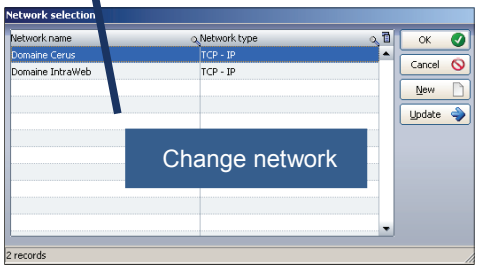
Printers accessible from this PC



Open the item attached to this PC and connected to the hub

Assign a different network printer





Change network



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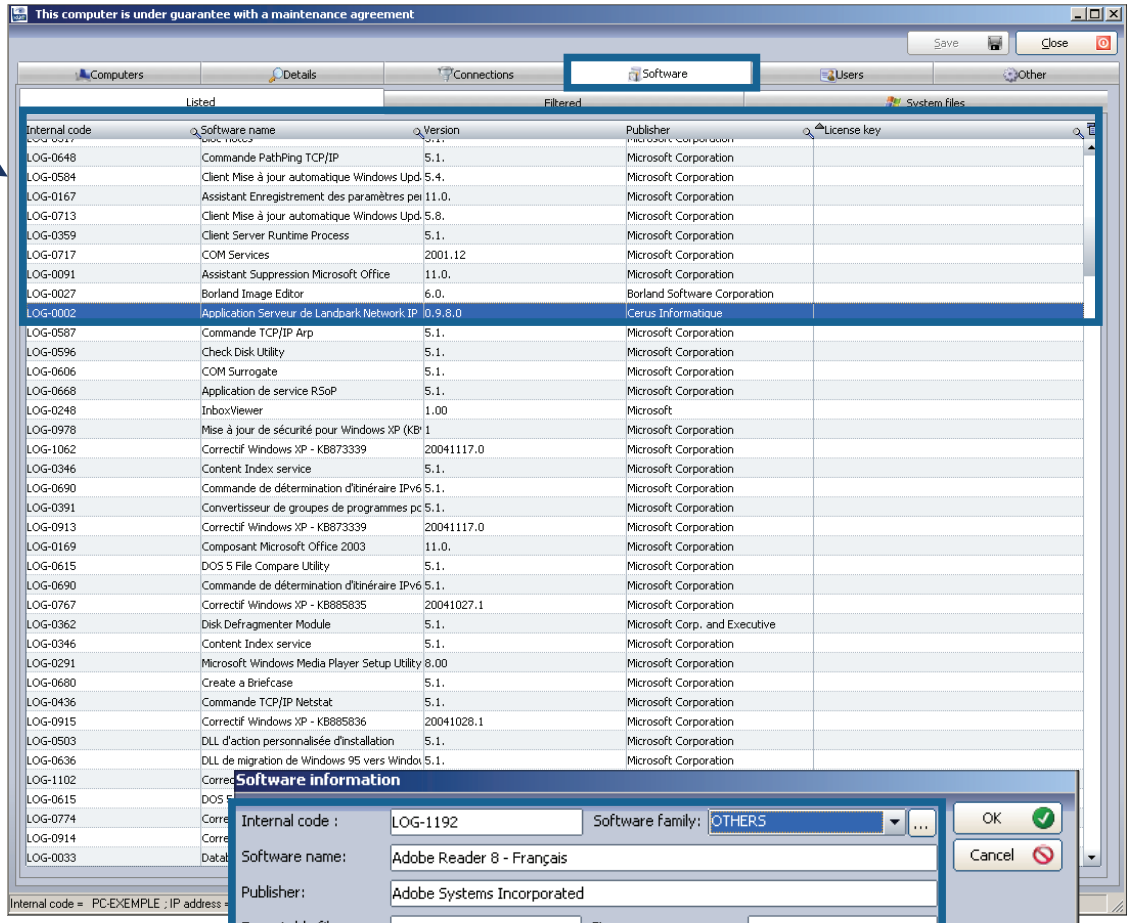
INTERFACE - INVENTORY RESULTS - SOFTWARE TAB

Software

List of all software detected during inventory



Software detail

Summarizes information about the software and the license key associated with it (if completed) and the installation directory



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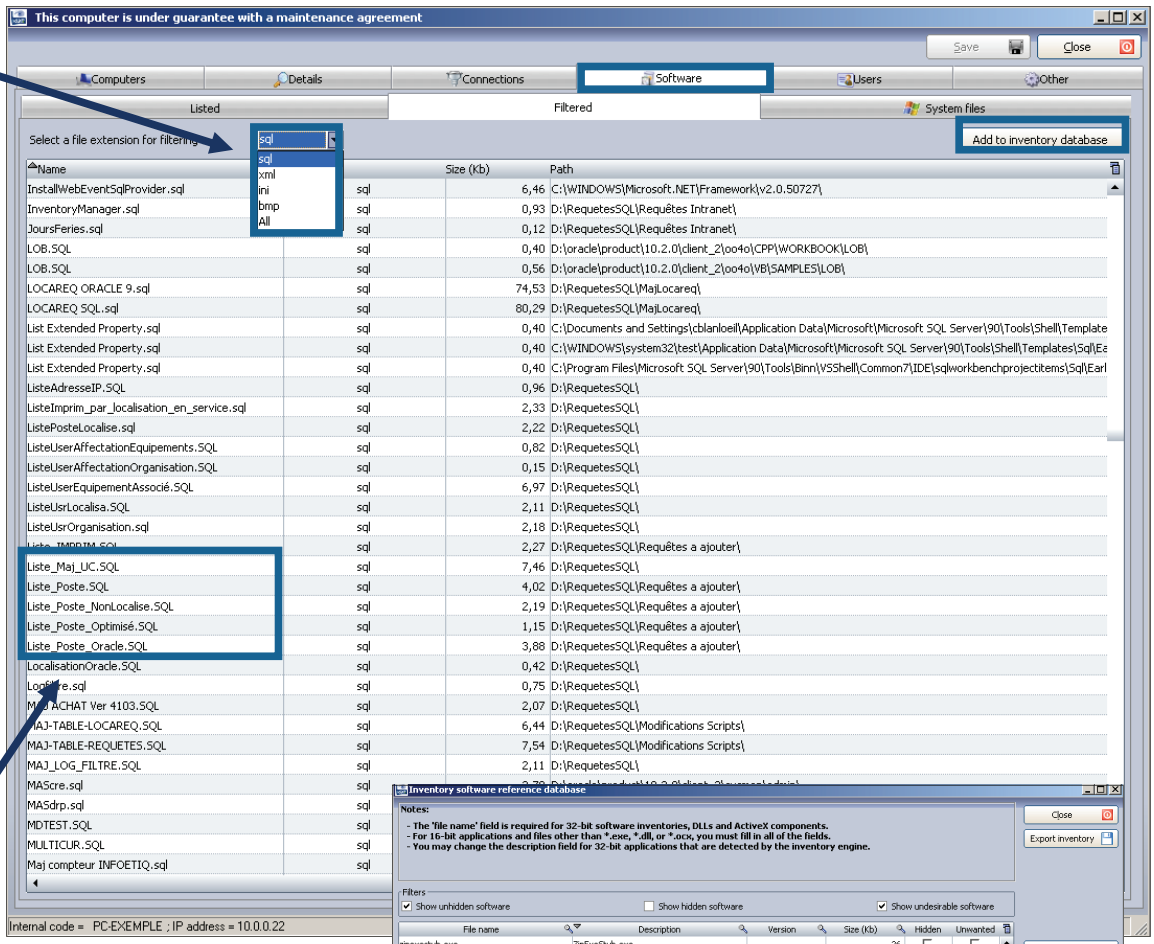
Extension list

If during the inventory you have asked to inventory all files with a particular extension those files are grouped here

You can add these extensions to the software database and detect them into the panel alert



Add an extension in the software database to be taken into account during the next inventory and to be included in the list of software to manage as a licenses and to be detected into the panel alert



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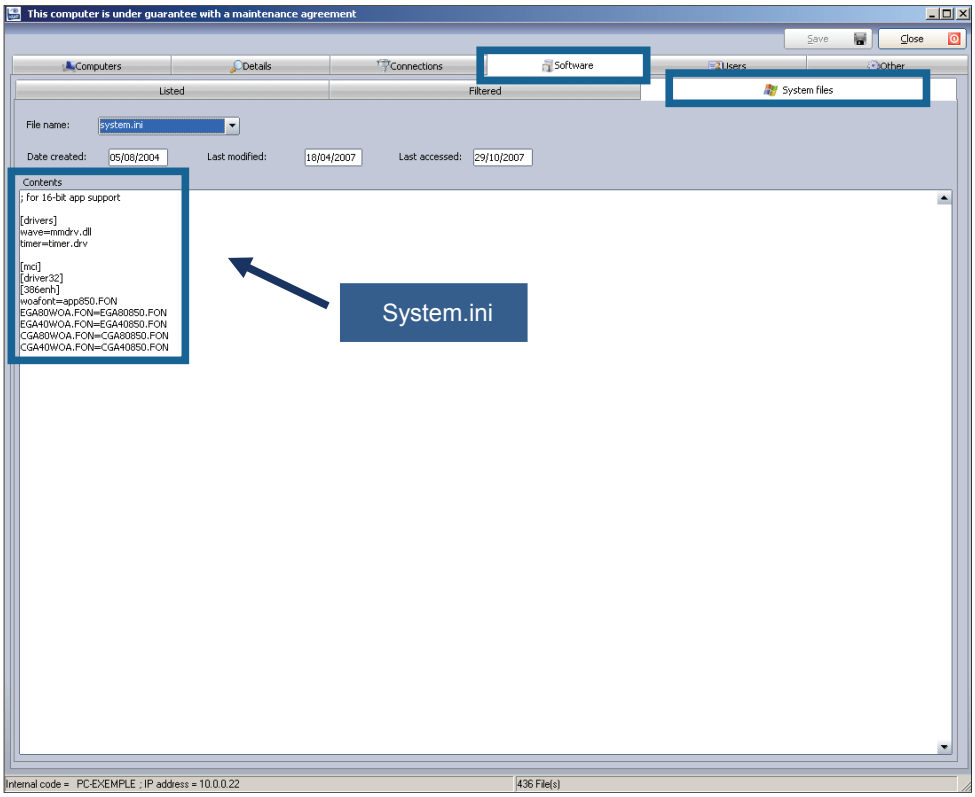
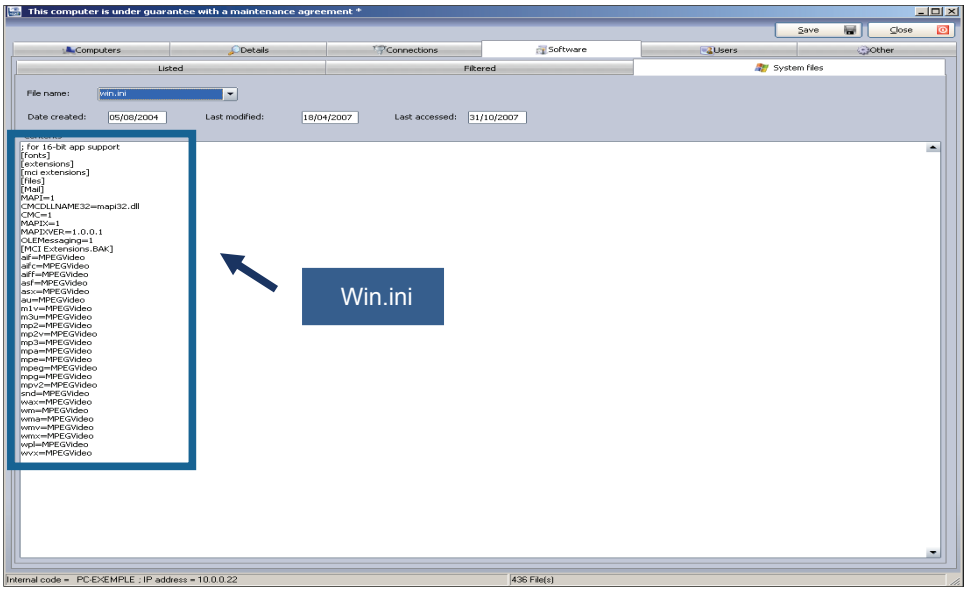
INTERFACE - INVENTORY RESULTS SOFTWARE TAB (SYSTEM FILES)

System files

Displays all information about the system file of the PC







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INTERFACE - INVENTORY RESULTS USERS TAB

Users tab

Contains a list of PC users

Add a user attached to this PC

Details of the user imported by an Excel file or Landpark Active Directory / OpenLDAP



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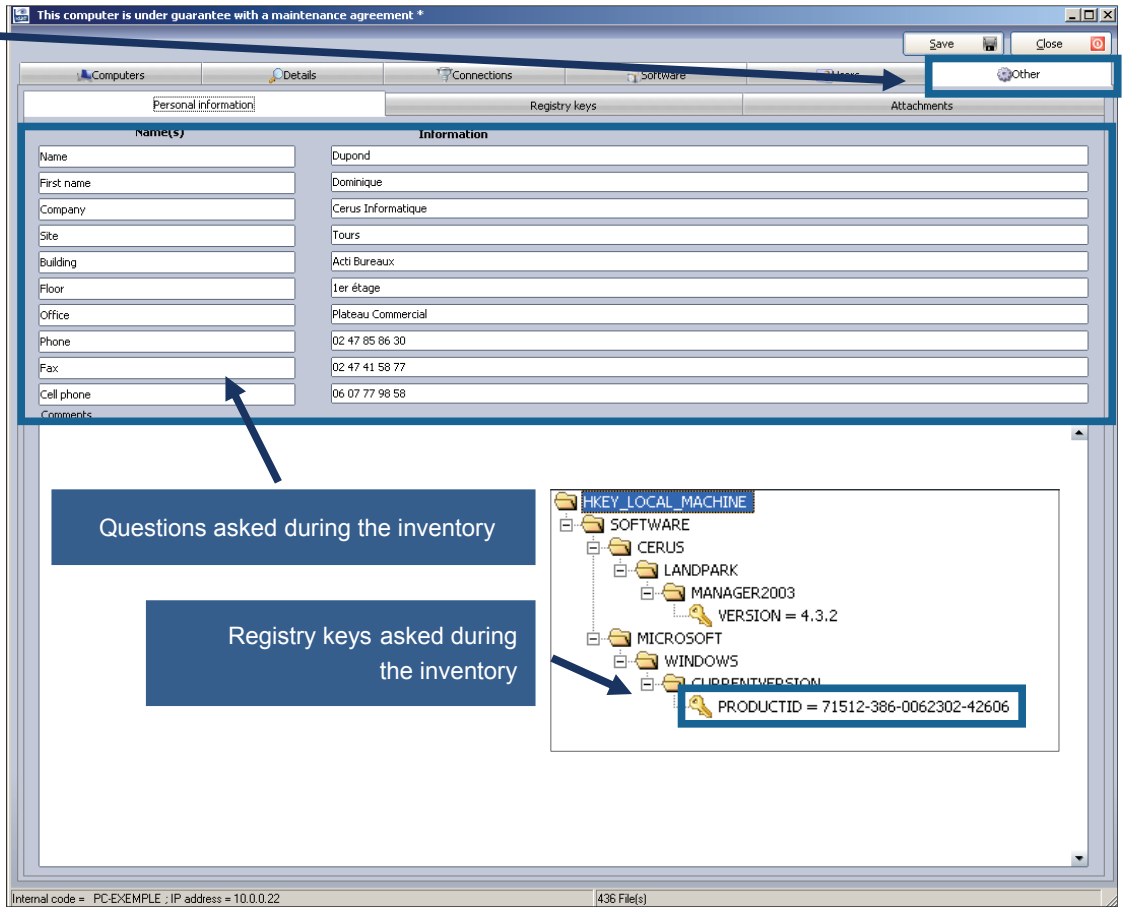
PC INTERFACE - INVENTORY RESULTS OTHER TAB

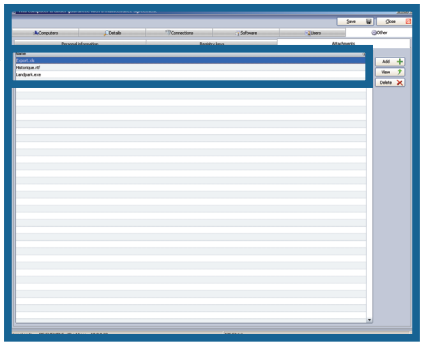
Other tab

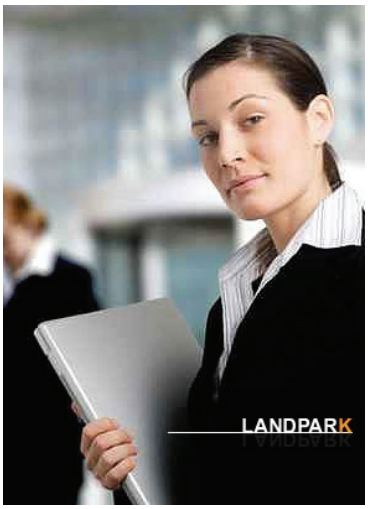
If during the inventory you asked the user to enter answer to questions this information is displayed there

This tag has a comments box to write comments on the PC



Attachments (images, ghost, etc …)





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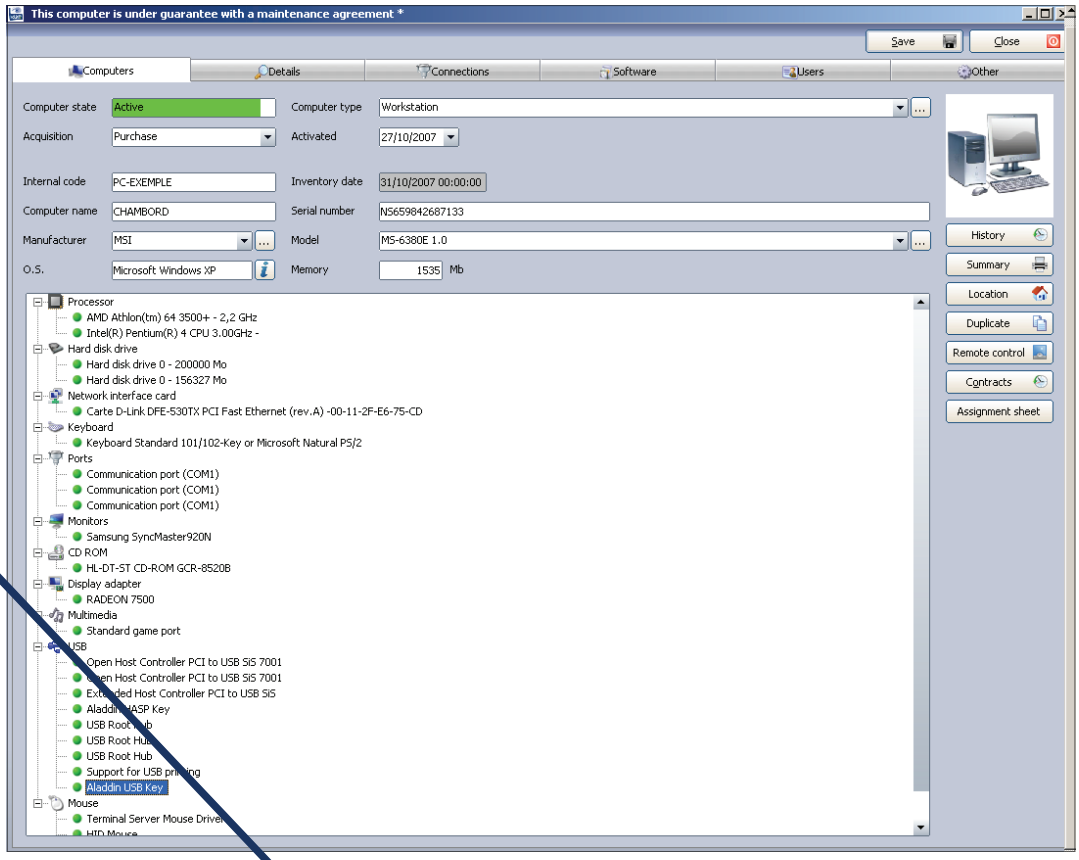
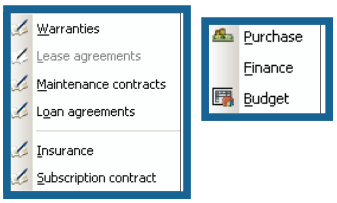
MANAGEMENT TOOLBAR ASSOCIATED WITH ANY ITEM

Management toolbar

Once the item is open, you will be able to view or modify all management information









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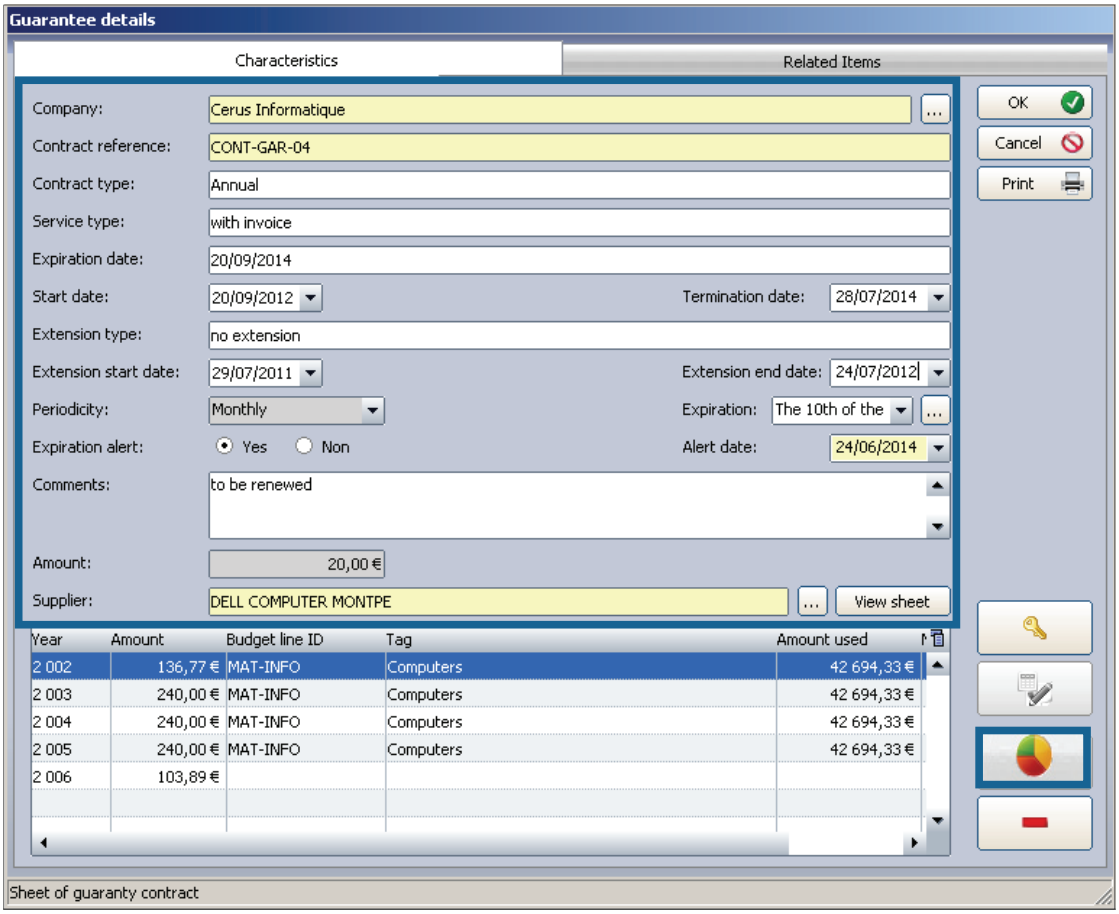
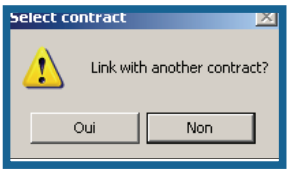
Affect this item to one or several guarantee contracts

GUARANTEE CONTRACT ASSOCIATED TO A PC OR ANY ITEM

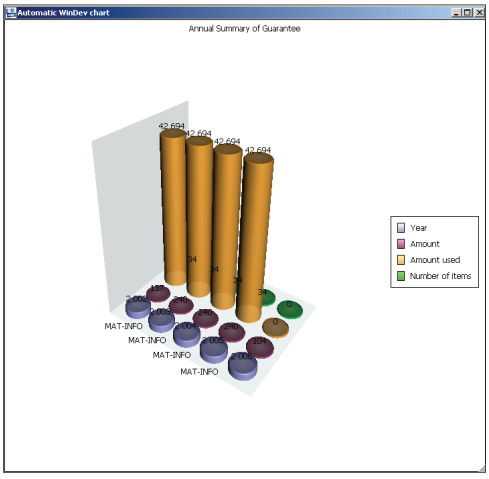
Contract reference
Contract type
Service type
Expiration date
Start date
Termination date
Extension date
Periodicity
Expiration alert
Alert date
Comments
Amount
Supplier







to be affected to a budget line





allows you to unlock the calculation of the annual contract amount



calculates the amounts of the annual contract



allows you to detach the selected line of the budget line associated

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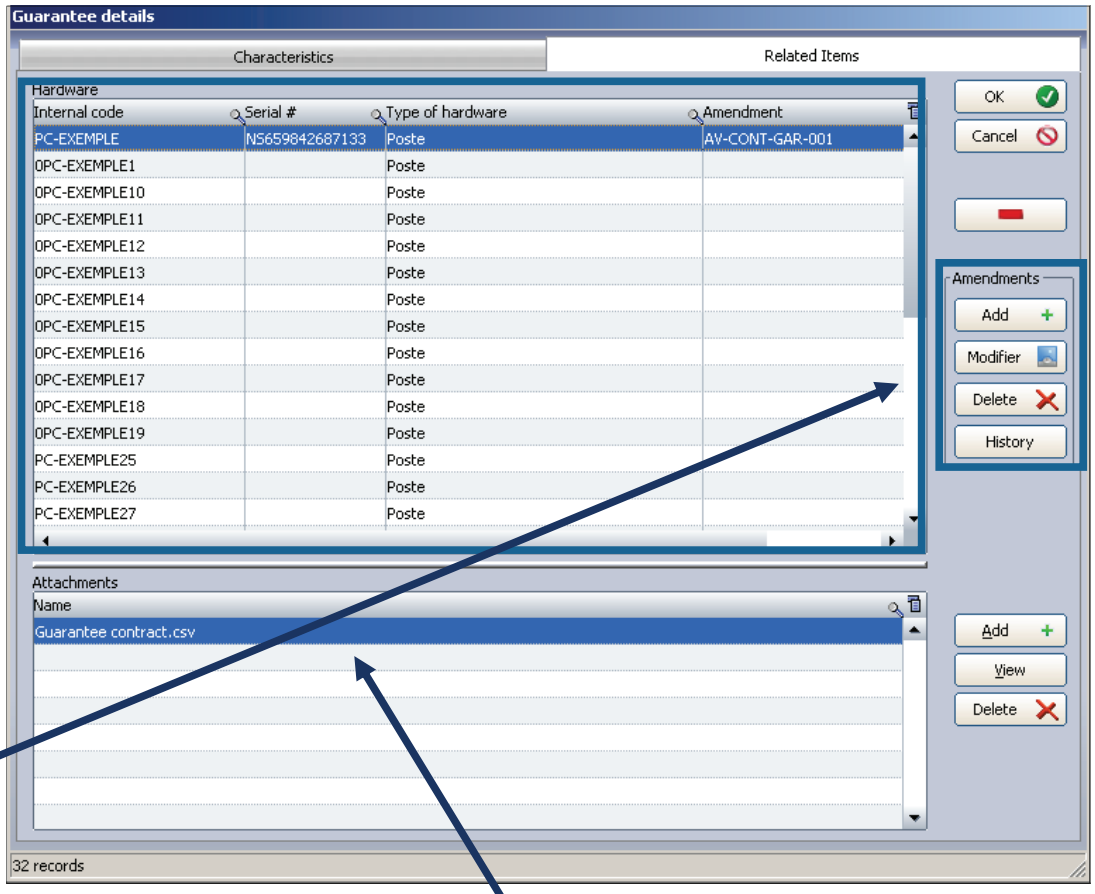
Guarantees

Other items associated to the same guarantee contract



Amendment to the guarantee contract

Attachments (eg copy of the contract)



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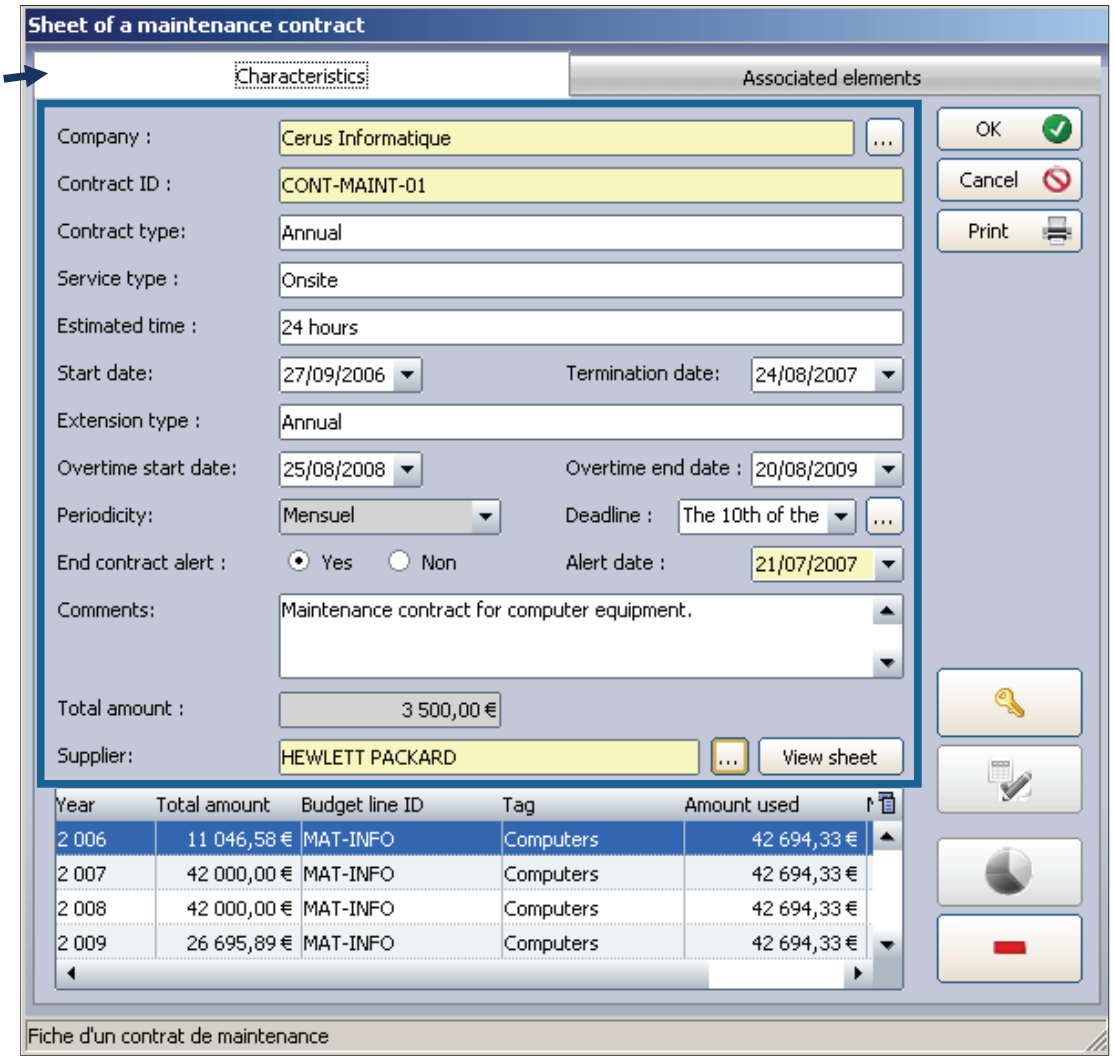
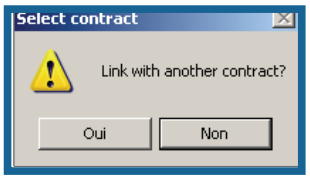
MAINTENANCE ASSOCIATED TO A PC OR ANY ITEM

Maintenance

Affect this item to one or several maintenance contracts

- Contract ID
- Contract type
- Service type
- Estimated time
- Start date
- Termination date
- Extension type
- Periodicity
- Overtime start time
- Overtime end time
- End contract alert
- Periodicity
- Total amount
- Supplier







to be affected to a budget line



allows you to unlock the calculation of the annual contract amount



calculates the amounts of the annual contract



allows you to detach the selected line of the budget line associated



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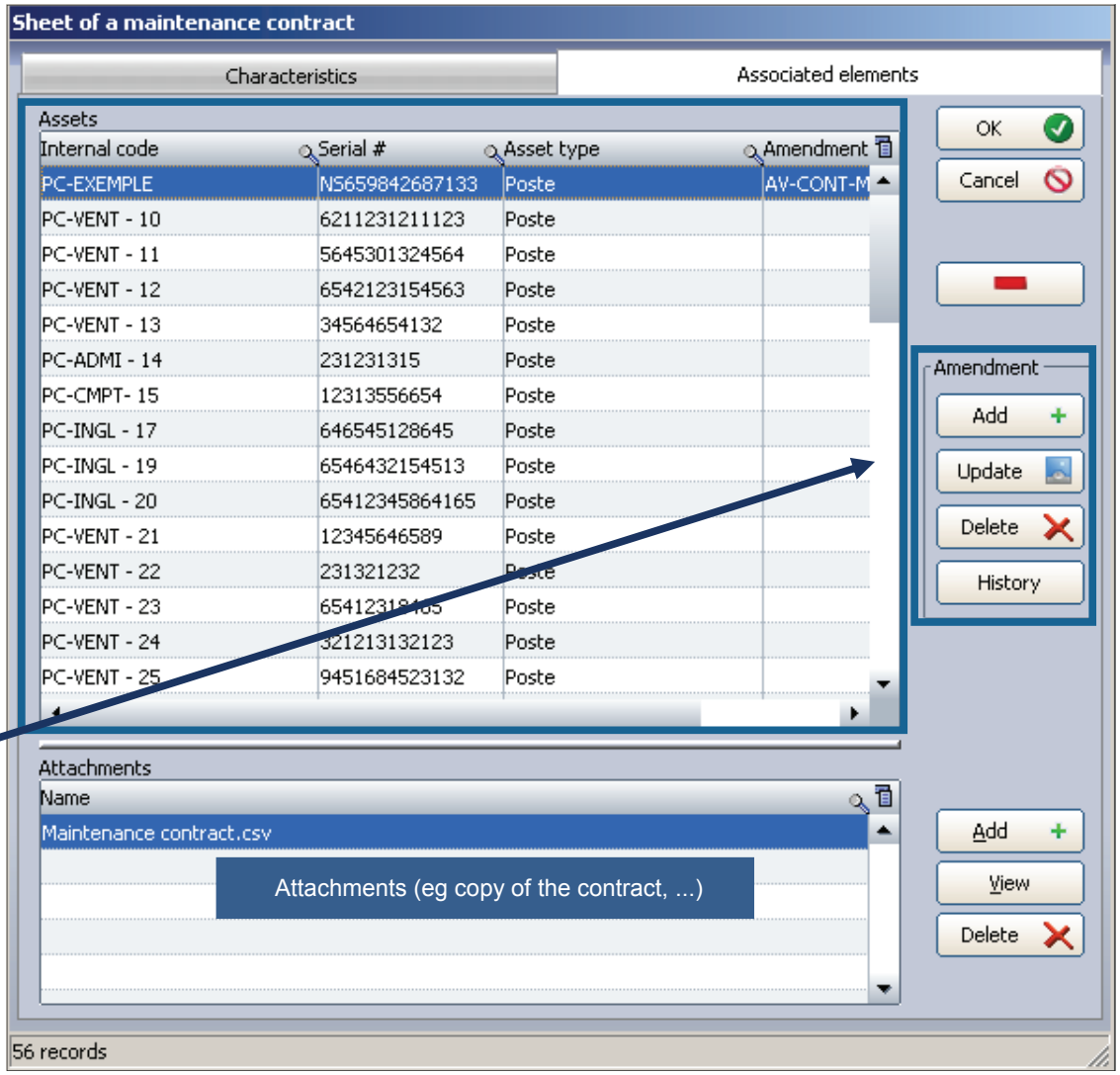
Maintenance

Other items associated to the same maintenance contract

Amendment to the maintenance contract





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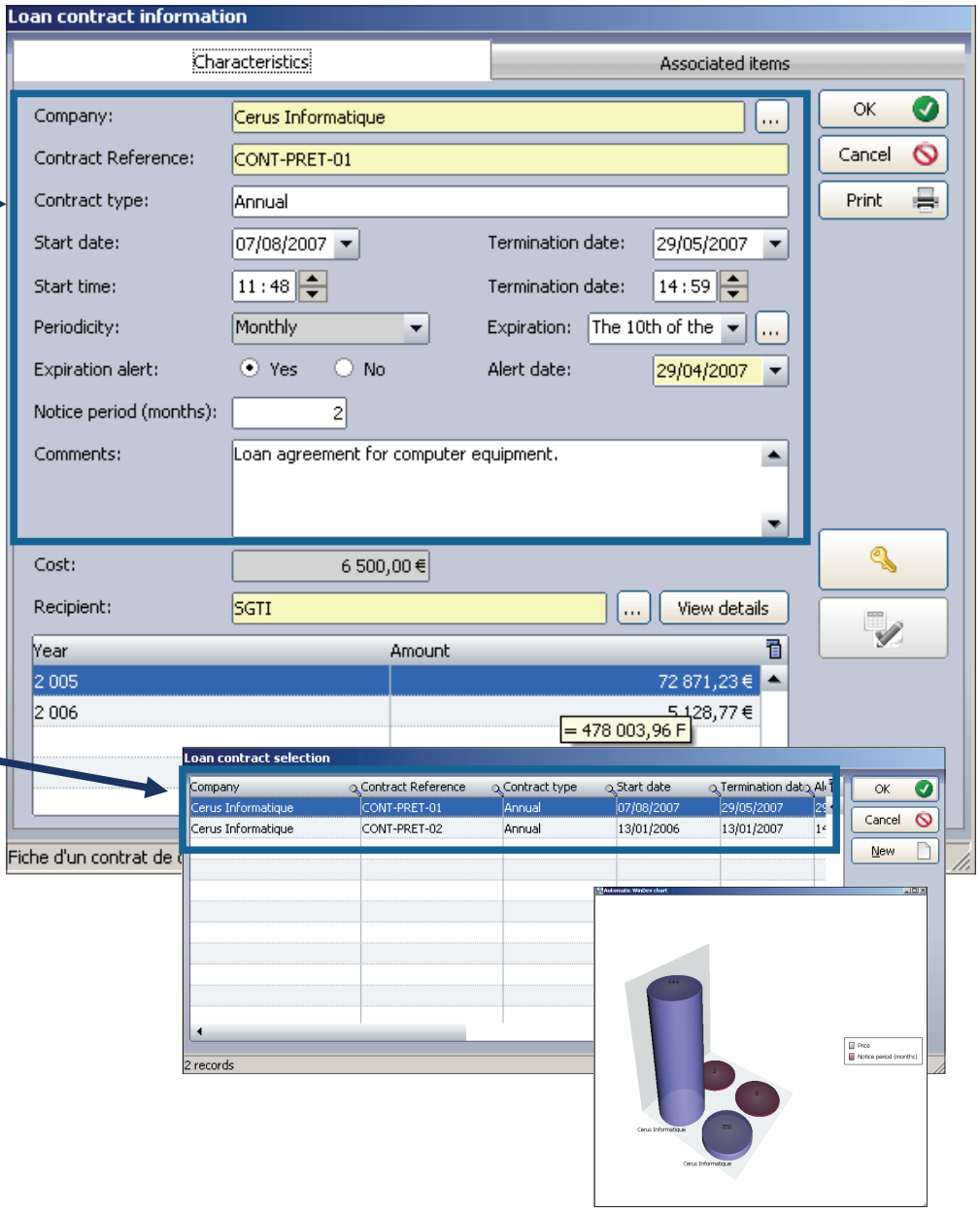
TO ASSOCIATE A LOAN CONTRACT TO A PC OR ANY ITEM

Loans

To assign an item to a loan contract

To assign a new loan contract





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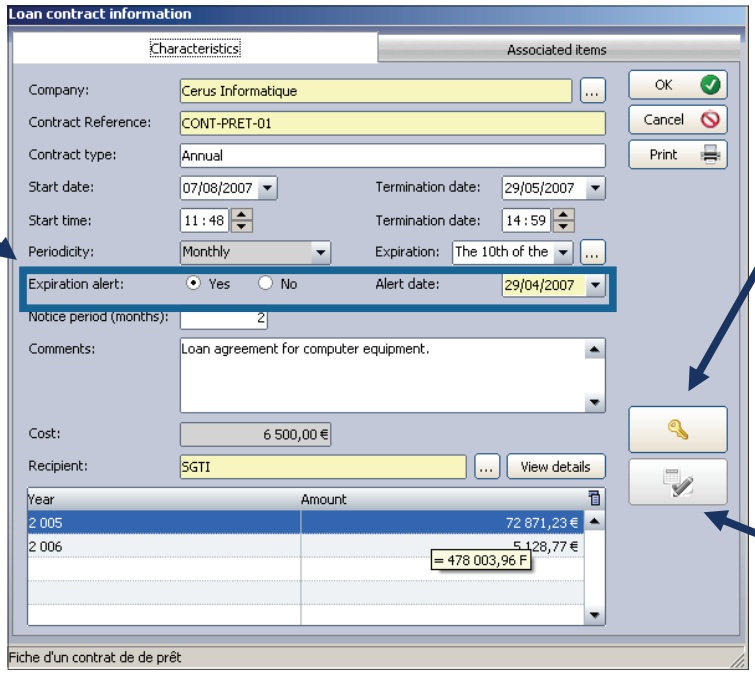
Loans

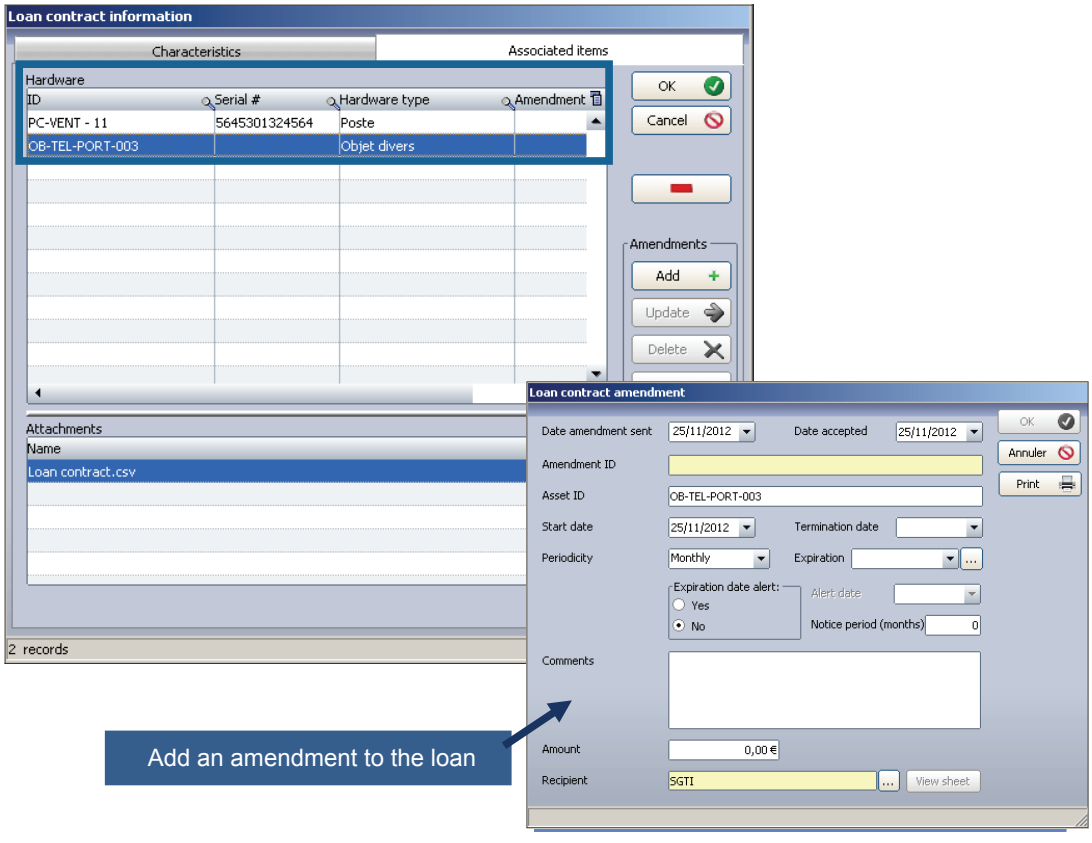
Expiration and date alert

This button unlocks the depreciation calculation

Calculating the depreciation



Other items on the same loan contract



Add an amendment to the loan

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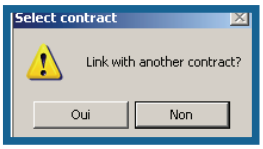
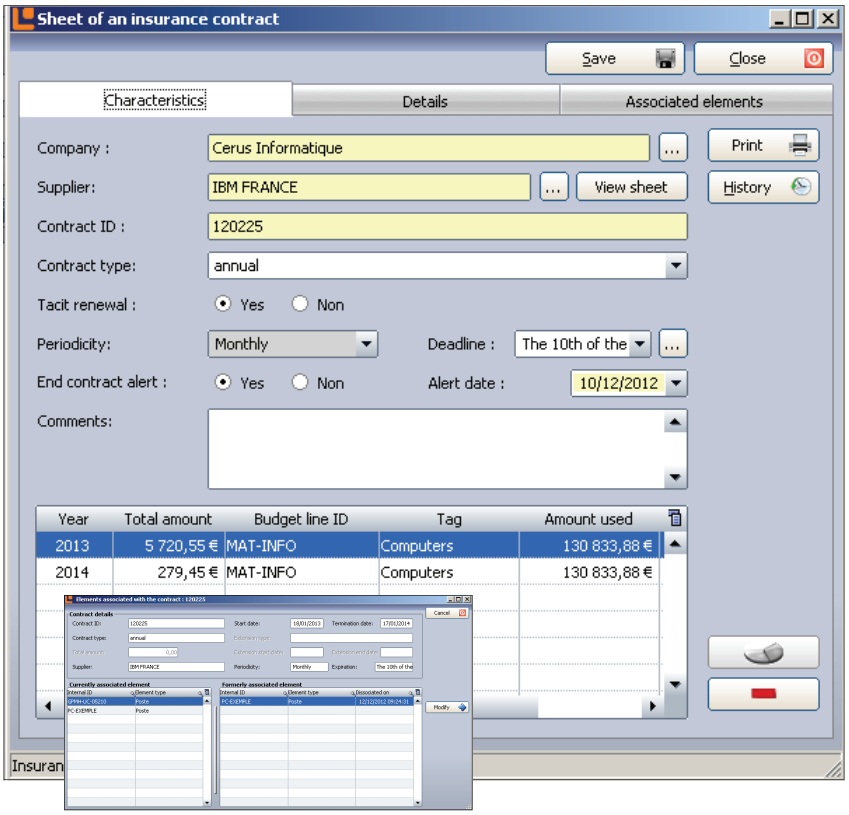
Insurance

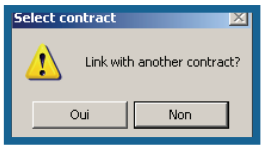
Affect this item to one or several insurance contracts

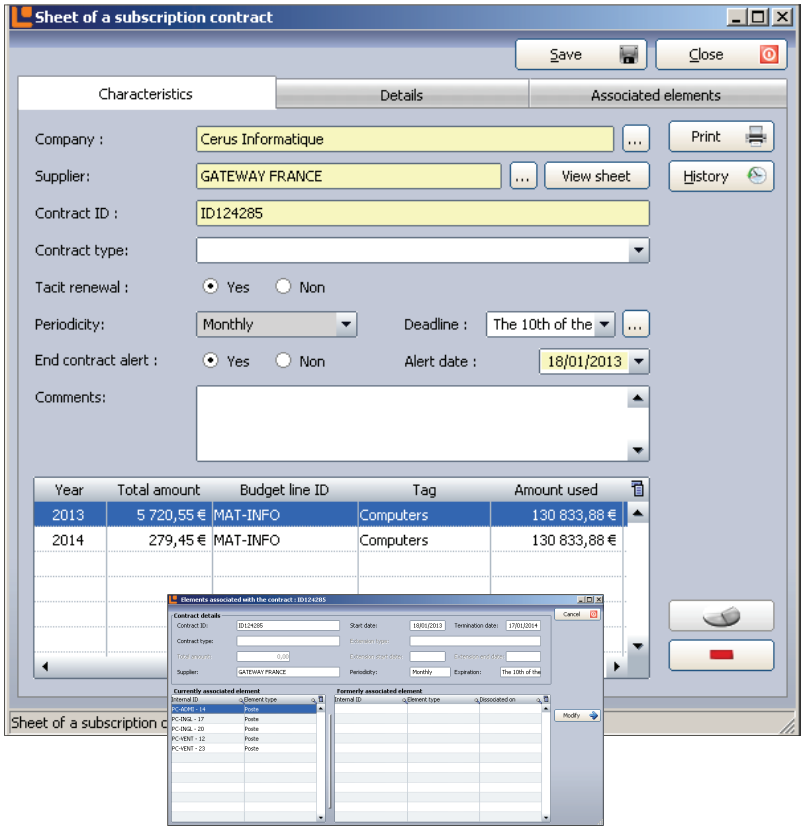




Subscription

Affect this item to one or several subscription contracts





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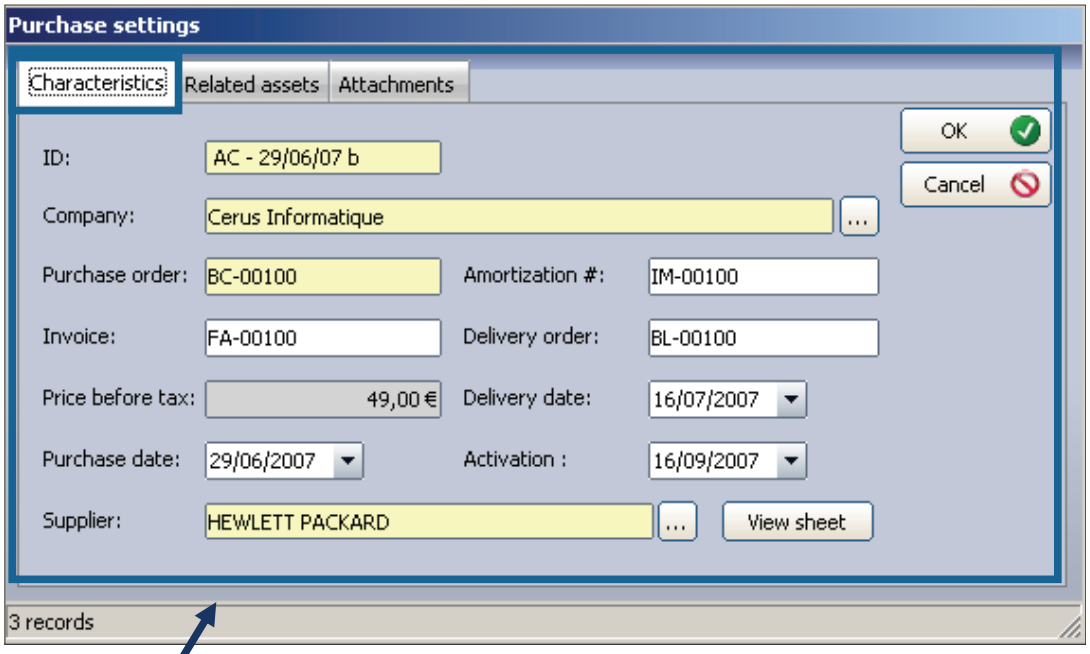
PURCHASING SETTINGS

Purchase

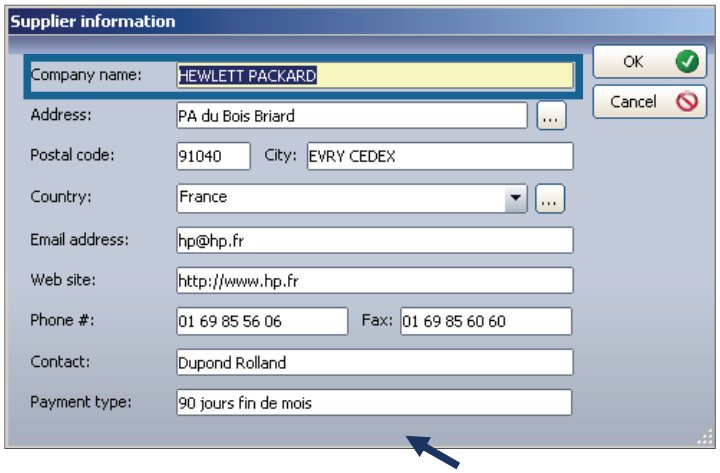
Assign the purchasing information to this item

It could be too a leasing contract



Purchase order

Invoice
Price before tax
Purchase date
Supplier
Amortization
Delivery order
Delivery date
Activation



Supplier information



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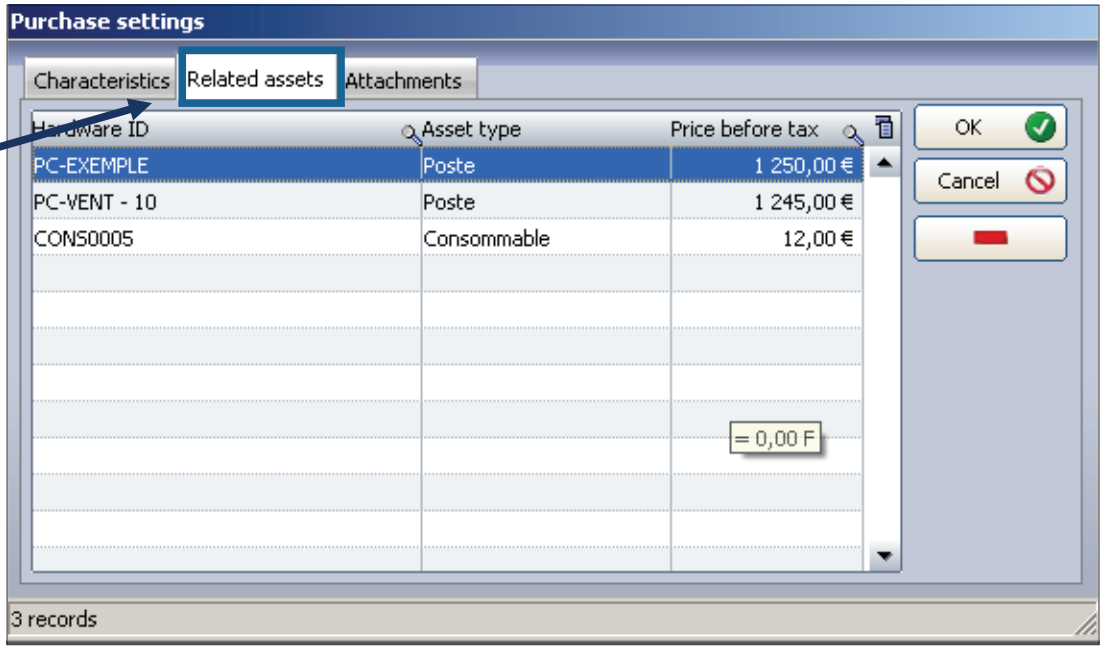
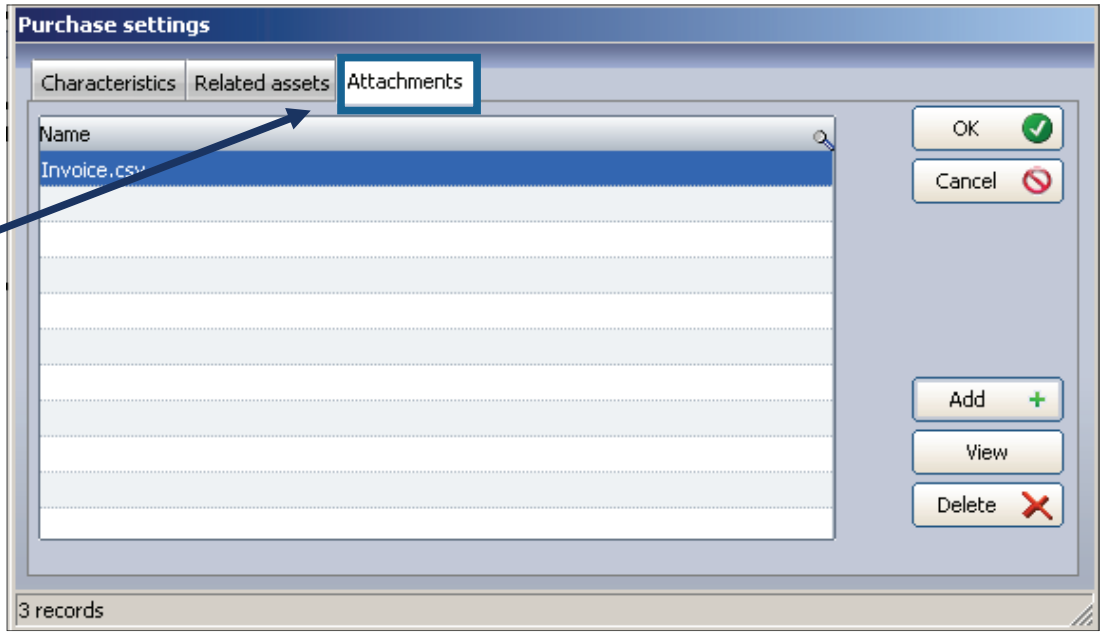
Purchase

Other materials associated with the same purchase settings



Attachments (eg invoice, ...)





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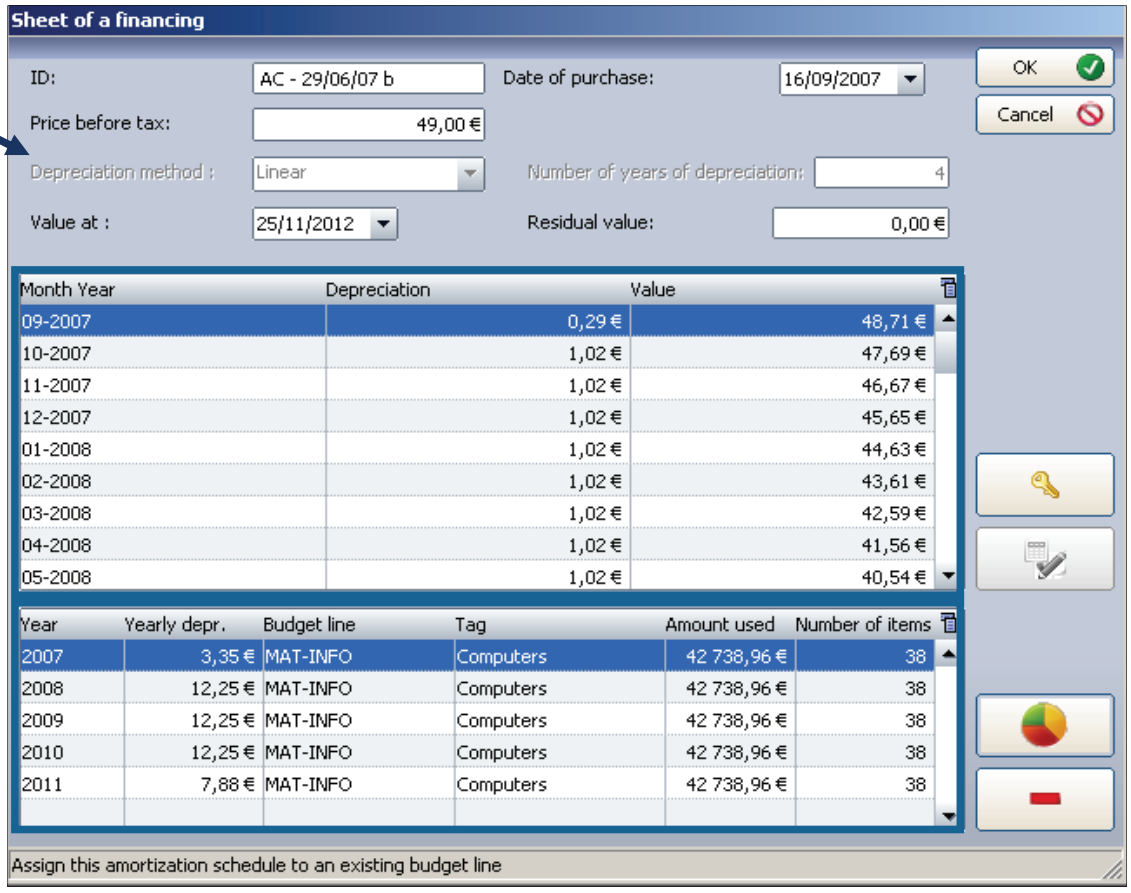
Finance

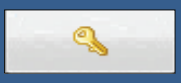
FINANCIAL INFORMATION CONTRACT ASSOCIATED TO A PC OR ANY ITEM

Allows you to calculate the financing of any item

After attached purchasing parameters to the equipment you can calculate the financing by two depreciation methods (linear or degressive method)

Affectation to budget lines




This button allows you to unlock the calculating depreciation in order to modify the parameters


This button allows you to perform the new calculation of depreciation


This button allows you to attach the selected line to budget line


This button allows you to unassign the selected line of the budget line to which it is associated



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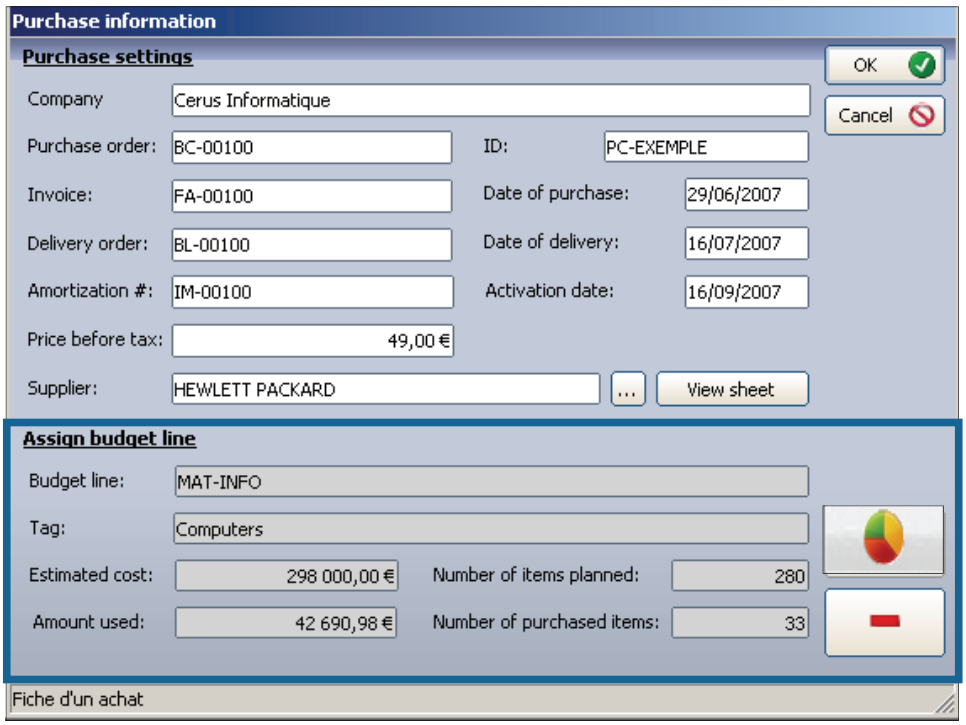
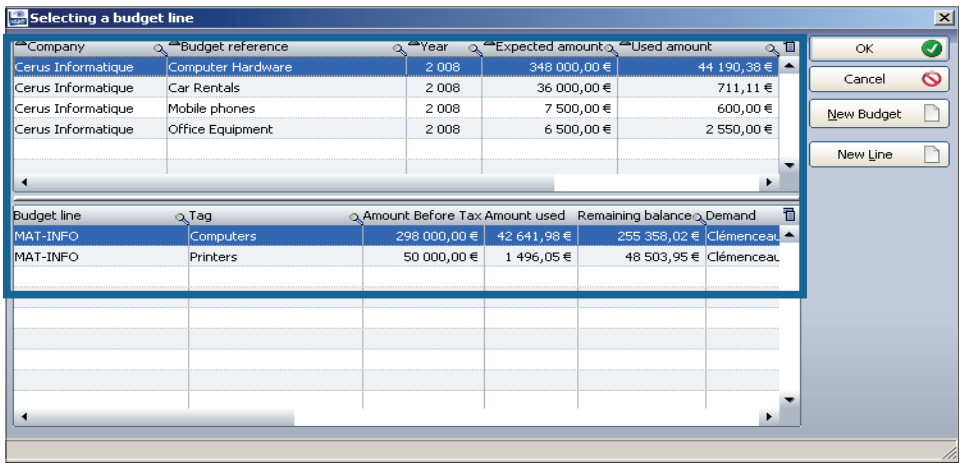
Budget

TO ASSOCIATE A BUDGET LINE TO A PC OR ANY ITEM

To assign an item to a budget line







This button allows you to assign the purchase parameter to a budget line



This button allows you to unassign the purchase parameter to budget line to which it is attached

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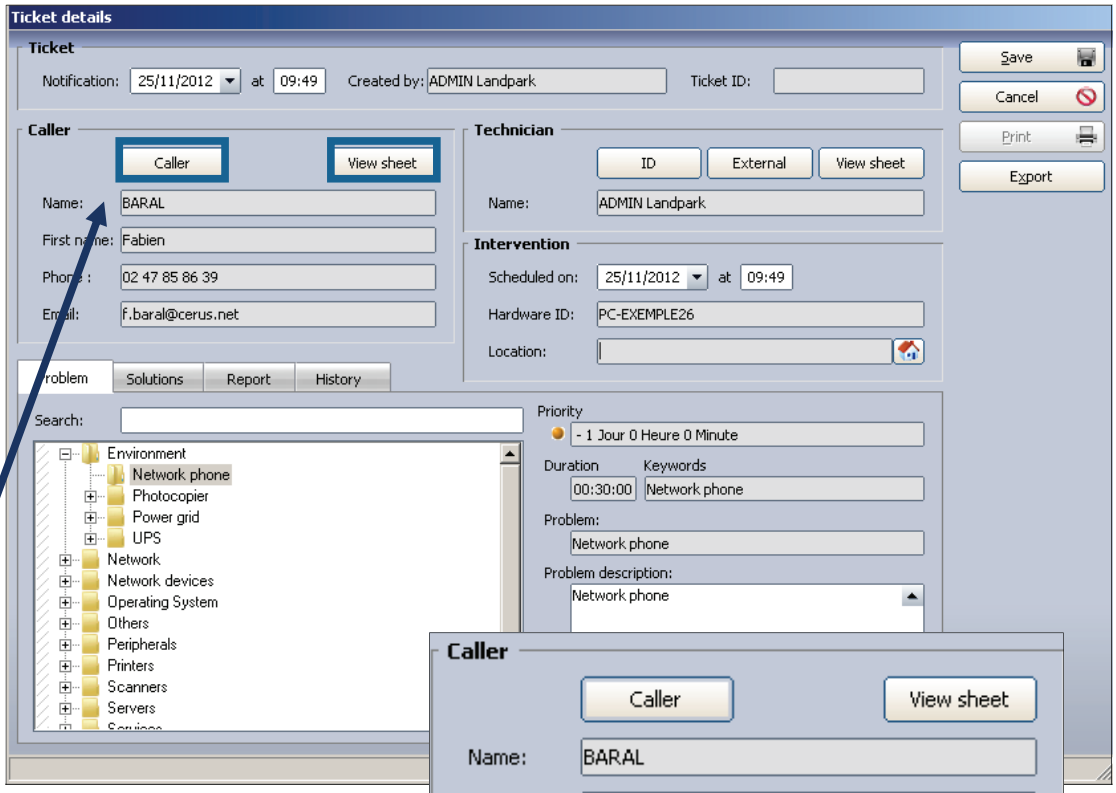
Service

Complete an application for a ticket

SERVICE DESK ASSOCIATED TO A PC OR ANY ITEM





Caller — By default this is the user name associated with the item who is selected

View sheet — You can change the user name by clicking on it. The button allows you to view all user names



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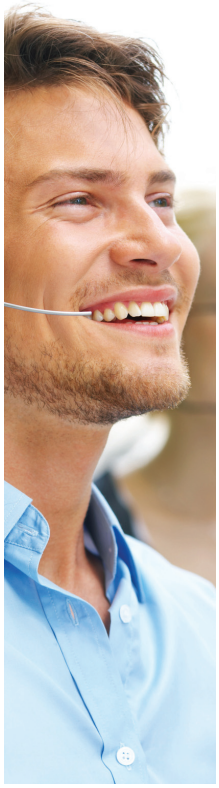
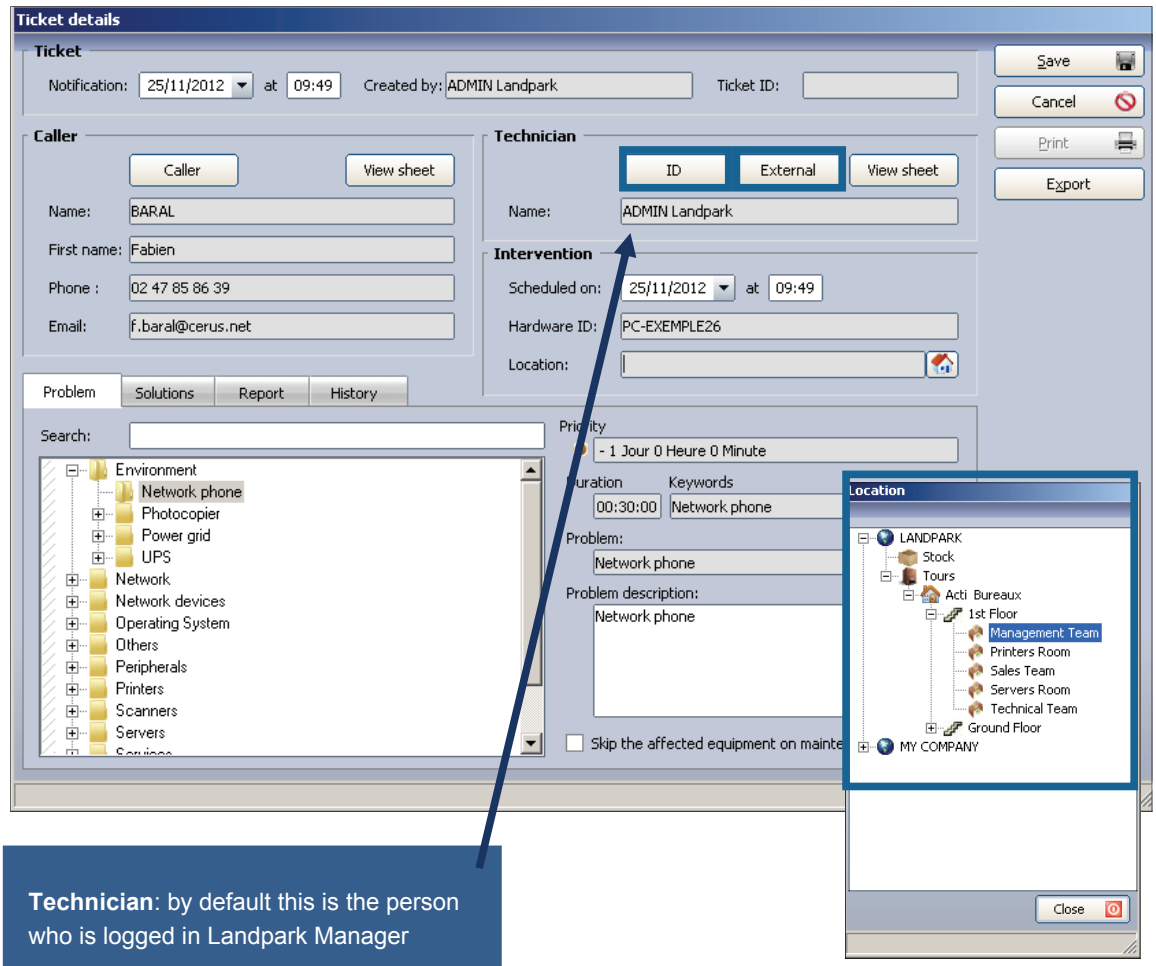
Service





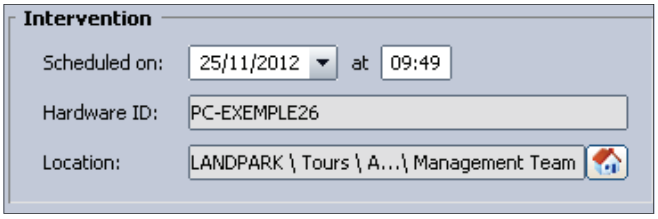
Technician: by default this is the person who is logged in Landpark Manager

ID

You can change the technician by clicking on it

External

If the ticket is affected to a supplier





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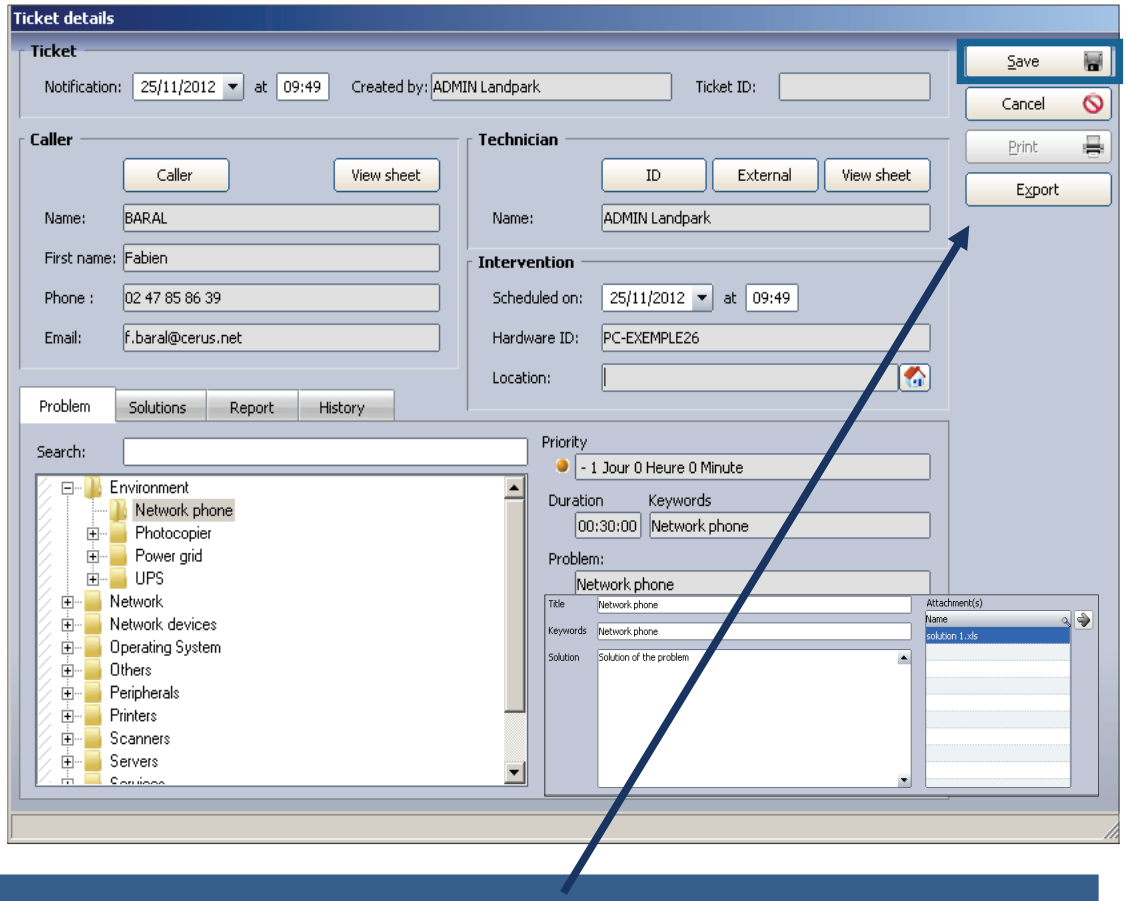
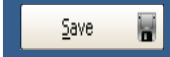
Service



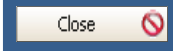


Managing ticket operation takes place in two phases:

Phase 1 - When opening a ticket, select a problem and see solutions to this problem



Then clicking “Save“ you validate the demand and N° ticket will be automatically assigned to this demand. You can print and export this ticket



Phase 2 - Enter the report and close the ticket.



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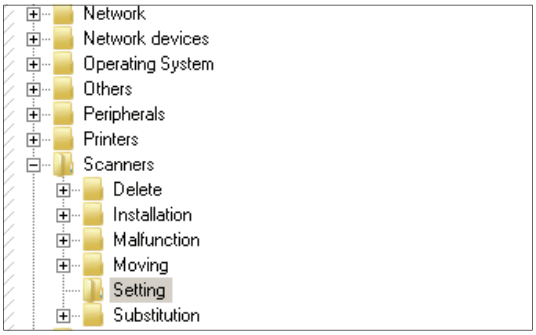
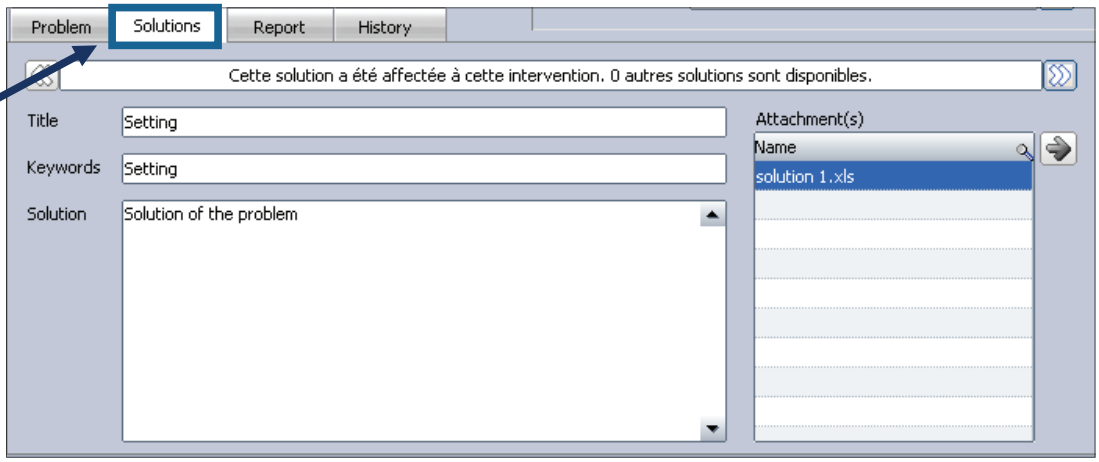
Service

Search by keyword on the problems and solutions treeview

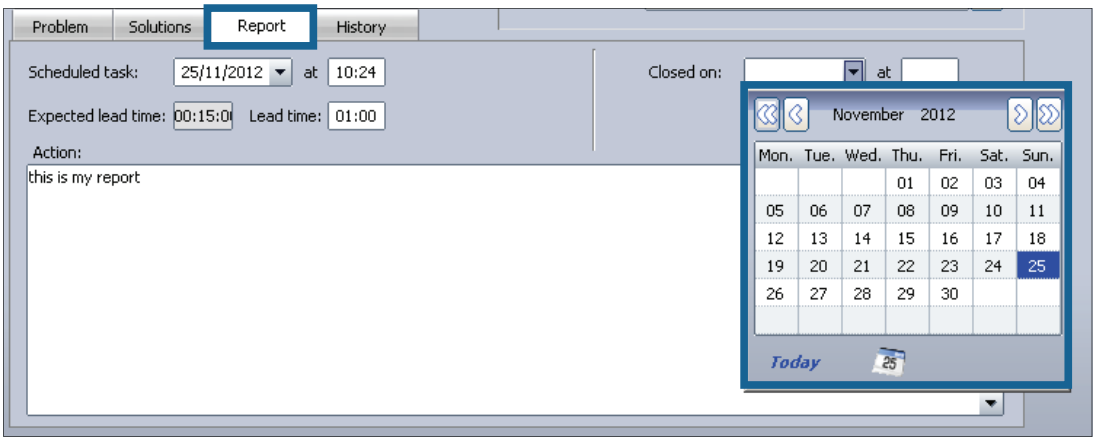


The solutions tab allows you to view the solution or solutions associated to the problem

It displays the list of problems present in the knowledge database and the details of the selected problem







The report tab allows you to enter the report and all information related to the ticket

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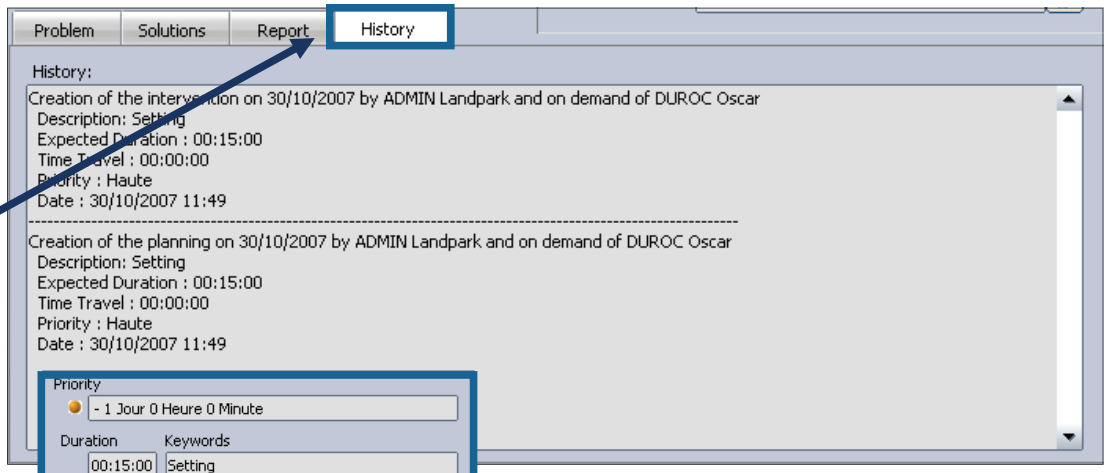
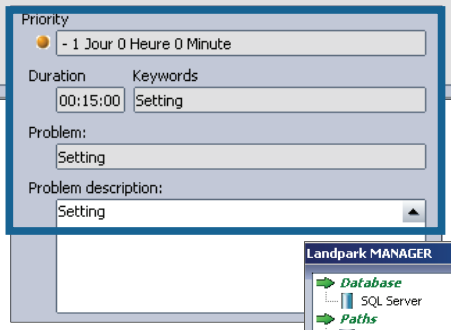
Service

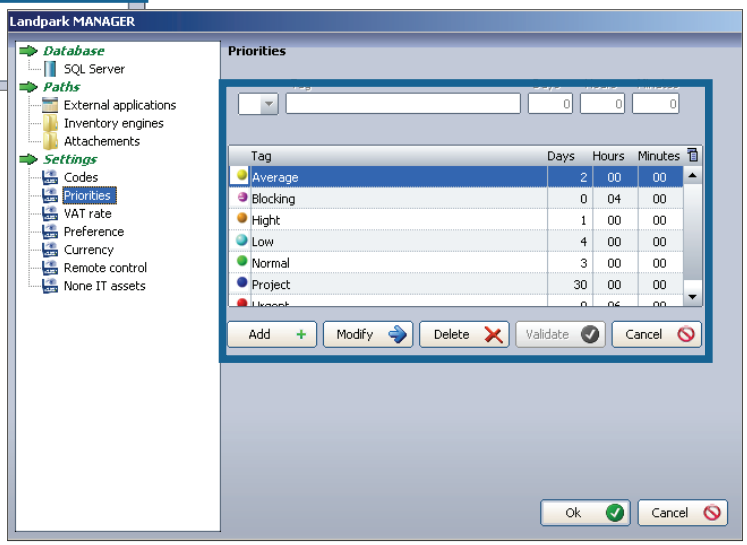
History tab allows you to consult all events regarding this ticket



Priority type associated to the problem



Priorities settings





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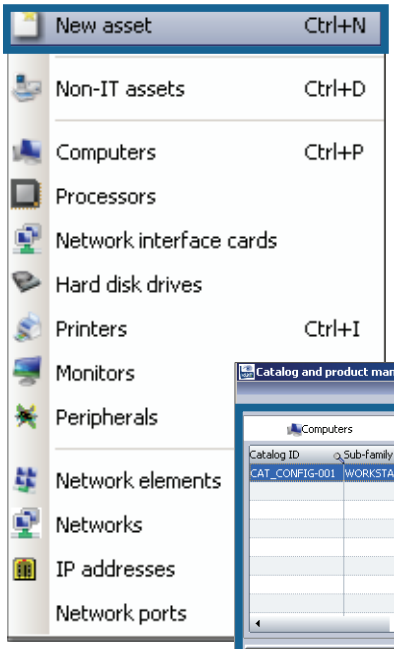
Assets menu

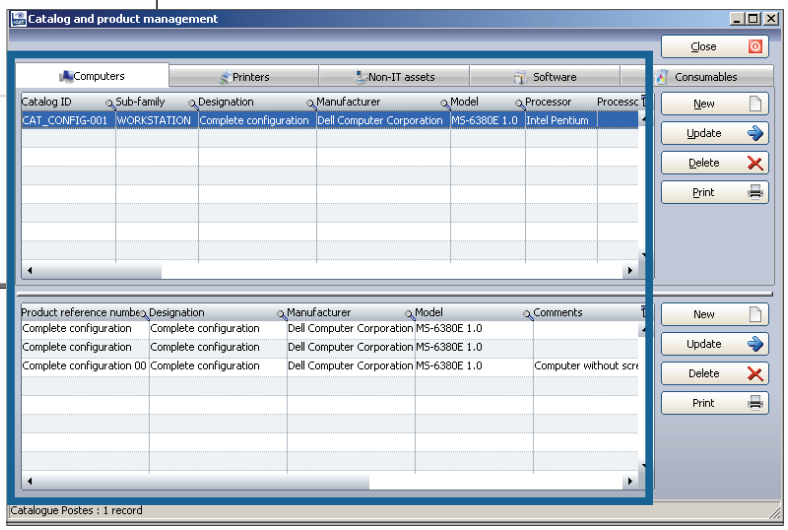


Add a new asset

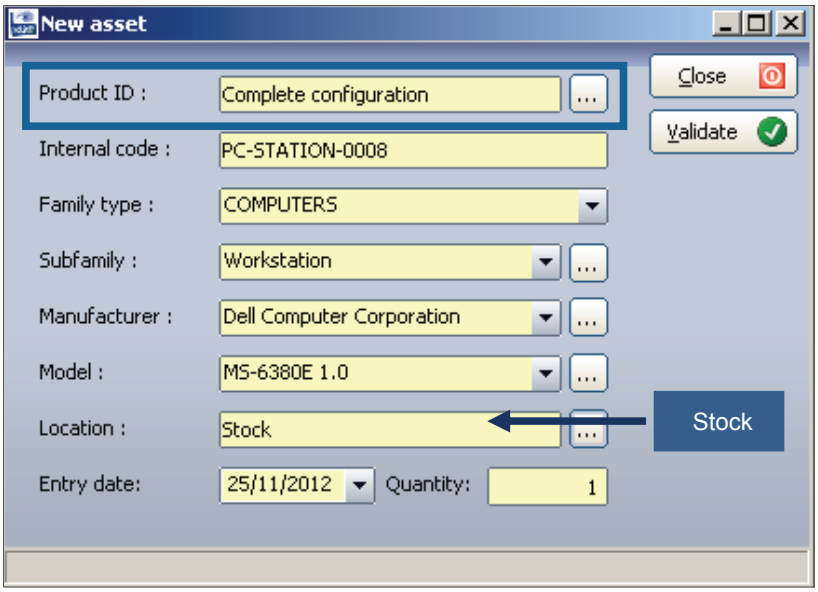




From catalogs, you can create new computer equipment, Non-IT assets processors, network cards, hard disk, printers monitors, peripherals network elements, network, others, etc...



Catalogues



Product ID

Internal code

Type of family

Stock

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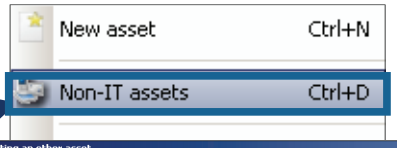
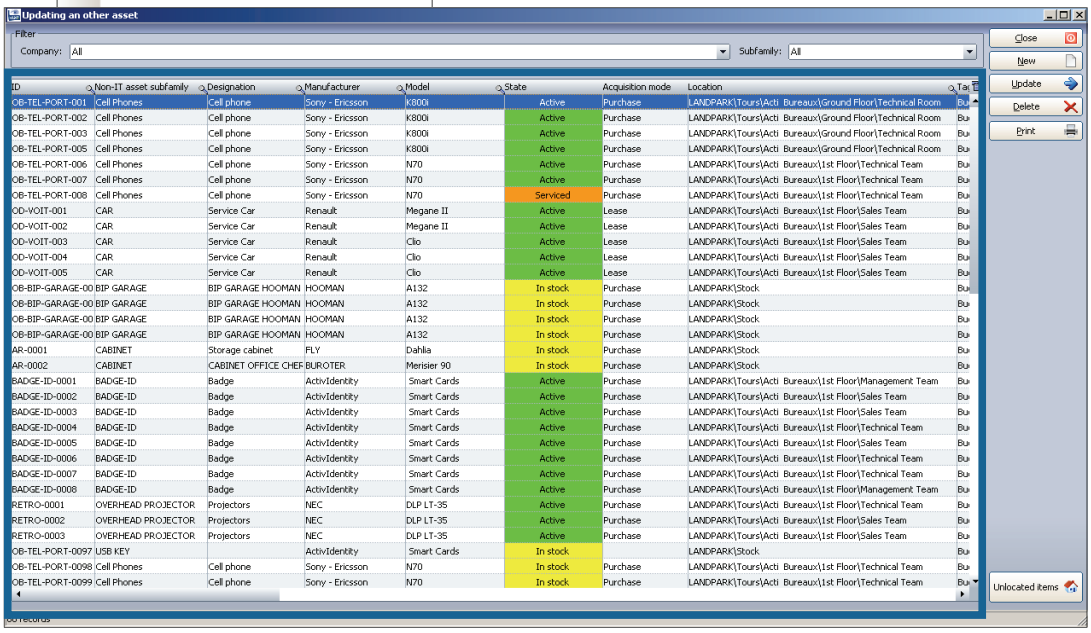
Assets menu



Add a Non-IT asset

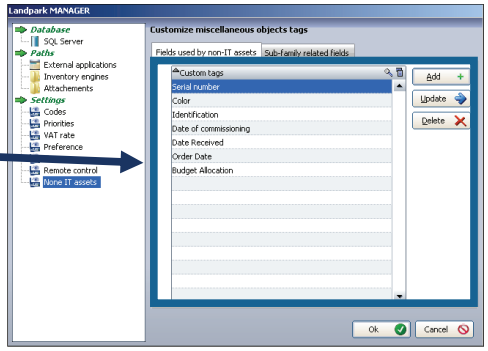


Non-IT assets list

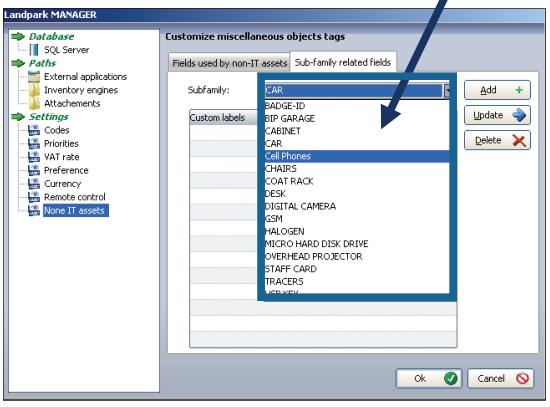




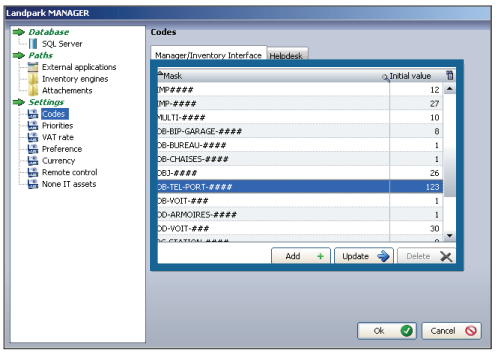
In settings, commun fields uses by Non-IT assets



In settings, list of Non-IT assets



In settings, Non-IT assets nomenclatures



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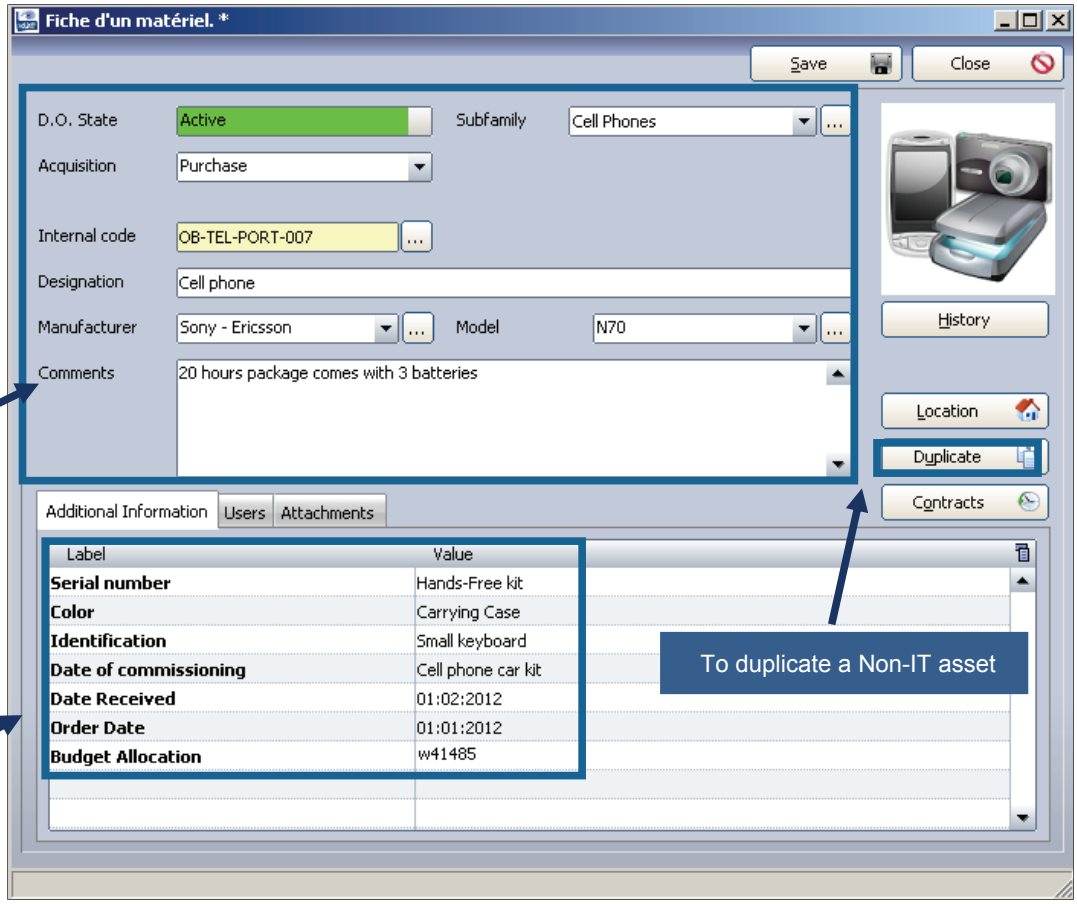
Assets menu





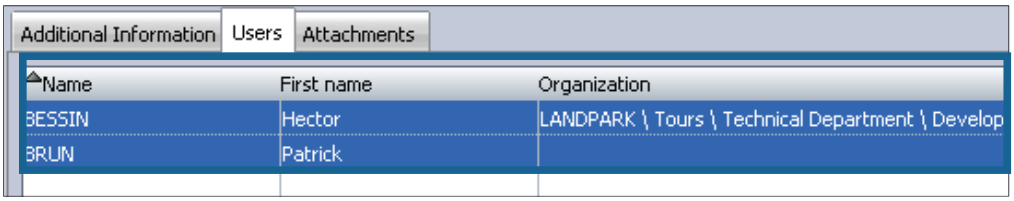


Non-IT asset form

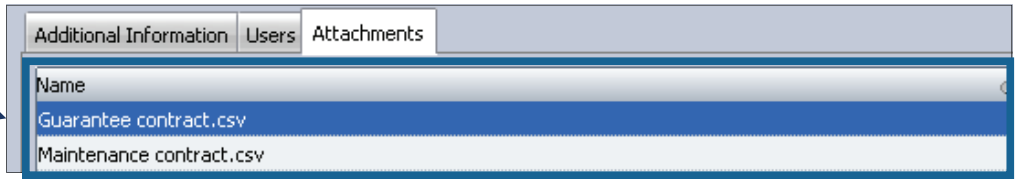
Fields and labels are unlimited to fill up all Non-IT assets characteristics

To duplicate a Non-IT asset

To assign one or more users to a Non-IT asset



Add attachments to a Non-IT asset



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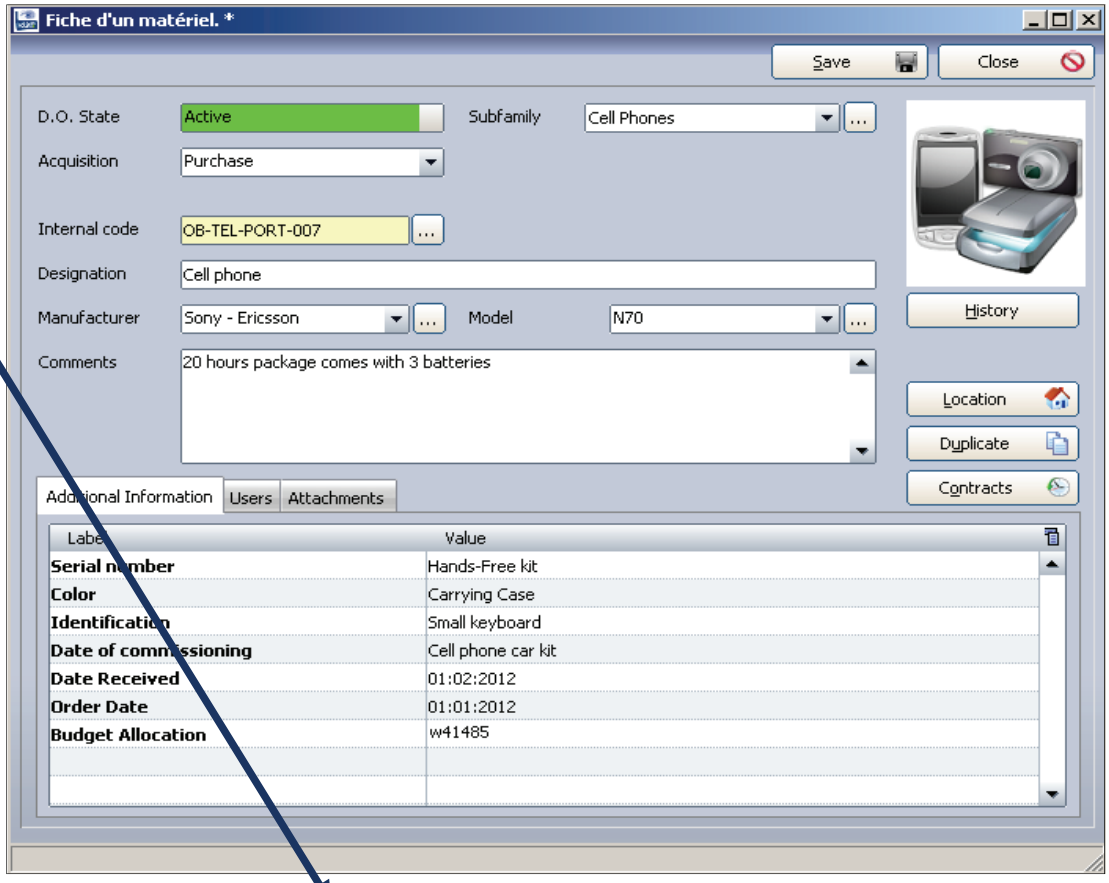
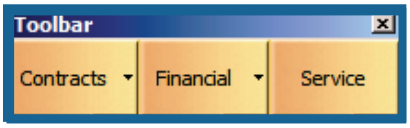
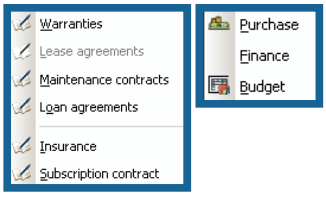
Assets menu



Once the Non-IT asset is opended the management toolbar will be activated









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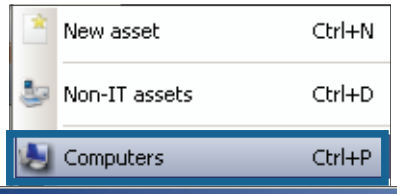
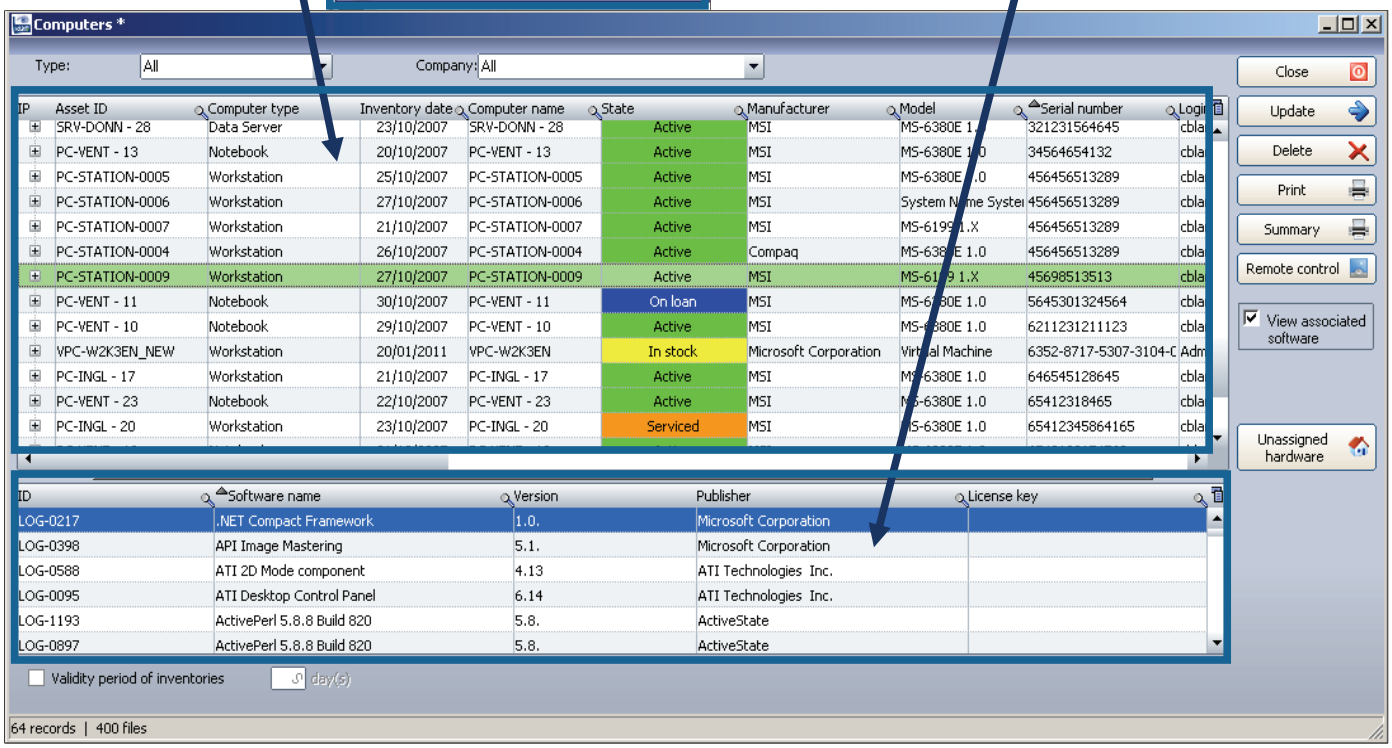
Assets menu



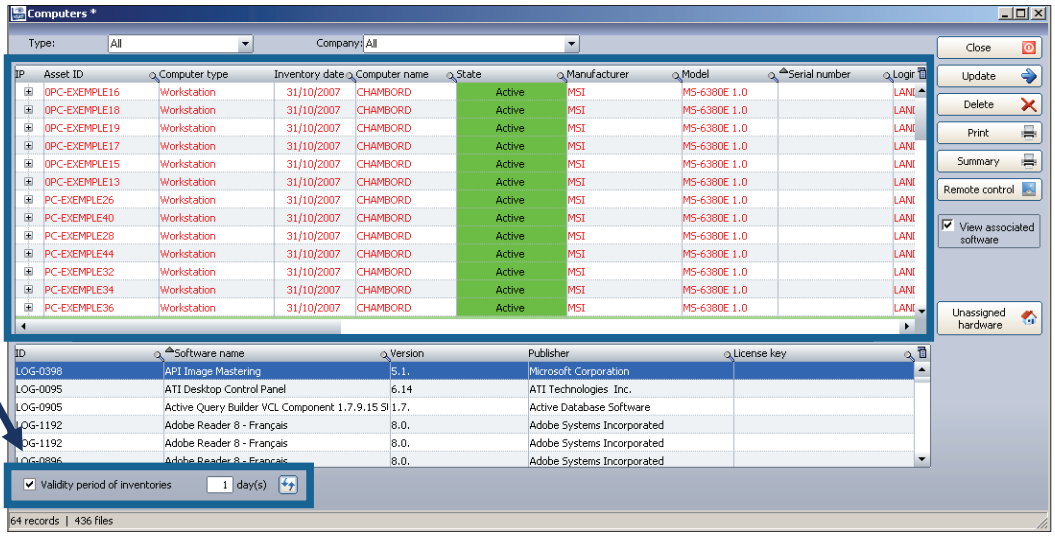
Consult and open all PCs and Servers from your Landpark Manager database



Display all software assigned to the PC



The option “period of validity” allows to highlight (in red) all items whose inventory date is less than 1 days or more



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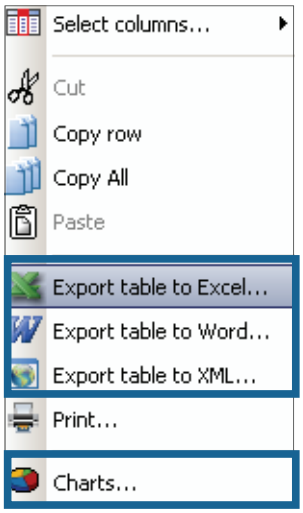
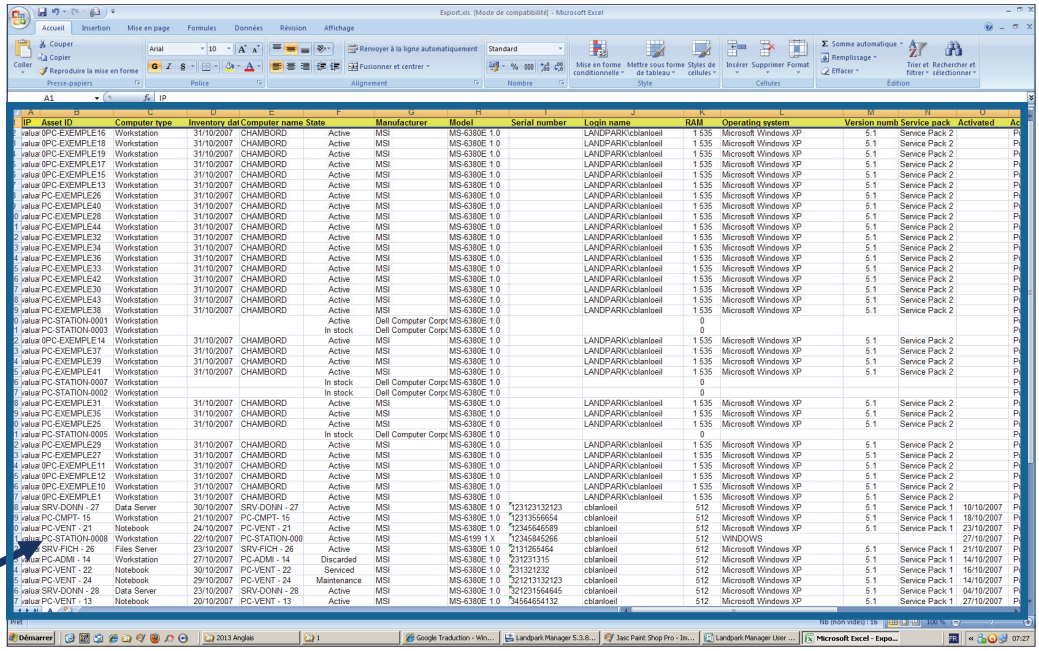
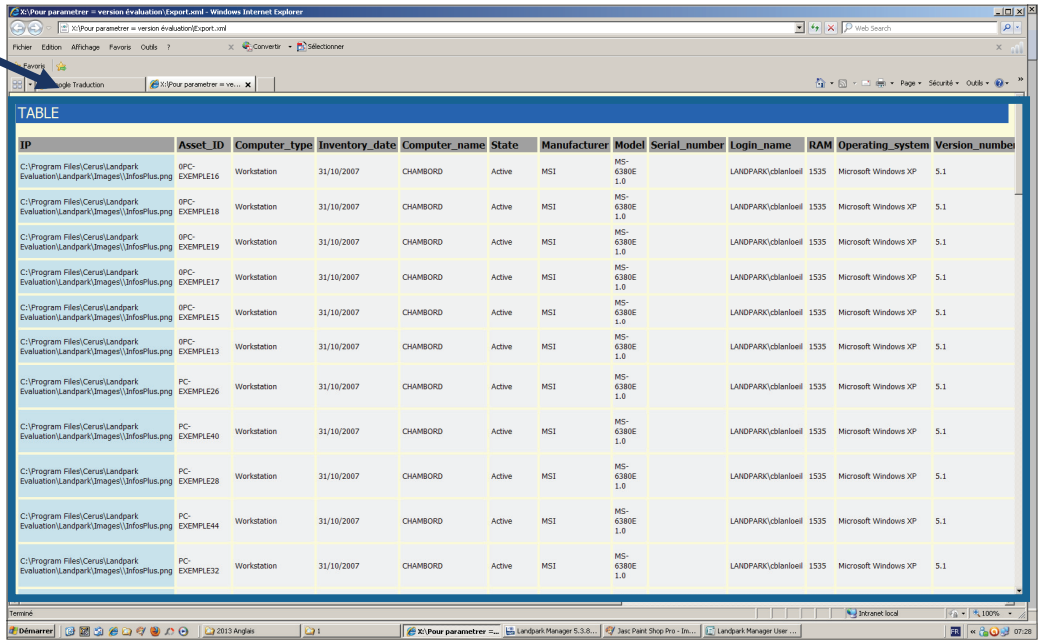
Assets menu

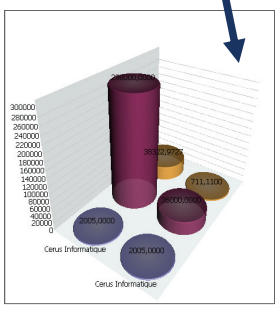






From any list with Landpark Manager export to Word, Excel, XML and create charts







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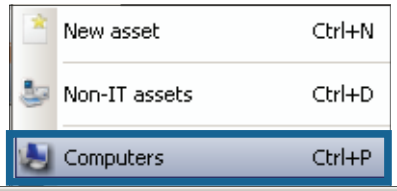
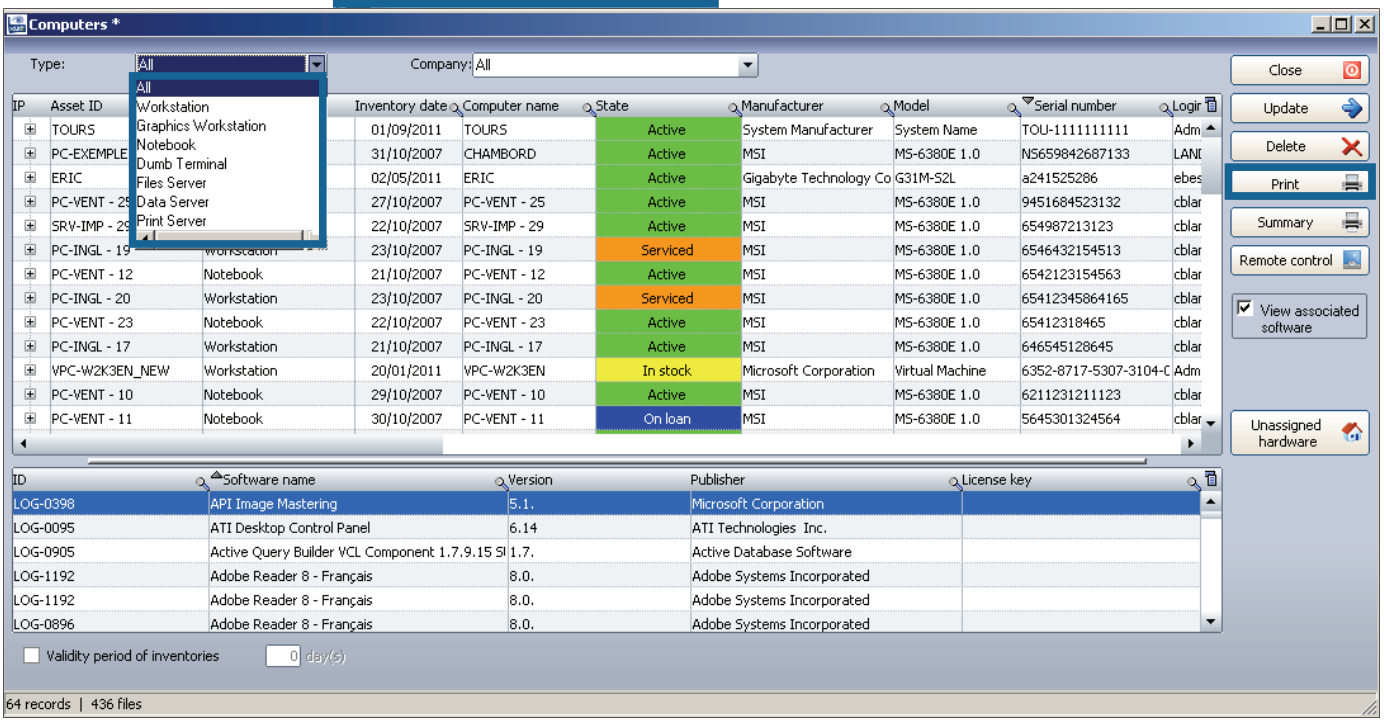
Assets menu



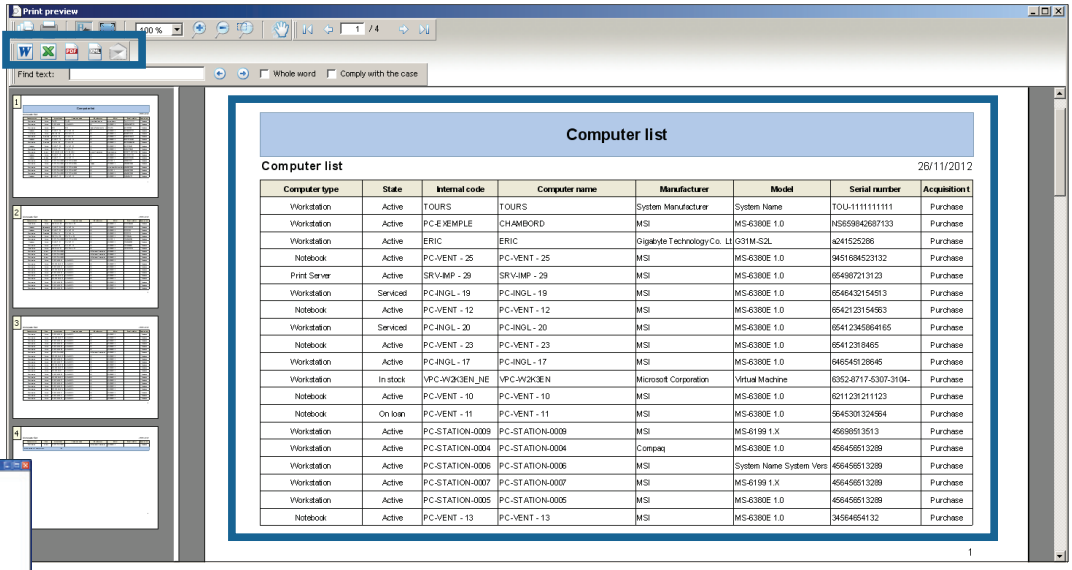
Print all PCs from your database

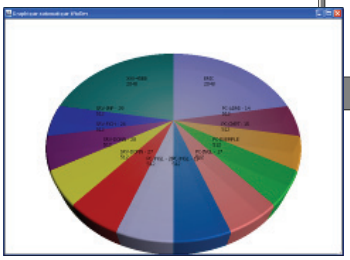




Print Word, Excel HTM, PFF, XML

Send the form by email or PDF email





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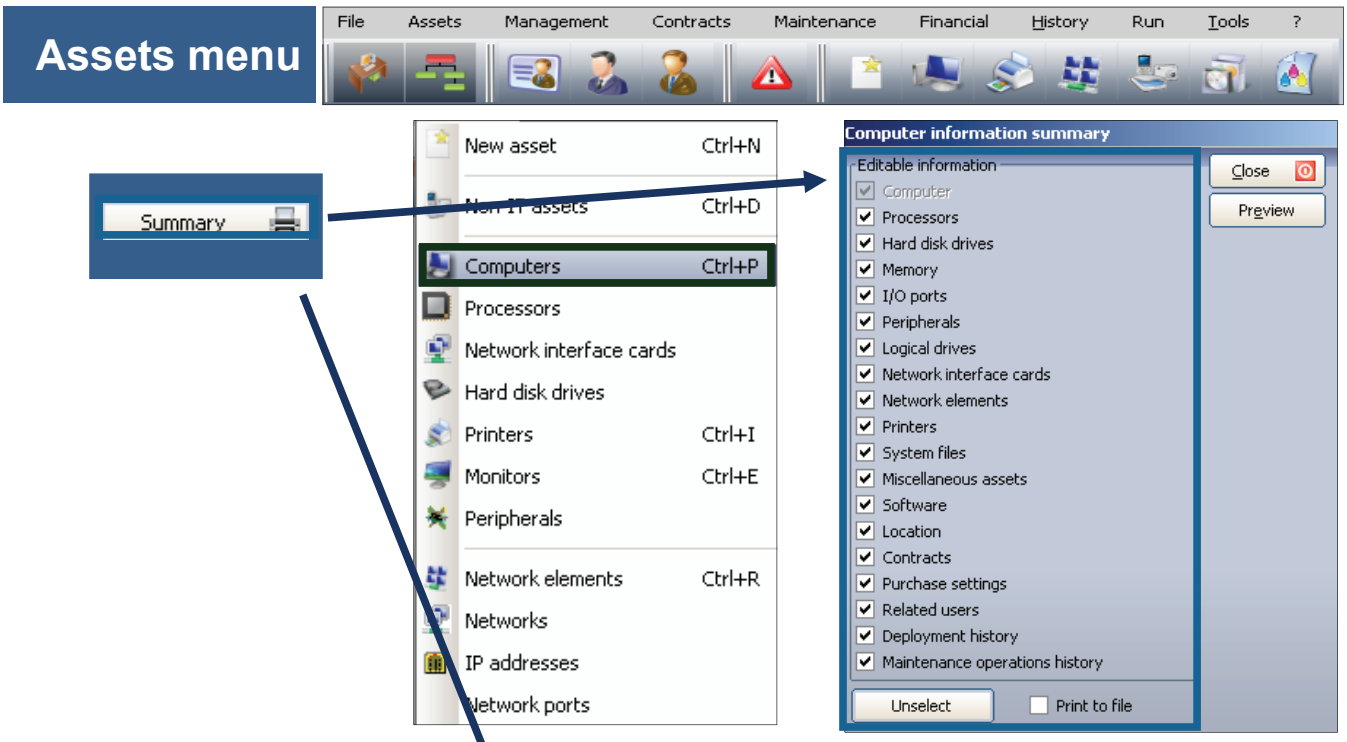
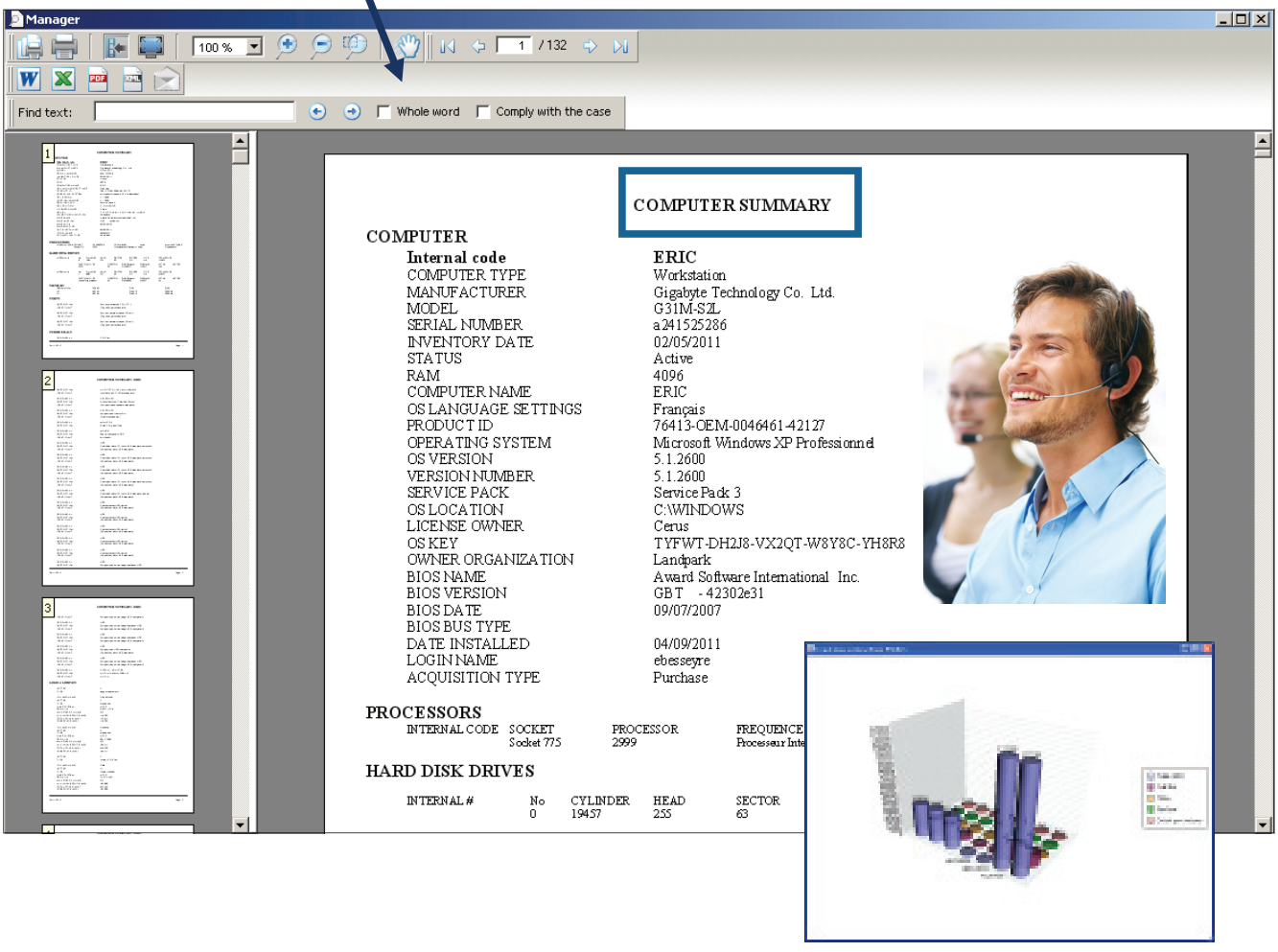
Assets menu





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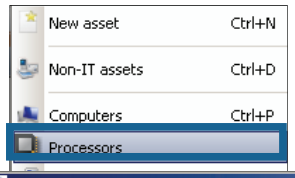
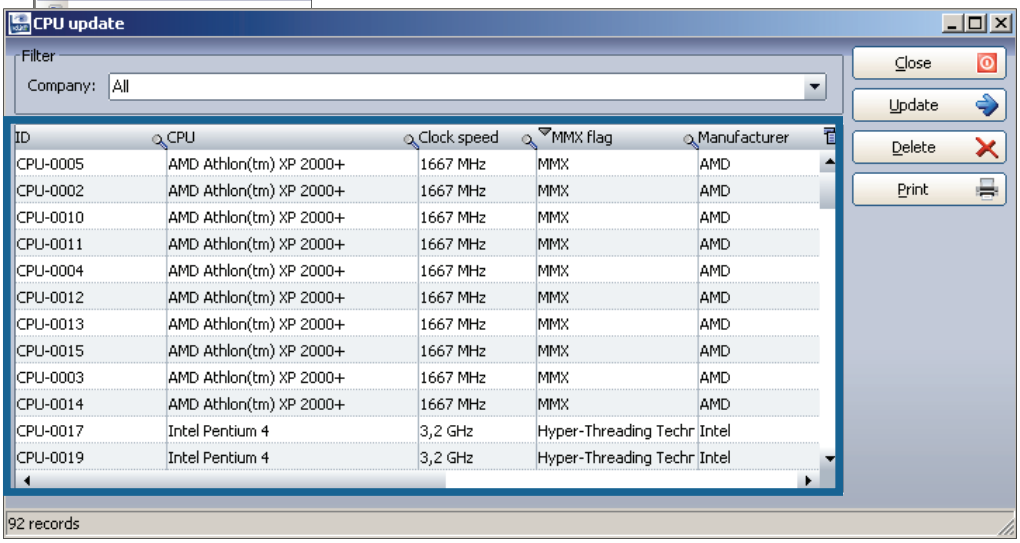
Assets menu



CPU list

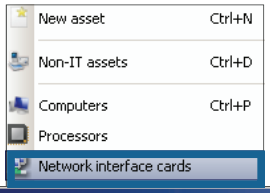


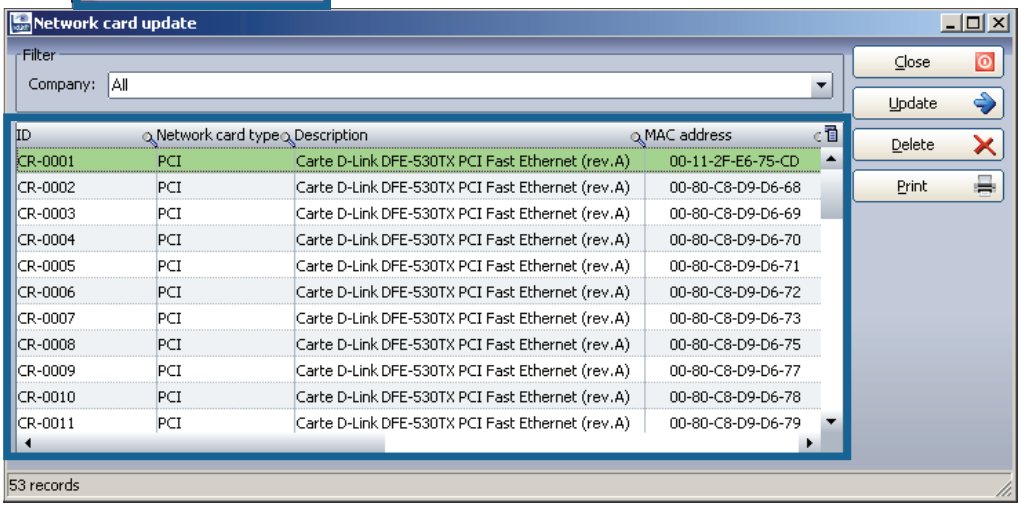


Assets menu



Network cards list





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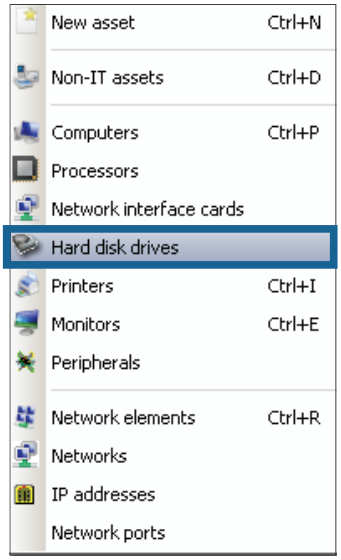
Assets menu





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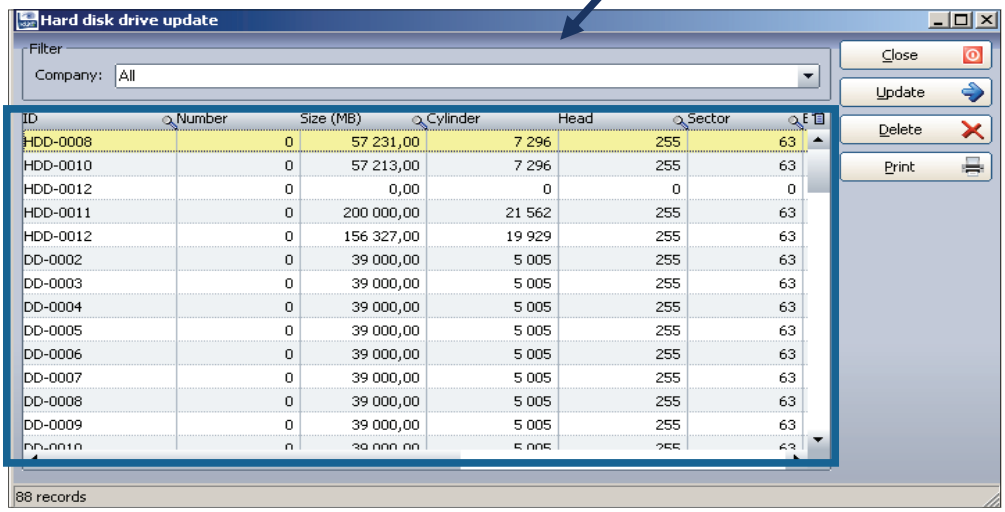
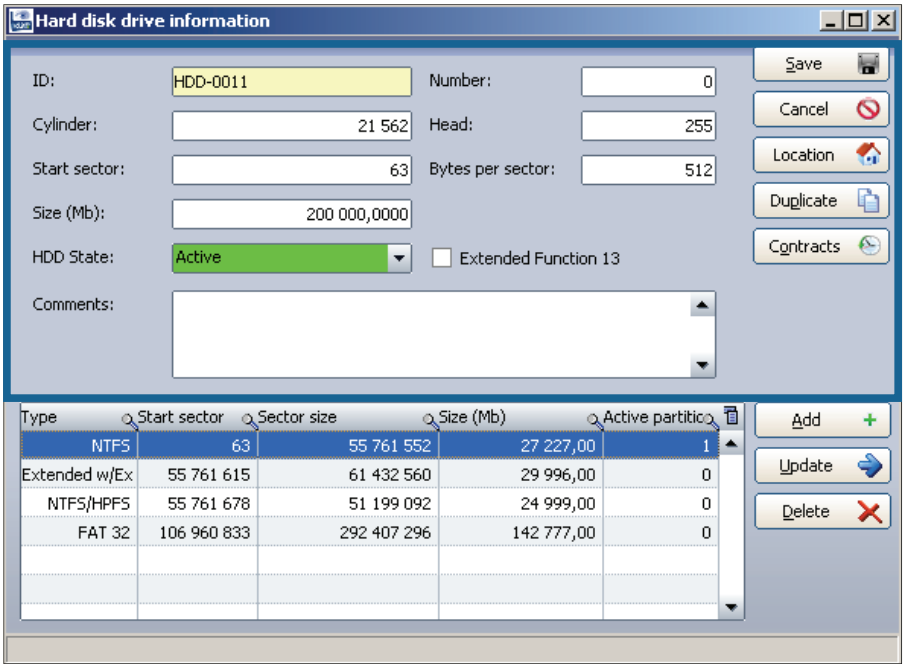


Edit the hard disk form





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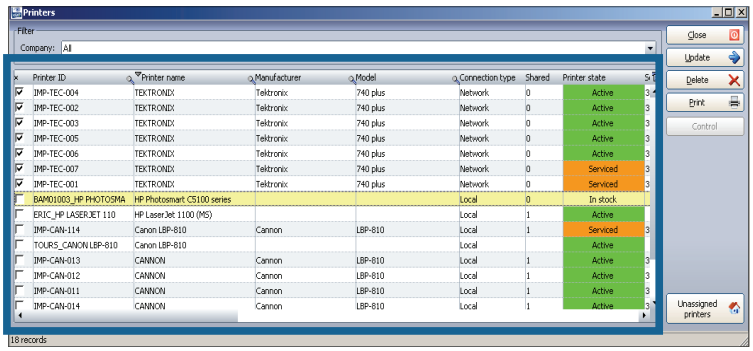
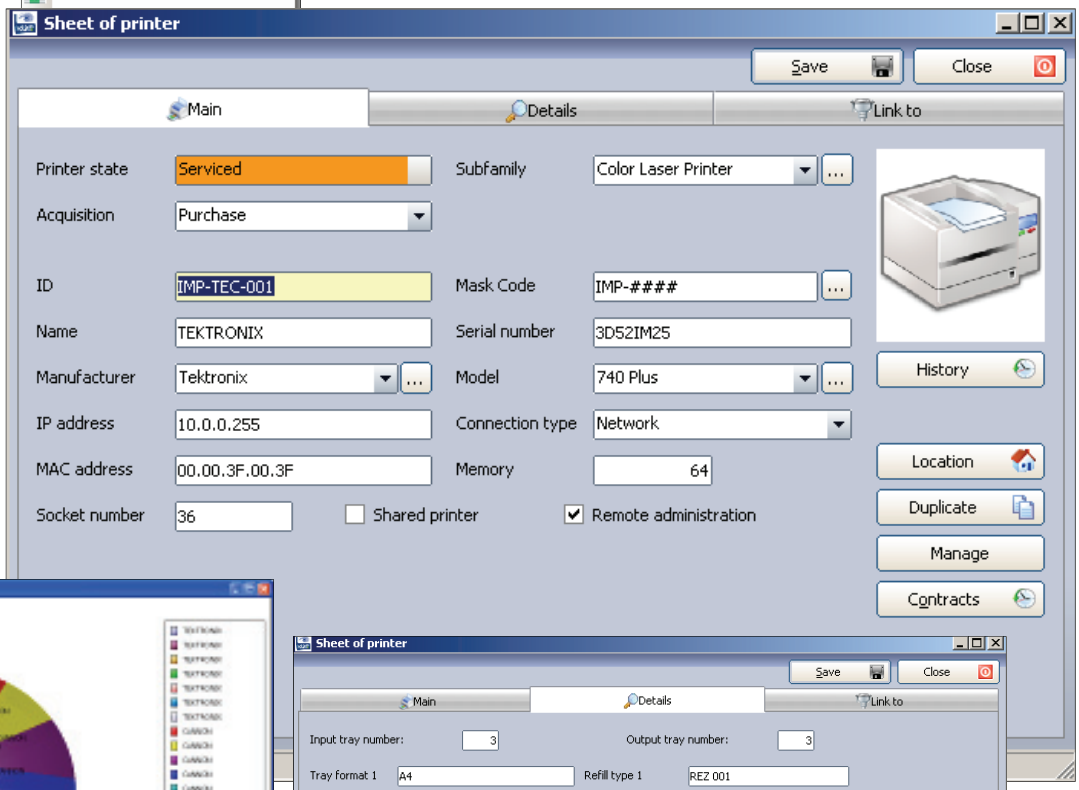
Assets menu

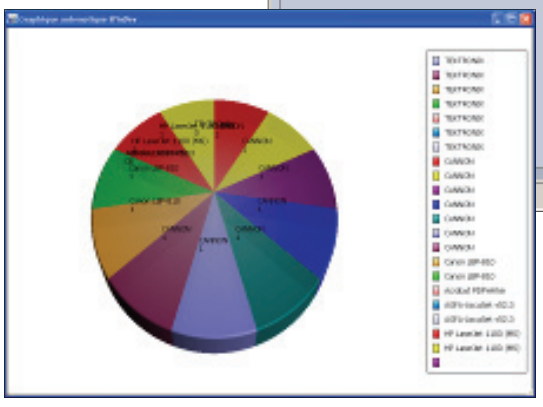


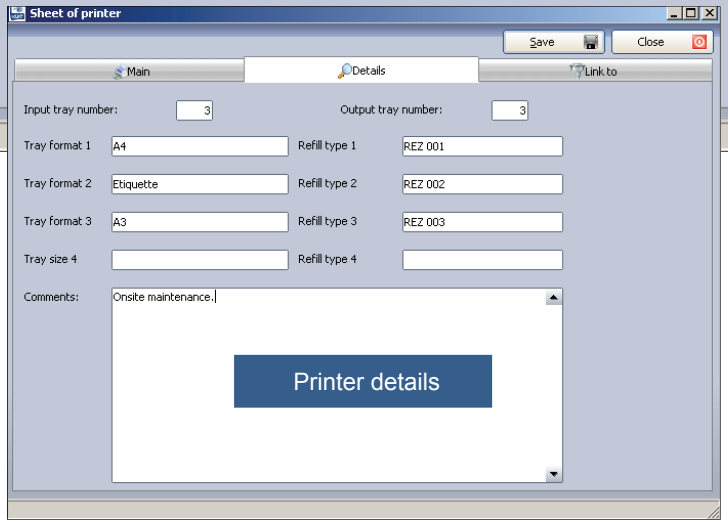
Printers management











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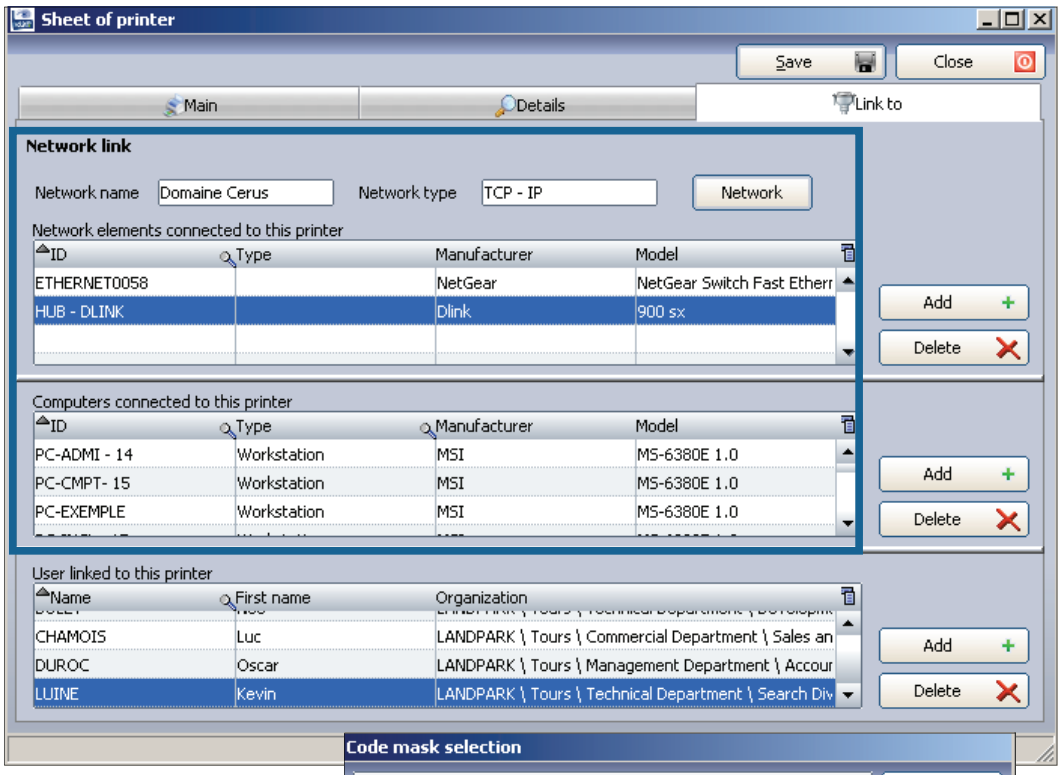
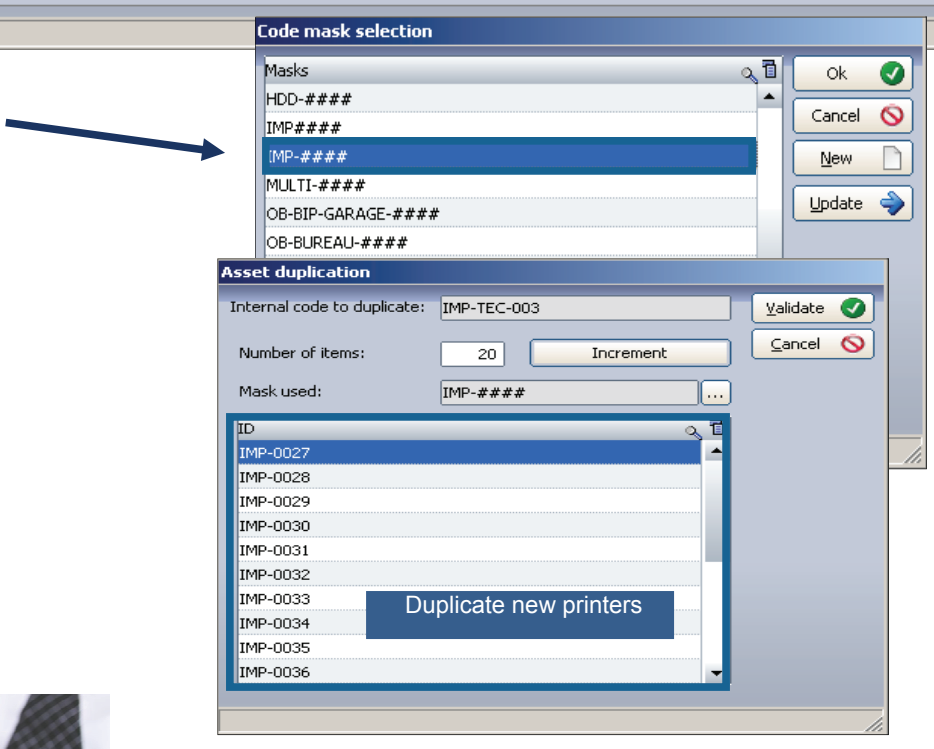


All elements connected to the printer

To create a new printer from a code mask nomenclature





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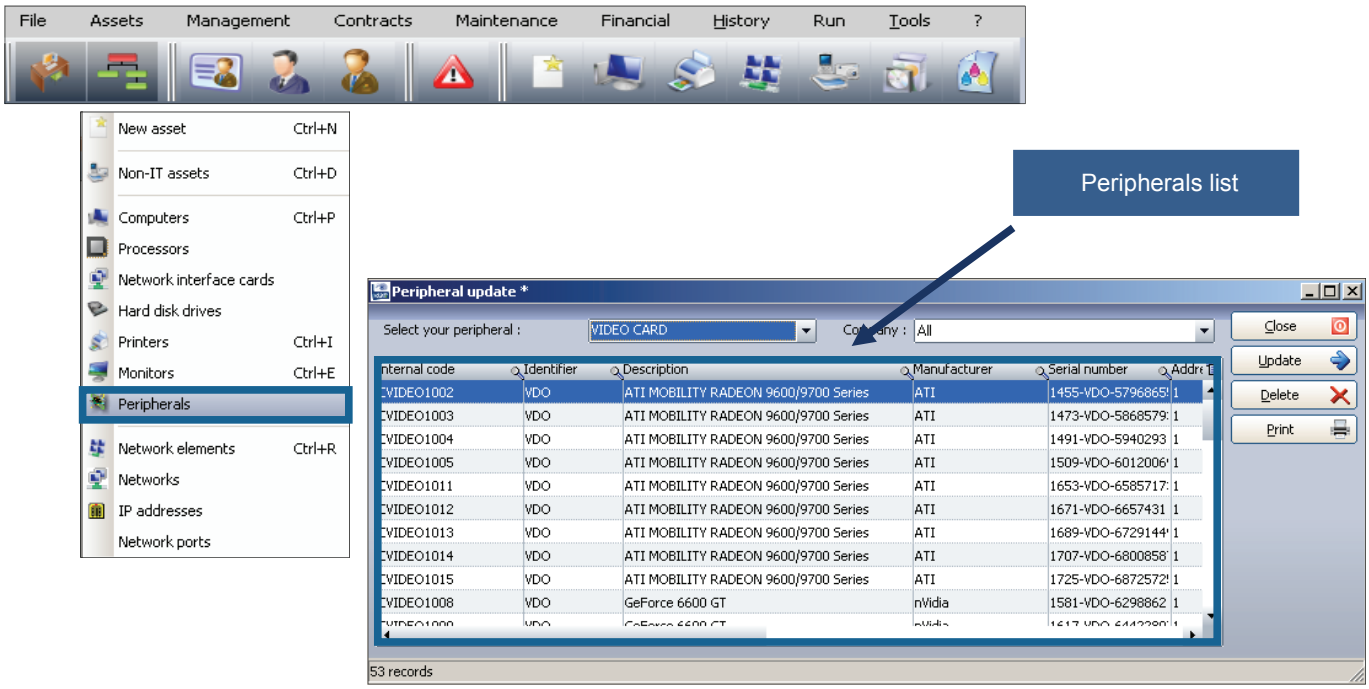

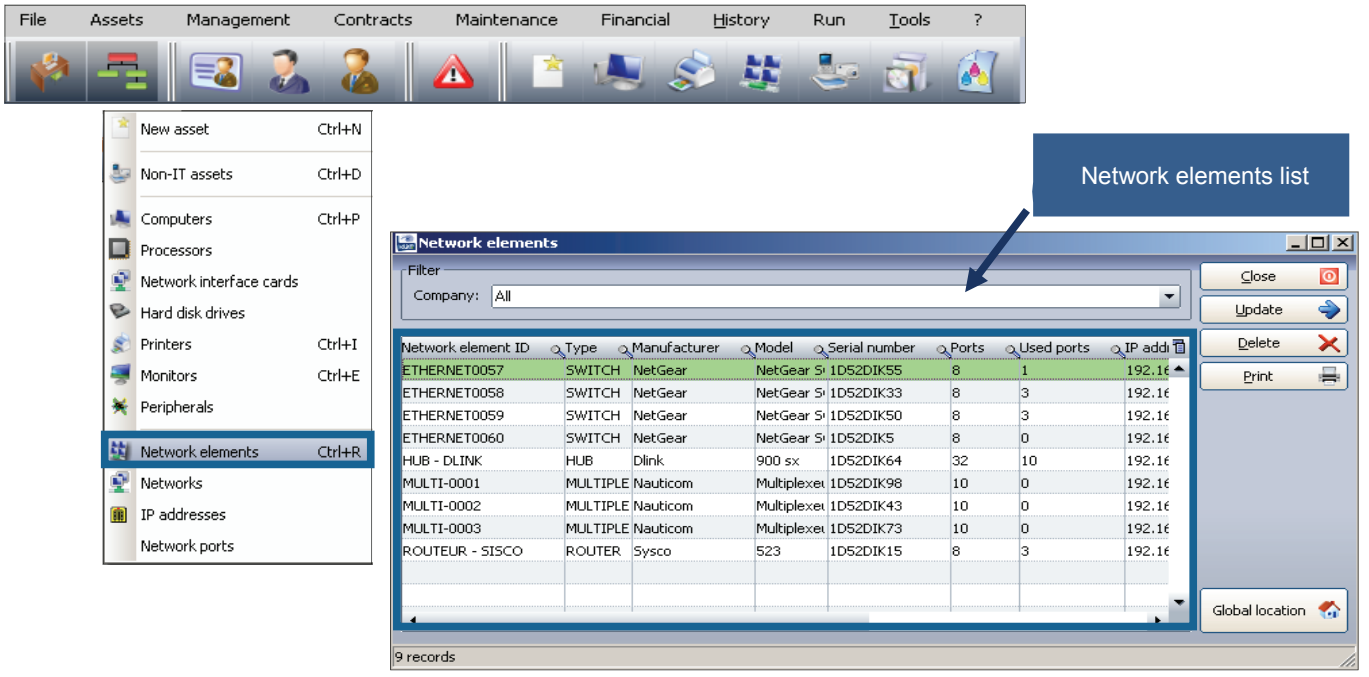



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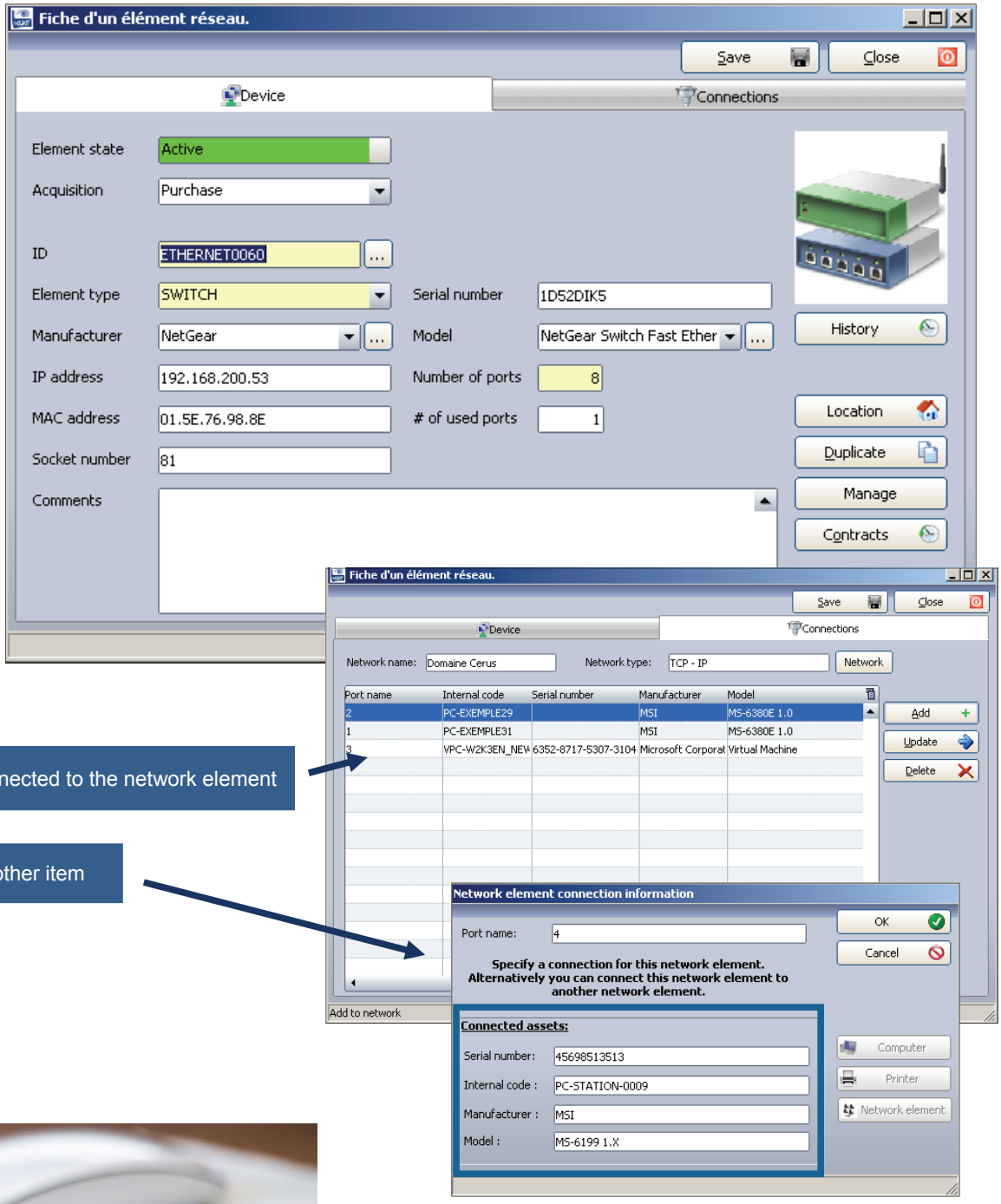
Network element form



Network ports connected to the network element

To connect another item



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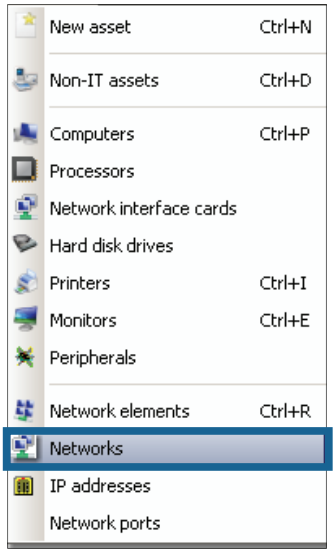

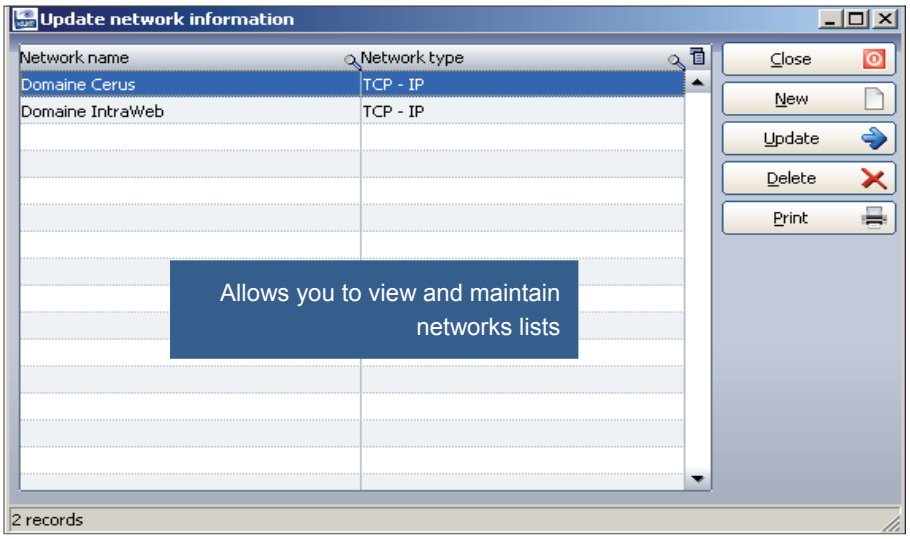

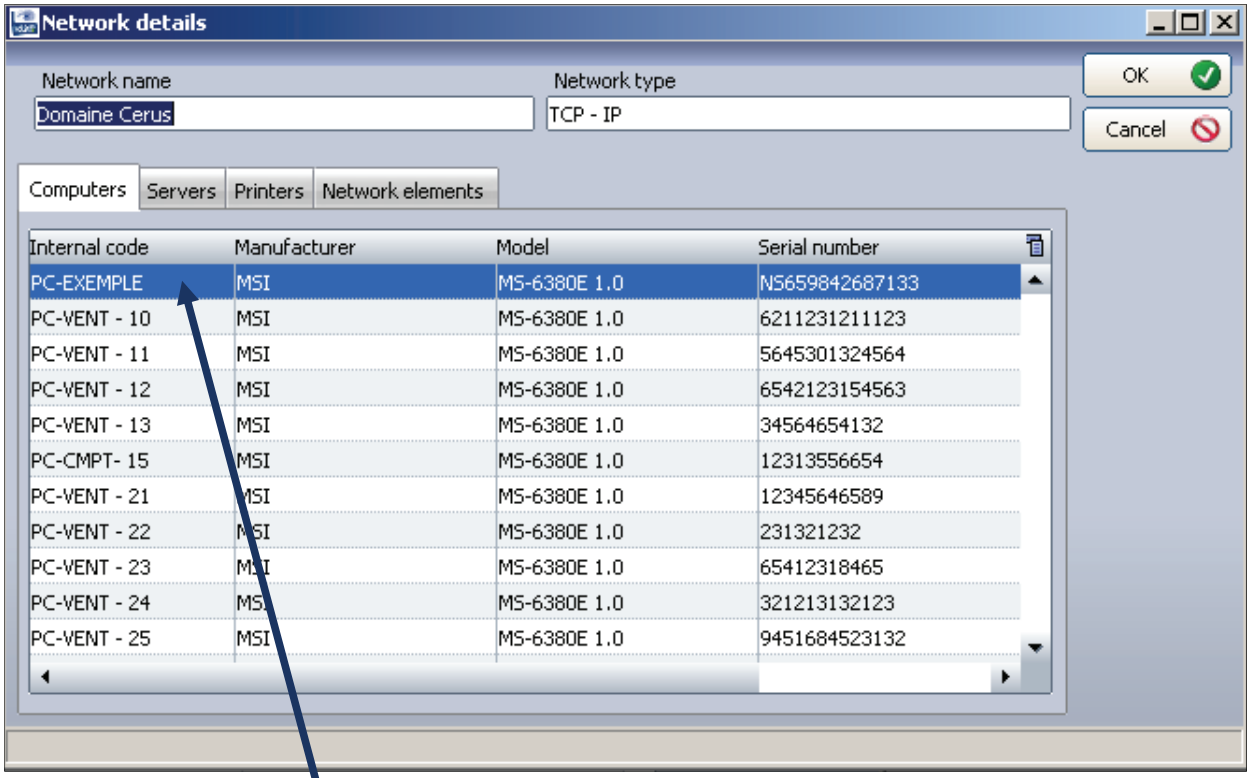

You can edit information on a network and displays all the elements that are attached

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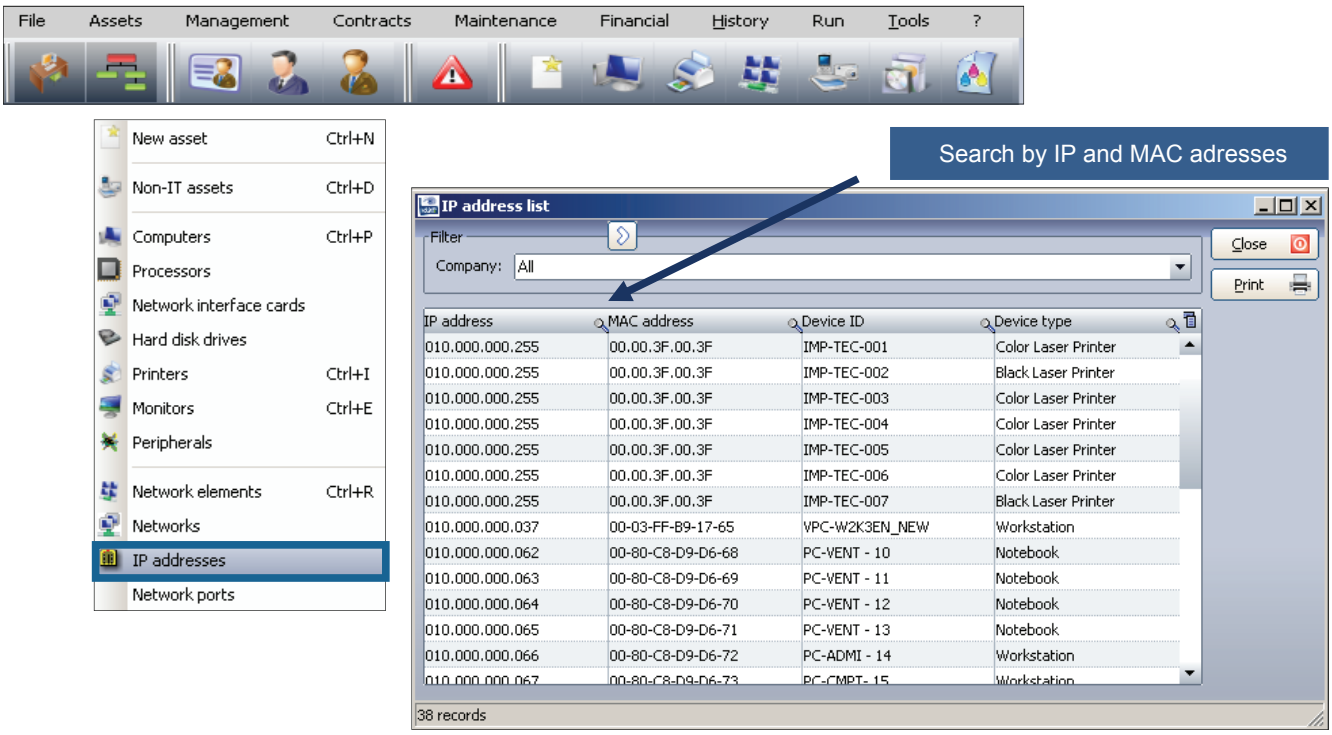

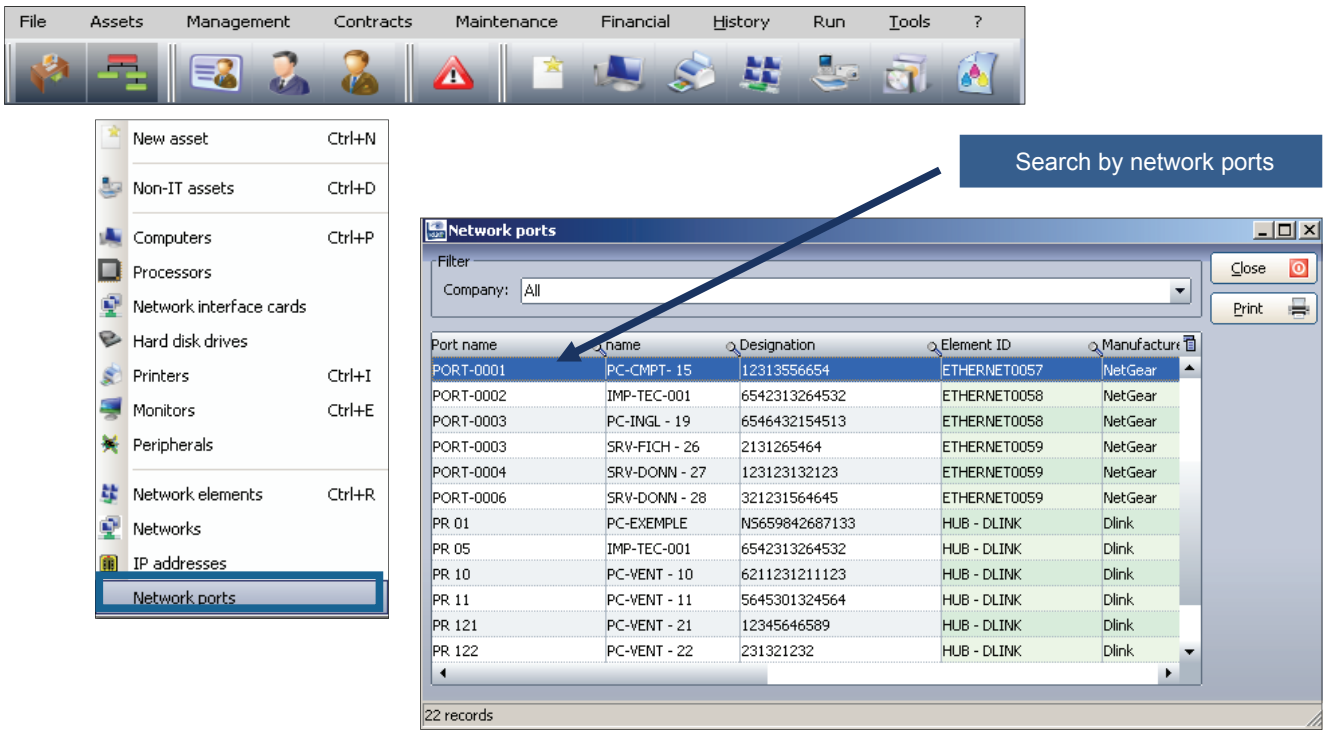

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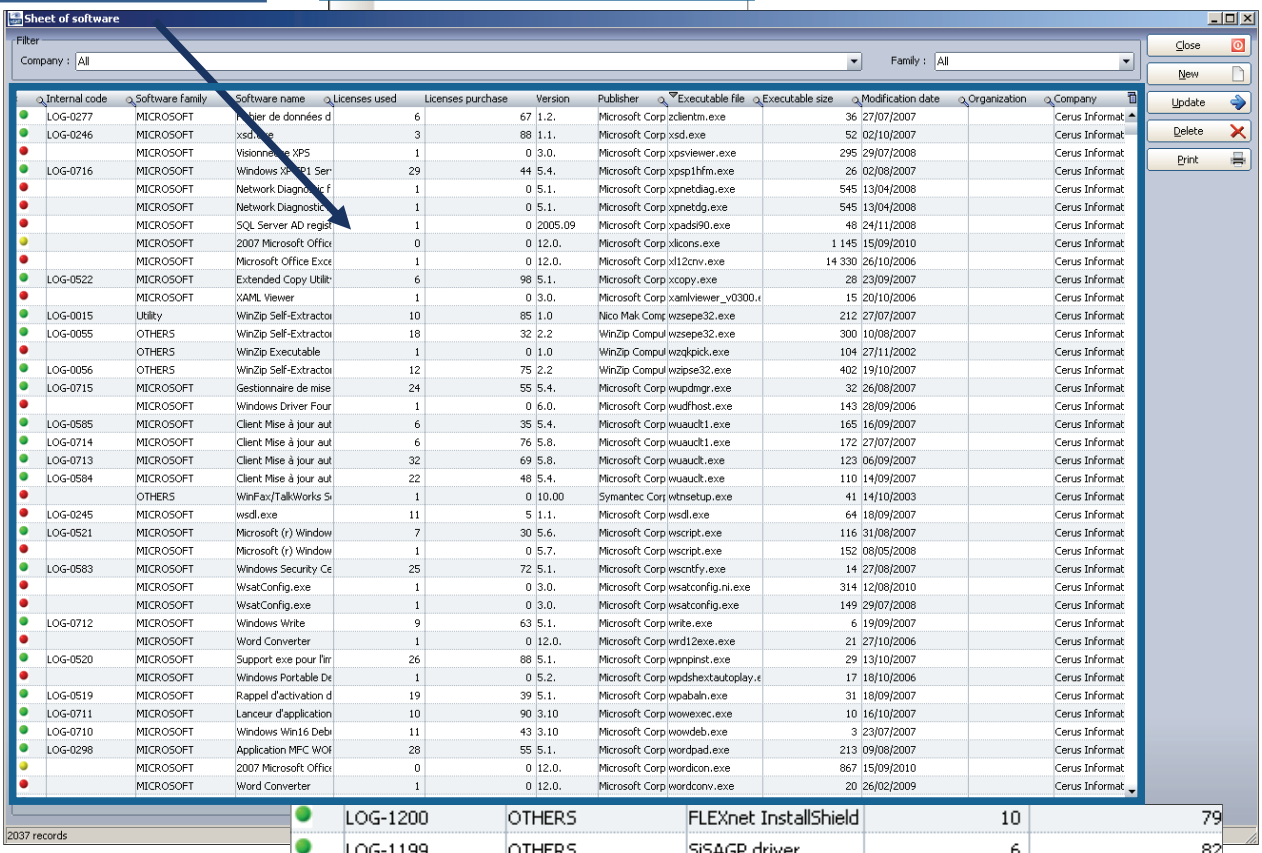
Management



Managing software licenses





Each line is preceded by a colour warning telling you the status of your licenses

LOG-1200	OTHERS	FLEXnet InstallShield	10	79
LOG-1199	OTHERS	SiSAGP driver	6	82
LOG-1198	OTHERS	InstallShield DevStuc	8	54
LOG-1197	MICROSOFT	Microsoft .NET Frame	12	85
LOG-1196	OTHERS	MSIObjects	7	71
LOG-1195	OTHERS	InstallShield Skin Cus	36	32

- You have more licenses in stock than licenses in service
- You have as much licenses in stock than licenses in service
- You have less licenses in stock than licenses in service



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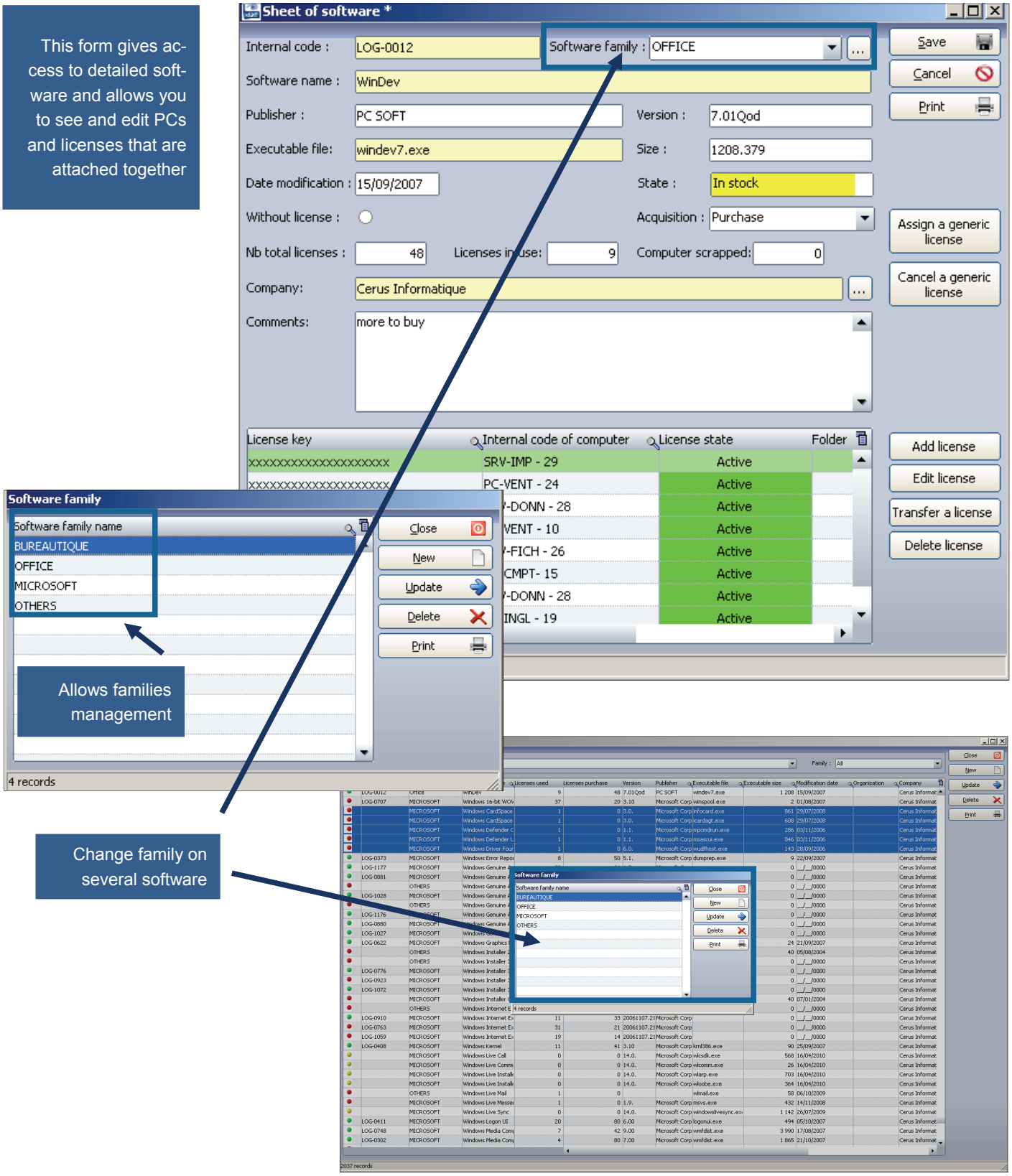
This form gives access to detailed software and allows you to see and edit PCs and licenses that are attached together



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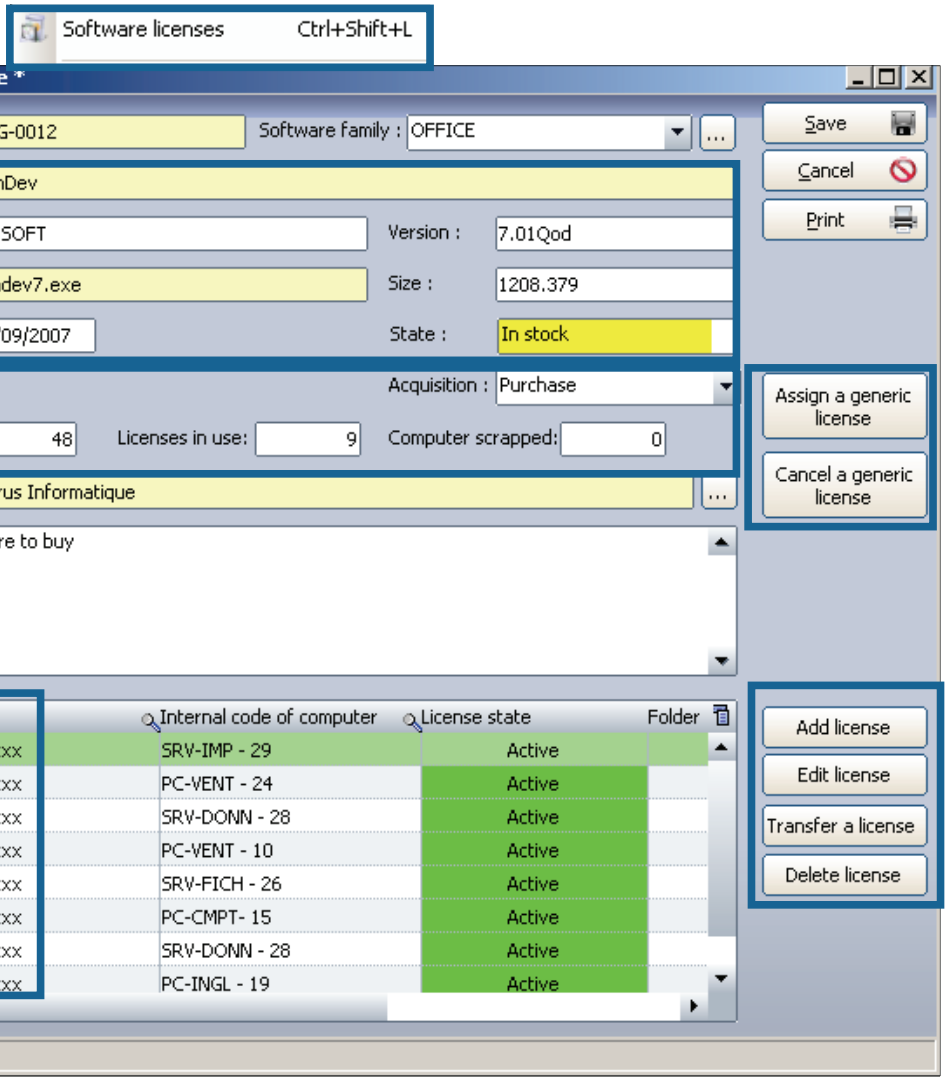
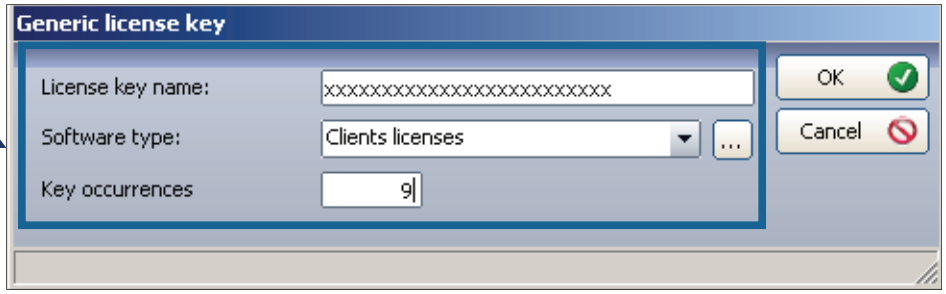
Managing software licenses

Informations name, size, version, date etc… collected by the inventory

Number of purchased licenses and total number of licenses in service collected by the inventory



Enter here the license key



License you can transfer to another PC

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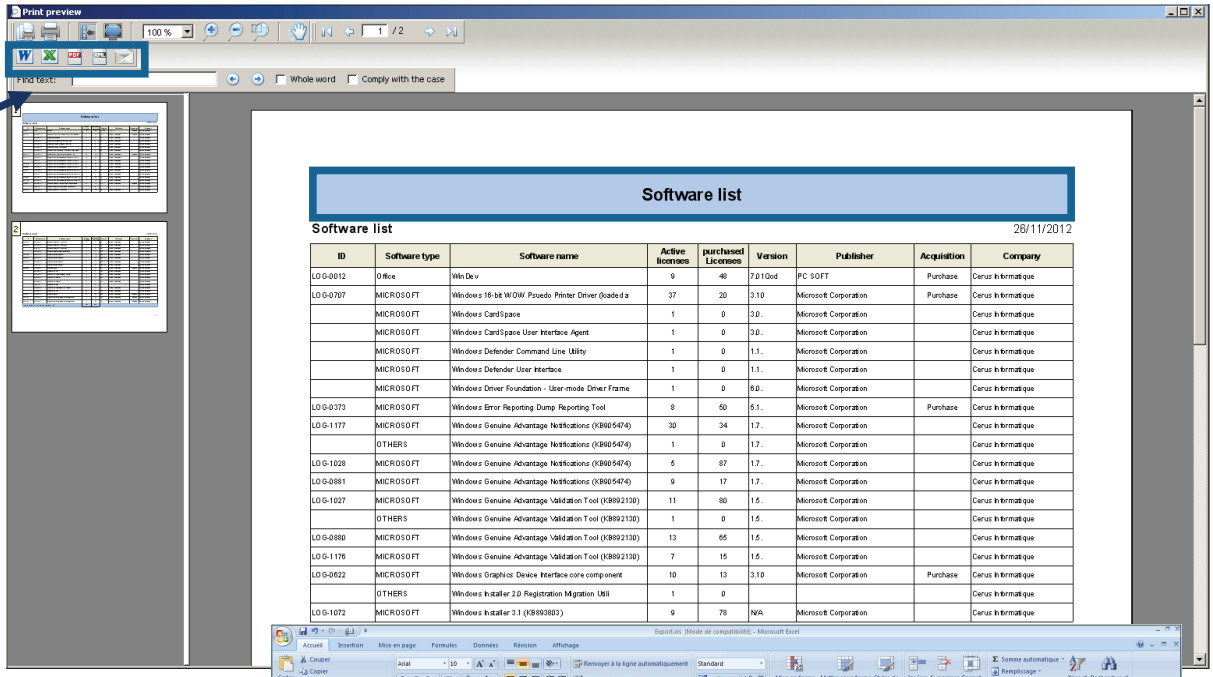
Print your software licenses



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LOG-0012	Office	WinDev	9	48	7.01Qod	PC SOFT	Purchase	Cerus Informatique
LOG-0707	MICROSOFT	Windows 16-bit WOW Psuedo Printer Driver (loaded a	37	20	3.10	Microsoft Corporation	Purchase	Cerus Informatique
	MICROSOFT	Windows CardSpace	1	0	3.0.	Microsoft Corporation		Cerus Informatique
	MICROSOFT	Windows CardSpace User Interface Agent	1	0	3.0.	Microsoft Corporation		Cerus Informatique
	MICROSOFT	Windows Defender Command Line Utility	1	0	1.1.	Microsoft Corporation		Cerus Informatique
	MICROSOFT	Windows Defender User Interface	1	0	1.1.	Microsoft Corporation		Cerus Informatique
	MICROSOFT	Windows Driver Foundation - User-mode Driver Frame	1	0	6.0.	Microsoft Corporation		Cerus Informatique
LOG-0373	MICROSOFT	Windows Error Reporting Dump Reporting Tool	8	50	5.1.	Microsoft Corporation	Purchase	Cerus Informatique
LOG-1177	MICROSOFT	Windows Genuine Advantage Notifications (KB905474)	30	34	1.7.	Microsoft Corporation		Cerus Informatique
	OTHERS	Windows Genuine Advantage Notifications (KB905474)	1	0	1.7.	Microsoft Corporation		Cerus Informatique
LOG-1028	MICROSOFT	Windows Genuine Advantage Notifications (KB905474)	5	87	1.7.	Microsoft Corporation		Cerus Informatique
LOG-0881	MICROSOFT	Windows Genuine Advantage Notifications (KB905474)	9	17	1.7.	Microsoft Corporation		Cerus Informatique
LOG-1027	MICROSOFT	Windows Genuine Advantage Validation Tool (KB892130)	11	80	1.5.	Microsoft Corporation		Cerus Informatique
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LOG-0622	MICROSOFT	Windows Graphics Device Interface core component	10	13	3.10	Microsoft Corporation	Purchase	Cerus Informatique
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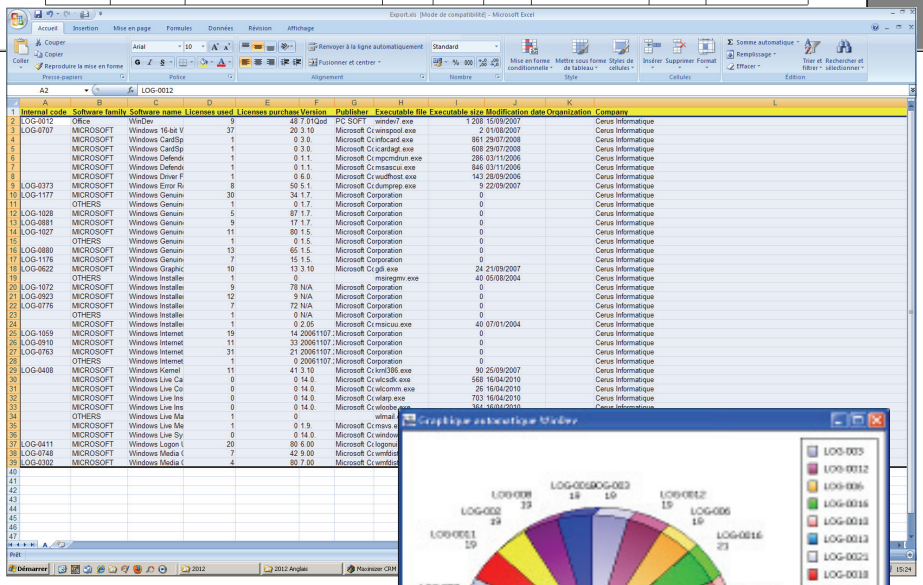
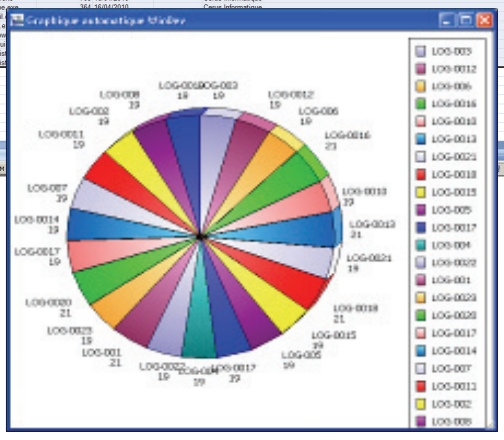
Export to Excel







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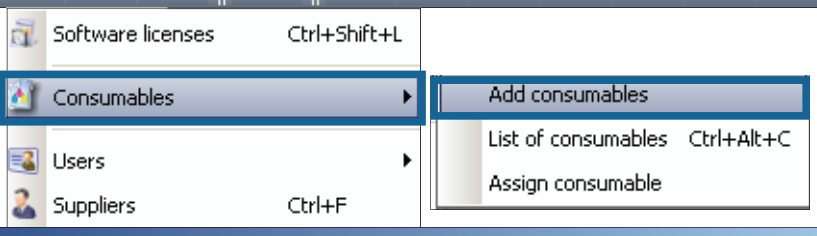
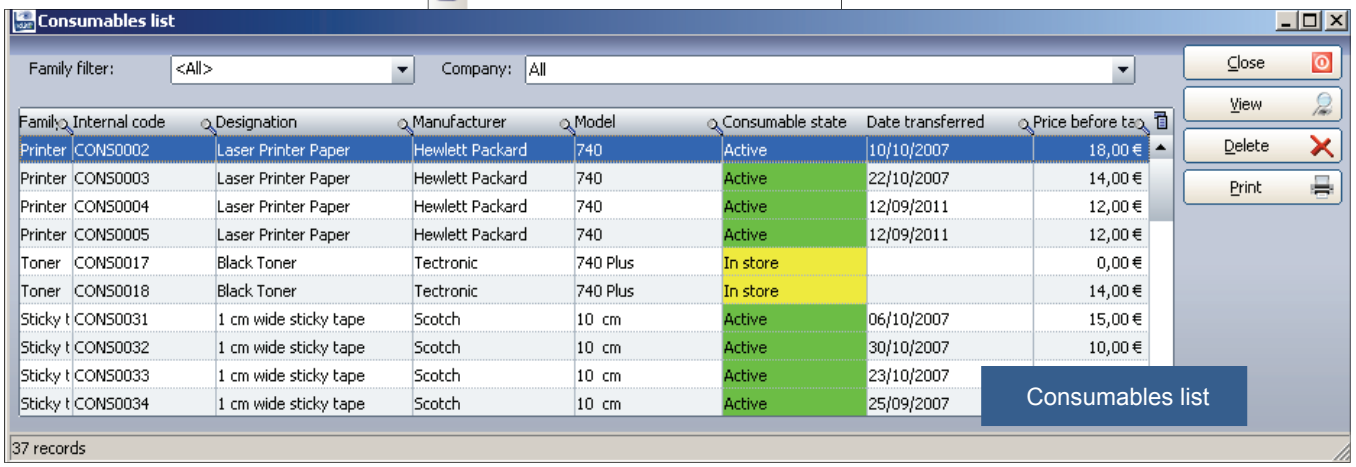
Management



Consumables management





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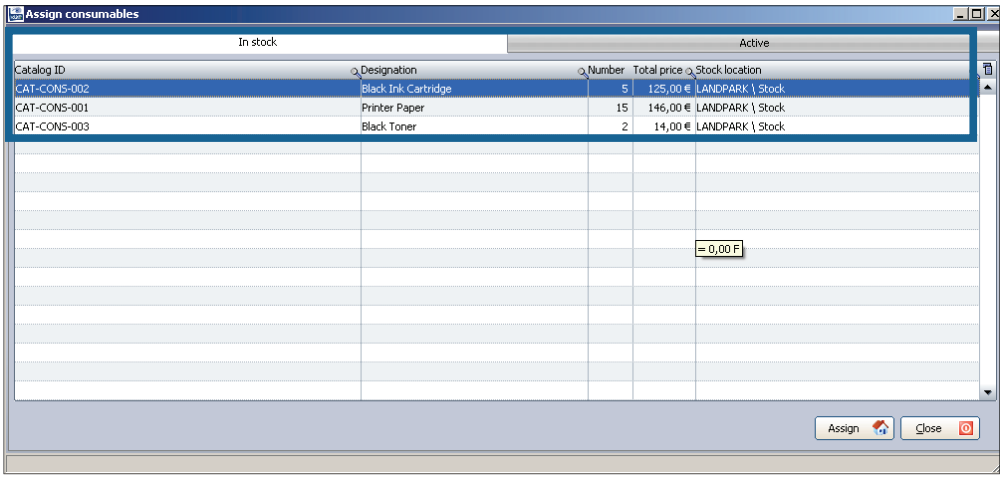



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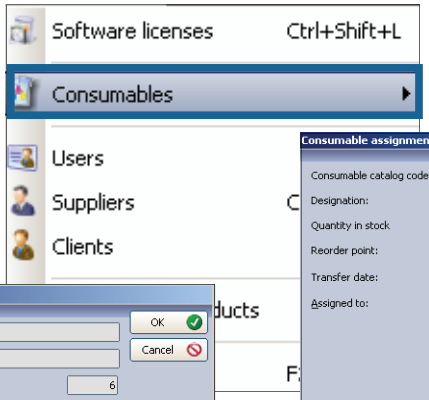
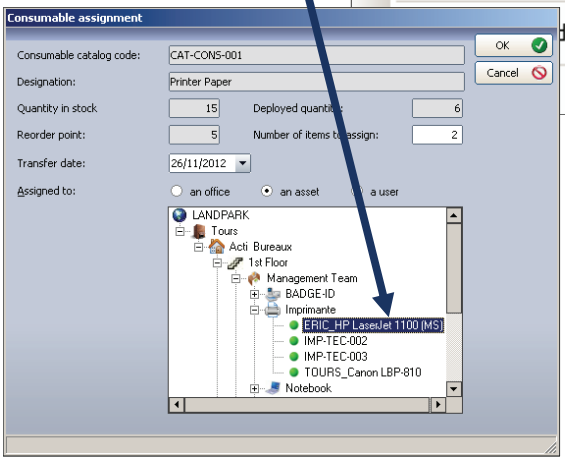
Management

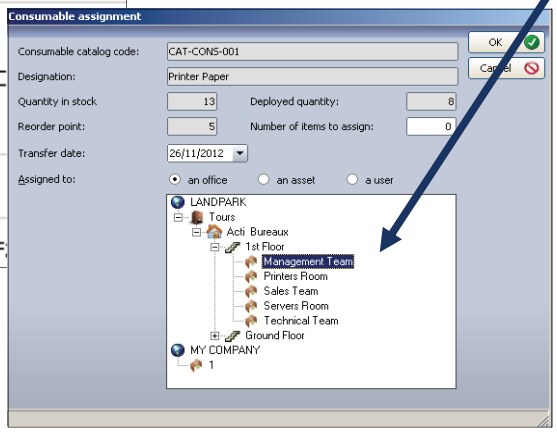


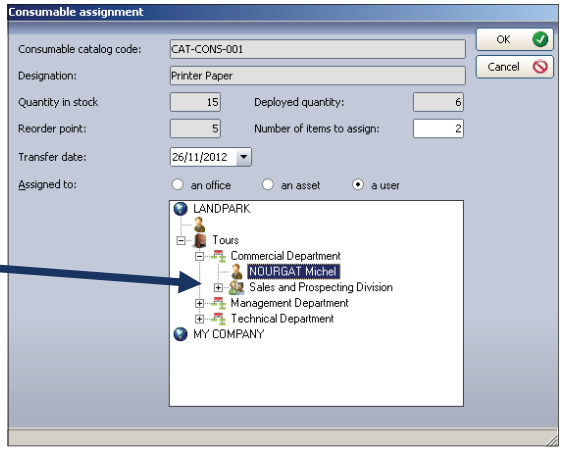
Assignement to an item

Assignement to an office

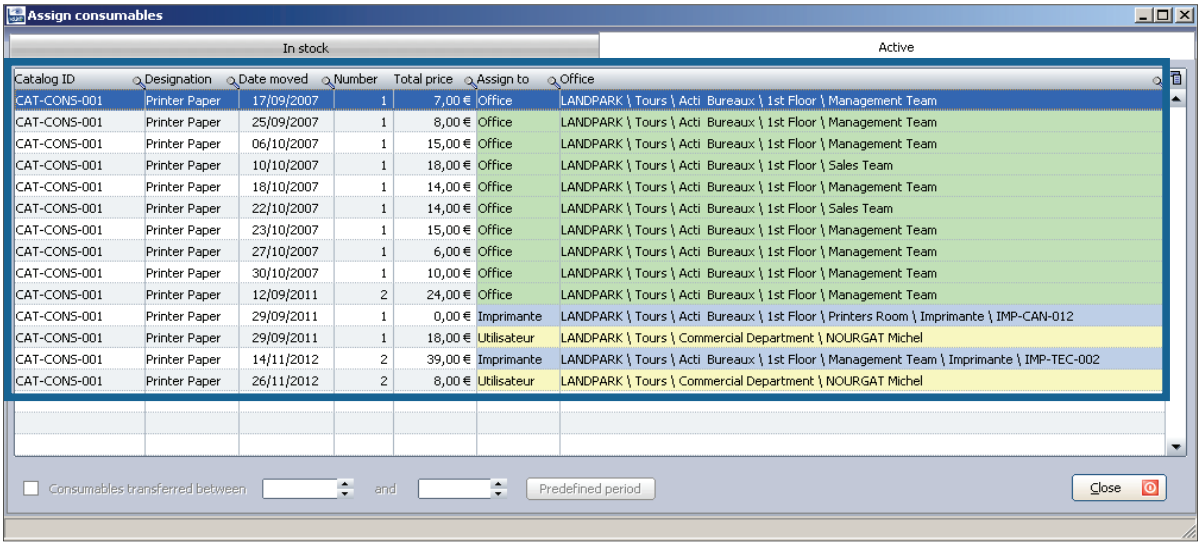








Assignement to a user



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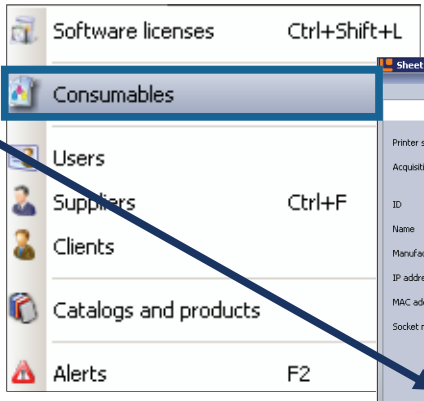
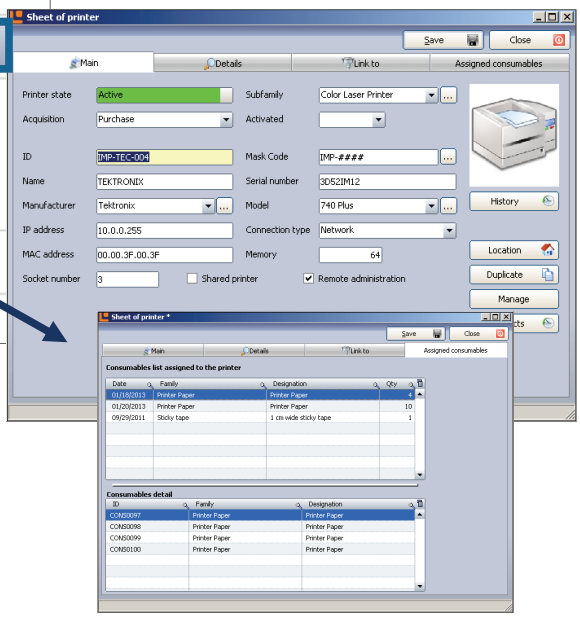
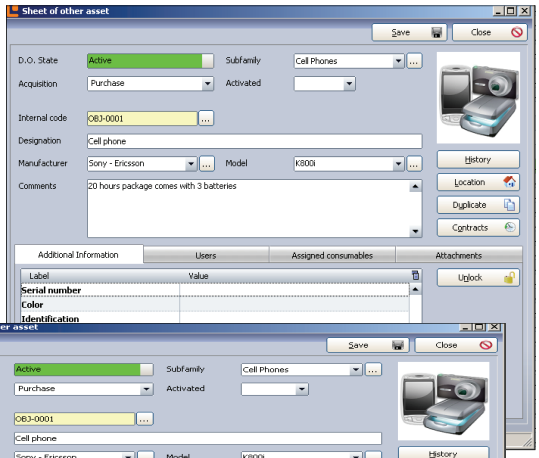
Management

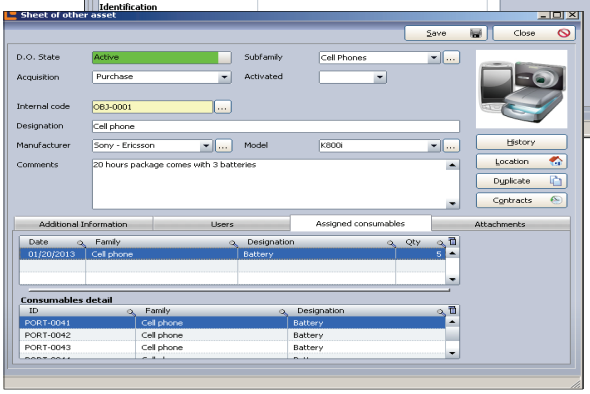


Consumables associated with the printer

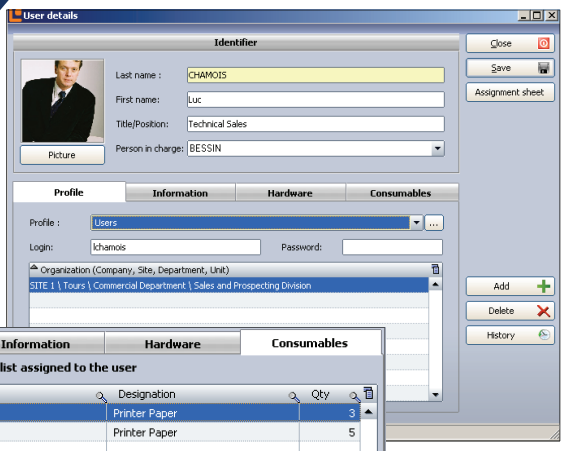


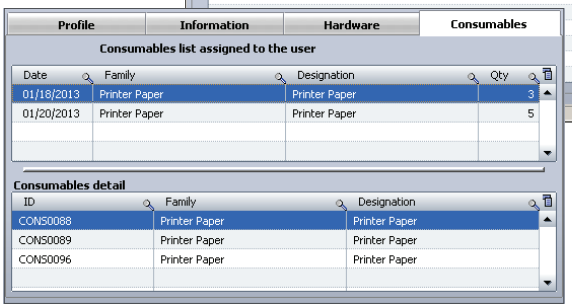






Consumables associated with a Non IT item





Consumables associated with the user

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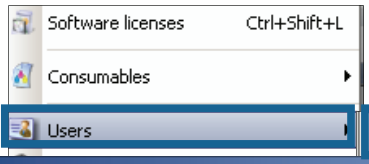
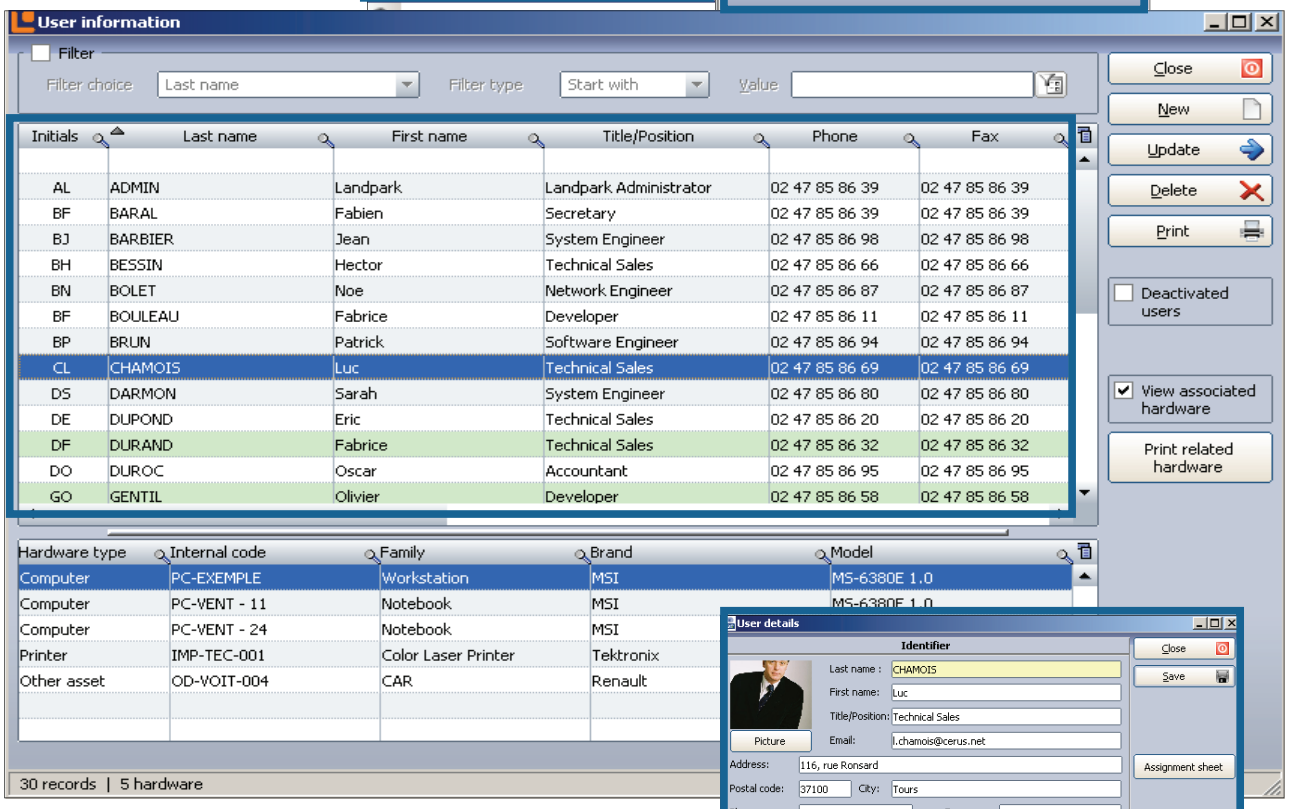
Management

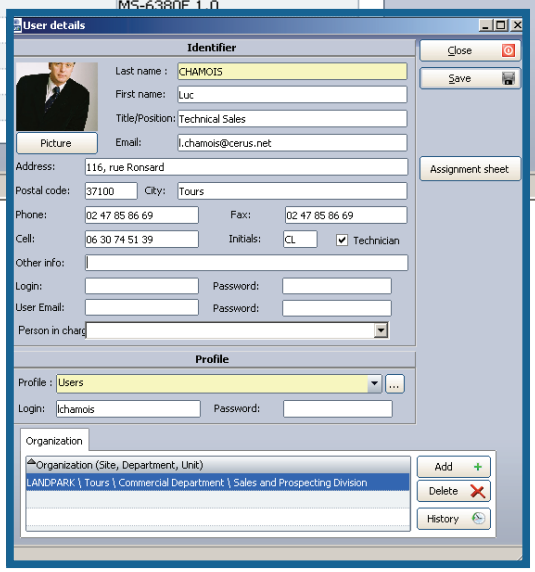


Users management









User associated to PCs, Non-It assets and shared printers

User form by an Excel form or with Landpark Active Directory / OpenLDAP



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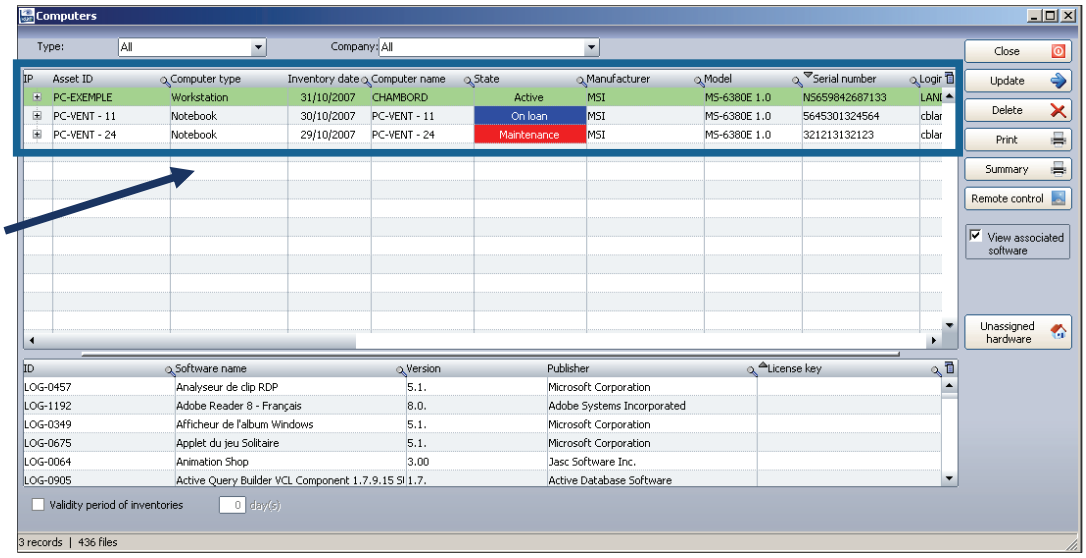
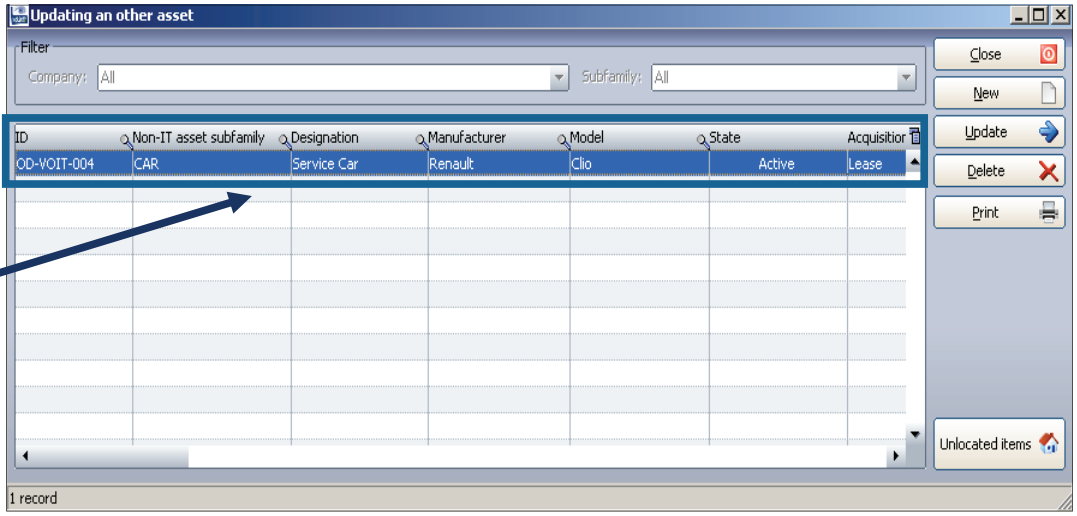
Management

Which PCs are associated to a user

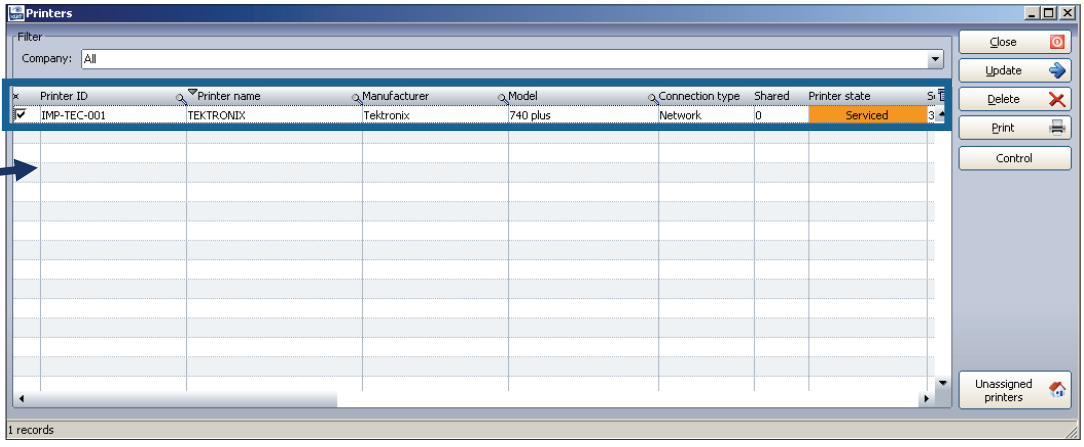




Which Non-IT assets are associated to a user



Which are the printers shared by the user





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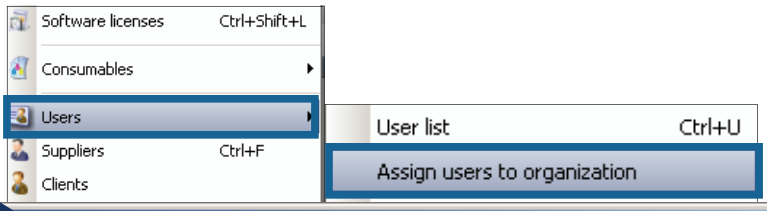
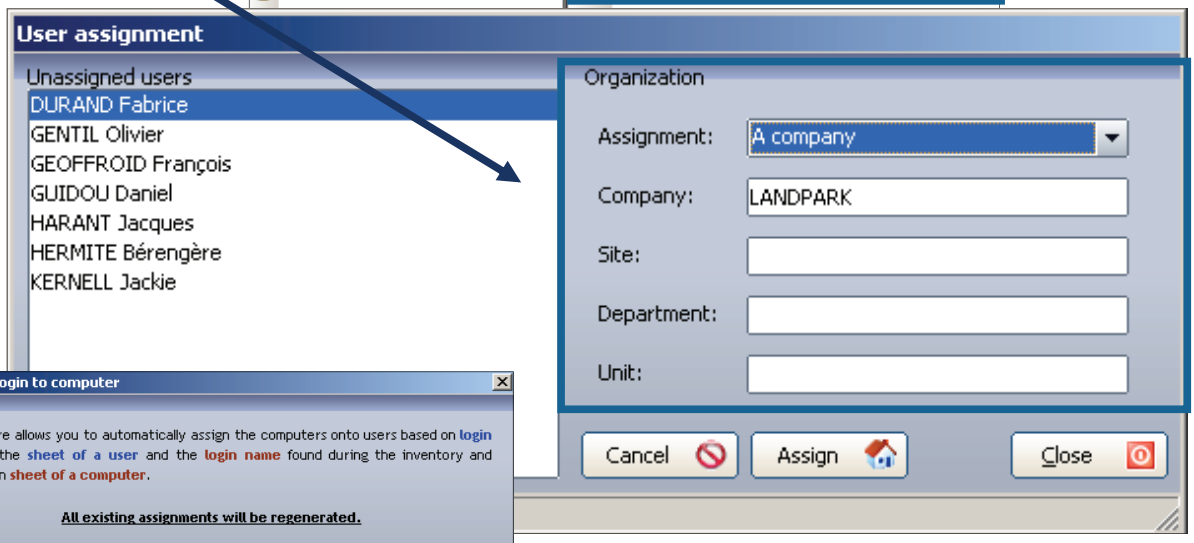
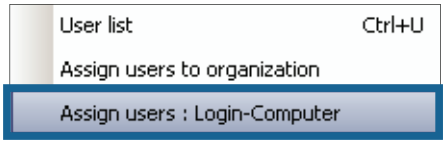
Management



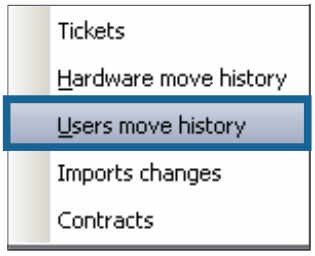
Assigning users to a company site department or service

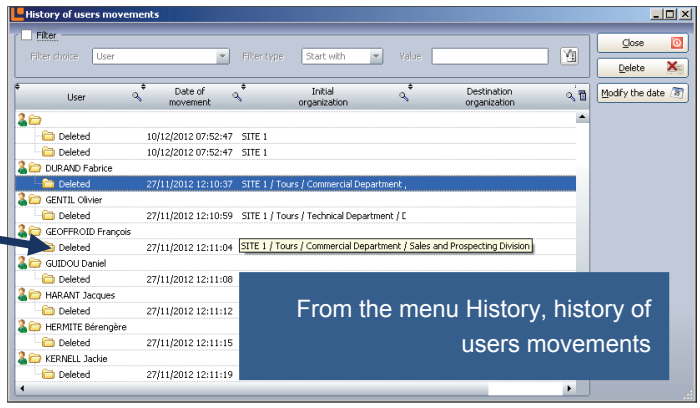




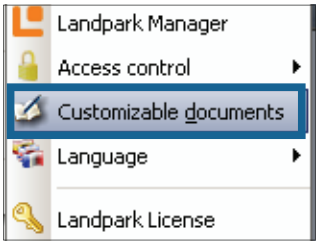


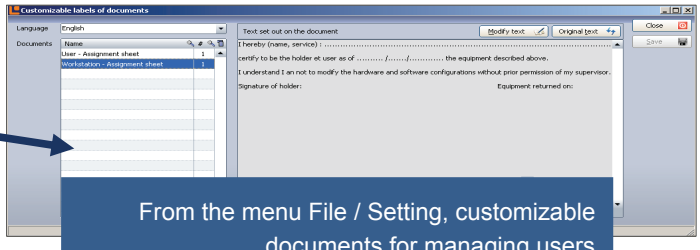
Assign automatically PCs to users with the login name





From the menu History, history of users movements





From the menu File / Setting, customizable documents for managing users

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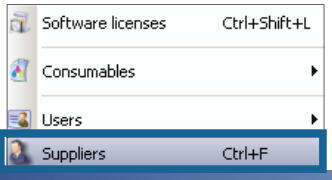
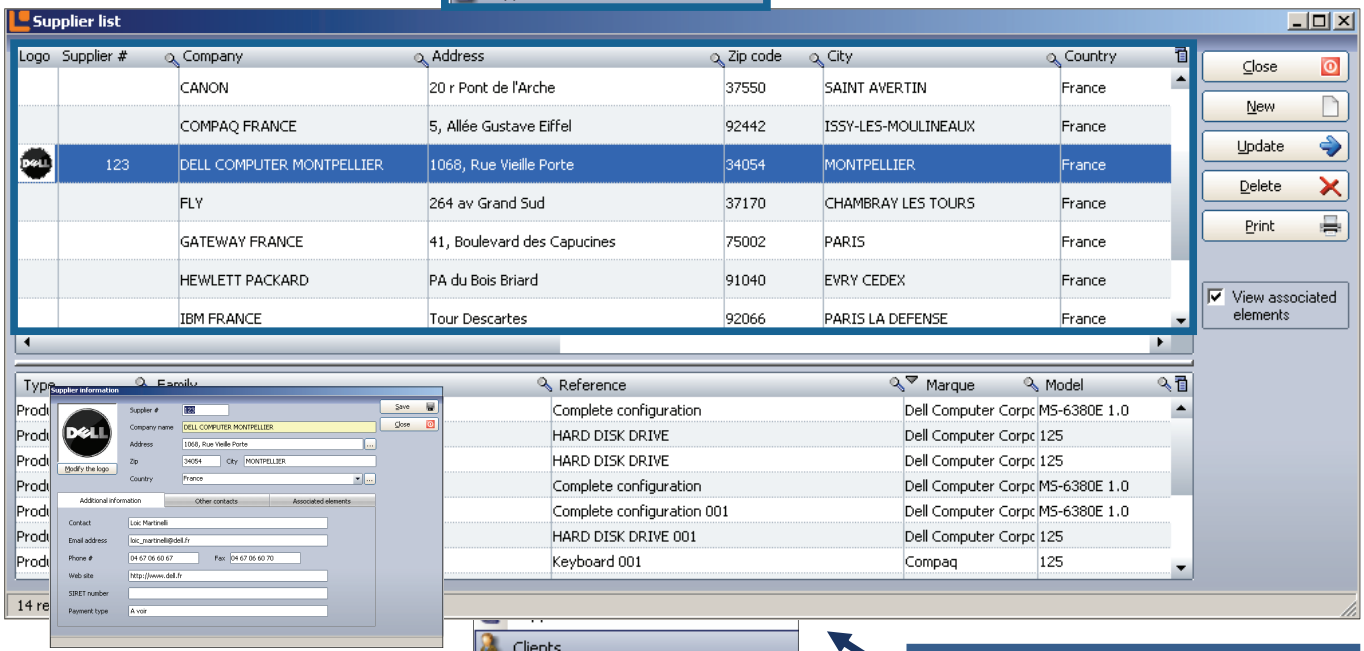
Management



Suppliers management

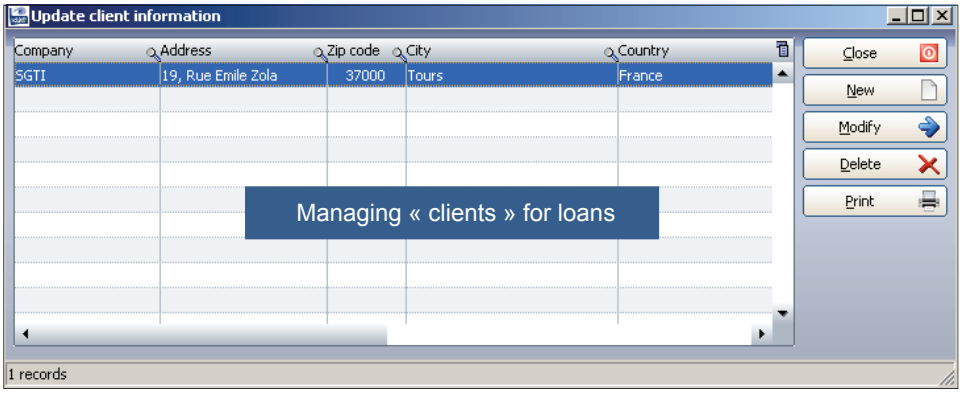






Associated elements to the supplier

Loans management





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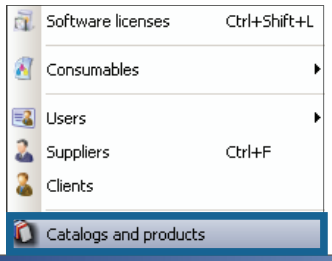
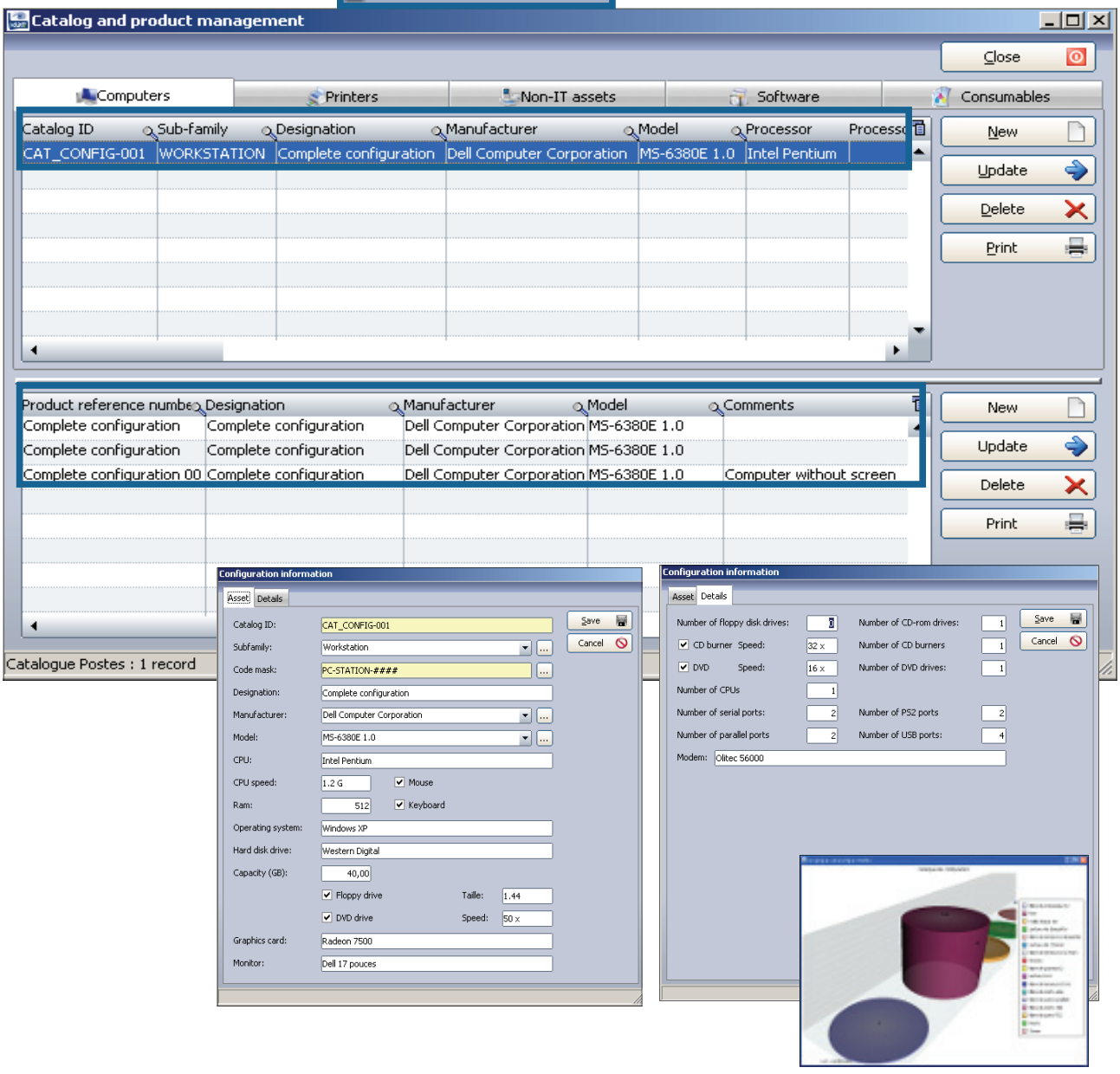
Management



Catalog management for your orders (Non -It assets, Printers Software PCs Consumables, ...)



PC configuration catalog



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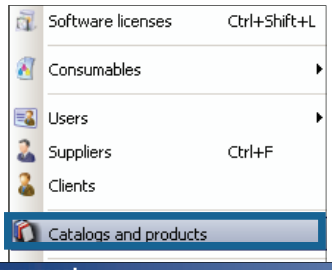
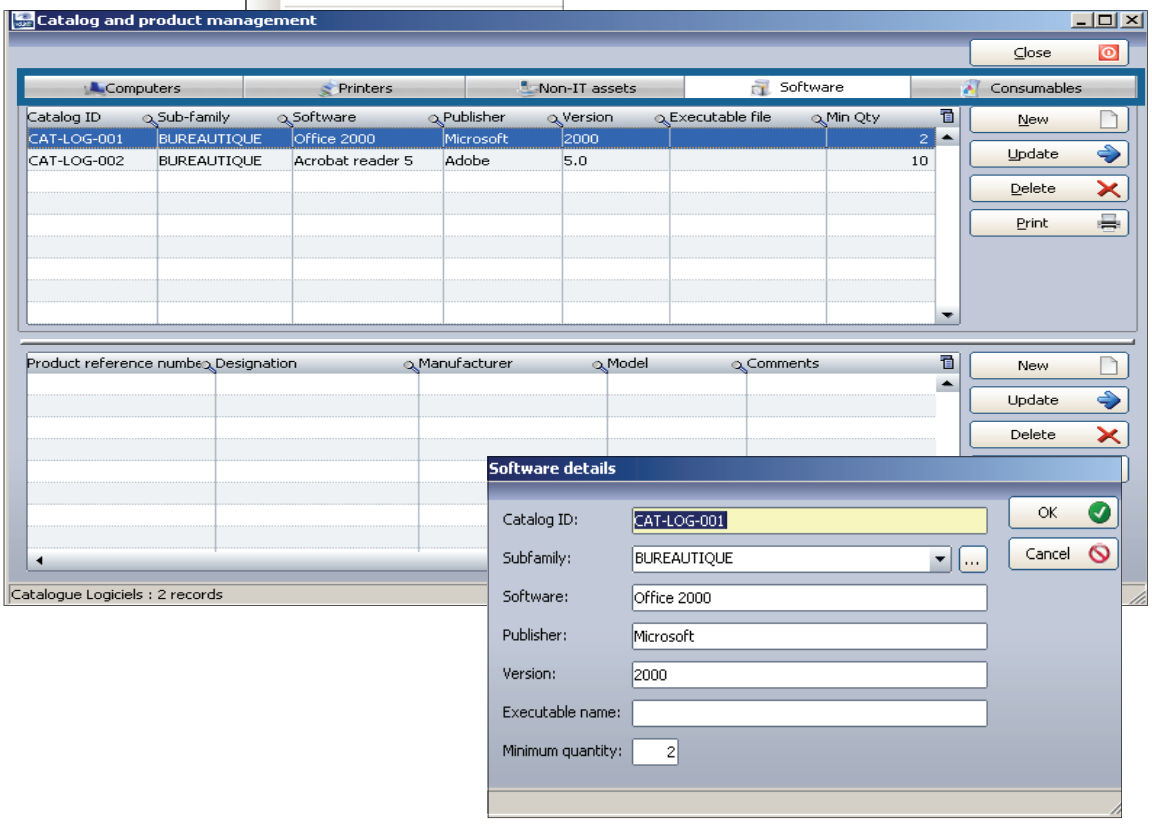
Software catalog







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Printers catalog



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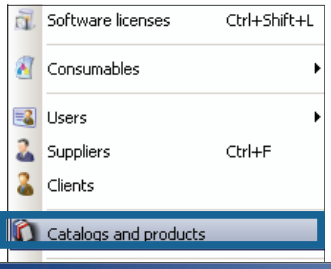
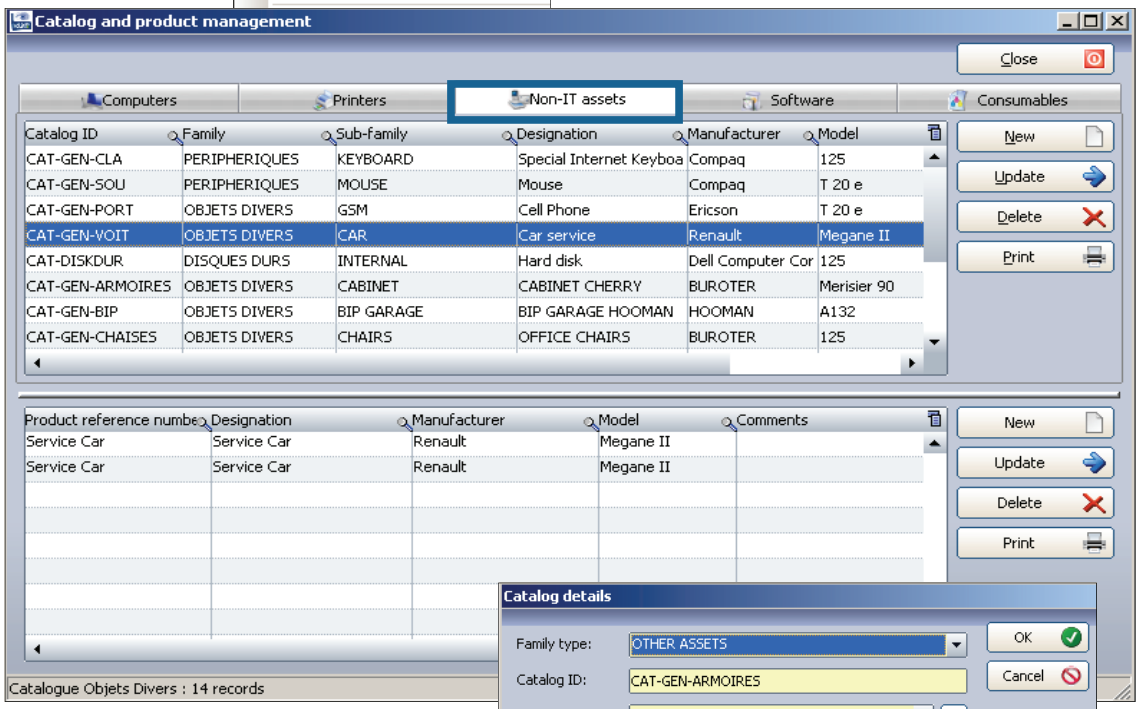
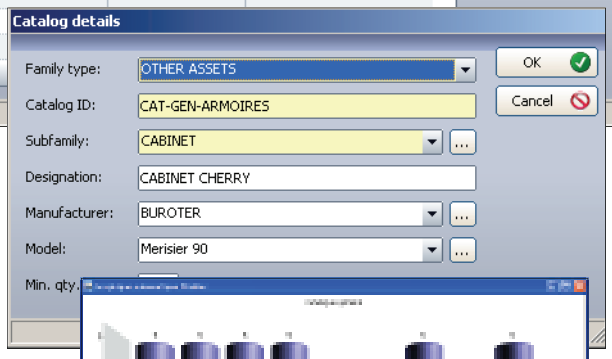
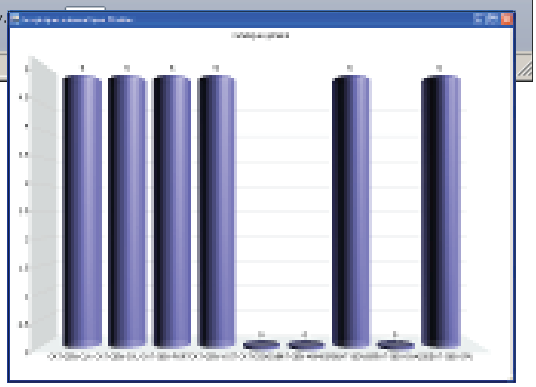
Non-It catalog











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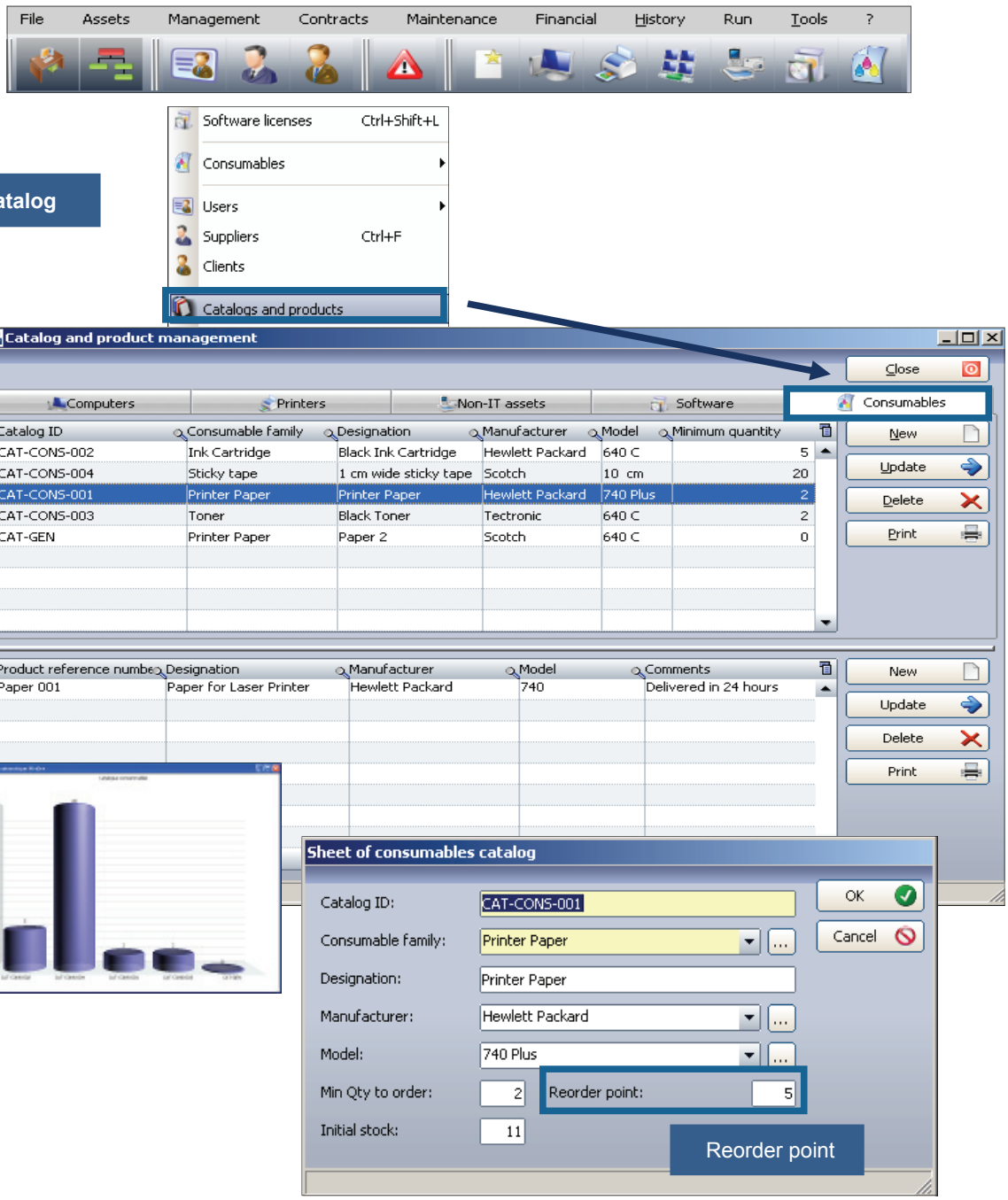
Management

Consumables catalog





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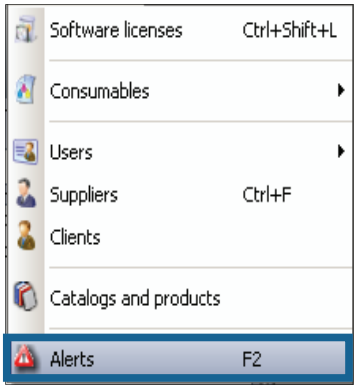
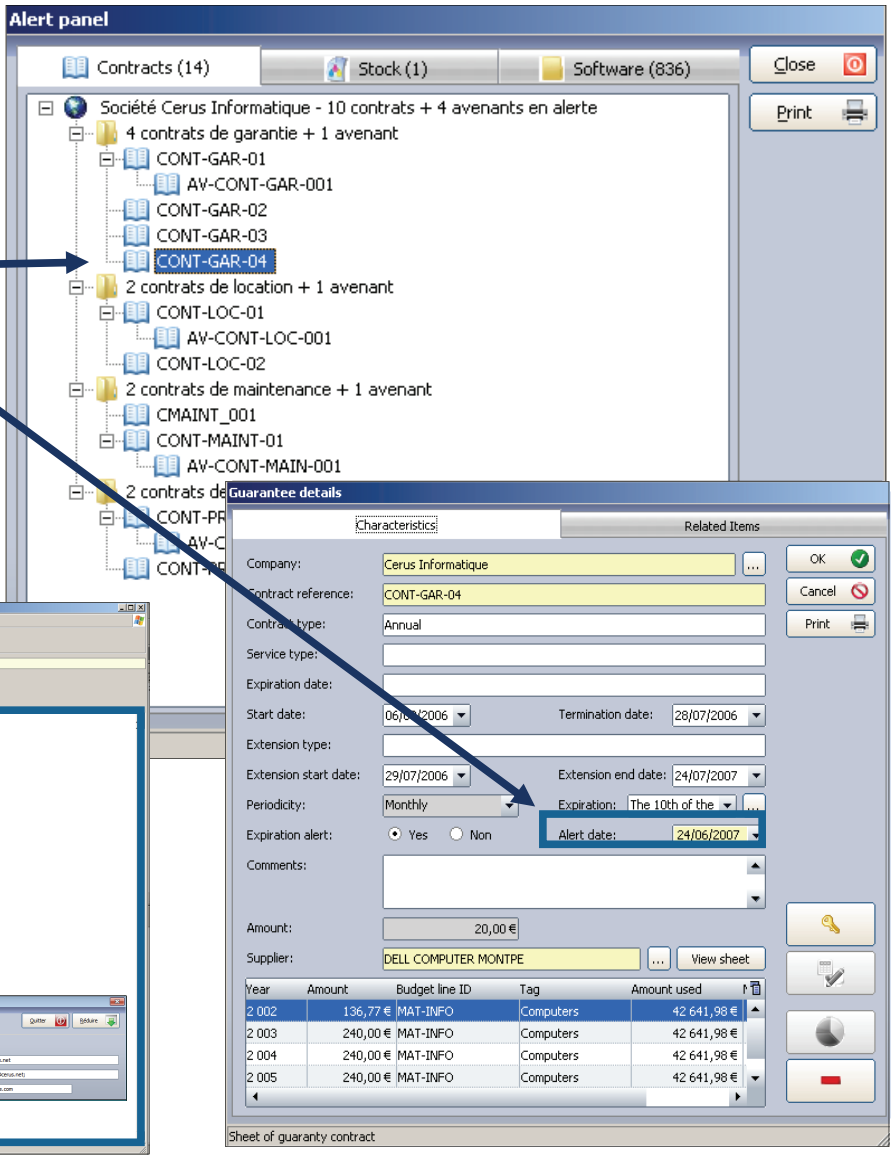
Alerts panel sent by email





Alerts on outdated contracts

Alerts sent by emails



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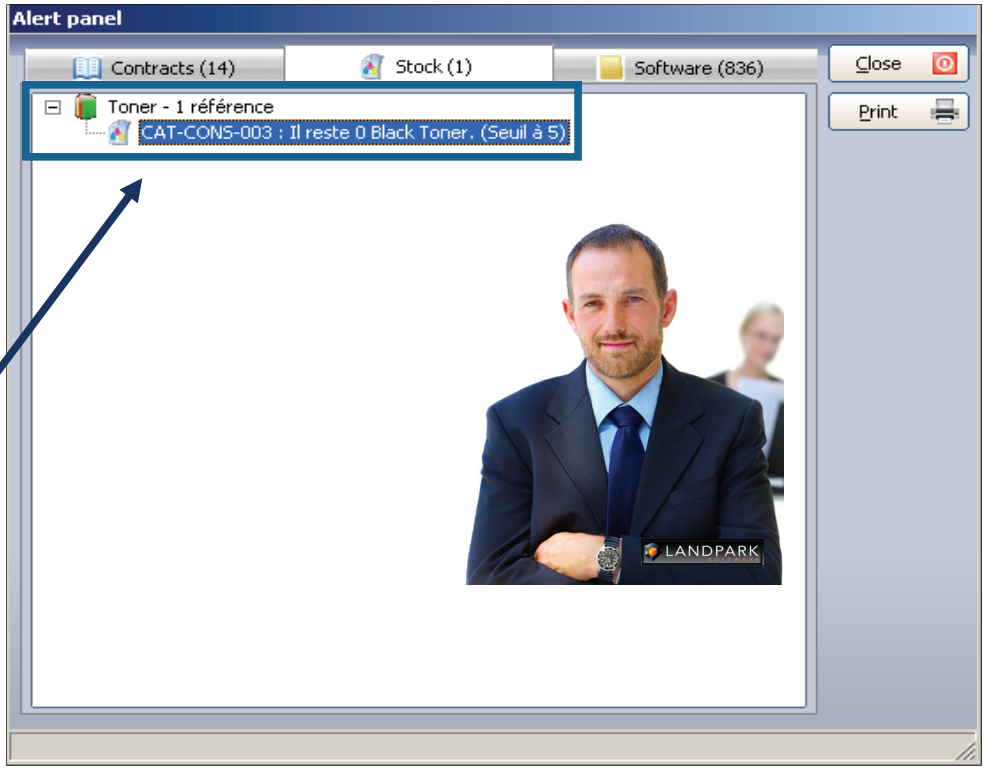
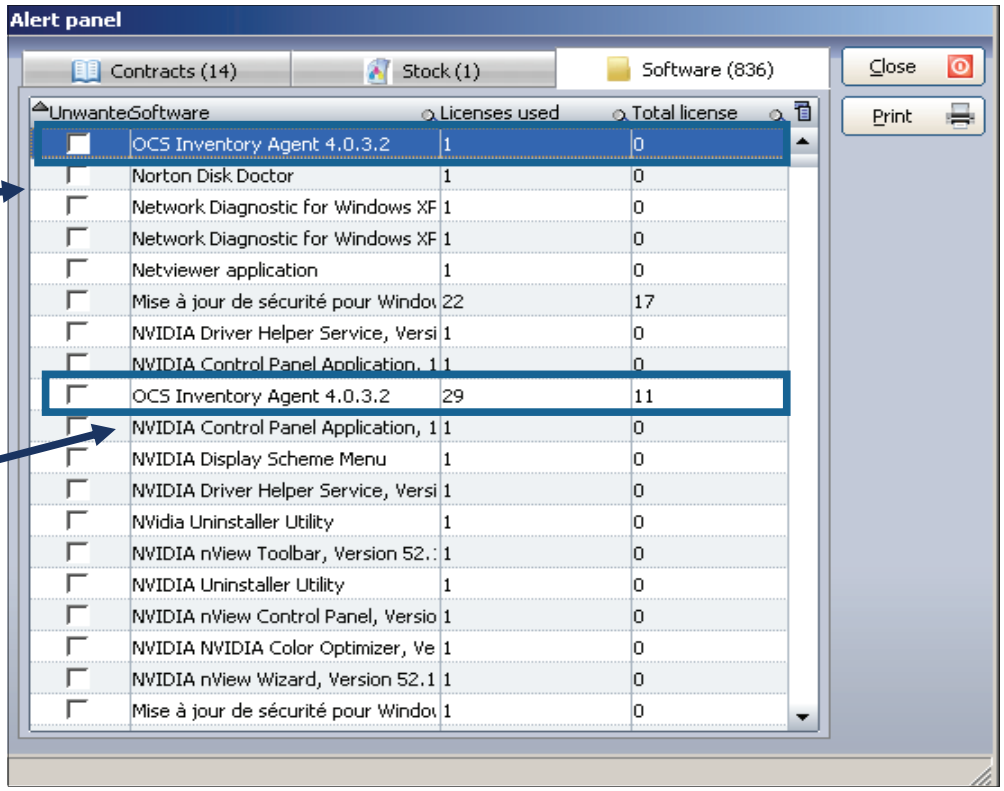
Alerts for consumables reorder point



Alerts for unwanted software detected

Alerts when software detected are > than software with official licenses



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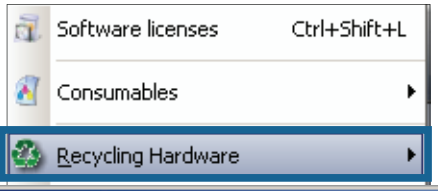
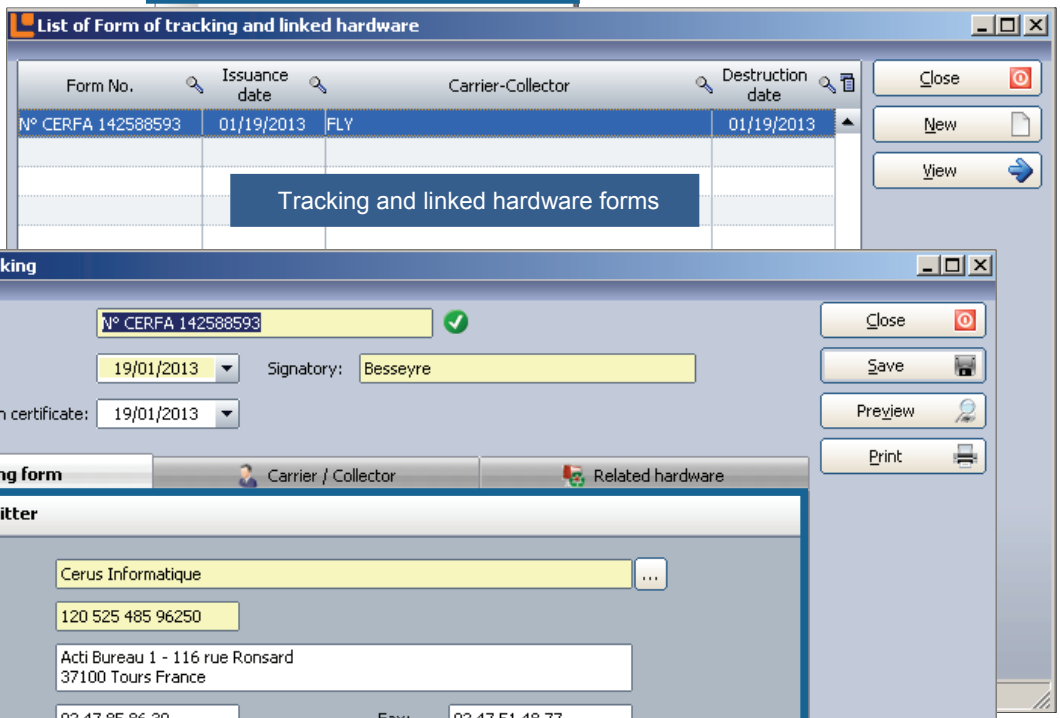
Management

Recycling Hardware







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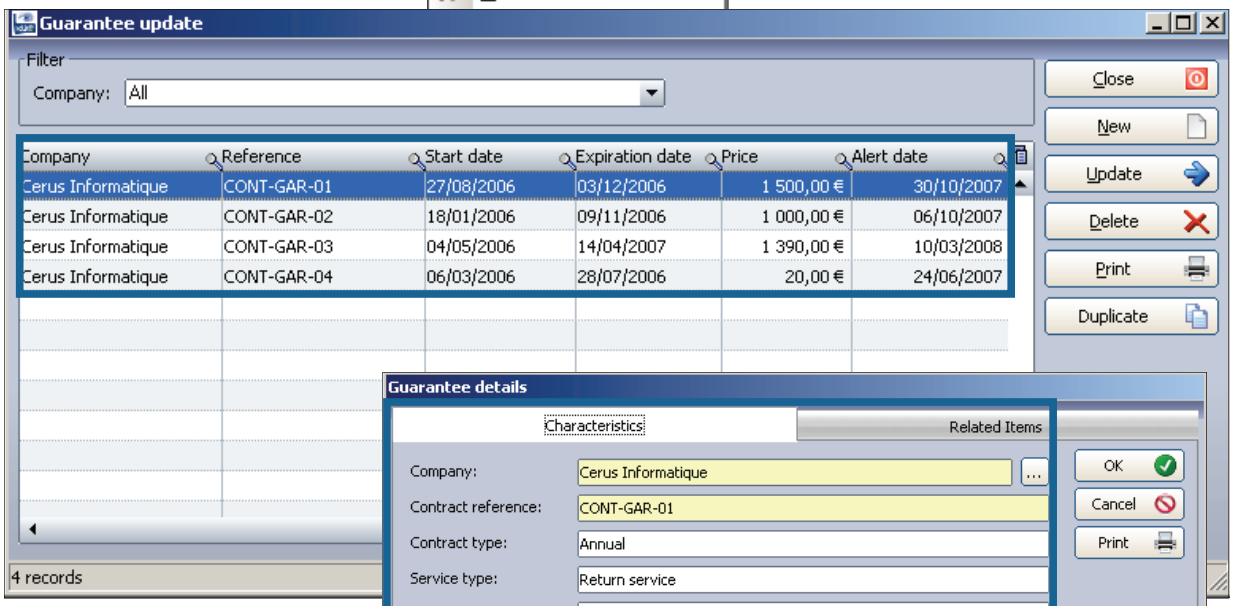
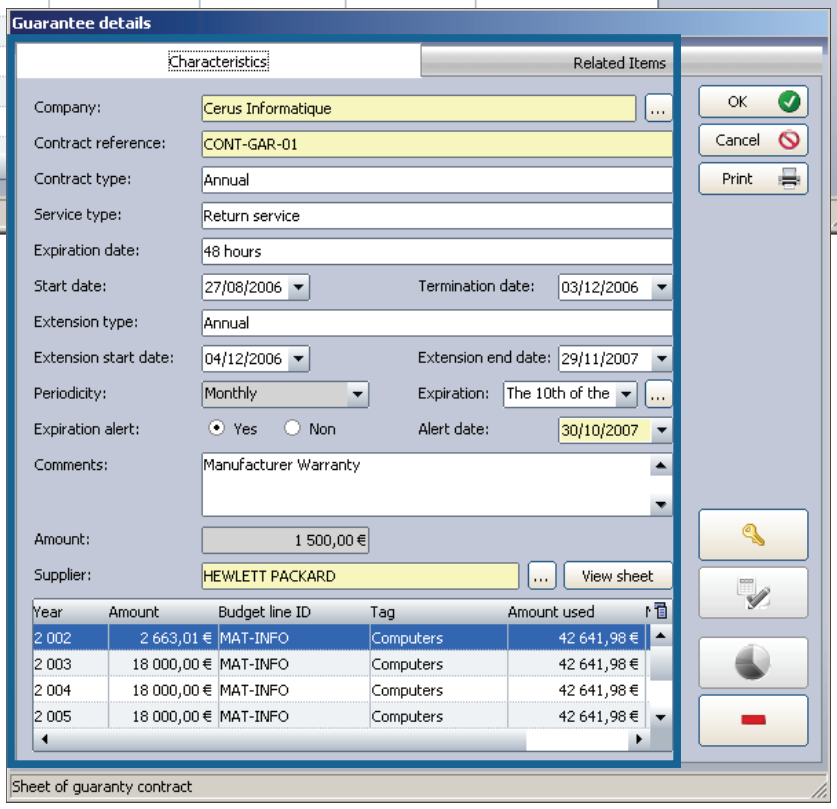
Contracts



Warranties









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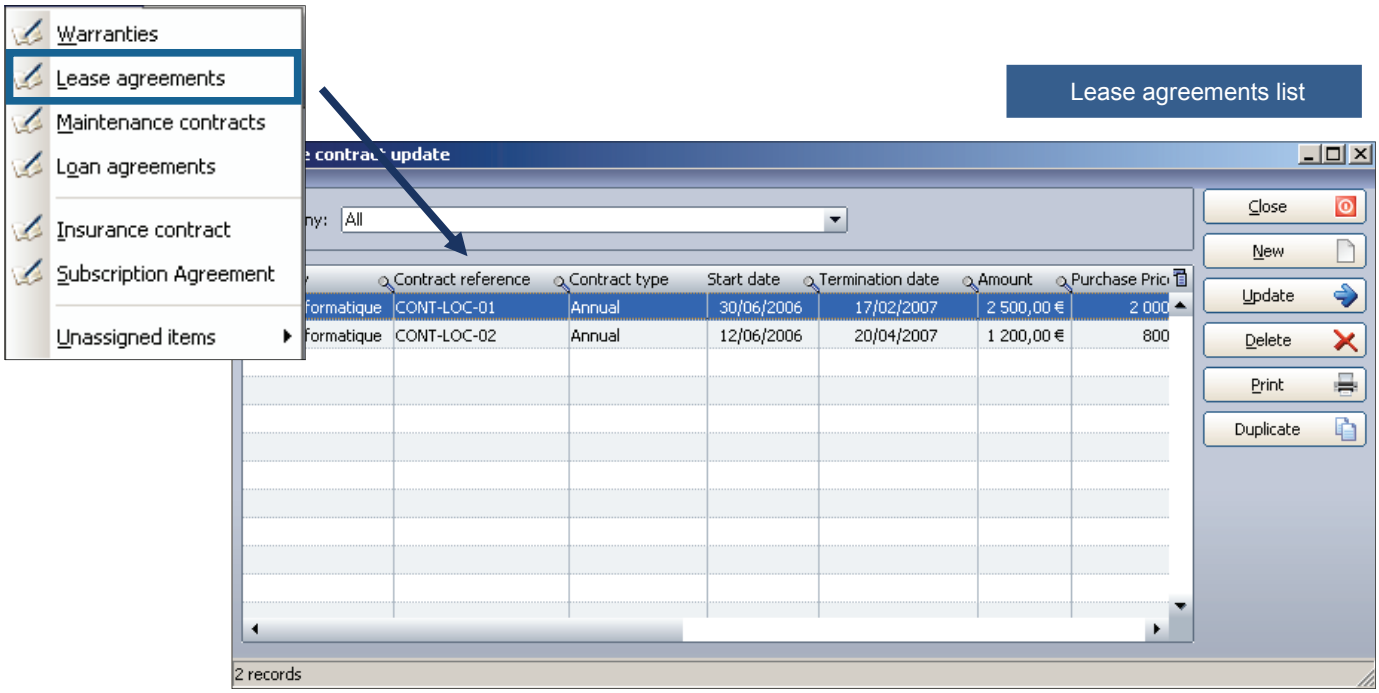
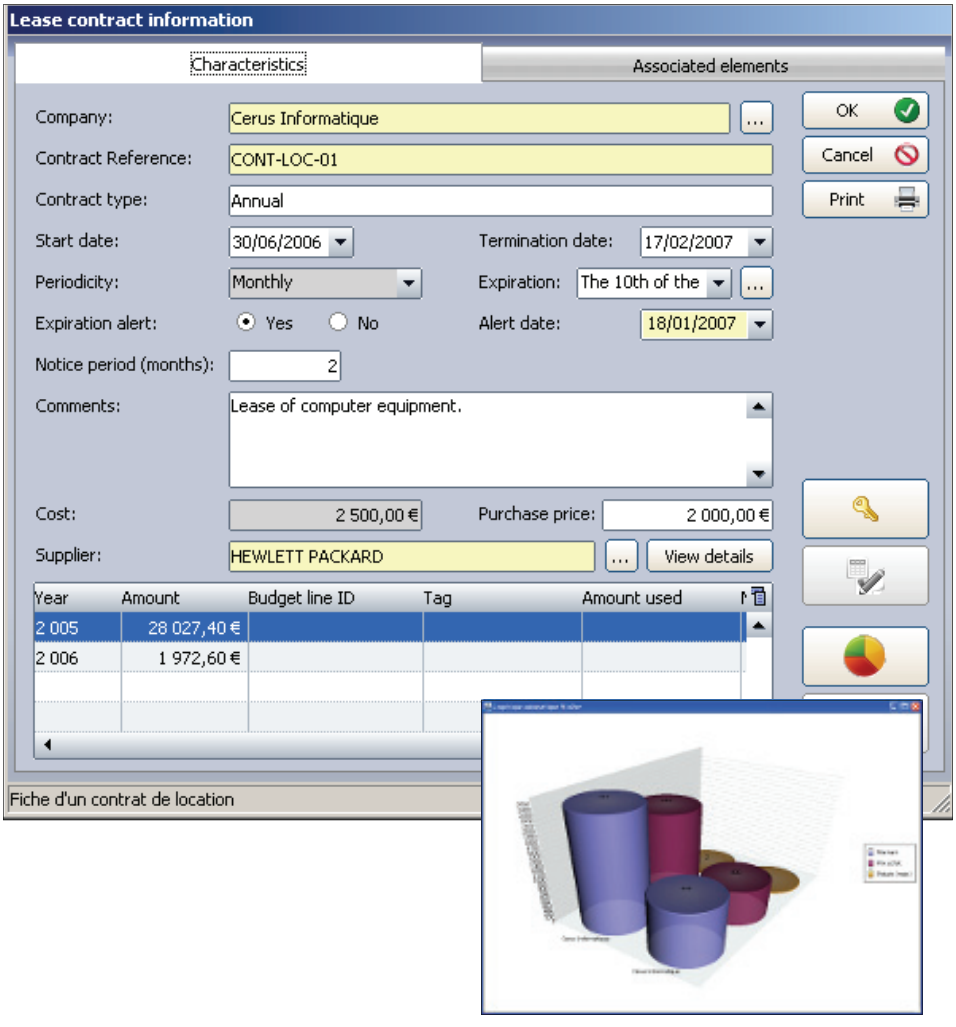


Opening a lease agreement





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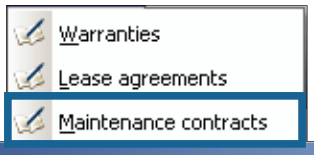
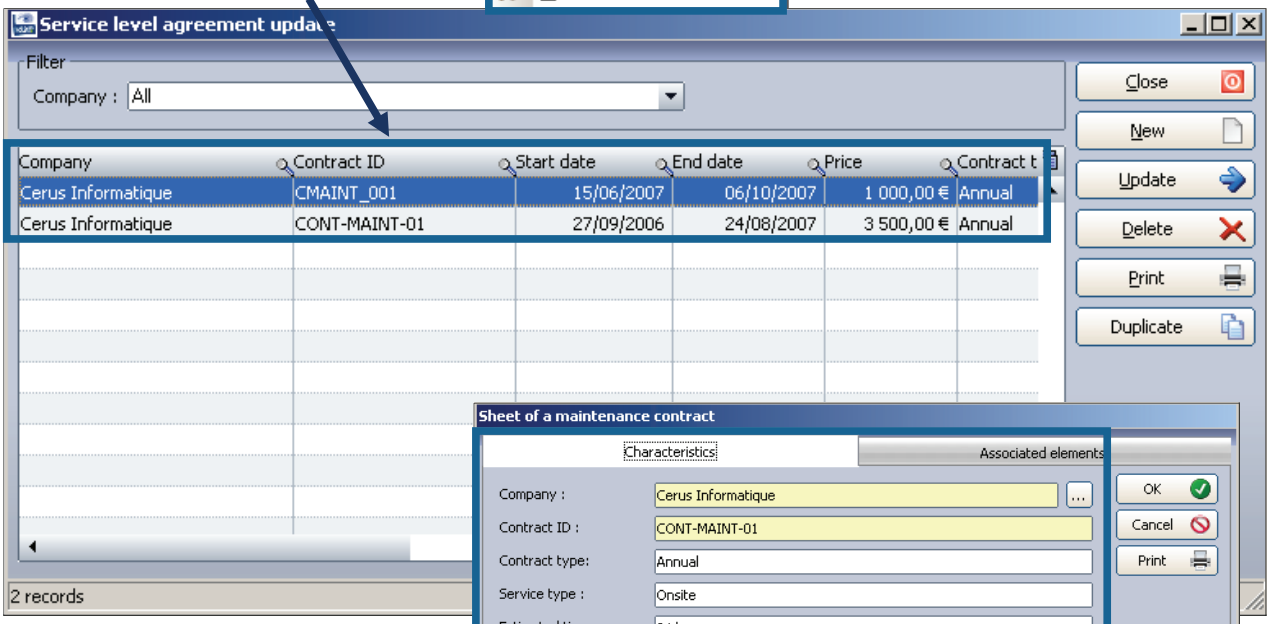
Contracts

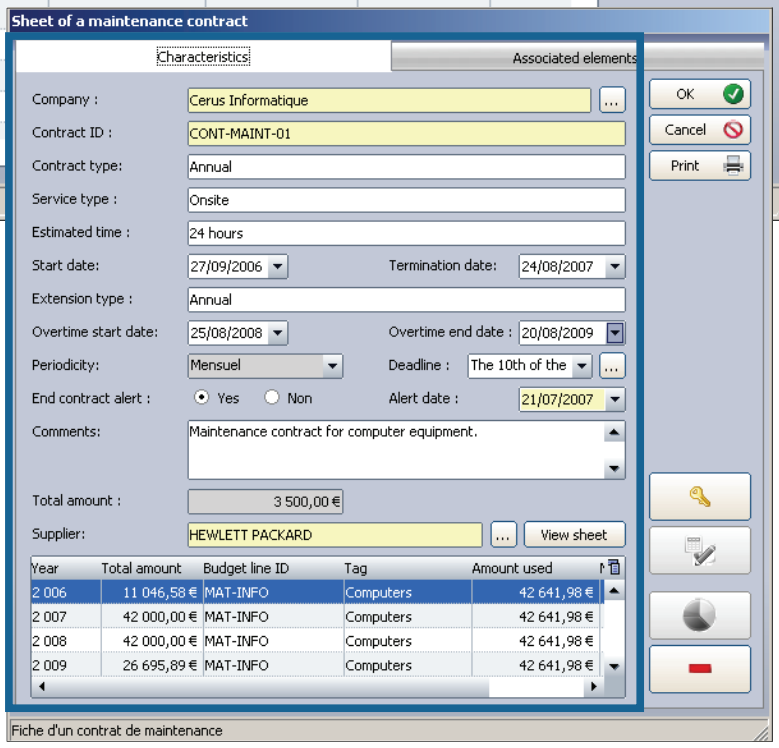




Maintenance contracts list



Maintenance contract details









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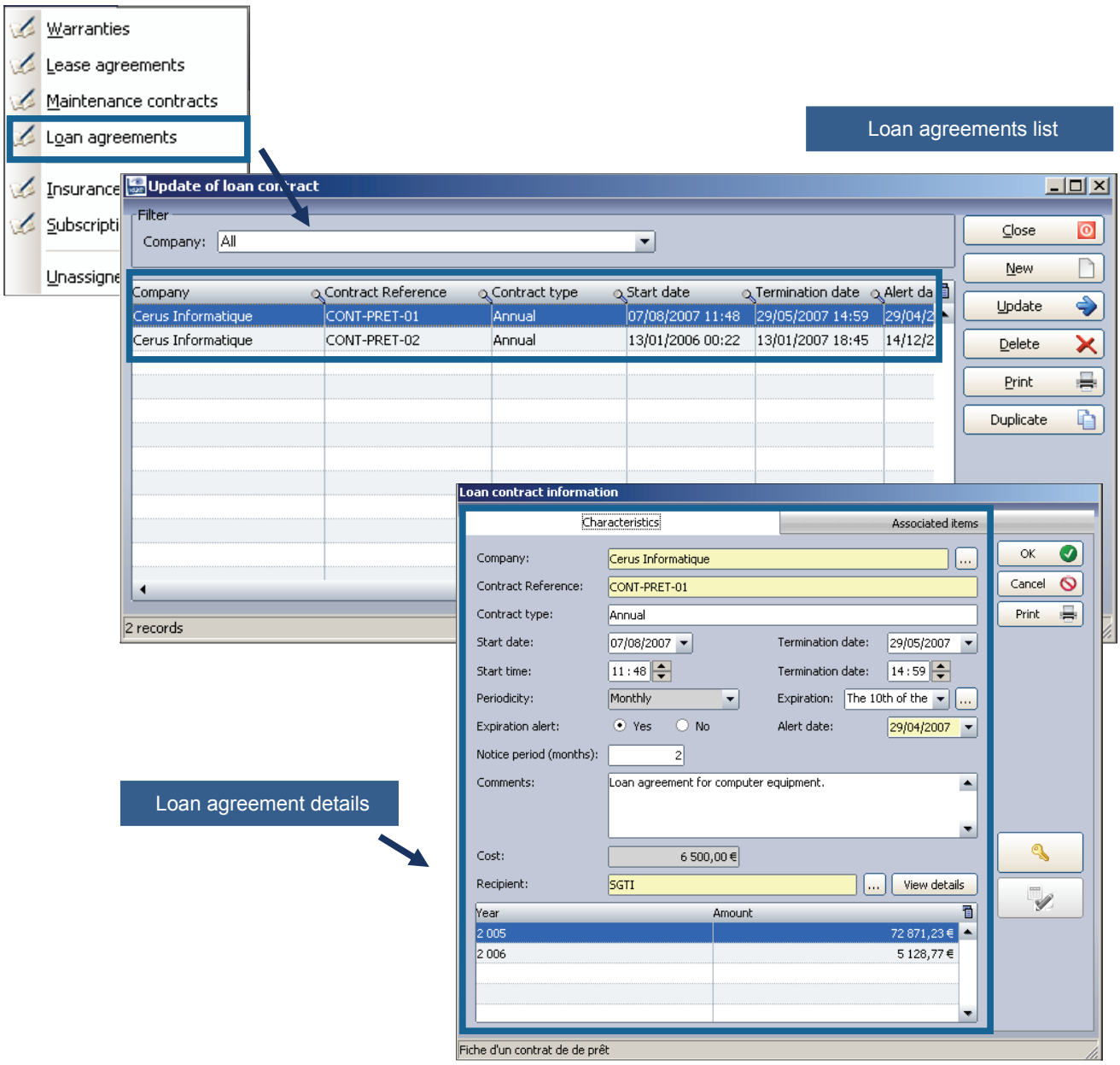



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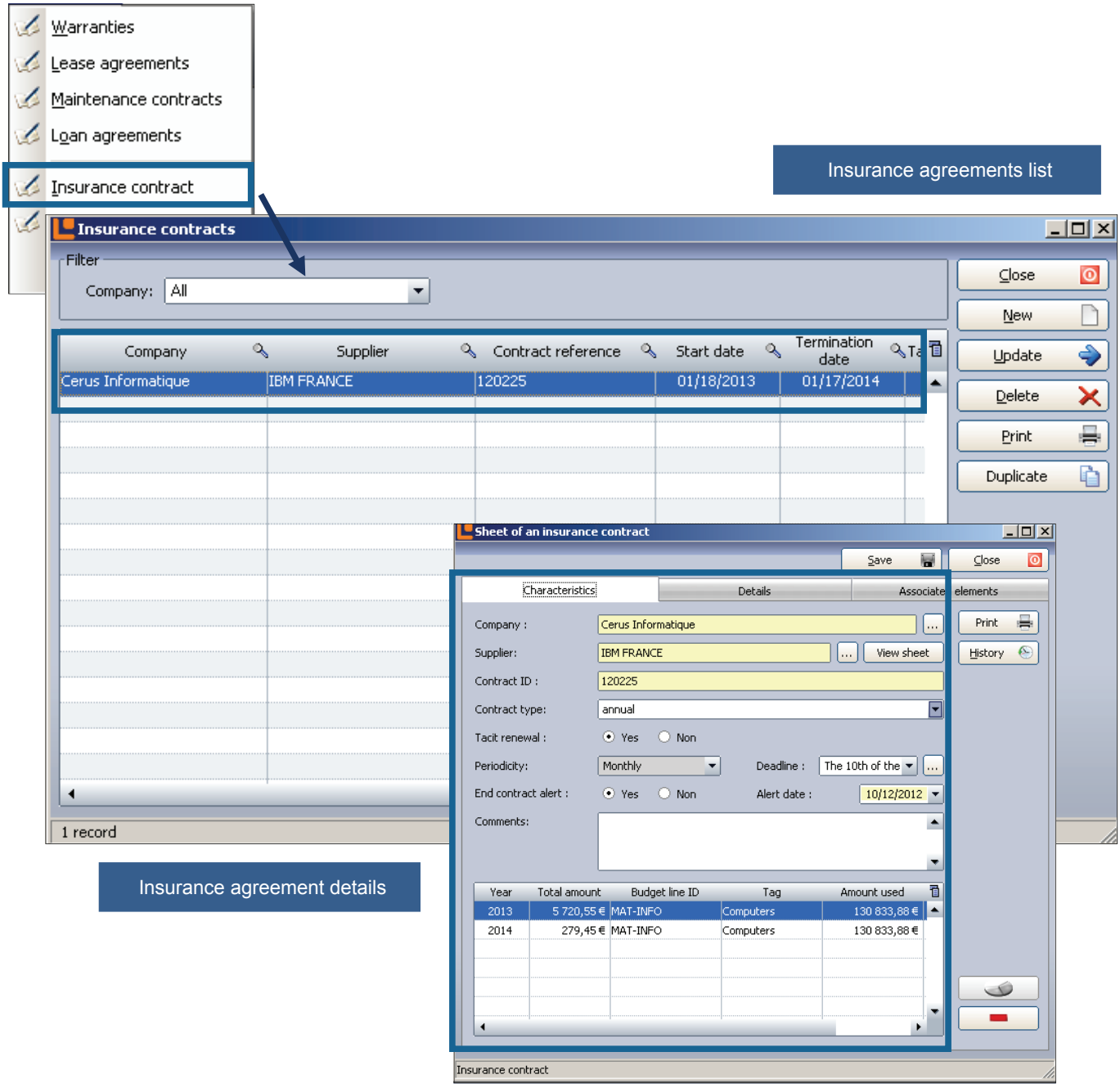



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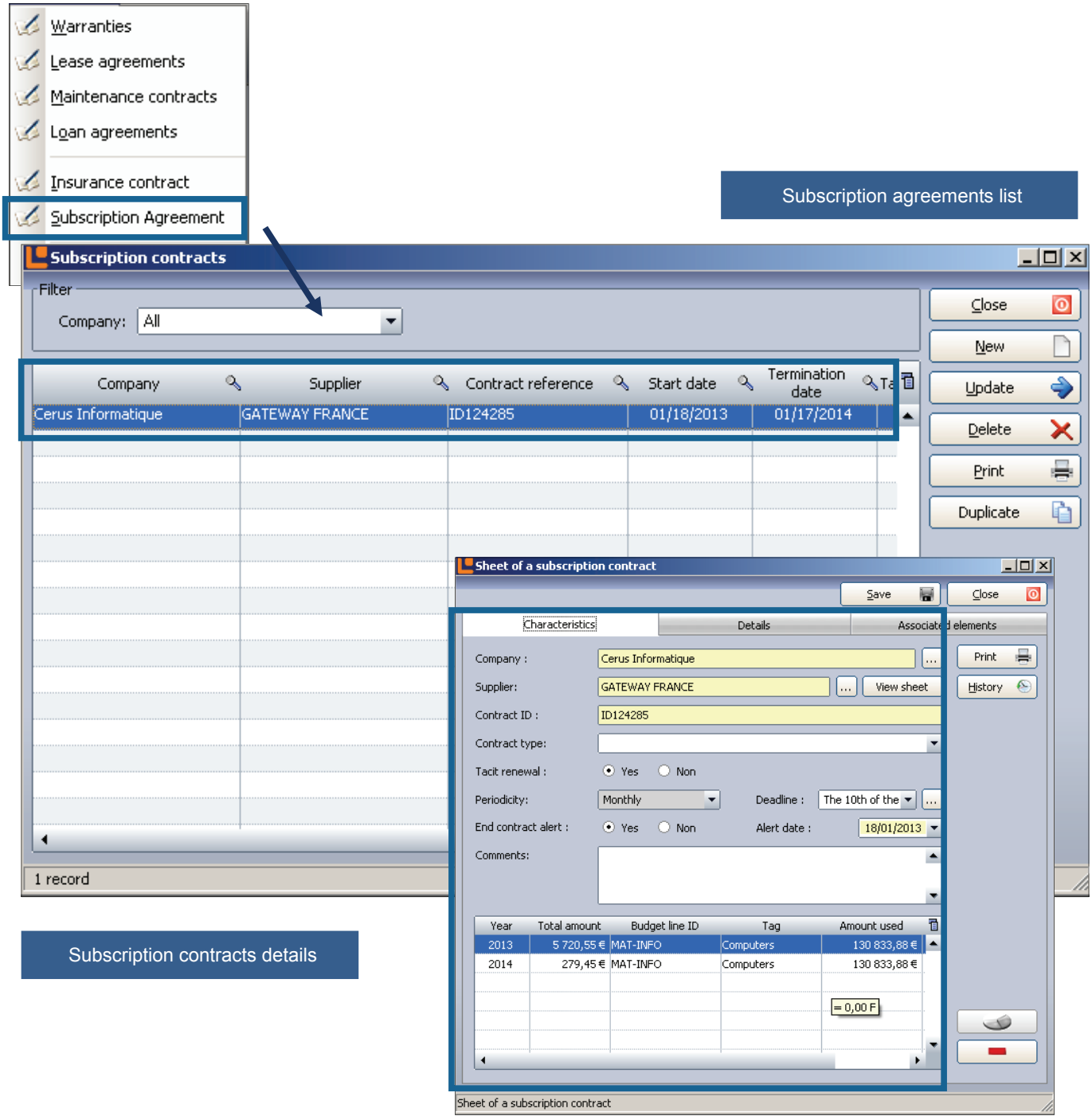



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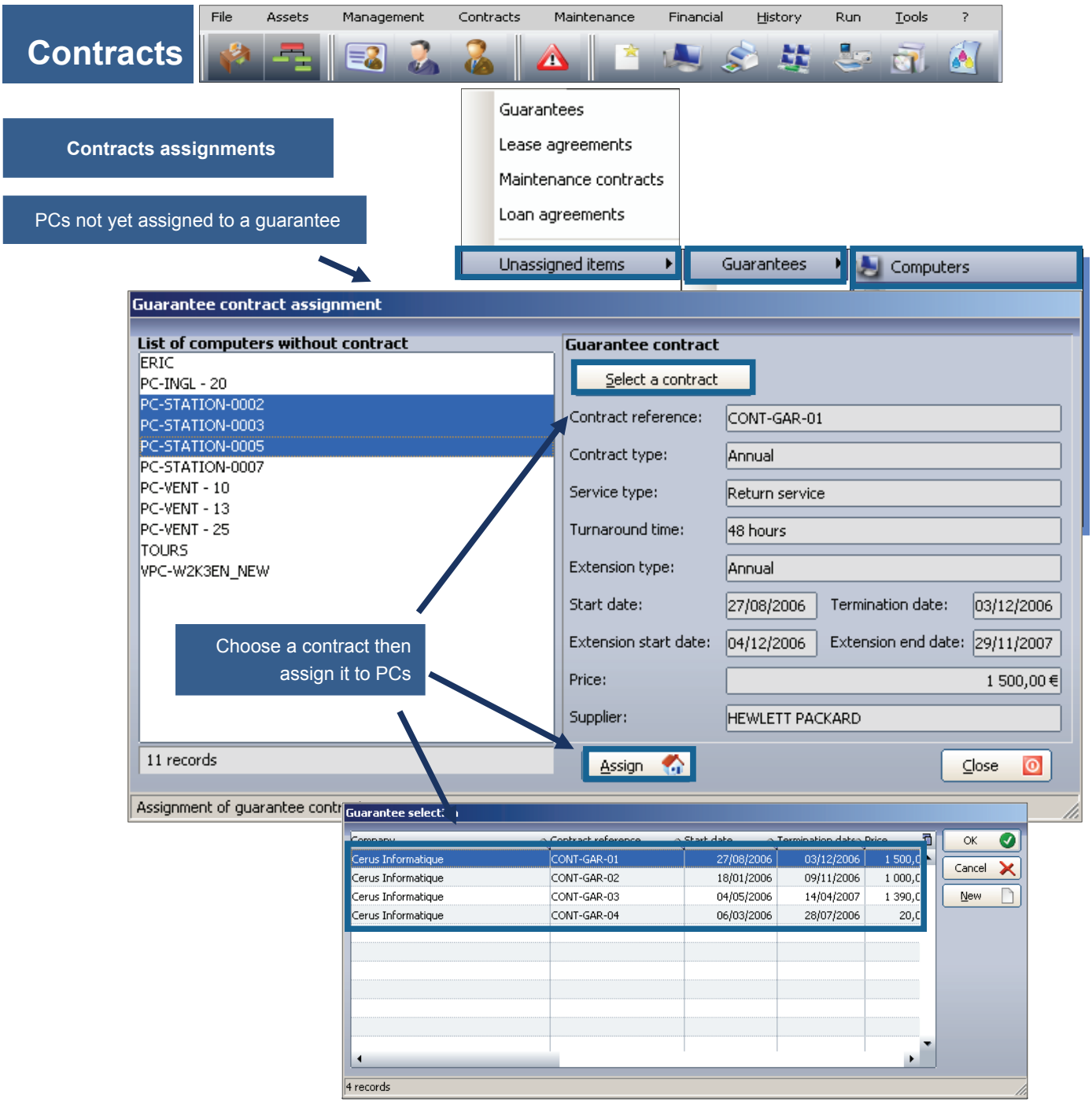
Contracts

Contracts assignments

PCs not yet assigned to a guarantee





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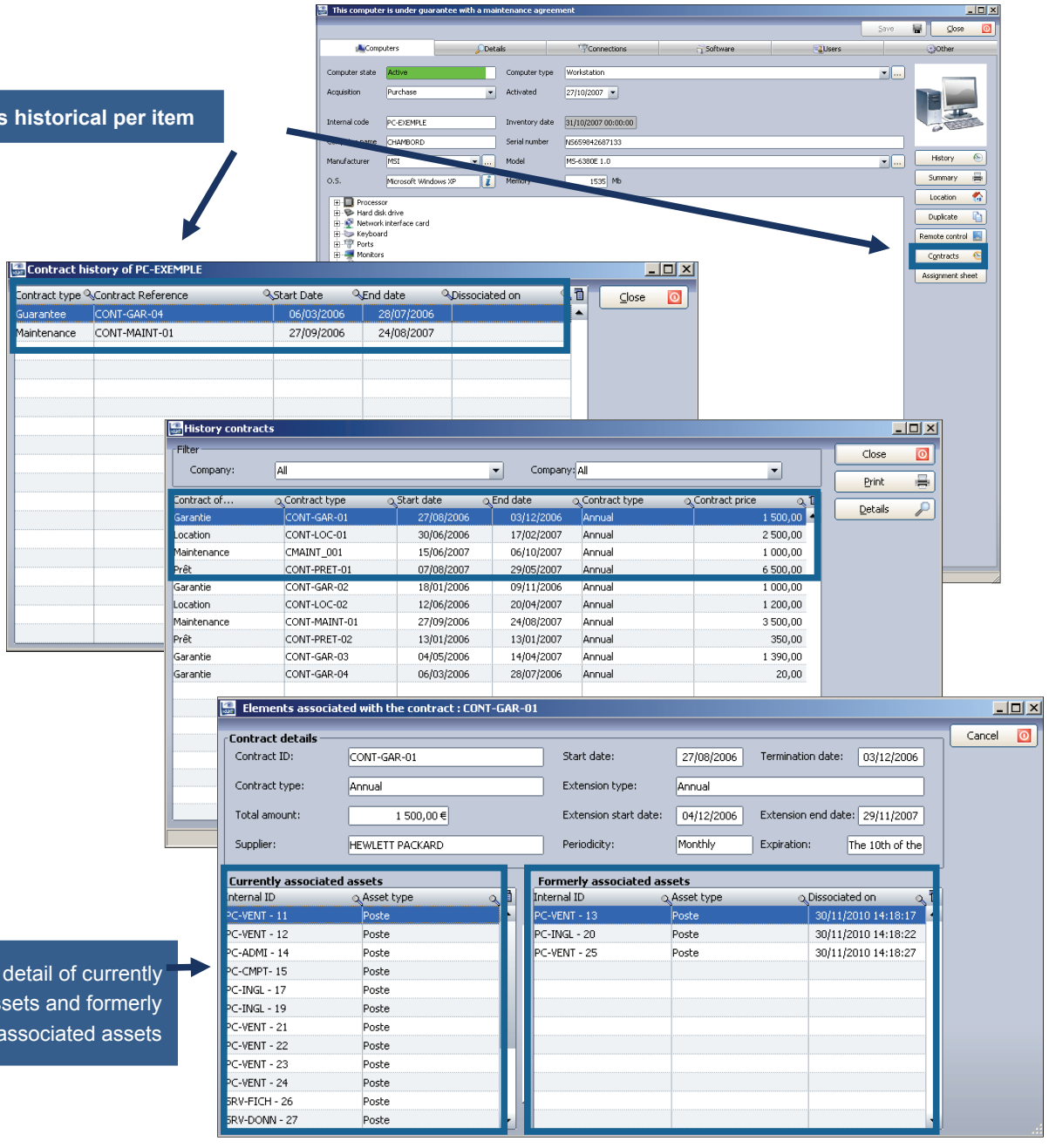
Contracts



Contracts historical per item



With detail of currently associated assets and formerly associated assets



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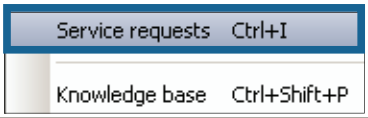
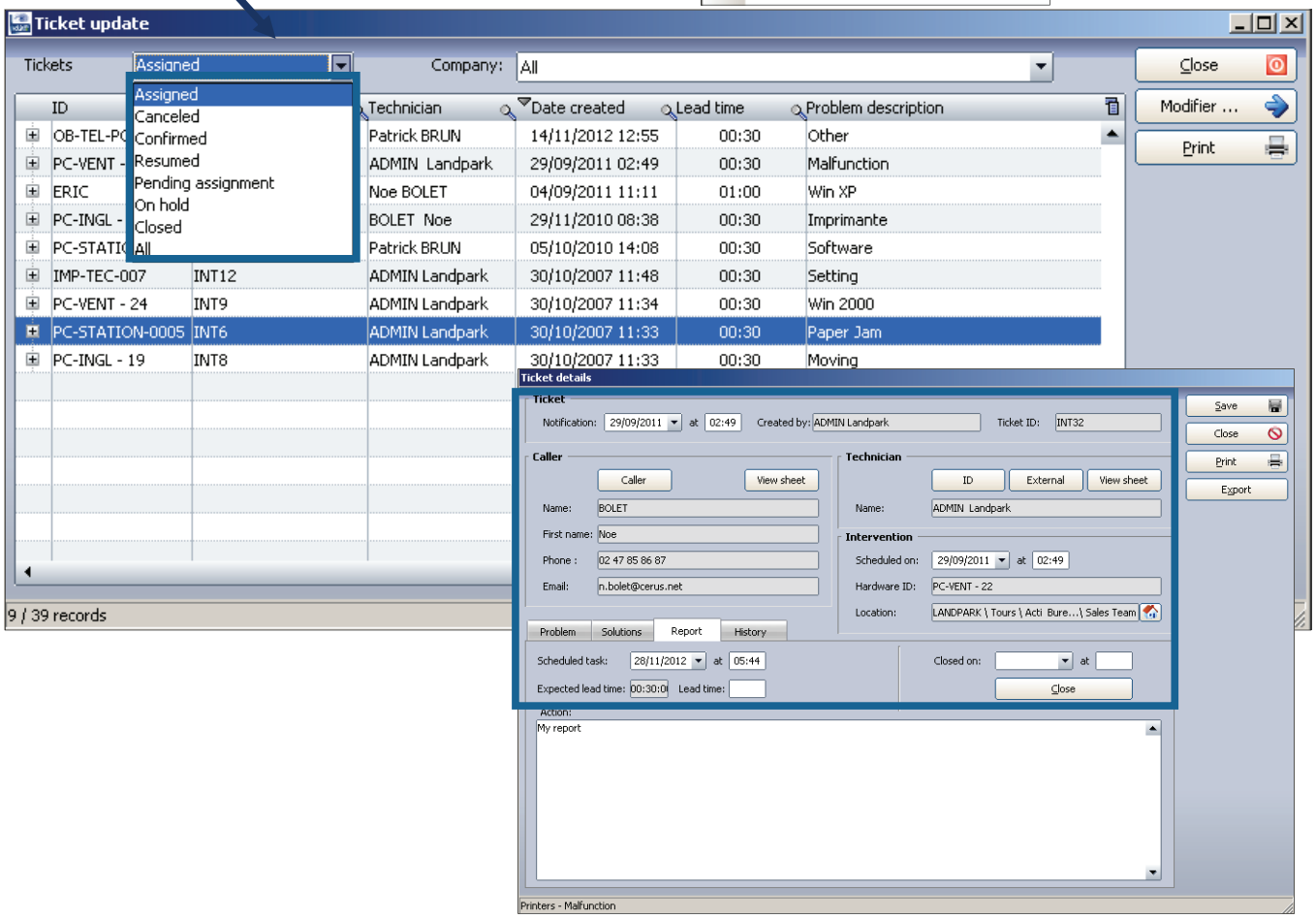
Maintenance



Request list







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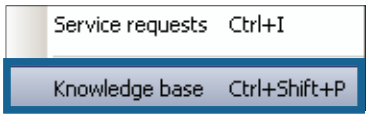
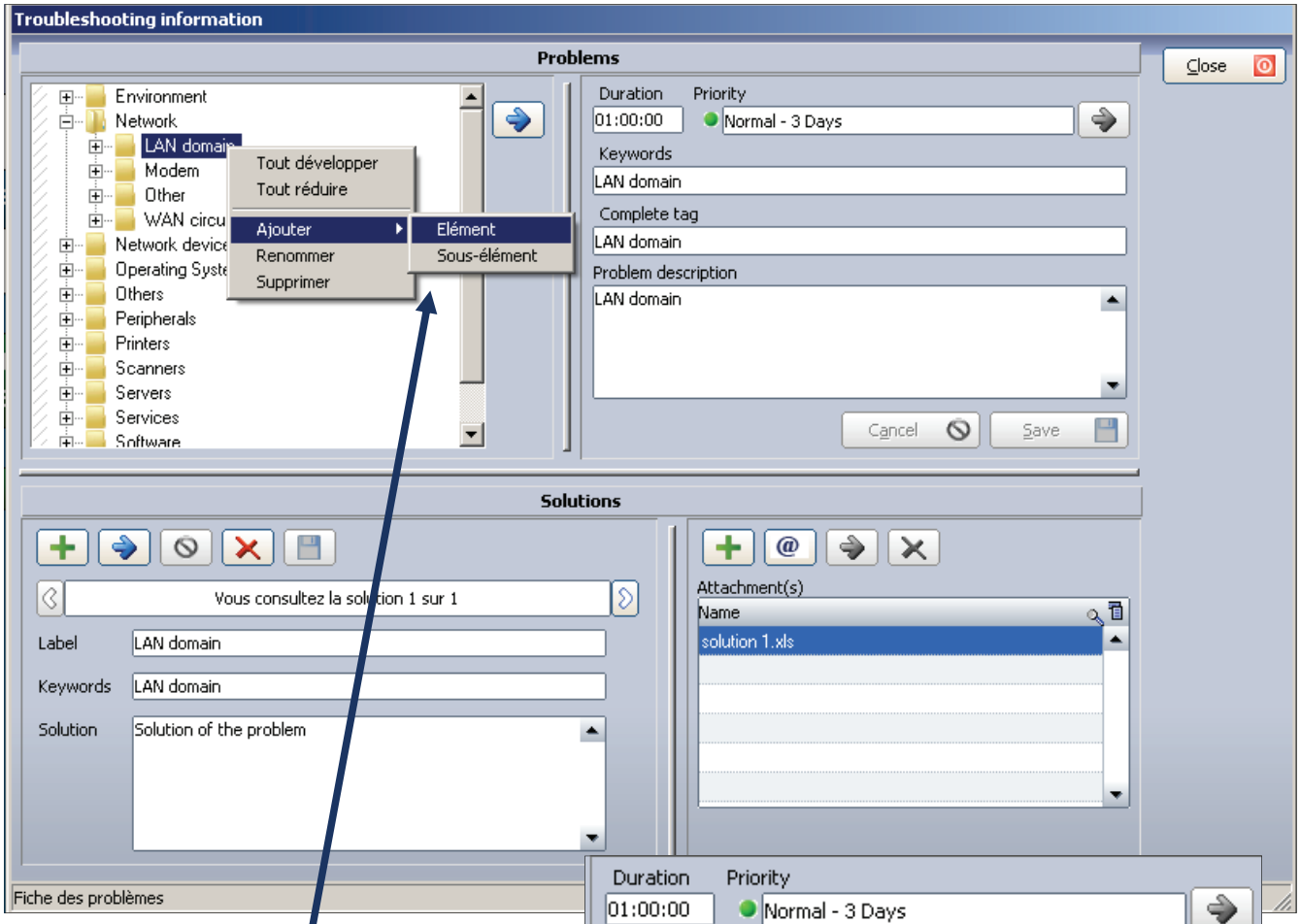
Maintenance

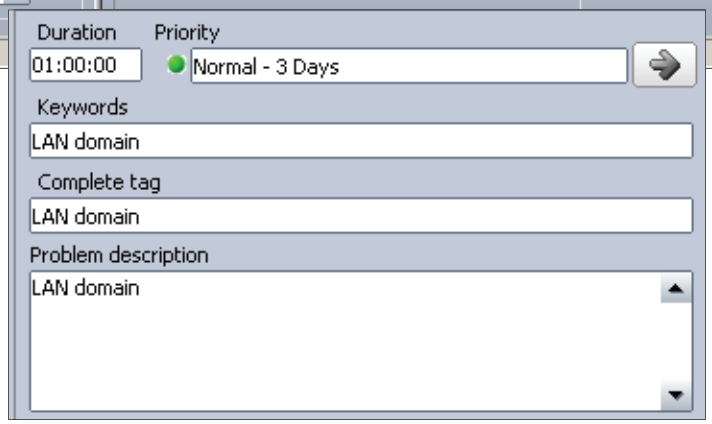


Problems and solutions





Add a new solution



Describe the timing resolution, priority and keywords associated with this problem

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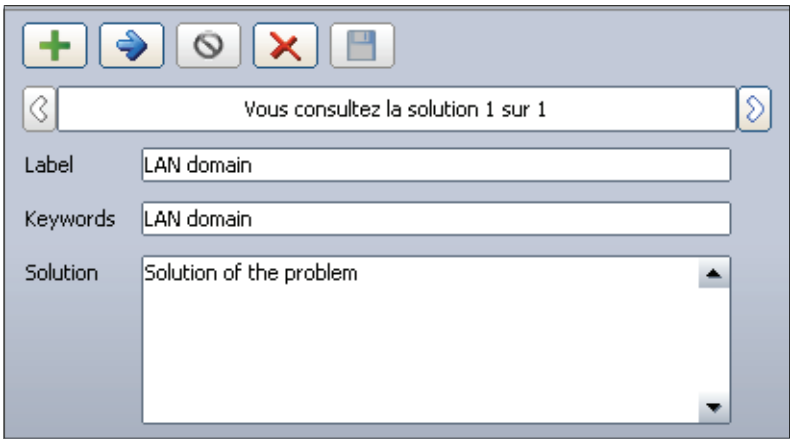
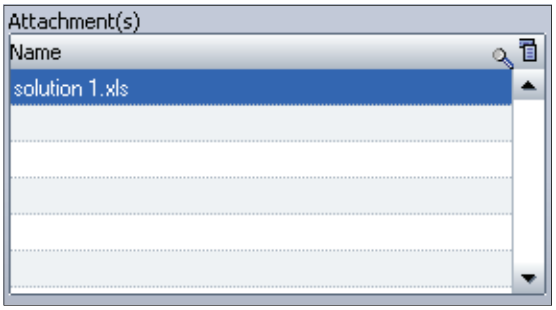
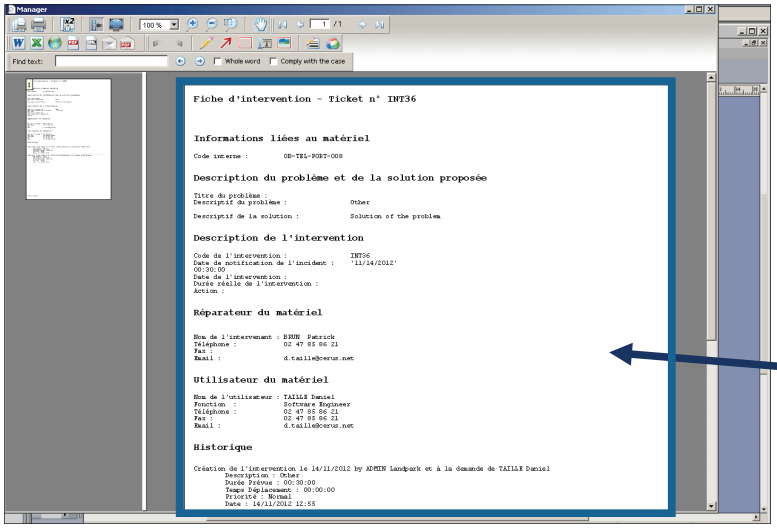
Add one or more solutions associated with the resolution of this problem



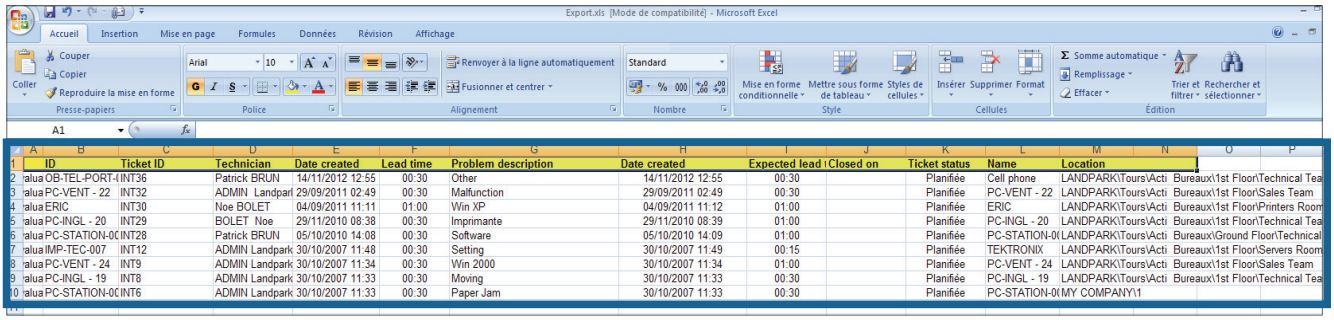
Add one or more attachments associated with the resolution of this problem





Ticket report

Export tickets list to Excel



ID	Ticket ID	Technician	Date created	Lead time	Problem description	Date created	Expected lead	Closed on	Ticket status	Name	Location
alua OB-TEL-PORT-(	INT36	Patrick BRUN	14/11/2012 12:55	00:30	Other	14/11/2012 12:55	00:30		Planifiée	Cell phone	LANDPARK\Tours\Acti Bureaux\1st Floor\Technical Tea
alua PC-VENT - 22	INT32	ADMIN Landpark	29/09/2011 02:49	00:30	Malfunction	29/09/2011 02:49	00:30		Planifiée	PC-VENT - 22	LANDPARK\Tours\Acti Bureaux\1st Floor\Sales Team
alua ERIC	INT30	Noe BOLET	04/09/2011 11:11	01:00	Win XP	04/09/2011 11:12	01:00		Planifiée	ERIC	LANDPARK\Tours\Acti Bureaux\1st Floor\Printers Roon
alua PC-INGL - 20	INT29	BOLET Noe	29/11/2010 08:38	00:30	Imprimante	29/11/2010 08:39	01:00		Planifiée	PC-INGL - 20	LANDPARK\Tours\Acti Bureaux\1st Floor\Technical Tea
alua PC-STATION-0(	INT28	Patrick BRUN	05/10/2010 14:08	00:30	Software	05/10/2010 14:09	01:00		Planifiée	PC-STATION-0(	LANDPARK\Tours\Acti Bureaux\Ground Floor\Technical
alua IMP-TEC-007	INT12	ADMIN Landpark	30/10/2007 11:48	00:30	Setting	30/10/2007 11:49	00:15		Planifiée	TEKTRONIX	LANDPARK\Tours\Acti Bureaux\1st Floor\Servers Room
alua PC-VENT - 24	INT9	ADMIN Landpark	30/10/2007 11:34	00:30	Win 2000	30/10/2007 11:34	01:00		Planifiée	PC-VENT - 24	LANDPARK\Tours\Acti Bureaux\1st Floor\Sales Team
alua PC-INGL - 19	INT8	ADMIN Landpark	30/10/2007 11:33	00:30	Moving	30/10/2007 11:33	00:30		Planifiée	PC-INGL - 19	LANDPARK\Tours\Acti Bureaux\1st Floor\Technical Tea
alua PC-STATION-0(	INT6	ADMIN Landpark	30/10/2007 11:33	00:30	Paper Jam	30/10/2007 11:33	00:30		Planifiée	PC-STATION-0(	MY COMPANY\1



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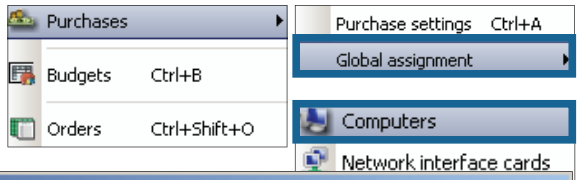
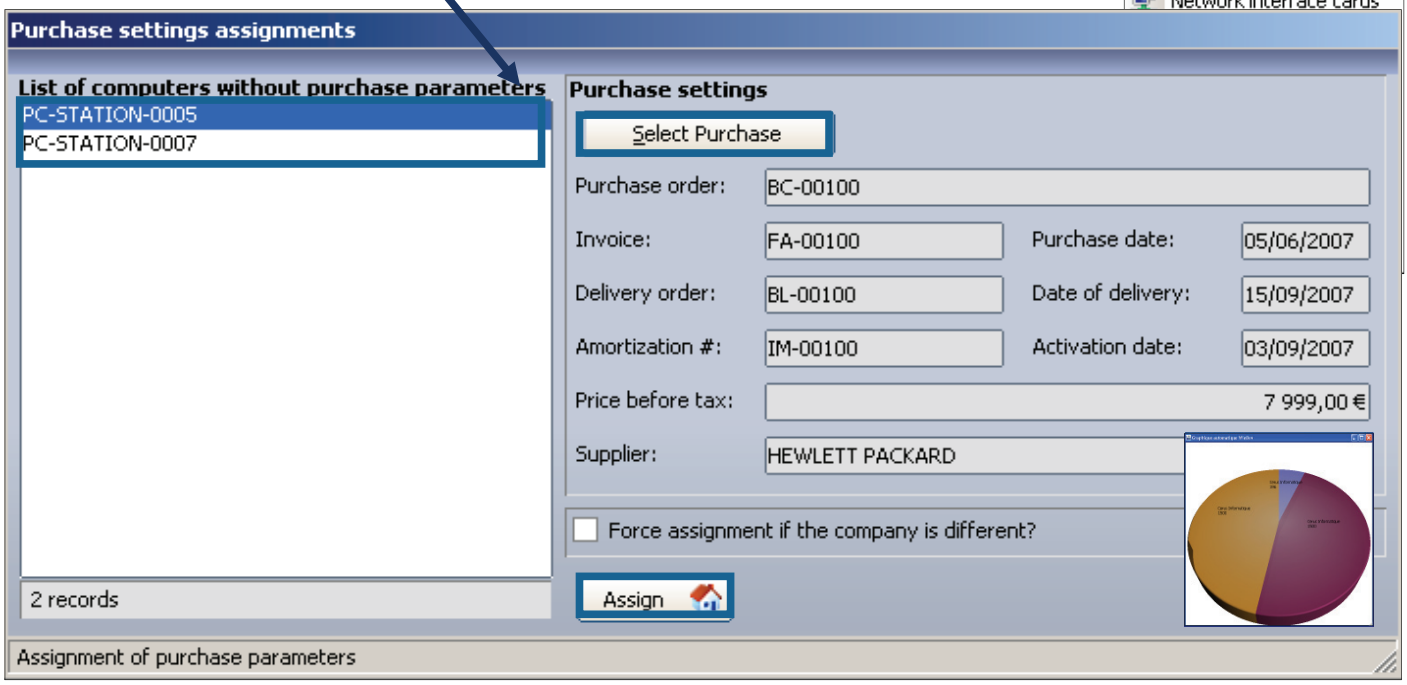
Financial

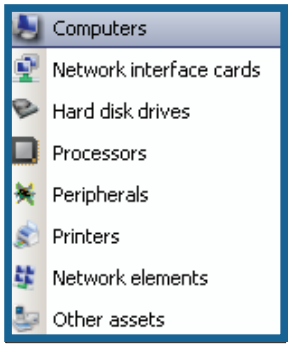


Purchase assignements





This assignement can be made to any items





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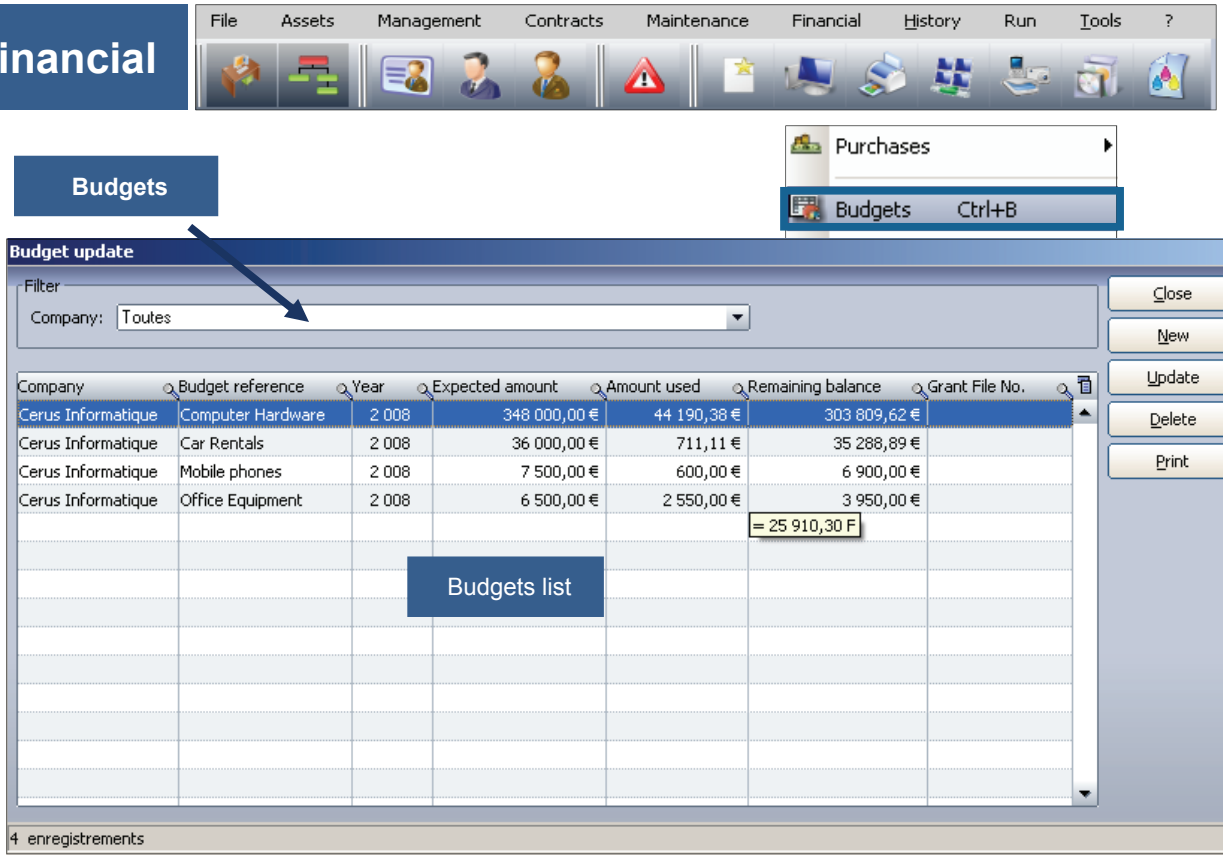
Financial





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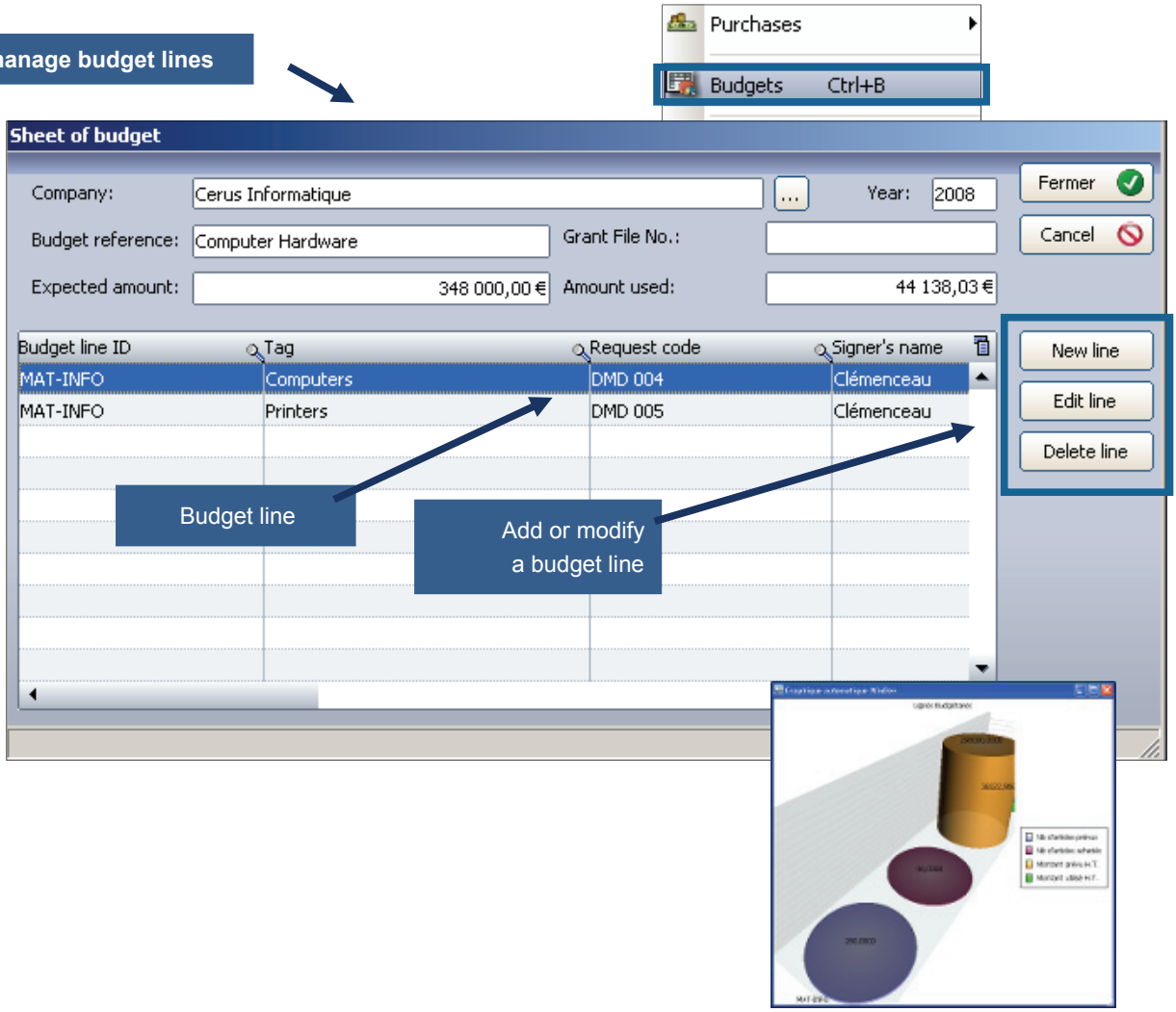
Financial



How to manage budget lines





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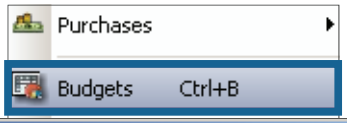
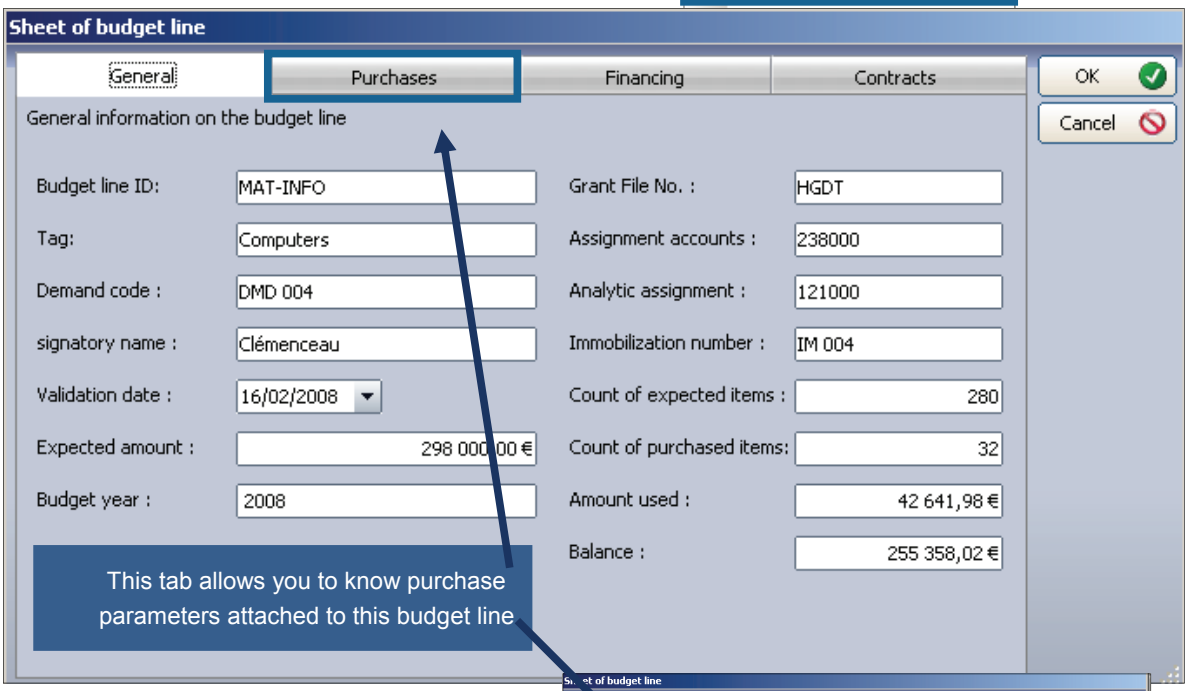
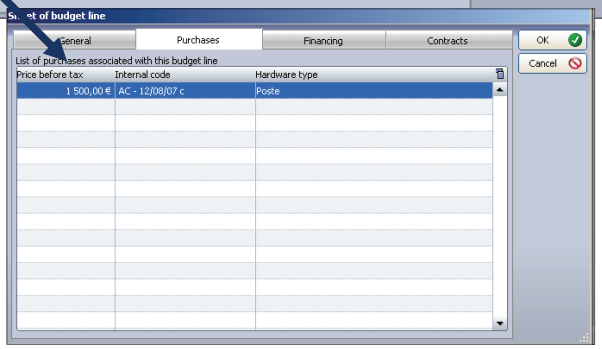
Financial



Budget line details









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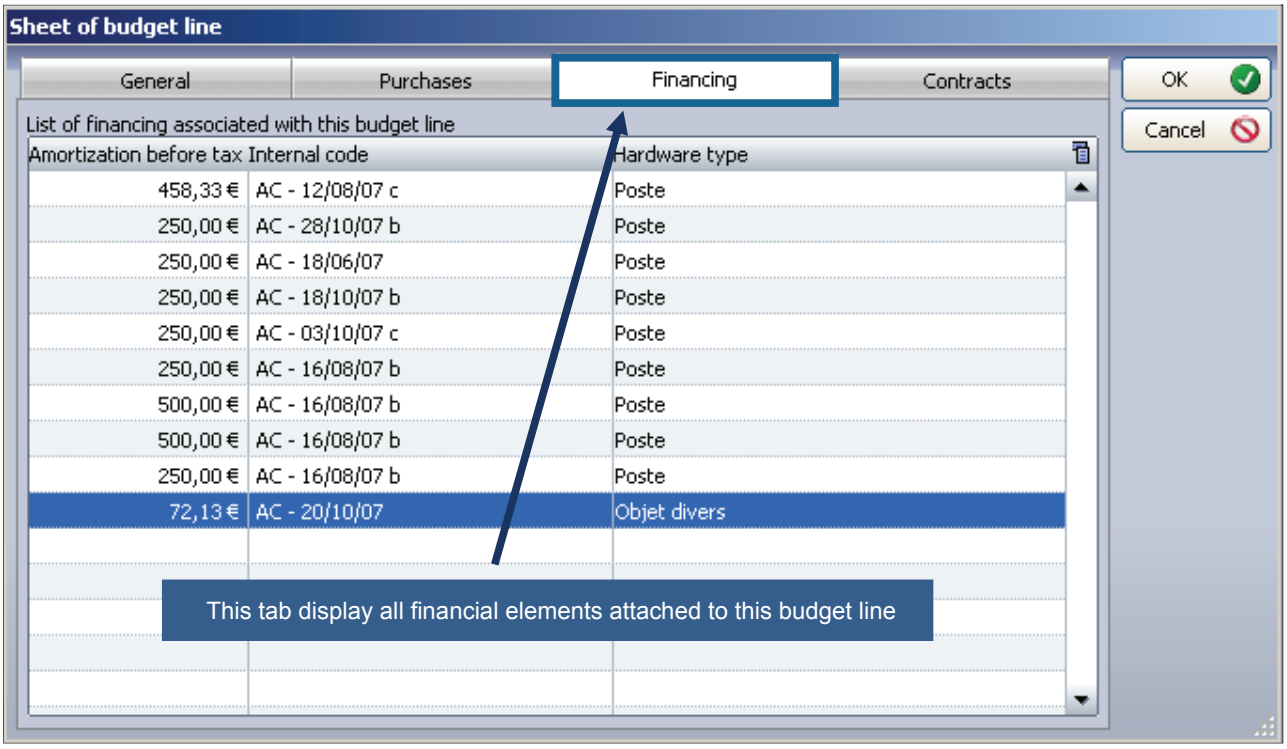

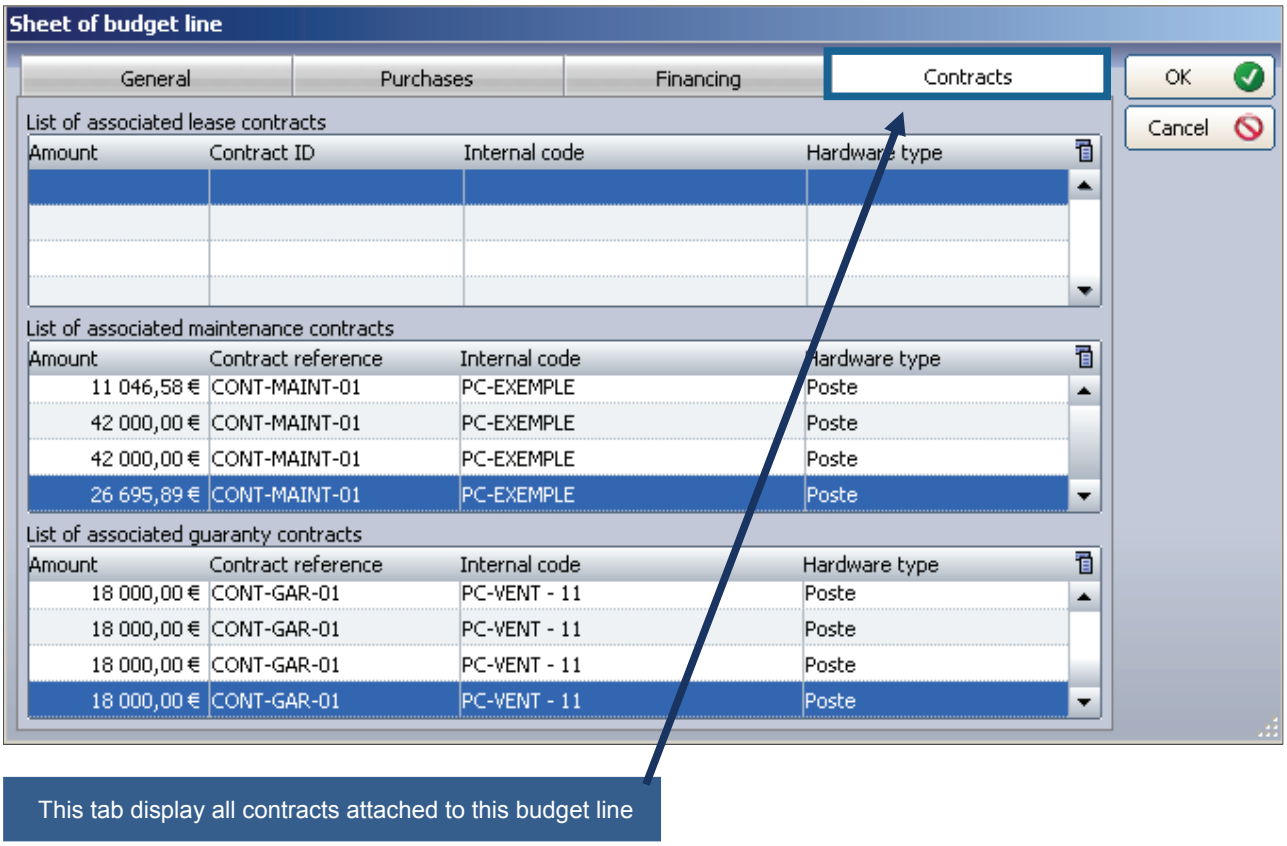

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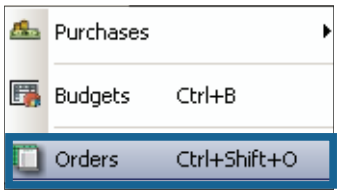
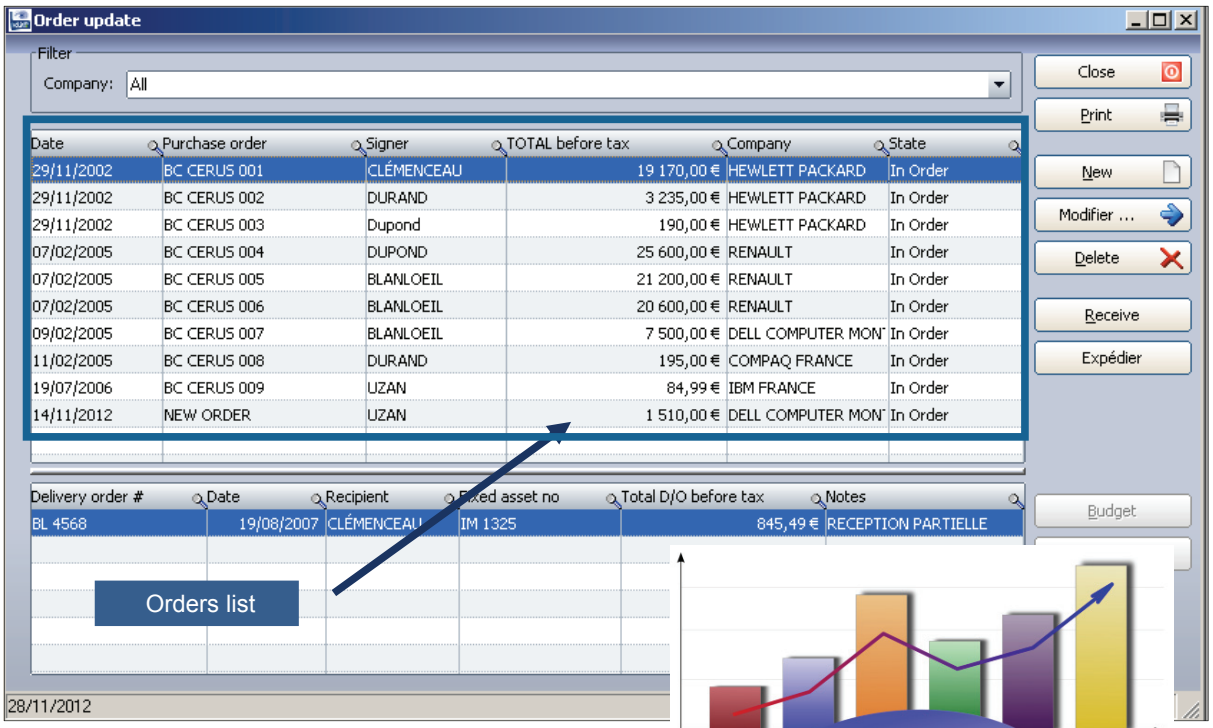
Financial



How to manager orders





Orders list





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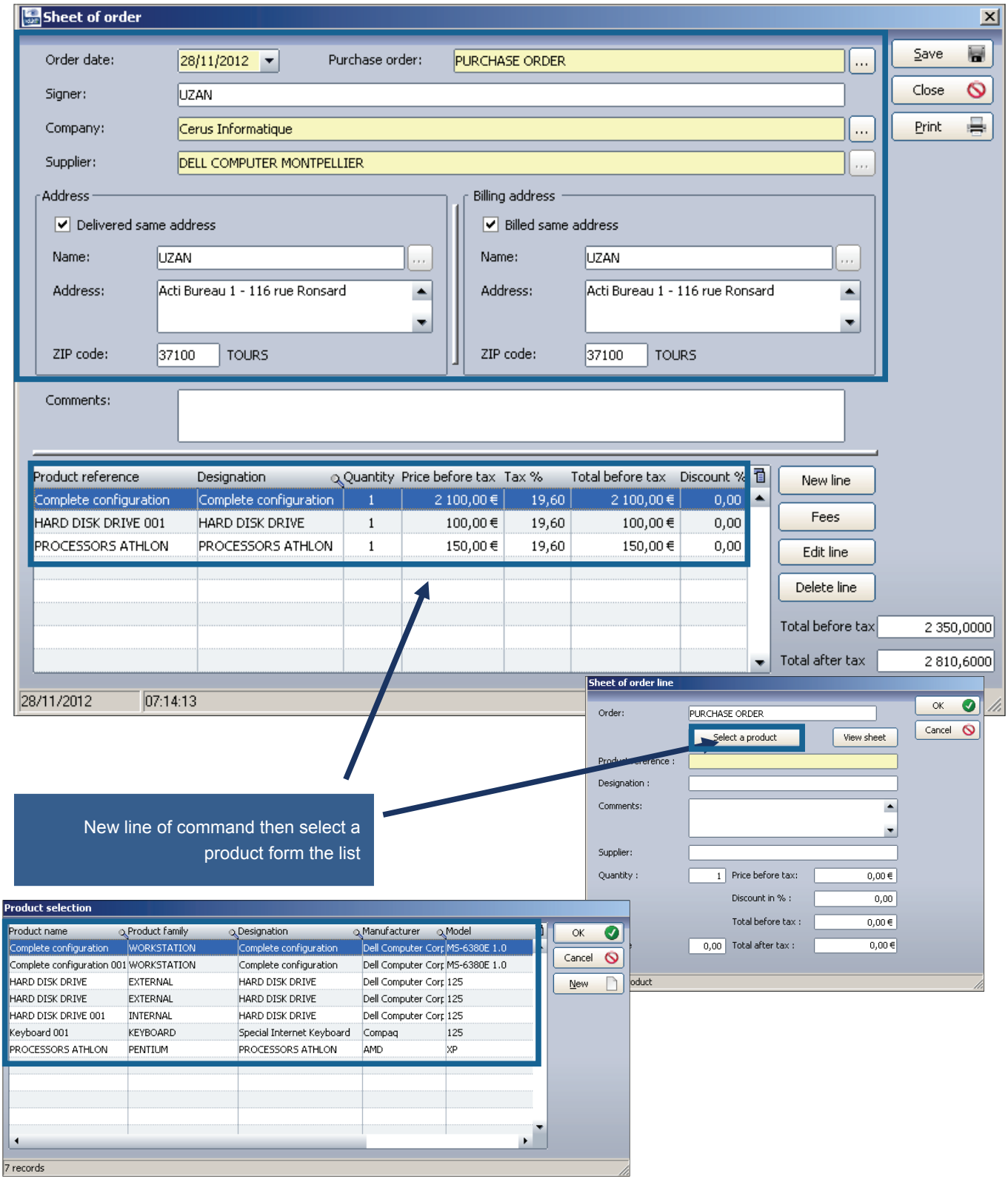
New order



New line of command then select a product form the list

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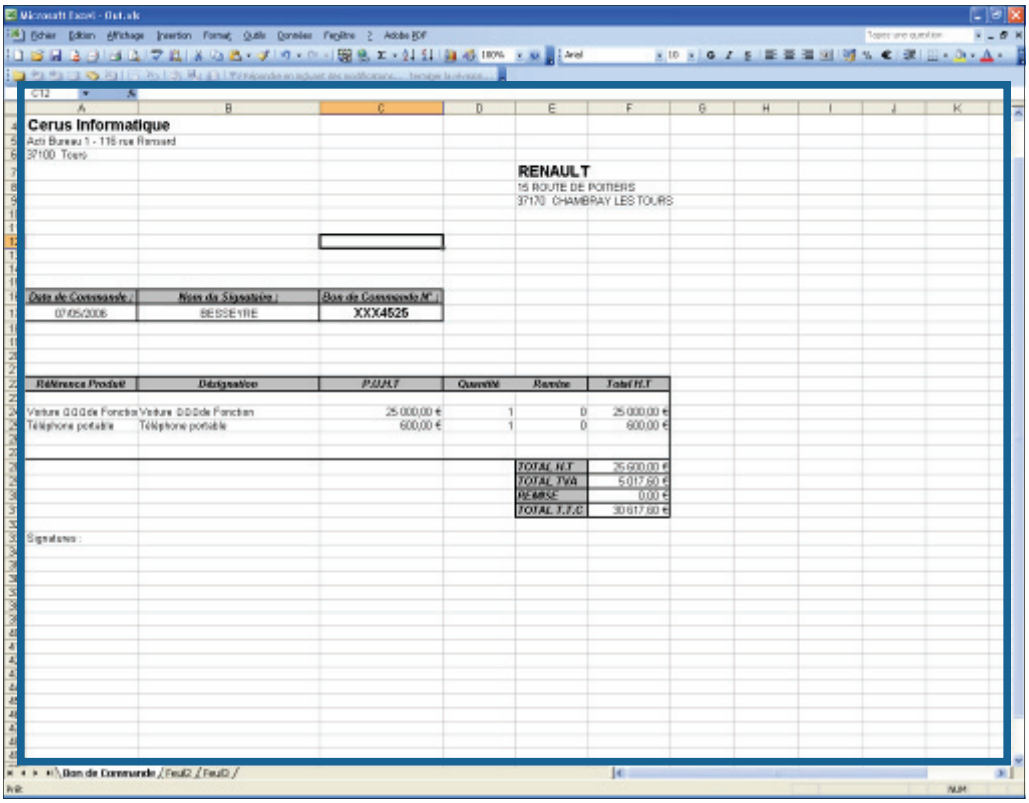
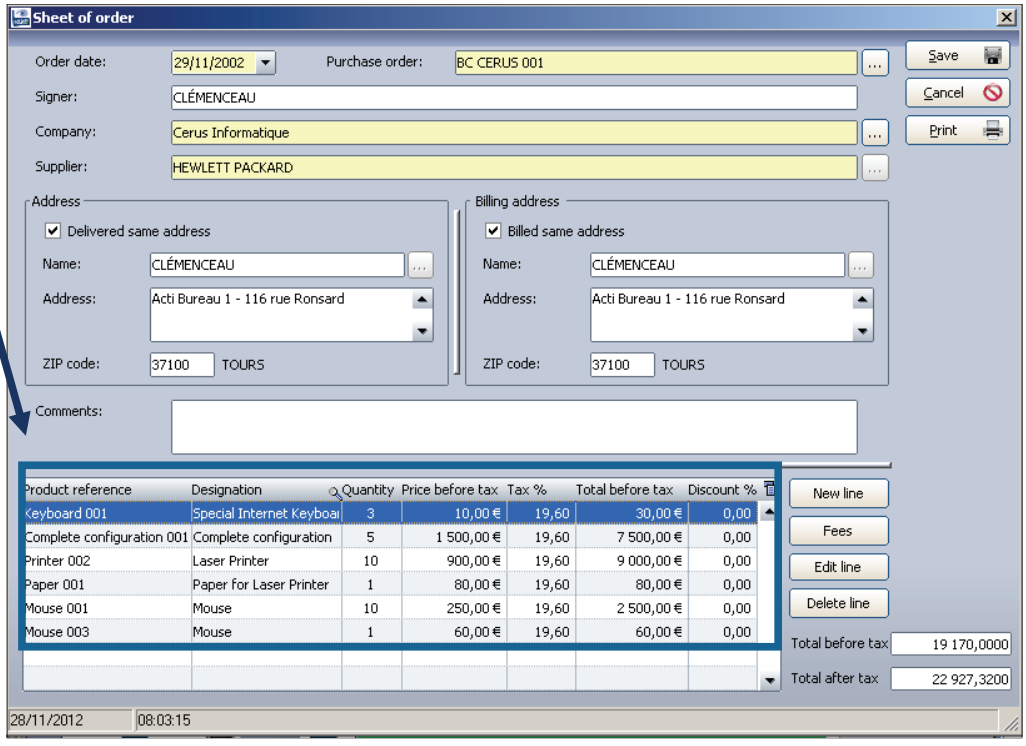
Print your order with Excel, form which can be modified



See the actual order





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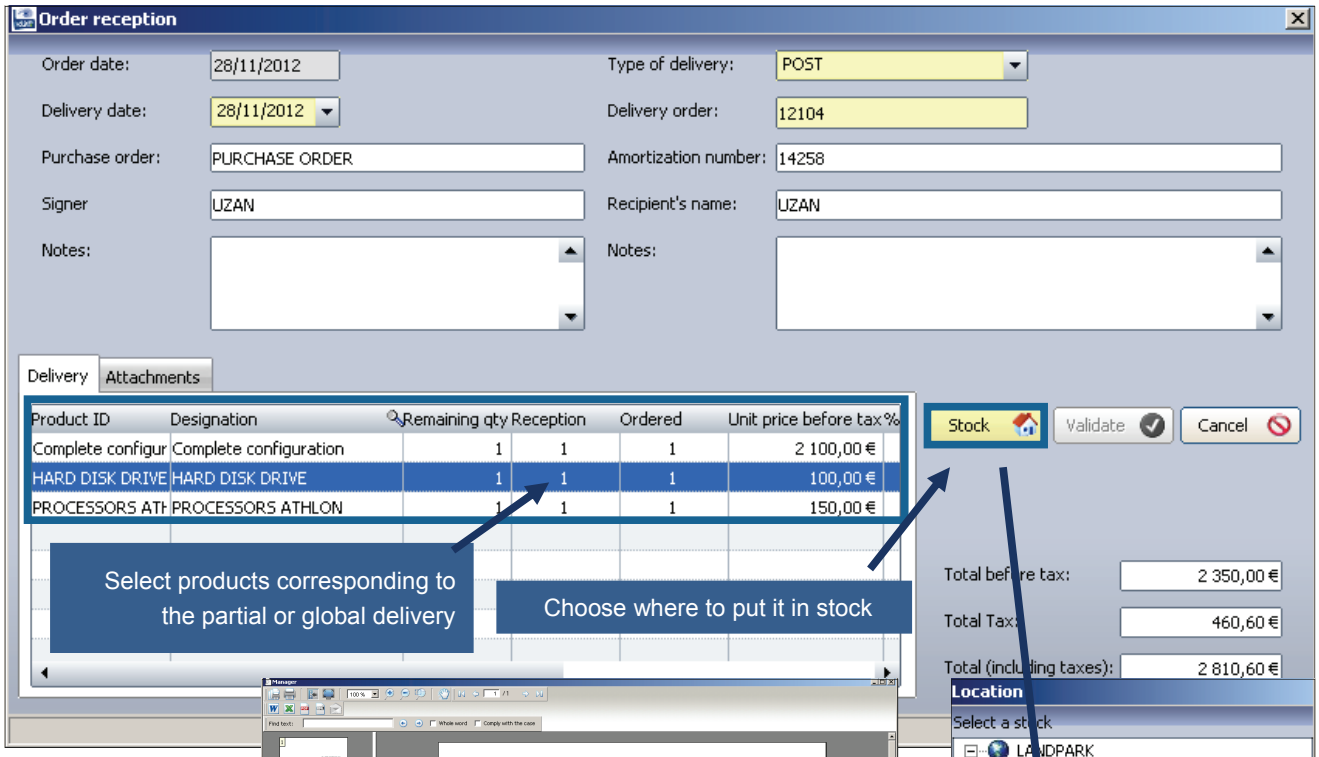
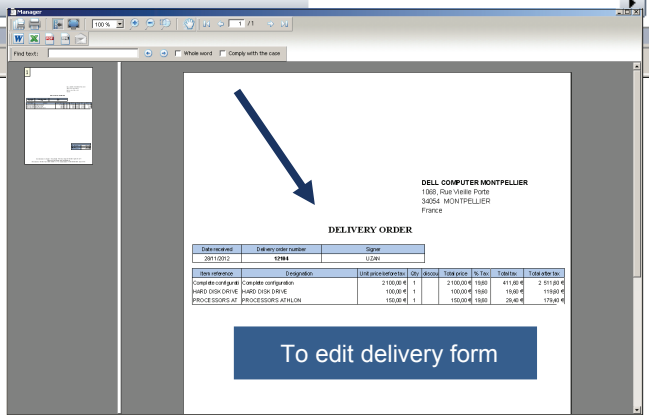
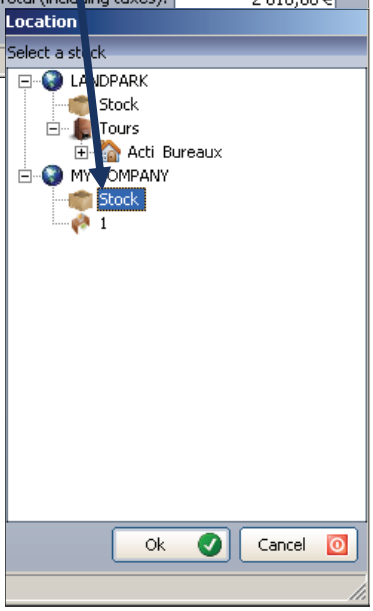
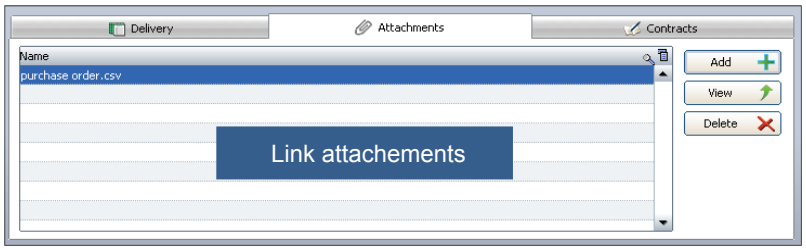
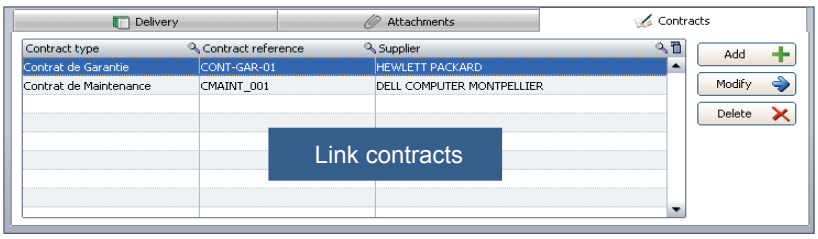
Receive an order













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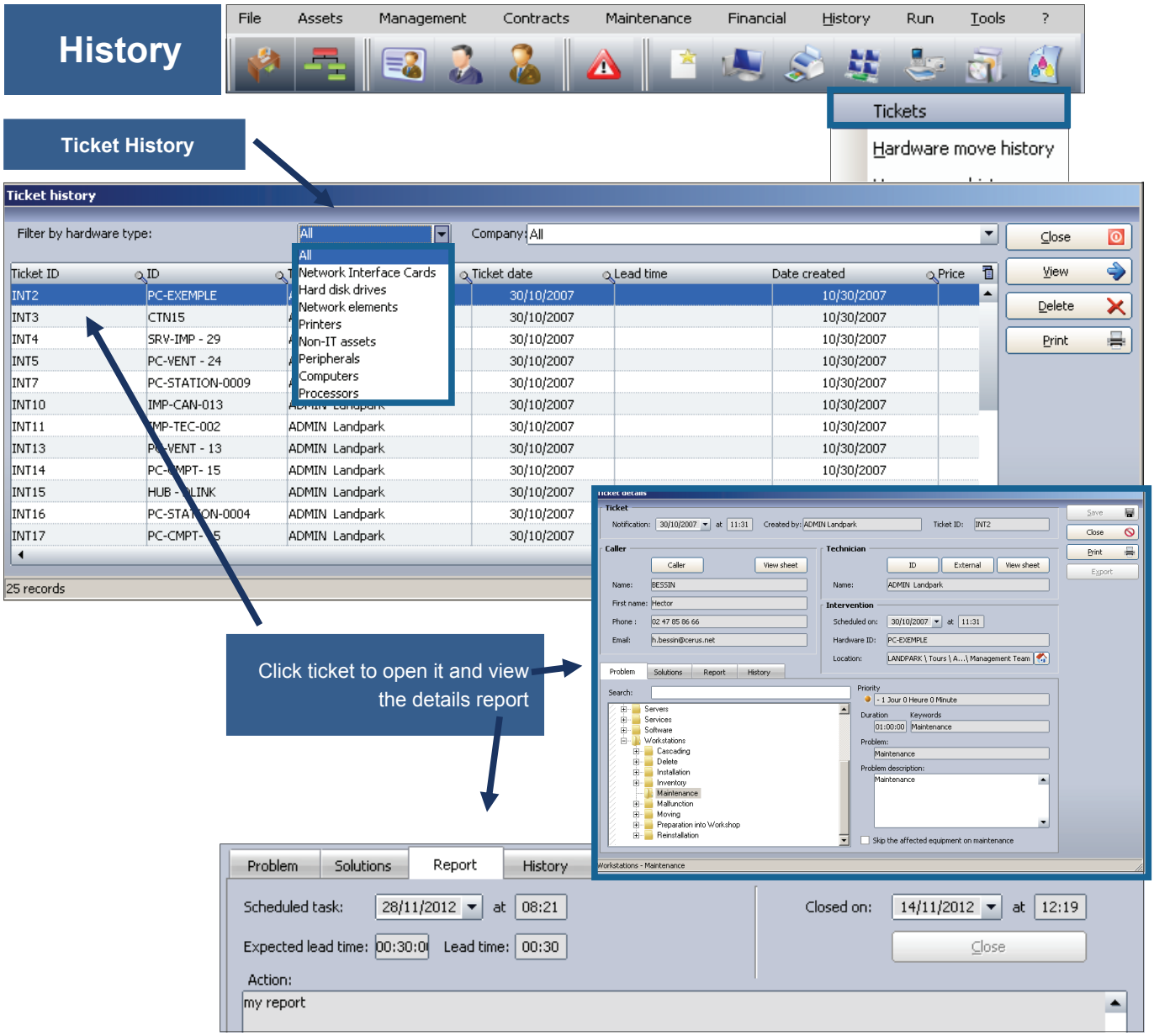
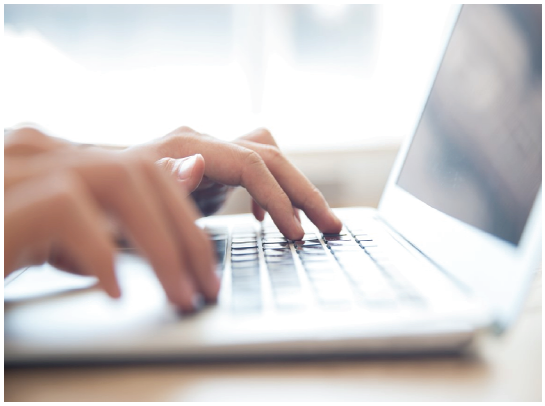
History





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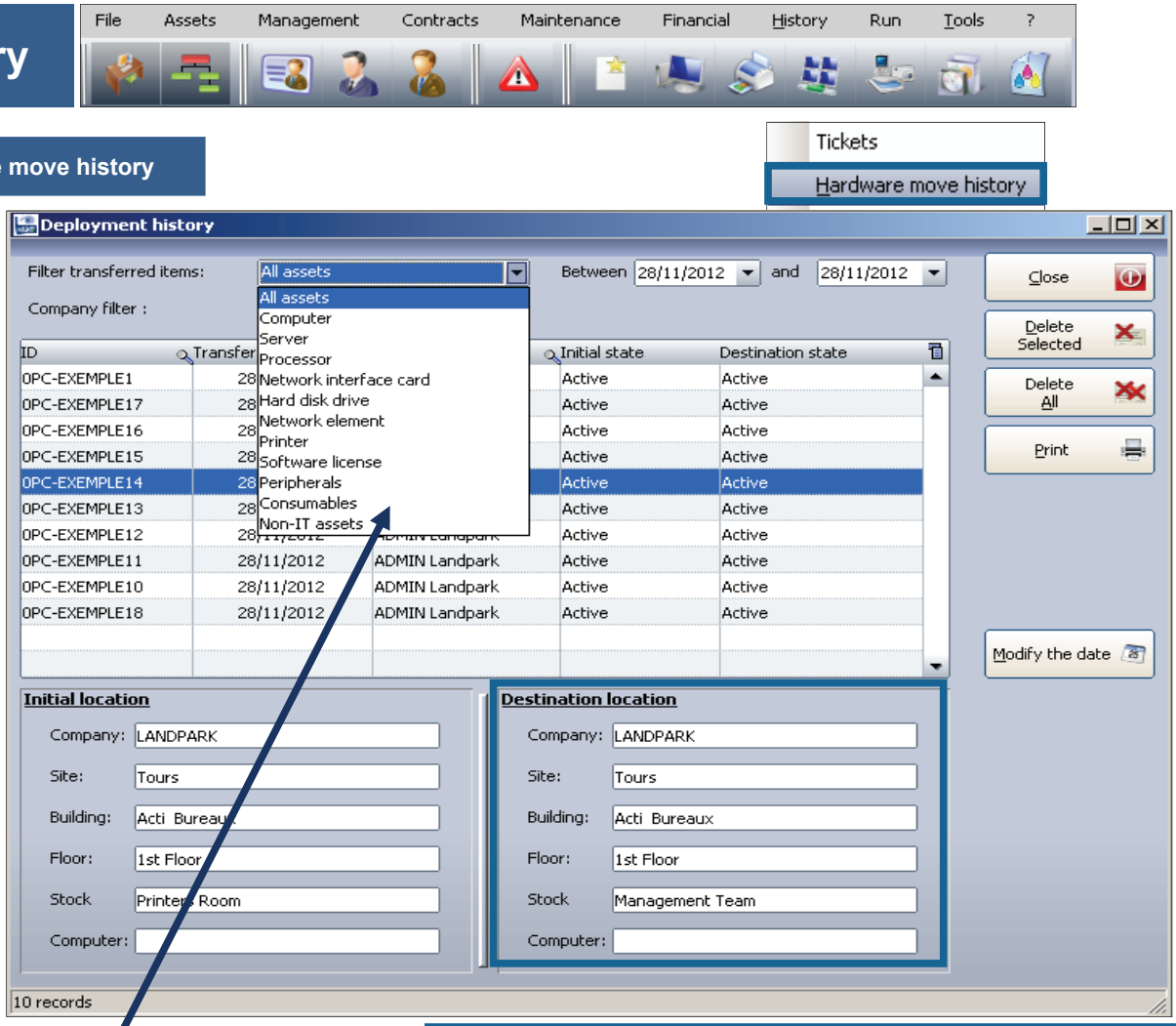
History

Hardware move history



Filter by type of equipment. You can see origin and destination states and then export the results to Excel

	A	B	C	D	E
1	ID	Transfer date	Transferred by	Initial state	Destination state
2	0PC-EXEMPLE1	28/11/2012	ADMIN Landpark	Active	Active
3	0PC-EXEMPLE17	28/11/2012	ADMIN Landpark	Active	Active
4	0PC-EXEMPLE16	28/11/2012	ADMIN Landpark	Active	Active
5	0PC-EXEMPLE15	28/11/2012	ADMIN Landpark	Active	Active
6	0PC-EXEMPLE14	28/11/2012	ADMIN Landpark	Active	Active
7	0PC-EXEMPLE13	28/11/2012	ADMIN Landpark	Active	Active
8	0PC-EXEMPLE12	28/11/2012	ADMIN Landpark	Active	Active
9	0PC-EXEMPLE11	28/11/2012	ADMIN Landpark	Active	Active
10	0PC-EXEMPLE10	28/11/2012	ADMIN Landpark	Active	Active
11	0PC-EXEMPLE18	28/11/2012	ADMIN Landpark	Active	Active
12					



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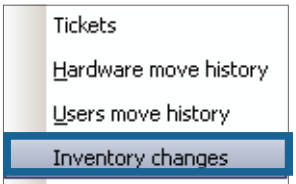
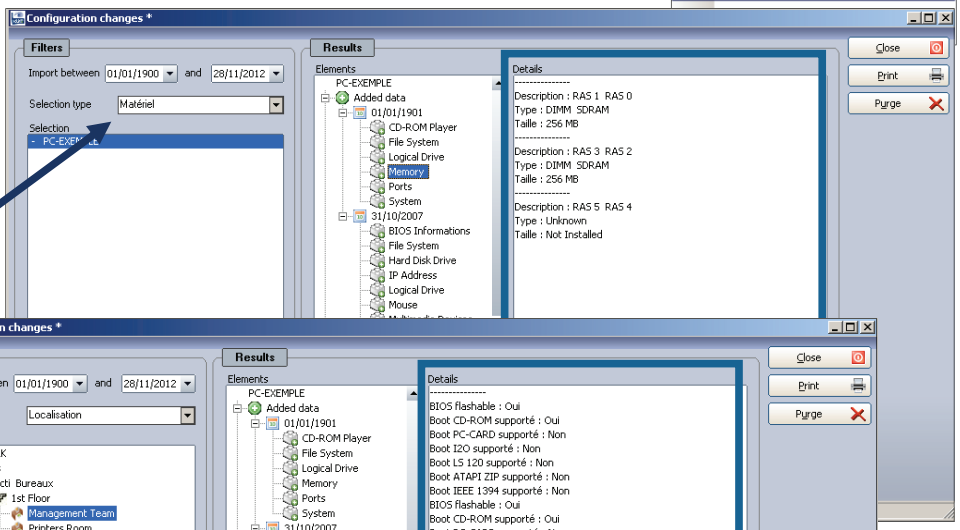
History

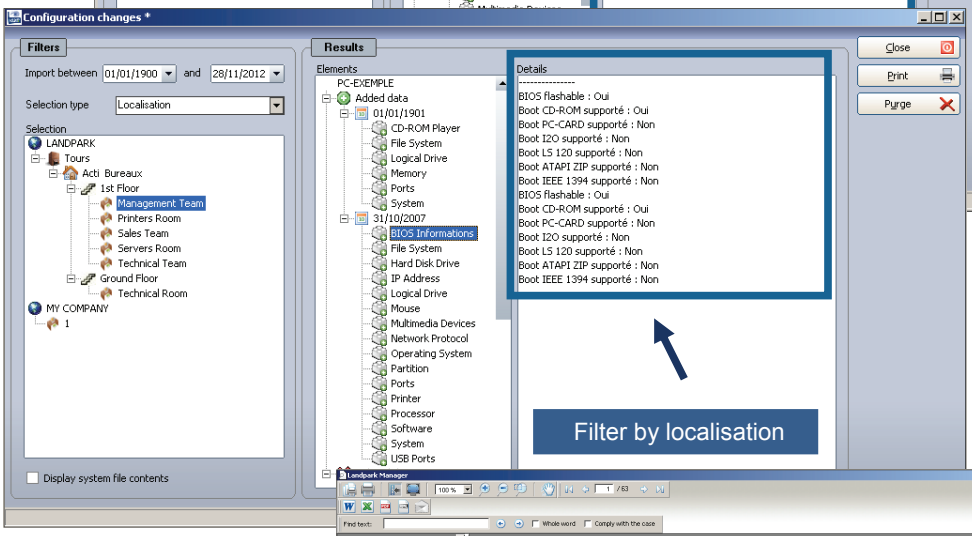


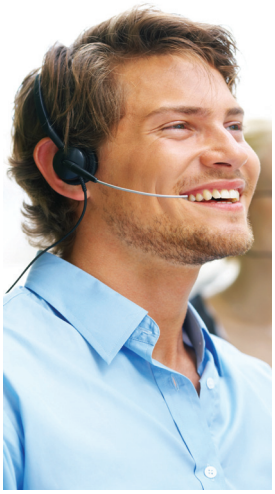
Differential between two inventories



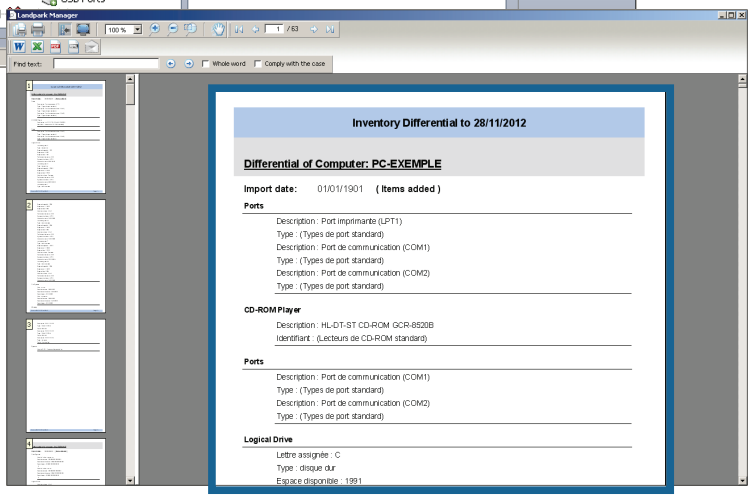
Filter by items







Filter by localisation



This form allows you to view several modifications made between inventories

Choose two dates then select a PC or a localization to know the elements added or removed between inventories

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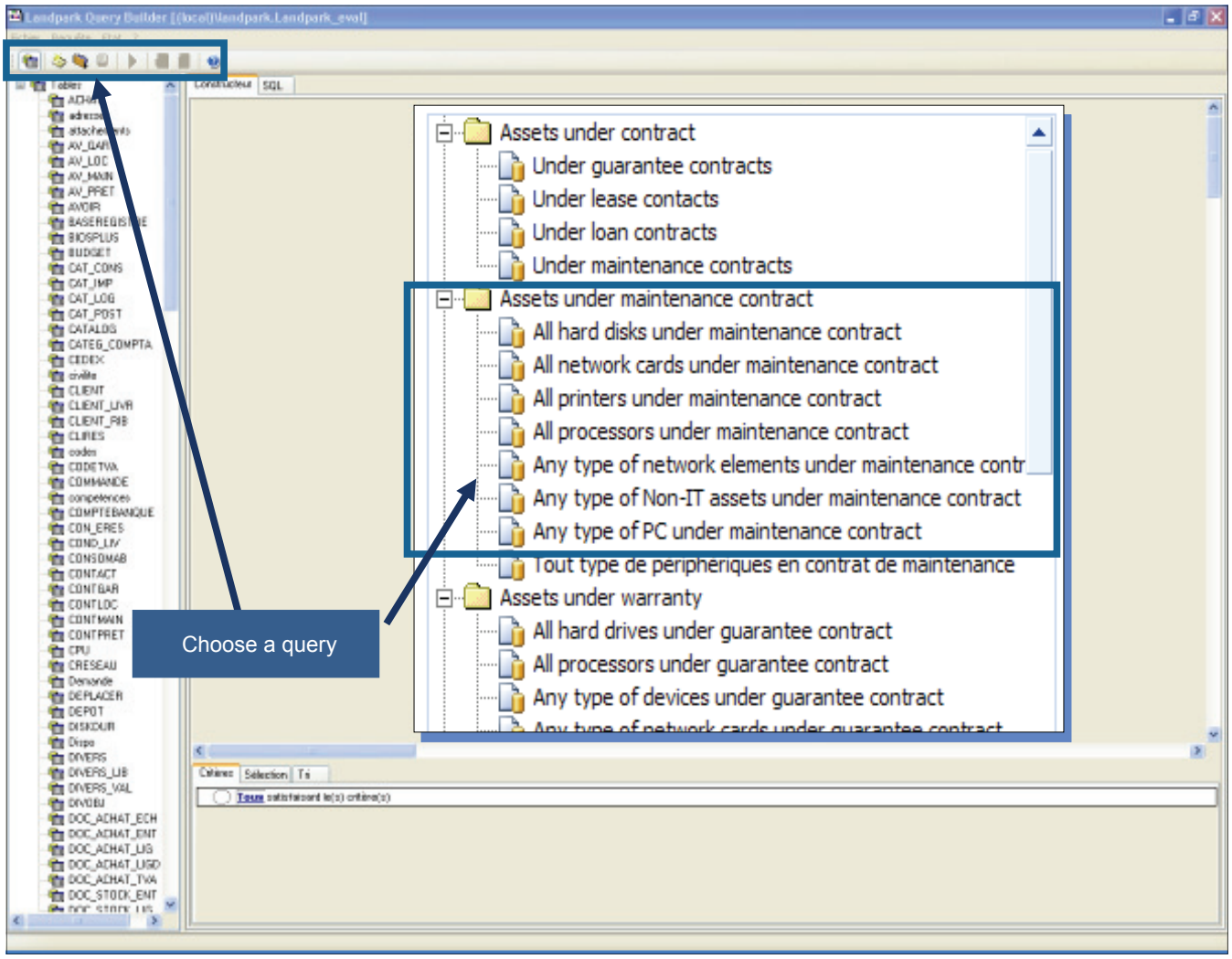
Run menu



Queries with QueryBuilder





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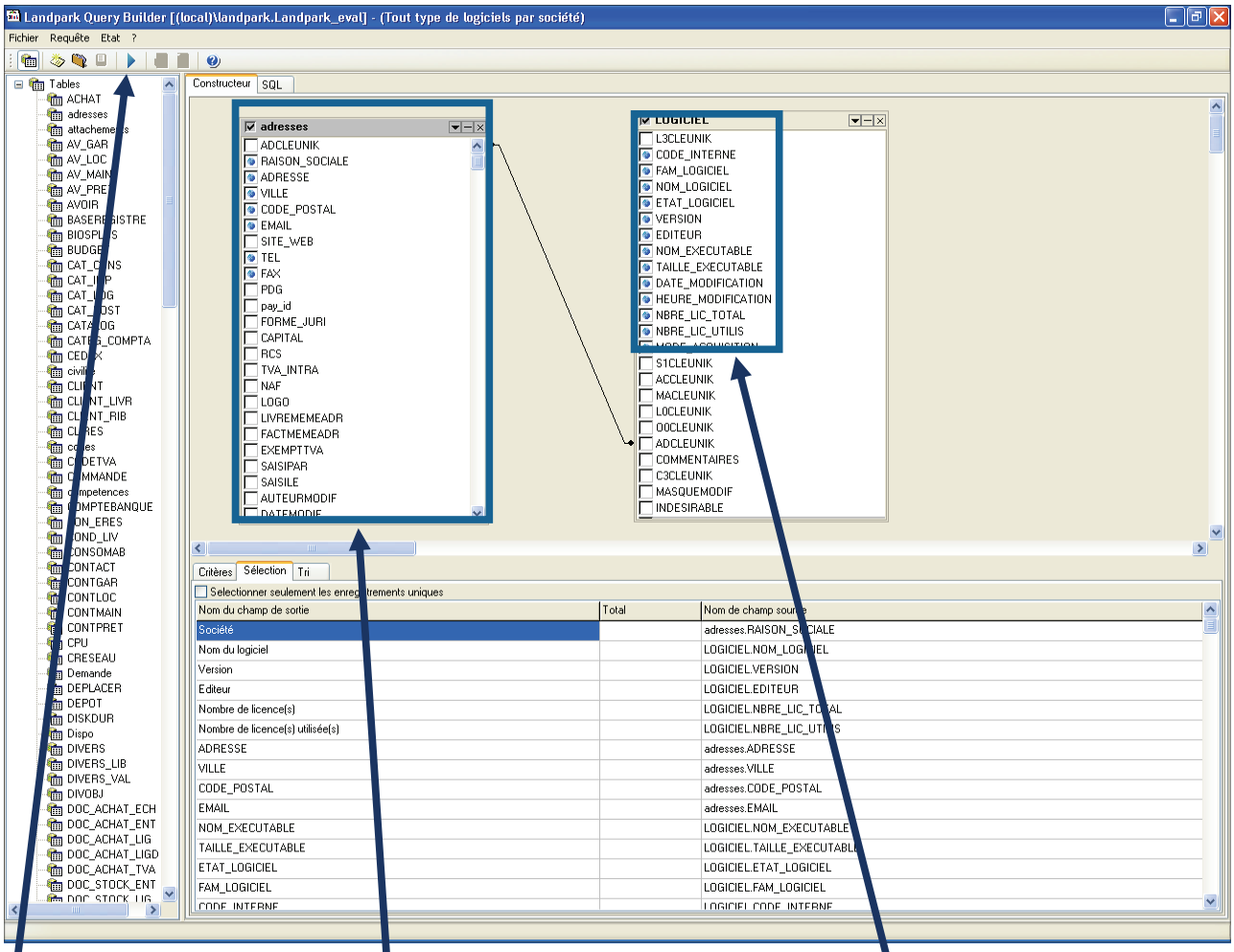
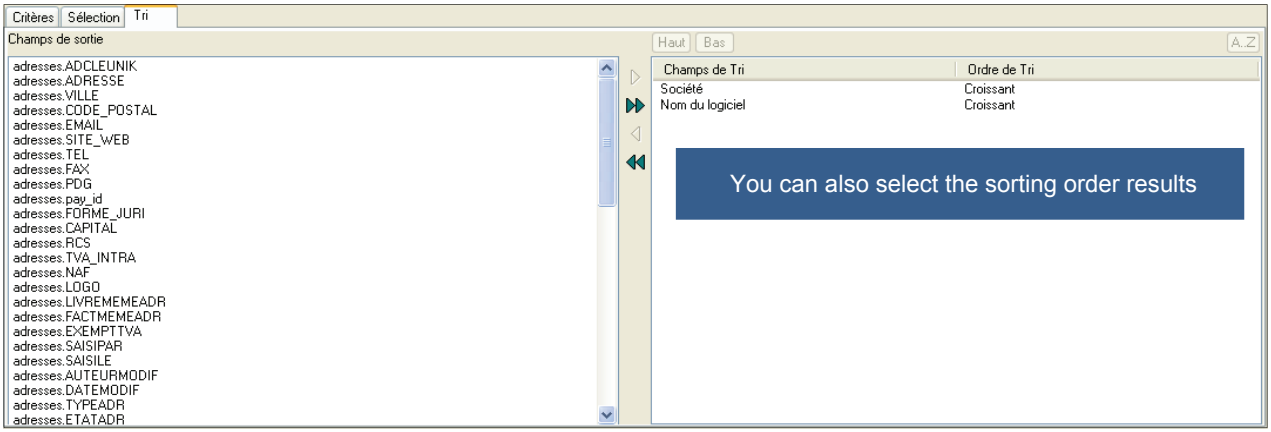


When choosing a query, open the corresponding tables. You can then choose to add additional denominated



You can also select the sorting order results

Execute the query

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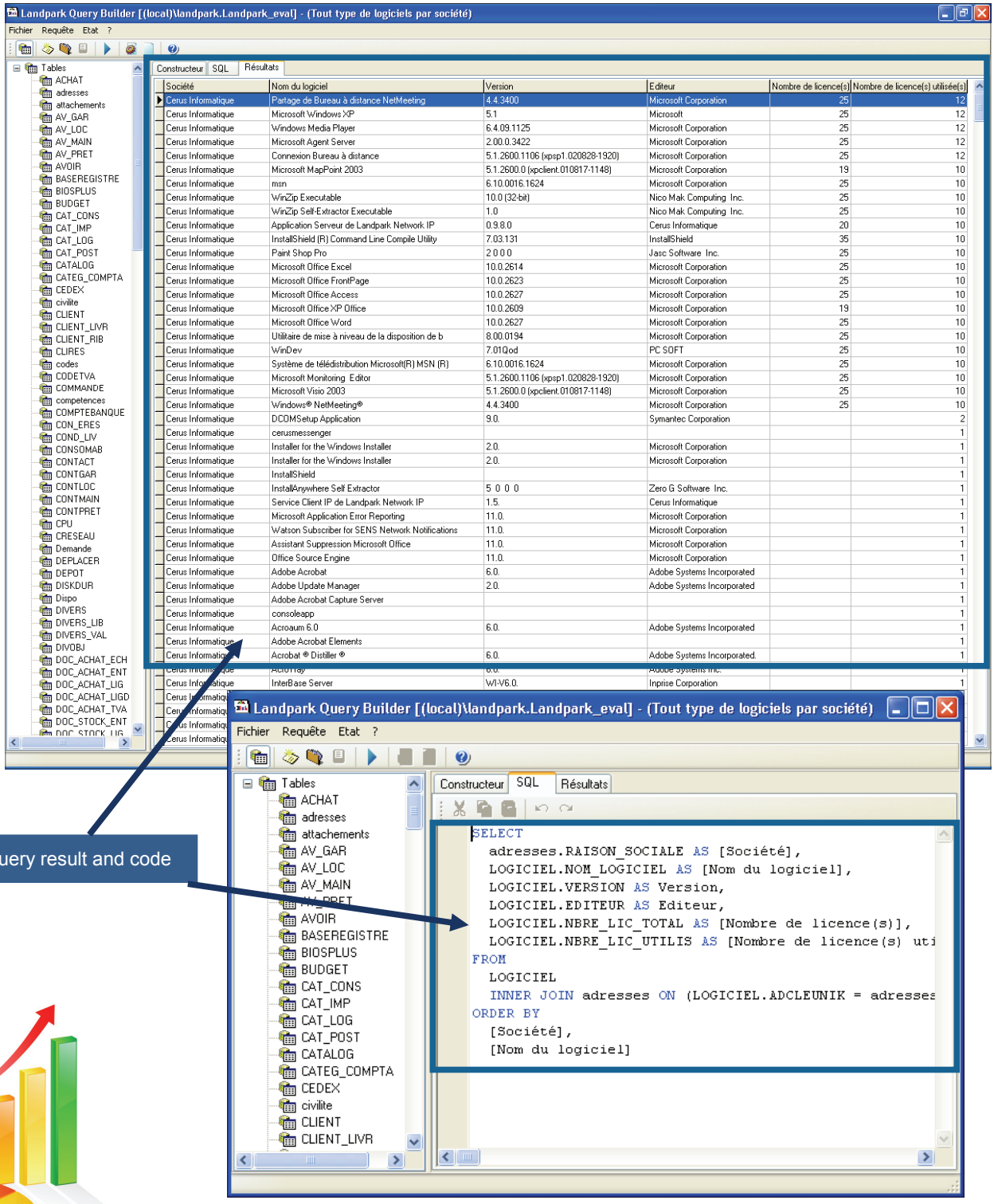

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Microsoft Excel - Out.xls

	A	B	C	D	E	F
1	Société	Nom du logiciel	Version	Editeur	Nombre de licence(s)	Nombre de licence(s) utilisée
2	Cerus Informatique	Partage de Bureau à distance NetMeeting	4.4.3400	Microsoft Corporation	25	12
3	Cerus Informatique	Microsoft Windows XP	5.1	Microsoft	25	12
4	Cerus Informatique	Windows Media Player	6.4.09.1125	Microsoft Corporation	25	12
5	Cerus Informatique	Microsoft Agent Server	2.00.0.3422	Microsoft Corporation	25	12
6	Cerus Informatique	Connexion Bureau à distance	5.1.2600.1106 (xpsp1.020828-1920)	Microsoft Corporation	25	12
7	Cerus Informatique	Microsoft MapPoint 2003	5.1.2600.0 (xpclient.010817-1148)	Microsoft Corporation	19	10
8	Cerus Informatique	msn	6.10.0016.1624	Microsoft Corporation	25	10
9	Cerus Informatique	WinZip Executable	10.0 (32-bit)	Nico Mak Computing Inc.	25	10
10	Cerus Informatique	WinZip Self-Extractor Executable	1.0	Nico Mak Computing Inc.	25	10
11	Cerus Informatique	Application Serveur de Landpark Network IP	0.9.8.0	Cerus Informatique	20	10
12	Cerus Informatique	InstallShield (R) Command Line Compile Utility	7.03.131	InstallShield	35	10
13	Cerus Informatique	Paint Shop Pro	2 0 0 0	Jasc Software Inc.	25	10
14	Cerus Informatique	Microsoft Office Excel	10.0.2614	Microsoft Corporation	25	10
15	Cerus Informatique	Microsoft Office FrontPage	10.0.2623	Microsoft Corporation	25	10
16	Cerus Informatique	Microsoft Office Access	10.0.2627	Microsoft Corporation	25	10
17	Cerus Informatique	Microsoft Office XP Office	10.0.2609	Microsoft Corporation	19	10
18	Cerus Informatique	Microsoft Office Word	10.0.2627	Microsoft Corporation	25	10
19	Cerus Informatique	Utilitaire de mise à niveau de la disposition de b	8.00.0194	Microsoft Corporation	25	10
20	Cerus Informatique	WinDev	7.01Qod	PC SOFT	25	10
21	Cerus Informatique	Système de télédistribution Microsoft(R) MSN (R)	6.10.0016.1624	Microsoft Corporation	25	10
22	Cerus Informatique	Microsoft Monitoring Editor	5.1.2600.1106 (xpsp1.020828-1920)	Microsoft Corporation	25	10
23	Cerus Informatique	Microsoft Visio 2003	5.1.2600.0 (xpclient.010817-1148)	Microsoft Corporation	25	10
24	Cerus Informatique	Windows® NetMeeting®	4.4.3400	Microsoft Corporation	25	10
25	Cerus Informatique	DCOMSetup Application	9.0.	Symantec Corporation		2
26	Cerus Informatique	cerusmessenger				1
27	Cerus Informatique	Installer for the Windows Installer	2.0.	Microsoft Corporation		1
28	Cerus Informatique	Installer for the Windows Installer	2.0.	Microsoft Corporation		1
29	Cerus Informatique	InstallShield				1
30	Cerus Informatique	InstallAnywhere Self Extractor	5 0 0 0	Zero G Software Inc.		1
31	Cerus Informatique	Service Client IP de Landpark Network IP	1.5.	Cerus Informatique		1
32	Cerus Informatique	Microsoft Application Error Reporting	11.0.	Microsoft Corporation		1
33	Cerus Informatique	Watson Subscriber for SENS Network Notifications	11.0.	Microsoft Corporation		1
34	Cerus Informatique	Assistant Suppression Microsoft Office	11.0.	Microsoft Corporation		1
35	Cerus Informatique	Office Source Engine	11.0.	Microsoft Corporation		1
36	Cerus Informatique	Adobe Acrobat	6.0.	Adobe Systems Incorporated		1
37	Cerus Informatique	Adobe Update Manager	2.0.	Adobe Systems Incorporated		1
38	Cerus Informatique	Adobe Acrobat Capture Server				1
39	Cerus Informatique	consoleapp				1
40	Cerus Informatique	Acroaum 6.0	6.0.	Adobe Systems Incorporated		1
41	Cerus Informatique	Adobe Acrobat Elements				1
42	Cerus Informatique	Acrobat ® Distiller ®	6.0.	Adobe Systems Incorporated.		1
43	Cerus Informatique	AcroTray	6.0.	Adobe Systems Inc.		1
44	Cerus Informatique	InterBase Server	WI-V6.0.	Inprise Corporation		1
45	Cerus Informatique	MsdeTool	1.6.	Cerus		1
46	Cerus Informatique	doinventory				1
47	Cerus Informatique	Application Client de Landpark Network IP	1.5.	Cerus Informatique		1
48	Cerus Informatique	Chargeur pour Landpark Network IP Client	3.7.	Cerus Informatique		1

Feuil1 Feuil2 Feuil3

Export results to Excel



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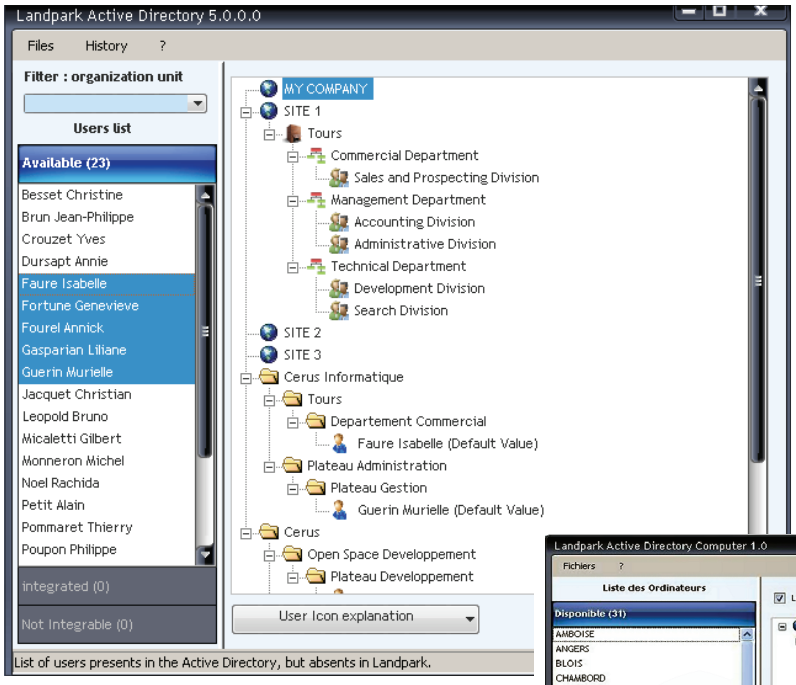
Run menu

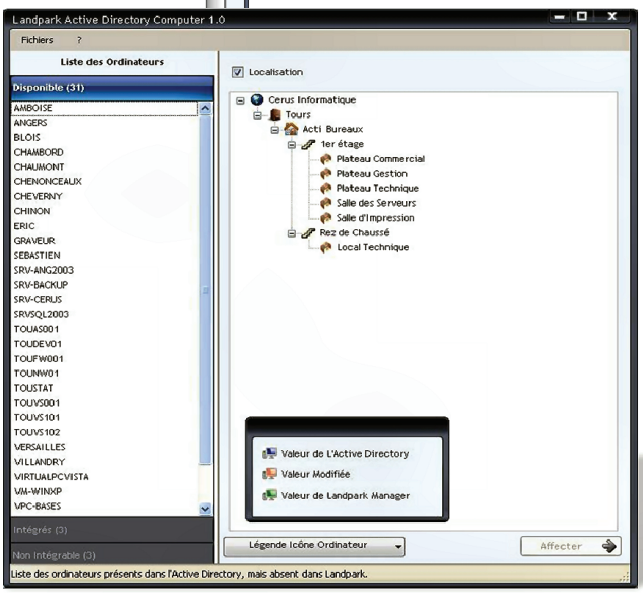


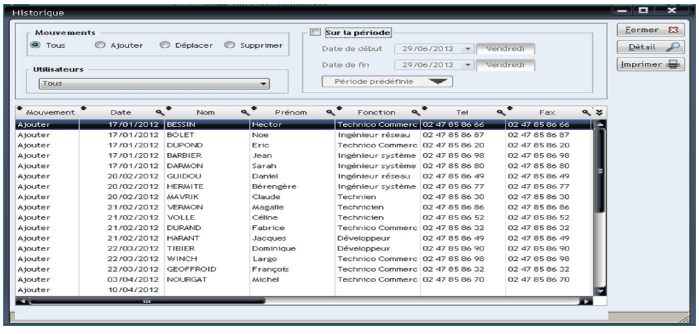
Landpark Active Directory/OpenLDAP



List of users selected for import in Landpark

Landpark Active Directory also allows you to retrieve computer-related information from your Active Directory or OpenLDAP





History

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Run menu



SNMP device information is transparently collected: result files are analyzed exhaustively to produce an accurate summary of the devices that were detected: printers, routers, hubs, switches, servers etc

► Quickly find and manage the exact configuration of your network elements by searching through an IP address range and visualize the results immediately before importing the information into your asset management software (Landpark Manager).

► When imported into your Landpark Manager, results can be classified as network elements or non-IT assets.

► Use our treeview-based asset explorer to display detailed information.

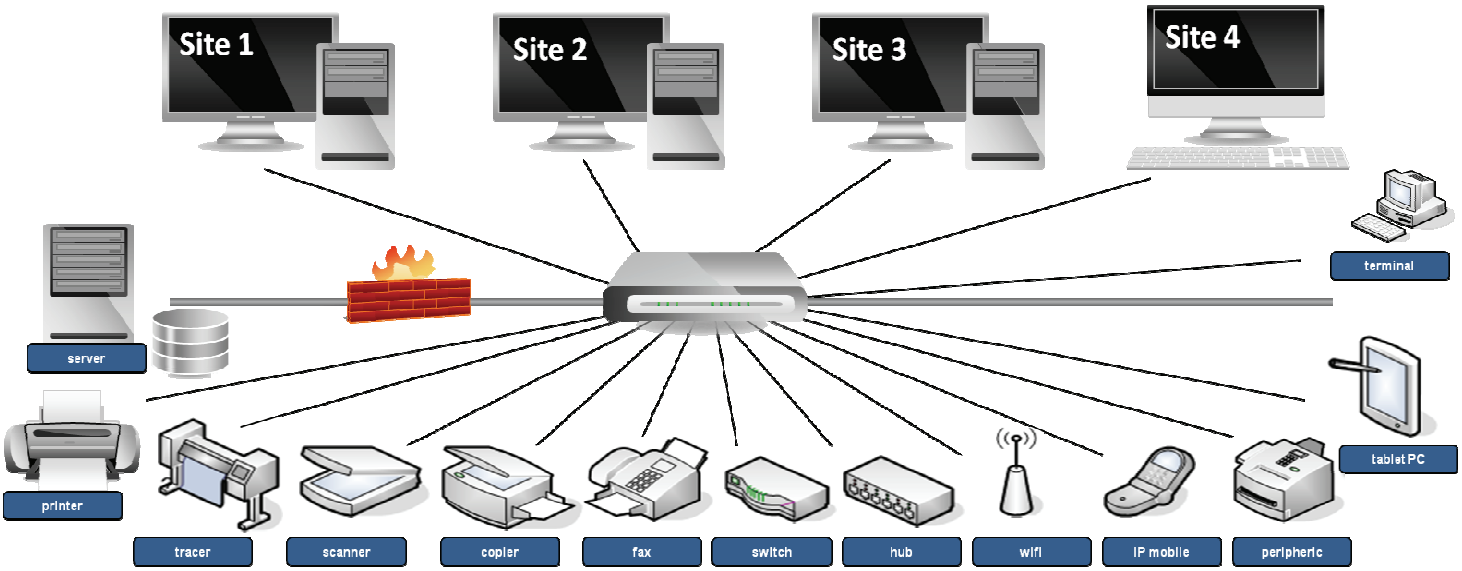
► Our easily configurable interface allows you to export results to Excel or Txt formats.

Landpark Snmp



LANDPARK SNMP

Ideal for fast and detailed analysis of your network elements



Carries out a complete inventory of the active elements of your network.

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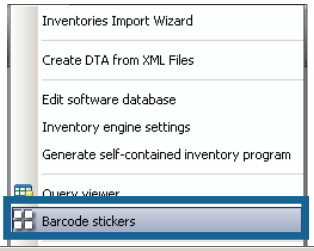
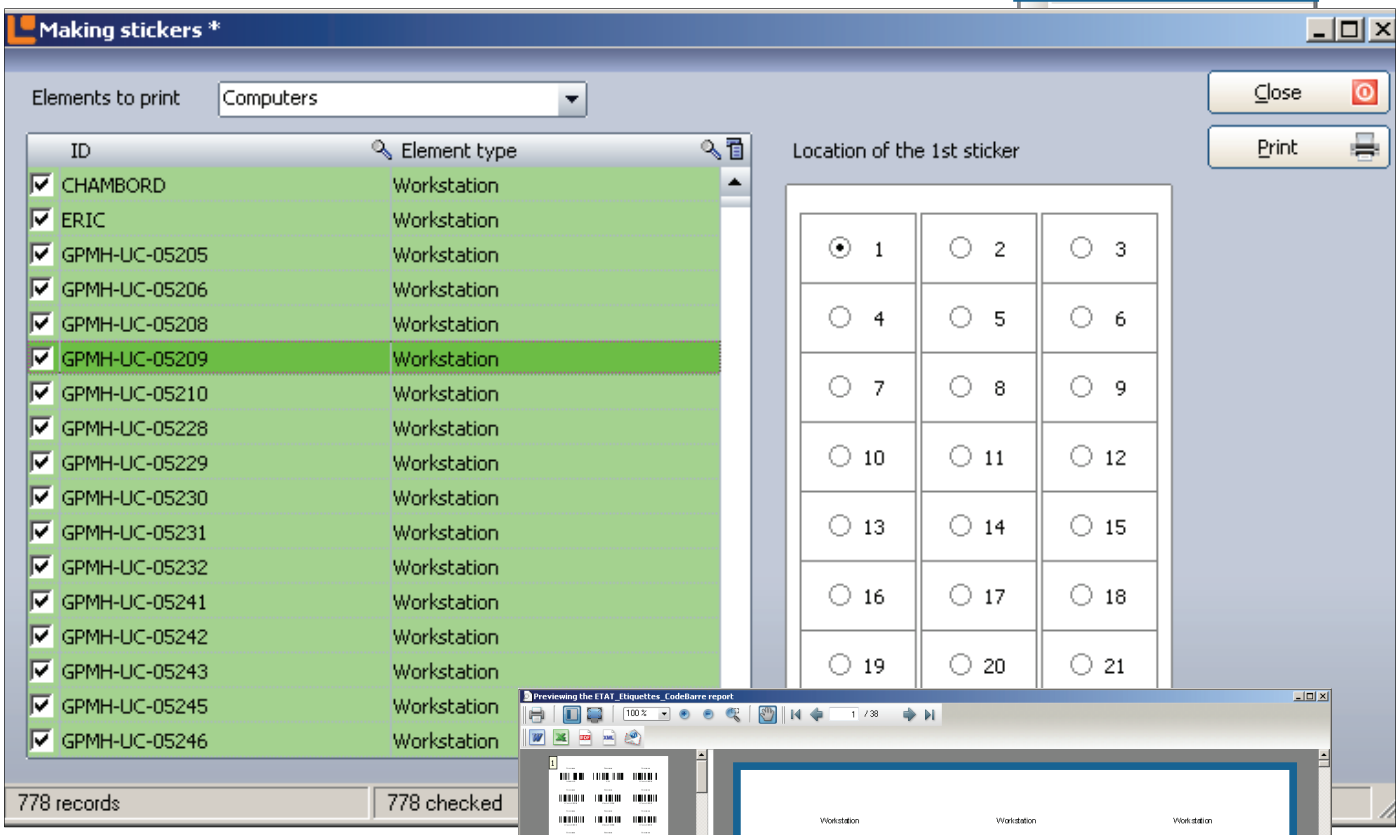
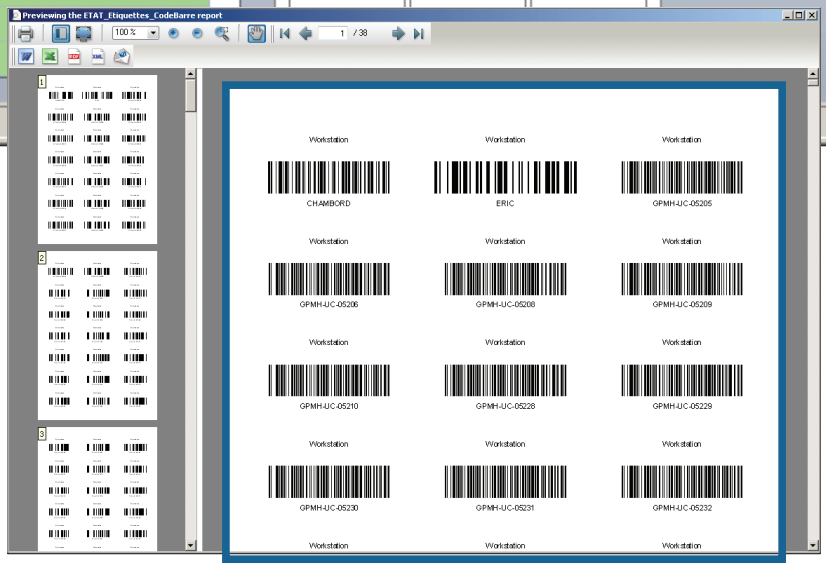
Tools menu



Barcode stickers









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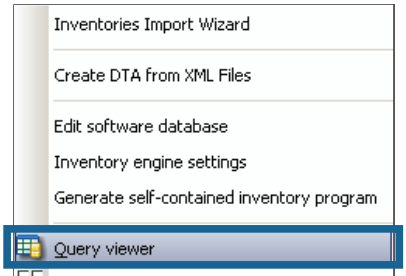
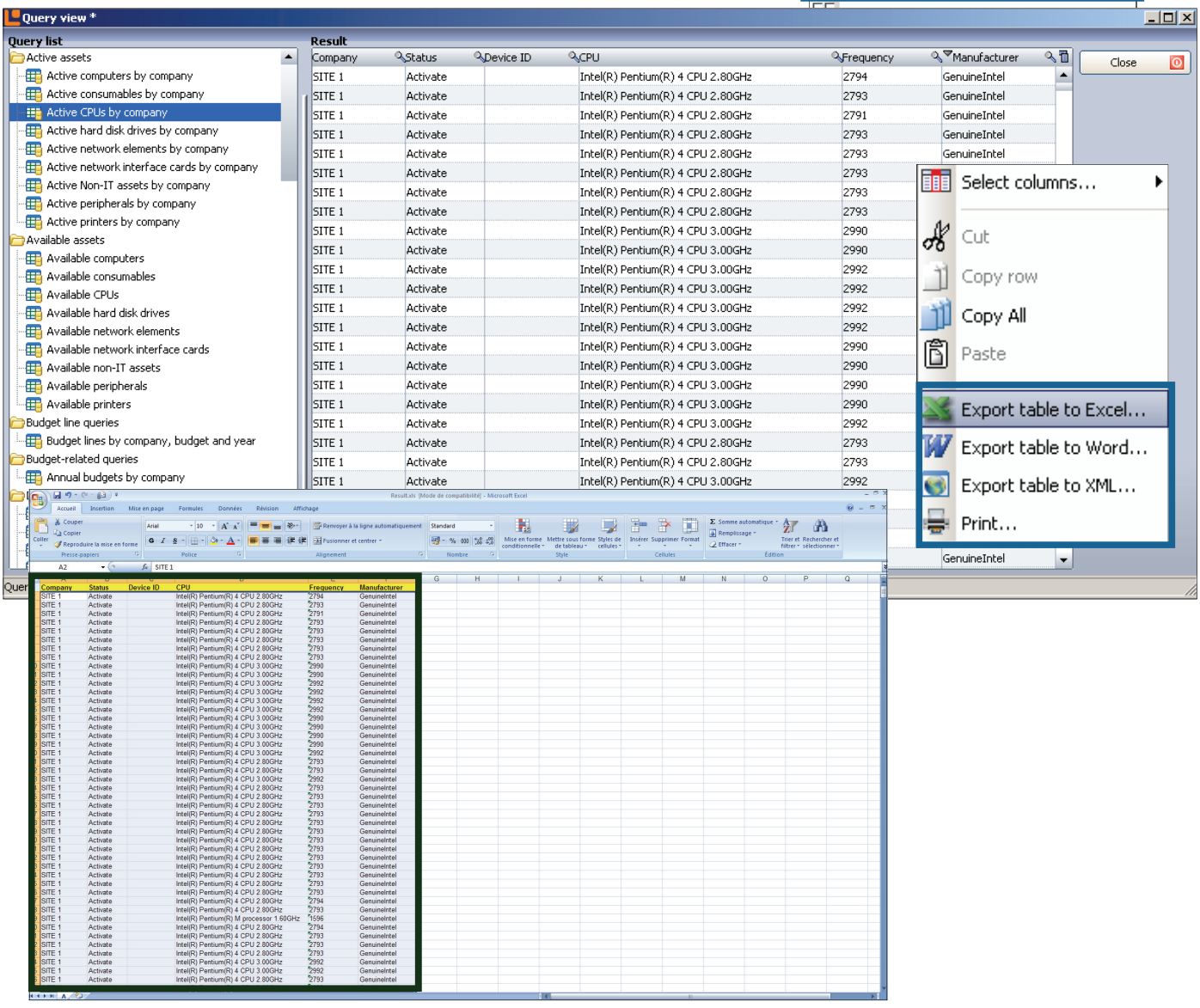
Tools menu



Query viewer





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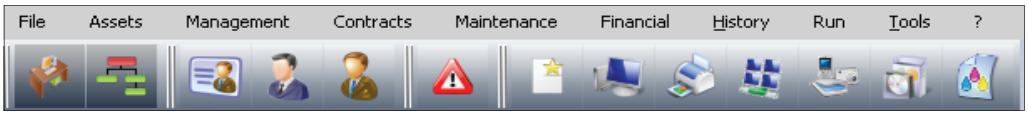
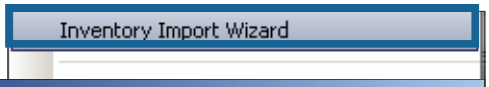
Tools



Start to import inventory results



Setting is divided into 3 parts :

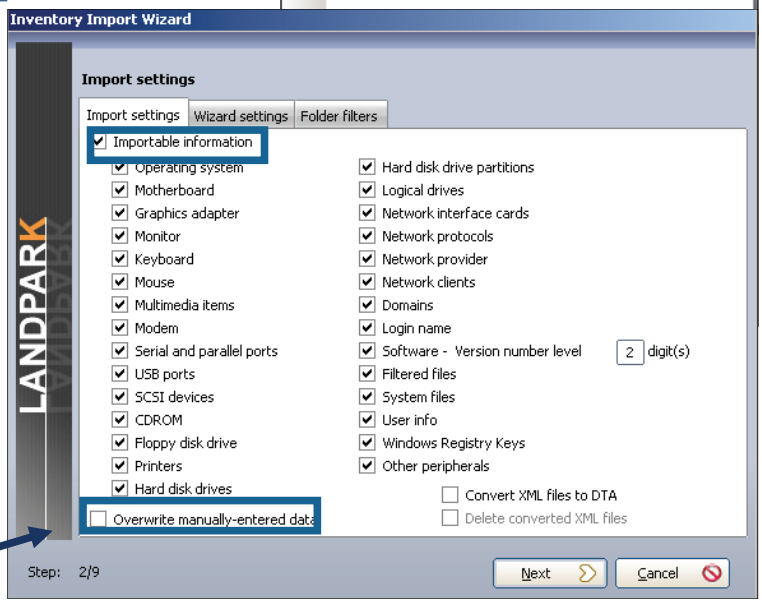
1 - Import settings

The import setting tab allows you to set data that you wish to import into the database. By default, the wizard is designed to import all data in the database.

By selecting importable information, you can tell the software what data you wish to import.

When importing, especially when updated data the wizard is designed to not overwrite data that you have manually edit before into the database. Nevertheless, it may be necessary to reimport completel data of a PC regardless of changes you would have made.

By checking the Overwrite manually-entered data you ask the software to overwrite data during import.

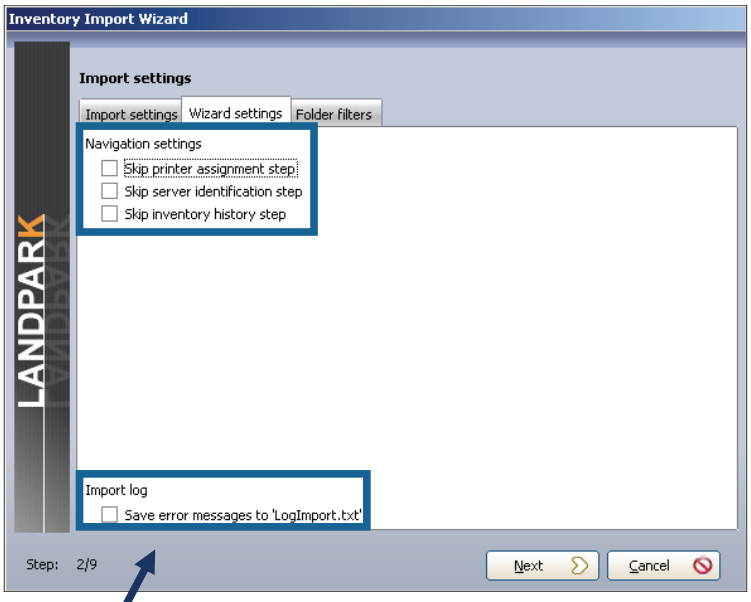


2 - Wizard settings

Skip printer assignment step: If you decided to import printer drivers, you can start this wizard connect the driver to a physical printer. Which will allow you to consult this printer from the PC form into the "Connection" tab.

Skip server identification step: during inventory nothing differentiates a workstation from a server The wizard allows you to specify, among new PCs imported items, which are server type.

Skip inventory history step: At the end of the Inventory, the wizard displays a page containing the information about PCs where one or more data has changed. This option disables this page.



Save **error messages to "LogImport.txt"**: This option forces the wizard to save any import errors in a log file to not disrupt the sequence import. This can help start importing a large number of inventory results without being interrupted by an error on a single post.

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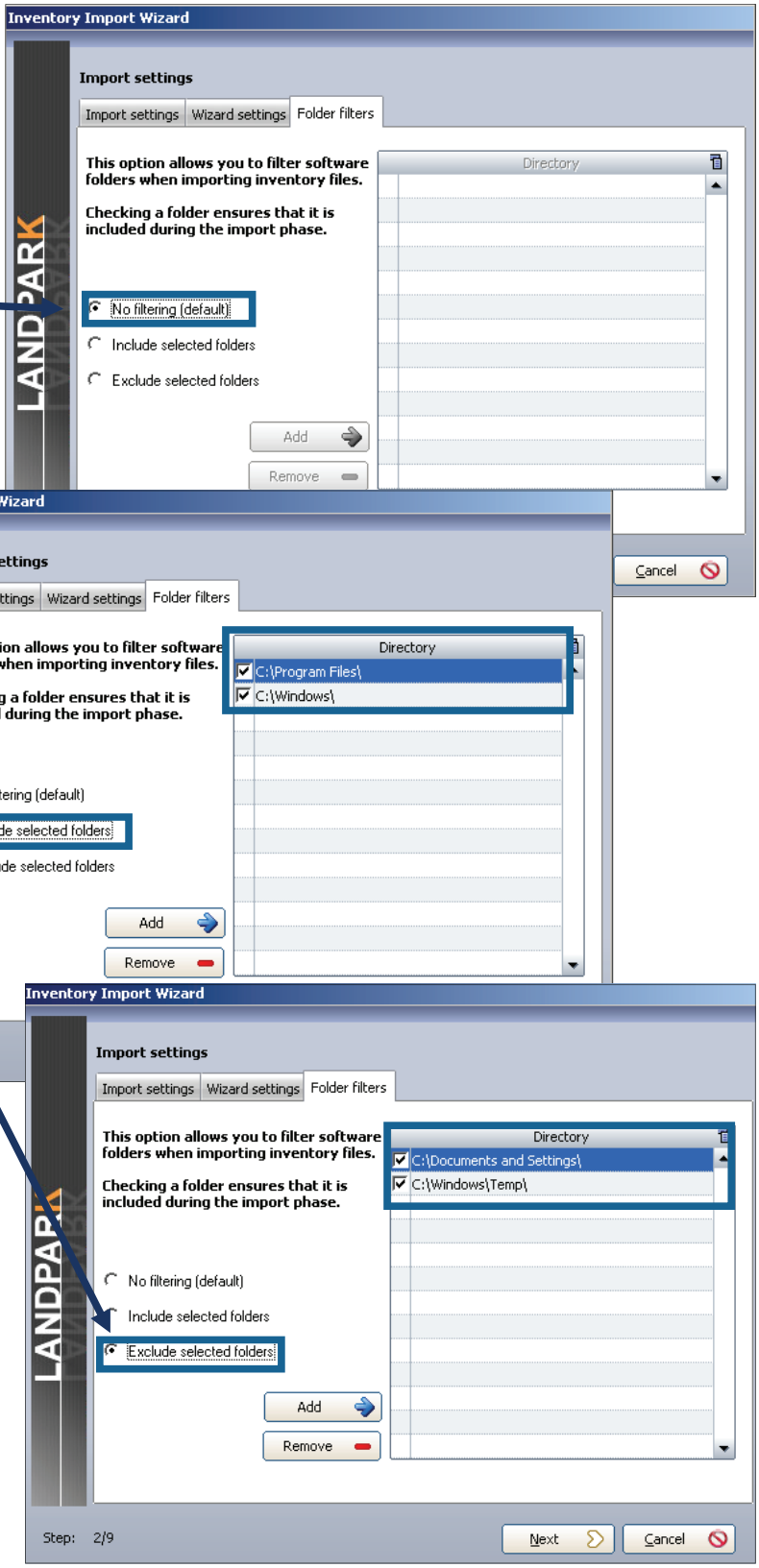
3 - Filtering files settings

This option allows you to filter software folders when importing inventory files. Checking a folder ensures that it is included during the import phase.

No filtering

Include selected folders

Exclude selected folders





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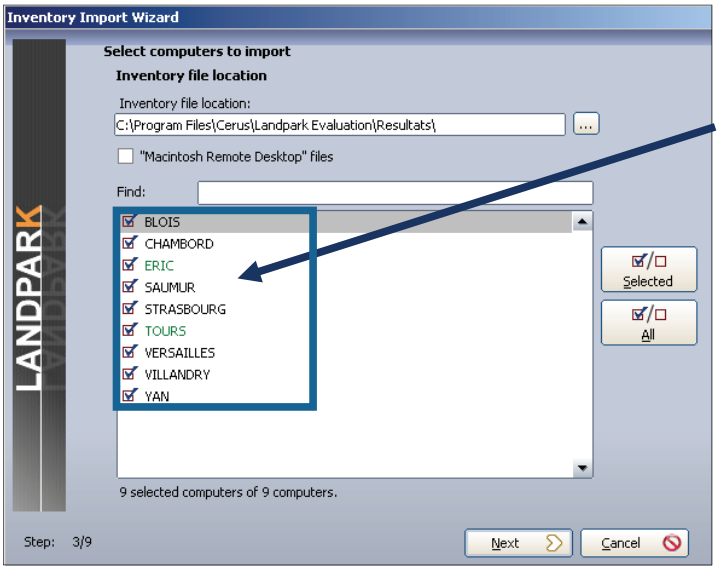
The results files are by default stored in the directory ".. \ Results" of your installation directory.

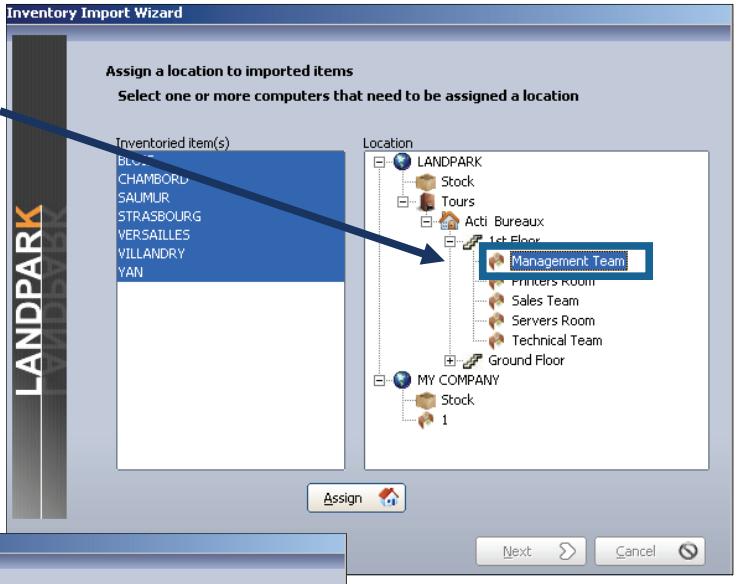
If you are using Landpark NetworkIP consol to manage your inventory and if this consol is installed on another PC than Landpark Manager, you must tell the wizard the import directory ".. \ Results" located on the same PC that hosts NetworkIP consol.

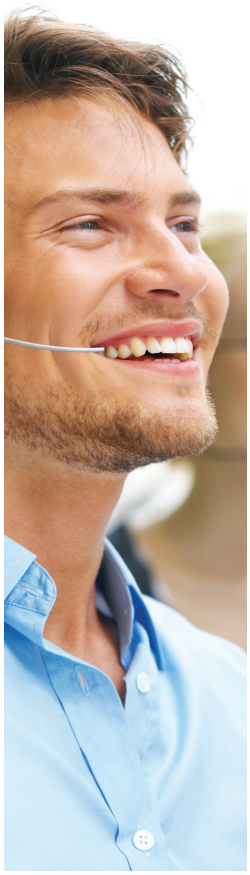


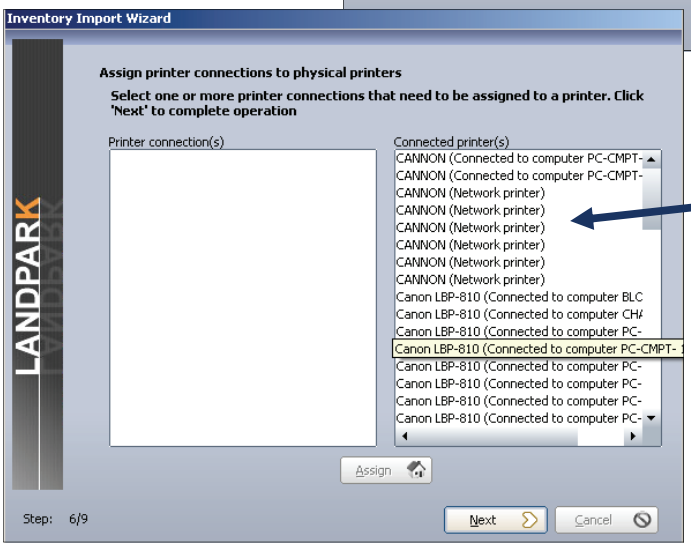
Make a selection on Pcs to import or to update.

Knowing that by default the wizard automatically checks the PCs to import or to update, based on the last date of the inventory stored into the database

Locate PCs to import for the first time







During the inventory, the inventory engines identifies both printer drivers as "local" and "network".

This step allows you to make the connection between the network printers pilot (left list) and the physical printer (right list) by clicking the button.

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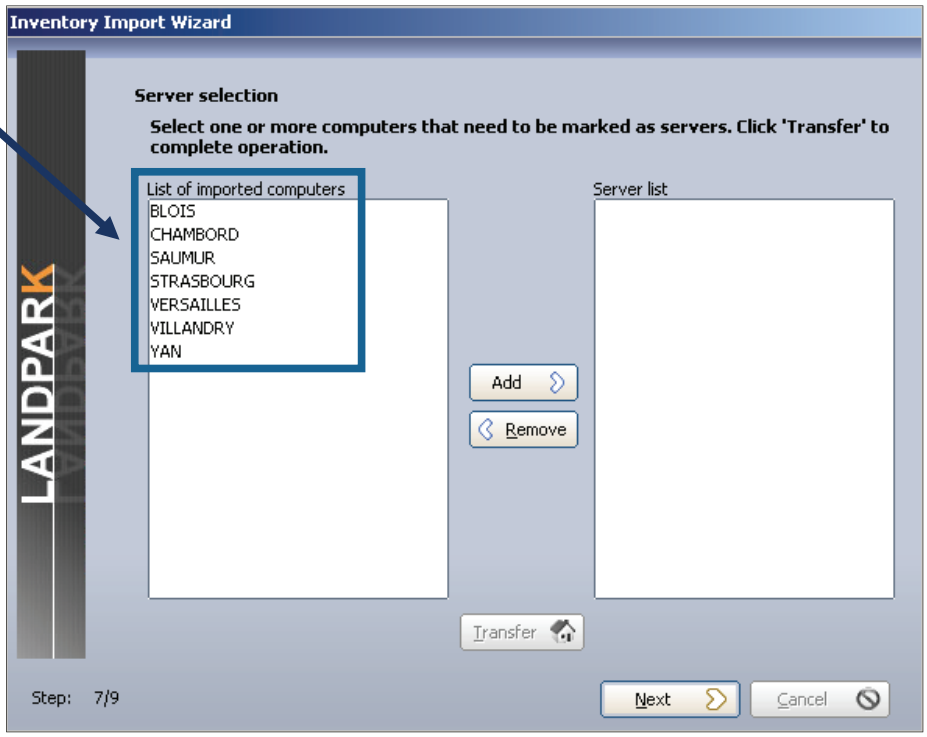
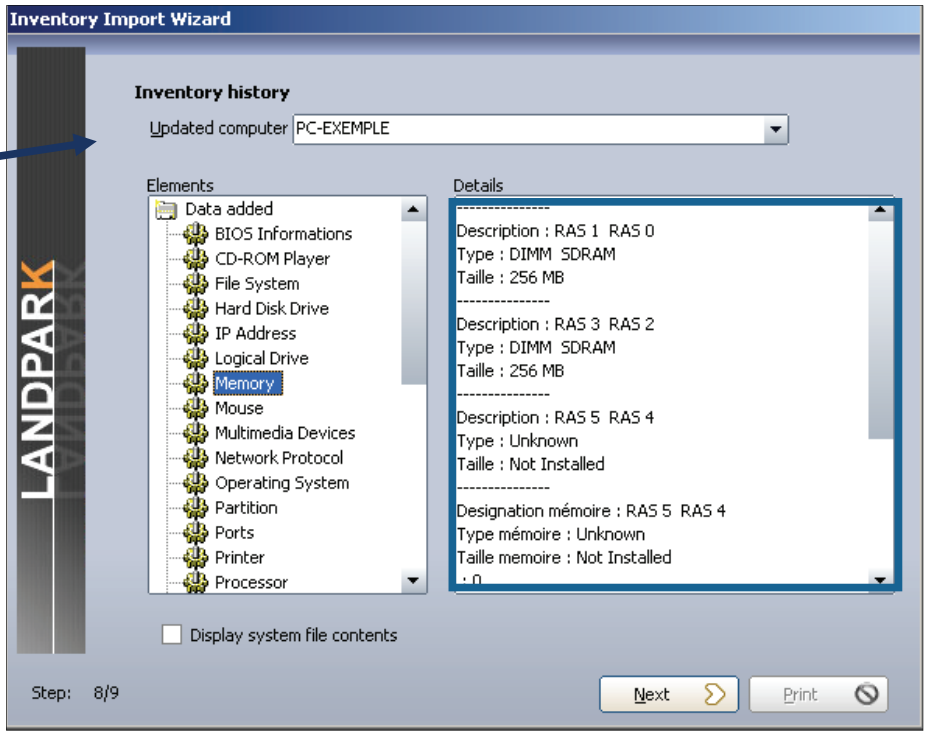
Inventory does not distinguish between workstations and servers, this is for you to tell the wizard among new imported PCs (left list) which are the servers (list of right). Select them and use the button to pass one or more PCs to the right side.



Import the technical differences between the two inventories in order to update the database





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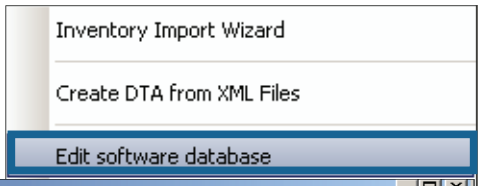
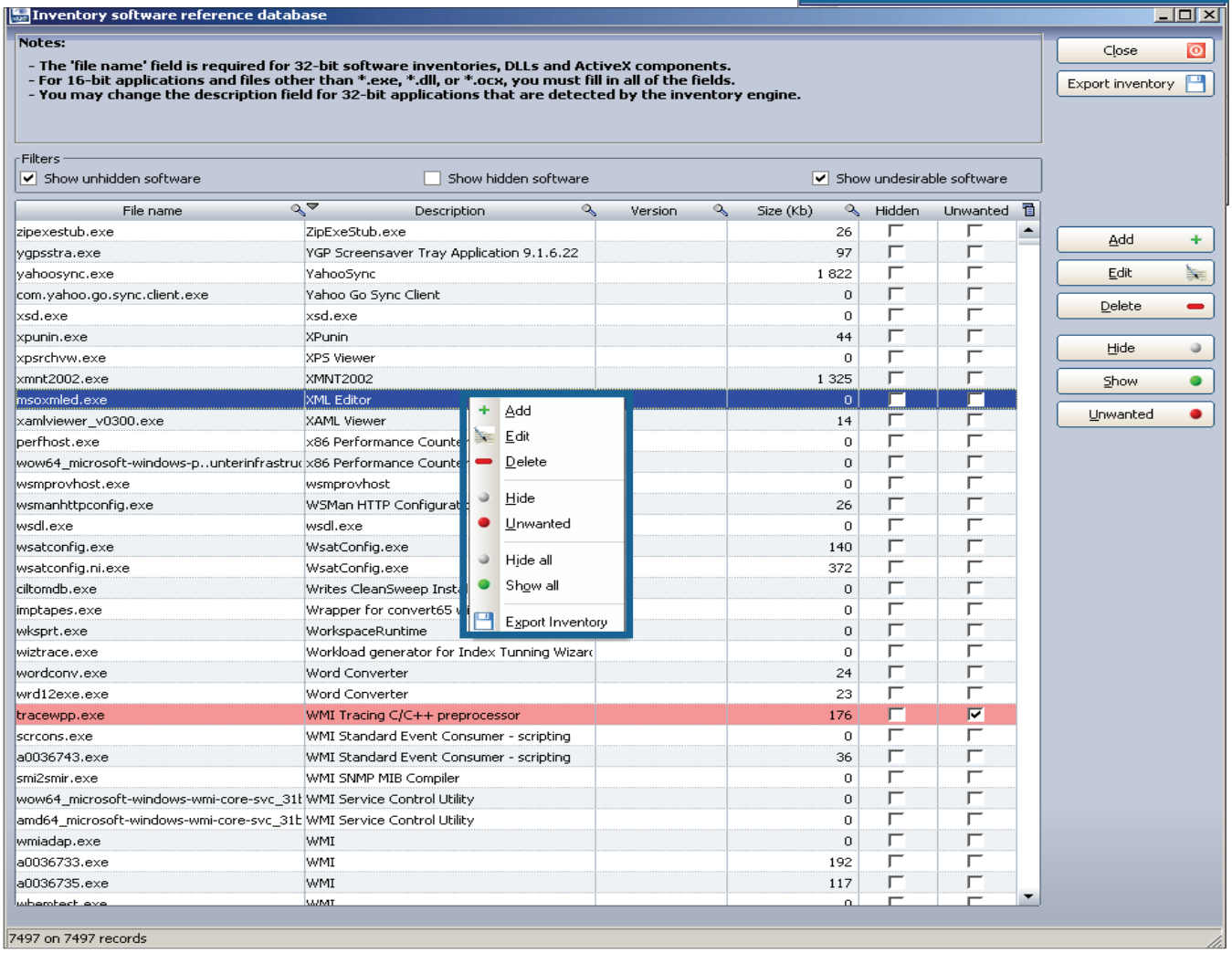
Tools



Edit software database





You can add a new software application, delete, hide in order not to be taken during inventory, and make it unwanted in order to be notified from the alerts panel. You can also hide all application to start with an empty database.

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START YOUR INVENTORY WITH LANDPARK INVENTORY

Importing your inventory results into Landpark Manager can be done in one of the two following ways:

1/ Landpark Network Ip: installation of an agent on client computers, with **Network IP Install** to deploy agents first throughout the network.

2/ Use **Landpark DoInventory**: this executable allows you to launch inventory operations on client computers via a connection script, without having to install the client/server modules.

1. Landpark Network IP (with agents)

Landpark Network Ip : you can launch 3 Network IP modules. These modules must be launched in the following order (you may launch **Network IP Install** first).

► **1/ Landpark Network IP Server** (launched automatically after installation and startup).

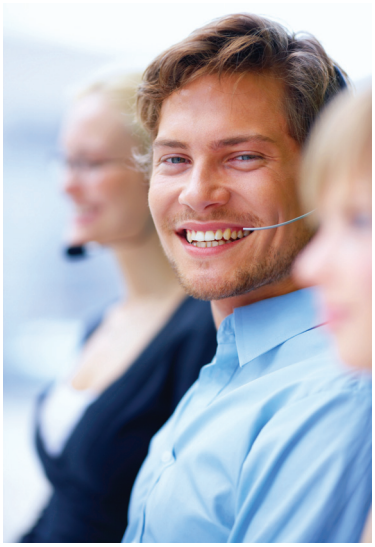
When running, the following icon  appears in the taskbar,

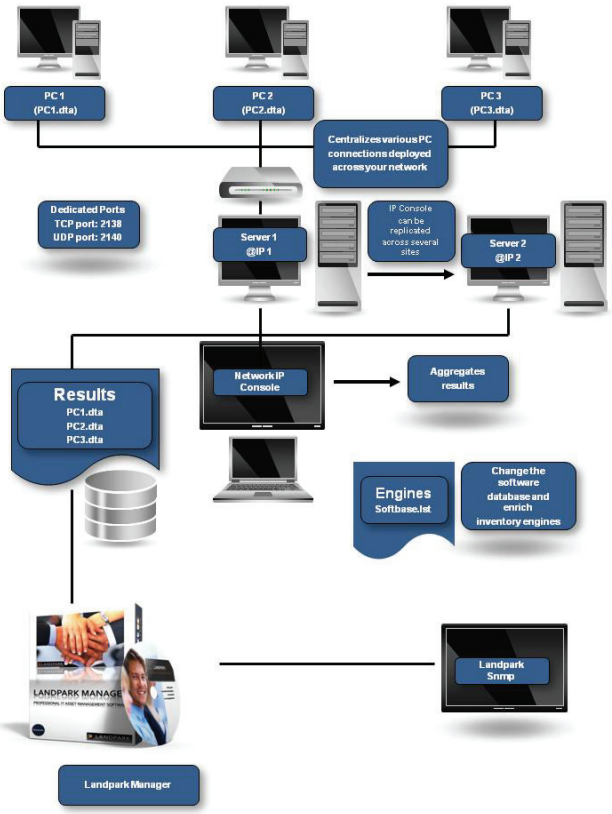
► **2/ Landpark Network IP Client (**launched automatically after startup).

When running and connected to the server, the following icon  appears in the taskbar,

► **3/ Landpark Network IP Console** (launched manually). To set up IP Console, enter the server's IP address, enter a TCP port, specify a folder where the inventory files are to be copied, and click “Connect”. You should now see a list of connected clients, including:

A row that represents the console itself,
A row for each client computer on which you will be able to launch inventory operations.





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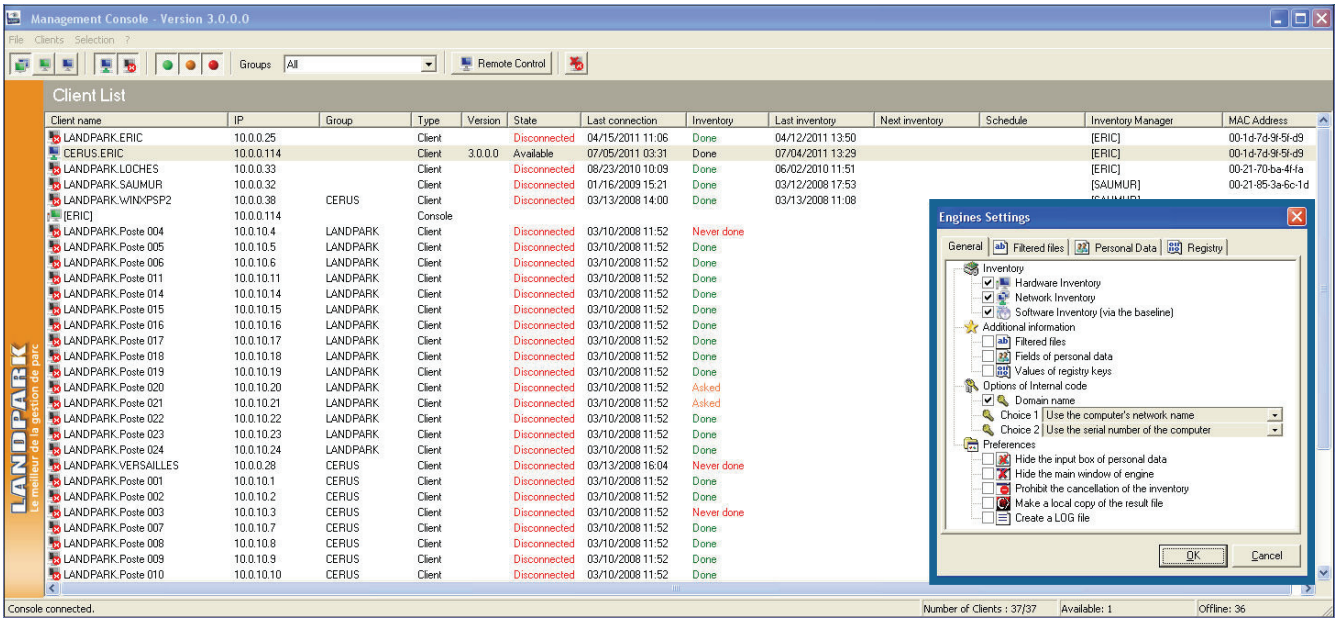
To install the services, you must open a command prompt and type the following command:
C:\Program Files\Cerus\Landpark\IP Clients\ParamClient.exe

This application generates a “paramclient.ini” file which must be copied to the folders where the 2 services are to be installed. To install the services you must run the executable file from a command prompt with the /install option:
Example C:\Program Files\Cerus\Landpark\IP Server\LpIpServiceServer.exe /install

To uninstall the service, you must run the same command with the /uninstall option:
Example C:\Program Files\Cerus\Landpark\IP Server\LpIpServiceServer.exe /uninstall

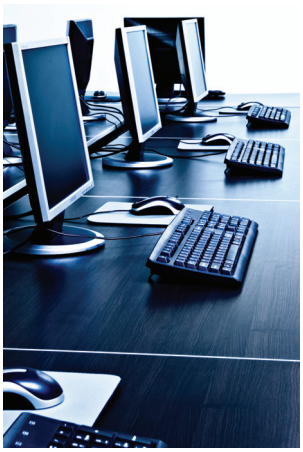


Notes :

1/ The client icon appears only if it managed to connect to the server.

2/ If the icon does not show, the address of the server to which it tried to connect is probably incorrect. In this case, you can:

- Stop the client process by pressing CTRL-ALT-DEL, or by looking up the LpIpClient process in order to shut it down,
- Open C:\program files \ cerus \ landpark \ IP clients \ paramclient.ini,
- Type Server’s IP address on the first line, do not modify the second line
- Save your changes and restart the client from the Menu .



3/ The IP address allows the client and the console to connect to a server process running on the same computer. If you want to launch a client or the console on another workstation, you must specify the server's IP address.

4/ The client icon will not show if you choose to hide it by using the menu Client, Client Options, Secure Clients, hide Network IP Console icon.

5/ You can install as many clients as you wish: you may in fact deploy them on any number of workstations using a connection script.

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1. Landpark IP Install (to install agents)

1. Prerequisites:
Windows 2000, Windows 2003 Server, Windows XP, Windows Vista
.NET Framework 2.0

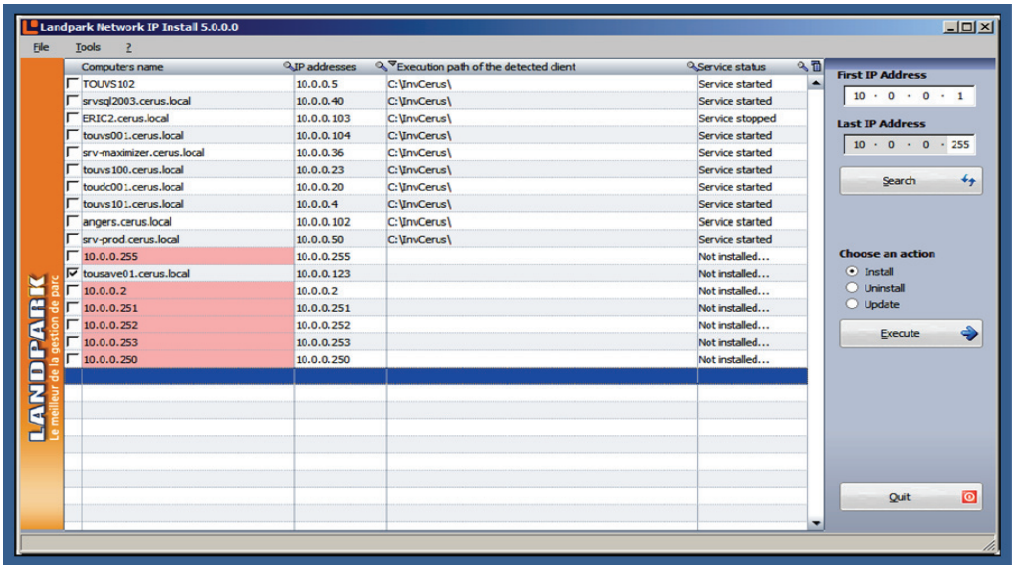
Getting started

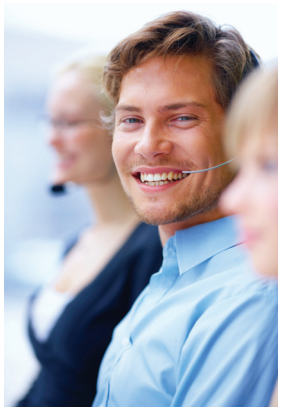
1/ Run the **Search** action in order to scan IP Adresses through your network.

2/ **Install the agents** on selected PC's.

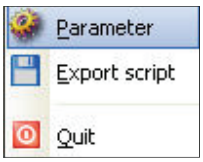
3/ Run the **Execute** command**.**

Important : If **« not installed »** is displayed in the last column, the software was unable to obtain any information from the listed computers. This type of message indicates a possible network security issue.





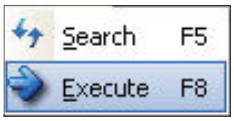
File menu



The file menu allows you to run the commands described below.

The export option saves the existing settings to a BAT file for later reuse.

Tools menu



Possible actions are **Search** and **Execute**.

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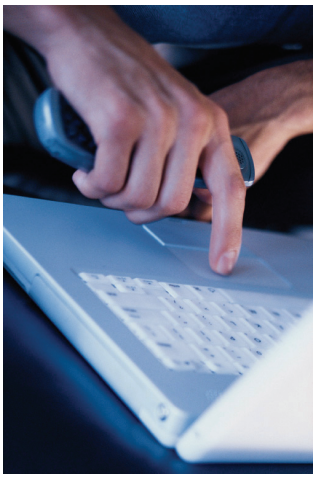



Runs the currently-selected command.



Initiates a network scan and refreshes your computer list, detecting IP client state for use during subsequent deployments. Because this feature takes time to execute (example : 2 minutes for 15 computers), it is recommended to run this command when network traffic is low. A gauge appears during the operation and disappears upon completion. Since the software needs to run a number of queries on every detected computer, the time required for such an operation depends on the time needed to execute all the queries.



The application's settings panel lets you choose the folder where the deployment files are to be found, by using the « Browse » button. The deployment files are **« LpServiceIpClient.exe »** and **« ParamClient.ini ».**

Those files are located in the « IP clients » folder, which by default, points to: « C:\Program Files\Cerus\Landpark\IP Clients ».
Note : the previous folder must be shared.

The **« Administrator Account settings»** section is crucial for proper client deployment. A domain administrator account should be used for deployment operations.

The non-modifiable script placeholder allows you to view the script generated by Network IP.



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Landpark IP Server



Landpark Network IP Server provides centralized access to inventory clients and manage inventories. It can be installed on any computer throughout the network, as long as its IP address is visible to all other network stations.

If the IP Server is installed as an application, the icon appears next to the clock in the Windows taskbar to indicate that it is running.

If the IP server is installed as a Microsoft service, and no icon is displayed to stop the server IP you must go to the Windows Service Manager and stop the service **Landpark Network IP Server.**

The Landpark IP Network Client establishes a connection between the station that is installed and the IP Network Server Landpark.

If Client IP is installed as an application, the icon appears next to the clock in the Windows taskbar to indicate it is running.

If Client IP is installed as a Service Microsoft, no icon is displayed. To stop the Client IP, go into the Windows Service Manager and stop the **IP Network Customer Service Landpark.**

Landpark IP Client

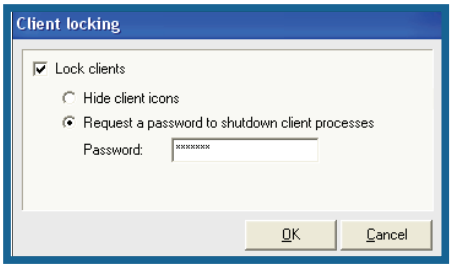
Landpark Network IP uses TCP / IP to function.

The various modules Landpark Network IP are using ports:

- **2138 TCP**
- **2140 UDP**

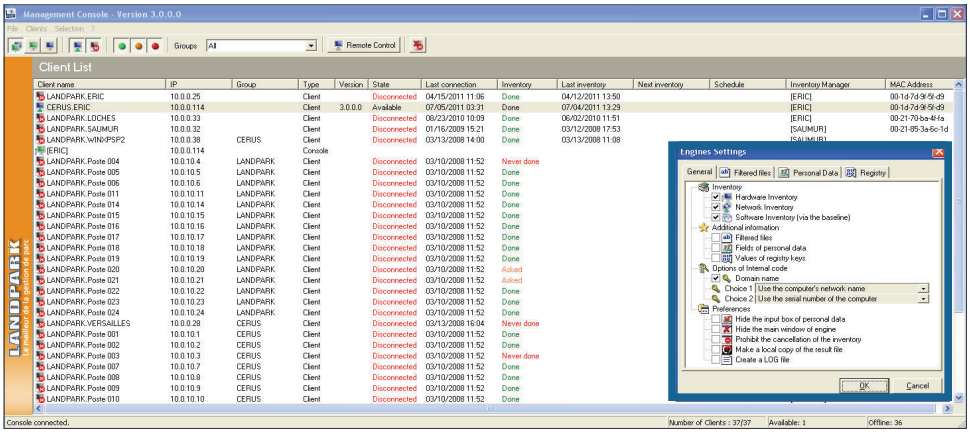
to exchange information

If in the Console IP you have enabled security for customers, asking to enter a password before stopping the client will request the entry of the password



Landpark IP Console

Administration console that allows you to configure and control inventories









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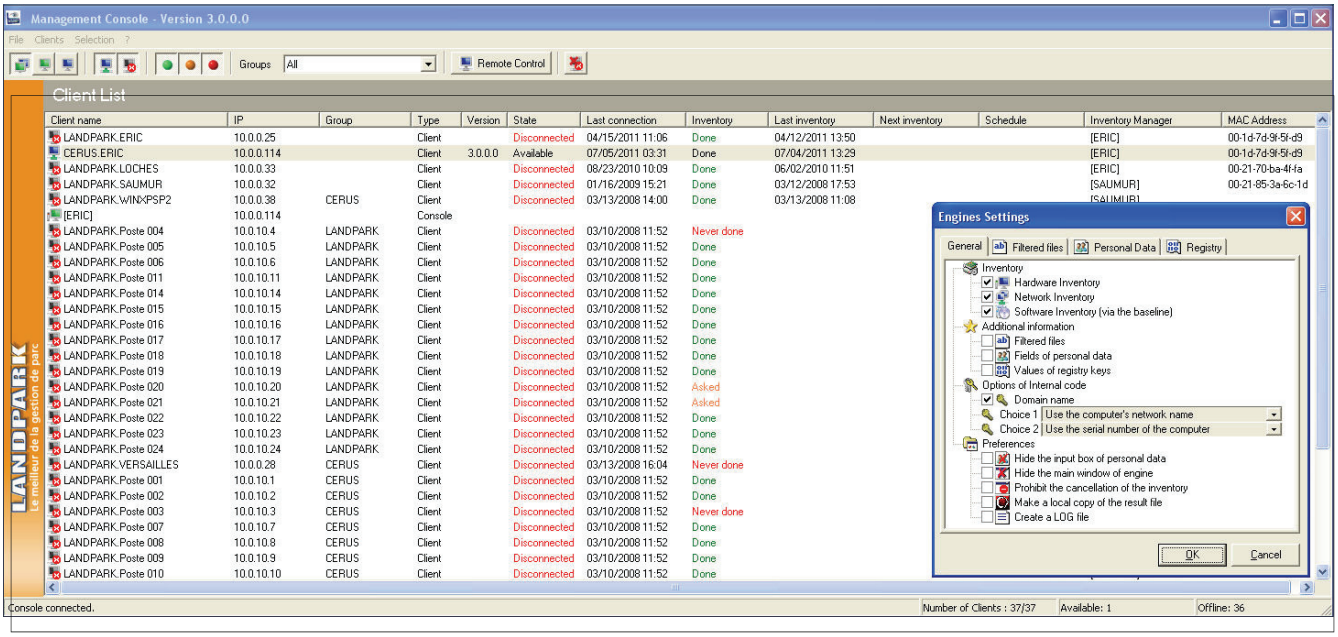
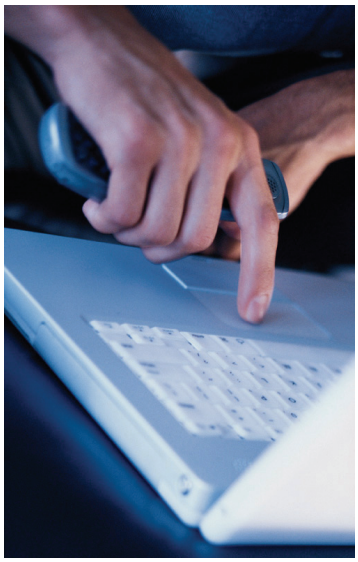
Landpark IP Console

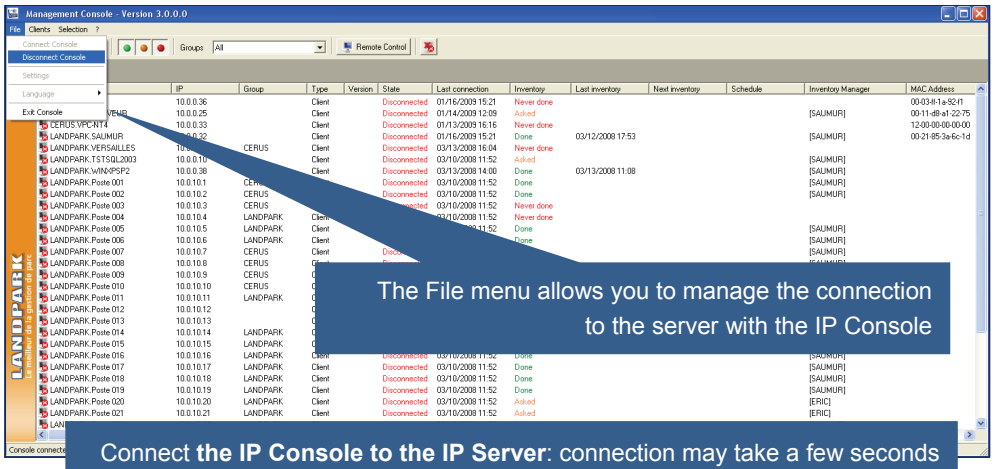




Landpark **Network IP Server** is the Landpark **Network IP Console application** used to set and request inventories.

IP Console is not a priority in the treatment of connection at the Server IP. Refreshing screen may be not synchro if it takes a lot of inventories at the same time.

The data displayed in the IP Console is saved at the time of stopping the Server IP into the Server.ini file in the IP Server directory.



The File menu allows you to manage the connection to the server with the IP Console

Connect **the IP Console to the IP Server**: connection may take a few seconds the time that the **Console** IP address is known to the Server IP

Disconnect the Console IP to the IP Server: disconnection may take a few seconds, the time that the IP Console indicates to the IP Server it stops

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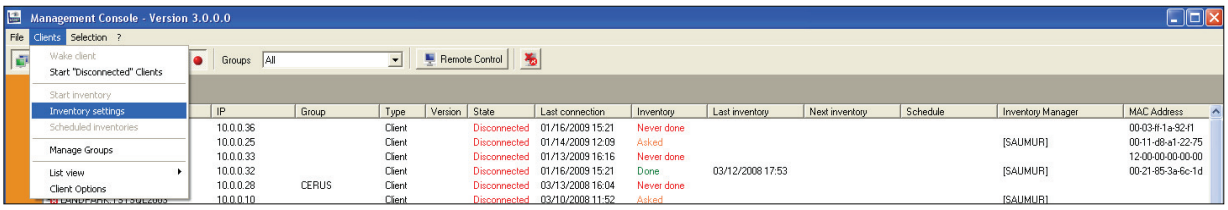
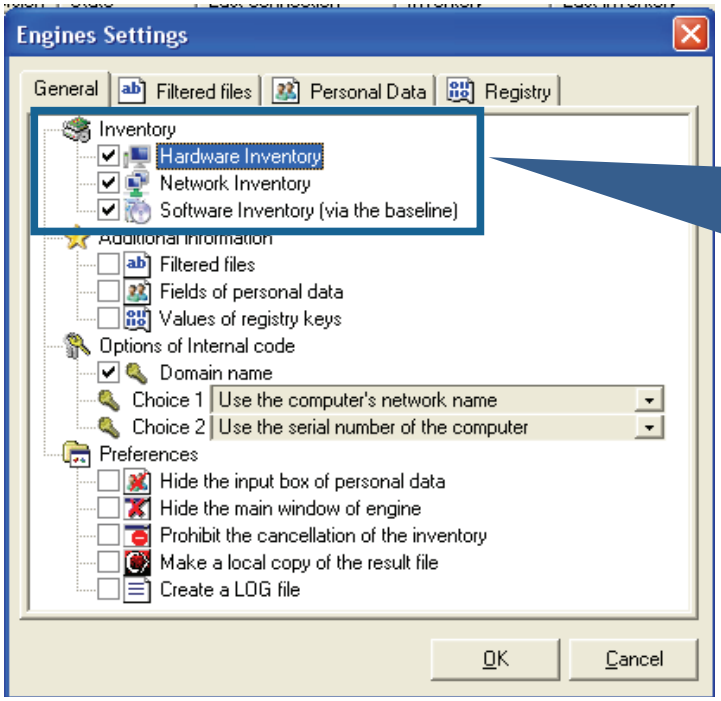


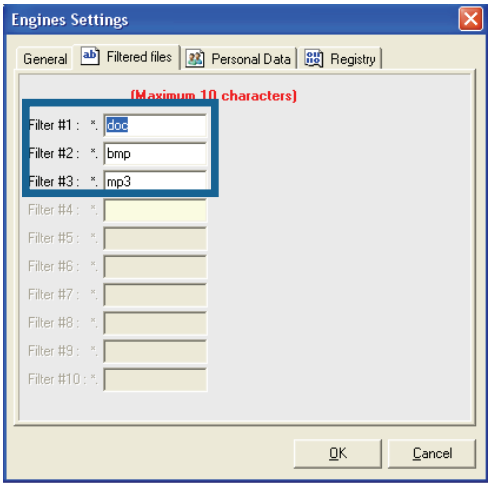


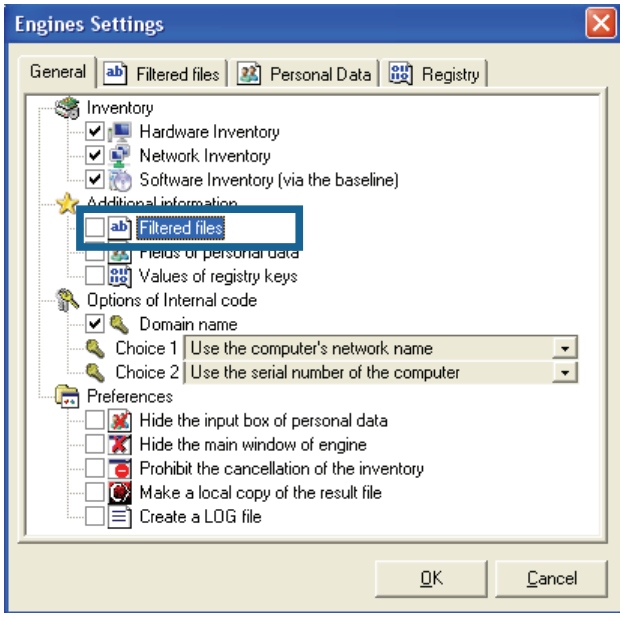
Hardware inventory: inventory of equipment carried on this PC (HDD motherboard, etc.)

Network Inventory: networks information (network protocol, IP addresses, etc.)

Software Inventory: Inventory software detected on the pc compared to the software database

Filtered **files:** To back up files list with a particular extension (10 extensions)





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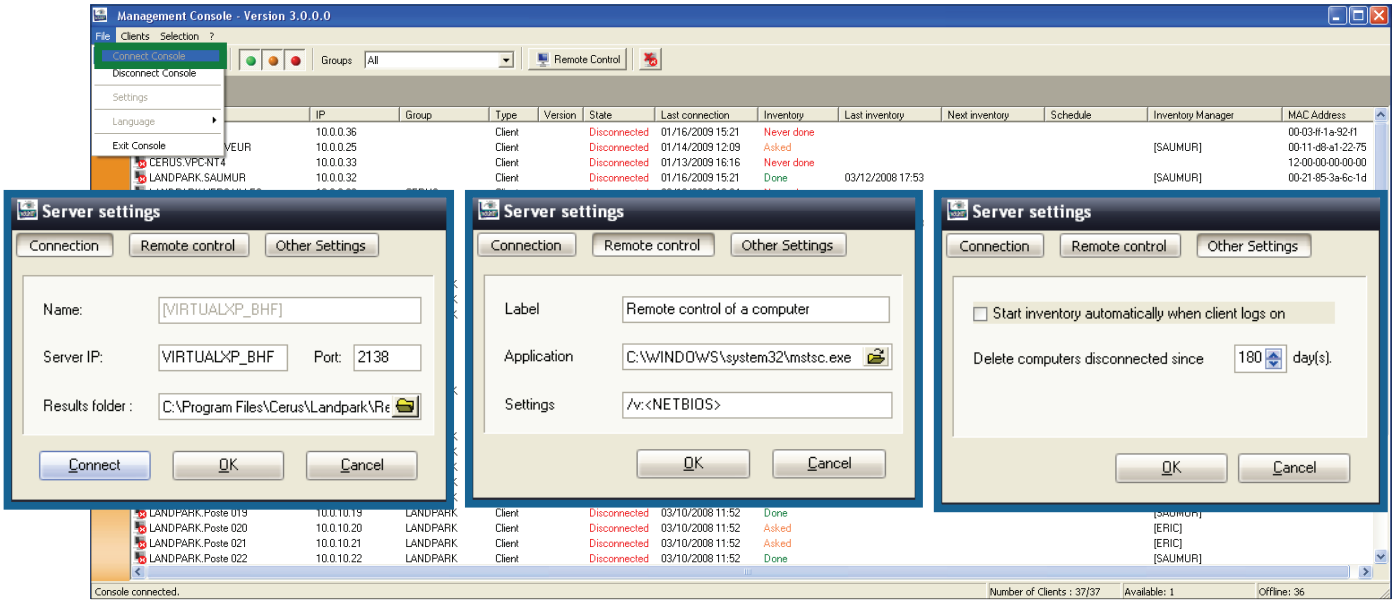
Setting Console

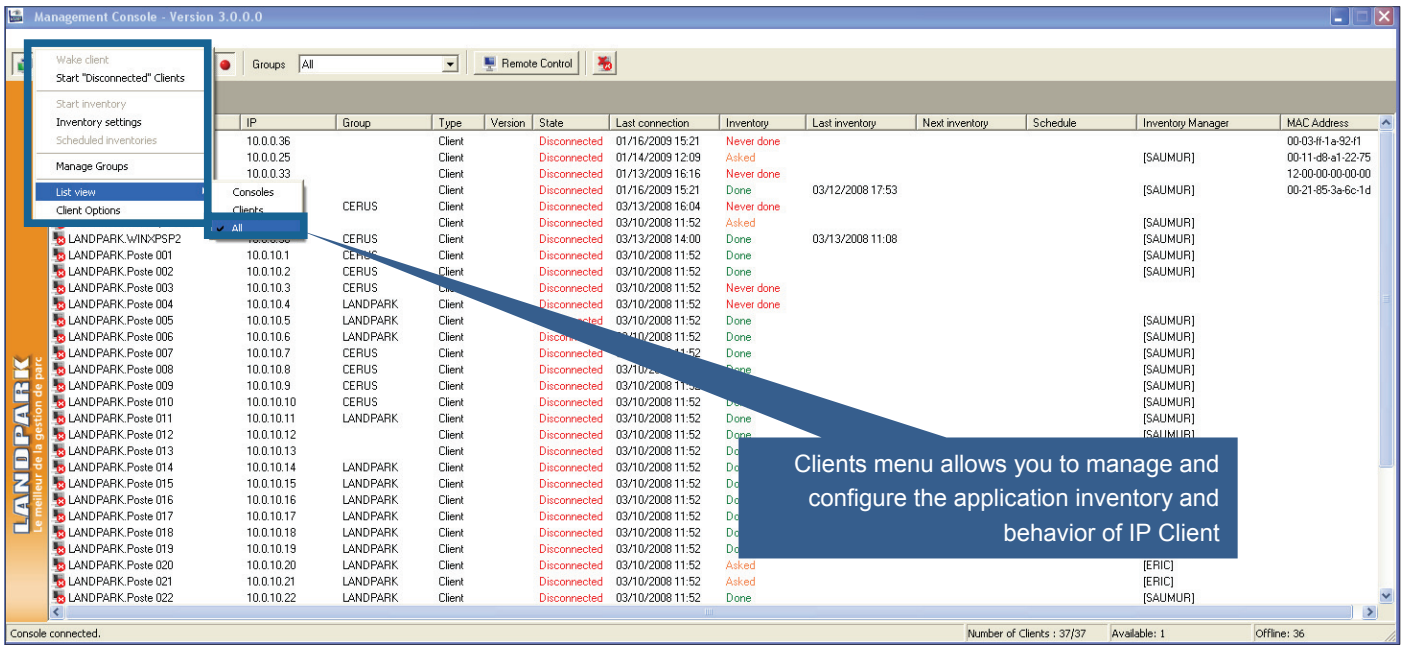




Allows you to enter the IP address of the server on which the application should connect. Once the address is entered:

Connection — Click to close the window and connect to the IP Console Server IP

OK — Click to close the window without connecting IP Console



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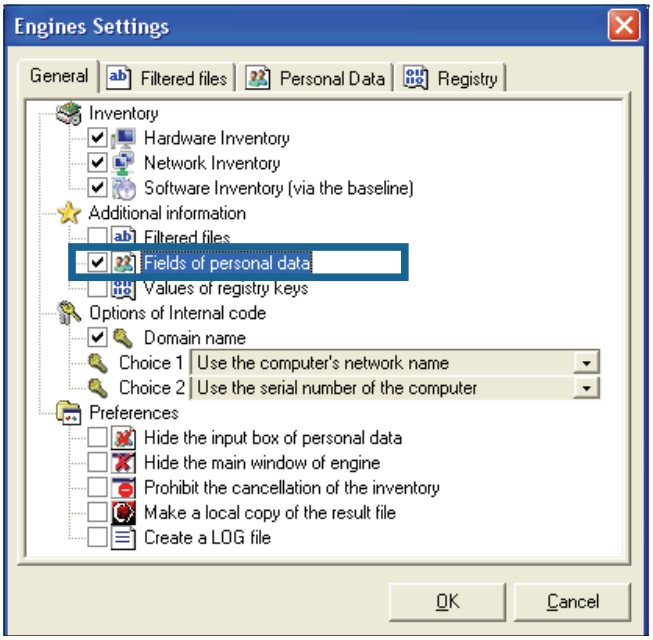
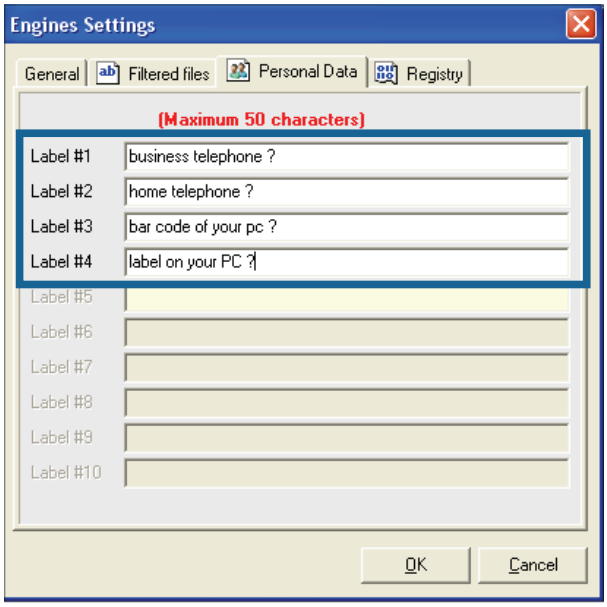
Setting engine inventory

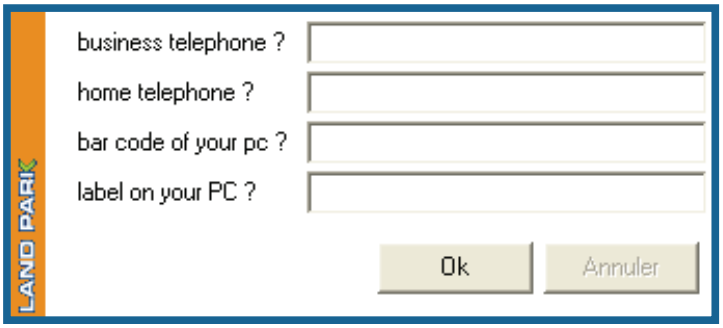
You can enter up to 10 questions to be asked to the user

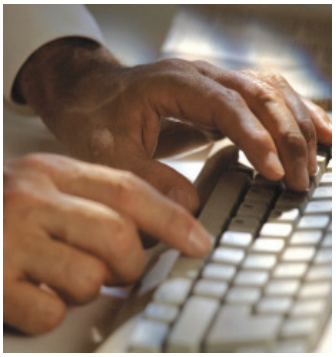
The answer to these questions is stored locally on the PC in the file Userdata.nfo





Windows will open on the client during the inventory and he will ask the following questions





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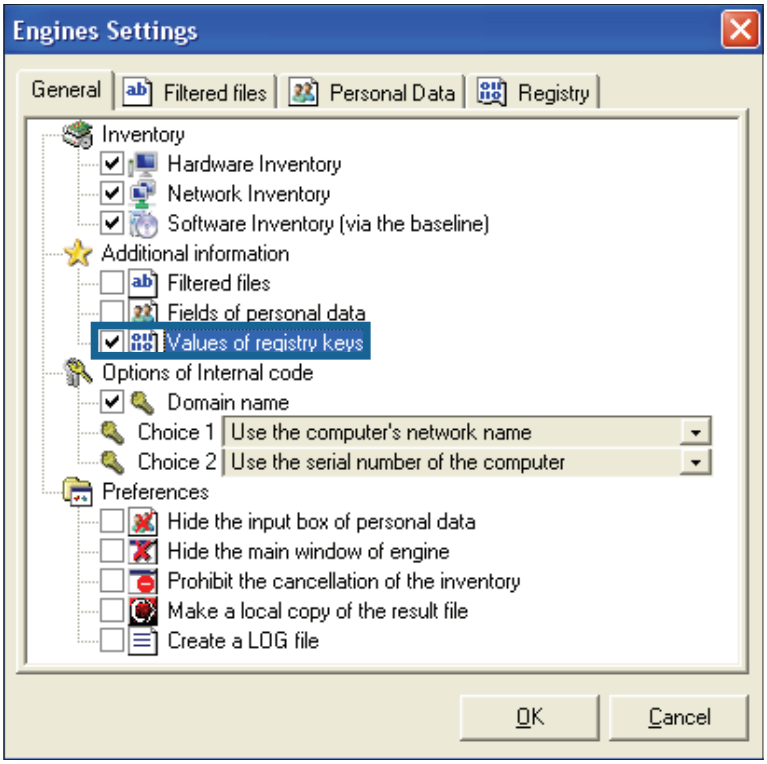
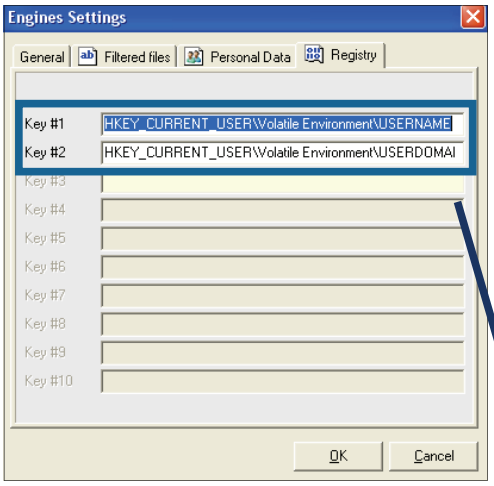
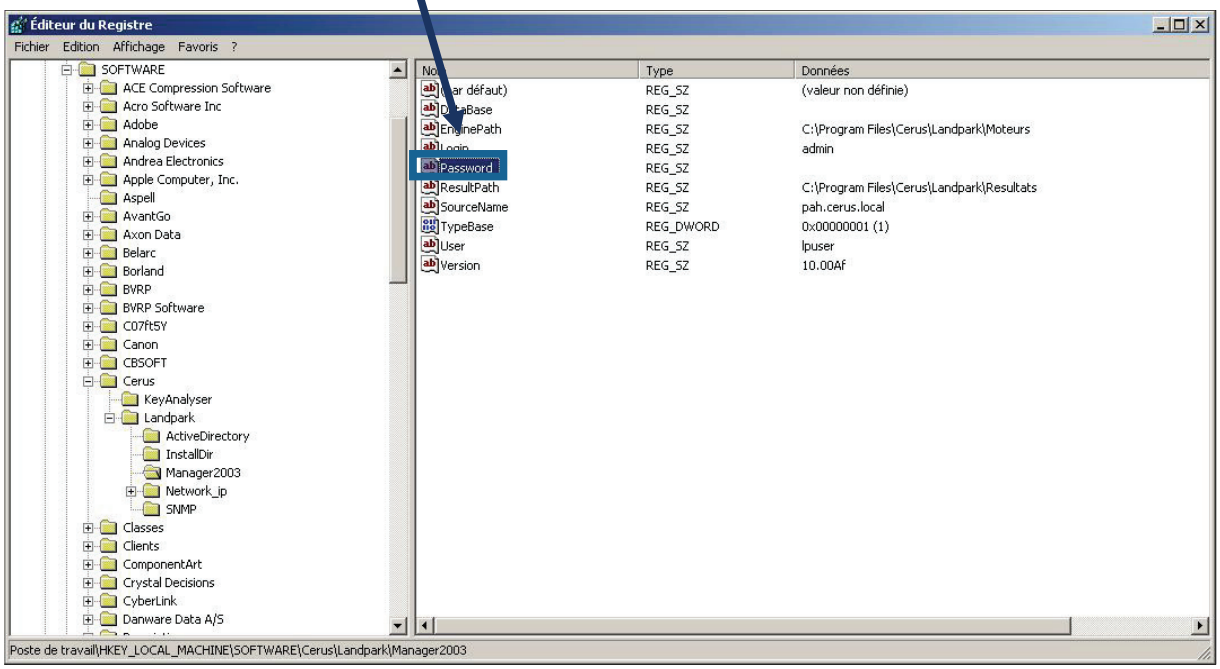
Setting engine inventory

Registry keys values: used to go up 10 registry keys in text format. These data will be displayed in Landpark

Each key is the full path of the value to rise (Path + value)







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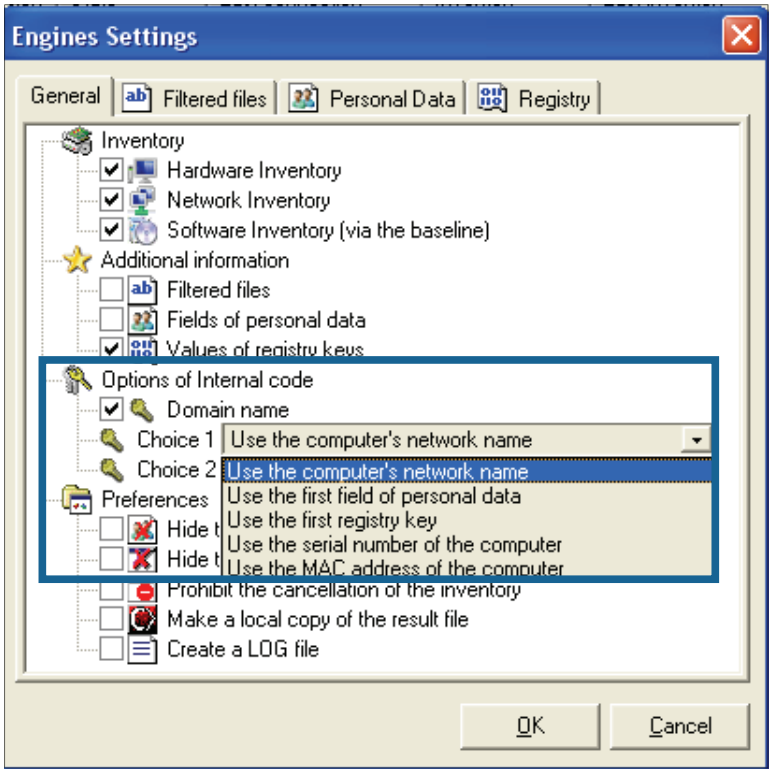
Use the computer's network name: default is the netbios name of the machine which is used as an identifier Landpark

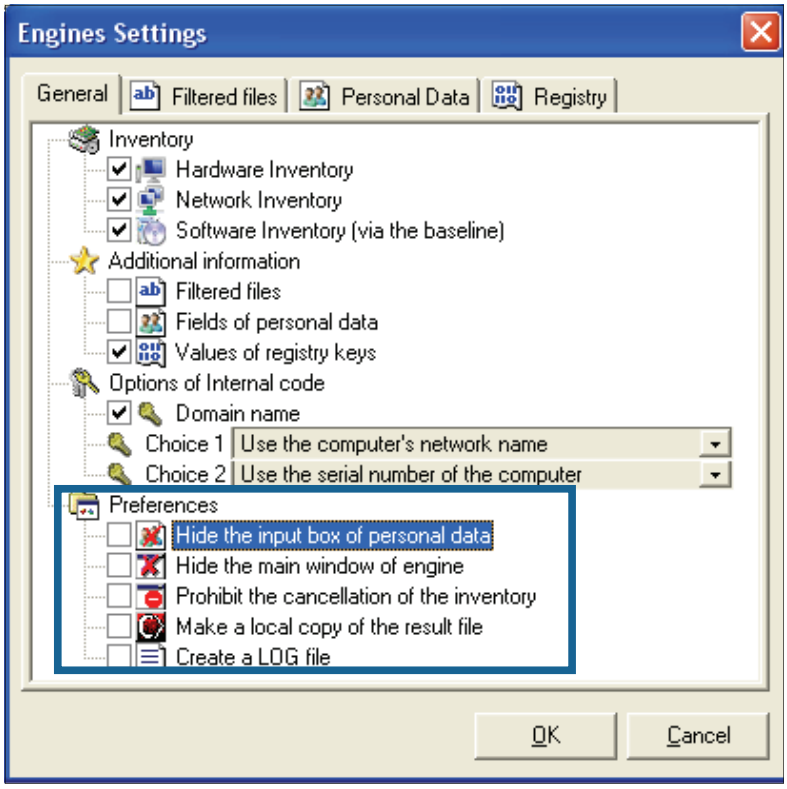
Use the first field of personal data: you can ask the engine inventory to use as an identifier the value entered in answer to personal data

Use the first registry key: you can ask the engine inventory to use as an identifier the value of the first registry key

Use the serial number as the first key or second key for example

Adding the domain name if the box is checked





Hide the input of personal data: application to the engine not to display the input of personal data. Be aware that you can select this option from the start, because if the engine can not find locally on the computer, the file Userdata.nfo, it does not account for this application is the window displays.

Hide the main window of the inventory engine: when the console performs an inventory, it displays a window showing the progress of the inventory. This option does not display this window.

Prohibit the cancellation: is used to prevent the cancellation of an inventory, if you left the windows visible inventory, and force the user to fill in the fields or personal data.

Copy the resulting file locally: when you start an inventory, it can request that the result is copied locally at the C: \ root

Create a LOG file: to ask the inventory to generate a log file showing the inventory. This allows us if necessary, to understand why an inventory is not performed correctly.

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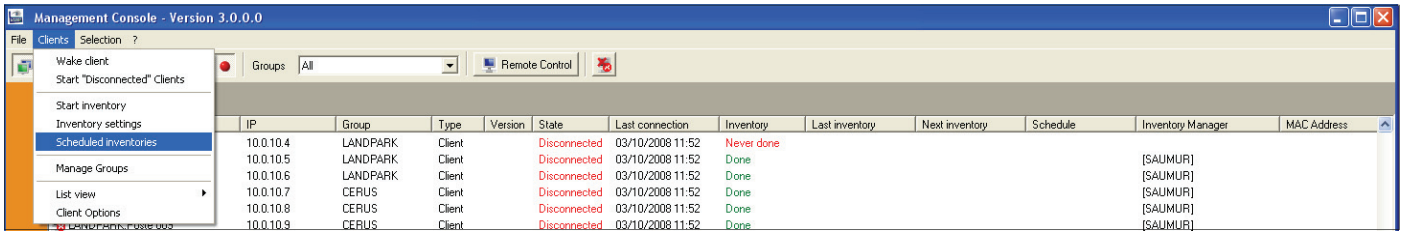
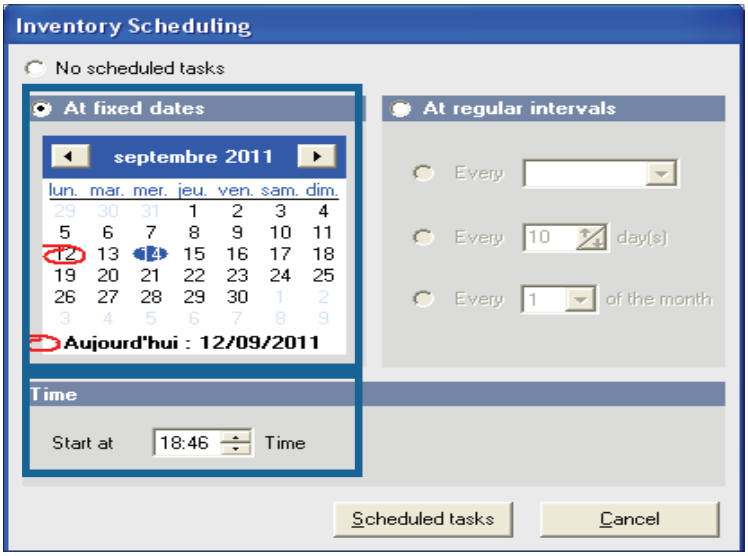


Landpark IP Network allows you to planify your inventory in an automated way

When planning an inventory, the planning date is the date from which the inventory will be asked

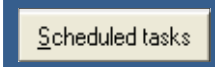


Note:
If the PCis not on the date scheduled, it will be the next connection
When multiple rows are selected, their planning is applied to all

To schedule an inventory at a fixed date:

Double-click on the date or you want to inventory. Optionally click the buttons  or  to navigate into the calendar





Schedule information from which the inventory will be required

Click to validate the planning



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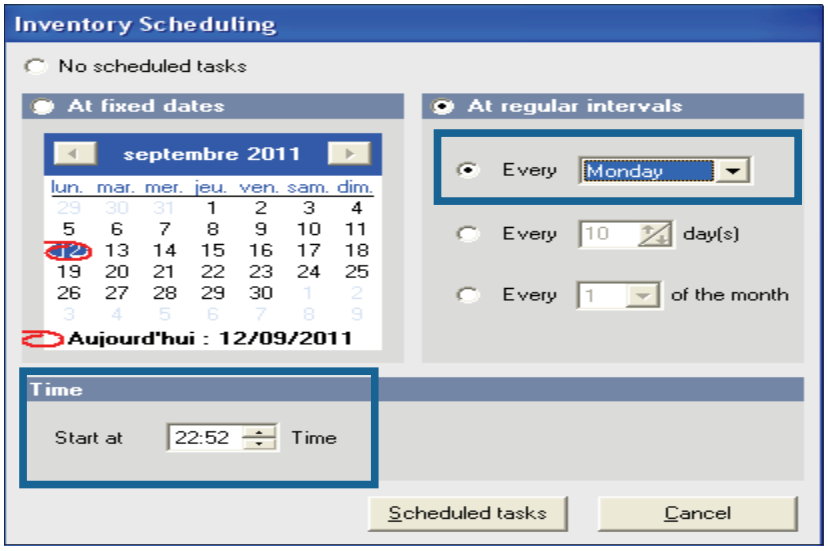
Inventory planning

To schedule an inventory on a regular basis every N days of the week:

Select at regular intervals

Select from the combo list the day you want to inventory

Select the time at which the inventory should start

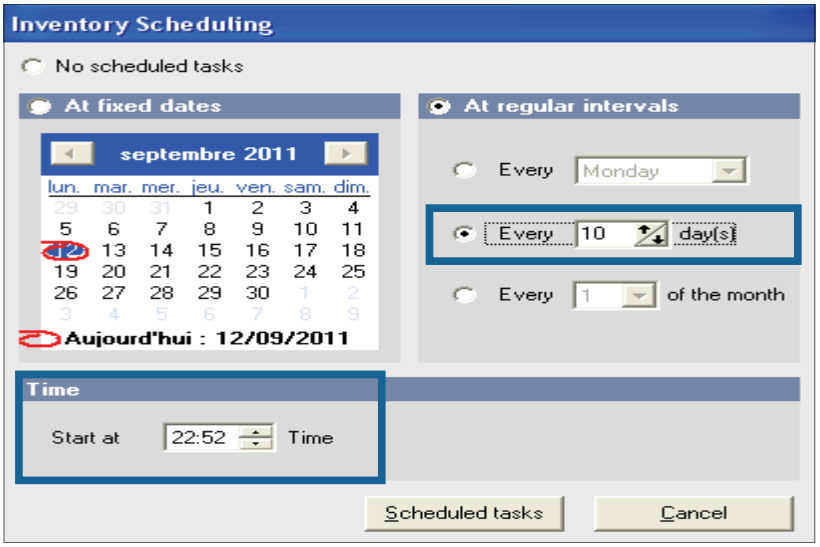


To schedule an inventory on a regular basis every N days:

Select at regular intervals

Enter the number of days between two inventories

Select the time at which the inventory should start

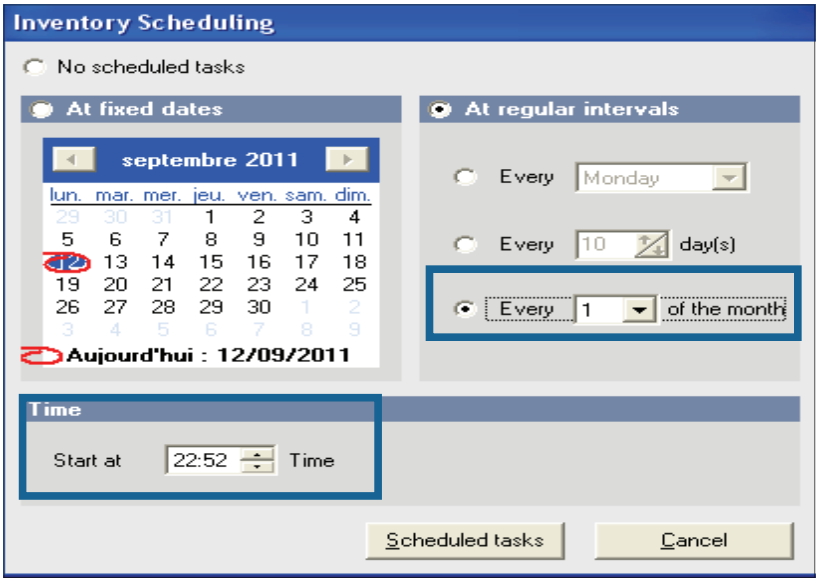


To schedule an inventory on a regular basis all N of the month:

Select at regular intervals

Enter the day you want to inventory

Select the time at which the inventory should start



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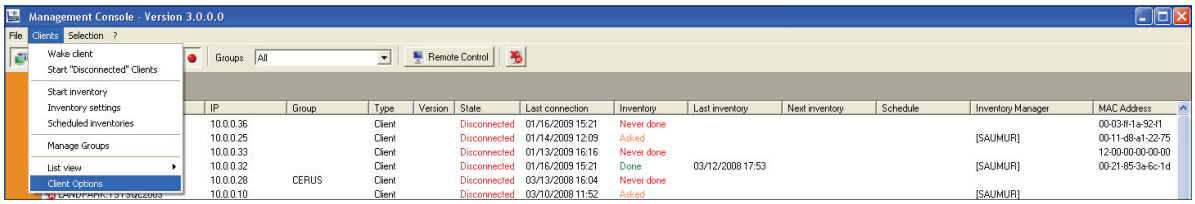
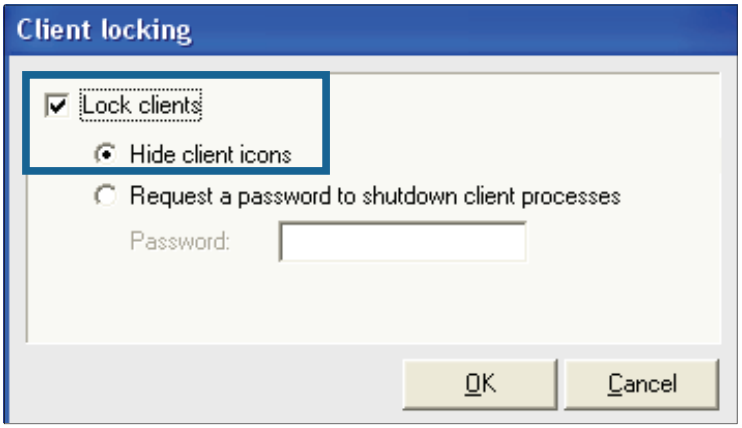
Options



By checking the option ☑ you switch to safe mode to prevent the PC user to stop the inventory

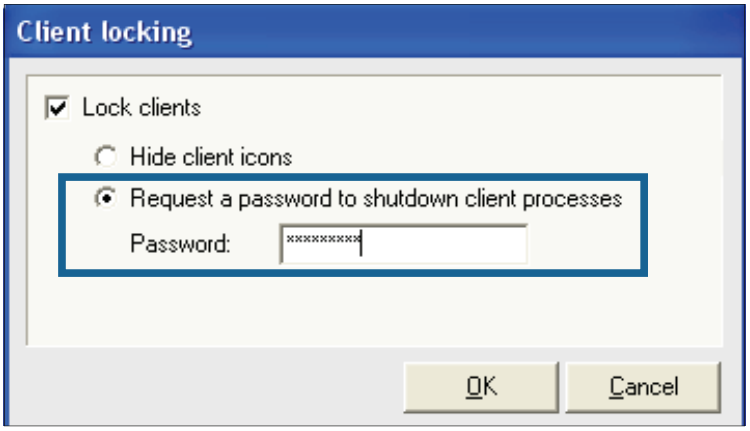


You can hide the icon  in the taskbar

Select the hide client icons

Request a password to shutdown client processes

Check request a password to shutdown client processes and entering the password



Note:
Password never communicated to the Client IP

It is the IP Client that request validation of the password entered on the computer



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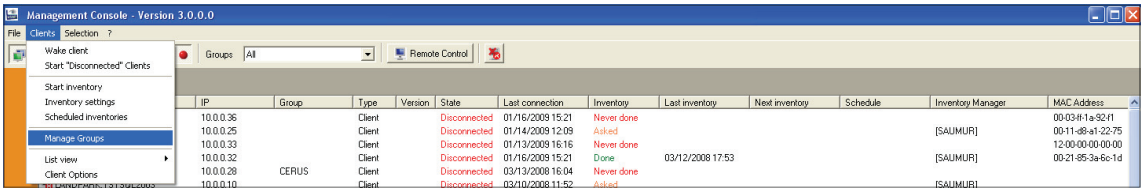
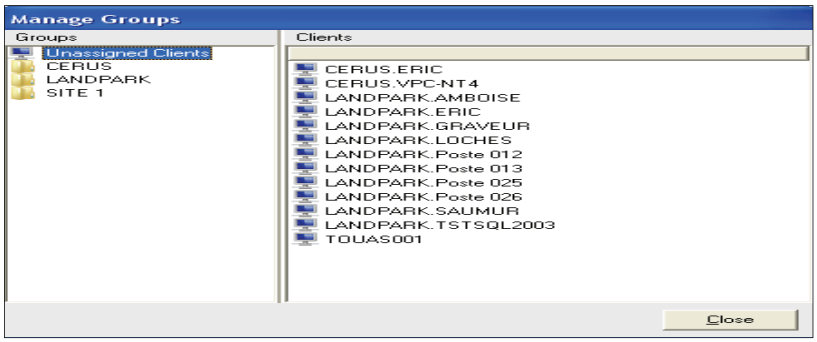
Group management



In the IP Console, it is possible to combine PCs to give you the opportunity to plan and identify a group of stations in a single action



Create a group allows you to add a group from the list

To rename a group allows you to edit the text in the selected group

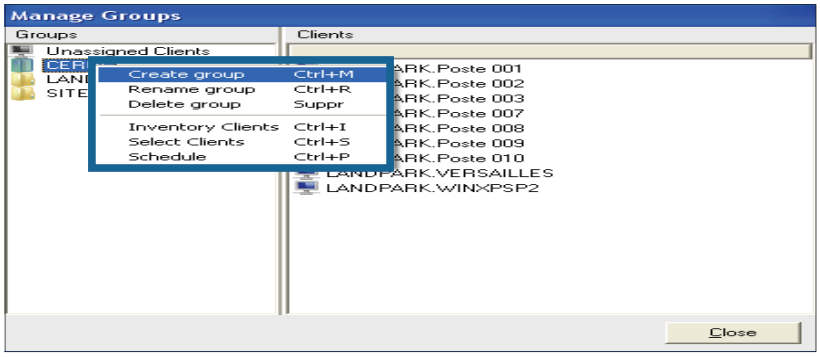
To delete a group: you can delete the selected group

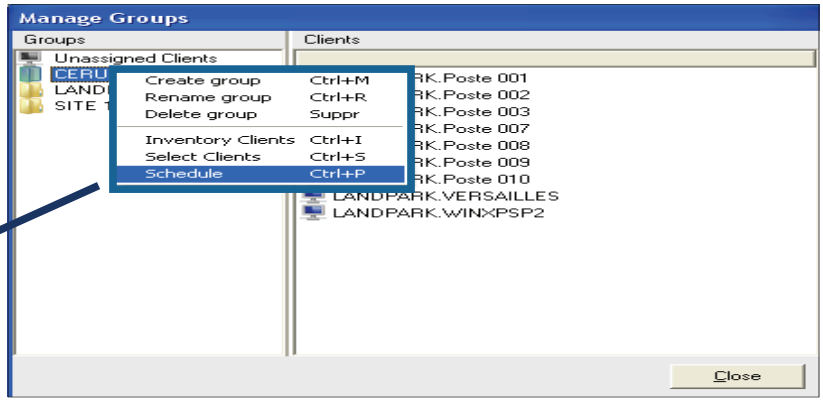
To inventory: demand inventory of all my clients associated to this group

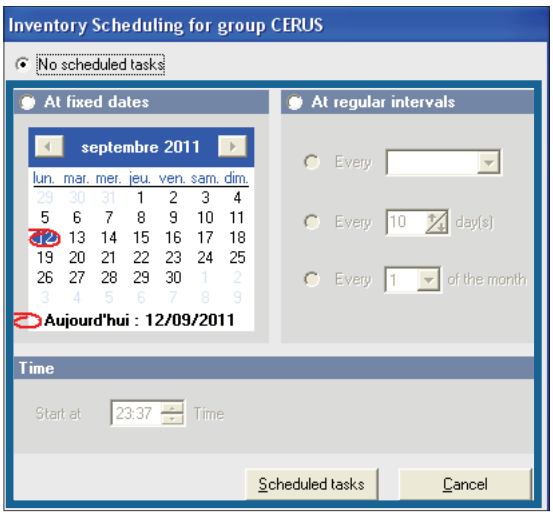
To select: selects all clients associated to this group

To planify: applies the same schedule to all clients of the selected group

By default there is a not assigned client group where you store all clients who are not assigned to any group. To assign one or more clients to a group, simply select one or more clients and move them to the selected group







Schedule a group of clients

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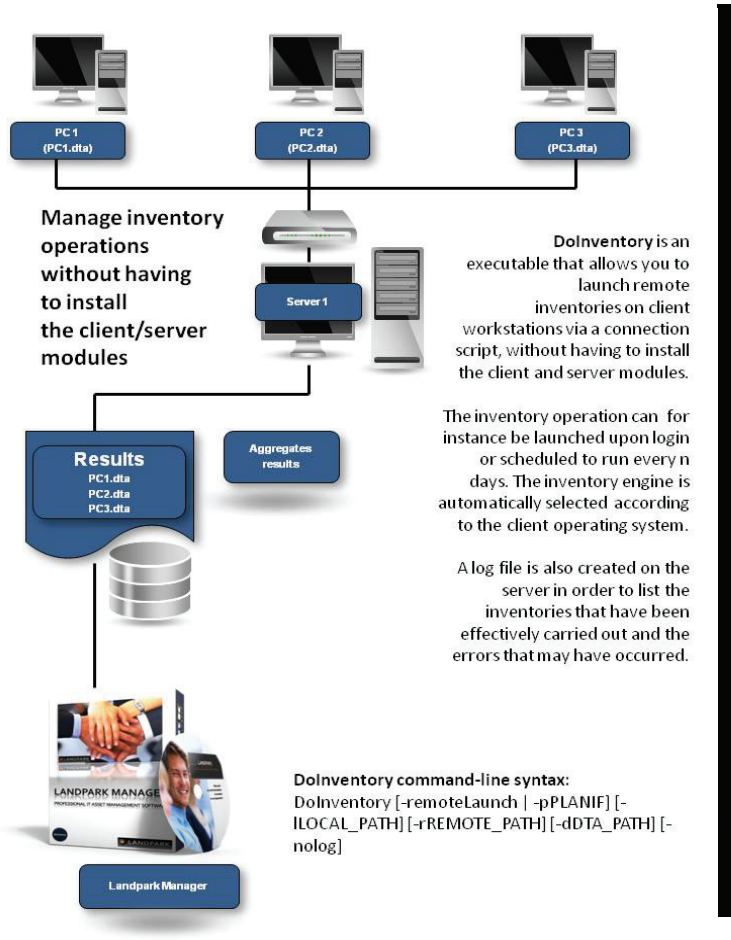
2. Landpark DoInventory (without agents)

Landpark DoInventory (different from IP deployment):
Instead of installing remote agents on client workstations using connection scripts, Landpark DoInventory allows you to run similar inventory operations **without having to install the client/server modules**. **DoInventory** works in two different modes:

1/ By sending the files that are necessary for inventories to client workstations, provided these files are not already present on client workstations, or if they were modified on the server. High bandwidth usage can thus be avoided by transferring a minimum amount of data. This option makes it possible to benefit from more scheduling options (however, a local file on the client workstation is required to memorize the latest inventory date).

2/ By carrying out the inventory directly using the files that are already present on the server without copying them to the client workstation. The executable files required by the inventory are transferred over the network for every inventory operation. Note however that users won't be able to enter customized information (cf documentation on inventory settings). As a consequence, result files will display every computer's network name.

DoInventory is an executable that allows you to launch remote inventories on client workstations via a connection script, without having to install the client and server modules. The inventory operation can for instance be launched upon login or scheduled to run every n days. The inventory engine is automatically selected according to the client operating system. A log file is also created on the server in order to list the inventories that have been effectively carried out and the errors that may have occurred.





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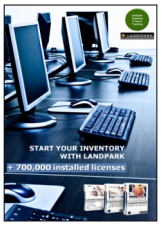
START YOUR INVENTORY WITH LANDPARK

Landpark, comprehensive IT Asset Tracking and ITIL Help Desk solutions

LANDPARK INVENTORY

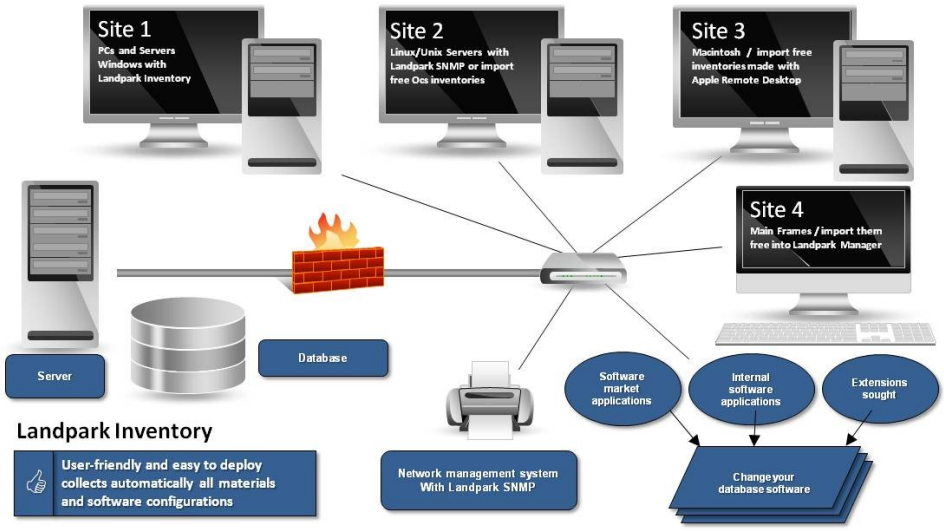
IT ASSET TRACKING NEEDS WITH LANDPARK INVENTORY





« Quickly estimate your data processing systems before considering their evolution. Landpark Inventory, solution for your IT asset tracking needs ... »

LANDPARK INVENTORY
Automatic cross-network inventories



Landpark Inventory

- Inventory with agents
- How to install agents
- Settings of the IP console
- Inventory without agents
- Import inventory results

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START YOUR INVENTORY WITH LANDPARK INVENTORY

Importing your inventory results into Landpark Manager can be done in one of the two following ways:

1/ Landpark Network Ip: installation of an agent on client computers, with **Network IP Install** to deploy agents first throughout the network.

2/ Use **Landpark DoInventory**: this executable allows you to launch inventory operations on client computers via a connection script, without having to install the client/server modules.

1. Landpark Network IP (with agents)

Landpark Network Ip : you can launch 3 Network IP modules. These modules must be launched in the following order (you may launch **Network IP Install** first).

► **1/ Landpark Network IP Server** (launched automatically after installation and startup).

When running, the following icon appears in the taskbar,

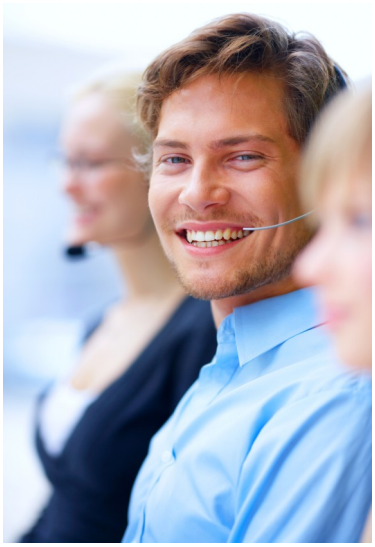
► **2/ Landpark Network IP Client (**launched automatically after startup).

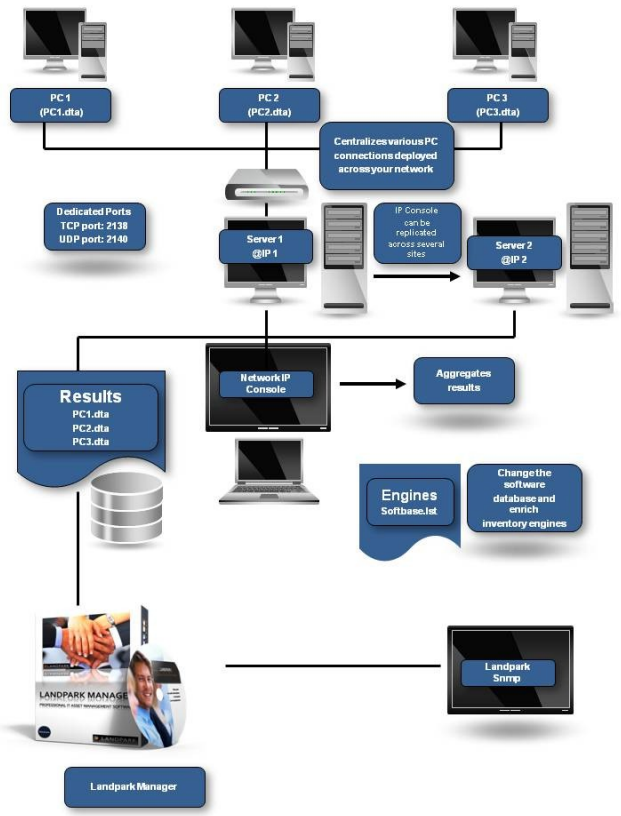
When running and connected to the server, the following icon appears in the taskbar,

► **3/ Landpark Network IP Console** (launched manually). To set up IP Console, enter the server's IP address, enter a TCP port, specify a folder where the inventory files are to be copied, and click “Connect”. You should now see a list of connected clients, including:

A row that represents the console itself,

A row for each client computer on which you will be able to launch inventory operations.





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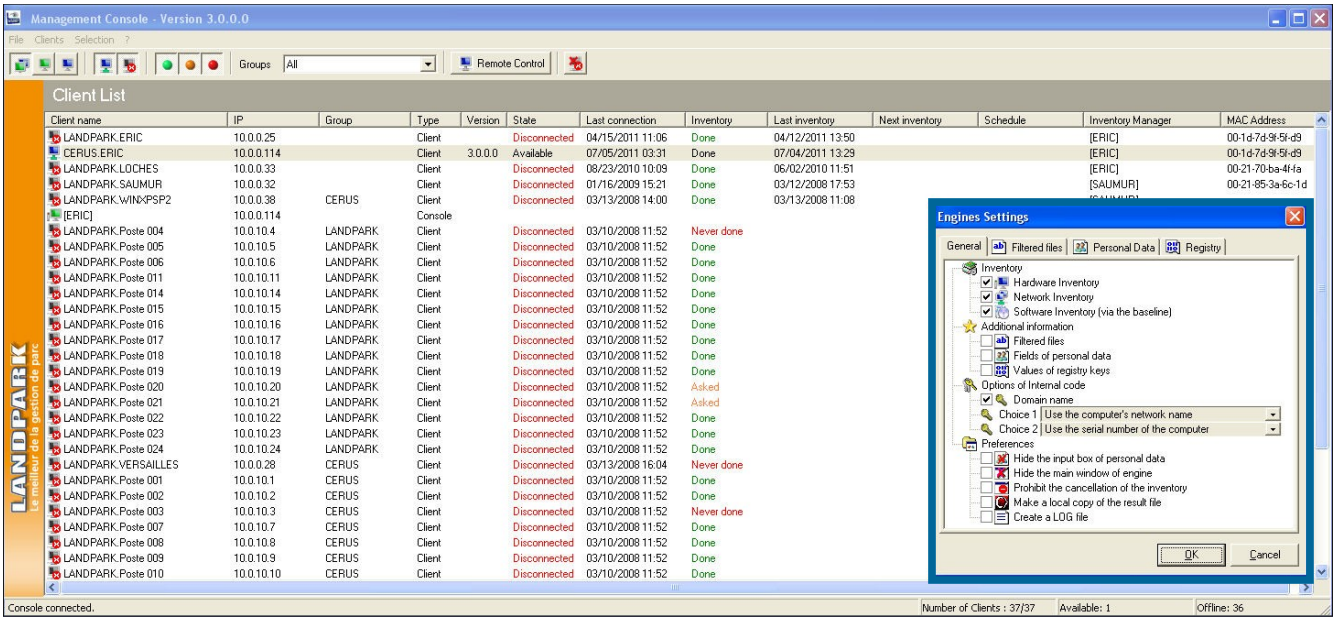
To install the services, you must open a command prompt and type the following command:
C:\Program Files\Cerus\Landpark\IP Clients\ParamClient.exe

This application generates a “paramclient.ini” file which must be copied to the folders where the 2 services are to be installed. To install the services you must run the executable file from a command prompt with the /install option:
Example C:\Program Files\Cerus\Landpark\IP Server\LpIpServiceServer.exe /install

To uninstall the service, you must run the same command with the /uninstall option:
Example C:\Program Files\Cerus\Landpark\IP Server\LpIpServiceServer.exe /uninstall

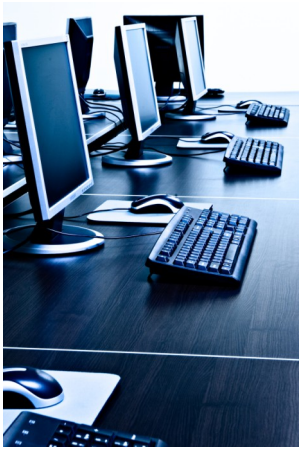


Notes :

1/ The client icon appears only if it managed to connect to the server.

2/ If the icon does not show, the address of the server to which it tried to connect is probably incorrect. In this case, you can:

- Stop the client process by pressing CTRL-ALT-DEL, or by looking up the LpIpClient process in order to shut it down,
- Open C:\program files \ cerus \ landpark \ IP clients \ paramclient.ini,
- Type Server’s IP address on the first line, do not modify the second line
- Save your changes and restart the client from the Menu .



3/ The IP address allows the client and the console to connect to a server process running on the same computer. If you want to launch a client or the console on another workstation, you must specify the server's IP address.

4/ The client icon will not show if you choose to hide it by using the menu Client, Client Options, Secure Clients, hide Network IP Console icon.

5/ You can install as many clients as you wish: you may in fact deploy them on any number of workstations using a connection script.

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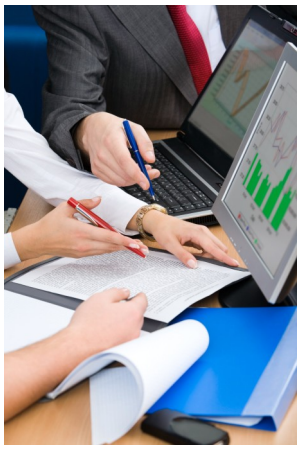


1. Landpark IP Install (to install agents)

1. Prerequisites:
Windows 2000, Windows 2003 Server, Windows XP, Windows Vista
.NET Framework 2.0

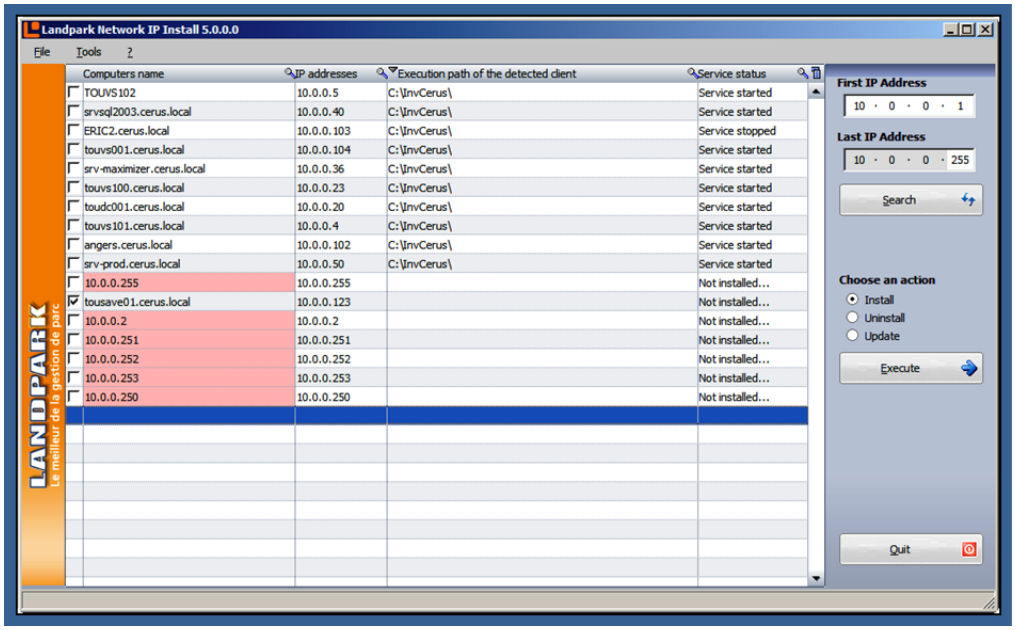
Getting started

1/ Run the **Search** action in order to scan IP Adresses through your network.

2/ **Install the agents** on selected PC's.

3/ Run the **Execute** command**.**

Important : If **« not installed »** is displayed in the last column, the software was unable to obtain any information from the listed computers. This type of message indicates a possible network security issue.

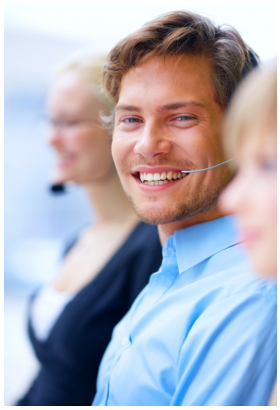


File menu

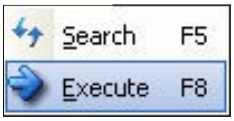


The file menu allows you to run the commands described below.

The export option saves the existing settings to a BAT file for later reuse.



Tools menu



Possible actions are **Search** and **Execute**.

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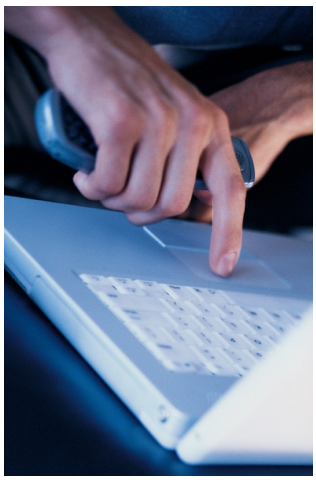
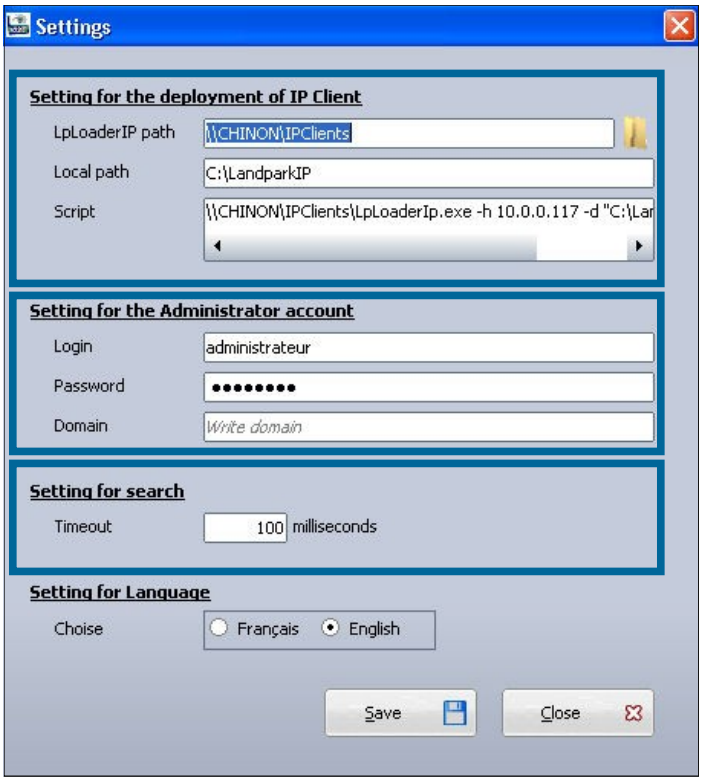




Runs the currently-selected command.



Initiates a network scan and refreshes your computer list, detecting IP client state for use during subsequent deployments. Because this feature takes time to execute (example : 2 minutes for 15 computers), it is recommended to run this command when network traffic is low. A gauge appears during the operation and disappears upon completion. Since the software needs to run a number of queries on every detected computer, the time required for such an operation depends on the time needed to execute all the queries.



The application's settings panel lets you choose the folder where the deployment files are to be found, by using the « Browse » button. The deployment files are **« LpServiceIpClient.exe »** and **« ParamClient.ini ».**

Those files are located in the « IP clients » folder, which by default, points to: « C:\Program Files\Cerus\Landpark\IP Clients ».
Note : the previous folder must be shared.

The **« Administrator Account settings»** section is crucial for proper client deployment. A domain administrator account should be used for deployment operations.

The non-modifiable script placeholder allows you to view the script generated by Network IP.



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Landpark IP Server



Landpark Network IP Server provides centralized access to inventory clients and manage inventories. It can be installed on any computer throughout the network, as long as its IP address is visible to all other network stations.

If the IP Server is installed as an application, the icon appears next to the clock in the Windows taskbar to indicate that it is running.

If the IP server is installed as a Microsoft service, and no icon is displayed to stop the server IP you must go to the Windows Service Manager and stop the service **Landpark Network IP Server.**

The Landpark IP Network Client establishes a connection between the station that is installed and the IP Network Server Landpark.

If Client IP is installed as an application, the icon appears next to the clock in the Windows taskbar to indicate it is running.

If Client IP is installed as a Service Microsoft, no icon is displayed. To stop the Client IP, go into the Windows Service Manager and stop the **IP Network Customer Service Landpark.**

Landpark IP Client

Landpark Network IP uses TCP / IP to function.

The various modules Landpark Network IP are using ports:

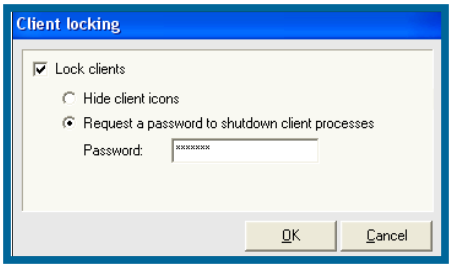
- **2138 TCP**
- **2140 UDP**

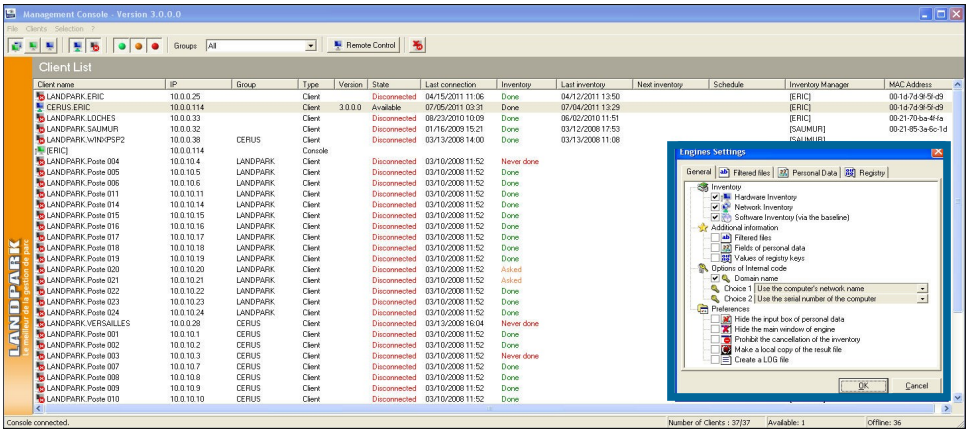
to exchange information

Landpark IP Console

Administration console that allows you to configure and control inventories

If in the Console IP you have enabled security for customers, asking to enter a password before stopping the client will request the entry of the password







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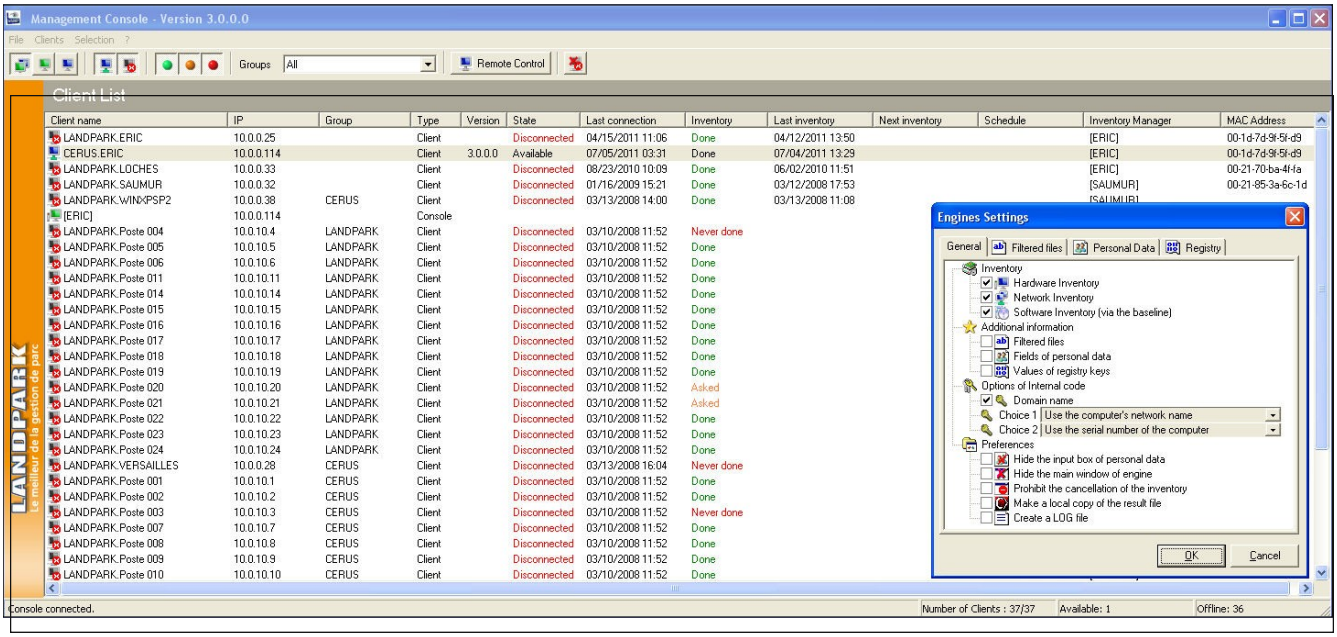
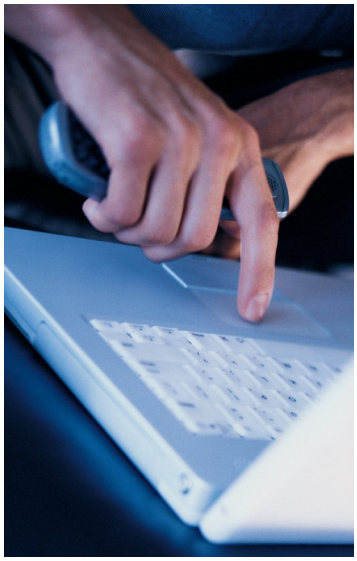
Landpark IP Console

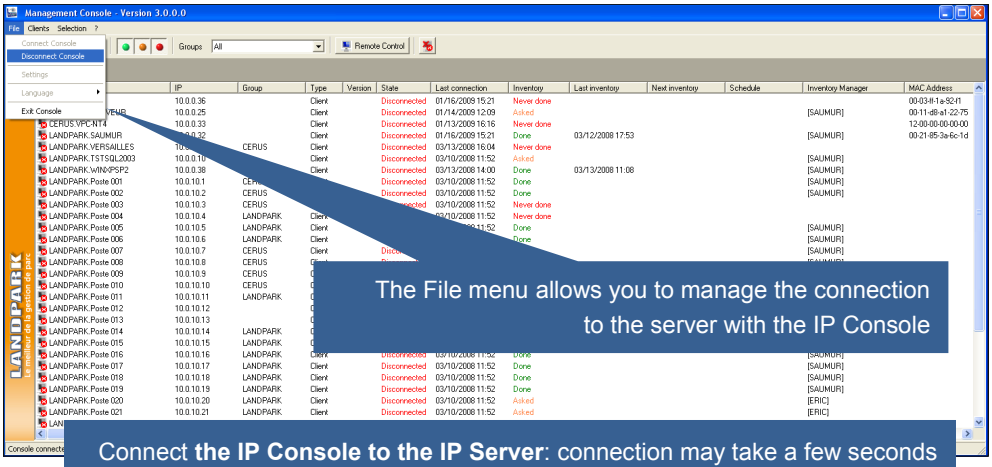




Landpark **Network IP Server** is the Landpark **Network IP Console application** used to set and request inventories.

IP Console is not a priority in the treatment of connection at the Server IP. Refreshing screen may be not synchro if it takes a lot of inventories at the same time.

The data displayed in the IP Console is saved at the time of stopping the Server IP into the Server.ini file in the IP Server directory.



The File menu allows you to manage the connection to the server with the IP Console

Connect **the IP Console to the IP Server**: connection may take a few seconds the time that the **Console** IP address is known to the Server IP

Disconnect the Console IP to the IP Server: disconnection may take a few seconds, the time that the IP Console indicates to the IP Server it stops

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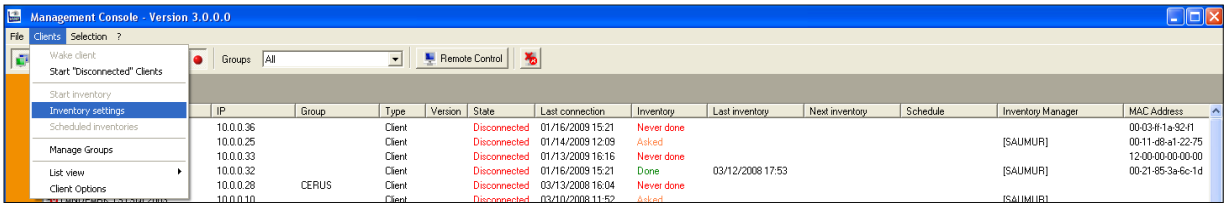
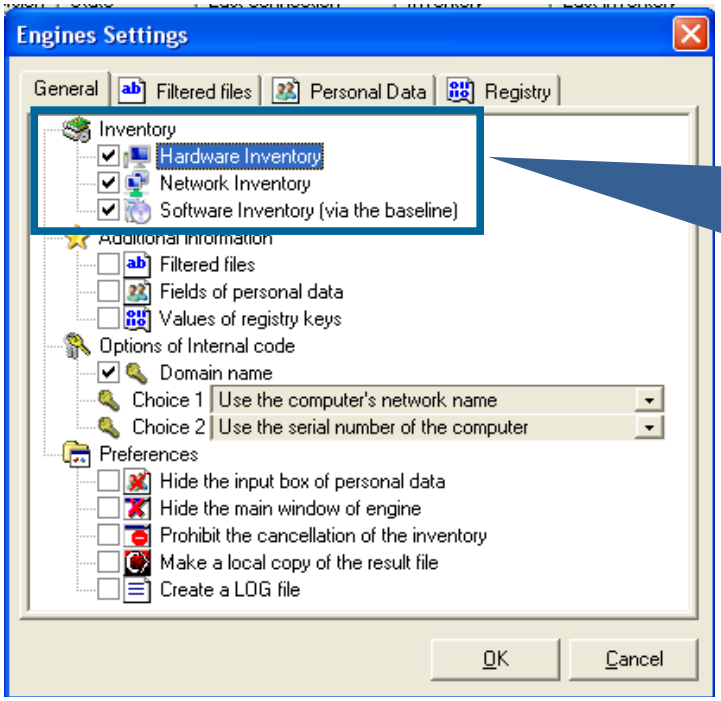


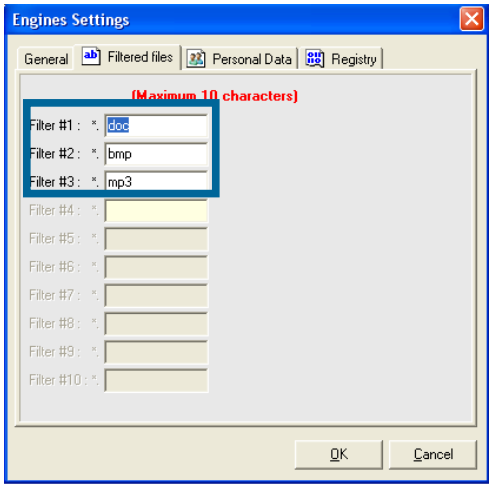


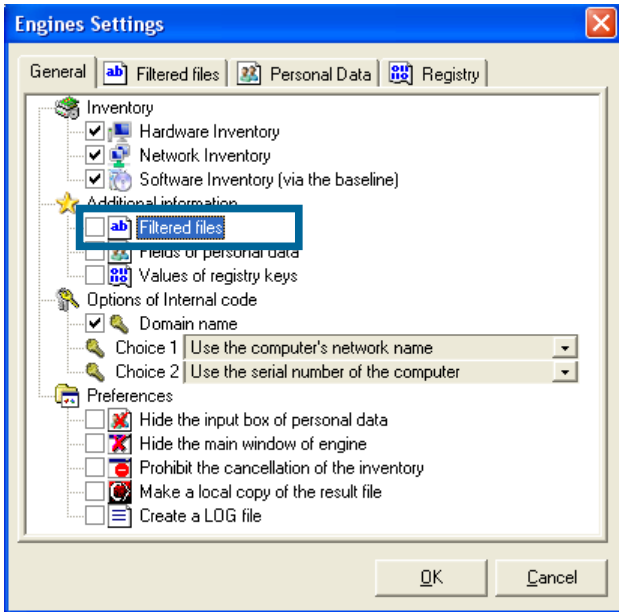
Hardware inventory: inventory of equipment carried on this PC (HDD motherboard, etc.)

Network Inventory: networks information (network protocol, IP addresses, etc.)

Software Inventory: Inventory software detected on the pc compared to the software database

Filtered **files:** To back up files list with a particular extension (10 extensions)





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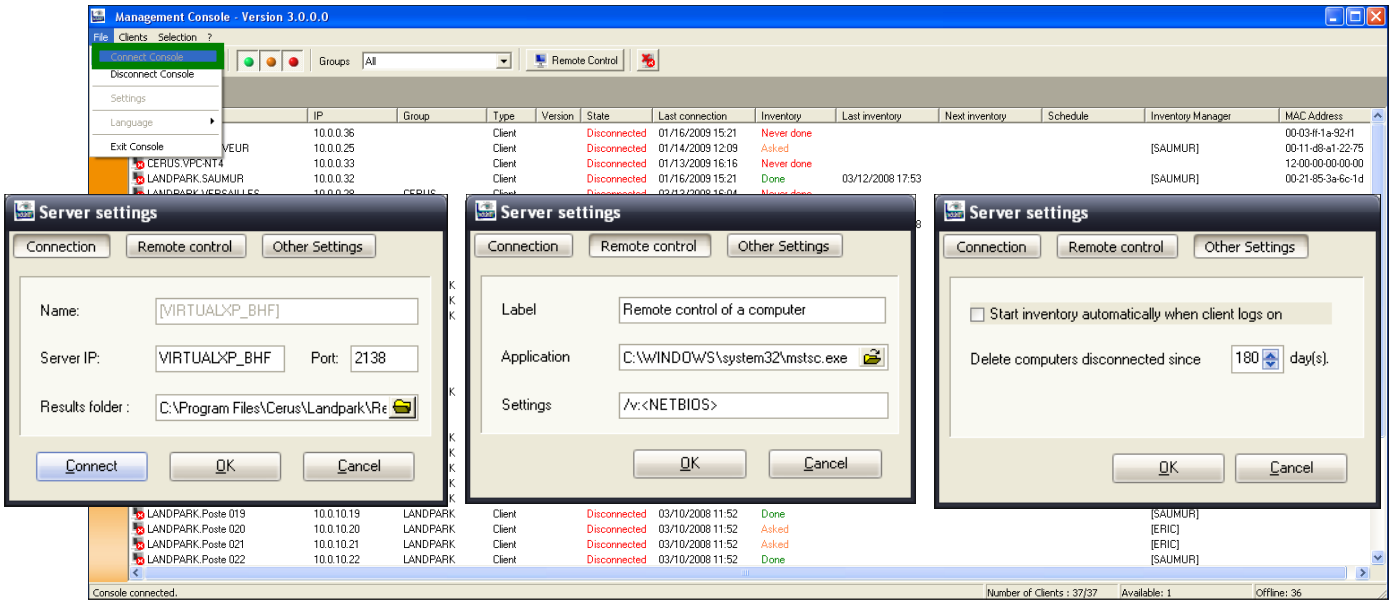
Setting Console

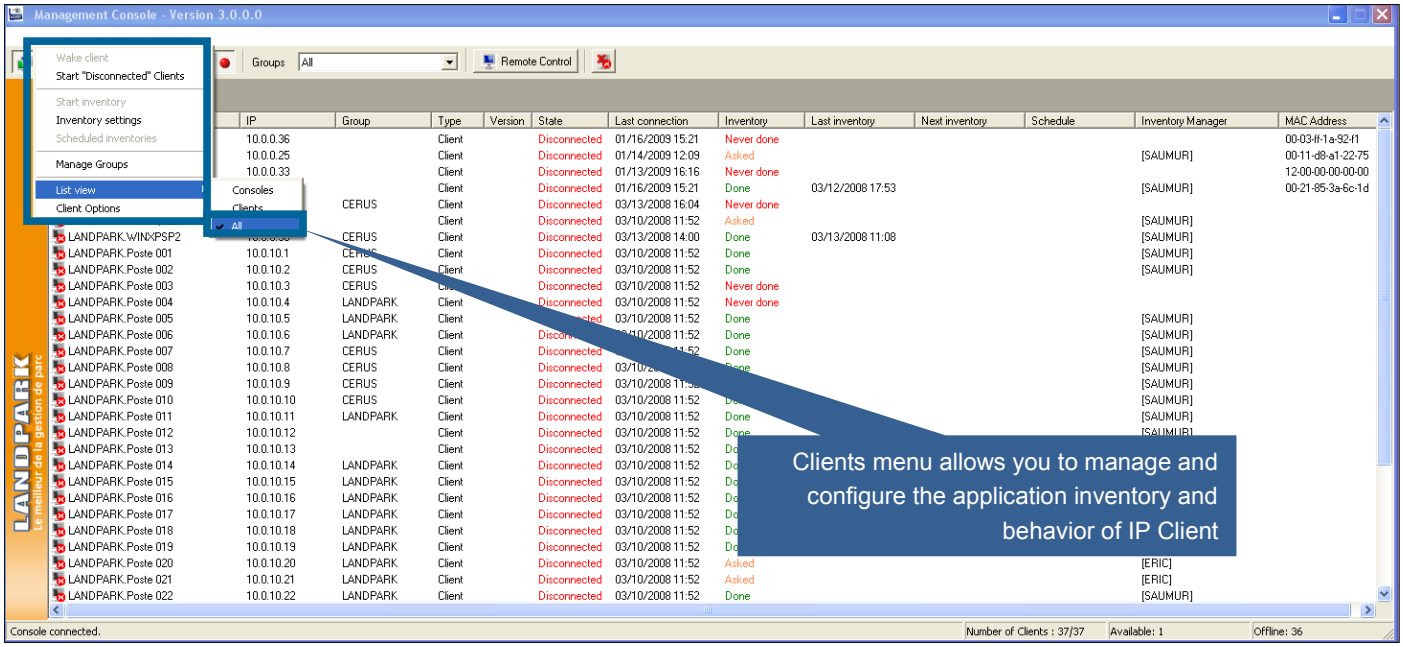




Allows you to enter the IP address of the server on which the application should connect. Once the address is entered:

Connection — Click to close the window and connect to the IP Console Server IP

OK — Click to close the window without connecting IP Console



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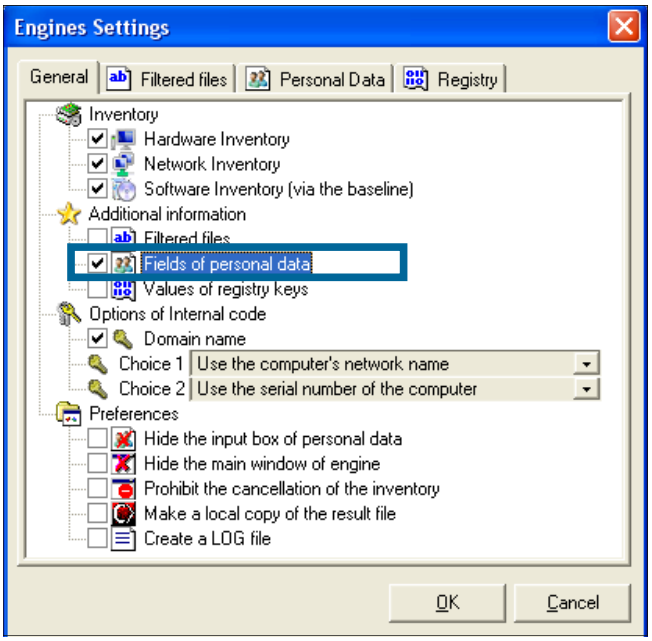
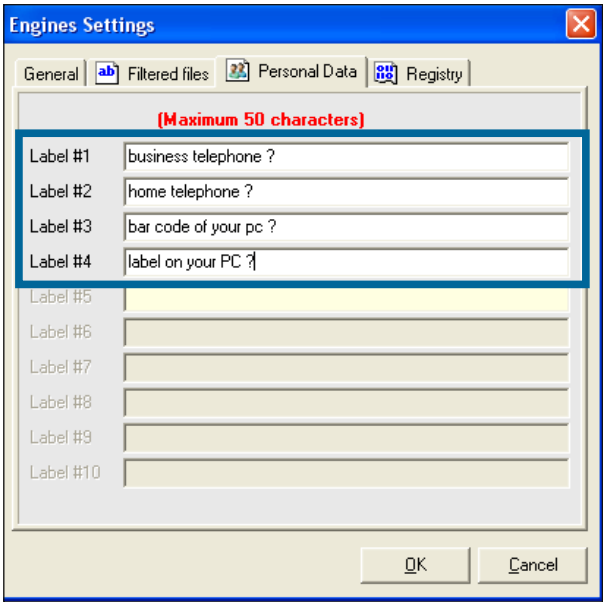
Setting engine inventory

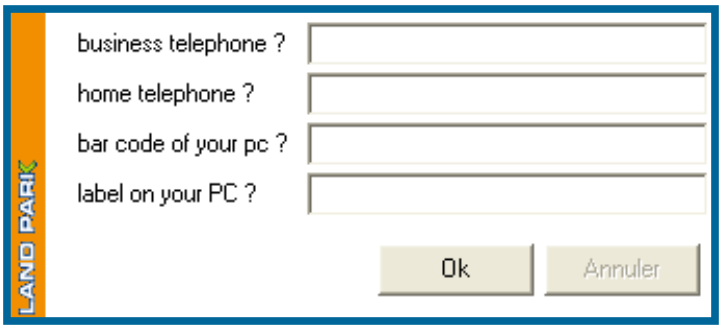
You can enter up to 10 questions to be asked to the user

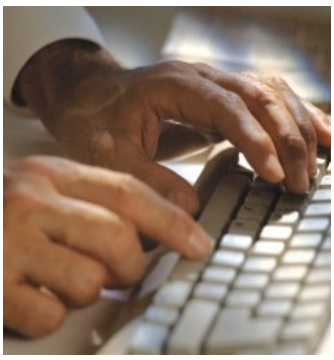
The answer to these questions is stored locally on the PC in the file Userdata.nfo





Windows will open on the client during the inventory and he will ask the following questions





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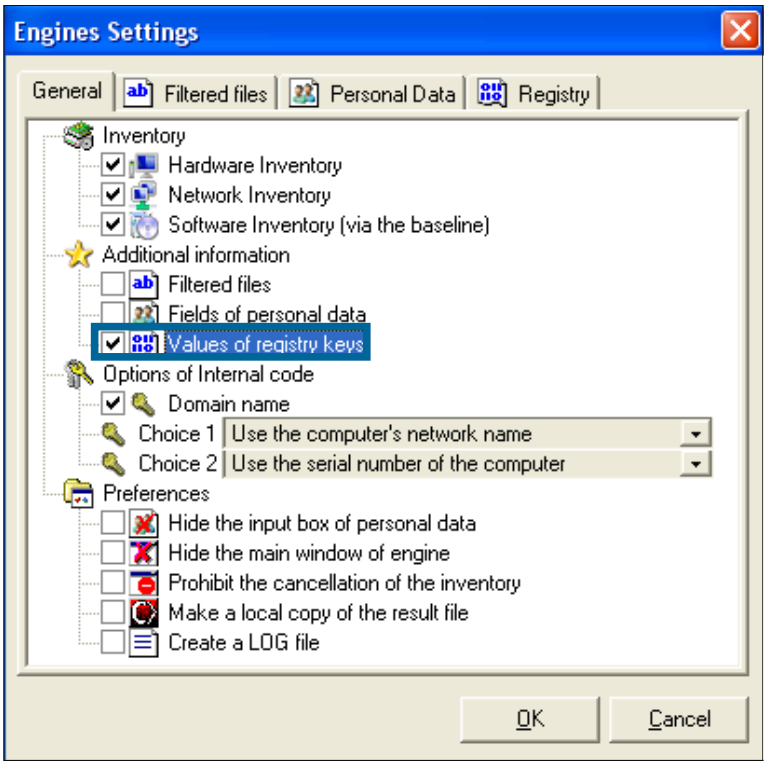
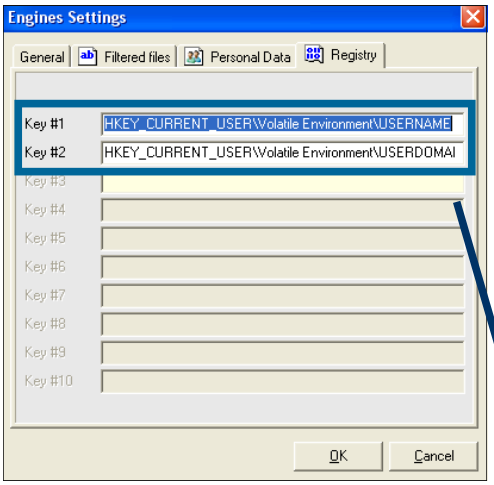
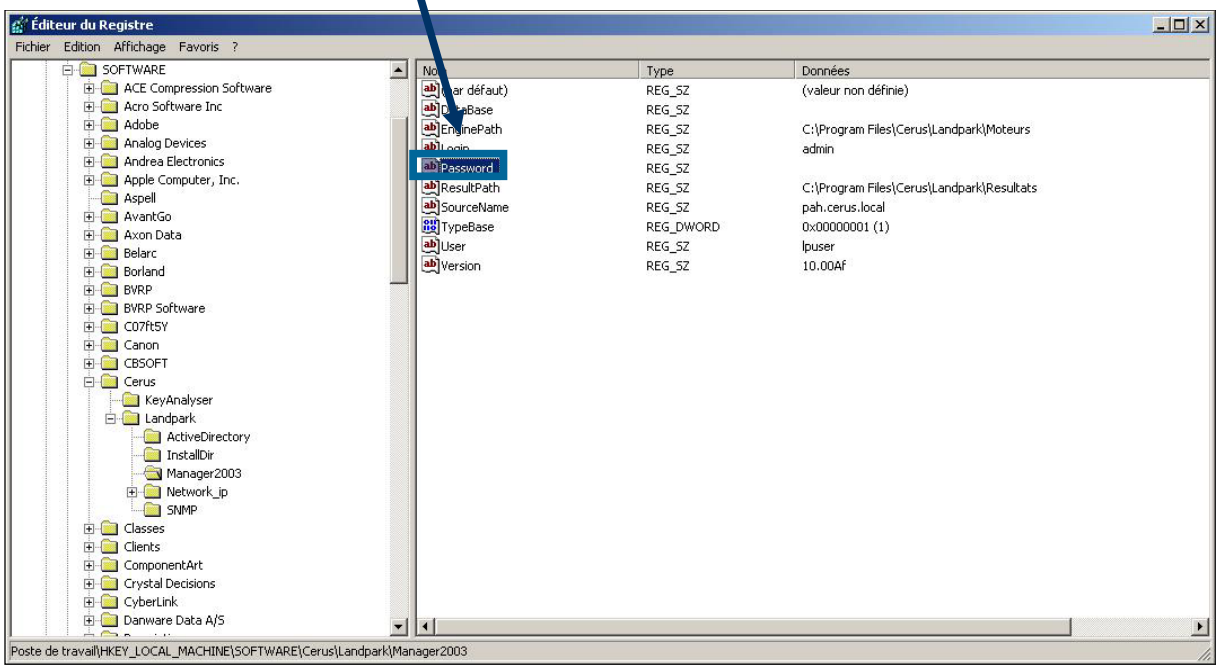
Setting engine inventory

Registry keys values: used to go up 10 registry keys in text format. These data will be displayed in Landpark

Each key is the full path of the value to rise (Path + value)







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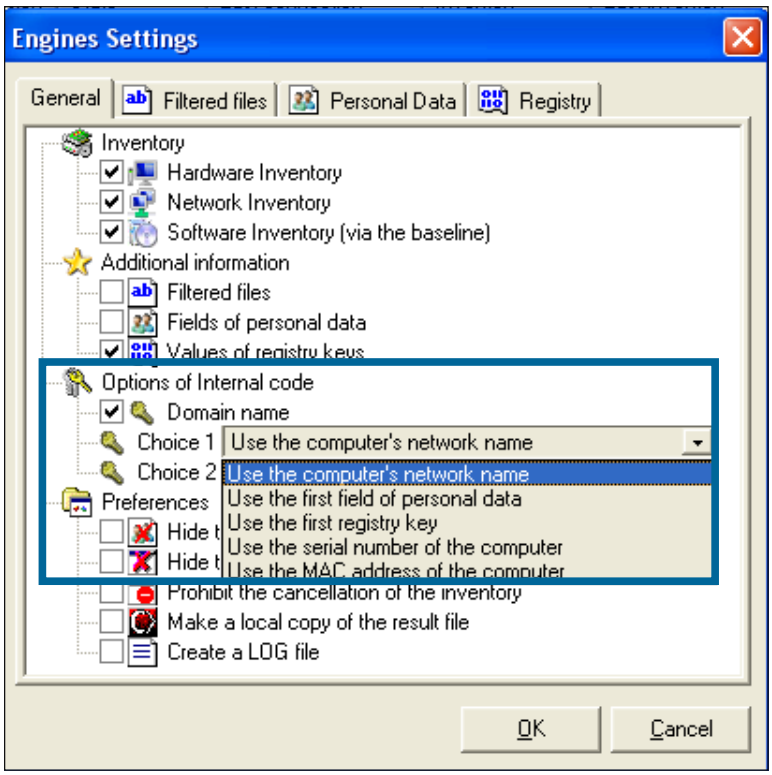
Use the computer's network name: default is the netbios name of the machine which is used as an identifier Landpark

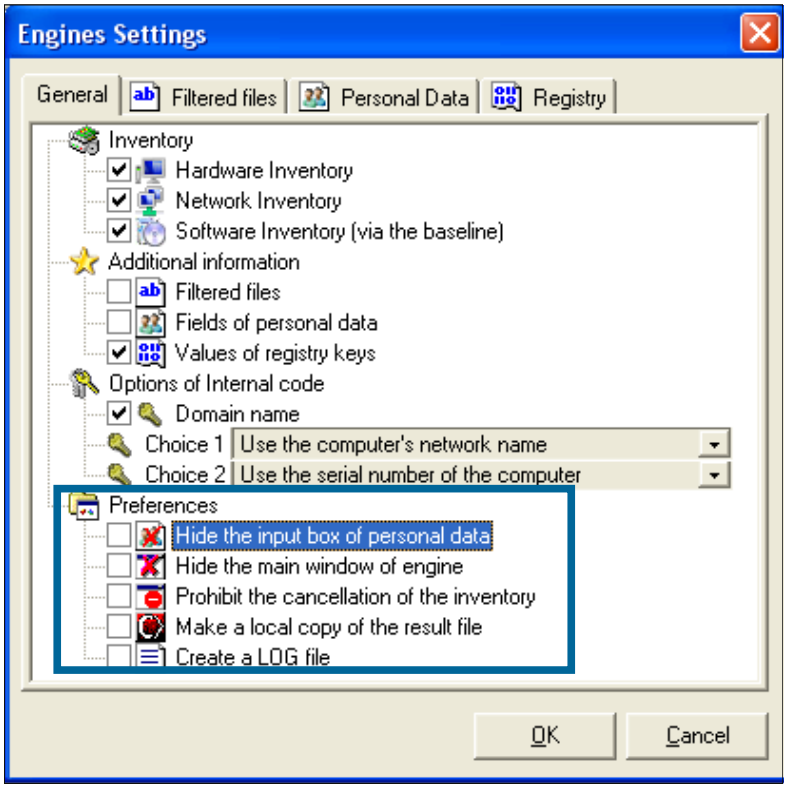
Use the first field of personal data: you can ask the engine inventory to use as an identifier the value entered in answer to personal data

Use the first registry key: you can ask the engine inventory to use as an identifier the value of the first registry key

Use the serial number as the first key or second key for example

Adding the domain name if the box is checked





Hide the input of personal data: application to the engine not to display the input of personal data. Be aware that you can select this option from the start, because if the engine can not find locally on the computer, the file Userdata.nfo, it does not account for this application is the window displays.

Hide the main window of the inventory engine: when the console performs an inventory, it displays a window showing the progress of the inventory. This option does not display this window.

Prohibit the cancellation: is used to prevent the cancellation of an inventory, if you left the windows visible inventory, and force the user to fill in the fields or personal data.

Copy the resulting file locally: when you start an inventory, it can request that the result is copied locally at the C: \ root

Create a LOG file: to ask the inventory to generate a log file showing the inventory. This allows us if necessary, to understand why an inventory is not performed correctly.

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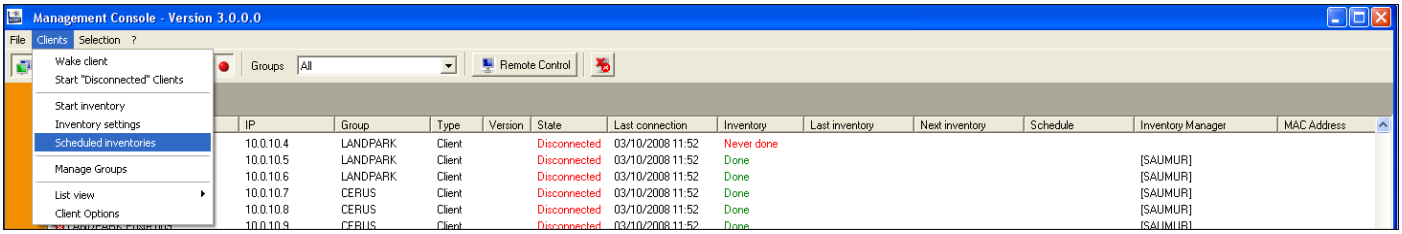
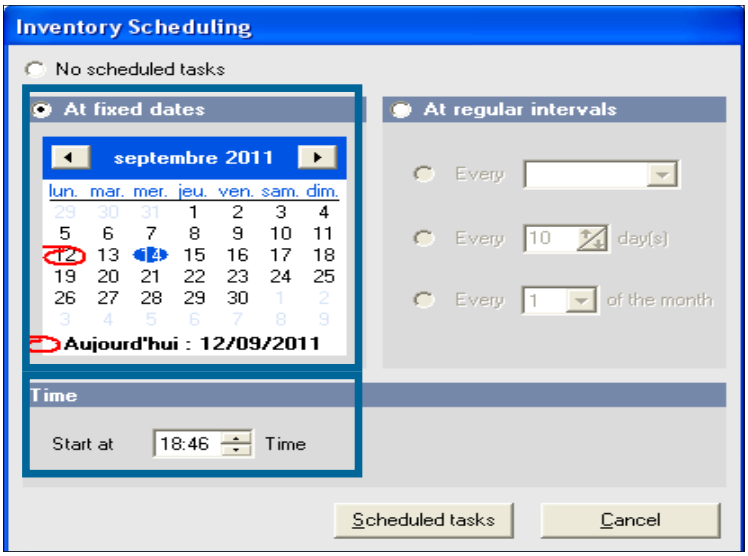


Landpark IP Network allows you to planify your inventory in an automated way

When planning an inventory, the planning date is the date from which the inventory will be asked



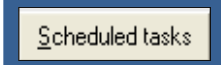
Note:
If the PCis not on the date scheduled, it will be the next connection

When multiple rows are selected, their planning is applied to all

To schedule an inventory at a fixed date:

Double-click on the date or you want to inventory. Optionally click the buttons ◀ or ▶ to navigate into the calendar





Schedule information from which the inventory will be required

Click to validate the planning



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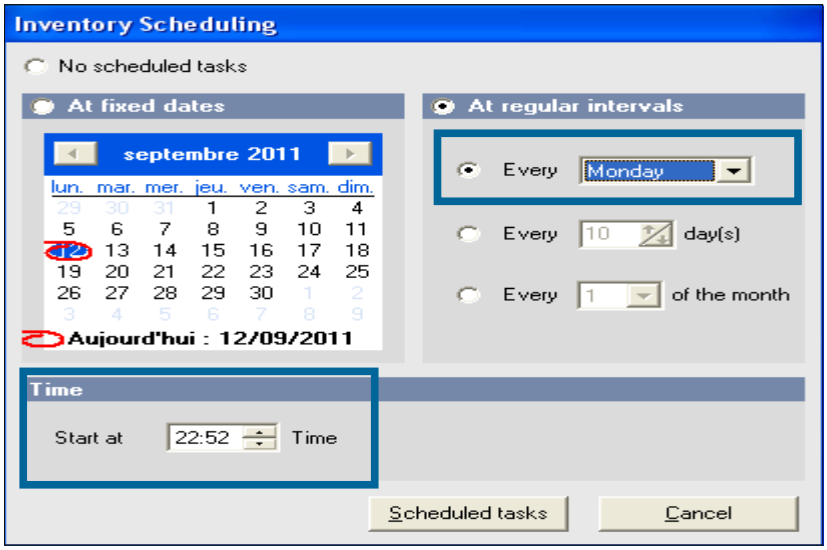
Inventory planning

To schedule an inventory on a regular basis every N days of the week:

Select at regular intervals

Select from the combo list the day you want to inventory

Select the time at which the inventory should start

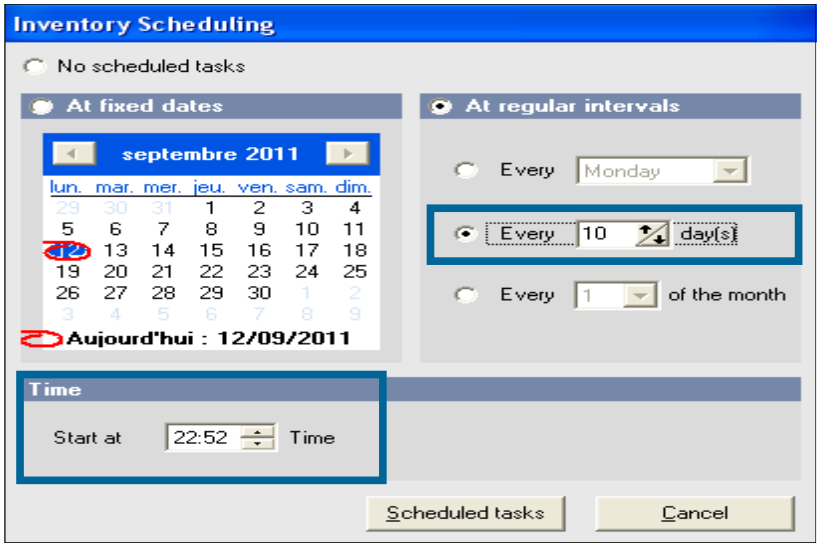


To schedule an inventory on a regular basis every N days:

Select at regular intervals

Enter the number of days between two inventories

Select the time at which the inventory should start

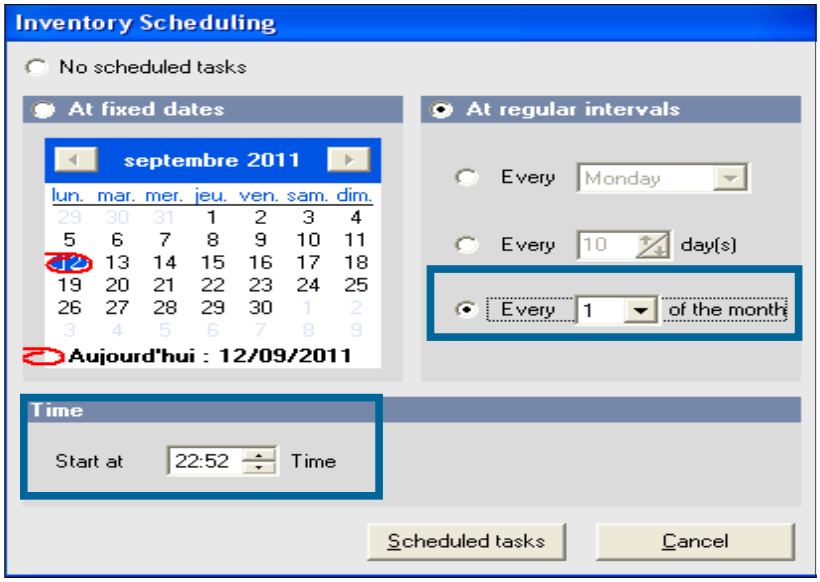


To schedule an inventory on a regular basis all N of the month:

Select at regular intervals

Enter the day you want to inventory

Select the time at which the inventory should start



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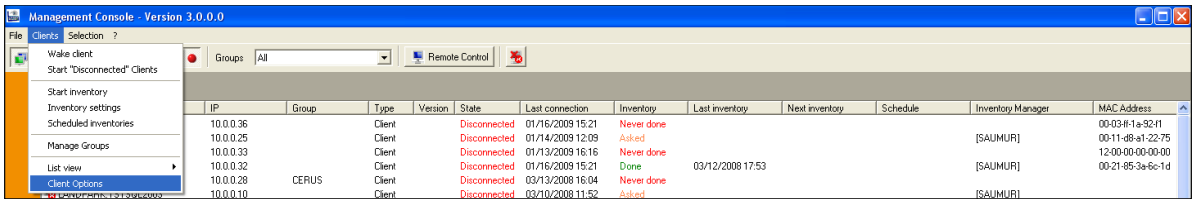
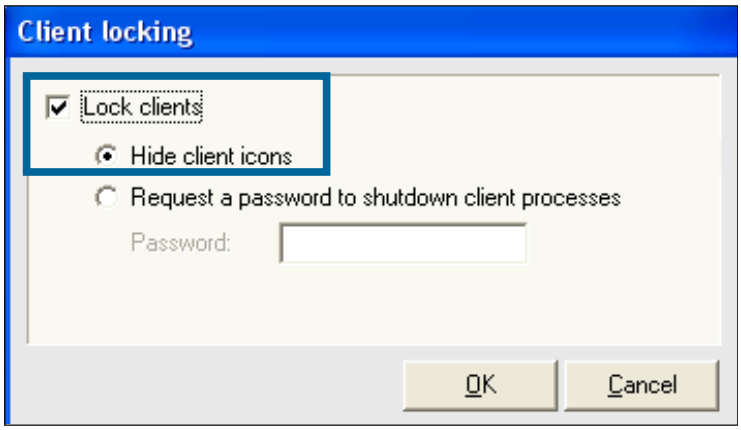
Options



By checking the option ☑ you switch to safe mode to prevent the PC user to stop the inventory

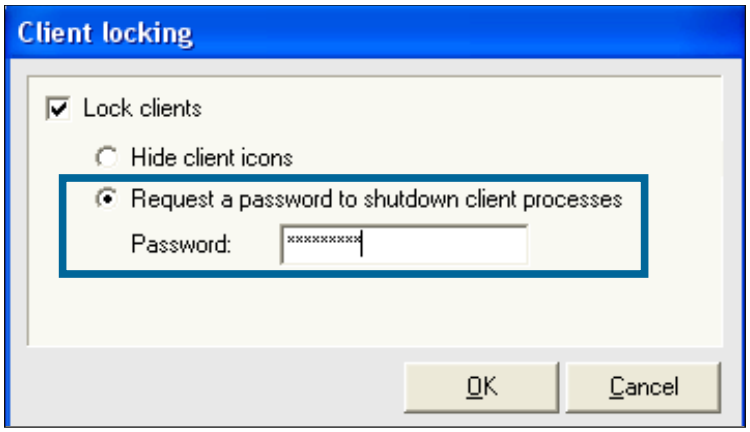


You can hide the icon  in the taskbar

Select the hide client icons

Request a password to shutdown client processes

Check request a password to shutdown client processes and entering the password



Note:

Password never communicated to the Client IP

It is the IP Client that request validation of the password entered on the computer



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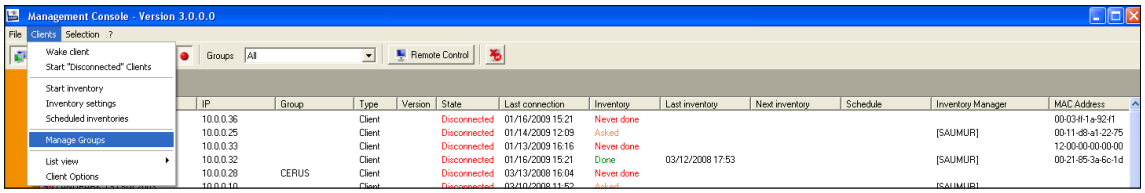
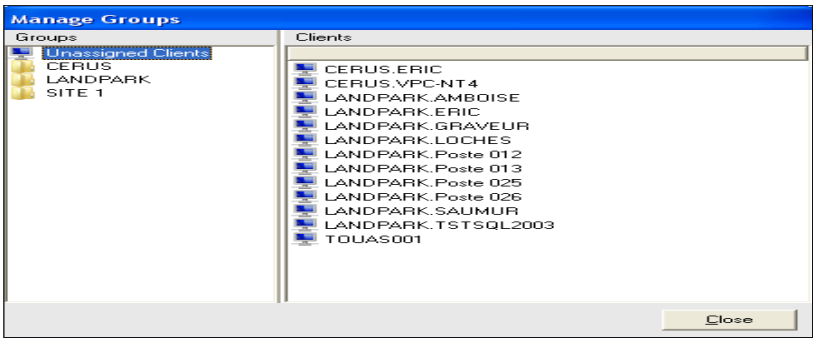
Group management



In the IP Console, it is possible to combine PCs to give you the opportunity to plan and identify a group of stations in a single action



Create a group allows you to add a group from the list

To rename a group allows you to edit the text in the selected group

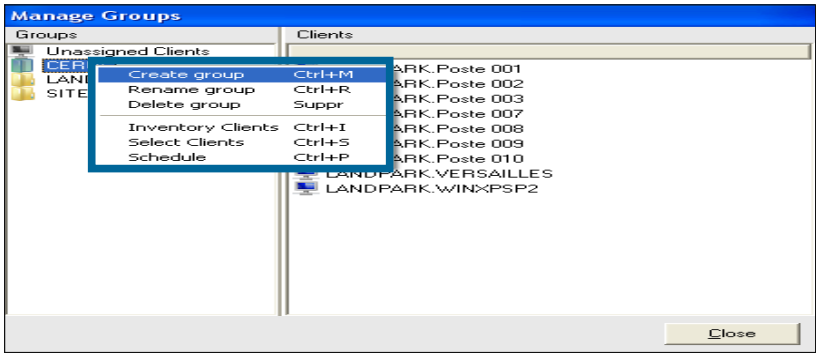
To delete a group: you can delete the selected group

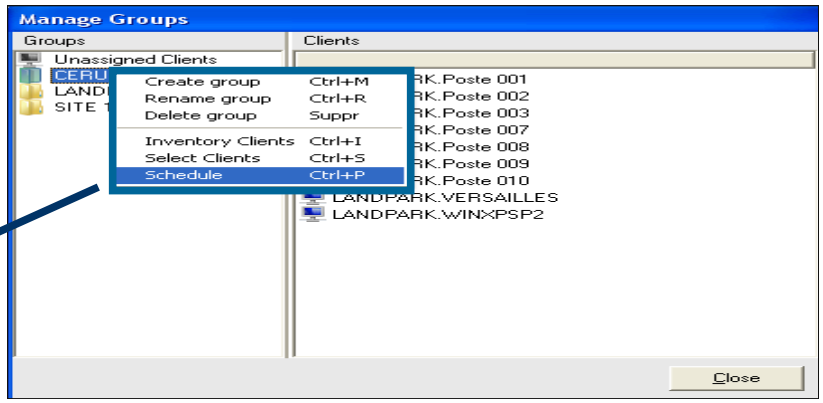
To inventory: demand inventory of all my clients associated to this group

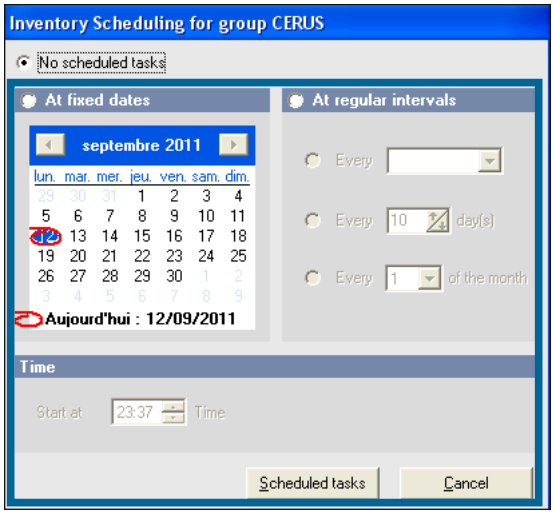
To select: selects all clients associated to this group

To planify: applies the same schedule to all clients of the selected group

By default there is a not assigned client group where you store all clients who are not assigned to any group. To assign one or more clients to a group, simply select one or more clients and move them to the selected group







Schedule a group of clients

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2. Landpark DoInventory (without agents)

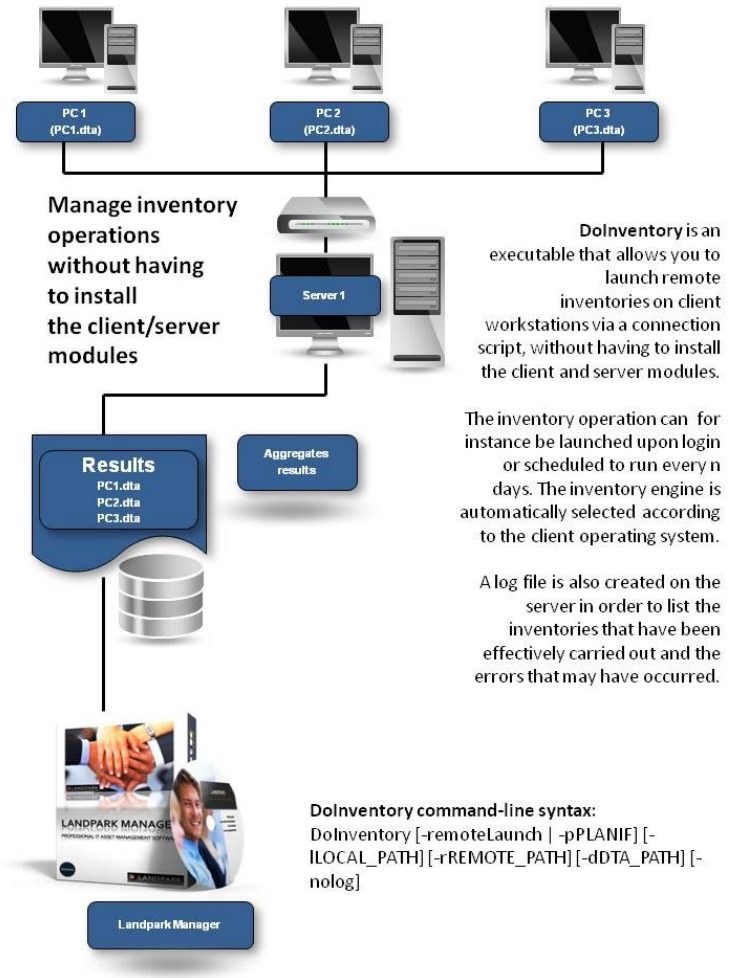
Landpark DoInventory (different from IP deployment):
Instead of installing remote agents on client workstations using connection scripts, Landpark DoInventory allows you to run similar inventory operations **without having to install the client/server modules**. **DoInventory** works in two different modes:

1/ By sending the files that are necessary for inventories to client workstations, provided these files are not already present on client workstations, or if they were modified on the server. High bandwidth usage can thus be avoided by transferring a minimum amount of data. This option makes it possible to benefit from more scheduling options (however, a local file on the client workstation is required to memorize the latest inventory date).

2/ By carrying out the inventory directly using the files that are already present on the server without copying them to the client workstation. The executable files required by the inventory are transferred over the network for every inventory operation. Note however that users won't be able to enter customized information (cf documentation on inventory settings). As a consequence, result files will display every computer's network name.

DoInventory is an executable that allows you to launch remote inventories on client workstations via a connection script, without having to install the client and server modules. The inventory operation can for instance be launched upon login or scheduled to run every n days. The inventory engine is automatically selected according to the client operating system. A log file is also created on the server in order to list the inventories that have been effectively carried out and the errors that may have occurred.





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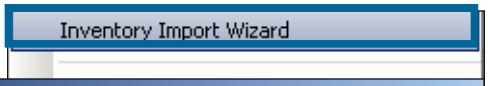
Tools



Start to import inventory results



Setting is divided into 3 parts :

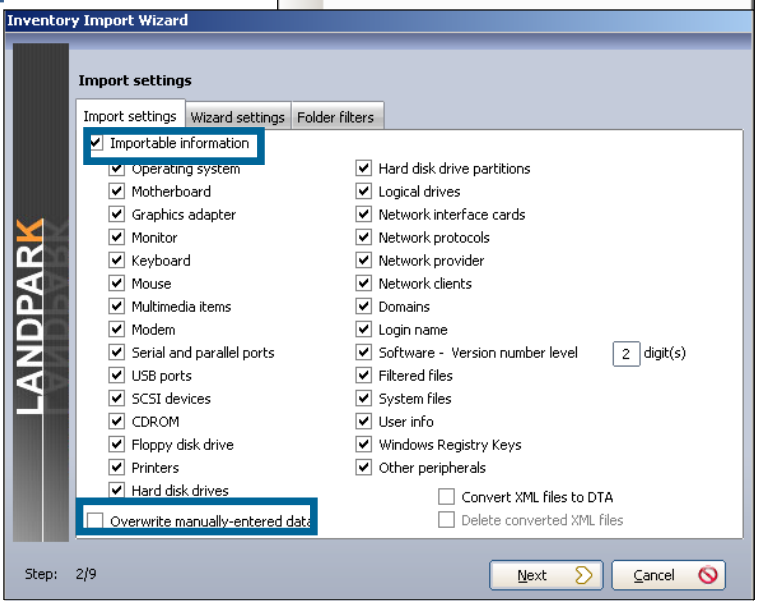
1 - Import settings

The import setting tab allows you to set data that you wish to import into the database. By default, the wizard is designed to import all data in the database.

By selecting importable information, you can tell the software what data you wish to import.

When importing, especially when updated data the wizard is designed to not overwrite data that you have manually edit before into the database. Nevertheless, it may be necessary to reimport completel data of a PC regardless of changes you would have made.

By checking the Overwrite manually-entered data you ask the software to overwrite data during import.

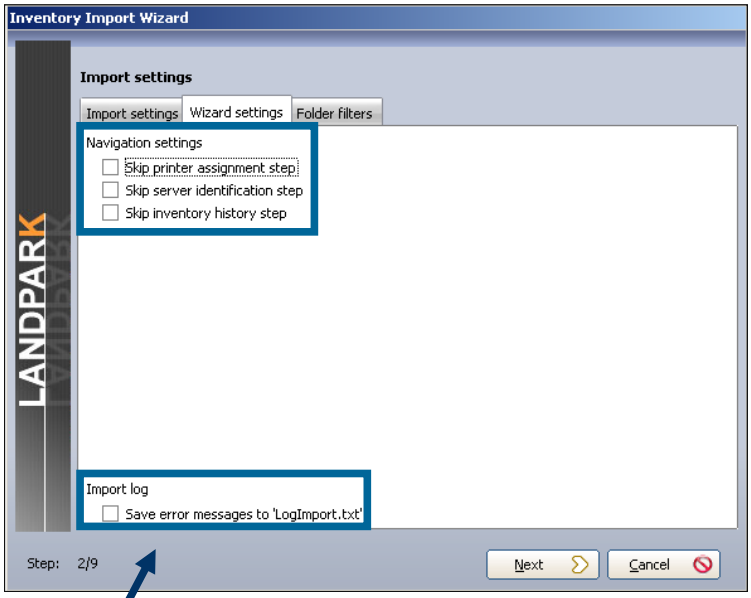


2 - Wizard settings

Skip printer assignment step: If you decided to import printer drivers, you can start this wizard connect the driver to a physical printer. Which will allow you to consult this printer from the PC form into the "Connection" tab.

Skip server identification step: during inventory nothing differentiates a workstation from a server The wizard allows you to specify, among new PCs imported items, which are server type.

Skip inventory history step: At the end of the Inventory, the wizard displays a page containing the information about PCs where one or more data has changed. This option disables this page.



Save **error messages to "LogImport.txt"**: This option forces the wizard to save any import errors in a log file to not disrupt the sequence import. This can help start importing a large number of inventory results without being interrupted by an error on a single post.

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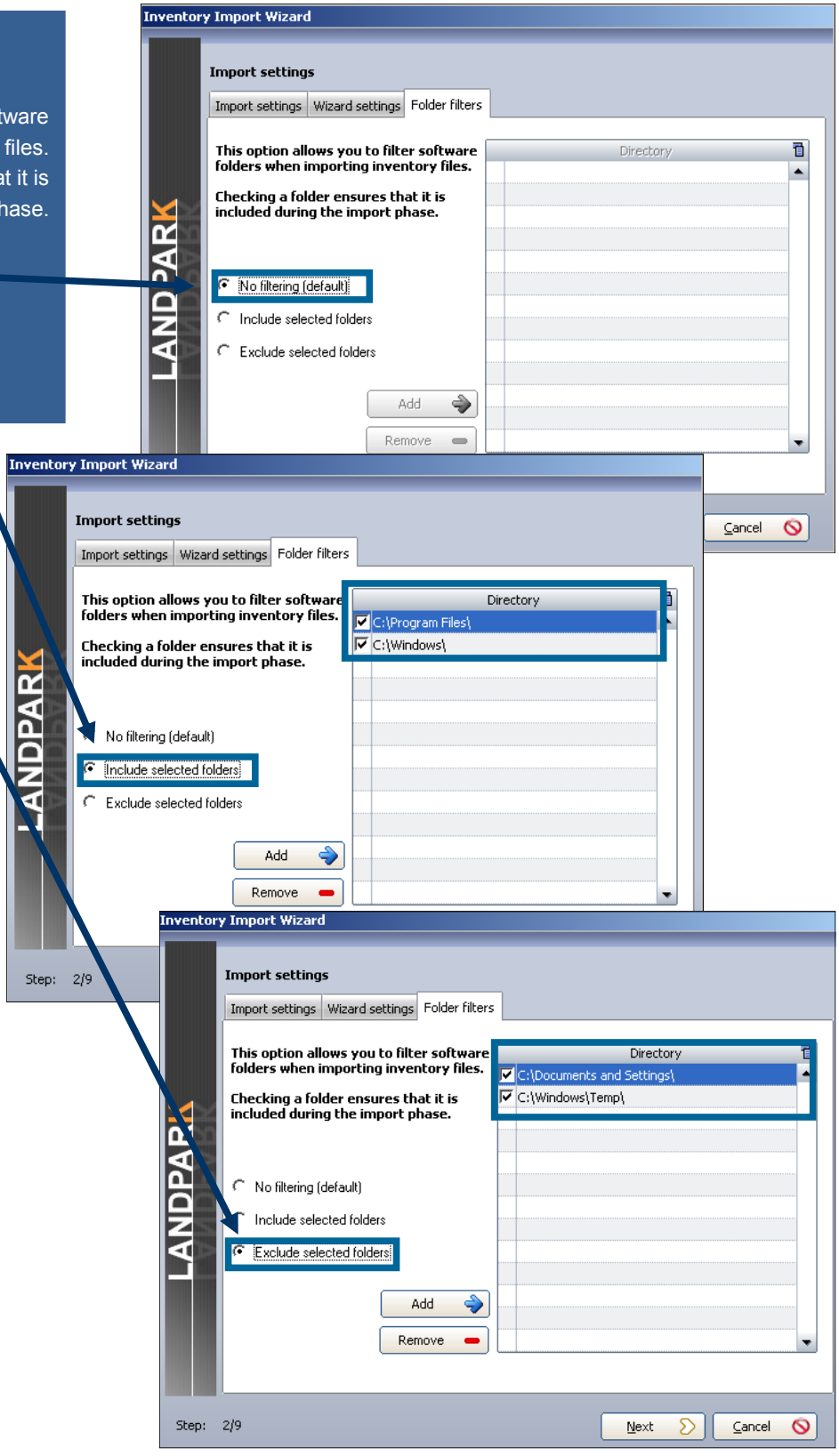
3 - Filtering files settings

This option allows you to filter software folders when importing inventory files. Checking a folder ensures that it is included during the import phase.

No filtering

Include selected folders

Exclude selected folders



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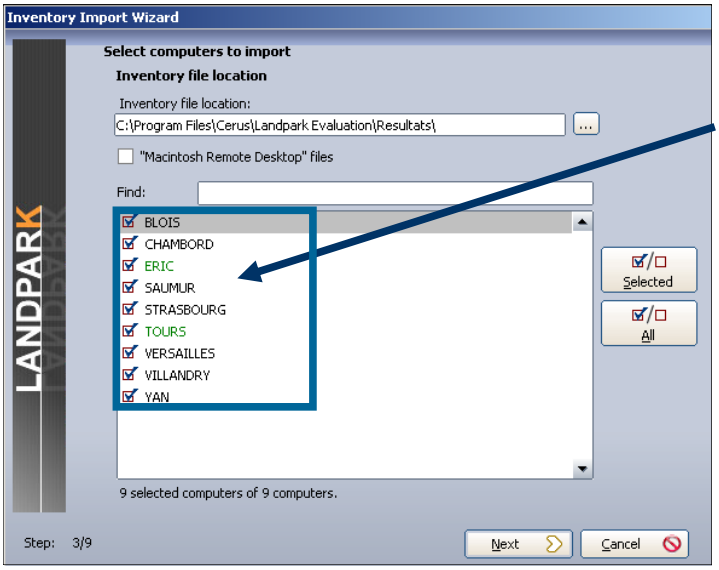
The results files are by default stored in the directory ".. \ Results" of your installation directory.

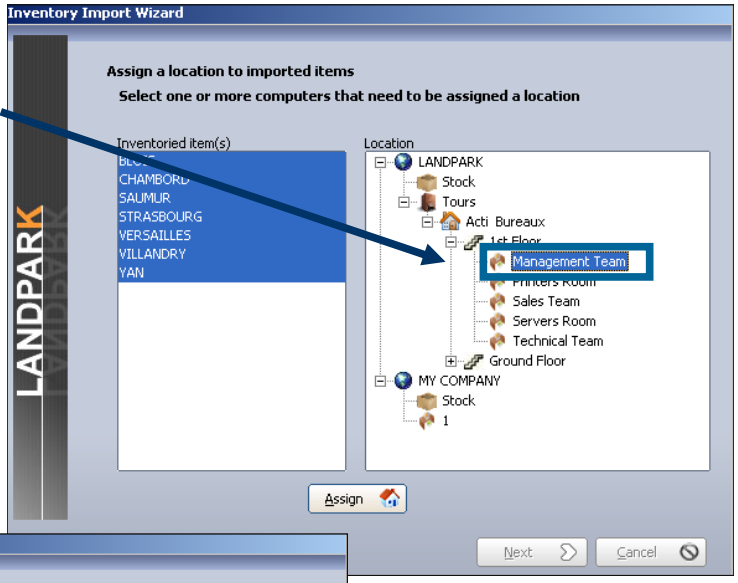
If you are using Landpark NetworkIP consol to manage your inventory and if this consol is installed on another PC than Landpark Manager, you must tell the wizard the import directory ".. \ Results" located on the same PC that hosts NetworkIP consol.

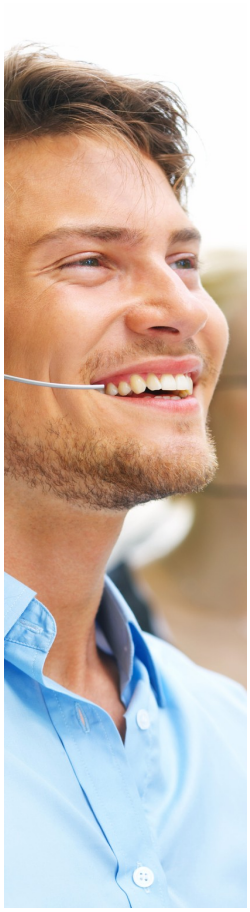


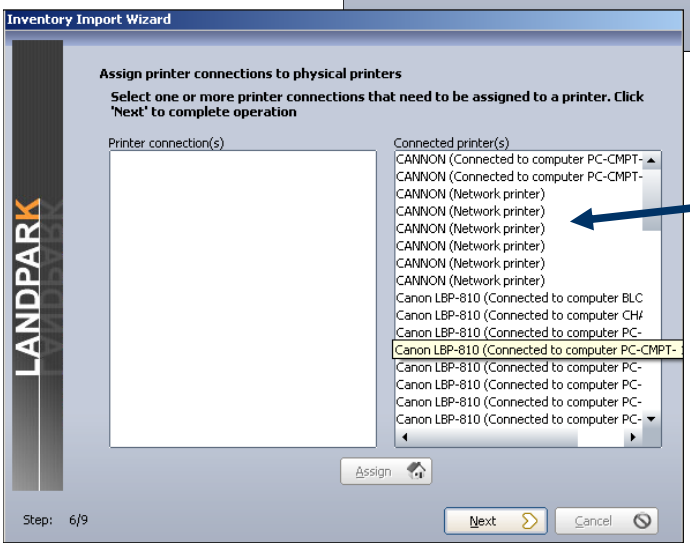
Make a selection on Pcs to import or to update.

Knowing that by default the wizard automatically checks the PCs to import or to update, based on the last date of the inventory stored into the database

Locate PCs to import for the first time







During the inventory, the inventory engines identifies both printer drivers as "local" and "network".

This step allows you to make the connection between the network printers pilot (left list) and the physical printer (right list) by clicking the button.

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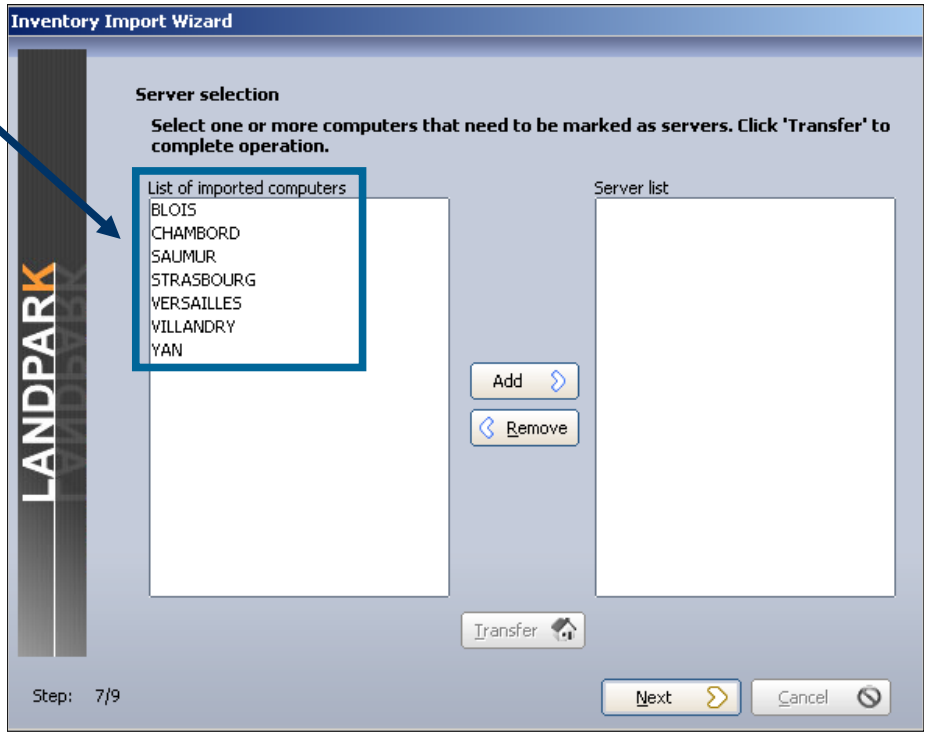
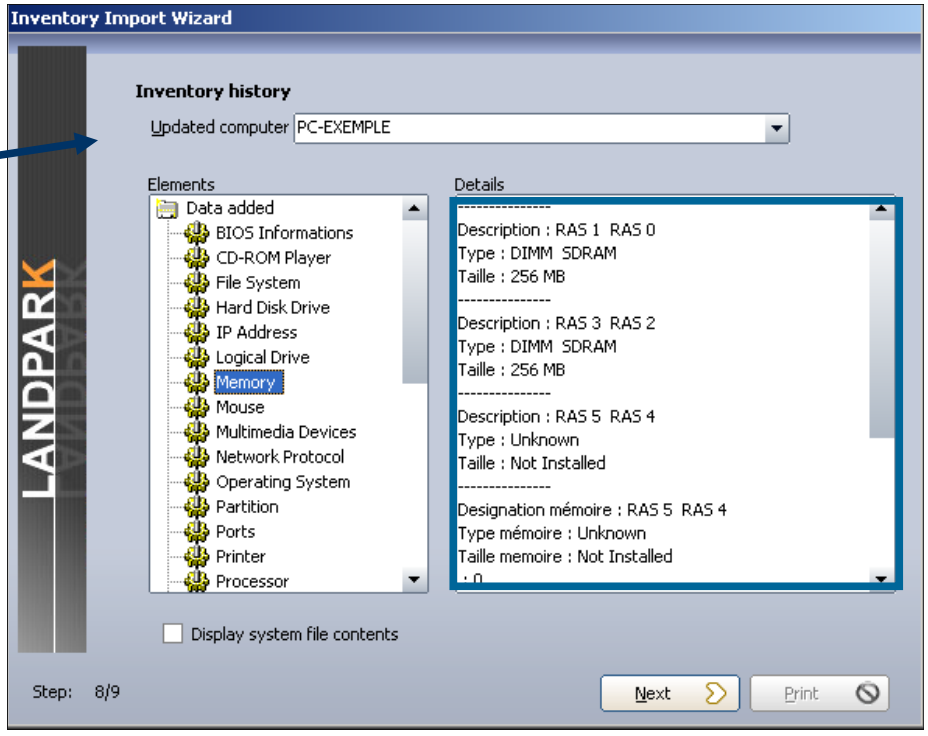
Inventory does not distinguish between workstations and servers, this is for you to tell the wizard among new imported PCs (left list) which are the servers (list of right). Select them and use the button to pass one or more PCs to the right side.



Import the technical differences between the two inventories in order to update the database





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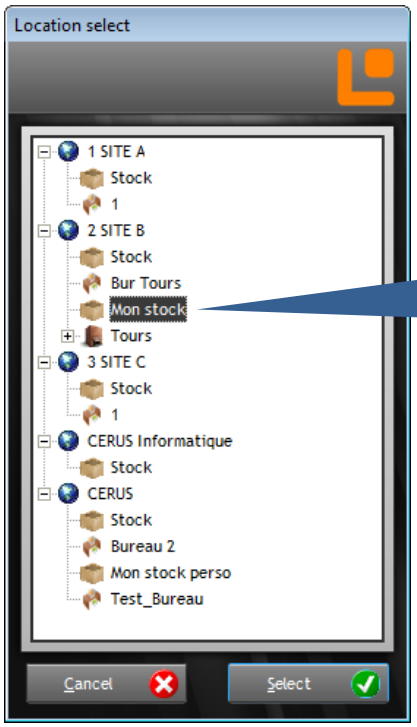
LANDPARK IDA

AUTOMATIC IMPORT OF YOUR INVENTORIES

Landpark, comprehensive IT Asset Tracking and ITIL Help Desk solutions

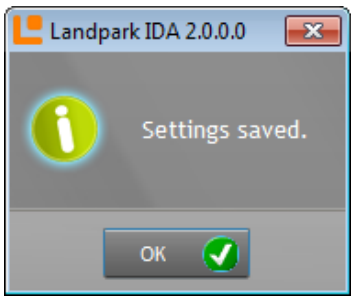


The application Landpark IDA allows to import the information contained in DTA files into database Landpark



By clicking on the button at the end of the input field named «***Location***», you can set the default location for news imported workstations

After the checking time and the default location were set you must click on the «***Save***» button to keep these settings for the next opening of **Landpark IDA**



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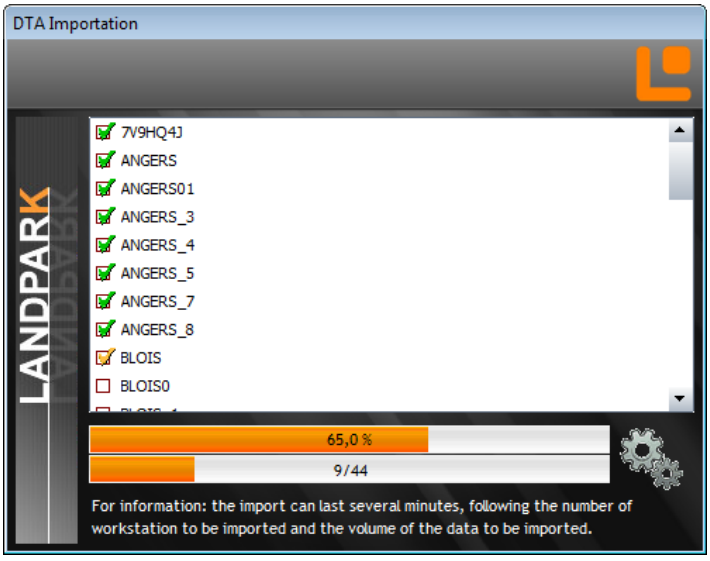
If Landpark Manager is opened while Landpark IDA is running, the import is locked

Indeed, the priority is given to the imports from Landpark Manager

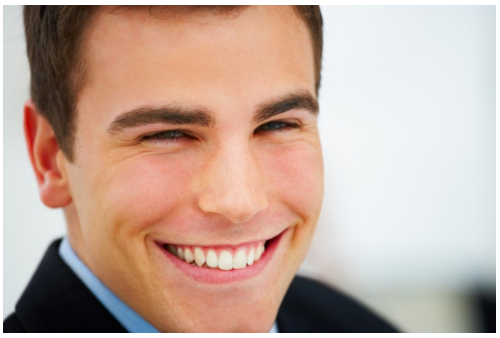
By closing Landpark Manager, the process of check and import becomes again available



When import is no longer available («Import» button grayed) but Landpark Manager is not open, you have a label under «Import» button indicating the reason of locking



If the main window of Landpark IDA is visible, the import window allow you to see the progress of these



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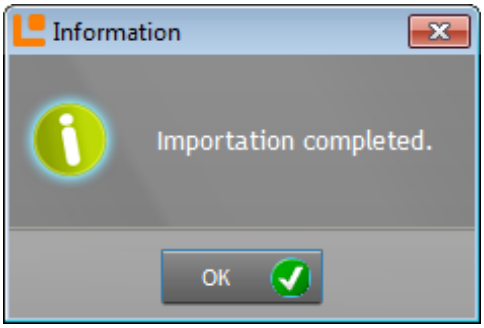
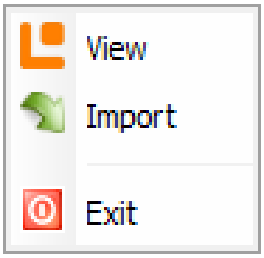
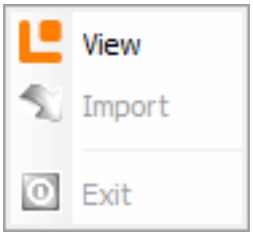


If the window of import is visible, at the end of these you have a message indicating you that this one is completed

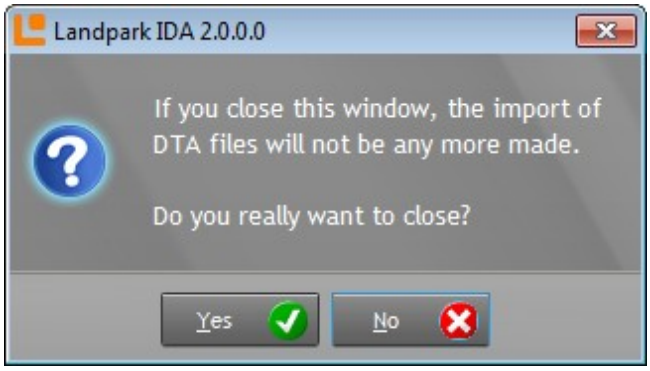


By clicking on the «Minimize» button, you put the application in the «Notification Area» of the «Taskbar»
By right-cliking the Landpark icon in the «Notification Area», a contextual menu displays. This one allows you to redisplay de main window, to run a manual import and to quit Landpark IDA



During the import process, only the «View» menu is available

By clicking the cross of the title bar, to close the window, the application asks you to confirm this closure





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ISSUE-TRACKING SOFTWARE INCREASE YOUR REACTIVITY BY DEPLOYING YOUR SERVICE DESK

Landpark, comprehensive IT Asset Tracking and ITIL Help Desk solutions

LANDPARK HELPDESK

« Increase your reactivity by deploying your service desk with Landpark Helpdesk extended more largely to your company complete infrastructure. Landpark Helpdesk - a full solution allowing you to manage any request, any change, any intervention and technical support - can quickly help you to reduce costs ... »

LANDPARK HELPDESK
helps you manage service requests efficiently



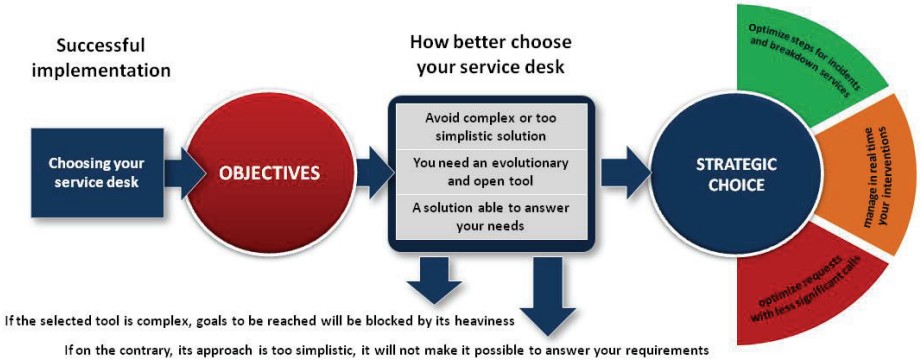
- Request made by a hotliner on behalf of a user
- Request directly made by user
- Email-based requests



Landpark Helpdesk, an efficient solution for better control of your technical support infrastructure

- Acces to inventories and equipement information
- Statistics
- Service-level agreement (SLA)
- Automated escalation
- Treeview-managed access rights to ticket lists
- Schedules
- Knowledge base
- Project management
- Polls and surveys
- Event-based messaging system
- Alerts for overdue tickets
- Tickets history
- Internet-based queries
- News

Why choosing Landpark Helpdesk as the essential tool for your service desk



Landpark Helpdesk allows you to organize in real time the automatic transfer to your support center of any request for better control and to optimize the steps for incidents and breakdown services. Profiting from a long experience with a very great number of companies, our solutions are able to answer your needs.

Landpark Helpdesk

- Automatic affectation
- Validation chains
- Schedules
- Predefined messages according events
- Memos and alerts
- Knowledge base
- Research on tickets history
- Queries
- Statistics
- Surveys and polls
- Feedback questionnaire
- Automated escalation
- Worflow / project management

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SUMMARY

REQUEST MADE ON BEHALF OF USERS (CASE 1)
REQUEST DIRECTLY MADE BY USERS (CASE 2)
REQUEST MADE BY EMAIL WITH LANDPARK HELPMAIL (CASE 3)
TICKETS IN PROGRESS
AUTOMATIC AFFECTATION TO PLANNINGS
VALIDATION CHAINS
VIEW ALL TICKETS IN PROGRESS
DETAILED VIEW OF TICKETS IN PROGRESS
TECHNICIANS AND SUPPLIERS SCHEDULES
PREDEFINED MESSAGES SENT ACCORDING TO EVENT TYPES
ENTERING THE TICKET REPORT
MEMOS AND ALERTS FOR OVERDUE TICKETS
ACCESS TO KNOWLEDGE BASES
RESEARCH ON TICKETS HISTORY
QUERIES
STATISTICS
SURVEYS AND POLLS
FEEDBACK QUESTIONNAIRES
AUTOMATED ESCALATION
WORKFLOW / PROJECT MANAGEMENT
ACCES TO DATA FROM YOUR ASSET MANAGEMENT SOFTWARE
SETTINGS



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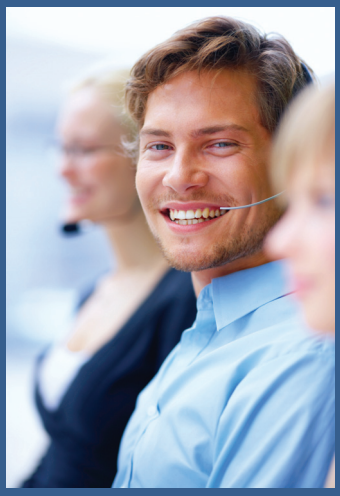

Landpark Helpdesk

Issue-tracking software - increase your reactivity by deploying your service desk with Landpark Helpdesk



INCREASE YOUR REACTIVITY BY DEPLOYING A HELPDESK SYSTEM

All the technical data collected by Landpark Inventory - all data analyzes incorporated in Landpark Manager, your IT asset management system - all this information must finally enable you to set up the helpdesk service best appropriate for your company. Being interfaced with your incidents and configurations database in order to help your helpdesk team to support users, your goals now is to find fast solutions to increase your company's productivity.

A helpdesk management extended more largely to your company complete infrastructure.

The notion of the helpdesk can be much broader and must enable you to support other technical equipment (telephony, office needs, car management, etc…) : who currently solves technical problems from a simple Access base or from an Excel file? Landpark Helpdesk enables you to effectively carry out your support management on your material as well as on your software and brings you a perfect economic control. Compare for example the cost of the people assigned to the support user with the profit of productivity obtained by the reduction of the unavailability of your Pc's. The choice of a efficient helpdesk software is justified if a person does not arrive any more to ensure data-processing maintenance. In terms of investment returns, savings are very quickly visible.

Landpark Helpdesk is located in the center of your data processing management systems.

It is essential to make communicate through Internet information from materials, networks and softwa-re's inventories. Landpark Helpdesk makes cooperate all information through your various sites and brings you services managing your interventions, whatever the workload of your technical support. While optimizing your users support with less significant number of calls, your technical support team will be able to optimize its work while concentrating on more complex problems. It is essential to make communicate through Internet information from materials, networks and software's inventories. Landpark Helpdesk makes cooperate all information through your various sites and brings you services managing your interventions, whatever the workload of your technical support. While optimizing your users support with less significant number of calls, your technical support team will be able to optimize its work while concentrating on the more complex problems.

A strategic choice for better user support.

100% Navigator Landpark Helpdesk brings you an effective tool for helpdesk management and resolution of incidents. Starting from 50 users, Landpark Helpdesk provides you the ideal tool to help rapidly your technical support.

Landpark Helpdesk effectively contributes thus to reduce and your helpdesk costs, and the total cost of exploitation of your workstations.

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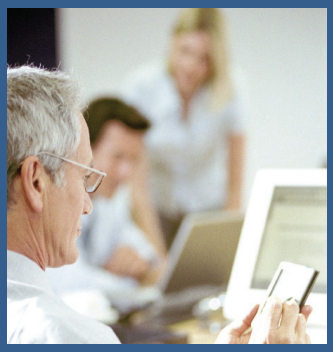
Landpark Helpdesk is the ideal issue-tracking software for your support team

While optimizing your users support with less significant number of calls your technical support team will be able to optimize its work while concentrating on more complex problems



LANDPARK HELPDESK - CHOOSE THE BEST ADAPTED HELPDESK TOOL

►Request directly made by users:
- Tree search with problem-related keywords,
- Ability to attach files or forms to request.

►Request made on behalf of users:
- Objects linked to the user,
- Change priorities according to access rights,
- Attach files to requests.

►Request made by emails:
- Several types of email templates (with LandPark HelpMail) containing free text or optional variables can be set up and received by Landpark Helpdesk.

►Automated scheduling:
- The automated scheduling feature allows you to assign one or more technicians to a given request type,
- Tickets that are marked for automated scheduling are automatically assigned to the right technician or supplier.

►Searching list of tickets by status:
- Displays the expected lead time, the opening time and processing time when closed,
- Problems and related solutions,
- Remote control.

►Technician schedules:
- Technician schedule, technical group schedule or suppliers with recurring tasks,
- Schedule can be exported to Outlook,
- Calendar views by day, week or month.

►Predefined messages are sent according to event types:
- Messages are automatically sent via email depending on the event,
- Possibility of forwarding messages to newsgroups.

►Closing the ticket:
- Ability to specify a resolution type and an action type when closing,
- Ability to suspend the ticket, mark it for callback or escalation,
- Report is fed to the knowledge base,
- Detailed ticket history.

►Searching for a solution:
- To provide users with a basic (level 1) knowledge base,
- To provide support teams with a technical (level 2) knowledge base,
- Attach solutions and related forms to help users and technicians.

►Searching for items that are associated with each user:
- Access all the computer items or Non-IT items with their details linked to each user, as well as detailed request history.

►Searching for items in your database:
- Complete search for IT or Non-IT items using the Landpark Manager database, returning detailed object information.

►Memos and alerts for overdue tickets:
- Alert by memo or by email alarm for overdue tickets,
- Suspension or reassignment of tickets to other support technicians or suppliers.

►Ticket History:
- By keyword, by status, by technician or supplier, etc. in the solution or equipment tree,
- Full ticket details can be exported to Excel.

► Queries:
- Predefined SQL queries exportable to Excel.

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With Landpark Helpdesk you will be able to respond to an increasing number of requests without having to increase your technical support teams



►Statistics:
- Uses predefined templates.
- Statistics are exportable to various formats.

►Polls and surveys:
- Feedback polls,
- User surveys.

►Automated escalation:
- Automated escalation allow certain types of requests to be related to other requests in order to undergo an escalation,
- The chaining of problems is not limited to two types of problems: you can link as many types of problems as you wish. You can for instance specify that a request for printer cartridges should be linked and escalated to a request for paper.

►Project management:
- Allows you to keep track of your ongoing projects. Projects can be assigned to specific locations,
- Project tasks can be dispatched to different user groups and are displayed in a Gantt chart.

►Technicians management:
- Schedule and skills management in terms of incident resolution.

►Managing groups of technicians:
- Management by geographical groups or skill groups.

►Absence management:
- With immediate view of the schedule.

►Priority Management:
- Priorities are assigned to organizations / locations.

►Problems and solutions settings:
- With files, links and attached forms,
- Lead time, priority and keywords,
- Assignment to technician responsible or supplier for solving the problem.

►Ticket code settings:
- With a resolution type that can be assigned to an organization and possible action type.

►Preferences:
- Email alerts for overdue requests, default schedule view, schedule overbooking and backdating, permission to schedule ticket operations prior to their date of creation.

►Access rights:
- Immediate support from us to help you set up helpdesk permissions.

►Company profile settings:
- Quickly configure various settings from a dashboard.

►Activate display filters when users make requests:
- To filter the types of requests that a user can display in various treeviews according to his/her profile, upon sending a request (e.g display only computer support requests, or requests for consumables, etc.).

►News Settings:
- News can be assigned to categories by posting announcements in Landpark Helpdesk's main menu.

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With Landpark Helpdesk your technical support teams will know with precision information processing systems which they manage in a daily way



LANDPARK HELPDESK CAN QUICKLY HELP YOU TO REDUCE COSTS

Our technology will bring to users and administrators an efficient technical support, consequently allowing you a better management and a maximum visibility. Without any software to be installed, you can consult any equipment through the Internet: incidents management, support and requests management, management in term of contracts associated with your equipment, analyzes in real time of your needs, statistics by nature and cause, etc… You will be able to reach desired information: equipment identification and their technical compositions collected through the inventory, identification of all the software installed, access to the knowledge database, etc…

Landpark Helpdesk enables you to manage with effectiveness your users support. It is essential to make communicate through Internet all your information. Landpark Helpdesk positions itself like the new reference as regards to a total management of your data-processing systems. Its simple and intuitive use allows fast implementation an immediate adhesion on behalf of your users.

Your administrators and your technical support teams must know with precision information processing systems which they manage in a daily way:

- Installation/reinstallation of material and software,
- Configuration, technical problems and breakdown services,
- Users support.

Often confronted with an increasingly complex environment and often on distant sites, Landpark Helpdesk offers a solution enabling to manage effectively each change, each intervention and each technical support. This true support center is entirely accessible by Internet and offers you the possibility to organize:

- The automatic transfer to your technical support of any request,
- A management of those requests according to several qualification levels, together with maximum deadlines for answers or procedures according to their type and allowing to optimize resolutions,
- A better management of your personal movements,
- An immediate consultation of the material descriptions, software and licenses installed, guarantee or maintenance contracts,
- A dynamic management of your needs.

LANDPARK HELPDESK - A FULL SOLUTION ALLOWING YOU TO MANAGE ANY REQUEST, ANY CHANGE, ANY INTERVENTION AND TECHNICAL SUPPORT

This efficient support center is entirely accessible through the Internet and allows you to manage your users and your computers. Landpark Helpdesk is a multi-company tool and makes it possible according to parameter settings to share all information from your data processing systems - or on the contrary - to control access to information in order to have your support teams to work in a completely autonomous way.

Landpark Helpdesk will make it possible for your users to send automatically their requests for assistance to the support center. This request can be extremely precised and point out to concerned material and software

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Landpark Helpdesk brings a maximum visibility and operates a better control of your personal movement through various locations



The request must be validated either by the service of Hot-Line, or by a person in charge. The goal being to filter the real request for intervention of that not requiring technician intervention. Accessible 24 hours a day, Landpark Helpdesk makes it possible each one of your users to reach your support. Thanks to our technology, it will be then easy for them to send their requests and to follow up in real time their resolution.

The software interface through the Internet makes it possible to take into account any request and this from any Pc station. The technician can constantly:

- Consult a database for recurring problems and advises,
- Consult materials configuration during its intervention,
- Bring new modifications (interventions, length, resolutions,…),
- Update in real time the database.

The technical support can then manage requests, who will be in charge for resolving this intervention according to several qualification levels, together with deadlines or procedures to be observed in order to optimize different steps of resolutions. Landpark Helpdesk brings a maximum visibility and operates a better control of your personal movement through various locations.

Once the request will be assigned to a technician, a message (time necessary, name of the person in charge for resolving the problem, follow-up of the file…) is automatically sent through email. Users can then have an immediate vision of their problem and will know progress concerning its resolution.

Landpark Helpdesk makes it possible moreover to your technical support team to visualize inventories and to reach centralized data information in order to operate an immediate consultation:

- Material descriptions,
- Installed software and licenses,
- Guarantee and maintenance contracts,
- Suppliers information's,
- A dynamic managing for your needs.

To be more effective, Landpark Helpdesk constantly enables you to consult the entire requests for control and corresponding answers, this by bringing answers having already been treated. Moreover, Landpark Helpdesk constantly enables you to consult daily, weekly or monthly technicians planning. Landpark Helpdesk also allows submitting requests to suppliers, having their own planning. A request may be attached to a problem into the database which must contain several types of information:

- The definition by family of the encountered problem along with its solutions,
- Timing assigned to the resolution of this problem,
- Priority affected to the intervention according to the selected problem,
- The definition by key word and fast research by wording,
- The description of the problem,
- The affectation of this problem to a technician or a group of technicians.

Once you have organized your databases, you can give or not to users access to your recurring problems and resolution database and brings them immediately advices in order to solve by themselves several problems instead of submitting them to your helpdesk.

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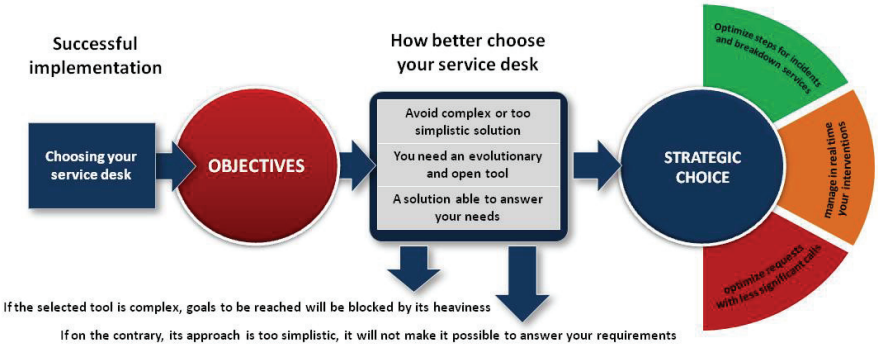
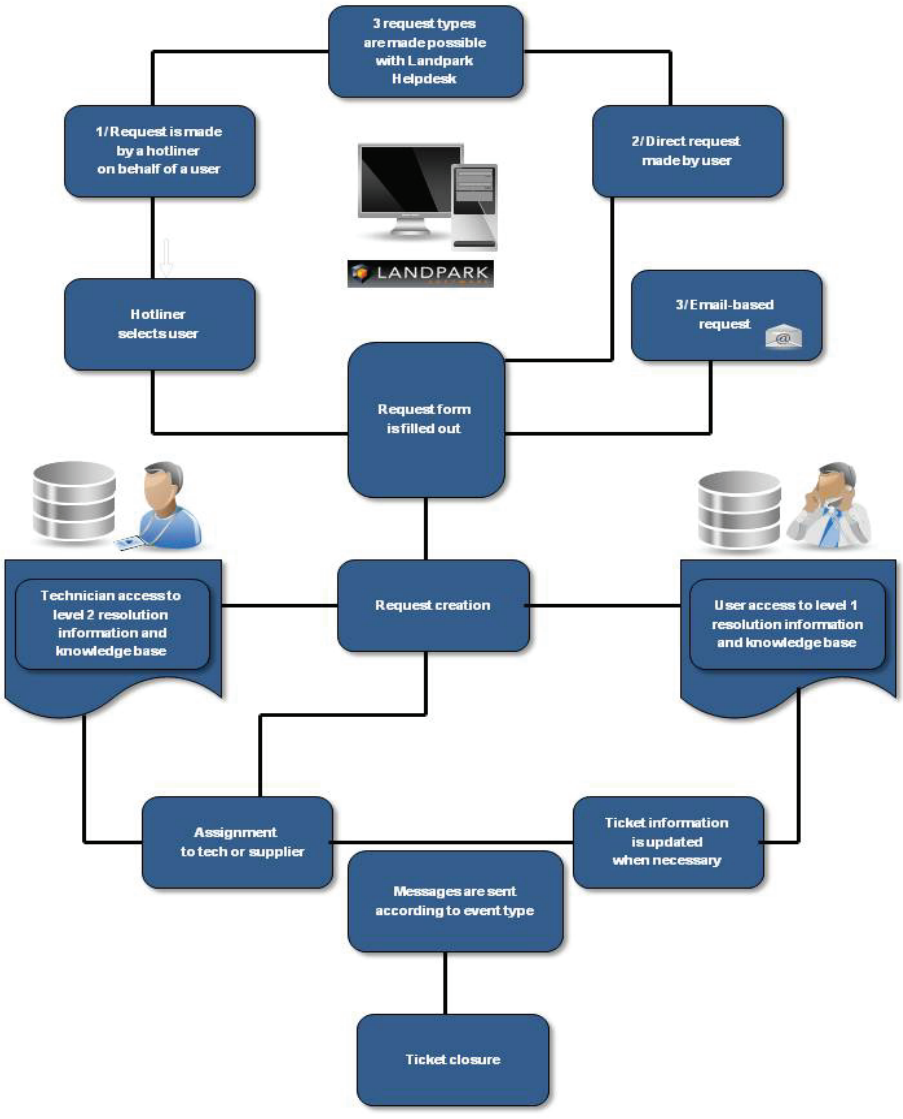
Landpark Helpdesk helps you manage service requests efficiently



Why choosing Landpark Helpdesk as the essential tool for your service desk



Landpark Helpdesk allows you to organize in real time the automatic transfer to your support center of any request for better control and to optimize the steps for incidents and breakdown services. Profiting from a long experience with a very great number of companies, our solutions are able to answer your needs.



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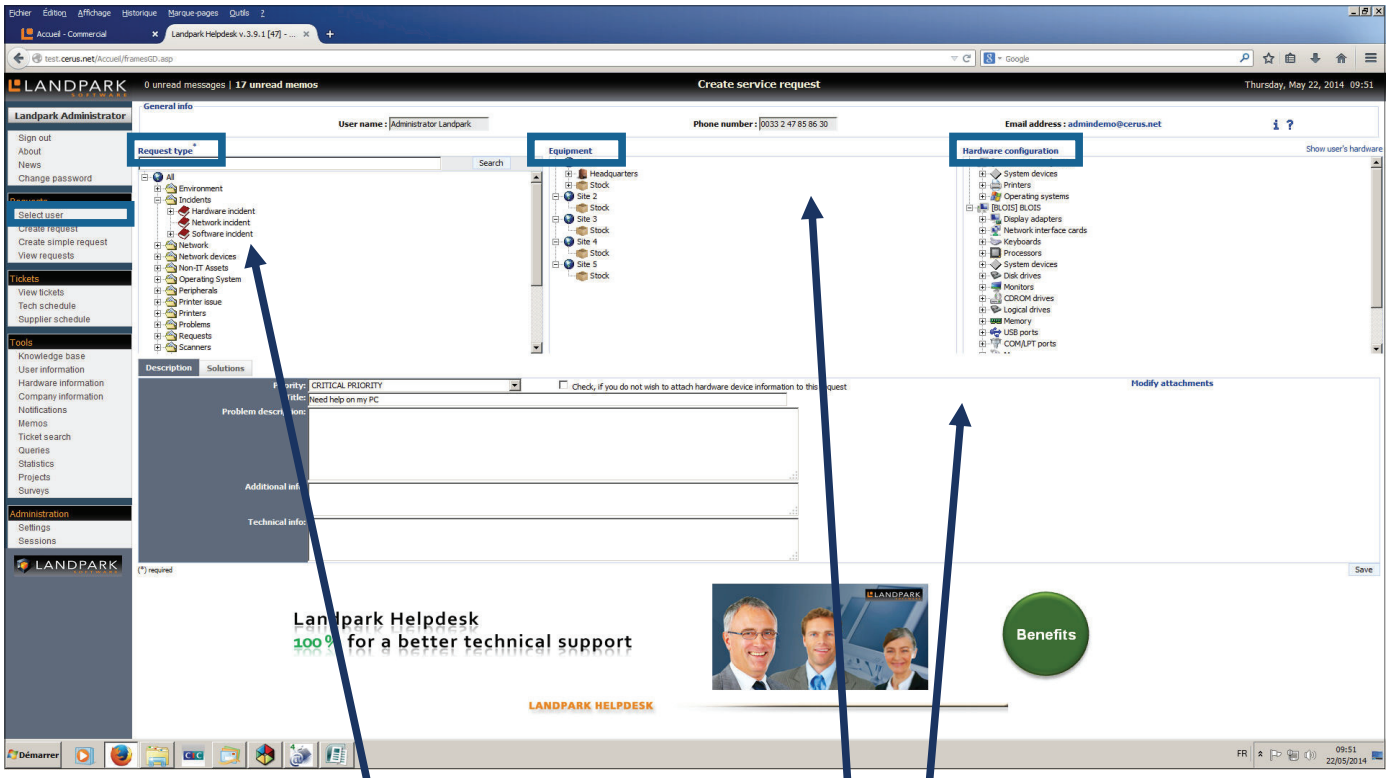
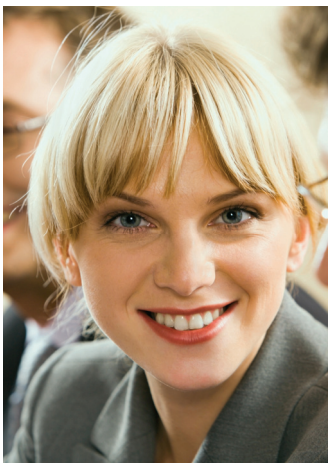
REQUESTS MADE ON BEHALF OF USERS (CASE N° 1)



Tickets that can be more precised about the nature of the problem, the concerned equipment and the technical details of the equipment



A request may be attached to a user and should contain several types of information:

► **Problem:** selection of the problem (mandatory).

► **Affected material:** this TreeView provides a list of all inventoried equipment and their respective location (useful if the user calls for a PC other than the one assigned to him).

► **Detailed material:** this TreeView displays the components of the selected item. By default, this window displays a list of items that are assigned to the user.

► **Description:** free zone containing information / details about the problem.

► **Details:** free zone for comments and clarifications.

► **Attachments:** You can attach one or more files attached to this request.

► **Priority:** priority assigned to the request according to the selected problem or changed by Hotliners.

► Checkbox: no location is desired / allow to not connect the material and its location to a request. An icon provides access to the information of the PC belonging to the user.

► All the data displayed in Landpark Helpdesk are shown into the information screen of the user requesting.

► This results in the creation of a request for assistance and not a ticket. This avoids congestion of the tickets by unjustified requests.

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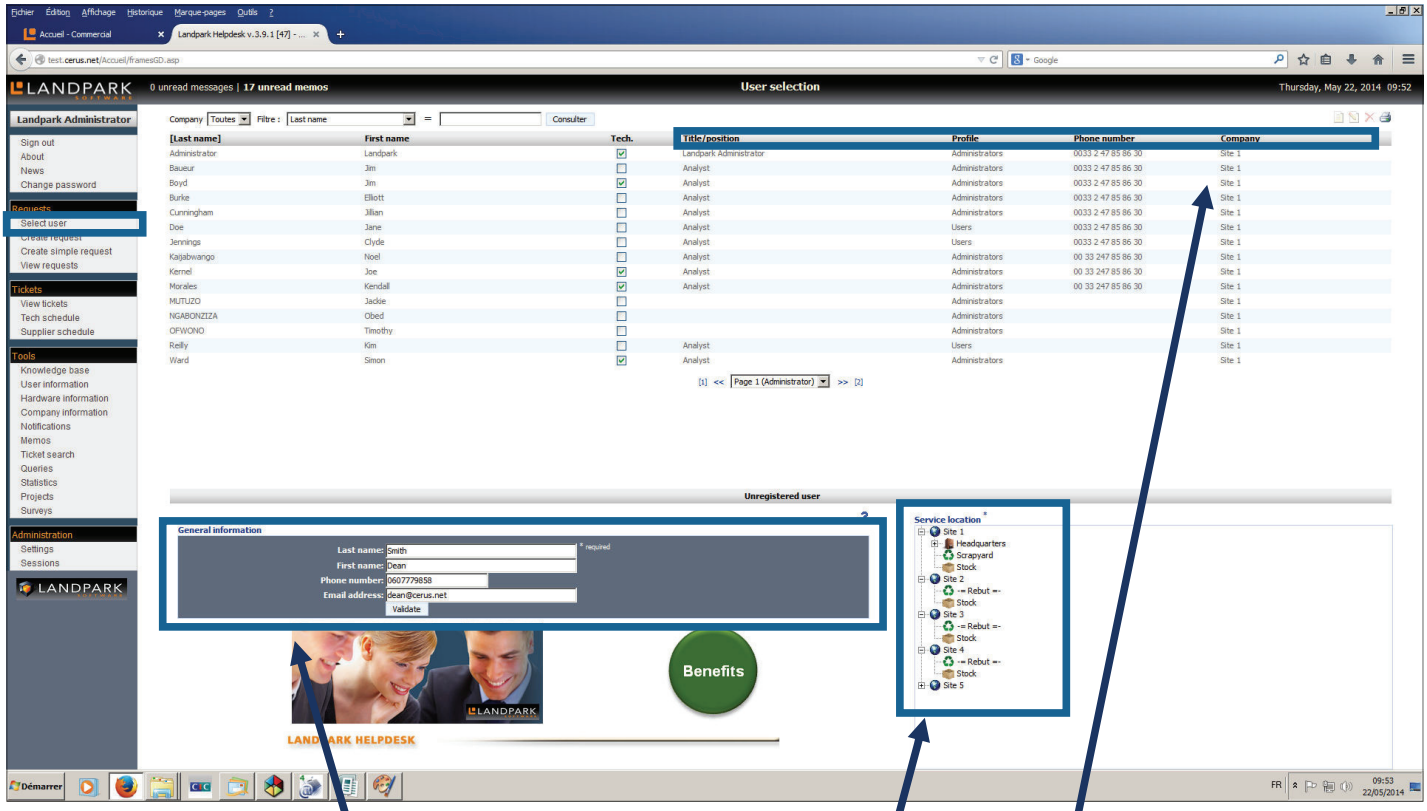
IDENTIFICATION OF THE USER (CASE N°1)



Complete information on all items related to your employees



► This screen allows the identification of the user by selecting him in the list if he is a person contained in the users database, or by entering the necessary information about him if this user is not recorded.

In this case, you will have to specify his location into the TreeView service location.

► A selection of the company to which he belongs is possible from the Combo-Box in the header.

ComboBox that contains a list of companies related to the profile of the person connected.

This list will contain only users of the identified company.

► A search by name, phone, position is proposed to save time.

► If the user wants to create a request of its own, he goes straight to the screen of next step (case # 2). The Caller ID is automatic.

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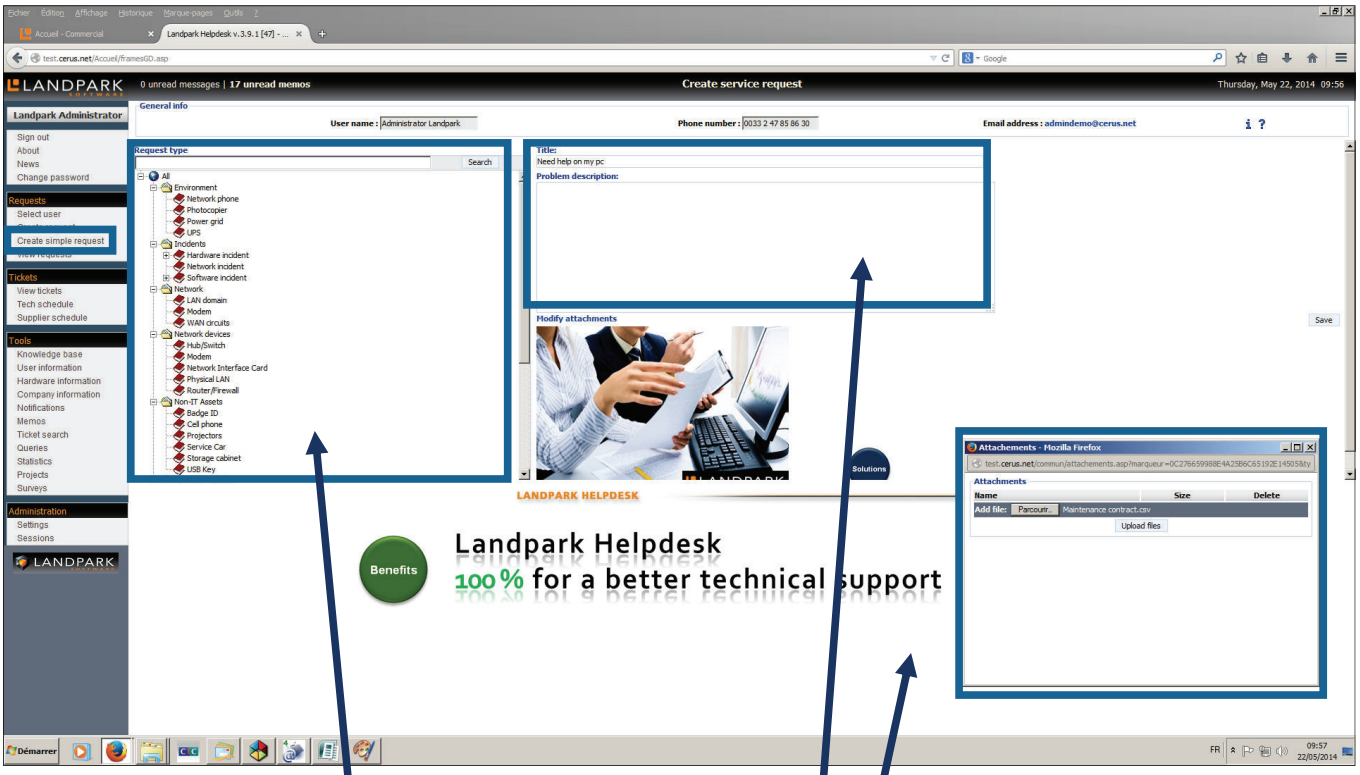
REQUEST DIRECTLY MADE BY USERS (CASE N°2)



A service desk easy to use with a friendly user interface



A request may be sent directly by the user with limited rights. He is required to complete:

► **Problem:** selection of the problem (mandatory).

The user may also, if desired complete:

► **Description:** free zone containing information / details about the problem.

► **Attachments:** the user can attach one or more files attached to this request.

In any case, the user can not change the priority assigned to this request.

► **Automatic assignment:** assignment of a request compared to a skill.
In addition, when assigning a ticket technicians able to take in charge this type of ticket are shown in blue color.

► **Automated escalation:** escalation in the concept of the distribution of tasks or tickets is available (cf. task 1 = PC installation, then task 2 = software installation, then task 3 = network installation, etc ...).

► **Workflow:** this notion is also available to handle long-running tasks and to inform the user regarding the progress and the level of the resolution of the project.

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REQUEST MADE BY AN EMAIL (CASE N°3)



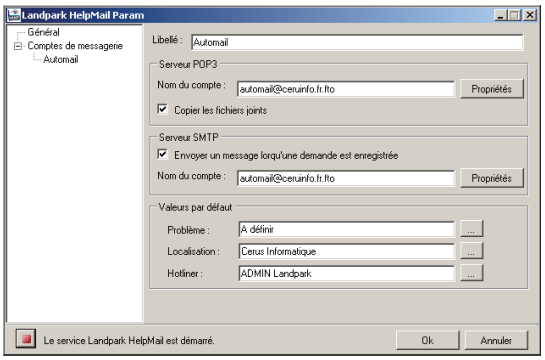
Landpark HelpMail allows you to receive your emails into the list of requests, in order to manage them more effectively through Landpark Helpdesk

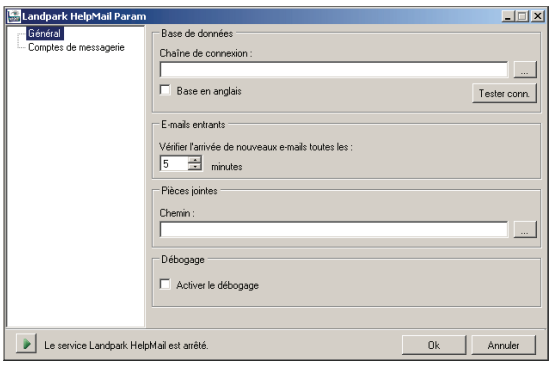
Landpark HelpMail Landpark HelpMail allows emails to be sent in the list of requests of Landpark Helpdesk

The Landpark HelpMail service allows to create a request/demand in Landpark Helpdesk from sending an email.

Landpark HelpMail Param is a tool that makes it easy to edit options files settings of Landpark HelpMail. It allows to configure:

- ► The connection string to the Landpark database,
- ► Defaults values to be used if they can not be deduced from the email,
- ► Settings of the mail server,
- ► Settings of Landpark HelpMail service.





Landpark HelpMail also allows to start and stop the Landpark HelpMail service easily. Note that it is preferable to associate with the Landpark HelpMail service a user with rights to write to the event log file, this in order to log eventually a malfunction of the application.

Two types of e-mail are currently managed by the application:

► **Standard emails:** a standard email is a simple e-mail that the user send. In this case the content of the email is fully included in the description field of the request when received into Landpark Helpdesk. If the sender of the email is already an identified user into Landpark Helpdesk, then he will be defined as the requester. For the problem and the location associated with the request, default values will be used.

► **Types emails:** types emails are emails in which we defined tags and where various fields of the request are to be filled. The text between the opening tag and the closing tag will be associated with the corresponding field. Tags currently supported by the application are:

<nomDemandeur></nomDemandeur>
<prenomDemandeur></prenomDemandeur>
<telDemandeur></telDemandeur>
<emailDemandeur></emailDemandeur>
<probleme></probleme>
<nomLocalisation></nomLocalisation>
<description></description>
<precisions></precisions>
<infostech></infostech>

Tags about the user may be used to create a request for a non-identified user. If an item in a tag can not be identified in the database then the default value will be used.

It is not recommended to mix in an email containing parts tags and parts containing portions of text.





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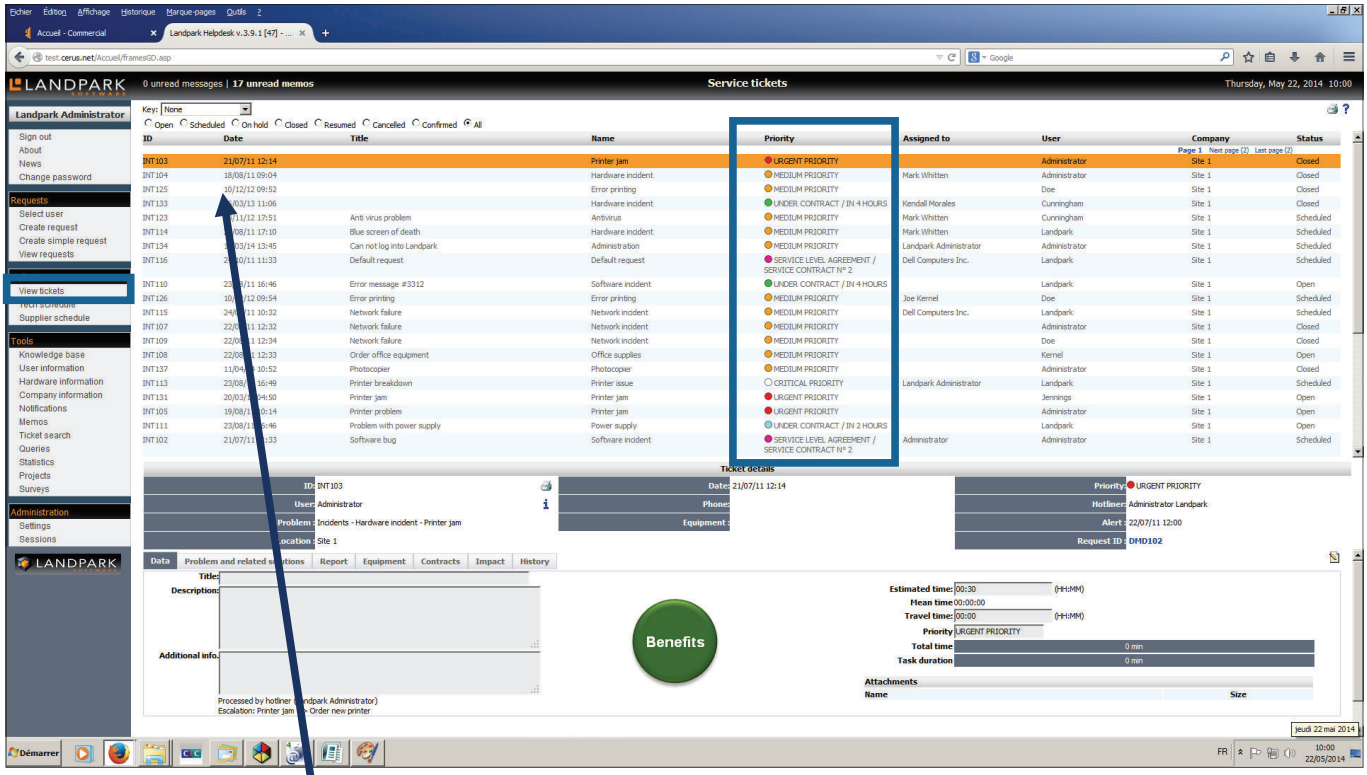
TICKETS IN PROGRESS



Tickets are assignable either internally to a technician or group of technicians from your company or externally to a supplier



► After its creation (case # 1), the request must be validated either by the hotline team or by a manager. The goal is to filter the actual request from those not requiring the intervention of a technician.

► This list provides the ability to search a ticket according to several criteria (code user name, date, text, ...). Depending on the request status, some data can be modified or not.

► Once validated, a request can not be anymore changed and generates a ticket. At this level, the life cycle of the ticket operation begins.

► A processing date limit is calculated based on the priority of the ticket.

If the date limit of the ticket is exceeded an alarm is activated and accessible in the memo menu for the hotliner responsible and sent too by email.

► When viewing the ticket and according to its status, possibilities will be offered such as planning, scheduling cancellation, ticket cancellation, writing the ticket report, viewing problem and its solutions (possibility to create a new solution), and viewing ticket history.

An access to user information and to the original ticket is proposed.

► When assign the ticket to a planning, two options available: either internally to a technician or group of technicians of your company or externally to a supplier.

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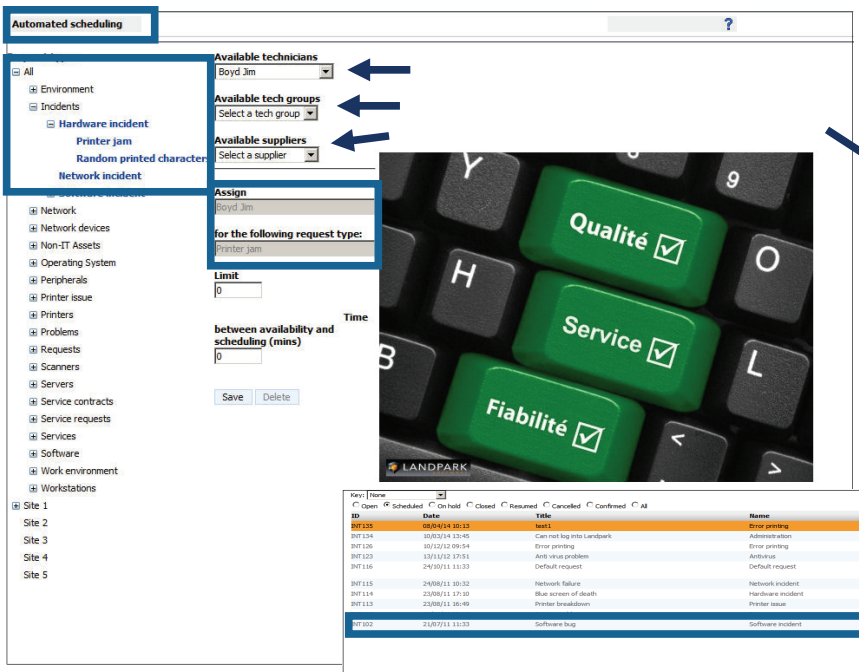
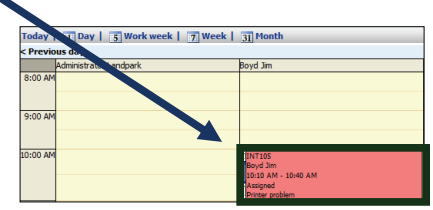
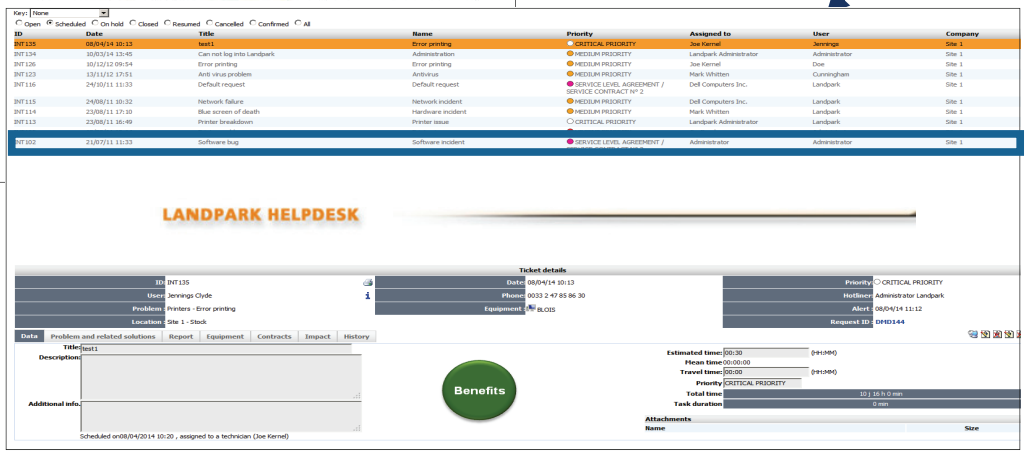
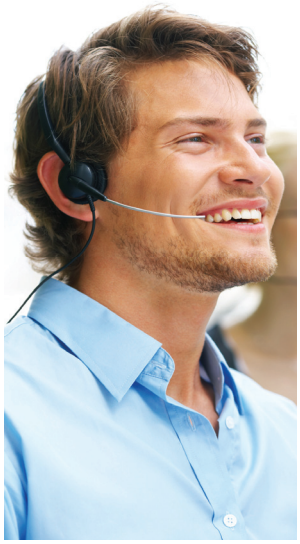
AUTOMATIC AFFECTATION TO PLANNING











► This feature allows you to automatically planify interventions when validated. Automatic assignments are made for this type of ticket, that is to say that for a given type of ticket, we assign it automatically to a specific technician.

► Thus, this screen shows the setting for automatic assignment that was assigned to Jim Boyd for « printer jam » ticket . This means that any ticket « printer jam » may be automatically assigned to Jim Boyd.

► In order not to overload the planning of a technician, you can specify a threshold above which the intervention will not be automatically scheduled.

► In addition, to allow a sufficient period of time between the ticket validation and its automatic assignment, we can specify a delay between the first availability of the technician and the automatic assignment.

► In the list of tickets, any application susceptible to be affected / automatically scheduled, will be indicated by an icon.

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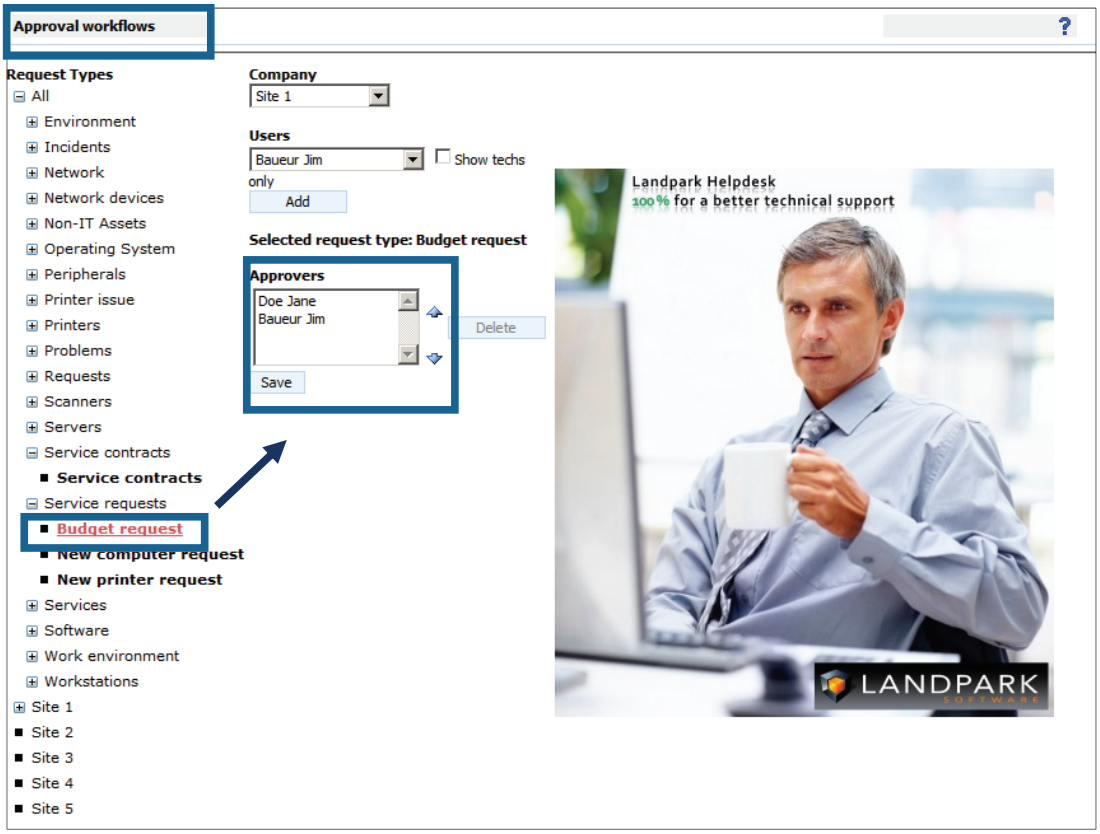
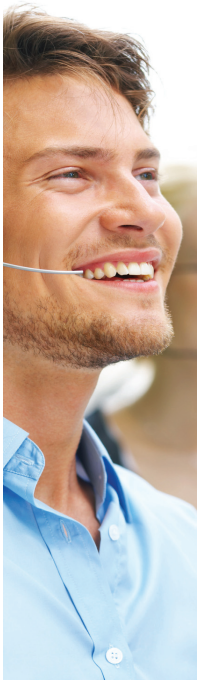
VALIDATION CHAINS





► In addition to the existing validation step for a request, Landpark Helpdesk provides the ability to create validation chains process, that is to say, we may specify the persons responsible for the validation of a request of a certain type.

► In the example above, we have set a validation process to ensure that any request type 'budget request' is validated by 2 persons that appears in this list. These two persons will accept and validate this 'budget request'.

► Whenever one of these people validate the request, an email notification is sent to the next person called to validate the next step. In our previous example, when the second person approves the request, it is finally validated and thus triggers the creation of an intervention.

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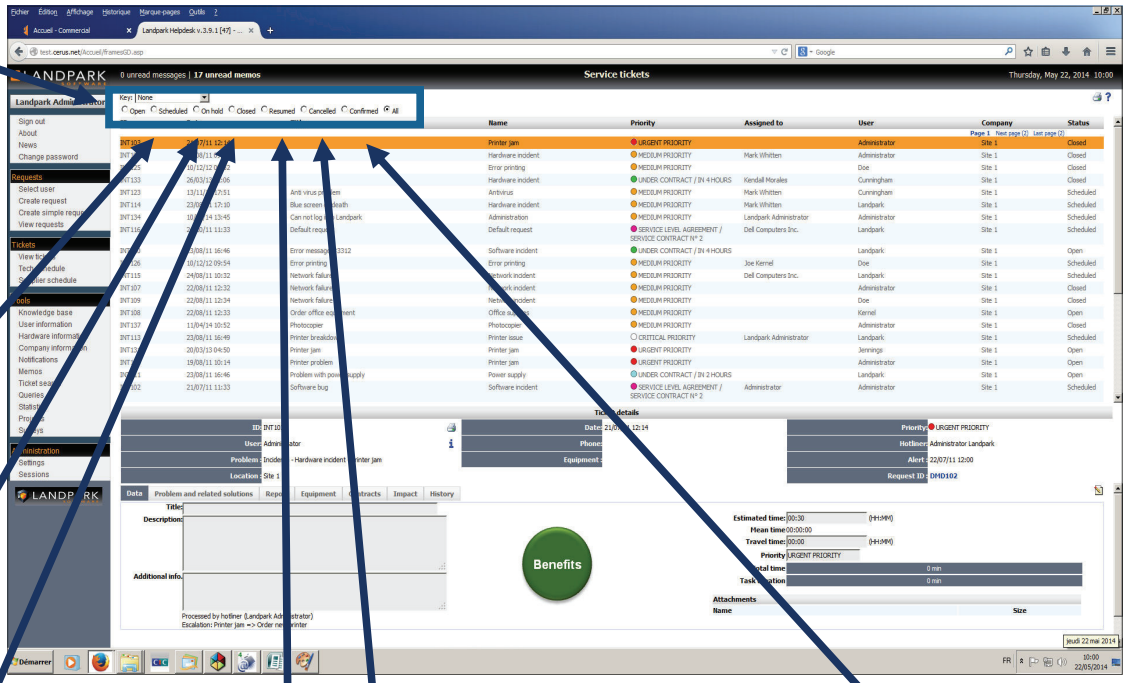
VIEW ALL YOUR TICKETS IN PROGRESS

Open: intervention following a validated request and must be assigned to a technician, a group of technicians or a supplier

Scheduled: assigned to treatment response

On hold: Intervention suspended in its treatment

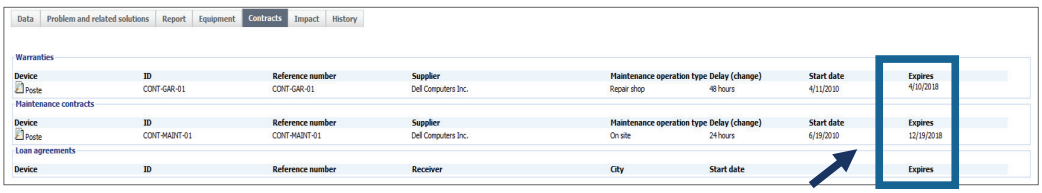
Closed: closed ticket



Resumed: closed ticket but requires verification of proper operation

Canceled: Intervention finally canceled but to keep for your analyzes and statistics

Confirmed: This level is validated through monitoring the helpdesk activity where different actors or companies are responsible or concerned for monitoring and validate tickets



Alert level contracts: a new tab 'Contracts' has been added and allows to see all contracts that have been expired and related to hardware/software attached to this ticket.





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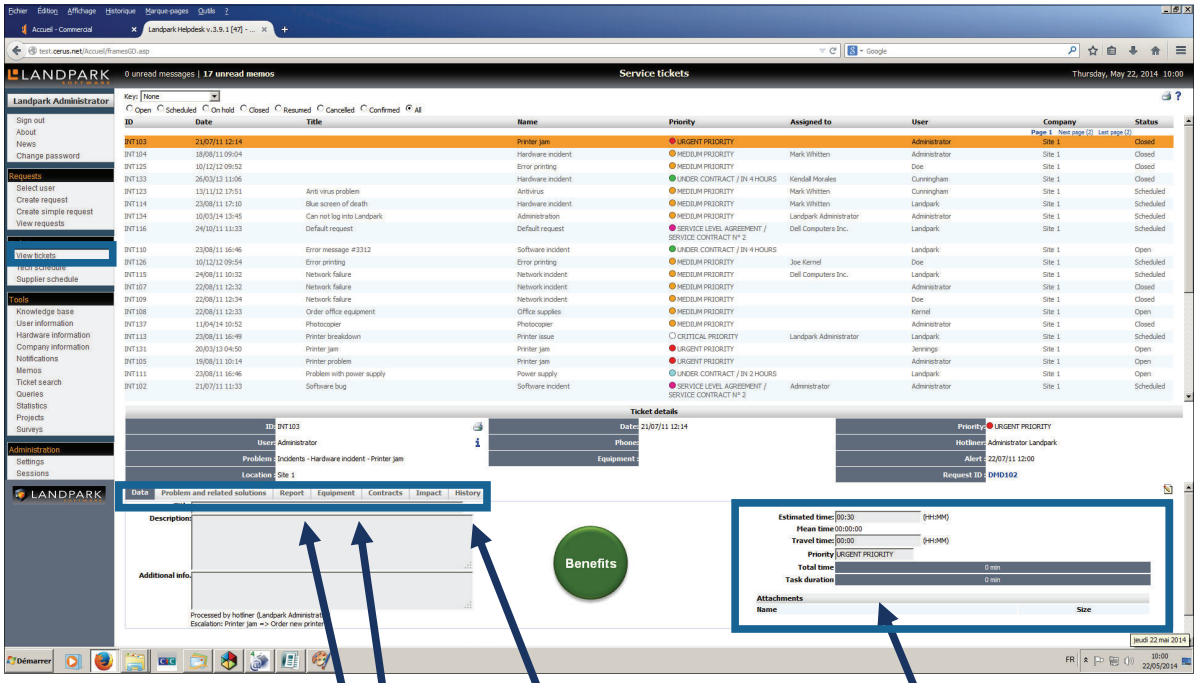
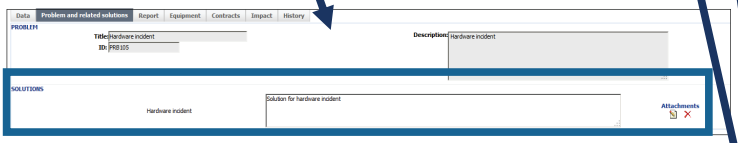
DETAILED VIEW OF TICKETS IN PROGRESS





Data: request details

Problem and related solutions : associated with this type of request with attachments



History of the ticket

Estimated time

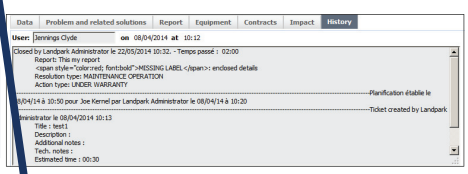
Mean time on this type of ticket

Travel time

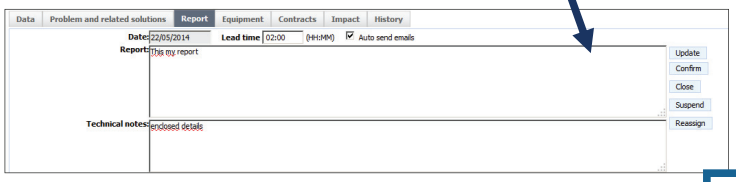
Total time

Task duration

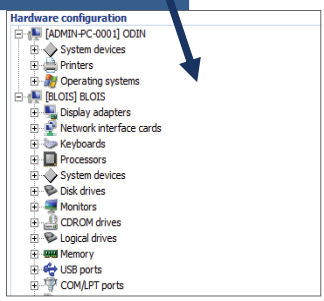
Remote control

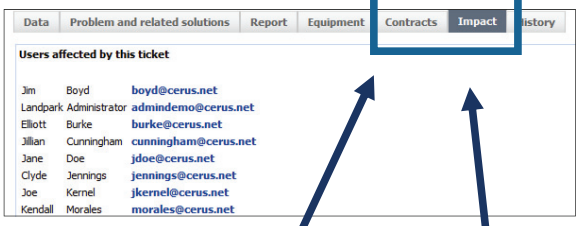


Report: established when closing the ticket by the technician in charge (can be recorded too as a new solution)



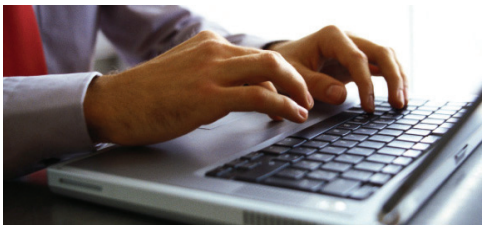
Equipment: related along with the request





Contracts related to material : with alerts when overdue.

Measuring equipment incidents impact on users: this feature allows technician to see which users are affected too by a request already sent. Technicians may the send notification by email.



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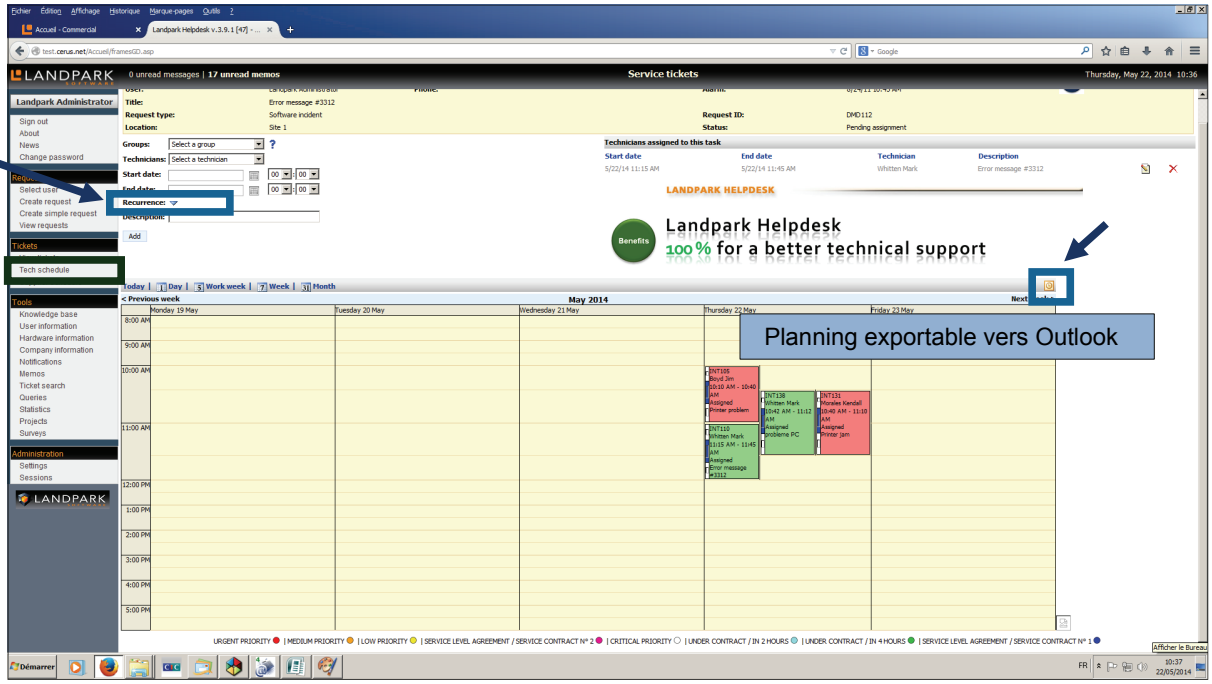
TECHNICIANS AND SUPPLIERS SCHEDULES

Recurrence





A detailed schedule of all your actions and tickets (technician schedule, technical group schedule suppliers schedule) with calendar views by day, week and month (schedule can be exported to Outlook)

The screen above shows the planning of a ticket.

The scheduler , if there is one, will then choose a day and then select either a group of technicians, one technician or a supplier (according to its skill associated with the type of ticket and a color).

If selected a group, he can assign the ticket to a selected group of technicians (the person in charge of the group may assign it again to one of its technicians).

The ticket will be automatically assigned and taken into account into the technician planning.

Its status « Open » goes to « Scheduled » status.

If the remaining work time is less than the time required for treatment of this ticket, planning will therefore be rejected.

On this screen, authorized persons may:

- ► View the daily planning of group of technicians,
- ► View the daily planning of a technician with a list of tickets planified during the day,
- ► View the 7 days schedule of a technician,
- ► View the current month planning of a technician,
- ► Schedule, reschedule, cancel planning,
- ► Reach the detailed description of the ticket,
- ► Assign multiple technicians (internal or external) to the same ticket,
- ► Assign to a supplier planning.



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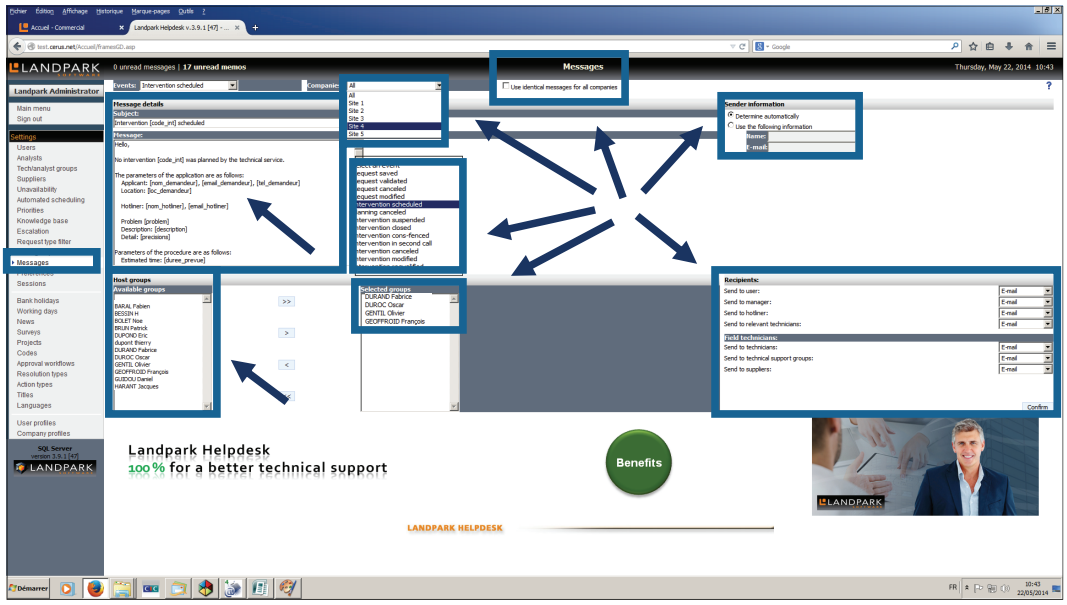
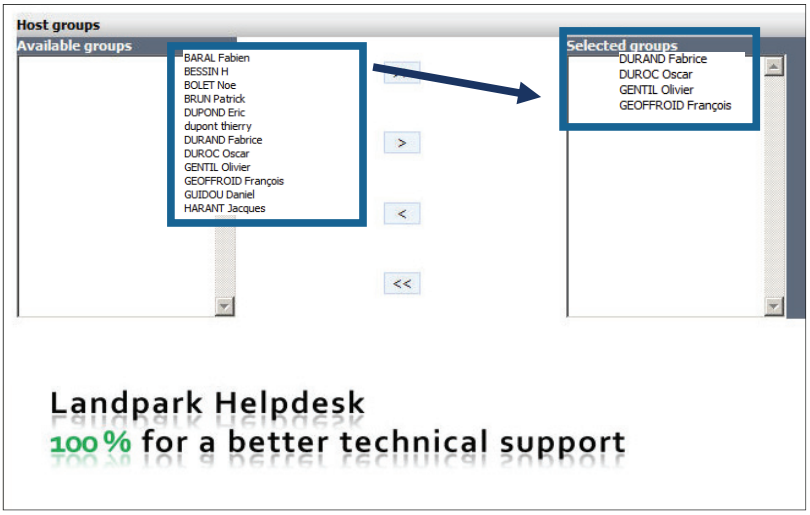
PREDEFINED MESSAGES ARE SENT ACCORDING TO EVENT TYPES





► At each event (request saved, request validated, request canceled, request modified intervention scheduled, planning canceled, intervention suspended, intervention closed intervention cons-fenced, intervention in second call, intervention canceled, intervention modified, intervention requalified), pre-configured messages are emailed automatically to each of the recipients involved, with broadcast copies for managers and the possibility for a same event to broadcast a different message depending on the company / location.





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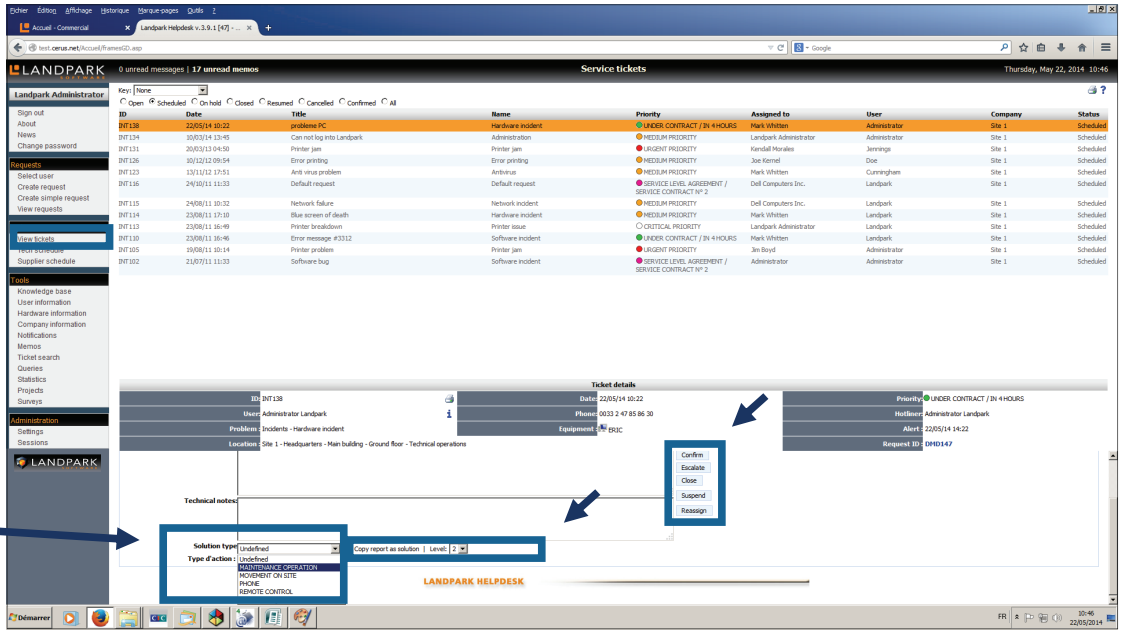
ENTERING THE TICKET REPORT



Effective ticket reporting with their type of resolution and their entries in the knowledge base

Resolution type :
what action has been taken to perform this intervention?

Action type :
what action / contract to be used / rebill as cost center, etc. .... to perform this intervention?





After perform the intervention, technician must enter his report. Several options are then available to him:

► Enter a note invisible to the user who opened the ticket,

► Enter the report without changing the status of the intervention, and without changing the date and the actual duration,

► Close the intervention including the resolution type,

► Reassign the intervention (creating a new request following the first / the two are linked),

► Suspend the intervention, specifying the processing deadline for treatment,

► Positioning the intervention in consfenced, specifying the date to the user who opened the ticket,

► Classify the intervention into the category of resolution type,

► Register the report as a new solution into the knowledge base: accessible to all (level 1), only accessible to technicians (level 2),

► For each action performed or on each event regarding the ticket, an information message is sent by email to the user who opened the ticket.



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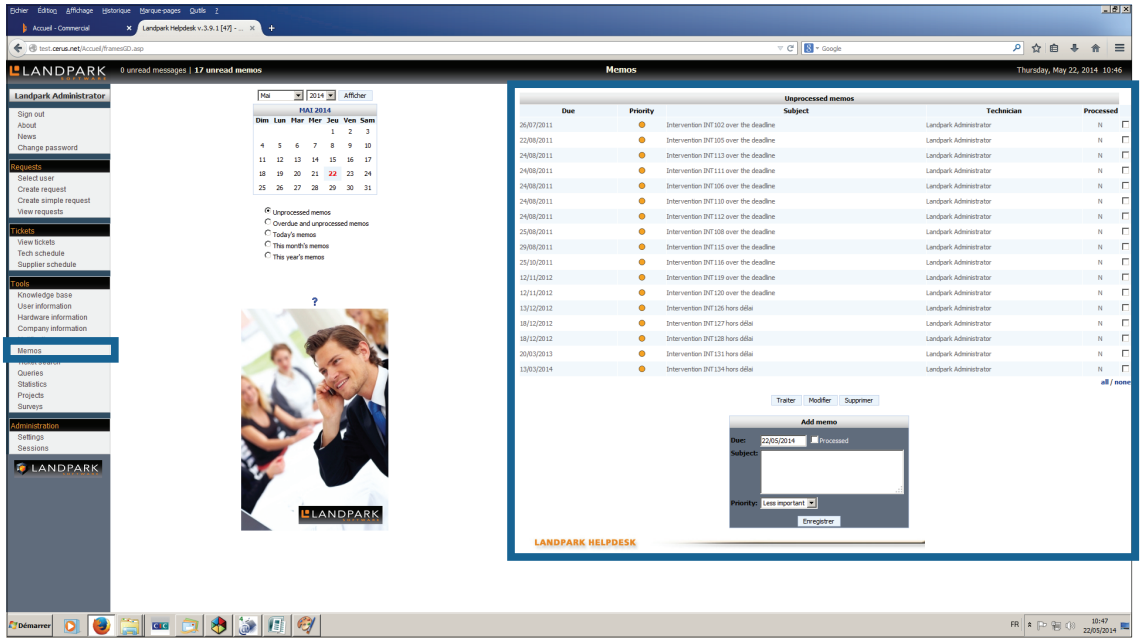
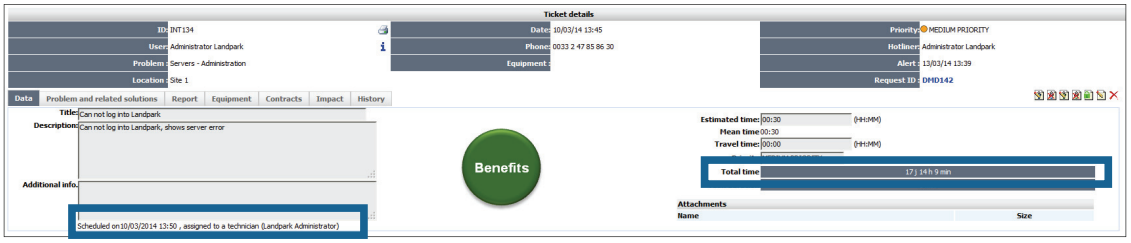
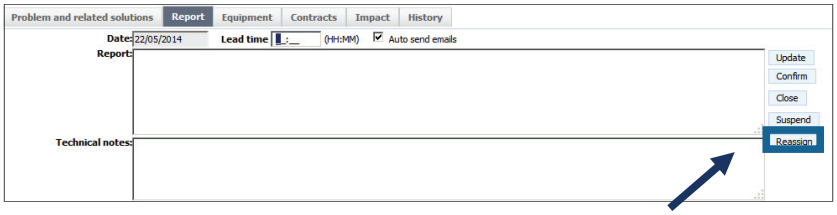
MEMOS AND ALERTS FOR OVERDUE TICKETS











Alerts

- ☑ Send email alerts for hardware impact
- ☑ Create memo when a ticket passes a deadline.
- ☑ Send an email for tickets that have passed a deadline.
- ☑ Notify when ticket reaches 25% of the deadline
- ☑ Notify when ticket reaches 50% of the deadline
- ☑ Notify when ticket reaches 75% of the deadline

► **Memos** allow you to either schedule a task of your own, or to be notified that the ticket is out of time (also available by email). It is also possible to be notified before the intervention goes to its term in order to escalate it or to assign it to another technician.

► Helpdesk administrators can now indicate whether they wish to be informed of the different **alert thresholds** regarding the intervention. Alert thresholds are calculated from the due date of an intervention and are set at **25%**, **50%** and **75%** of maturity.



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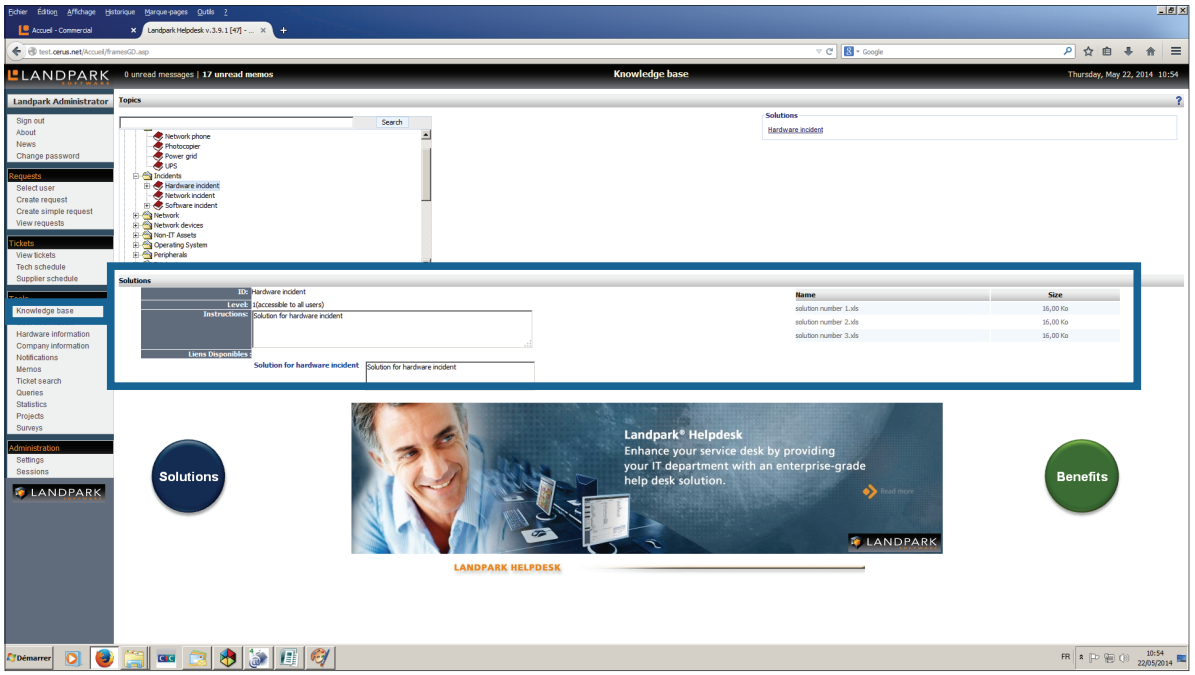
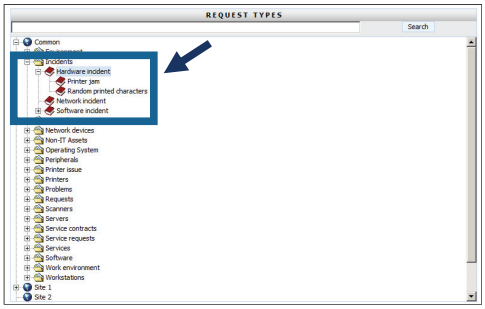
ACCESS TO KNOWLEDGE BASES (USERS = LEVEL 1 AND TECHNICIANS = LEVEL 2)

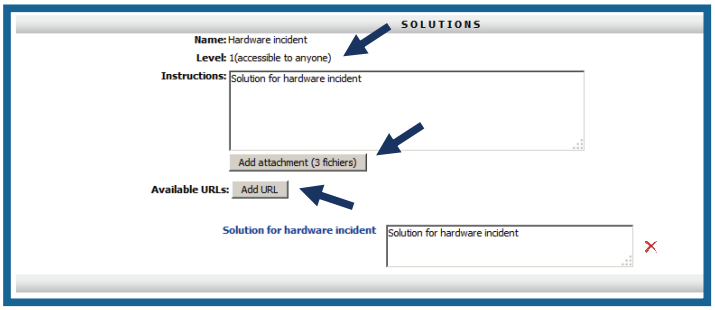




► You can have your users to access a **knowledge base** (level 1) to allow them to seek themselves one or more solutions with links or attachments.

► This accessibility (level 1 or level 2) is precised when you define a solution to a problem.







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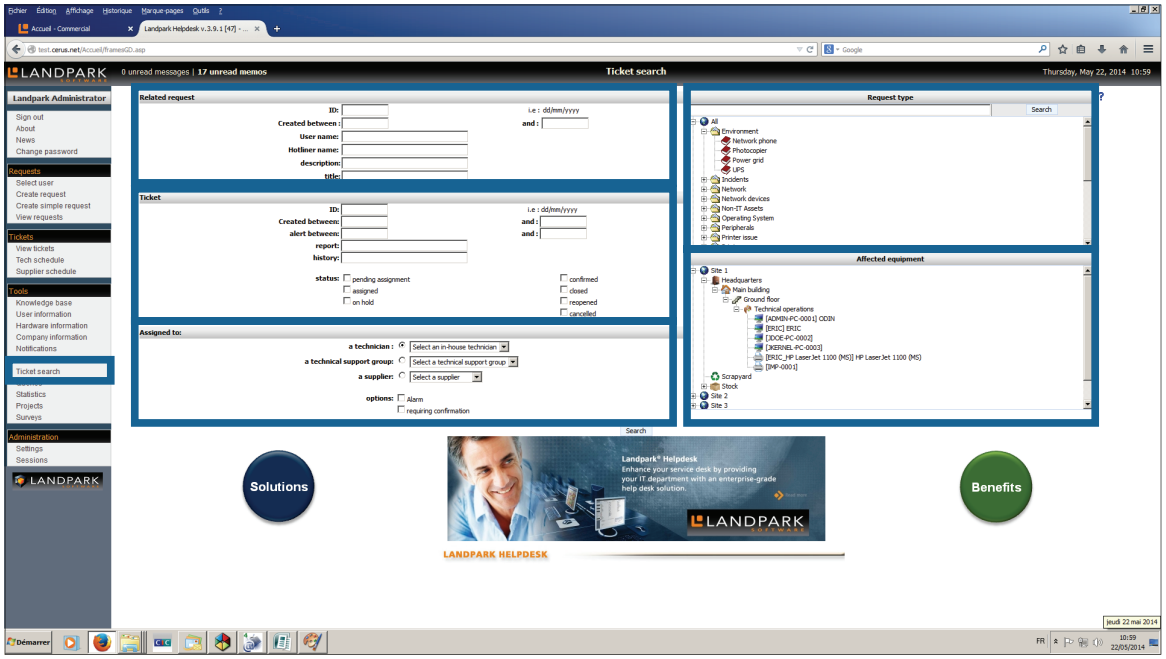
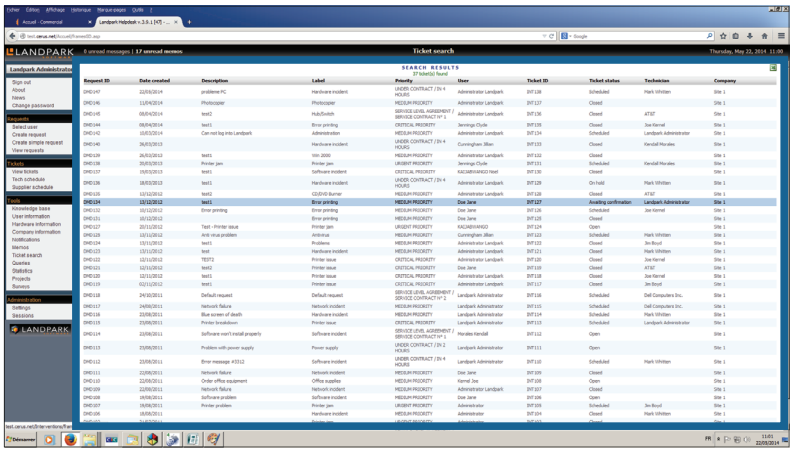
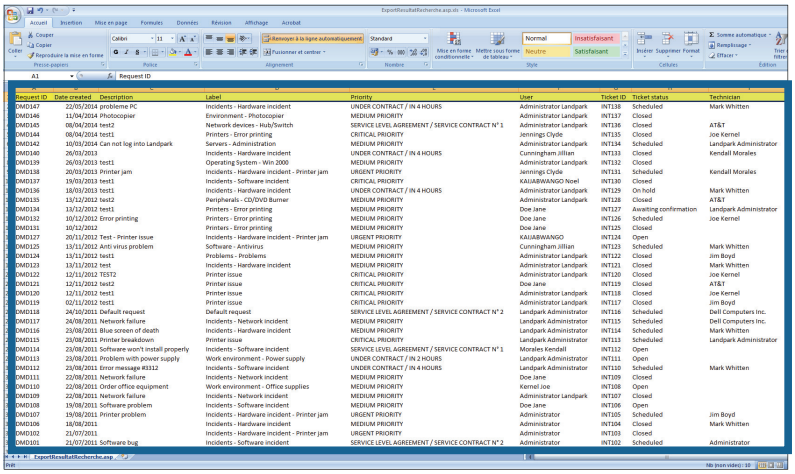
RESEARCH ON TICKETS HISTORY

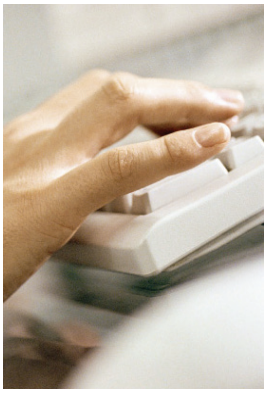




► **Complete and detailed research** of all interventions history (by user, by keyword, by date by status, by technician by location, by problem etc ...) and can be exported to Excel.







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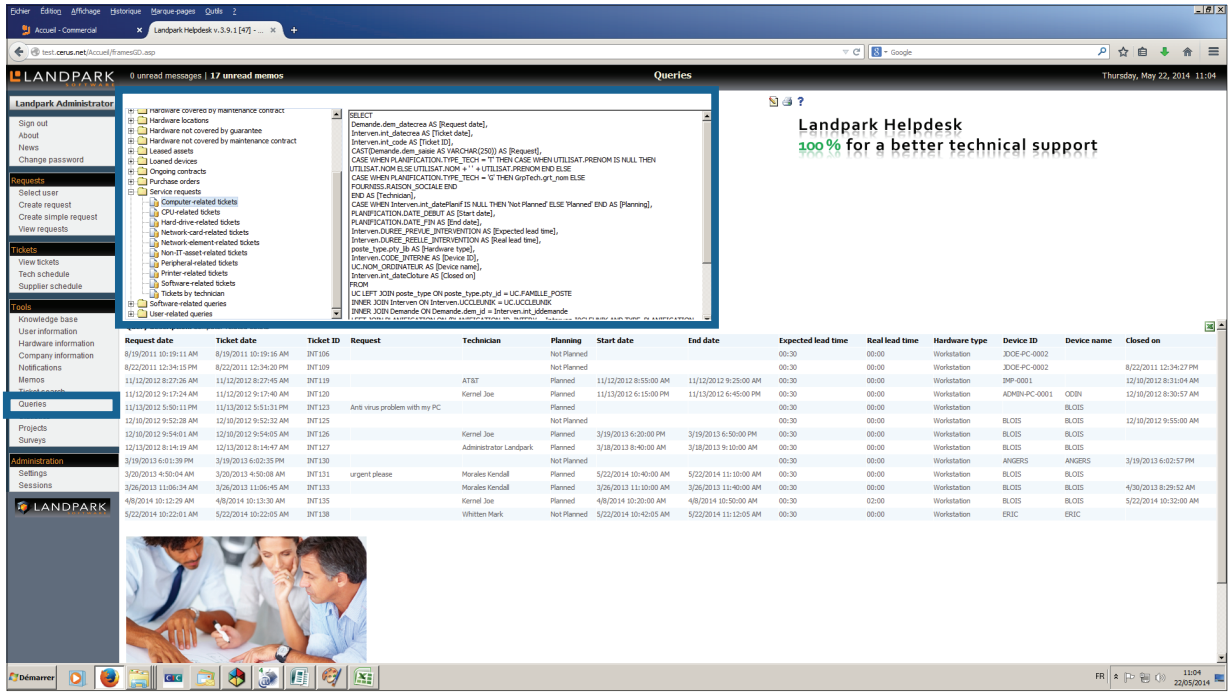
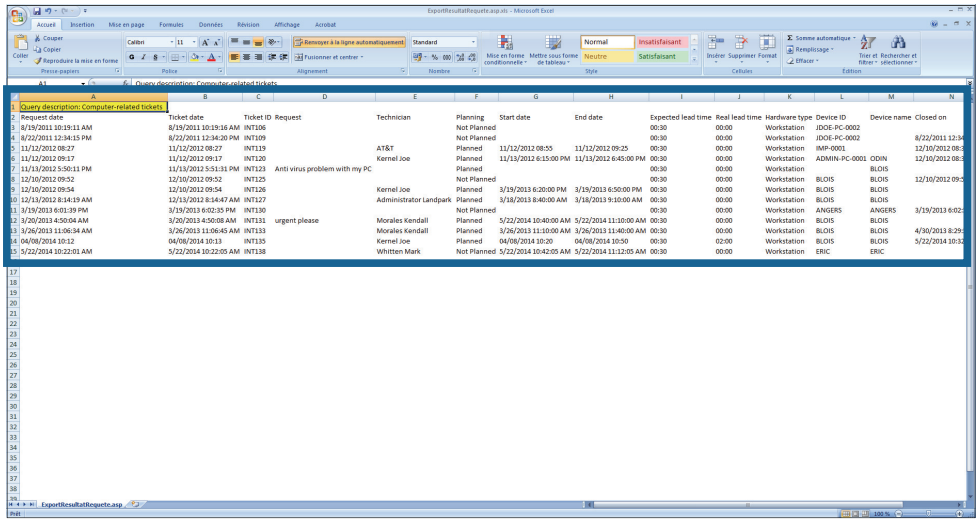
QUERIES





Queries through the Internet exportable to Excel

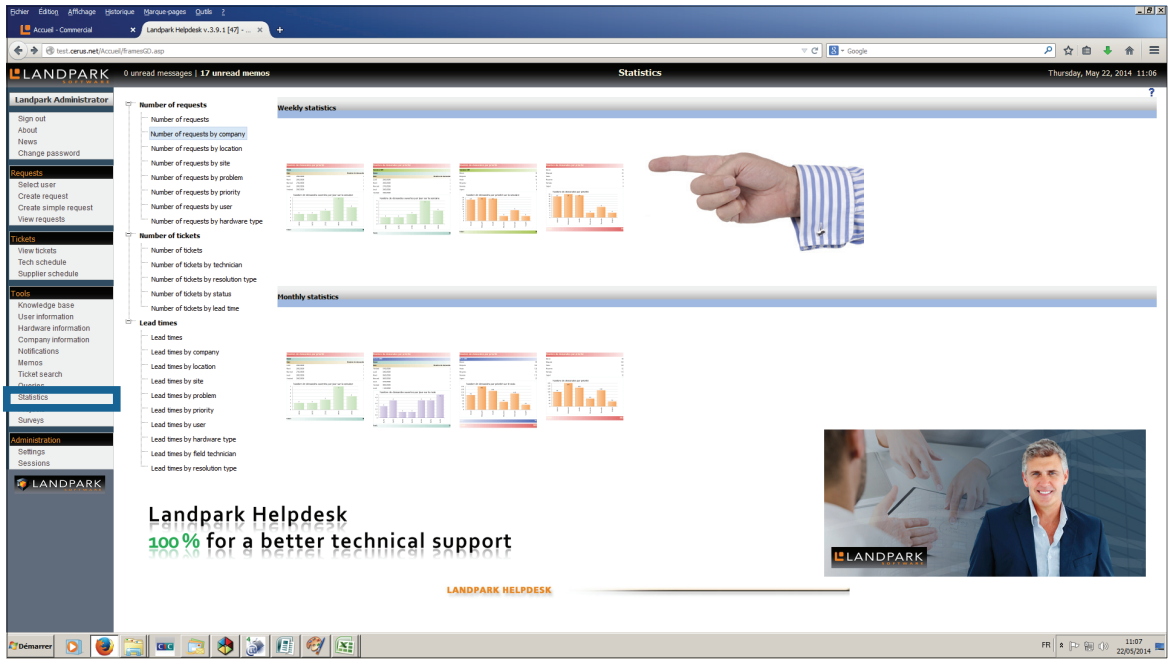


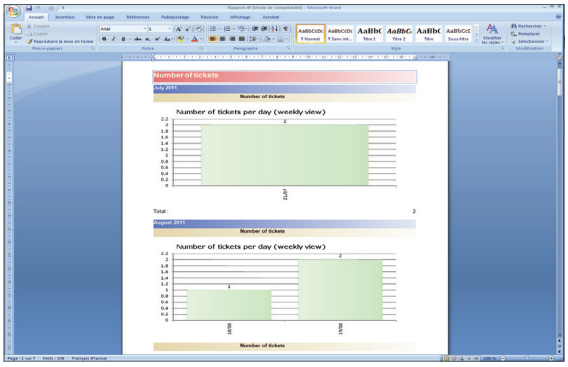


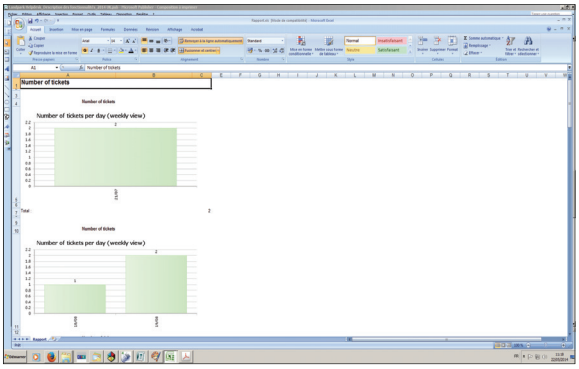
STATISTICS



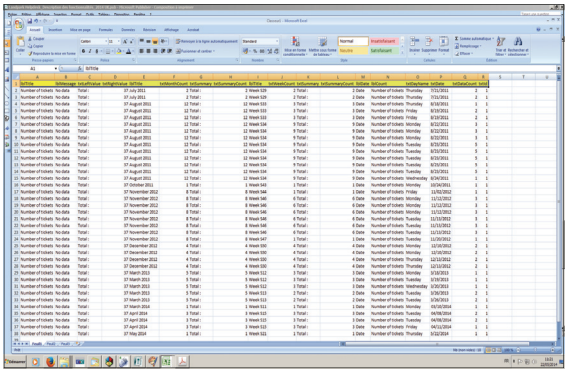
Detailed Statistics
on your tickets exporta-
ble on several formats

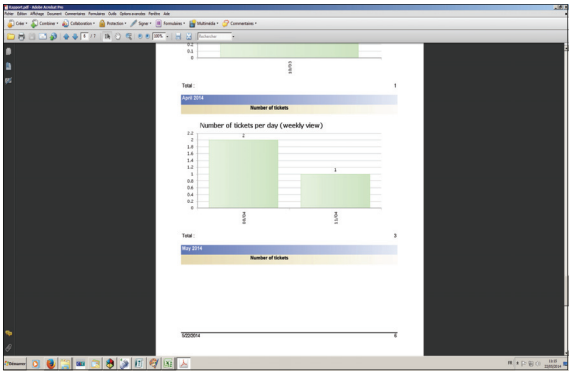












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SURVEYS AND POLLS

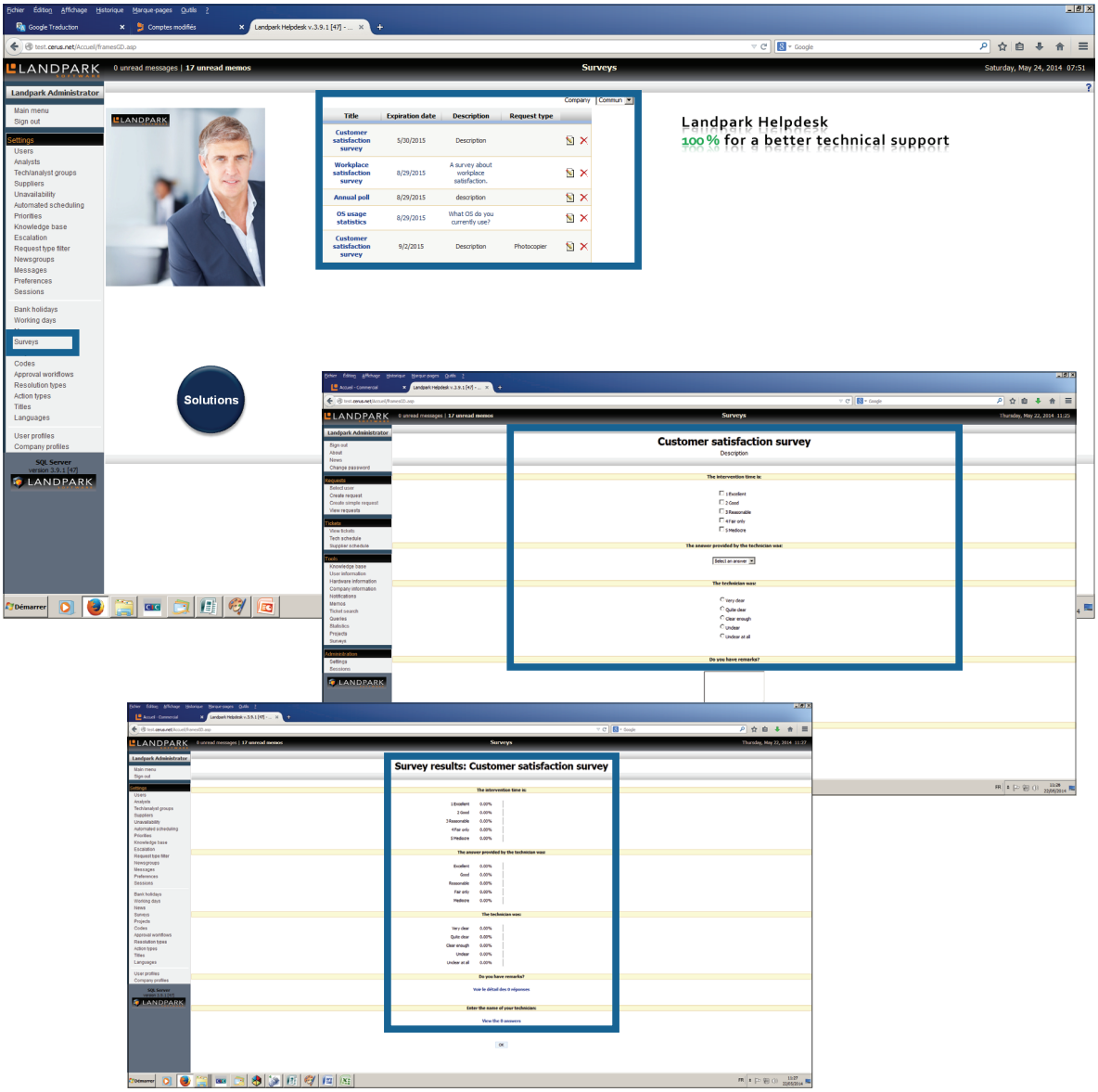


Surveys

Make your own polls and surveys through multiple choice, single choice or free response asked to your users.

You can then observe the result of these surveys and polls as statistical







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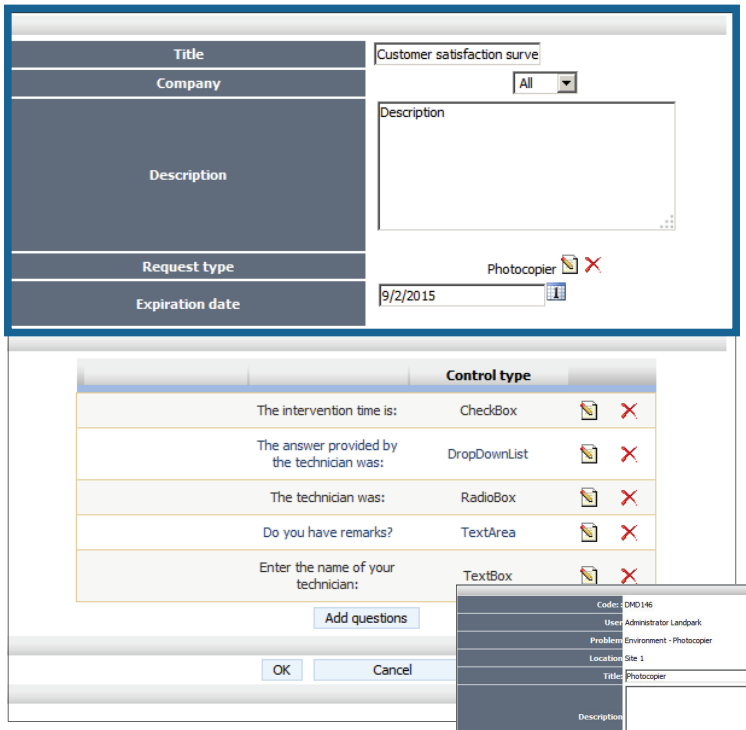
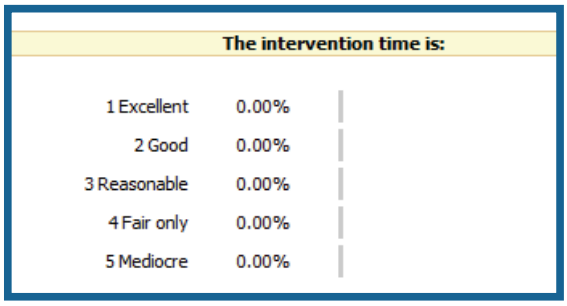
FEEDBACK QUESTIONNAIRES











► In addition to existing surveys, we can now **bind feedback questionnaires to certain type of request**, that is to say that we can obtain a feedback form questionnaire from the user when the ticket is closed.

► The above screen shows a survey related to customer satisfaction for intervention on « copier »: This means that any request 'Copier' will result in a return of information from the user at the closing. The above image shows the link that appears after the closing. The link takes the user to a questionnaire page. The feedback questionnaire can be as short or detailed as you want.

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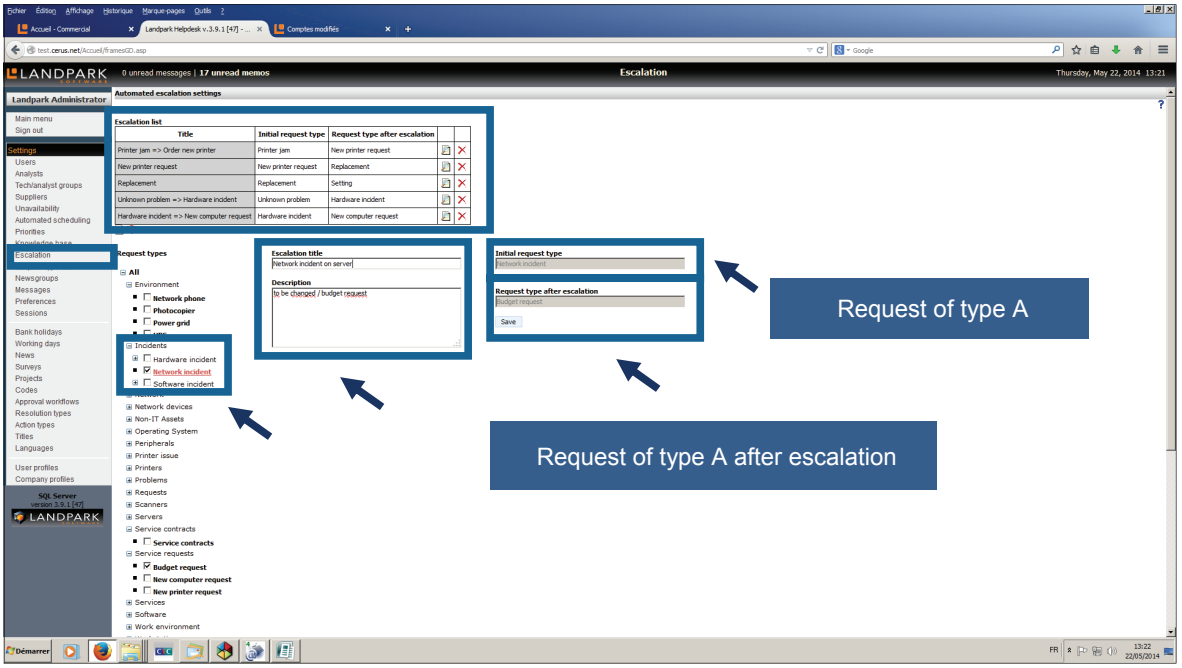
AUTOMATED ESCALATION





► **Automatic escalations** allow you to configure your helpdesk in order that certain types of requests becomes related to other requests, this to easily operate a functional escalation.

► For example, a problem (or request) of type A may be related to a problem of type B, so that at the end of an intervention, the application will create a new request with a problem of type B. The technician can then confirm to validate and create a second request.

► Note that the chaining of problems, thanks to automatic escalation, is not limited to two types of problems: you can link as many types of problems that we want.

► The image above shows a setup page, in which it was specified that a request for « netwok incident on server » should be linked and escalate to « budget request ».



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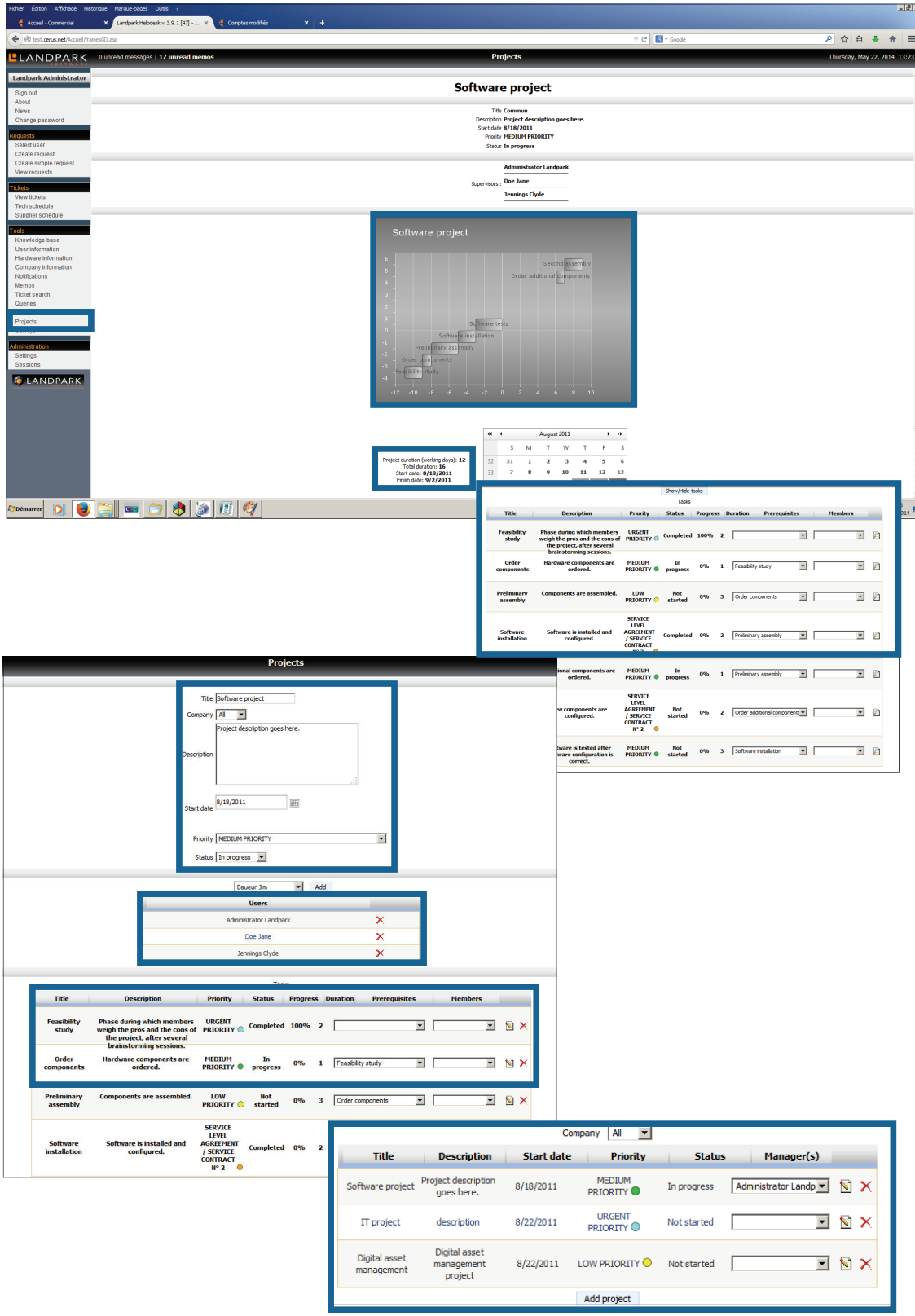
WORKFLOW / PROJECT MANAGEMENT



► This feature allows you faster and more efficient projects management. For each project, you can designate one or more persons to create a multitude of tasks with different status and a list of participants. You can also specify for a task a list of pre-requisite tasks.

► You can view your project graphically and get in an instant, a clear and concise vision of the progress of the project and a detailed description of each task.

► You can also get a calendar project planning according to its starting date to its tasks (depending on their duration and their combos).



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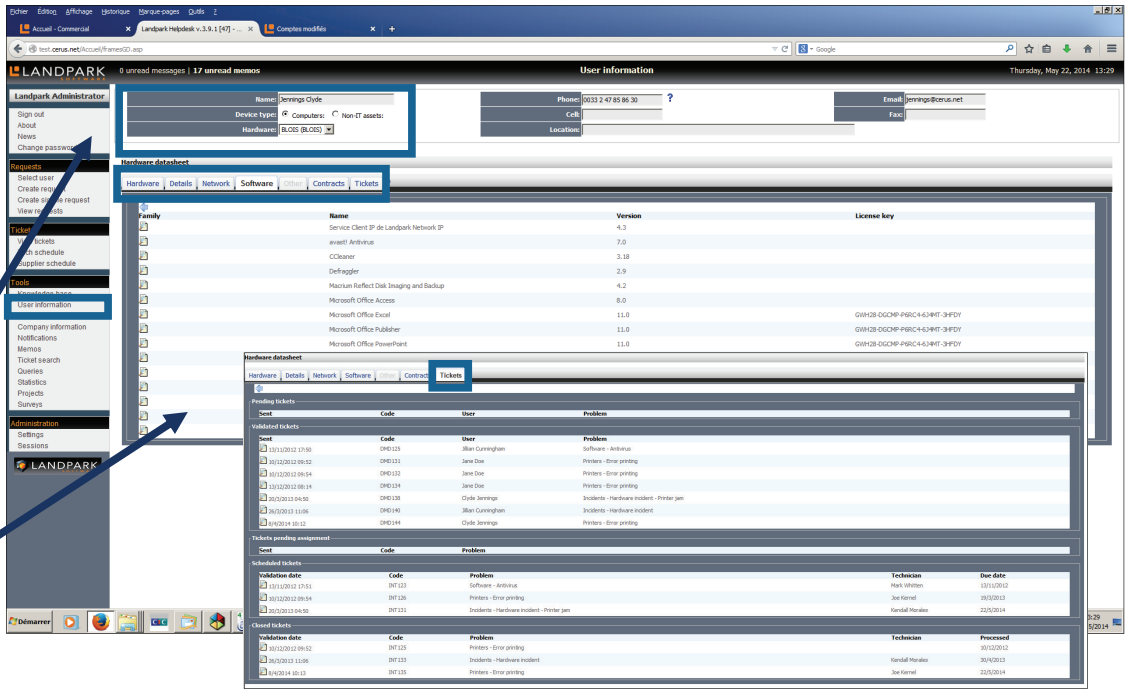
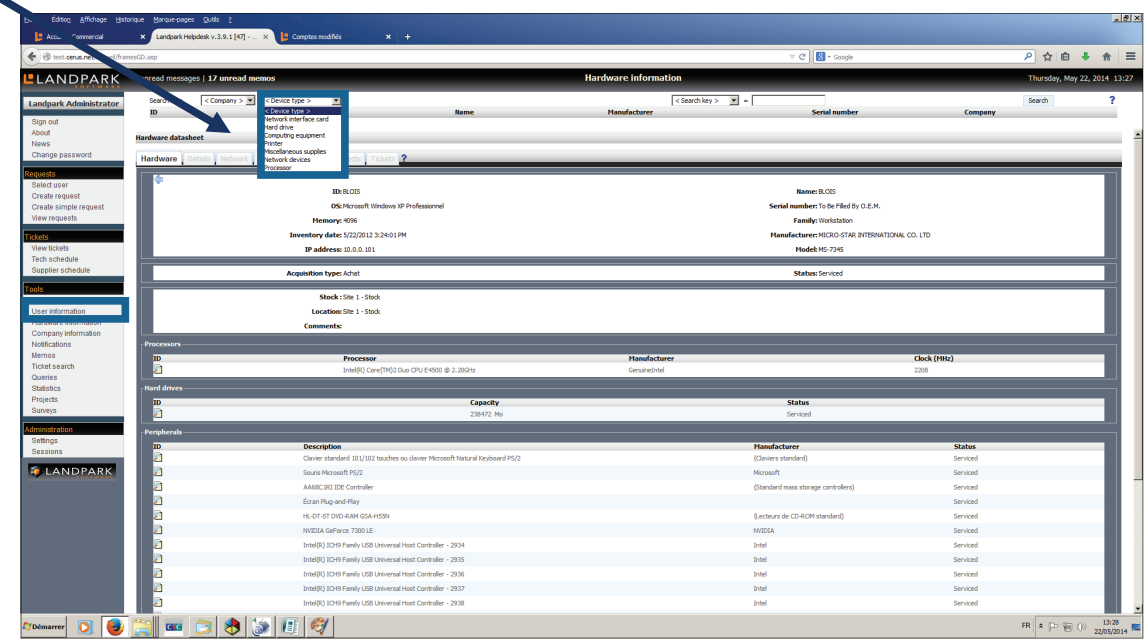
ACCESS TO DATA FROM YOUR ASSET MANAGEMENT SOFTWARE - LANDPARK MANAGER



Full detail of materials and Non-IT assets attached to the user



Full detail of materials linked to the request





Full data from your asset management software, Landpark Manager

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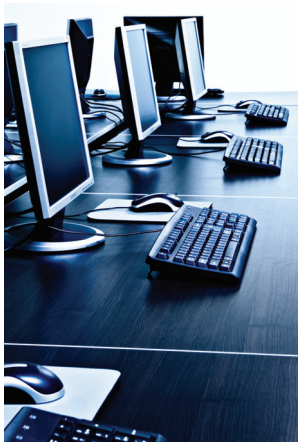
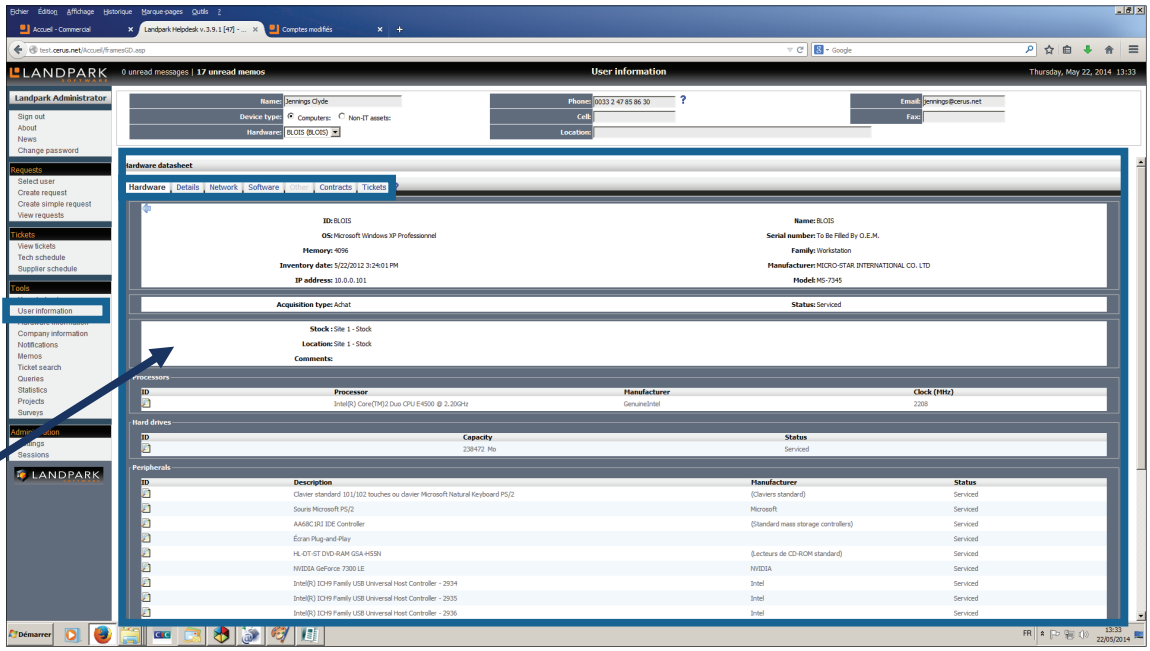
ACCESS TO DATA FROM YOUR ASSET MANAGEMENT SOFTWARE - LANDPARK MANAGER

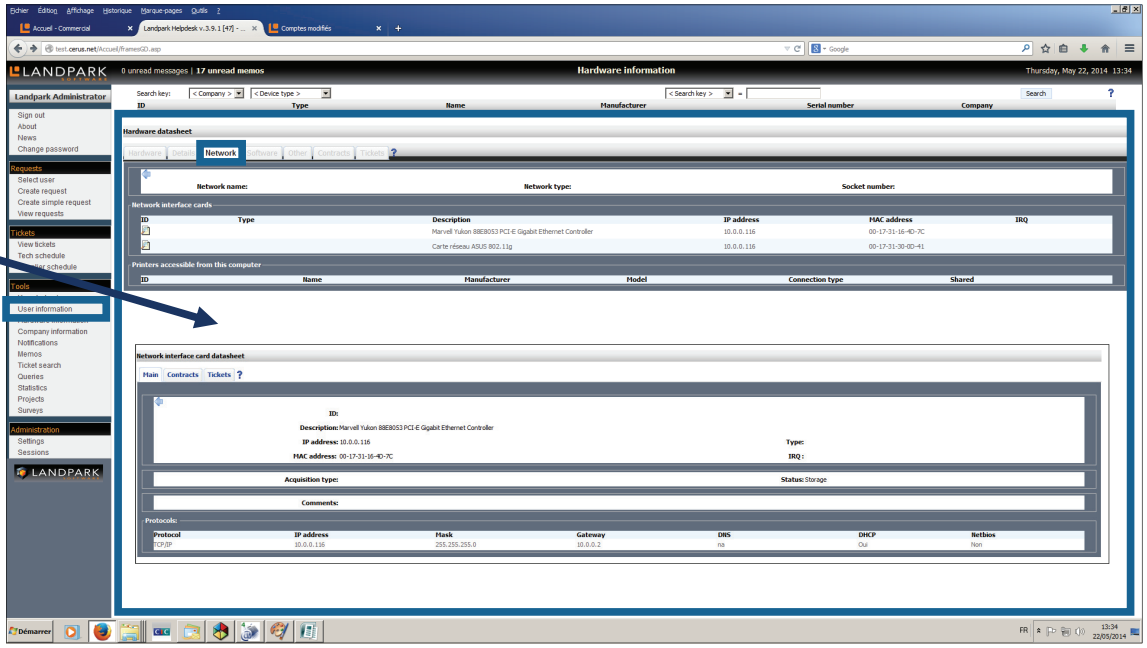


Full detail of the network equipment linked to the PC





Full detail of each network elements





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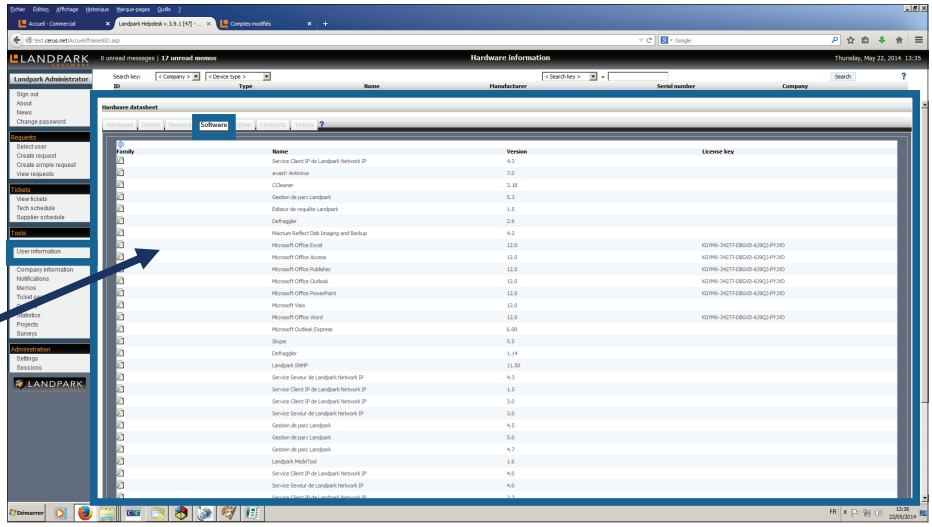
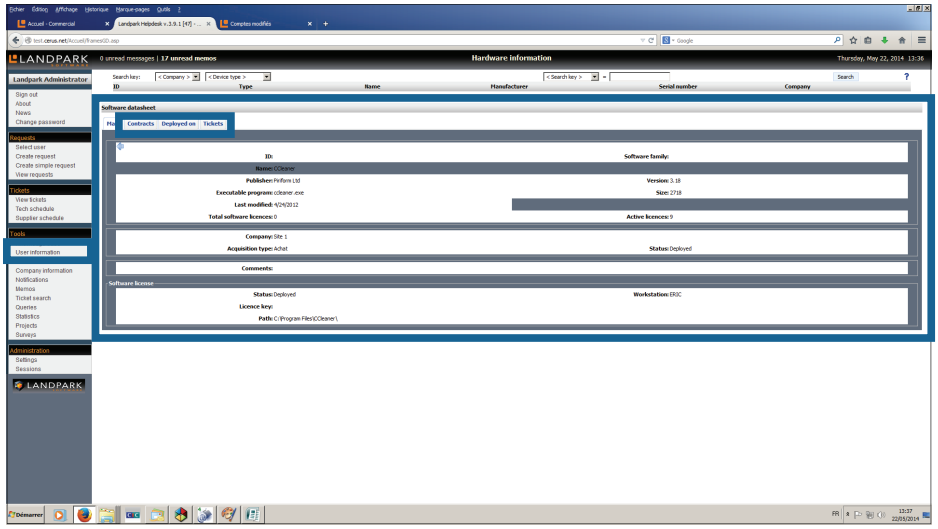
ACCESS TO DATA FROM YOUR ASSET MANAGEMENT SOFTWARE - LANDPARK MANAGER



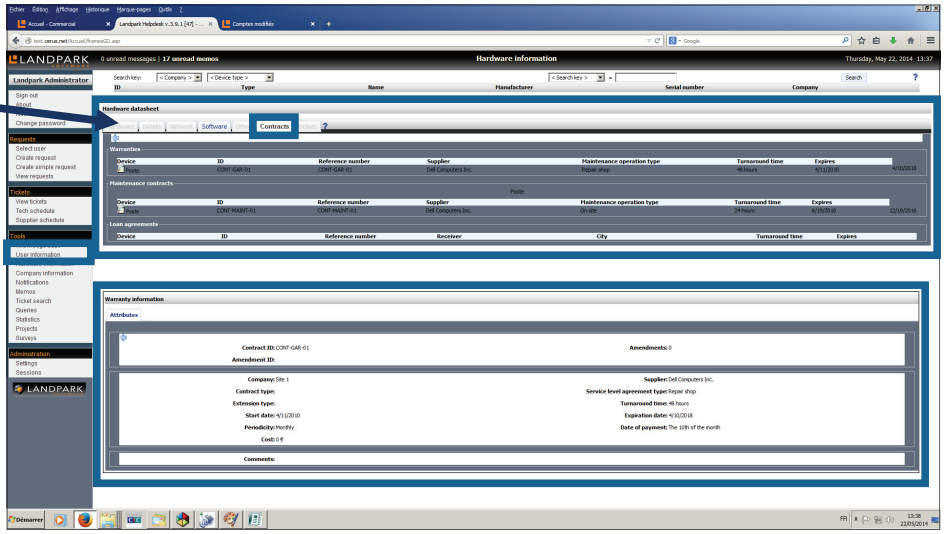
Full detail of installed software







Full detail of all contracts linked to the item



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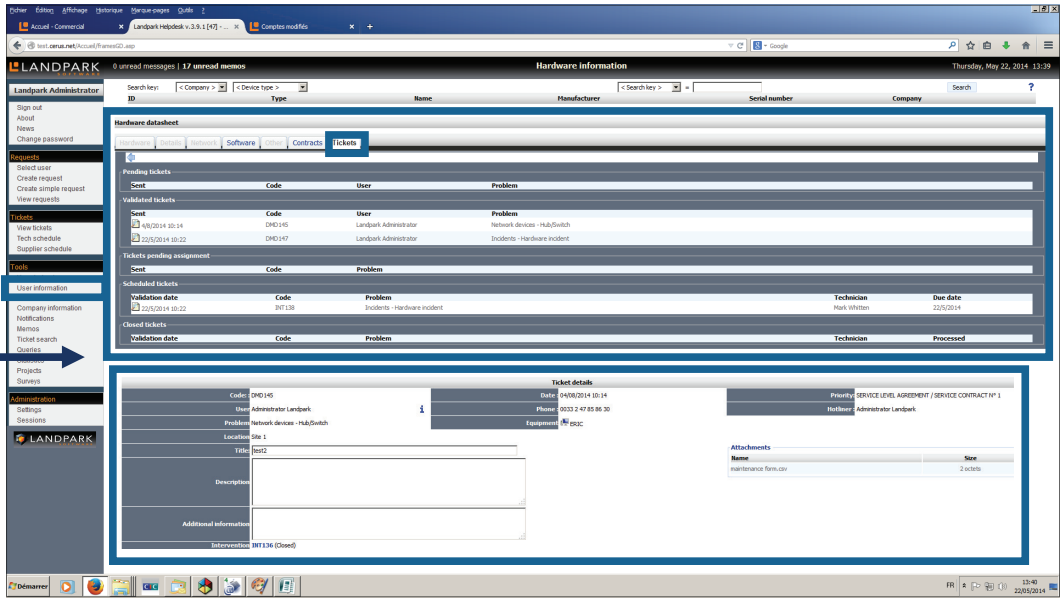
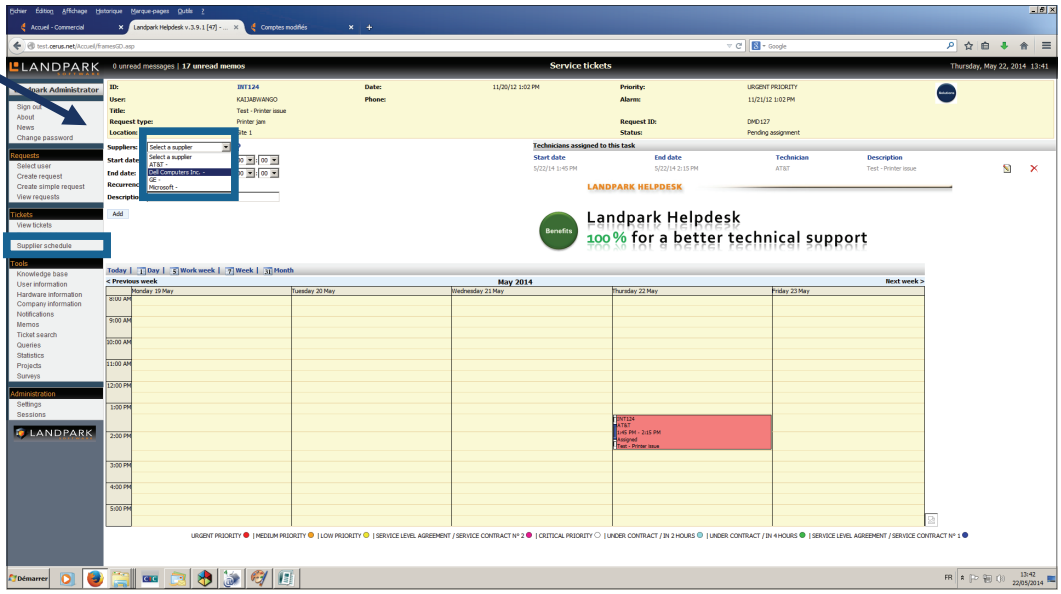
ACCESS TO DATA FROM YOUR ASSET MANAGEMENT SOFTWARE - LANDPARK MANAGER



Full detail of all tickets opened on this item



Planning of suppliers





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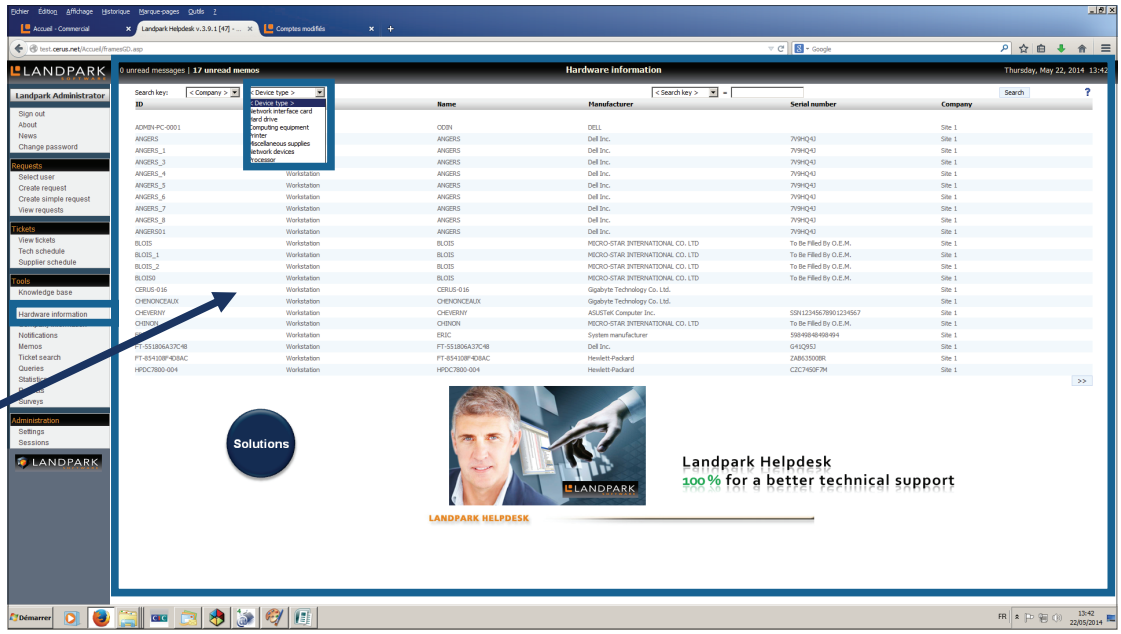
ACCESS TO DATA FROM YOUR ASSET MANAGEMENT SOFTWARE - LANDPARK MANAGER

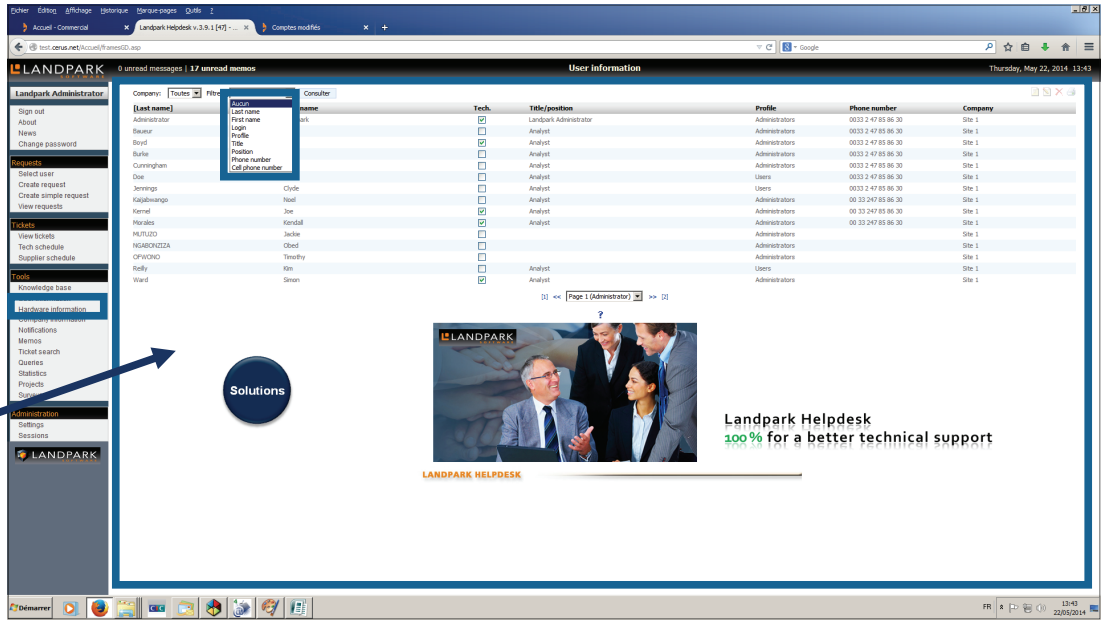


Full search for all items contained into the asset management database Landpark Manager





Full search for all items attached to users





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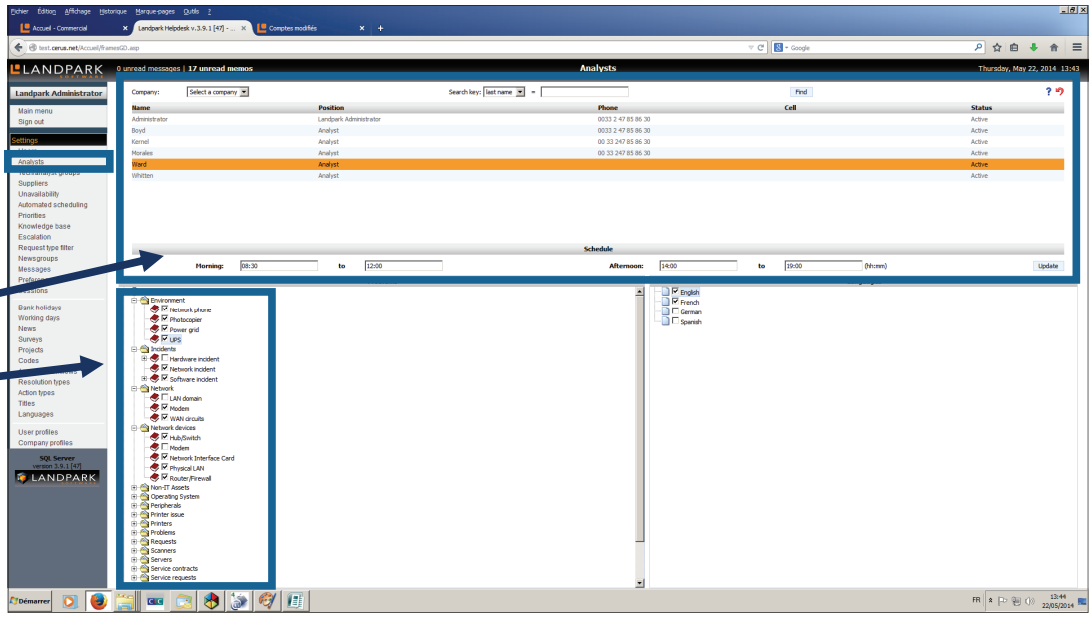
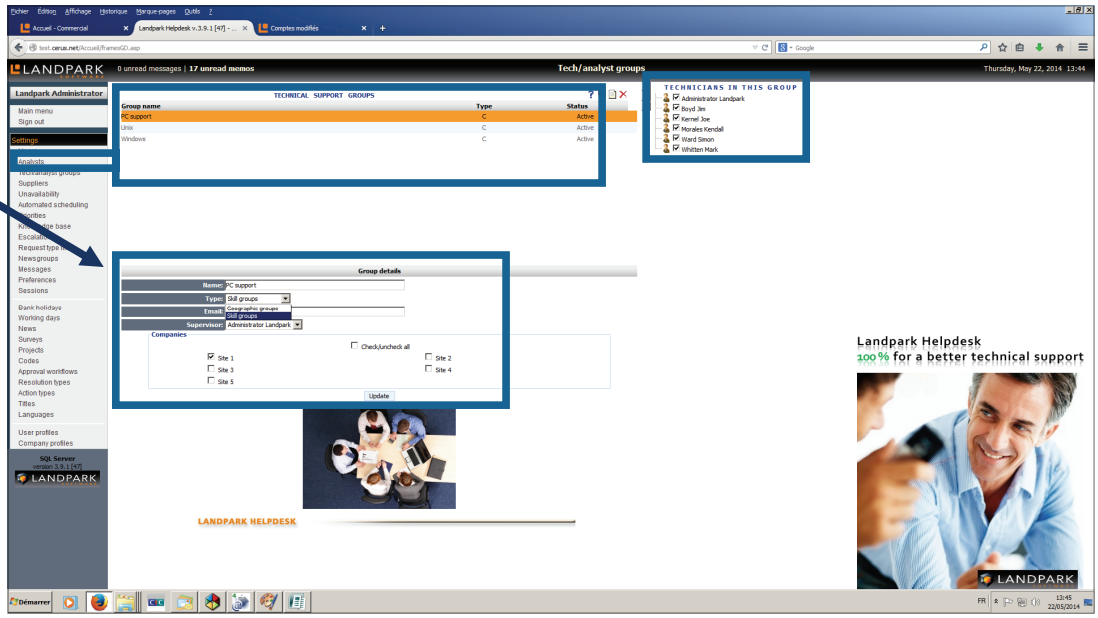
SETTINGS



Settings technicians regarding their availability and skills



Settings groups of technicians skill group or geographical group





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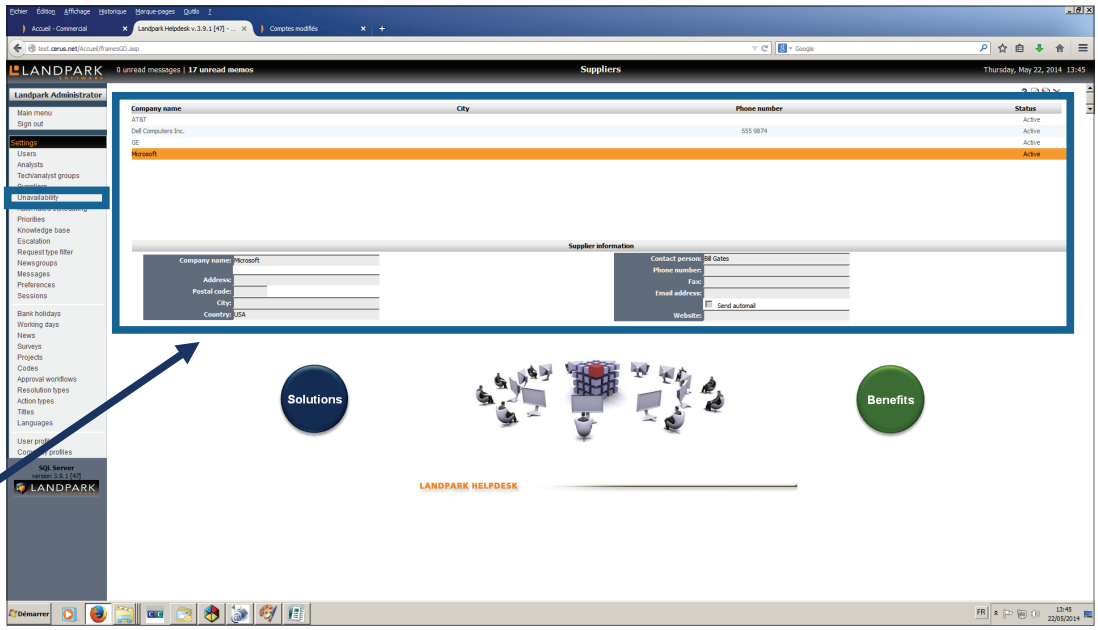
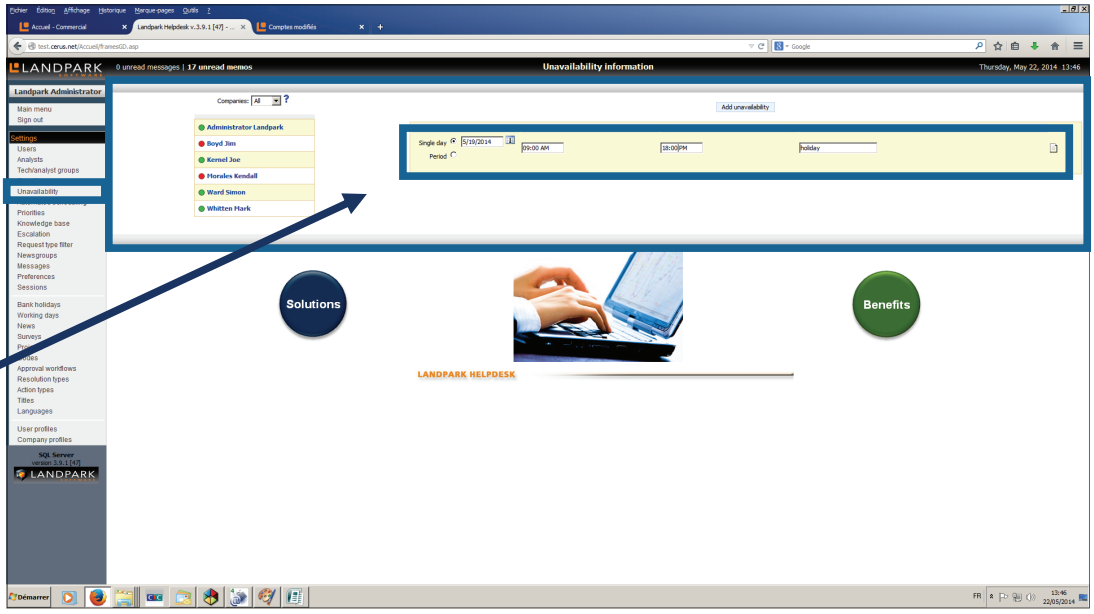
SETTINGS





Settings suppliers for requests





Settings unavailability that will appear in red in the schedule

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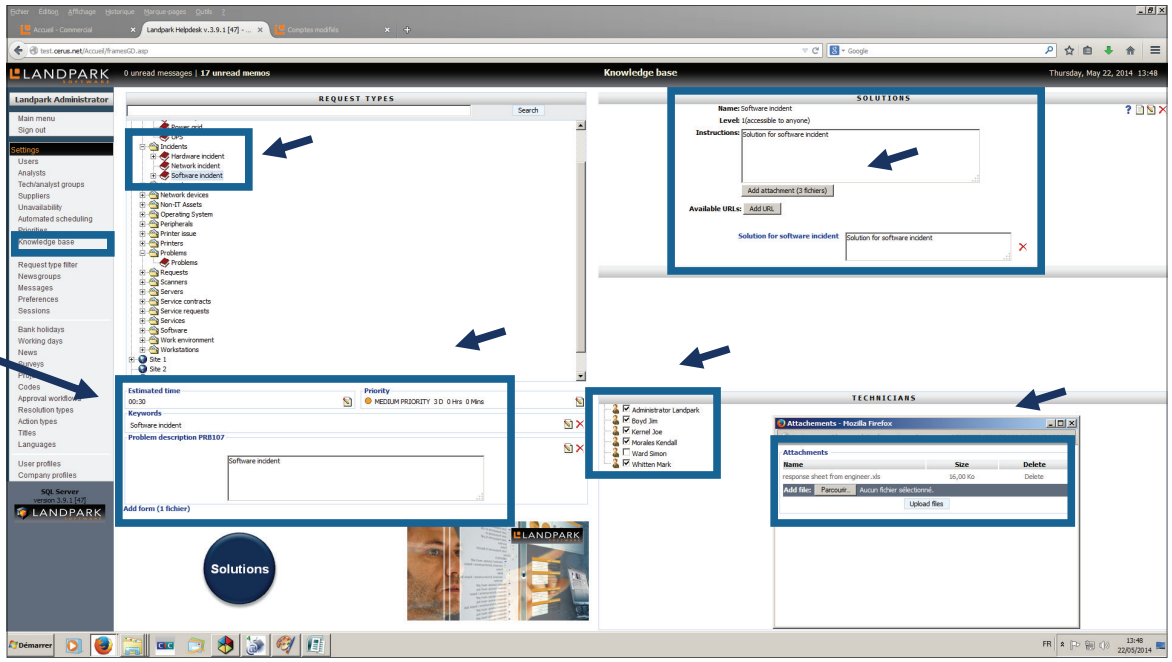
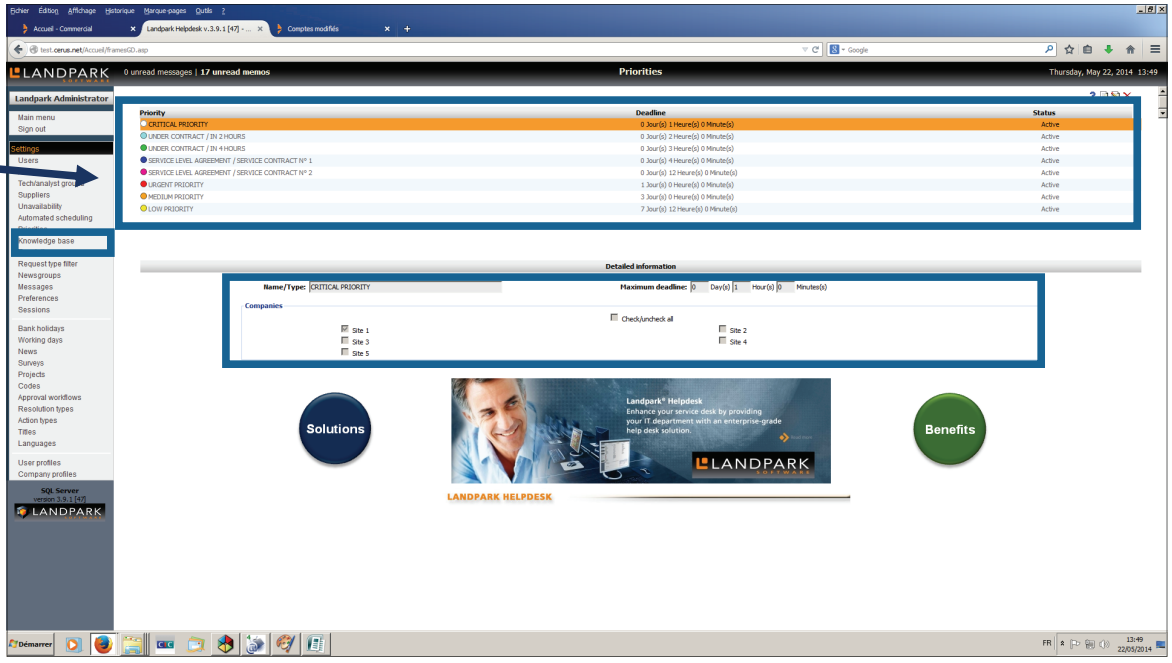
SETTINGS

Settings knowldege base with attachments and links for resolution, priorities, estimated time, keywords, problem description, attached form to the request and selection of qualified technicians



Settings priorities which may be different depending on the chosen location of your interventions





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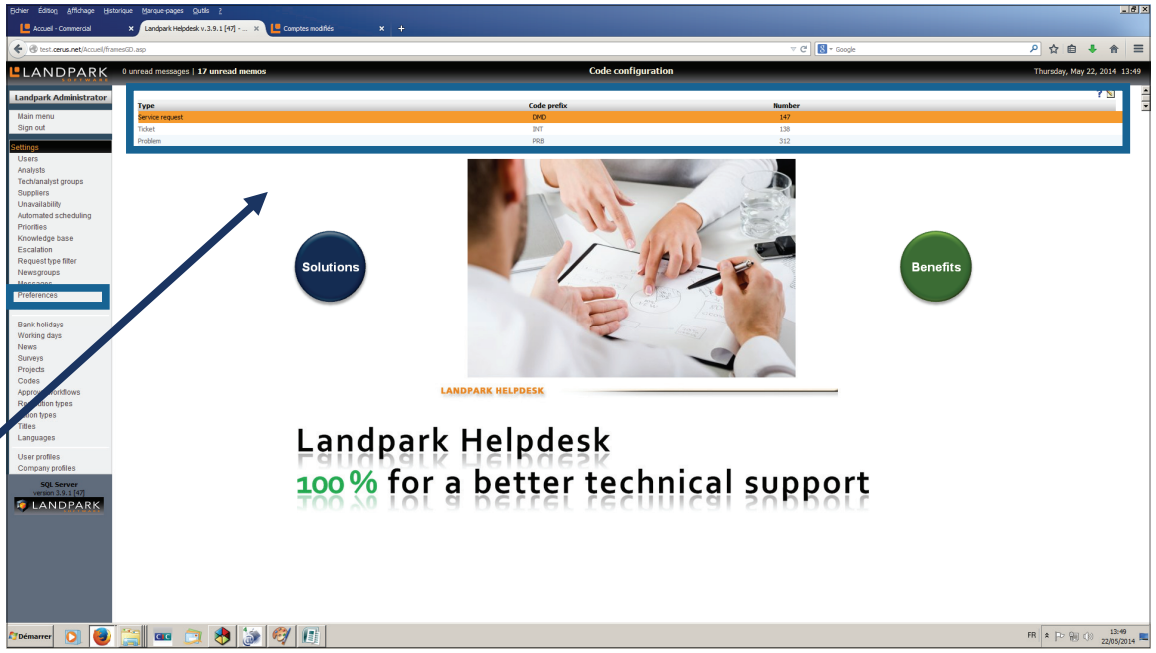
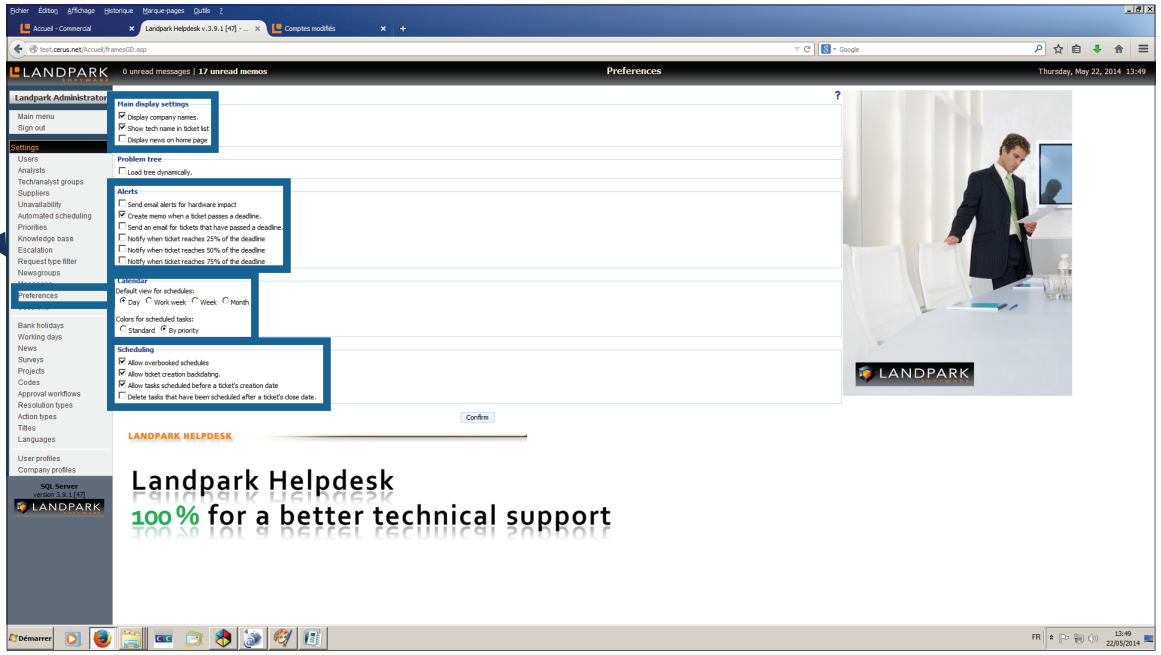
SETTINGS



Settings requests code number and prefix



Settings displays alerts, calendar views type of scheduling









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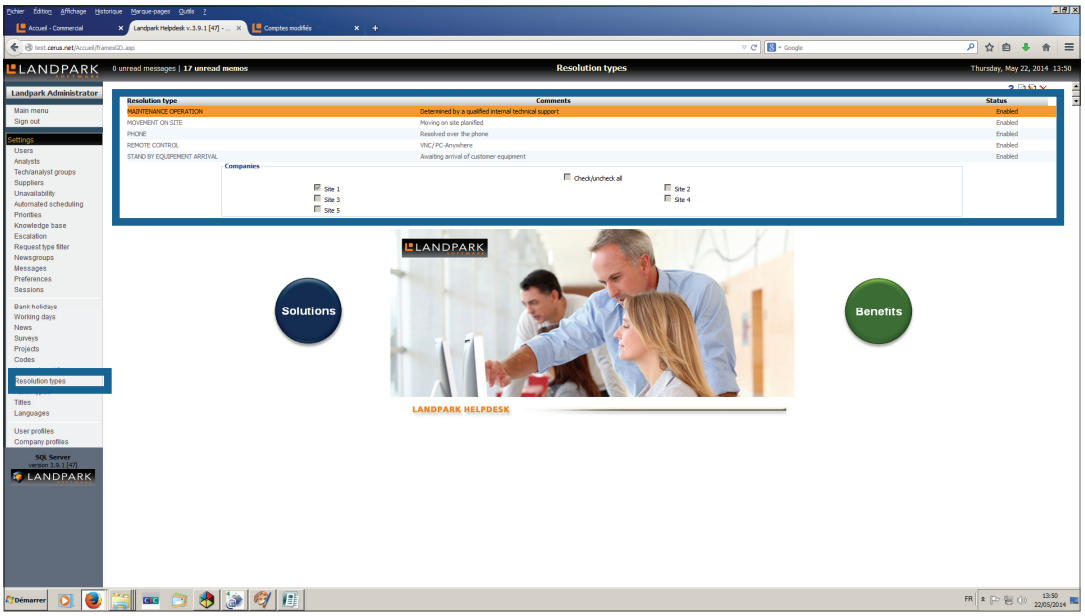
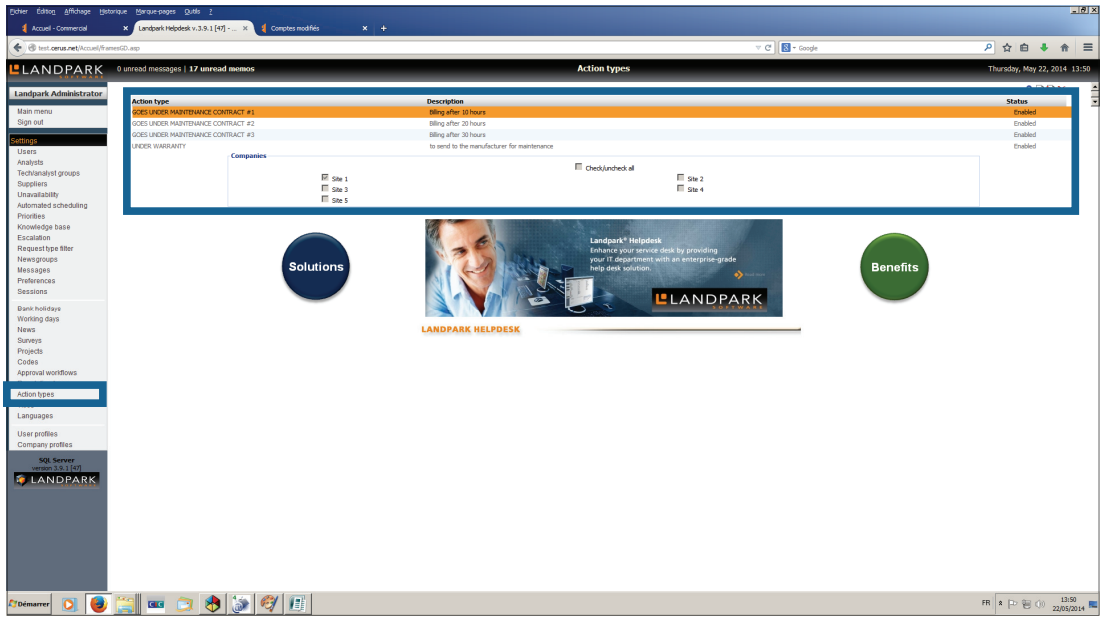
SETTINGS



Settings resolution types when closing tickets



Settings action types when closing tickets





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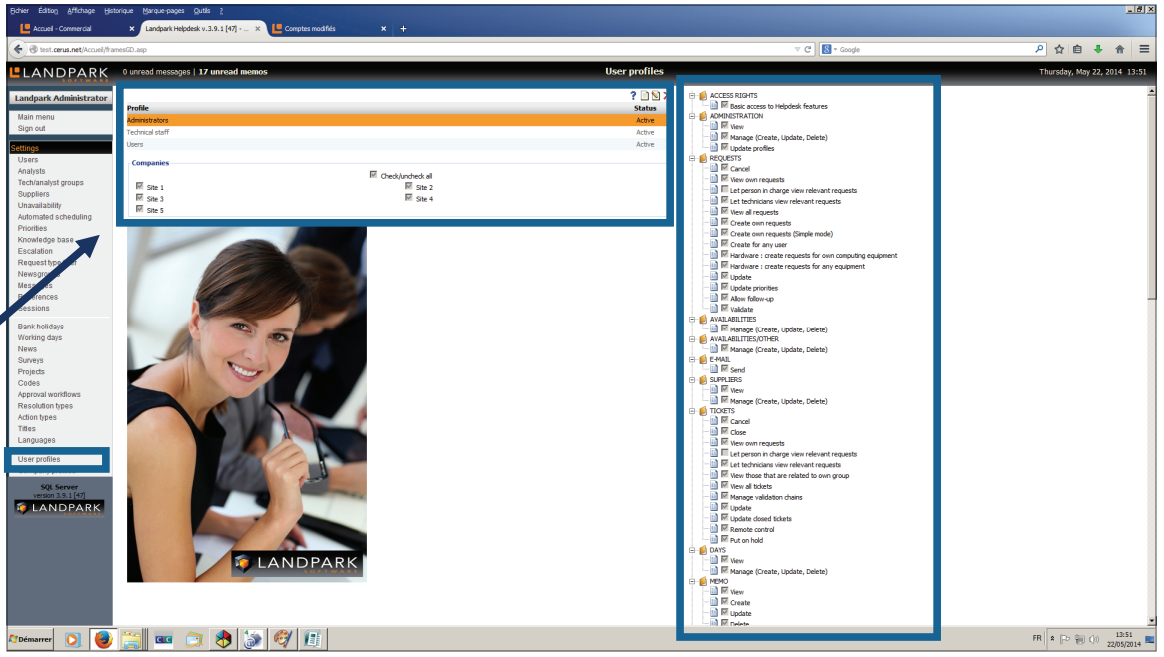
SETTINGS

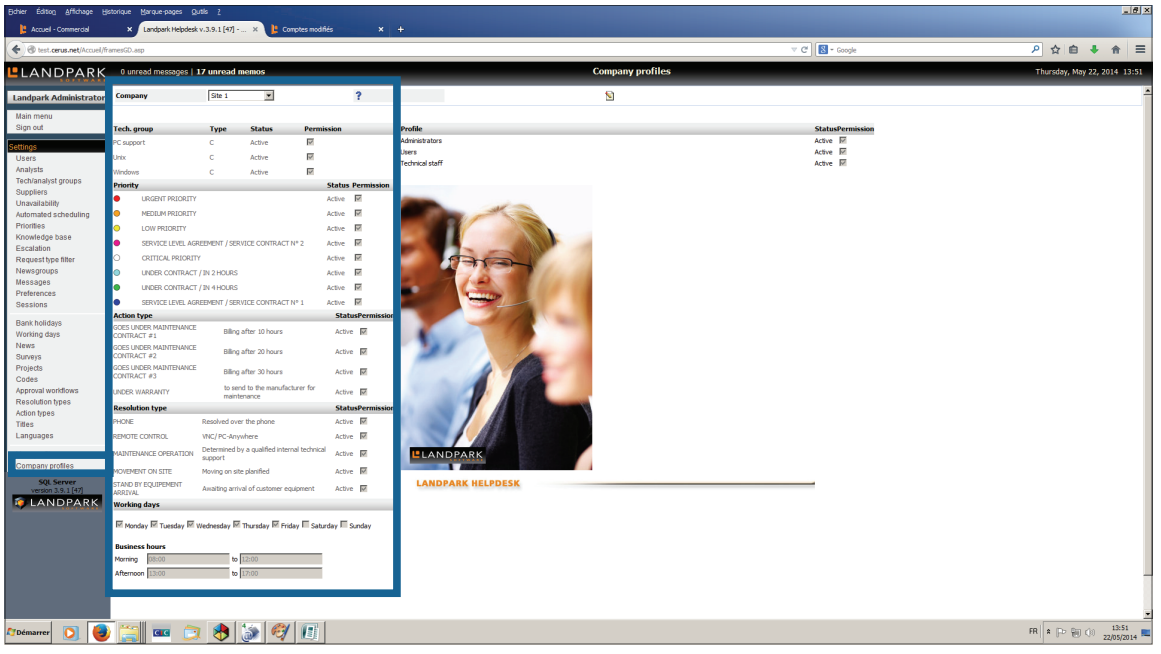


Settings users and technicians profiles and rights





Quick settings





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SETTINGS

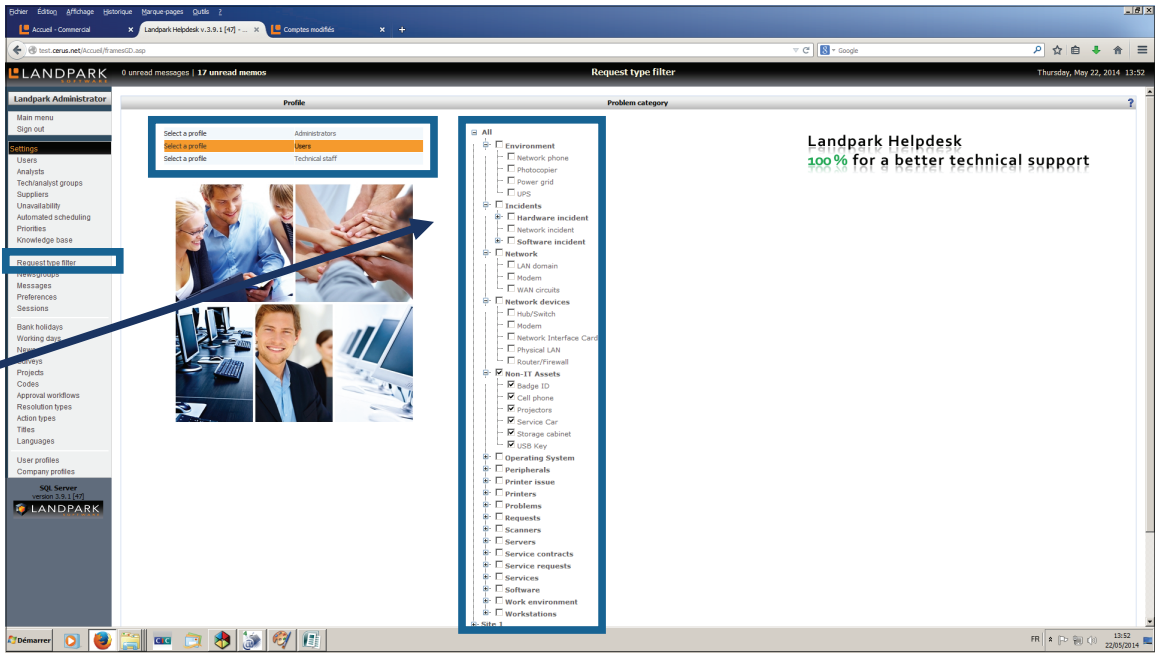


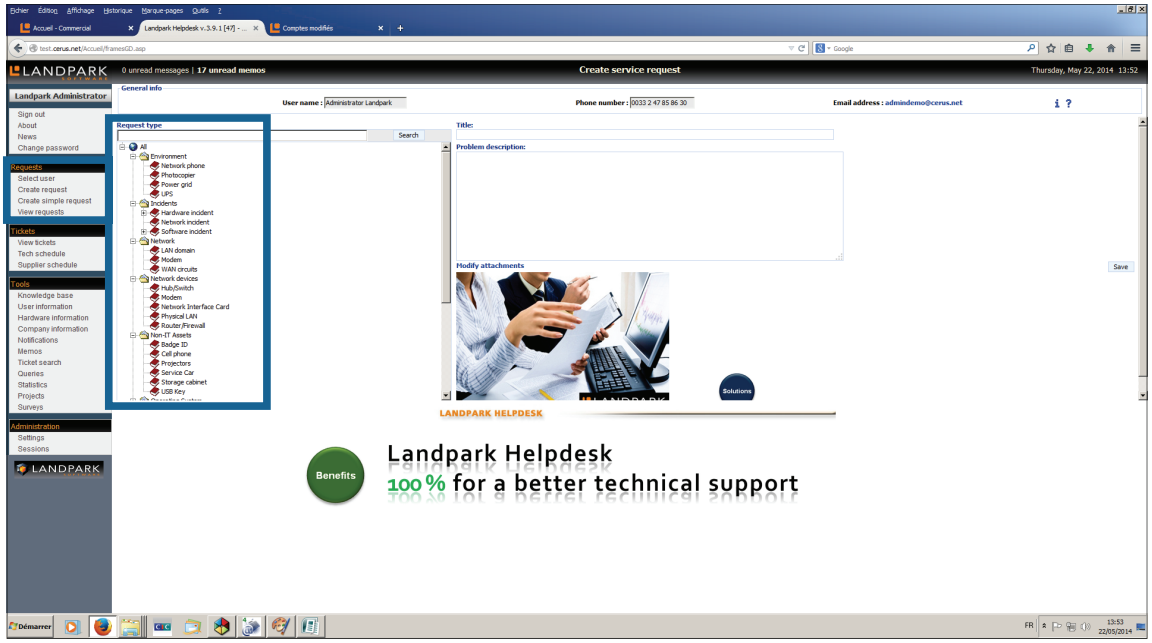
Settings request type filter

To filter the types of request that a given user can be displayed when he send a request.

The treeview displayed will be then displayed according to the types of requests you will allowed him.

This feature allows you to organize your support for different family requests (eg list and display for users a treeview of problems and solutions for telephony, industrial equipment, hospital, etc..).





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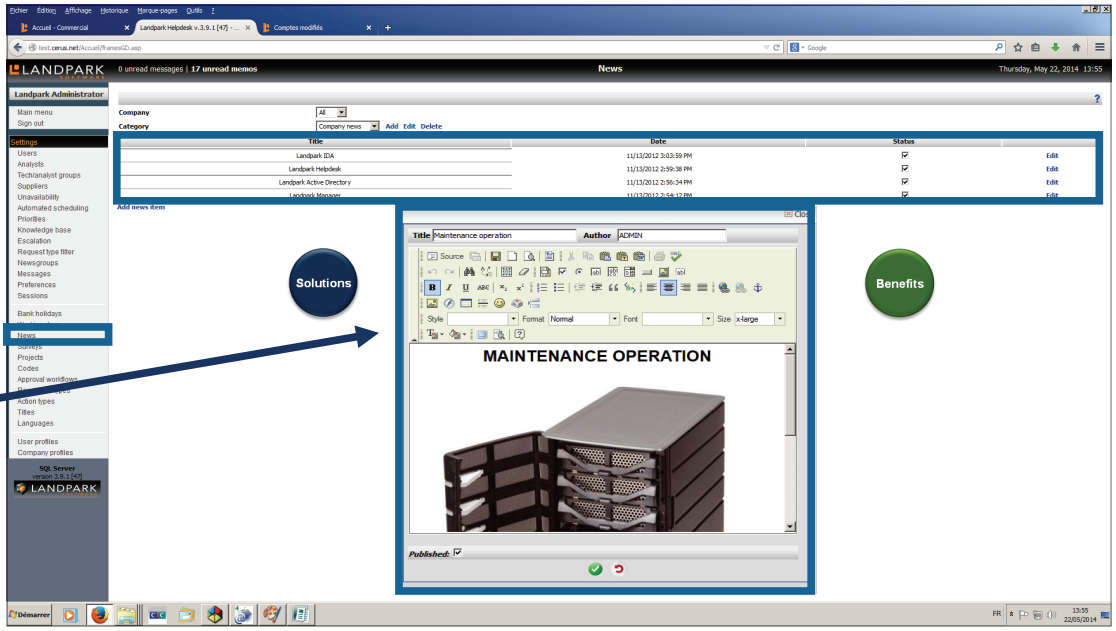
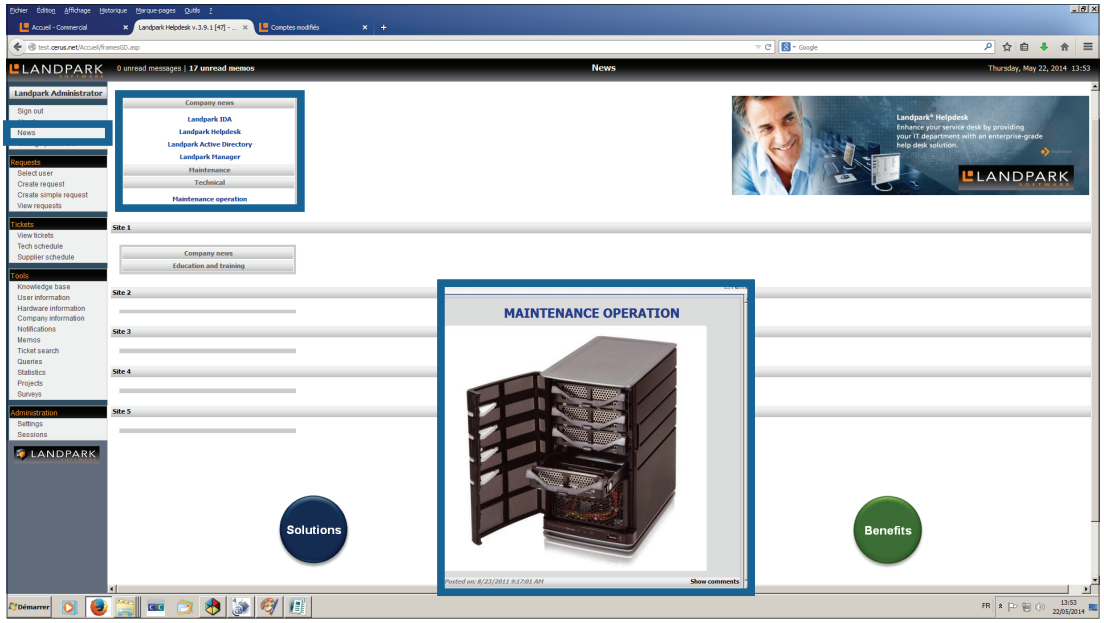
SETTINGS



Settings news categories of news by company or location are created in which we display them in the main menu



News displayed in the main menu





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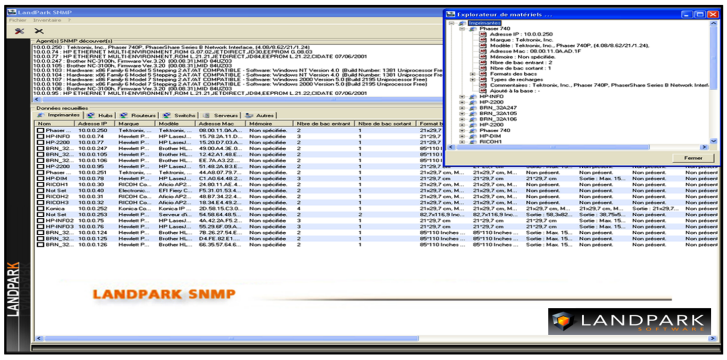
LANDPARK SNMP

Landpark, comprehensive IT Asset Tracking and ITIL Help Desk solutions

LANDPARK SNMP CARRIES OUT A COMPLETE INVENTORY OF THE ACTIVE ELEMENTS OF YOUR NETWORK.

LANDPARK SNMP
Carries out a complete inventory of your network

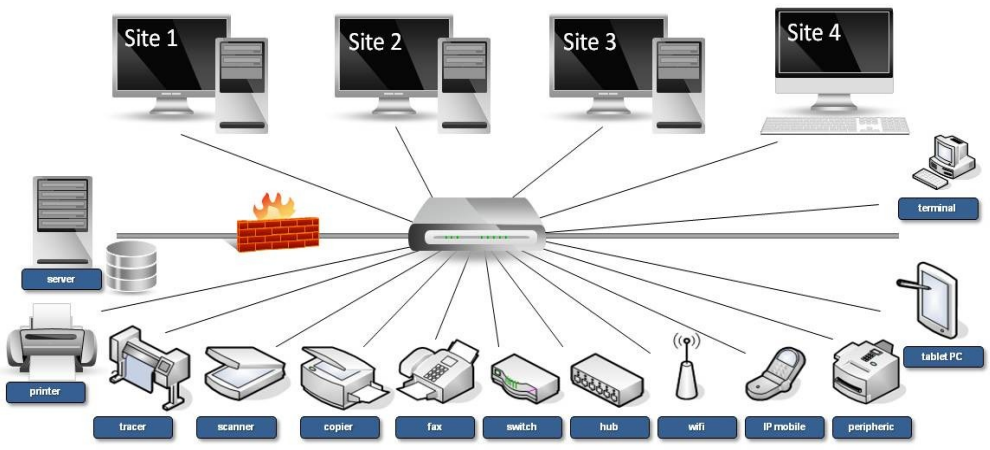


Landpark Snmp carries out a complete inventory of the active elements of your network (network printers, print servers hubs, routers ...) and any other Snmp devices in order to retrieve precise configuration information.

Snmp device information is transparently collected: result files are analyzed exhaustively to produce an accurate summary of the devices that were detected.

With Landpark Snmp quickly find and manage the exact configuration of your network elements by searching through an IP address range and visualize the results immediately before importing results into Landpark Manager

LANDPARK SNMP
Ideal for fast and detailed analysis of your network elements



Carries out a complete inventory of the active elements of your network

Landpark SNMP

- Scan SNMP agents
- Add results into Landpark Manager
- Export Excel
- Material explorer

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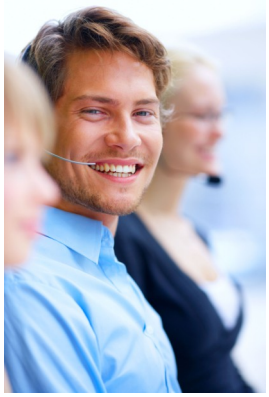

LANDPARK SNMP

Landpark Snmp carries out a complete inventory of the active elements of your network (network printers, print servers, hubs, routers, etc.) and any other SNMP devices in order to retrieve precise configuration information. Snmp device information is transparently collected:

Result files are analyzed exhaustively to produce an accurate summary of the devices that were detected: printers, routers, hubs, switches, servers, etc.

Quickly find and manage the exact configuration of your network elements by searching through an IP address range and visualize the results immediately before importing the information into your asset management software (Landpark Manager).

When imported into your Landpark Manager, results can be classified as network elements or non-IT assets.

Use our treeview-based asset explorer to display detailed information.

Our easily configurable interface allows you to export results to Excel or Txt formats for easier processing of your inventory items.

Landpark Snmp carries out a complete inventory of the active elements of your network

THE PERFECT TOOL FOR FAST AND DETAILED ANALYSIS OF ALL YOUR NETWORK ELEMENTS

- **Easily configurable interface,**
- **Quick viewing your results,**
- **Adding automatic information collected into Landpark Manager database,**
- **Easy export to Excel.**



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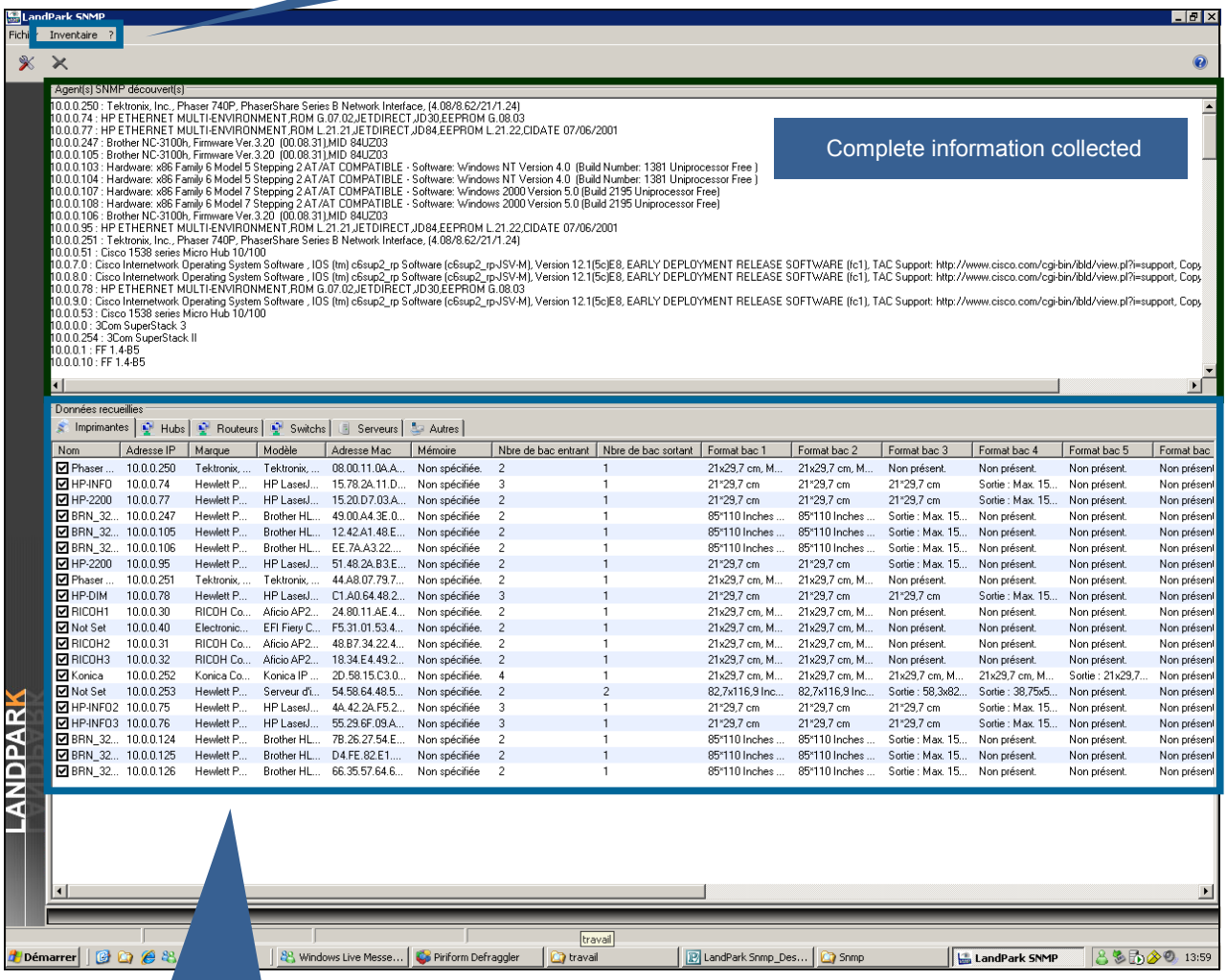
Snmp ping



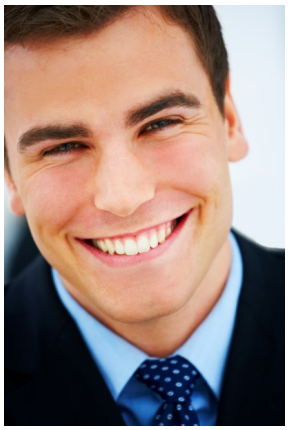
Adding automatic into Landpark Manager database and classified by categories

The three main possibilities offered by Landpark SNMP inventory are:

1 - SNMP "ping"

2 - Full comprehensive information on the hardware configurations

3 - Complete information on hardware configurations, automatically added then to Landpark Manager database.



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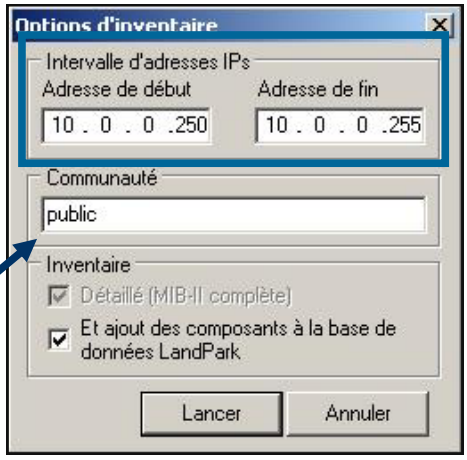
START YOUR INVENTORY



Display the option

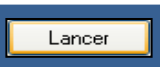


In the configuration window, you must enter a starting IP address and an end IP address..

Specify if necessary SNMP community scan. The default community is public

Then you can, if you wish, change the name of the output file generated.

You have several options:
a) make a "simple" and fast search of SNMP agents: no option selected
b) collect information from SNMP agents: "Inventory Details" option must be checked. The results of material sucha as printers, hubs, switches, etc.., are displayed on the screen
c) add data from SNMP agents in the Landpark database : the "Add ..." must be checked

To start inventory, click 

And we then see the inventory in the progress bar





Notes :

The name of the community is sensitive.

Whatever type of research initiated, if the value "1" is assigned to the LOGFILE parameter of the ScanLanAgents.ini file, a ScanLanAgents.Log file is generated in the directory where the application is installed.

When you want to stop a running inventory by Menu \ Inventory \ Stop, shutdown may take a few moments.

If you want to restart the same inventory, simply click on "Start".

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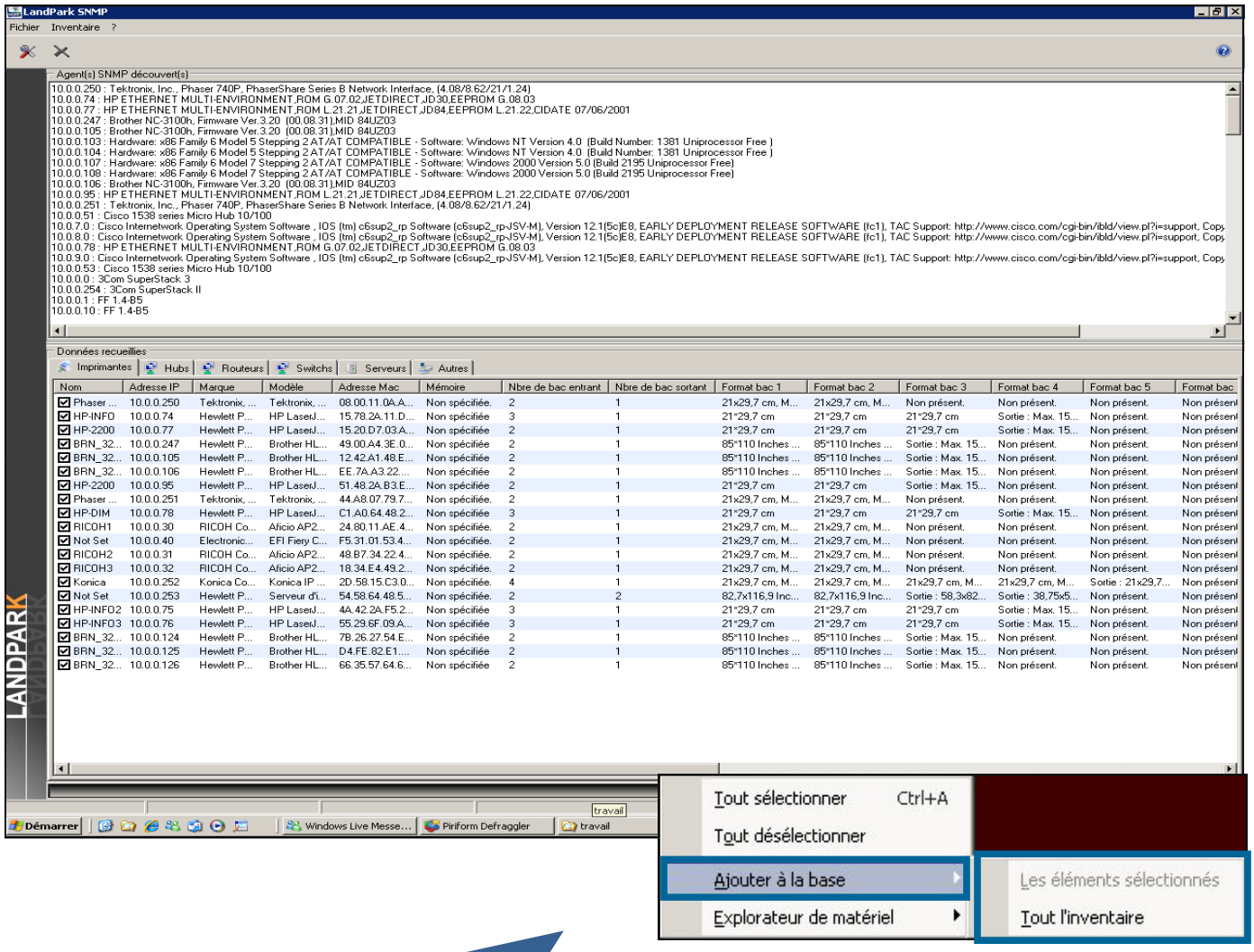
ADD RESULTS TO LANDPARK MANAGER (OR UPDATE)



After making your, you can add the results into the Landpark Manager database.

1 - You select the items you wish to add to the database and click Add to the database > The selected items.

2 - To add all together, simply click Add to the database > All Inventory.

You then have the opportunity to add them by categories into the Landpark Manager database.

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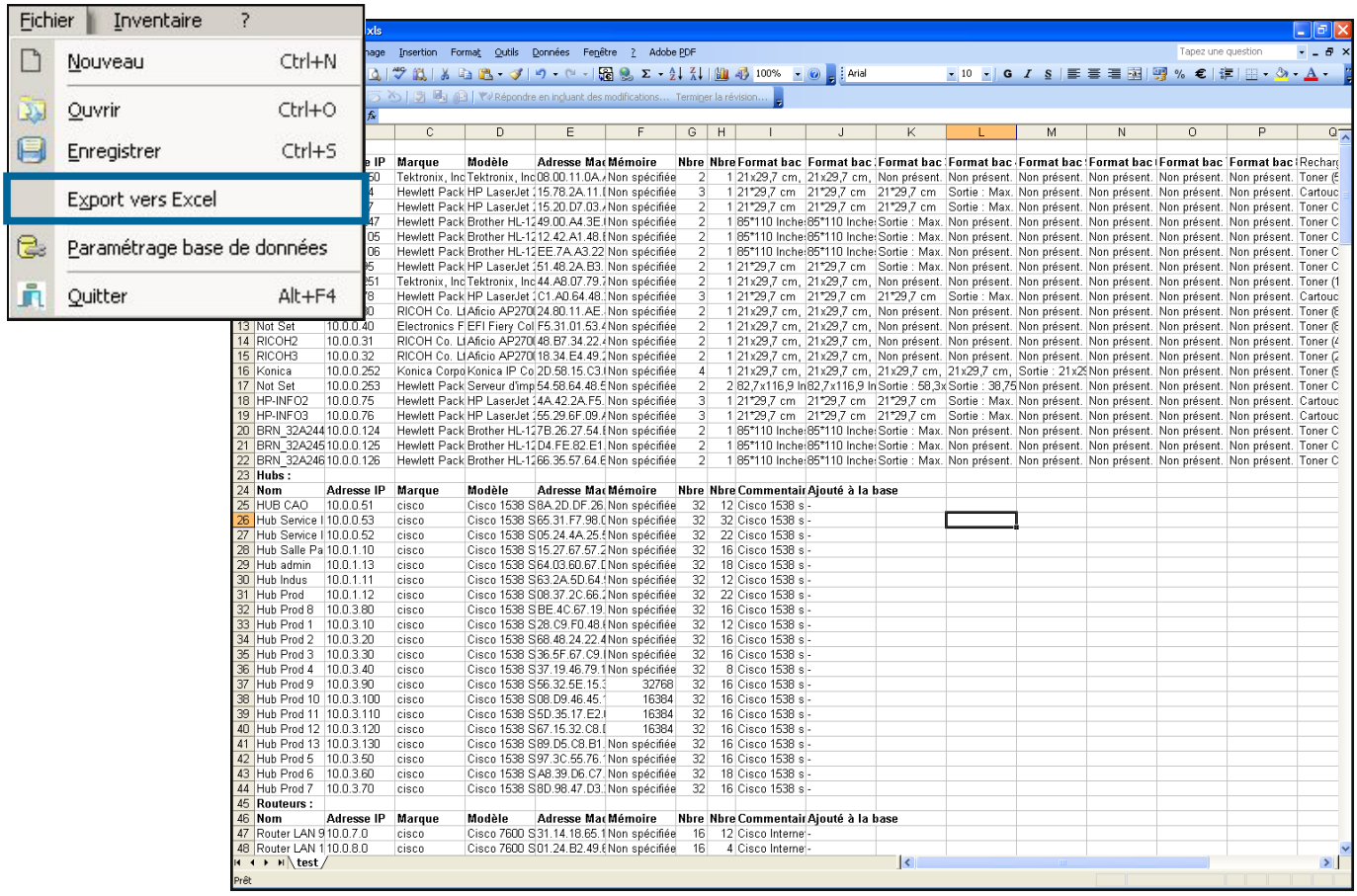
EXPORT EXCEL



	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
12			e IP	Marque	Modèle	Adresse Mac	Mémoire	Nbre	Nbre	Format bac	Format bac	Format bac	Format bac	Format bac	Format bac	Format bac	Format bac	Recharg
13	Not Set	10.0.0.40		Electronics F	EFI Fiery Col	F5.31.01.53.4	Non spécifiée	2	1	21x29,7 cm,	21x29,7 cm,	Non présent.	Non présent.	Non présent.	Non présent.	Non présent.	Non présent.	Toner (6
14	RICOH2	10.0.0.31		RICOH Co. Lt	Aficio AP270(	48.B7.34.22.4	Non spécifiée	2	1	21x29,7 cm,	21x29,7 cm,	Non présent.	Non présent.	Non présent.	Non présent.	Non présent.	Non présent.	Toner (4
15	RICOH3	10.0.0.32		RICOH Co. Lt	Aficio AP270(	18.34.E4.49.2	Non spécifiée	2	1	21x29,7 cm,	21x29,7 cm,	Non présent.	Non présent.	Non présent.	Non présent.	Non présent.	Non présent.	Toner (2
16	Konica	10.0.0.252		Konica Corpo	Konica IP Co	2D.58.15.C3.(	Non spécifiée	4	1	21x29,7 cm,	21x29,7 cm,	21x29,7 cm,	21x29,7 cm,	Sortie : 21x2	Non présent.	Non présent.	Non présent.	Toner (6
17	Not Set	10.0.0.253		Hewlett Pack	Serveur d'imp	54.58.64.48.5	Non spécifiée	2	2	82,7x116,9 In	82,7x116,9 In	Sortie : 58,3x	Sortie : 38,75	Non présent.	Non présent.	Non présent.	Non présent.	Toner C
18	HP-INFO2	10.0.0.75		Hewlett Pack	HP LaserJet	4A.42.2A.F5.(	Non spécifiée	3	1	21*29,7 cm	21*29,7 cm	21*29,7 cm	Sortie : Max.	Non présent.	Non présent.	Non présent.	Non présent.	Cartouc
19	HP-INFO3	10.0.0.76		Hewlett Pack	HP LaserJet	55.29.6F.09.4	Non spécifiée	3	1	21*29,7 cm	21*29,7 cm	21*29,7 cm	Sortie : Max.	Non présent.	Non présent.	Non présent.	Non présent.	Cartouc
20	BRN_32A244	10.0.0.124		Hewlett Pack	Brother HL-12	7B.26.27.54.(	Non spécifiée	2	1	85*110 Inche:	85*110 Inche:	Sortie : Max.	Non présent.	Non présent.	Non présent.	Non présent.	Non présent.	Toner C
21	BRN_32A245	10.0.0.125		Hewlett Pack	Brother HL-12	D4.FE.82.E1.(	Non spécifiée	2	1	85*110 Inche:	85*110 Inche:	Sortie : Max.	Non présent.	Non présent.	Non présent.	Non présent.	Non présent.	Toner C
22	BRN_32A246	10.0.0.126		Hewlett Pack	Brother HL-12	66.35.57.64.E	Non spécifiée	2	1	85*110 Inche:	85*110 Inche:	Sortie : Max.	Non présent.	Non présent.	Non présent.	Non présent.	Non présent.	Toner C
23	**Hubs :**																	
24	**Nom**	**Adresse IP**	**Marque**	**Modèle**	**Adresse Mac**	**Mémoire**	**Nbre**	**Nbre**	**Commentair**	**Ajouté à la base**								
25	HUB CAO	10.0.0.51	cisco	Cisco 1538	S8A.2D.DF.26.	Non spécifiée	32	12	Cisco 1538 s	-								
26	Hub Service I	10.0.0.53	cisco	Cisco 1538	S65.31.F7.98.(	Non spécifiée	32	32	Cisco 1538 s	-								
27	Hub Service I	10.0.0.52	cisco	Cisco 1538	S05.24.4A.25.5	Non spécifiée	32	22	Cisco 1538 s	-								
28	Hub Salle Pa	10.0.1.10	cisco	Cisco 1538	S15.27.67.57.2	Non spécifiée	32	16	Cisco 1538 s	-								
29	Hub admin	10.0.1.13	cisco	Cisco 1538	S64.03.60.67.(	Non spécifiée	32	18	Cisco 1538 s	-								
30	Hub Indus	10.0.1.11	cisco	Cisco 1538	S63.2A.5D.64.(	Non spécifiée	32	12	Cisco 1538 s	-								
31	Hub Prod	10.0.1.12	cisco	Cisco 1538	S08.37.2C.66.2	Non spécifiée	32	22	Cisco 1538 s	-								
32	Hub Prod 8	10.0.3.80	cisco	Cisco 1538	SBE.4C.67.19.	Non spécifiée	32	16	Cisco 1538 s	-								
33	Hub Prod 1	10.0.3.10	cisco	Cisco 1538	S28.C9.F0.48.(	Non spécifiée	32	12	Cisco 1538 s	-								
34	Hub Prod 2	10.0.3.20	cisco	Cisco 1538	S68.48.24.22.4	Non spécifiée	32	16	Cisco 1538 s	-								
35	Hub Prod 3	10.0.3.30	cisco	Cisco 1538	S36.5F.67.C9.(	Non spécifiée	32	16	Cisco 1538 s	-								
36	Hub Prod 4	10.0.3.40	cisco	Cisco 1538	S37.19.46.79.1	Non spécifiée	32	8	Cisco 1538 s	-								
37	Hub Prod 9	10.0.3.90	cisco	Cisco 1538	S56.32.5E.15.3	32768	32	16	Cisco 1538 s	-								
38	Hub Prod 10	10.0.3.100	cisco	Cisco 1538	S08.D9.46.45.1	16384	32	16	Cisco 1538 s	-								
39	Hub Prod 11	10.0.3.110	cisco	Cisco 1538	S5D.35.17.E2.(	16384	32	16	Cisco 1538 s	-								
40	Hub Prod 12	10.0.3.120	cisco	Cisco 1538	S67.15.32.C8.(	16384	32	16	Cisco 1538 s	-								
41	Hub Prod 13	10.0.3.130	cisco	Cisco 1538	S89.D5.C8.B1.(	Non spécifiée	32	16	Cisco 1538 s	-								
42	Hub Prod 5	10.0.3.50	cisco	Cisco 1538	S97.3C.55.76.1	Non spécifiée	32	16	Cisco 1538 s	-								
43	Hub Prod 6	10.0.3.60	cisco	Cisco 1538	SA8.39.D6.C7	Non spécifiée	32	18	Cisco 1538 s	-								
44	Hub Prod 7	10.0.3.70	cisco	Cisco 1538	S8D.98.47.D3.(	Non spécifiée	32	16	Cisco 1538 s	-								
45	**Routeurs :**																	
46	**Nom**	**Adresse IP**	**Marque**	**Modèle**	**Adresse Mac**	**Mémoire**	**Nbre**	**Nbre**	**Commentair**	**Ajouté à la base**								
47	Router LAN 9	10.0.7.0	cisco	Cisco 7600	S31.14.18.65.1	Non spécifiée	16	12	Cisco Interne	-								
48	Router LAN 1	10.0.8.0	cisco	Cisco 7600	S01.24.B2.49.(	Non spécifiée	16	4	Cisco Interne	-								



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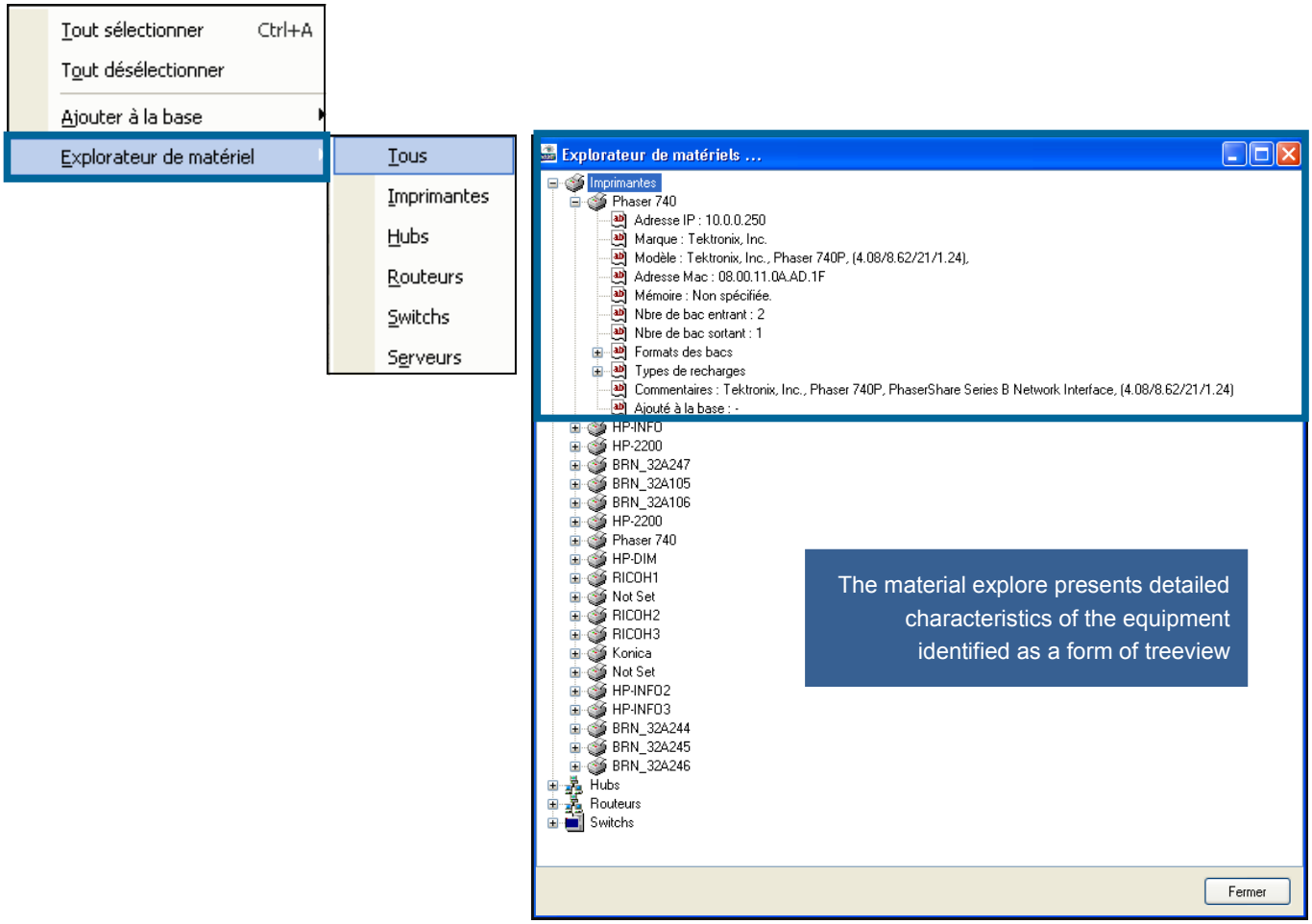
MATERIAL EXPLORER





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LANDPARK ACTIVE DIRECTORY OPENLDAP

Landpark, comprehensive IT Asset Tracking and ITIL Help Desk solutions

SYNCHRONIZATION WITH YOUR ACTIVE DIRECTORY OR OPENLDAP



Synchronize Landpark users list with your Active Directory/OpenLDAP

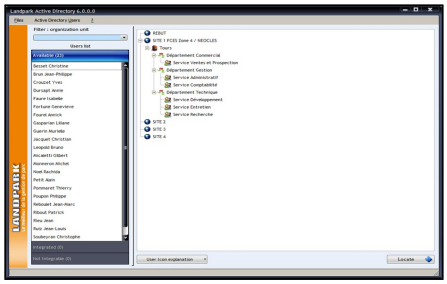
LANDPARK ACTIVE DIRECTORY



« Synchronize your Landpark users database with Active Directory or OpenLDAP and reduce your data-processing administration tasks ... »

LANDPARK ACTIVE DIRECTORY / OPEN LDAP

Synchronize Landpark users list with your Active Directory/OpenLDAP



- Consult, filter and edit move history while synchronizing Landpark users with your Active Directory/OpenLDAP.



- Automatically integrate all user-related information into Landpark Manager.
- Improve your productivity by integrating user information rapidly.
- Reduce your data-processing administration tasks.

Landpark Active Directory / OpenLDAP

- Synchronization
- Settings
- Users management
- User detail
- Movements history
- Movements details
- Export

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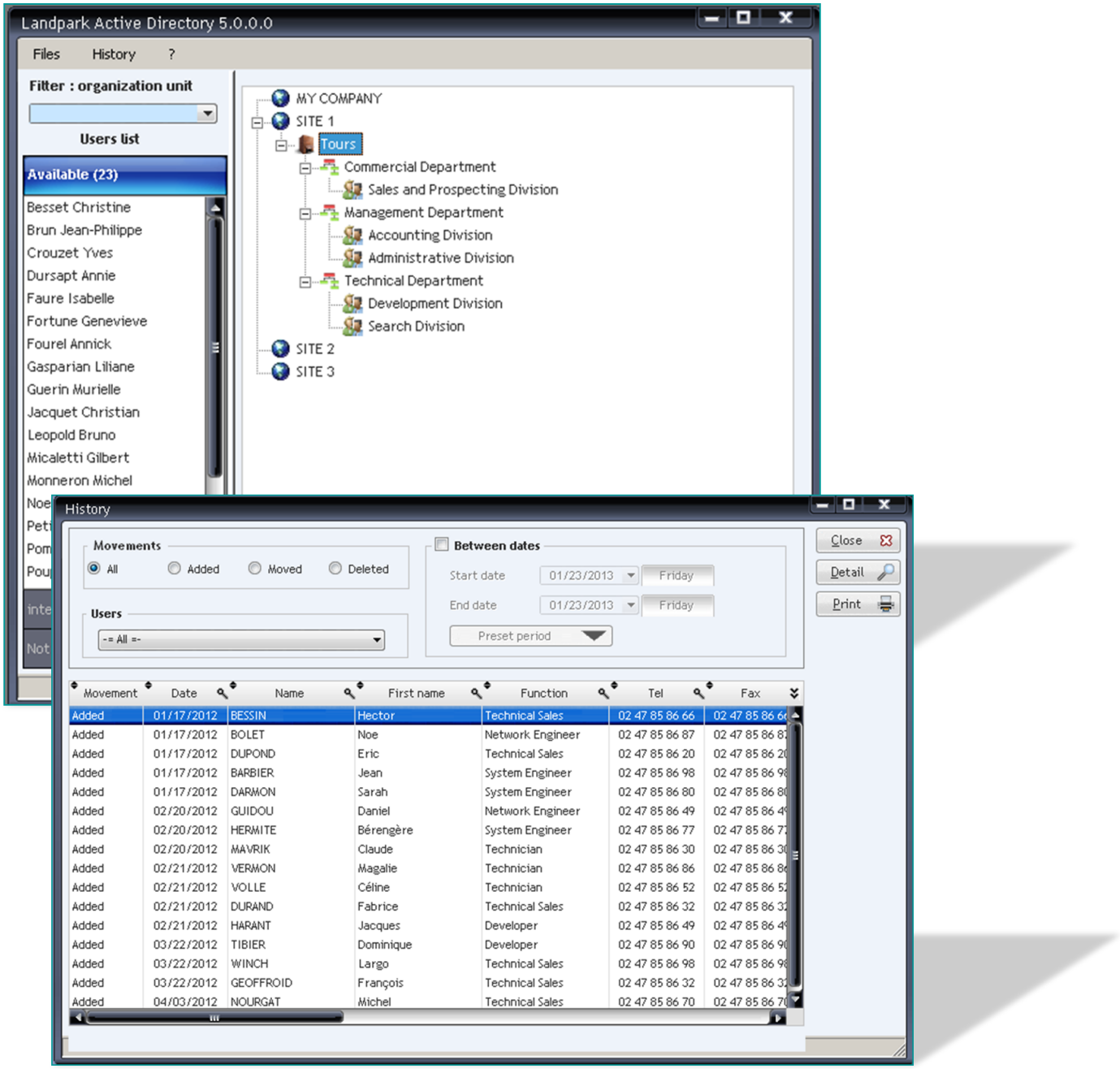
SYNCHRONIZE ACTIVE DIRECTORY OR OPENLDAP WITH YOUR LANDPARK DATABASE

Landpark Active Directory allows you to import user accounts from your **Microsoft Active Directory** or your **OpenLDAP** Directory in Landpark database by a simple click. The interface is identical to the tree organizations into Landpark Manager for better visibility imports. A filter for units organizations is available to use Active Directory Landpark better suited to a directory containing a large number of user accounts. Thus, when a change is provided for the user in the Active Directory simply click in Landpark Active Directory allows updating of information in your Landpark database. In addition, Active Directory Landpark is compatible OpenLDAP, that is to say, it meets the standard LDAP (RFC3377).



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FEATURES

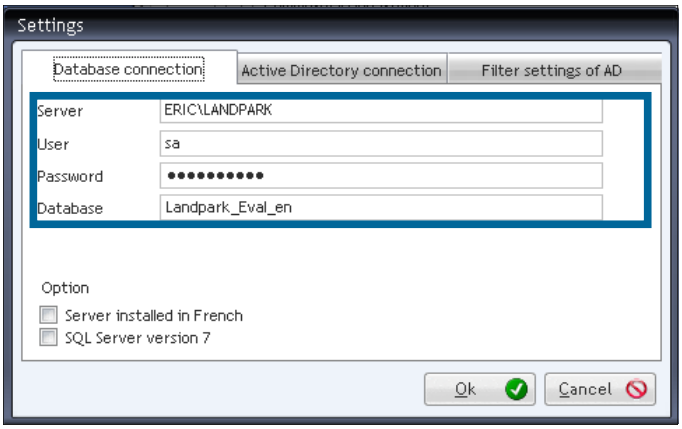
Landpark Active Directory interface allows you to view the users accounts of your Active directory that are:

1. **Available :** users accounts awaiting inclusion into the users list of Landpark Manager.
2. **Integrated** : users accounts already integrated into the users list of Landpark Manager.
3. **Not integrable** : users accounts never proposed for integration into the users list of Landpark Manager. (eg : Administrator).

SETTINGS FOR SQL SERVER DATABASE

Note:
The Server option installed in English indicates to the software that stored dates into the database will be in Anglo-Saxon format (MM / DD / YYYY).

Option for SQL Server version 7 software is used to indicate that the SQL server to which it connects is version 7 and must therefore adapt queries



Server: name of the PC where SQL Server is installed where you must add **\ Landpark** to specify which instance of SQL Server to be used.

User: SQL Server database user (**sa** by default).

Password: associated password (empty by default).

Database: name of the SQL Server database (**Landpark**, by default or **Landpark_eval** for trial versions.



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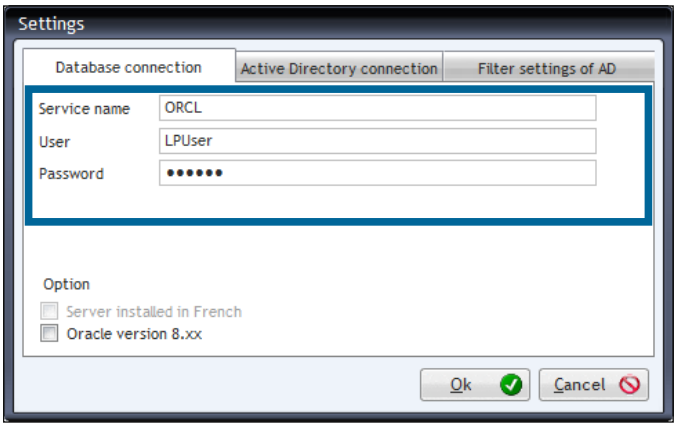
SETTINGS FOR ORACLE DATABASE

Service name : *<server name>:<port>:<service name>* or name of the service local network.

User: enter **lpuser** (user created during the installation of the database)

Password: **oracle** by default.

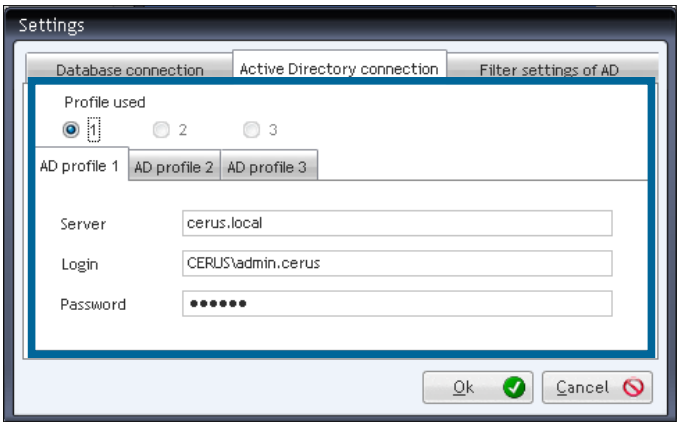


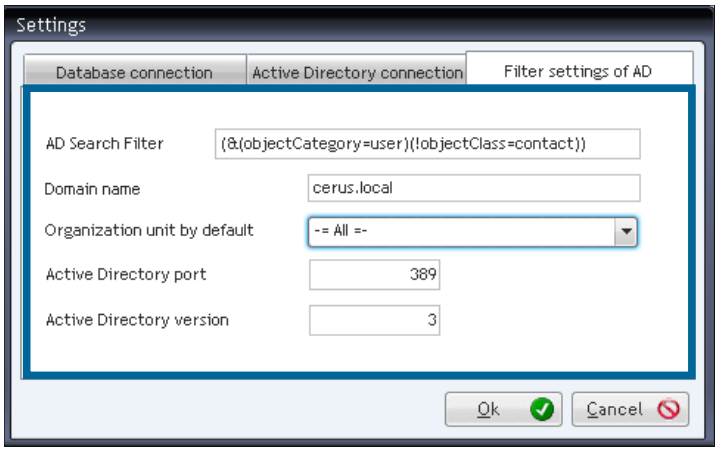
Note:

The Oracle version 8.xx option allows you to specify to the software that it will be connected to an Oracle database (version 8i) and must adapt queries for this version.

ACTIVE DIRECTORY CONNEXION

To access data from the Active Directory profile the software needs to know the name of the server where Active Directory is installed and a login and password to connect to the Active Directory. You can set up to three different Active Directory connections. Each has its own settings..You can also set the active profile by default.





Filter settings:
AD search filter, domain name, organization unit by default, AD port and your AD version.



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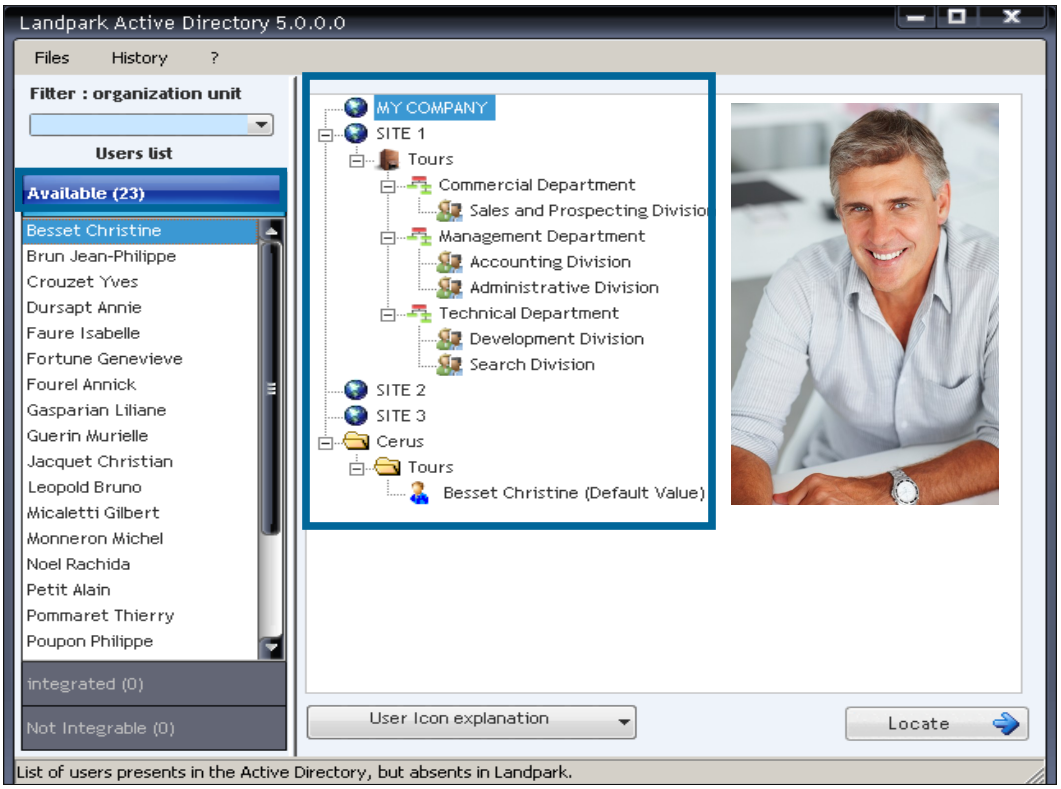
USERS AVAILABLE

This interface displays a list of users in your Active Directory but not in Landpark database.

Note:
Active Directory can store only organization / company / department / service levels. Intermediate levels must to be filled manually.

A user can not be located.



Default values used to organize and locate a user are information from the Active Directory. However, if you want to change it, you can move the user to the desired organization or location.

Activation of the organization for a user is done by checking or unchecking the option.

For detailed information about a user, request details from the context menu or from the list by double clicking it.



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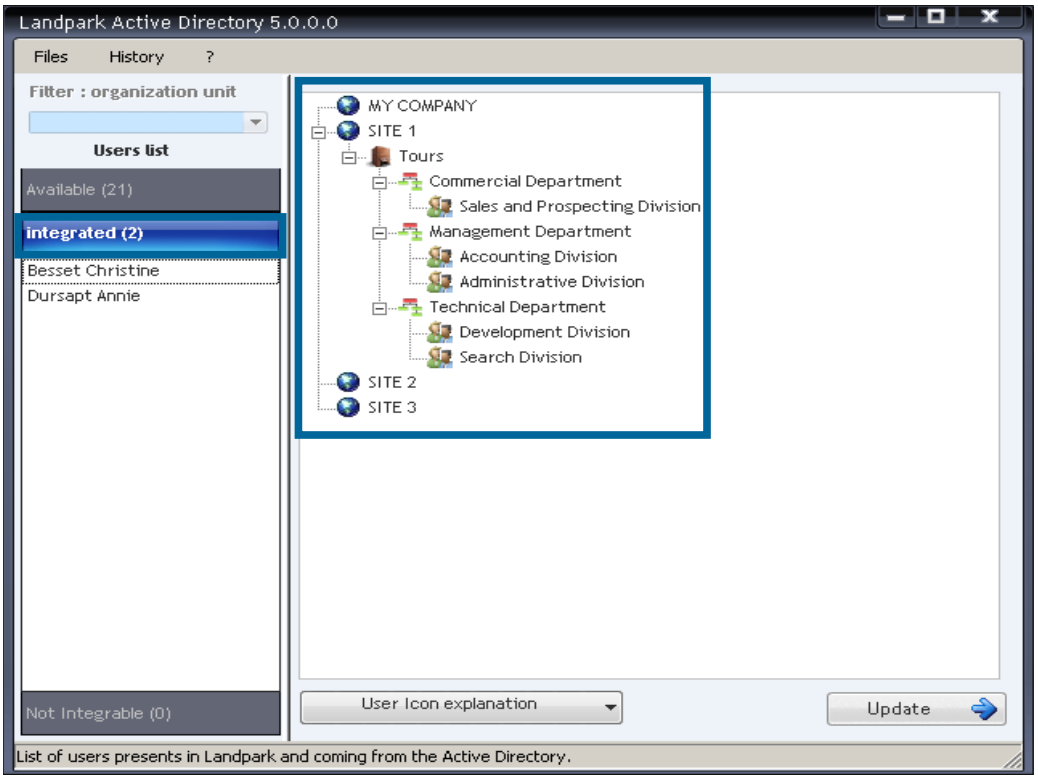
USERS INTEGRATED

This interface displays a list of users in your Active Directory and in your Landpark database.



Update

To update information for a user into Landpark database, you must select the user, possibly update data from Active Directory and click the button to complete the update.

For detailed information about a user, request details from the context menu or from the list by double clicking it.



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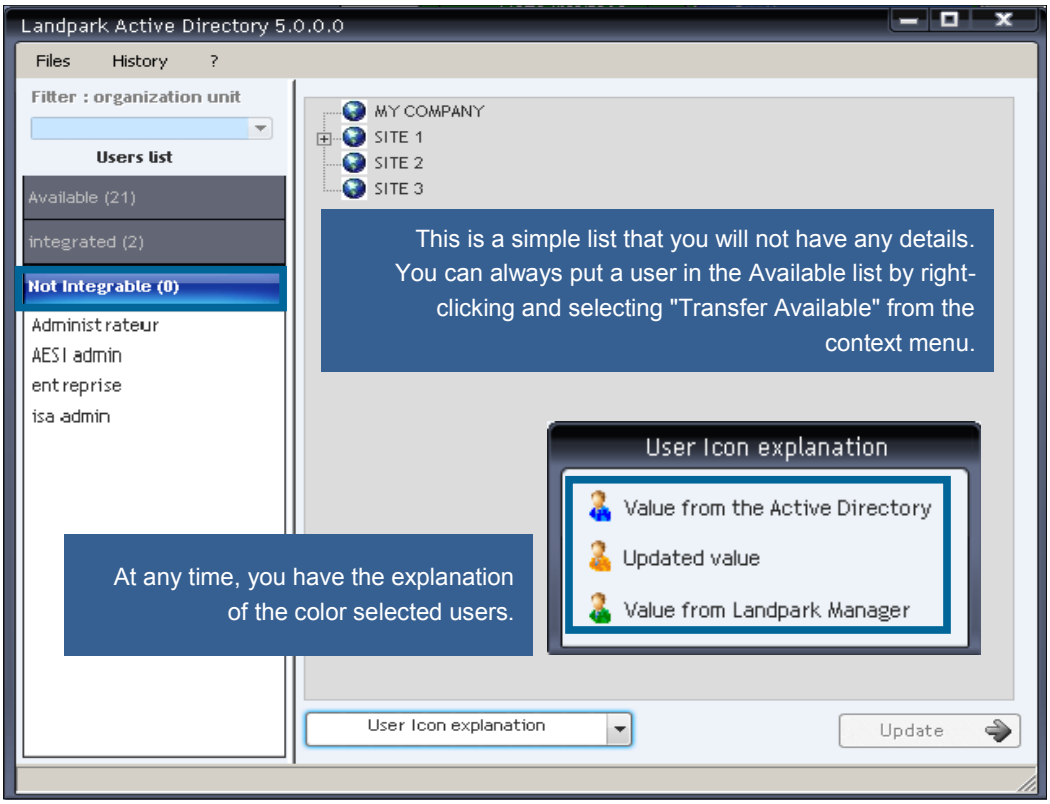
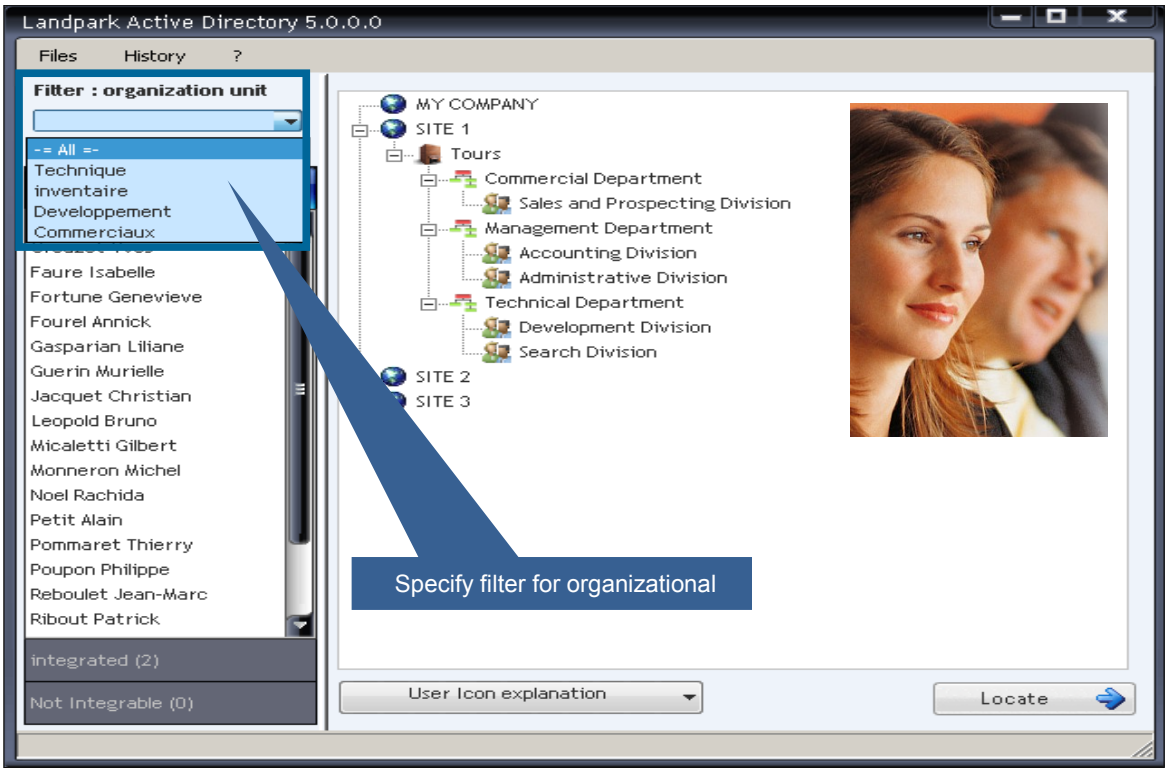
USERS NOT INTEGRABLE



This interface displays a list of users in your Active Directory but not to integrate and in your Landpark database.

At any time, you have the explanation of the color selected users.



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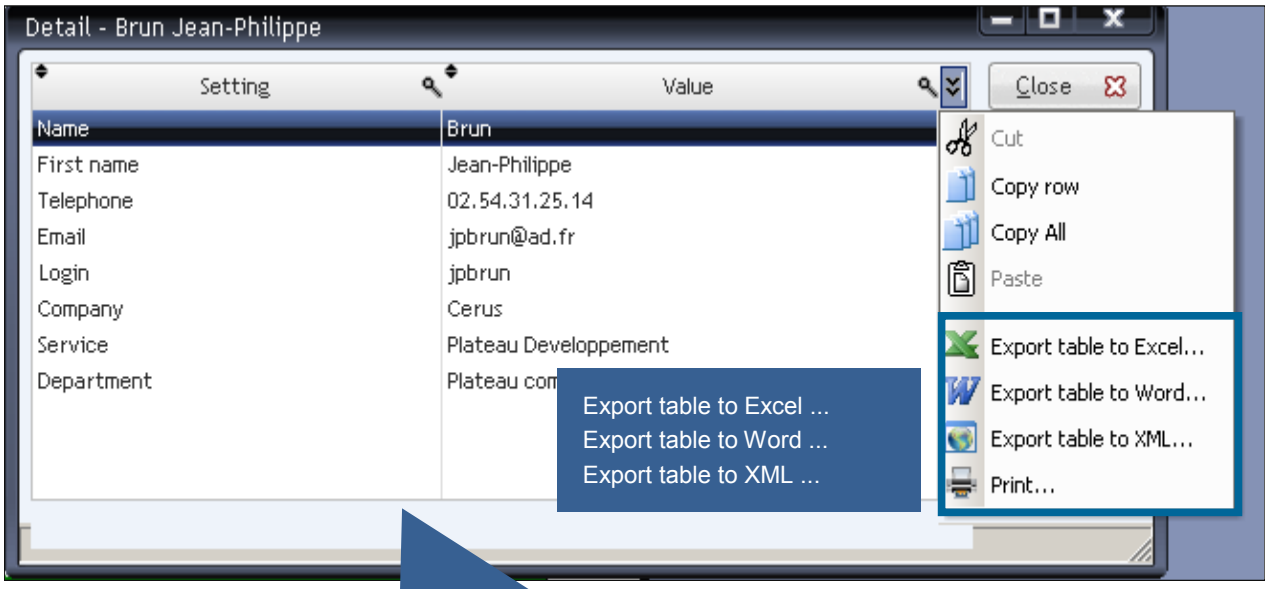
USER DETAILS



Display all user information from your Active Directory



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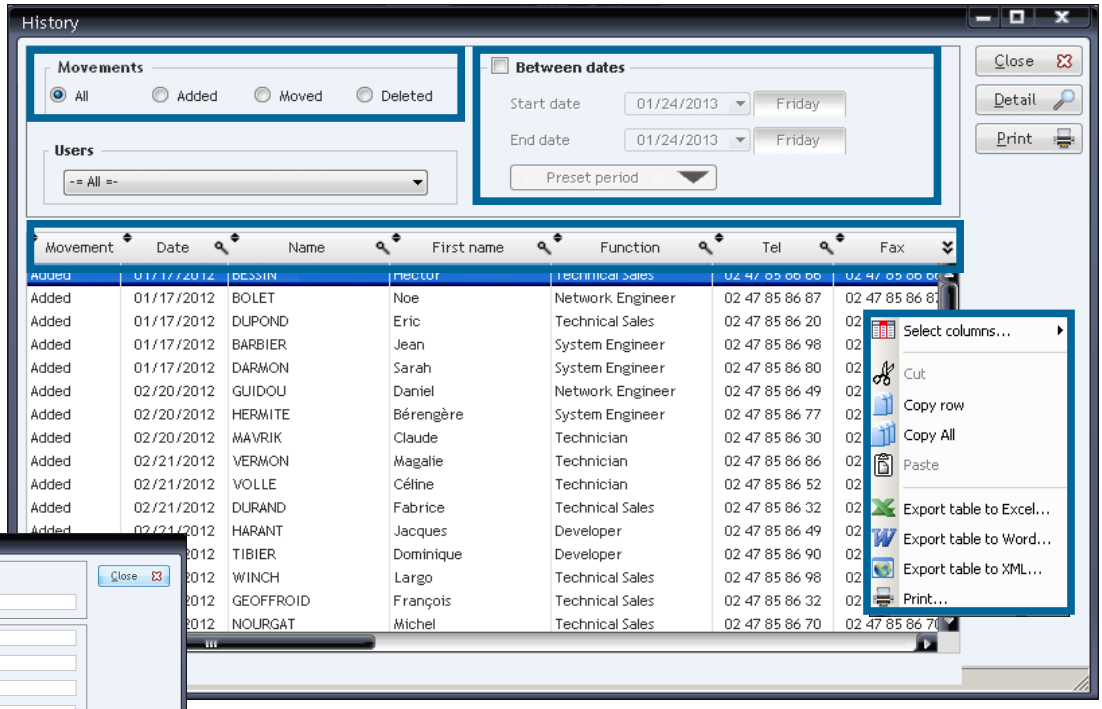
MOVEMENTS HISTORY

This interface allows you to view and edit movements history when synchronizing the Landpark users list with Active Directory.





Detail movement

You can filter by movement, by user, by preset period, between dates





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CORRESPONDENCE OF USERS FIELDS BETWEEN LANDPARK AND ACTIVE DIRECTORY

LDAP Attributes	Active Directory fields (User properties)	Landpark fields (User details)
sn	Last name *(GENERAL TAB)*	Last name *(IDENTIFIER)*
givenName	First name *(GENERAL TAB)*	First name *(IDENTIFIER)*
title	Title *(ORGANIZATION TAB)*	Title/Position *(IDENTIFIER)*
manager	Manager *(ORGANIZATION TAB)*	Person in charge *(IDENTIFIER)*
mail	E-mail *(GENERAL TAB)*	Email *(INFORMATION TAB)*
streetAddress	Street *(ADDRESS TAB)*	Address *(INFORMATION TAB)*
postalCode	Zip/Postal Code *(ADDRESS TAB)*	ZIP code *(INFORMATION TAB)*
l	City *(ADDRESS TAB)*	City *(INFORMATION TAB)*
telephoneNumber	Telephone number *(GENERAL TAB)*	Phone *(INFORMATION TAB)*
facsimileTelephoneNumber	Fax *(TELEPHONES TAB)*	Fax *(INFORMATION TAB)*
mobile	Tél. mobile *(TELEPHONES TAB)*	Cell *(INFORMATION TAB)*
info	Notes *(TELEPHONES TAB)*	Other info *(INFORMATION TAB)*
sAMAccountName	User logon name *(ACCOUNT TAB)*	PC Login *(INFORMATION TAB)*
company	Company *(ORGANIZATION TAB)*	Organization - Company *(PROFILE TAB)*
physicalDeliveryOfficeName	Office *(GENERAL TAB)*	Organization - Department *(PROFILE TAB)*
department	Department *(ORGANIZATION TAB)*	Organization - Service *(PROFILE TAB)*

The LDAP attribute named "*manager*" is read from the version 5.1 of **Landpark Active Directory**.

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LANDPARK NETWORK IP

Landpark, comprehensive IT Asset Tracking and ITIL Help Desk solutions

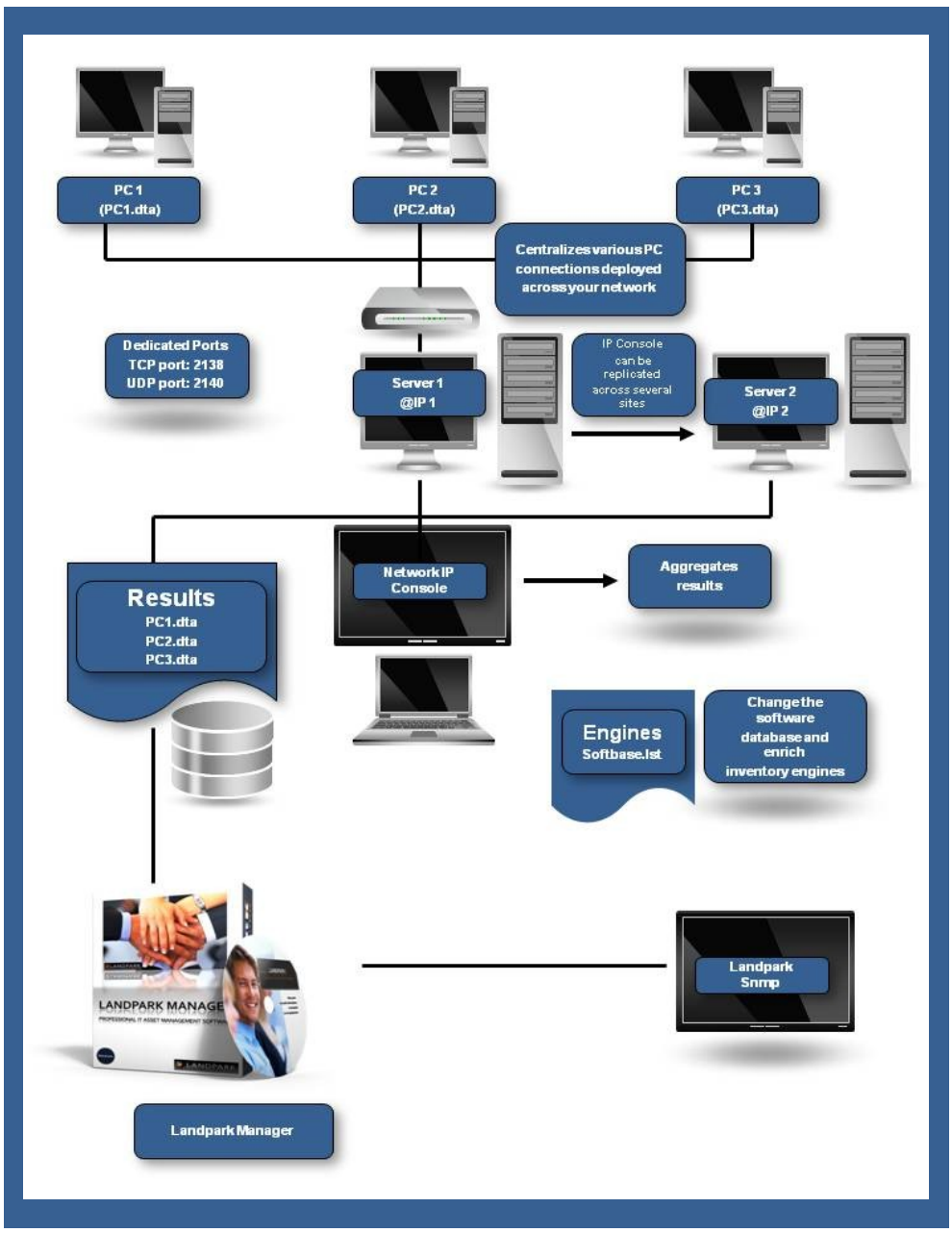
LANDPARK NETWORK IP ALLOWS YOU TO EASILY INVENTORY YOUR PC THROUGH THE NETWORK

Landpark NetworkIP is composed of three modules:

A server module that is installed on any workstation in the network. Either as an application, or as a service. This module centralizes and manages inventory on PC.

A Client module that is deployed on PCs and connects to the server.

A Management Console module allows you to set and control the inventories.



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START YOUR INVENTORY WITH LANDPARK INVENTORY

Importing your inventory results into Landpark Manager can be done in one of the two following ways:

1/ Landpark Network Ip: installation of an agent on client computers, with **Network IP Install** to deploy agents first throughout the network.

2/ Use **Landpark DoInventory**: this executable allows you to launch inventory operations on client computers via a connection script, without having to install the client/server modules.

1. Landpark Network IP (with agents)

Landpark Network Ip : you can launch 3 Network IP modules. These modules must be launched in the following order (you may launch **Network IP Install** first).

► **1/ Landpark Network IP Server** (launched automatically after installation and startup).

When running, the following icon appears in the taskbar,

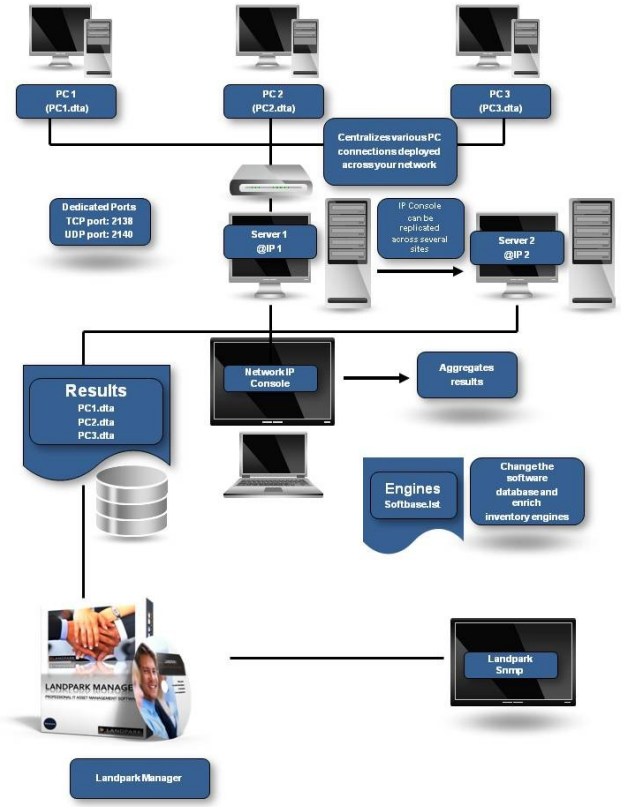
► **2/ Landpark Network IP Client (**launched automatically after startup).

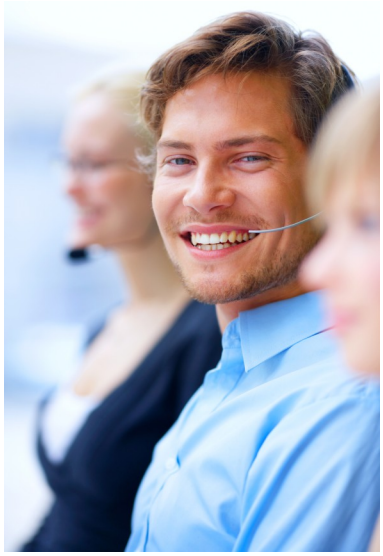
When running and connected to the server, the following icon appears in the taskbar,

► **3/ Landpark Network IP Console** (launched manually). To set up IP Console, enter the server's IP address, enter a TCP port, specify a folder where the inventory files are to be copied, and click “Connect”. You should now see a list of connected clients, including:

A row that represents the console itself,

A row for each client computer on which you will be able to launch inventory operations.





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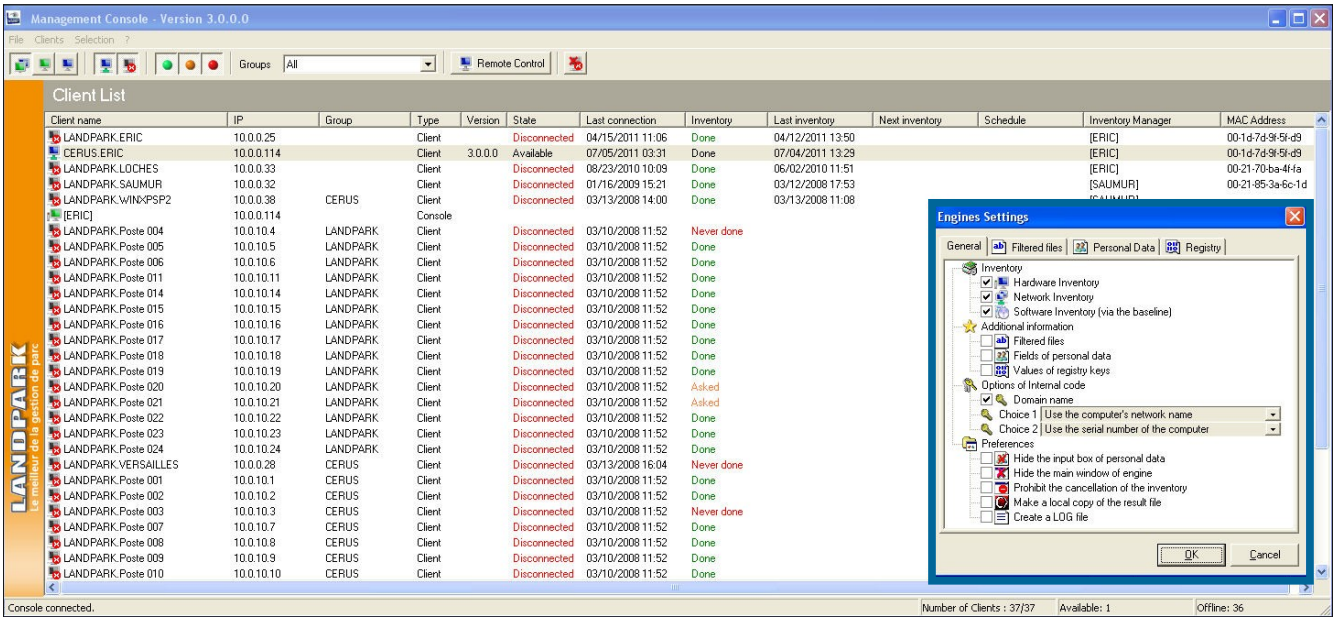
To install the services, you must open a command prompt and type the following command:
C:\Program Files\Cerus\Landpark\IP Clients\ParamClient.exe

This application generates a “paramclient.ini” file which must be copied to the folders where the 2 services are to be installed. To install the services you must run the executable file from a command prompt with the /install option:
Example C:\Program Files\Cerus\Landpark\IP Server\LpIpServiceServer.exe /install

To uninstall the service, you must run the same command with the /uninstall option:
Example C:\Program Files\Cerus\Landpark\IP Server\LpIpServiceServer.exe /uninstall

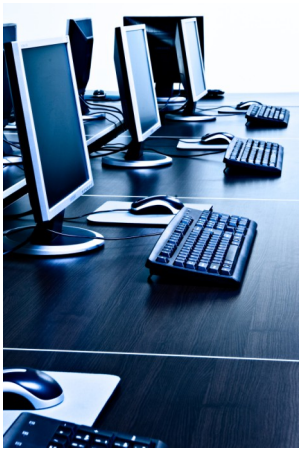


Notes :

1/ The client icon appears only if it managed to connect to the server.

2/ If the icon does not show, the address of the server to which it tried to connect is probably incorrect. In this case, you can:

- Stop the client process by pressing CTRL-ALT-DEL, or by looking up the LpIpClient process in order to shut it down,
- Open C:\program files \ cerus \ landpark \ IP clients \ paramclient.ini,
- Type Server’s IP address on the first line, do not modify the second line
- Save your changes and restart the client from the Menu .



3/ The IP address allows the client and the console to connect to a server process running on the same computer. If you want to launch a client or the console on another workstation, you must specify the server's IP address.

4/ The client icon will not show if you choose to hide it by using the menu Client, Client Options, Secure Clients, hide Network IP Console icon.

5/ You can install as many clients as you wish: you may in fact deploy them on any number of workstations using a connection script.

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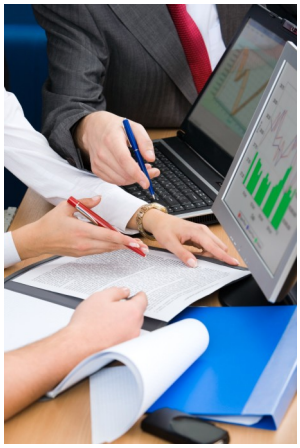


1. Landpark IP Install (to install agents)

1. Prerequisites:
Windows 2000, Windows 2003 Server, Windows XP, Windows Vista
.NET Framework 2.0

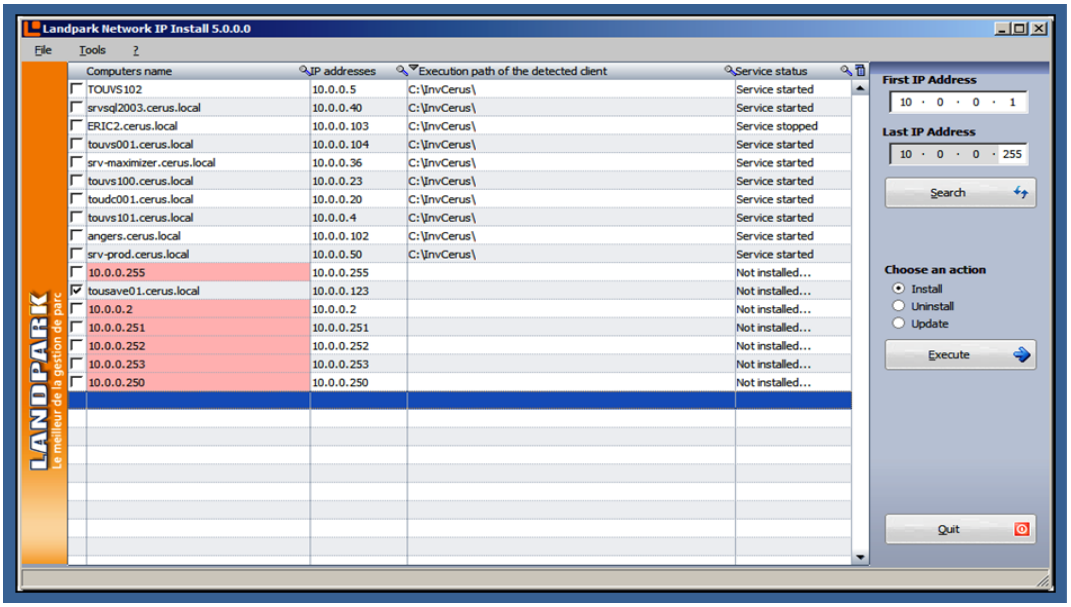
Getting started

1/ Run the **Search** action in order to scan IP Adresses through your network.

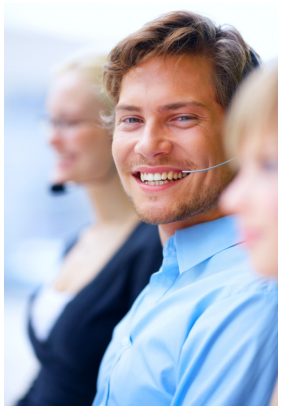
2/ **Install the agents** on selected PC's.

3/ Run the **Execute** command**.**

Important : If **« not installed »** is displayed in the last column, the software was unable to obtain any information from the listed computers. This type of message indicates a possible network security issue.



File menu

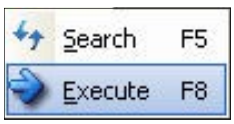




The file menu allows you to run the commands described below.

The export option saves the existing settings to a BAT file for later reuse.

Tools menu



Possible actions are **Search** and **Execute**.

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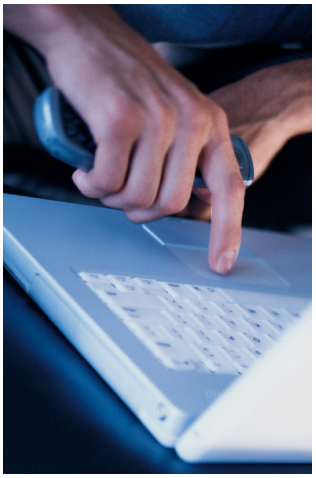
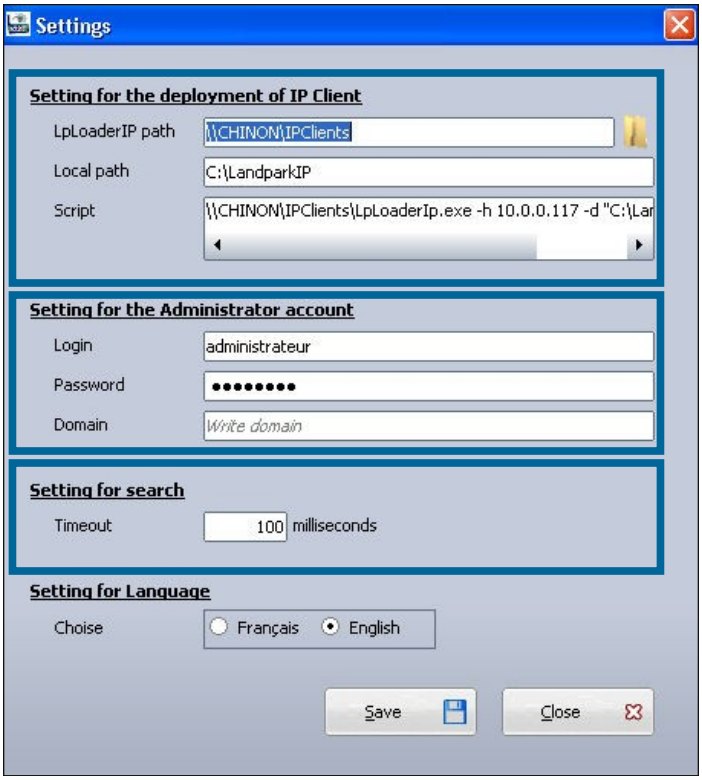




Runs the currently-selected command.



Initiates a network scan and refreshes your computer list, detecting IP client state for use during subsequent deployments. Because this feature takes time to execute (example : 2 minutes for 15 computers), it is recommended to run this command when network traffic is low. A gauge appears during the operation and disappears upon completion. Since the software needs to run a number of queries on every detected computer, the time required for such an operation depends on the time needed to execute all the queries.



The application's settings panel lets you choose the folder where the deployment files are to be found, by using the « Browse » button. The deployment files are **« LpServiceIpClient.exe »** and **« ParamClient.ini ».**

Those files are located in the « IP clients » folder, which by default, points to: « C:\Program Files\Cerus\Landpark\IP Clients ».
Note : the previous folder must be shared.

The **« Administrator Account settings»** section is crucial for proper client deployment. A domain administrator account should be used for deployment operations.

The non-modifiable script placeholder allows you to view the script generated by Network IP.



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Landpark IP Server



Landpark Network IP Server provides centralized access to inventory clients and manage inventories. It can be installed on any computer throughout the network, as long as its IP address is visible to all other network stations.

If the IP Server is installed as an application, the icon appears next to the clock in the Windows taskbar to indicate that it is running.

If the IP server is installed as a Microsoft service, and no icon is displayed to stop the server IP you must go to the Windows Service Manager and stop the service **Landpark Network IP Server.**

The Landpark IP Network Client establishes a connection between the station that is installed and the IP Network Server Landpark.

If Client IP is installed as an application, the icon appears next to the clock in the Windows taskbar to indicate it is running.

If Client IP is installed as a Service Microsoft, no icon is displayed. To stop the Client IP, go into the Windows Service Manager and stop the **IP Network Customer Service Landpark.**

Landpark IP Client

Landpark Network IP uses TCP / IP to function.

The various modules Landpark Network IP are using ports:

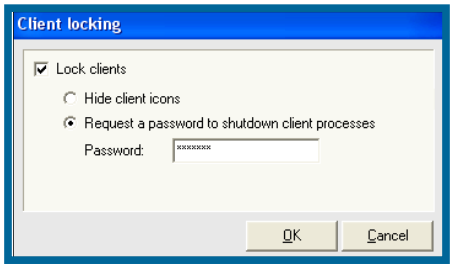
- **2138 TCP**
- **2140 UDP**

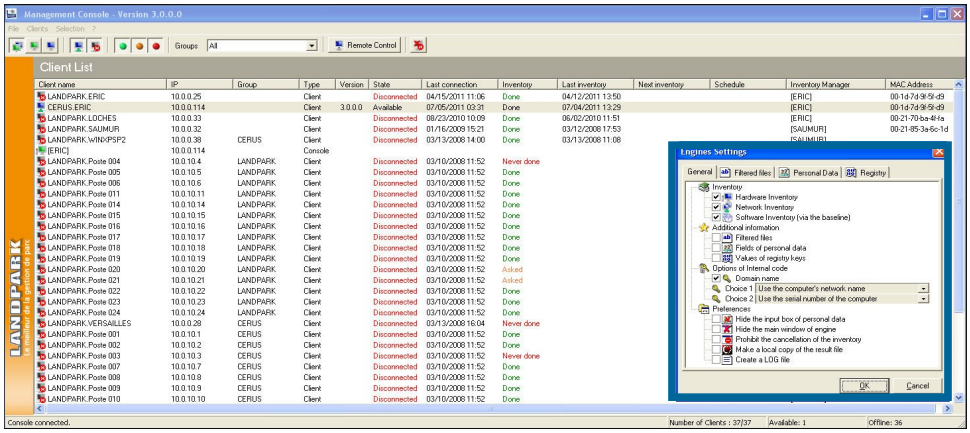
to exchange information

Landpark IP Console

Administration console that allows you to configure and control inventories

If in the Console IP you have enabled security for customers, asking to enter a password before stopping the client will request the entry of the password







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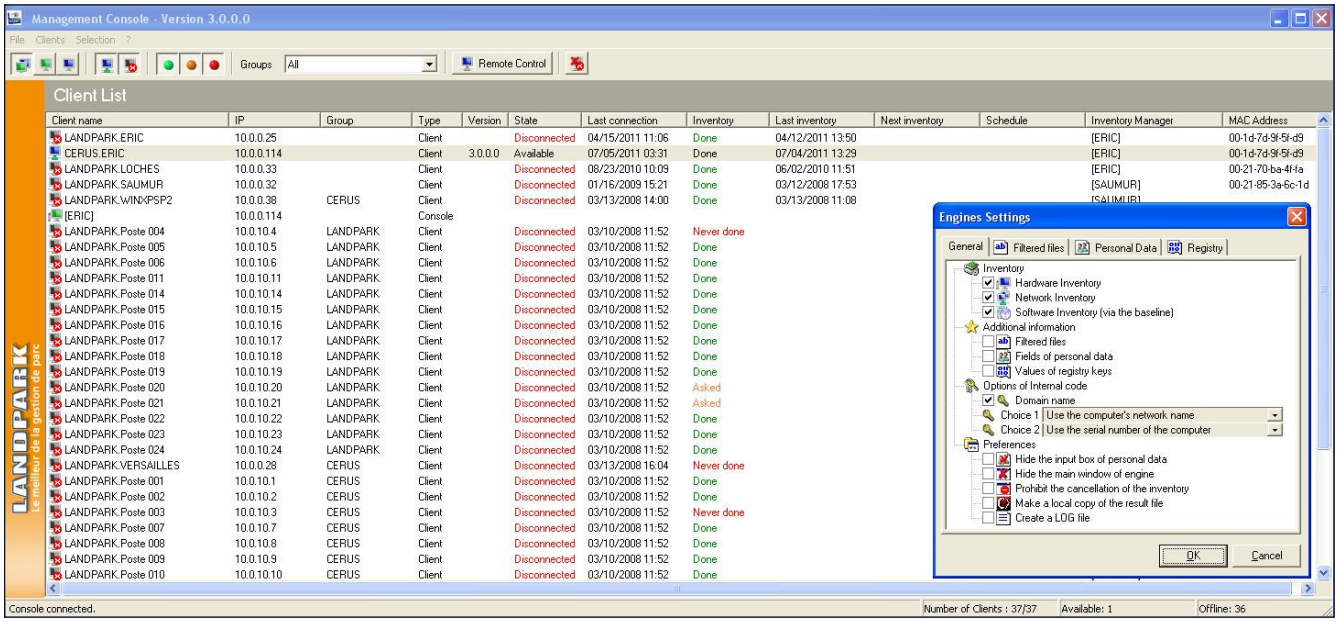
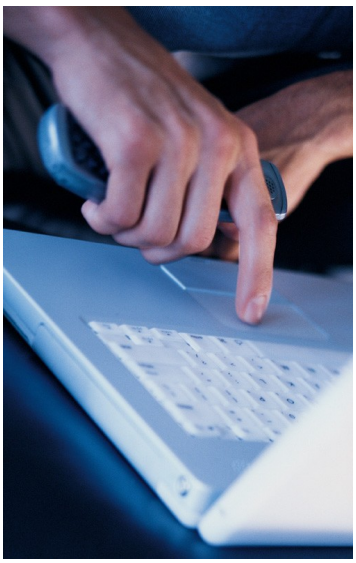
Landpark IP Console

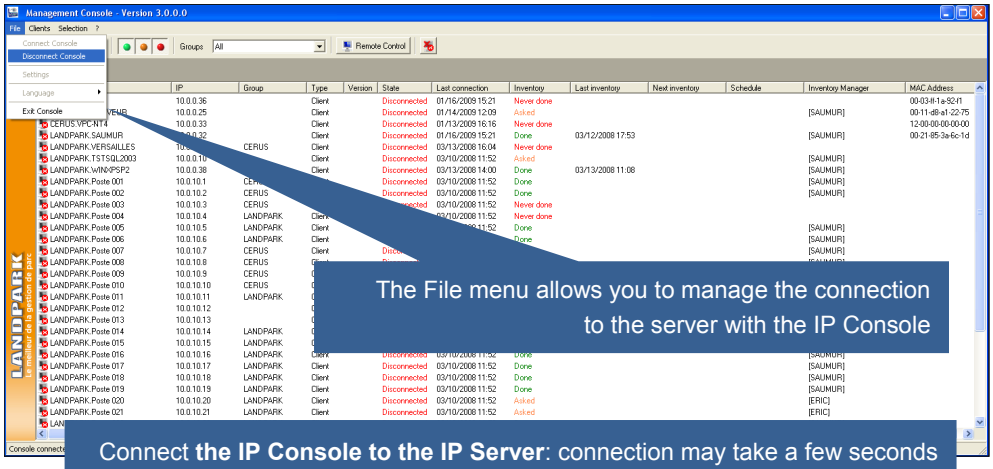




Landpark **Network IP Server** is the Landpark **Network IP Console application** used to set and request inventories.

IP Console is not a priority in the treatment of connection at the Server IP. Refreshing screen may be not synchro if it takes a lot of inventories at the same time.

The data displayed in the IP Console is saved at the time of stopping the Server IP into the Server.ini file in the IP Server directory.



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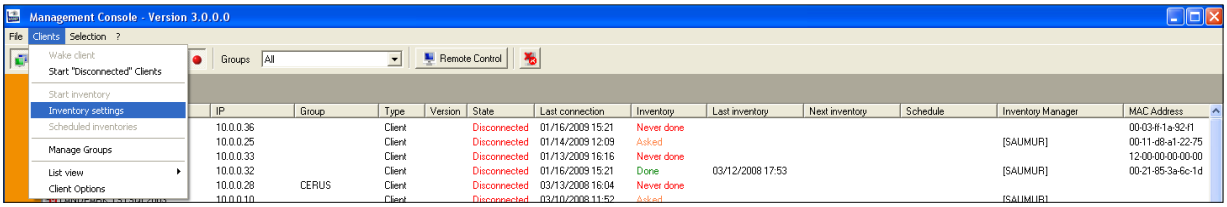
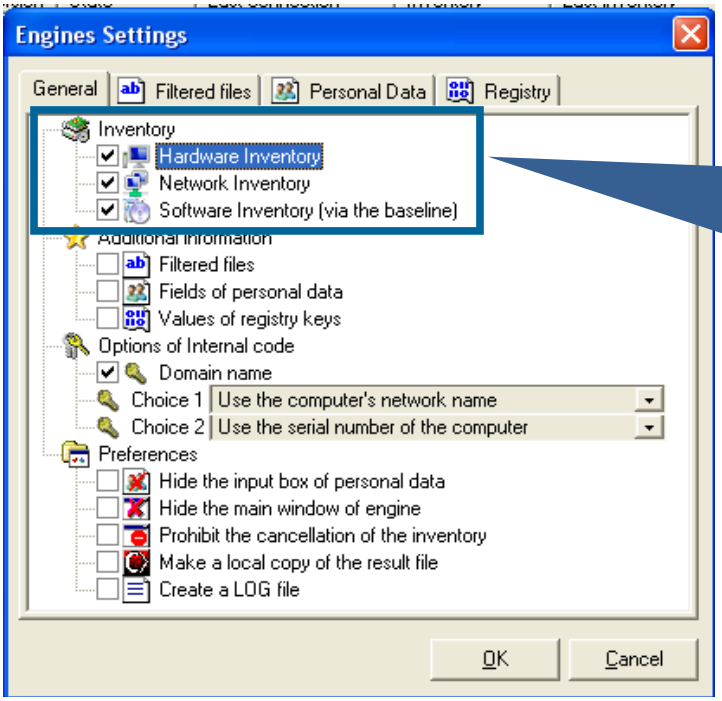


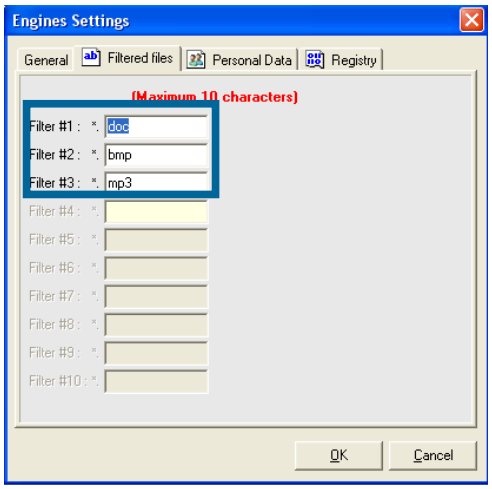


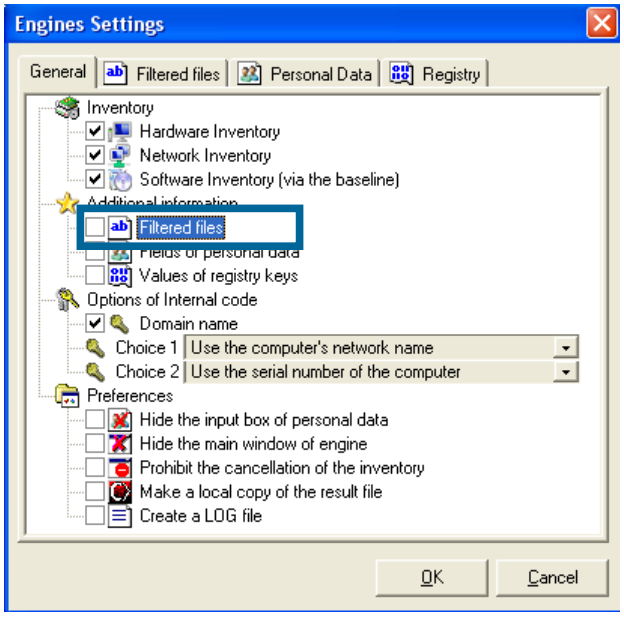
Hardware inventory: inventory of equipment carried on this PC (HDD motherboard, etc.)

Network Inventory: networks information (network protocol, IP addresses, etc.)

Software Inventory: Inventory software detected on the pc compared to the software database

Filtered **files:** To back up files list with a particular extension (10 extensions)





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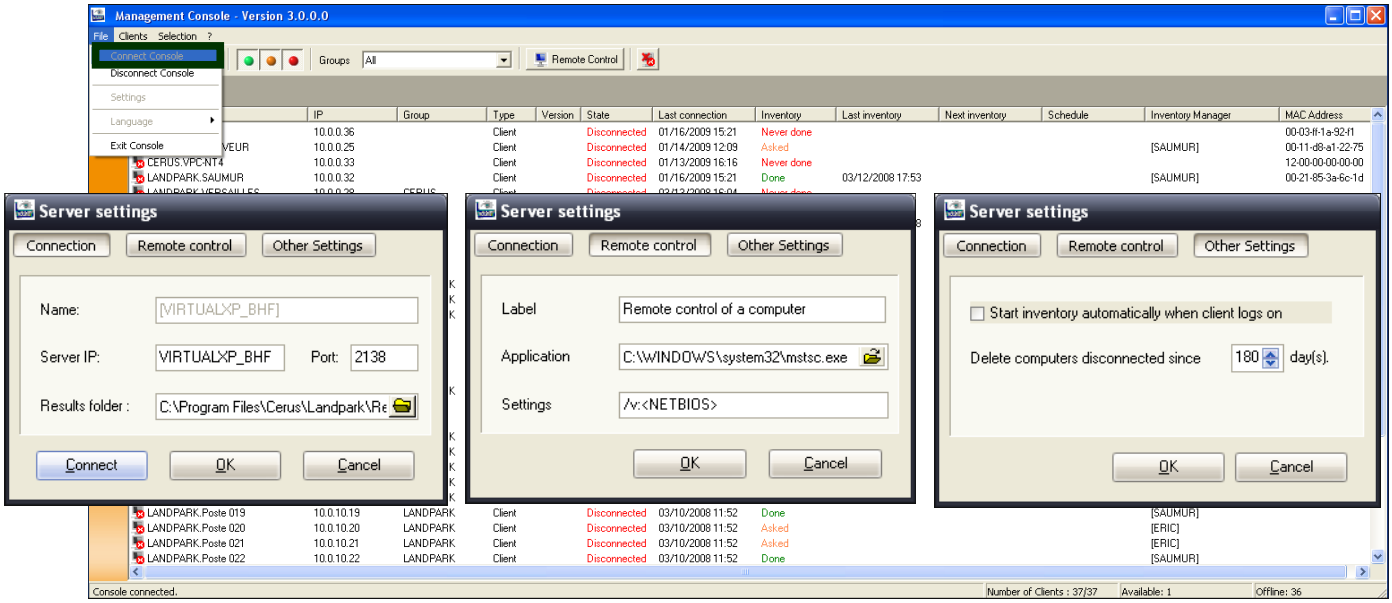
Setting Console

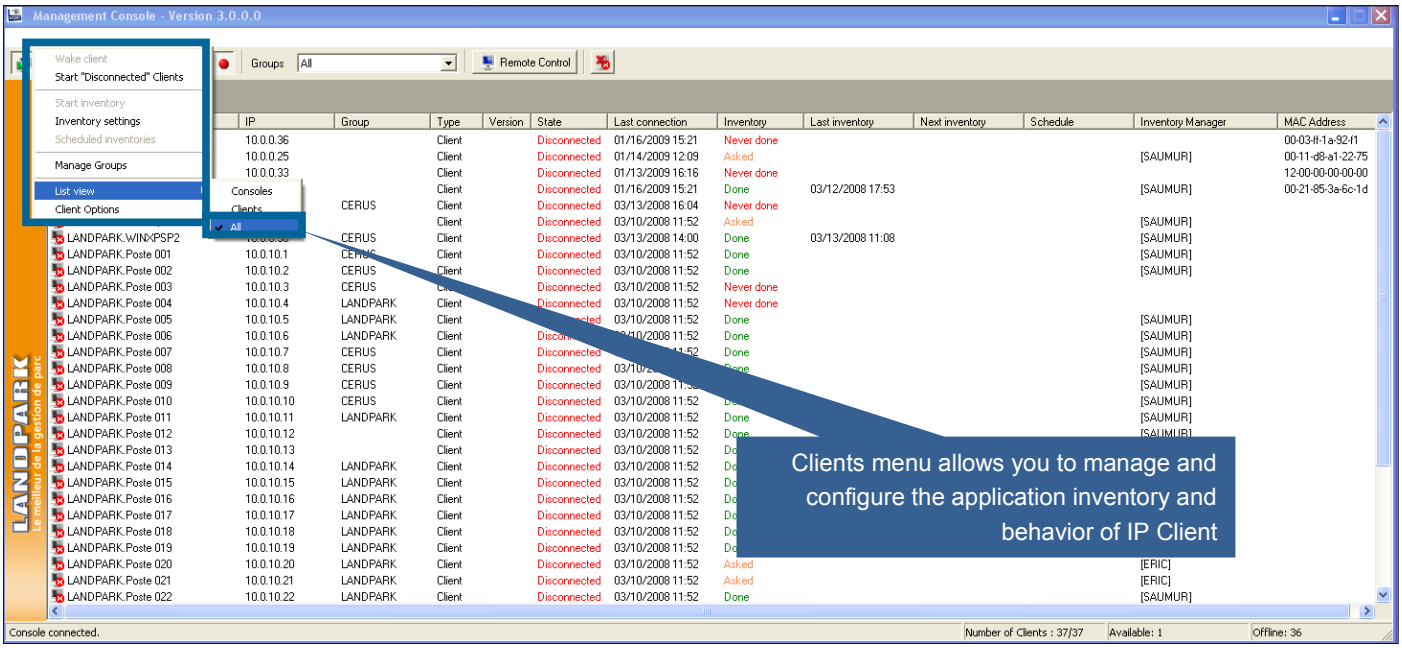




Allows you to enter the IP address of the server on which the application should connect. Once the address is entered:

Connection — Click to close the window and connect to the IP Console Server IP

OK — Click to close the window without connecting IP Console



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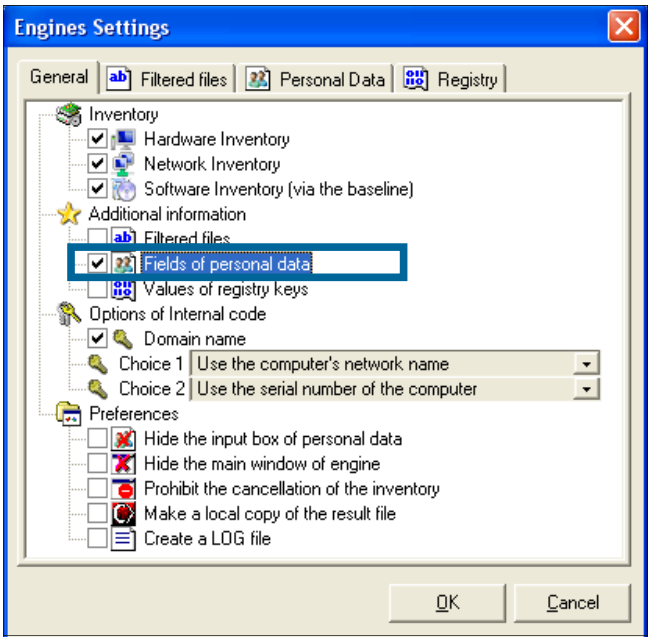
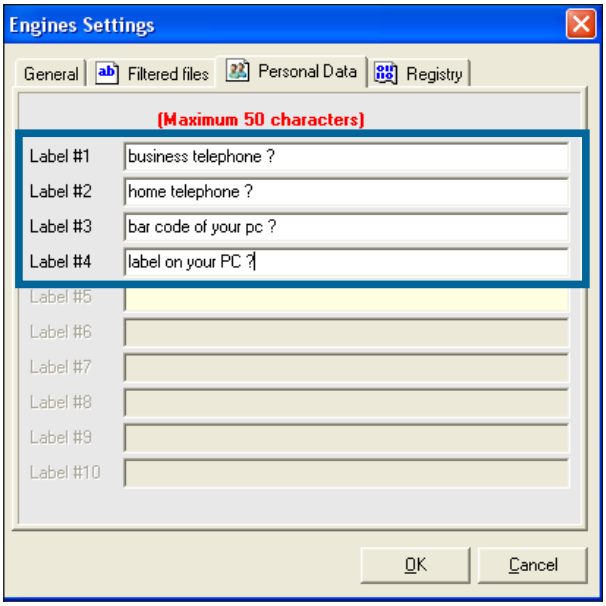
Setting engine inventory

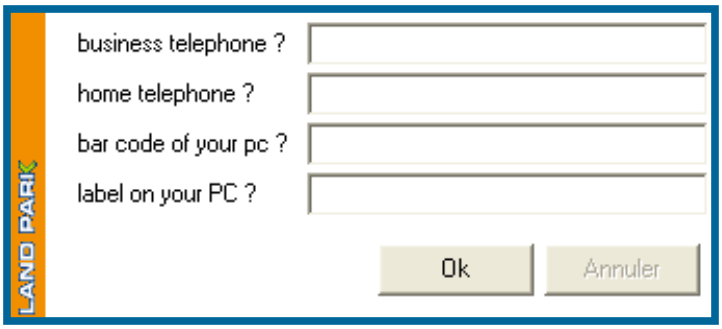
You can enter up to 10 questions to be asked to the user

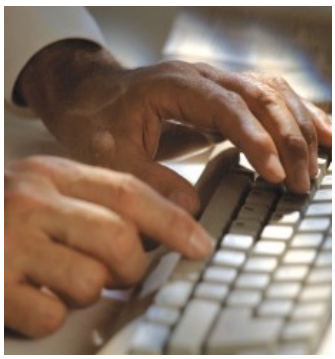
The answer to these questions is stored locally on the PC in the file Userdata.nfo





Windows will open on the client during the inventory and he will ask the following questions





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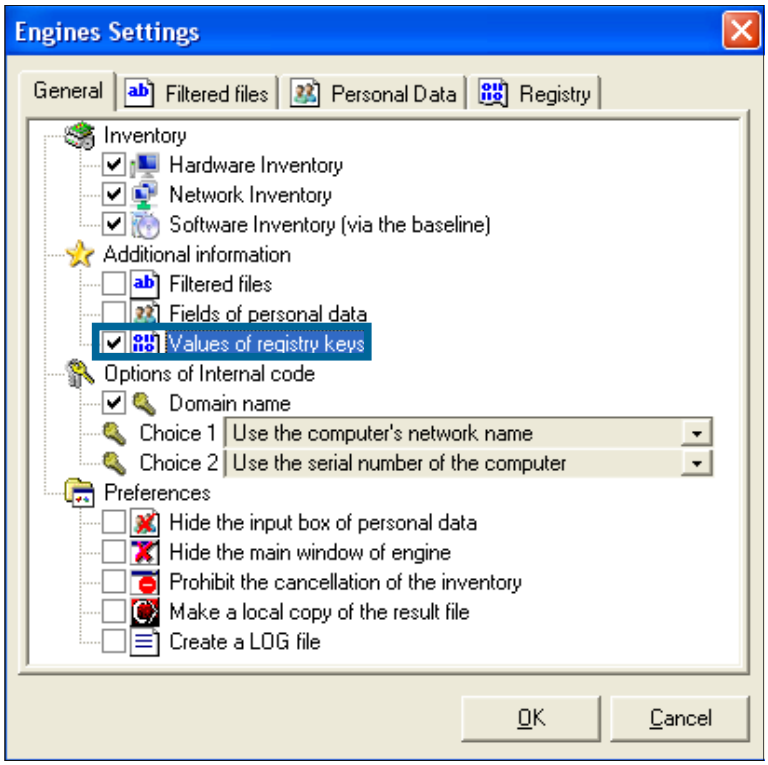
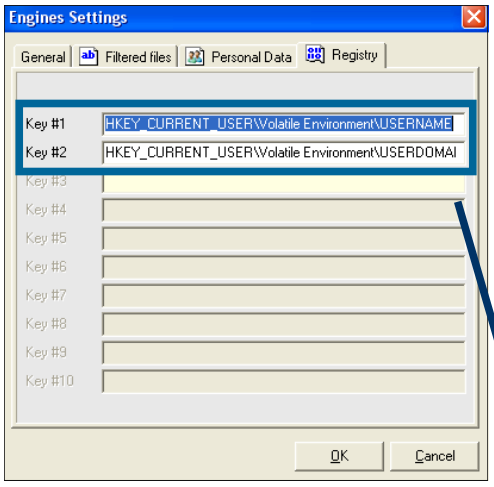
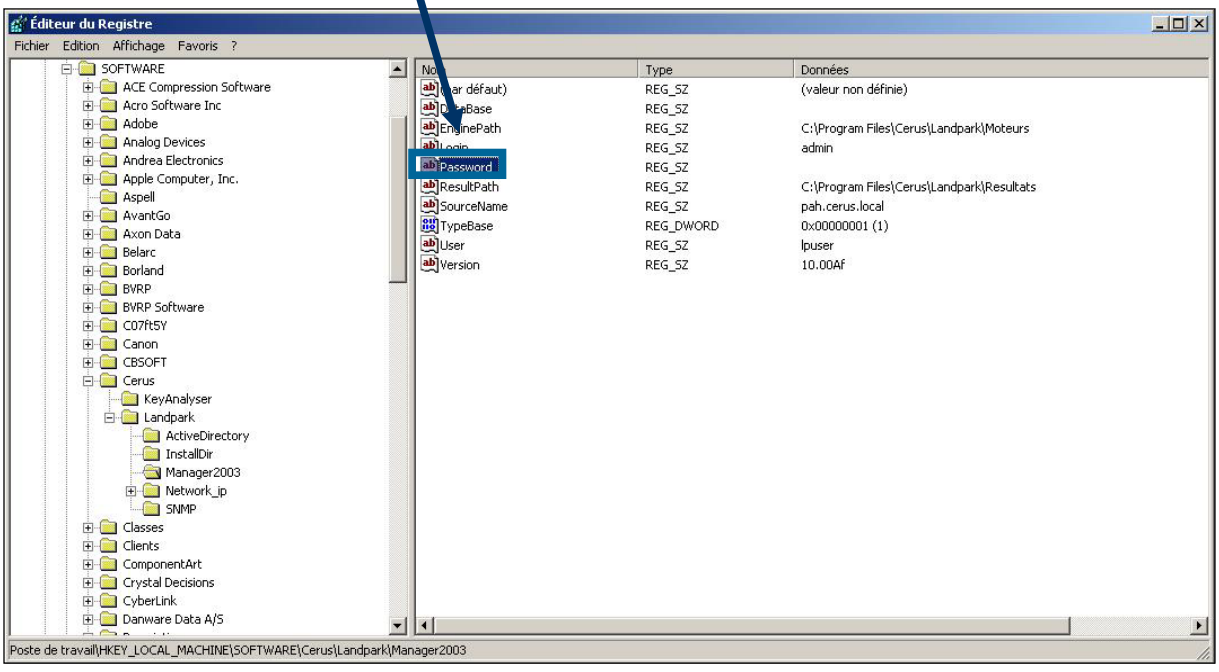
Setting engine inventory

Registry keys values: used to go up 10 registry keys in text format. These data will be displayed in Landpark

Each key is the full path of the value to rise (Path + value)







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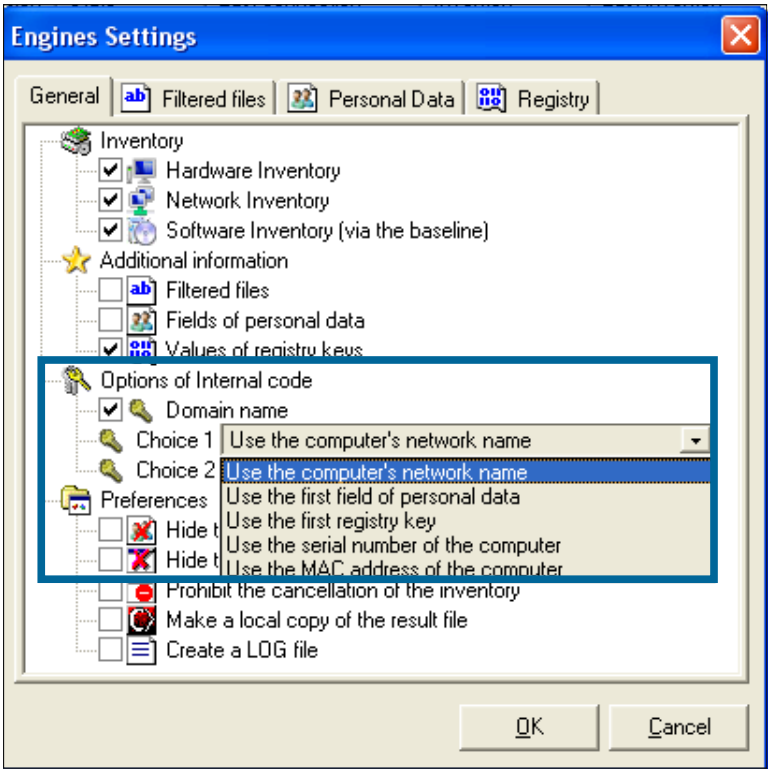
Use the computer's network name: default is the netbios name of the machine which is used as an identifier Landpark

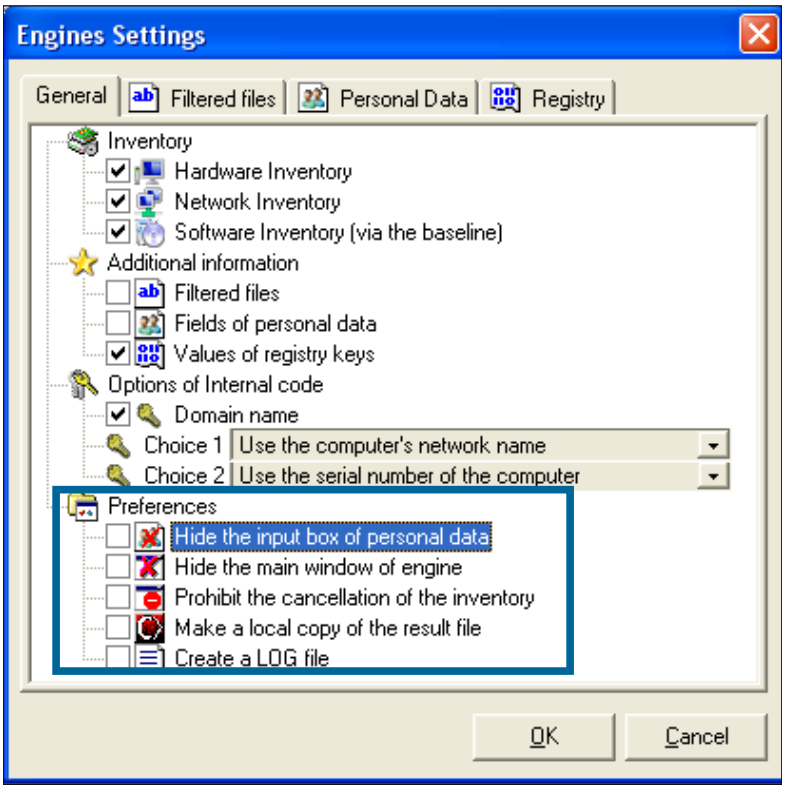
Use the first field of personal data: you can ask the engine inventory to use as an identifier the value entered in answer to personal data

Use the first registry key: you can ask the engine inventory to use as an identifier the value of the first registry key

Use the serial number as the first key or second key for example

Adding the domain name if the box is checked





Hide the input of personal data: application to the engine not to display the input of personal data. Be aware that you can select this option from the start, because if the engine can not find locally on the computer, the file Userdata.nfo, it does not account for this application is the window displays.

Hide the main window of the inventory engine: when the console performs an inventory, it displays a window showing the progress of the inventory. This option does not display this window.

Prohibit the cancellation: is used to prevent the cancellation of an inventory, if you left the windows visible inventory, and force the user to fill in the fields or personal data.

Copy the resulting file locally: when you start an inventory, it can request that the result is copied locally at the C: \ root

Create a LOG file: to ask the inventory to generate a log file showing the inventory. This allows us if necessary, to understand why an inventory is not performed correctly.

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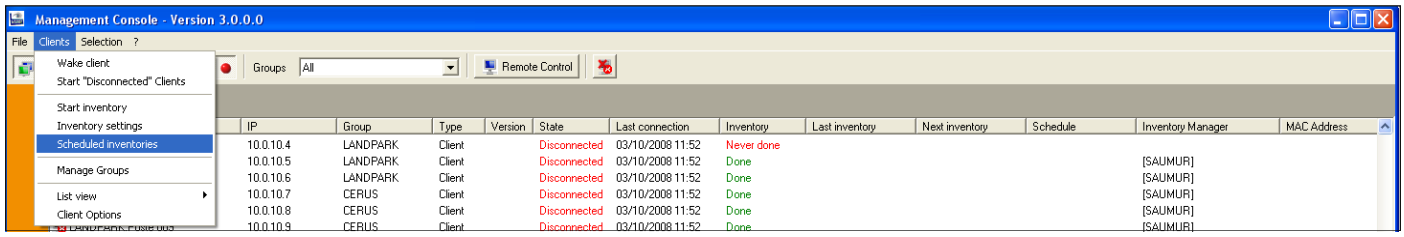
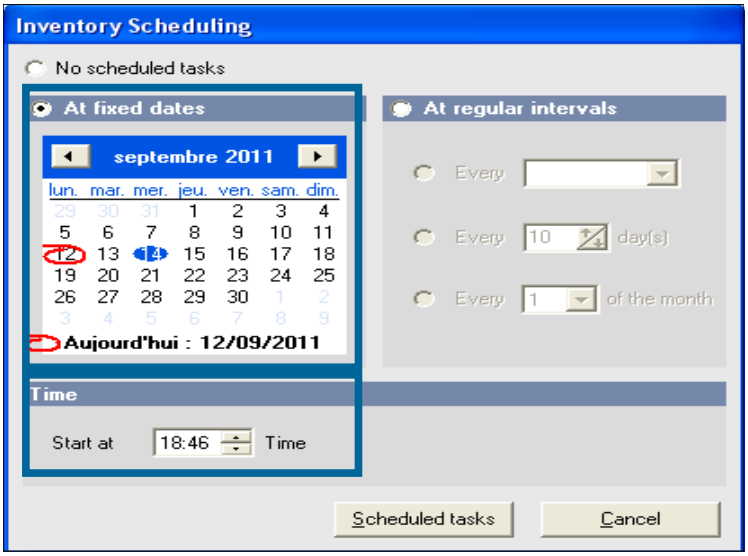


Landpark IP Network allows you to planify your inventory in an automated way

When planning an inventory, the planning date is the date from which the inventory will be asked

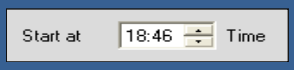


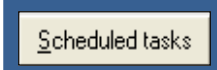
Note:
If the PCis not on the date scheduled, it will be the next connection

When multiple rows are selected, their planning is applied to all

To schedule an inventory at a fixed date:

Double-click on the date or you want to inventory. Optionally click the buttons  or  to navigate into the calendar





Schedule information from which the inventory will be required

Click to validate the planning



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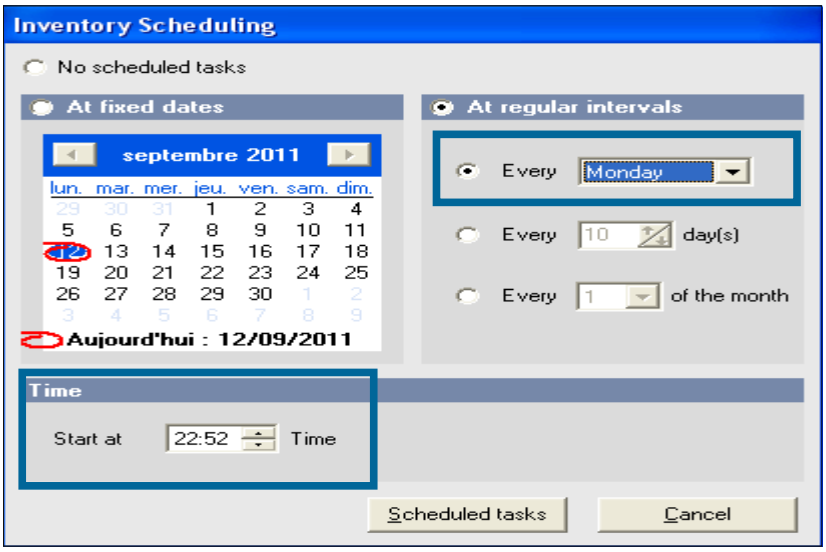
Inventory planning

To schedule an inventory on a regular basis <u>every N days of the week:</u>

Select at regular intervals

Select from the combo list the day you want to inventory

Select the time at which the inventory should start

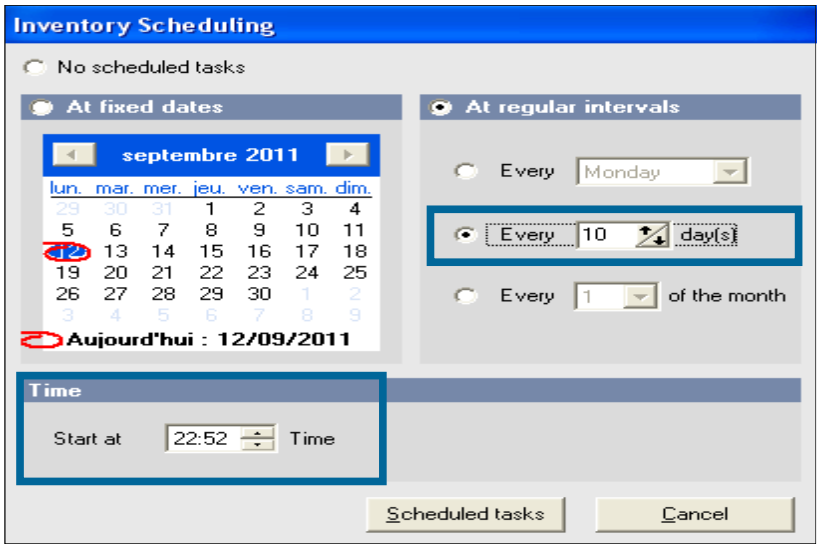


To schedule an inventory on a regular basis <u>every N days:</u>

Select at regular intervals

Enter the number of days between two inventories

Select the time at which the inventory should start

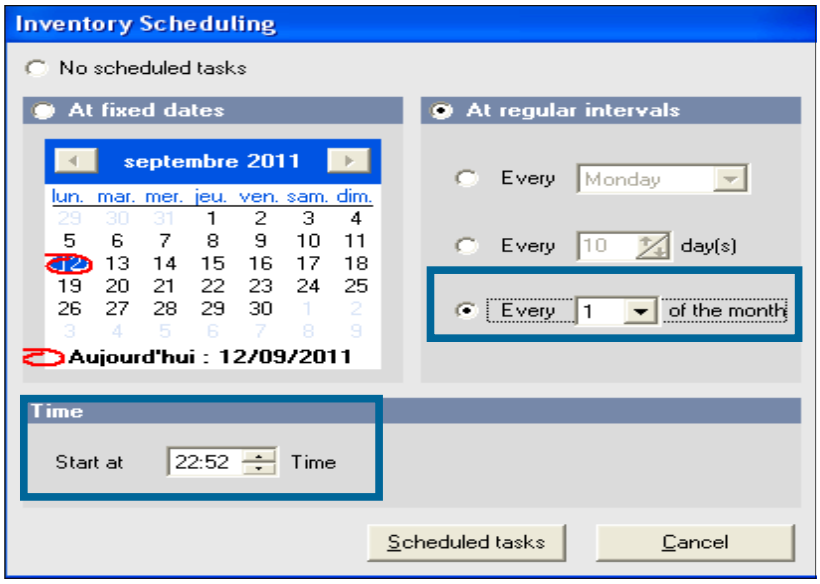


To schedule an inventory on a regular basis all N of the month:

Select at regular intervals

Enter the day you want to inventory

Select the time at which the inventory should start



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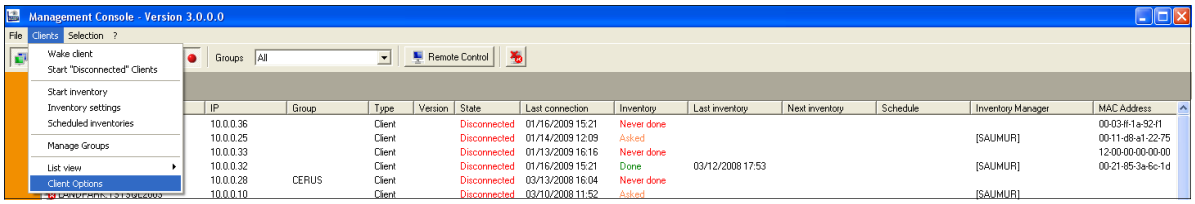
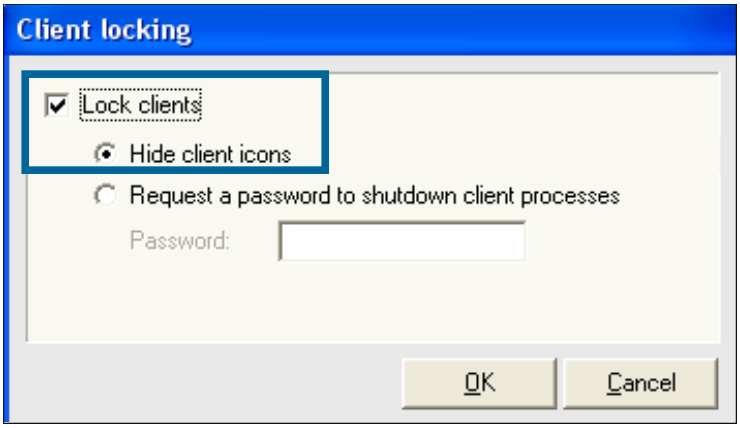
Options



By checking the option ☑ you switch to safe mode to prevent the PC user to stop the inventory

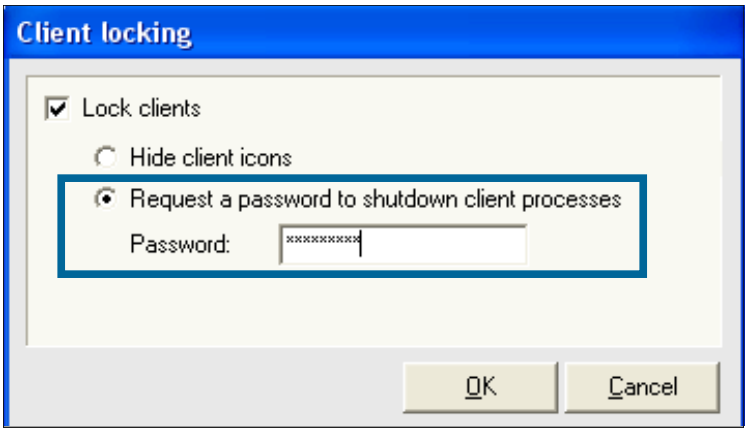


You can hide the icon  in the taskbar

Select the hide client icons

Request a password to shutdown client processes

Check request a password to shutdown client processes and entering the password



Note:

Password never communicated to the Client IP

It is the IP Client that request validation of the password entered on the computer



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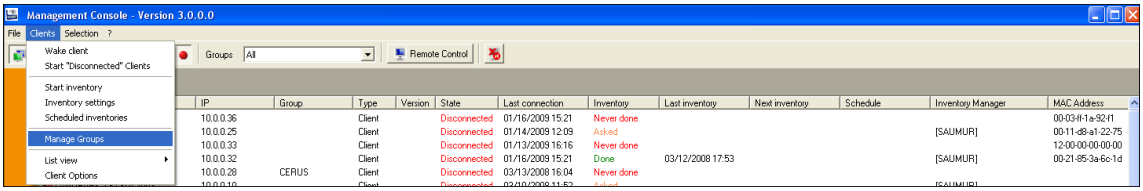
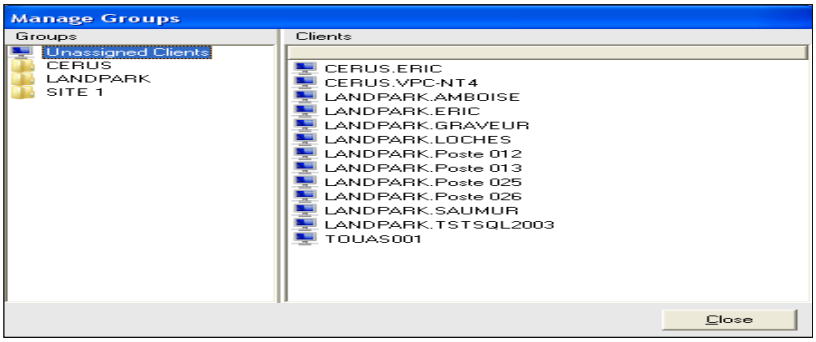
Group management



In the IP Console, it is possible to combine PCs to give you the opportunity to plan and identify a group of stations in a single action



Create a group allows you to add a group from the list

To rename a group allows you to edit the text in the selected group

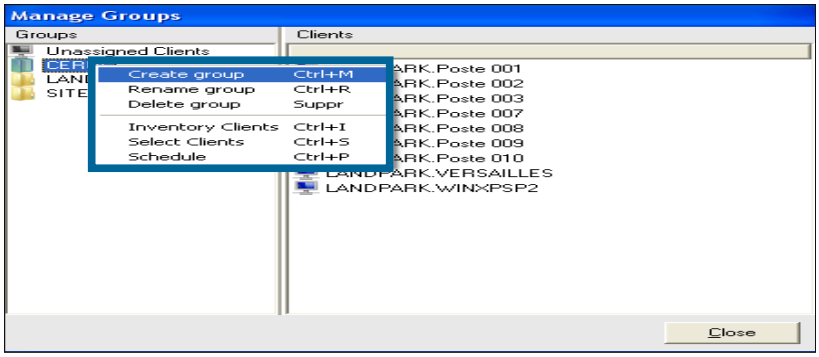
To delete a group: you can delete the selected group

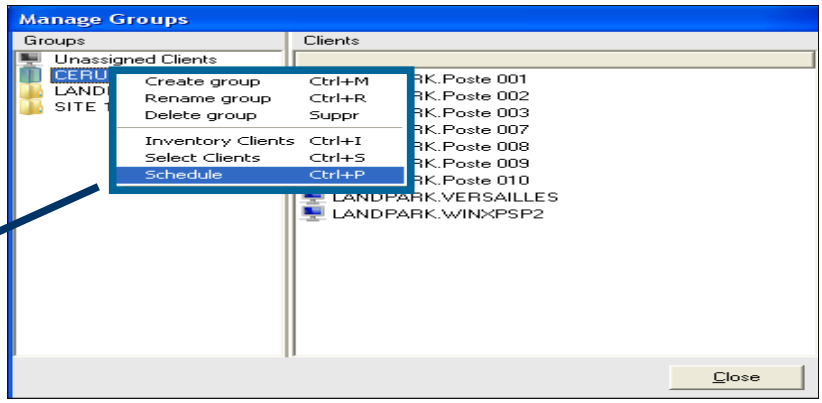
To inventory: demand inventory of all my clients associated to this group

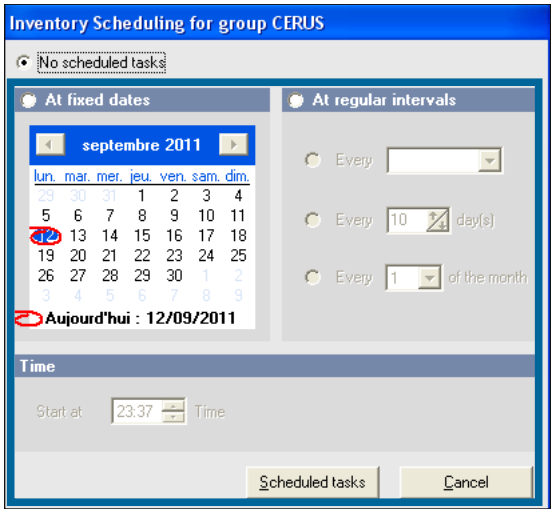
To select: selects all clients associated to this group

To planify: applies the same schedule to all clients of the selected group

By default there is a not assigned client group where you store all clients who are not assigned to any group. To assign one or more clients to a group, simply select one or more clients and move them to the selected group







Schedule a group of clients

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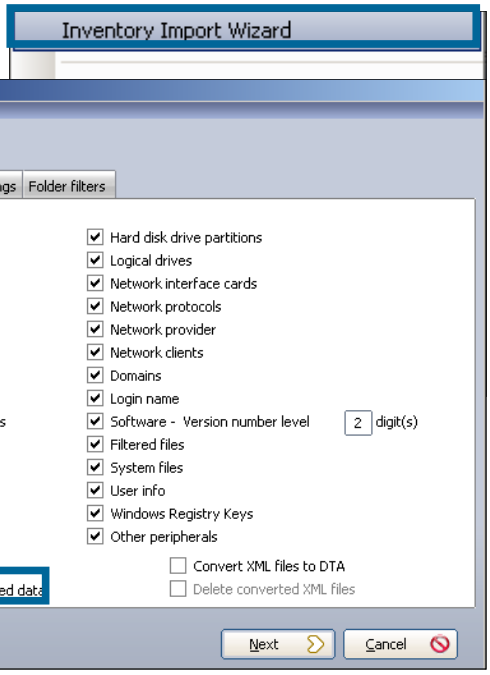
Tools



Start to import inventory results



Setting is divided into 3 parts :

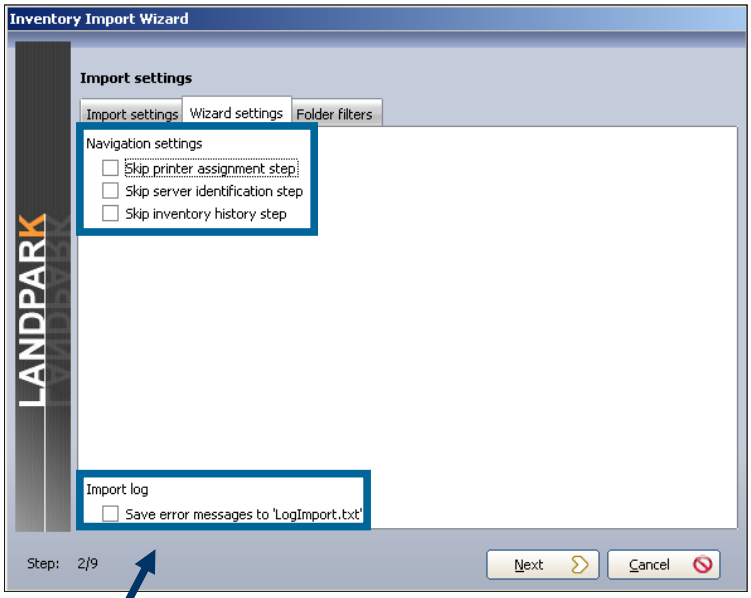
1 - Import settings

The import setting tab allows you to set data that you wish to import into the database. By default, the wizard is designed to import all data in the database.

By selecting importable information, you can tell the software what data you wish to import.

When importing, especially when updated data the wizard is designed to not overwrite data that you have manually edit before into the database. Nevertheless, it may be necessary to reimport complete data of a PC regardless of changes you would have made.

By checking the Overwrite manually-entered data you ask the software to overwrite data during import.



2 - Wizard settings

Skip printer assignment step: If you decided to import printer drivers, you can start this wizard connect the driver to a physical printer. Which will allow you to consult this printer from the PC form into the "Connection" tab.

Skip server identification step: during inventory nothing differentiates a workstation from a server The wizard allows you to specify, among new PCs imported items, which are server type.

Skip inventory history step: At the end of the Inventory, the wizard displays a page containing the information about PCs where one or more data has changed. This option disables this page.

Save **error messages to "LogImport.txt"**: This option forces the wizard to save any import errors in a log file to not disrupt the sequence import. This can help start importing a large number of inventory results without being interrupted by an error on a single post.

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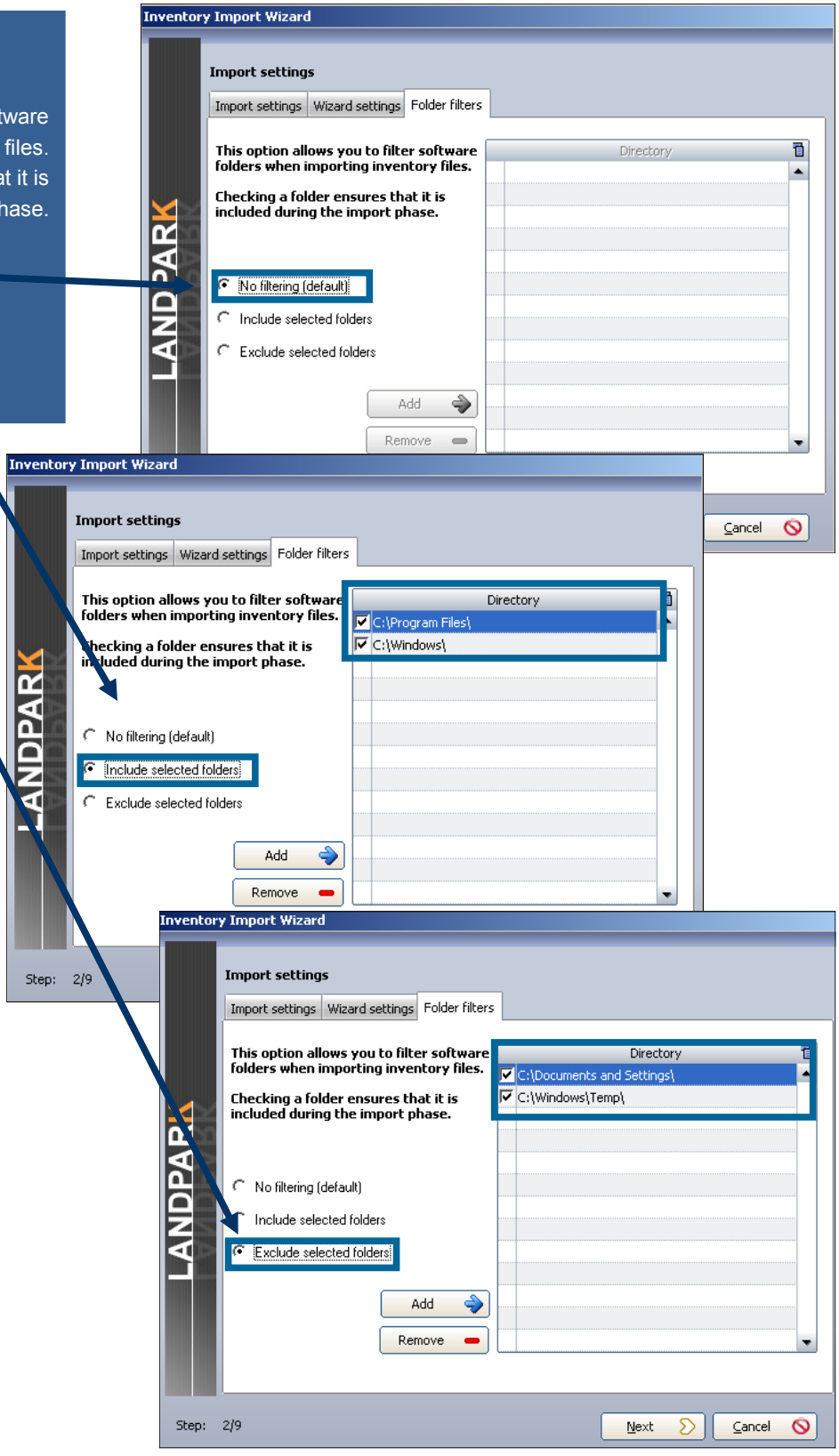
3 - Filtering files settings

This option allows you to filter software folders when importing inventory files. Checking a folder ensures that it is included during the import phase.

No filtering

Include selected folders

Exclude selected folders



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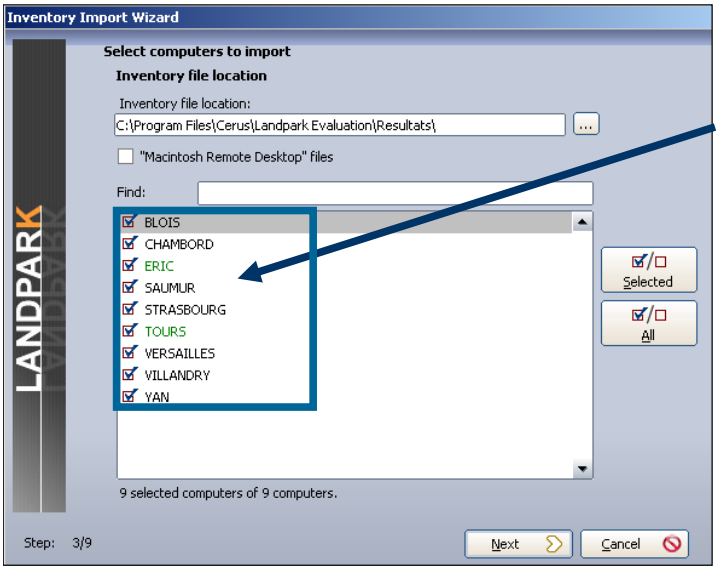
The results files are by default stored in the directory ".. \ Results" of your installation directory.

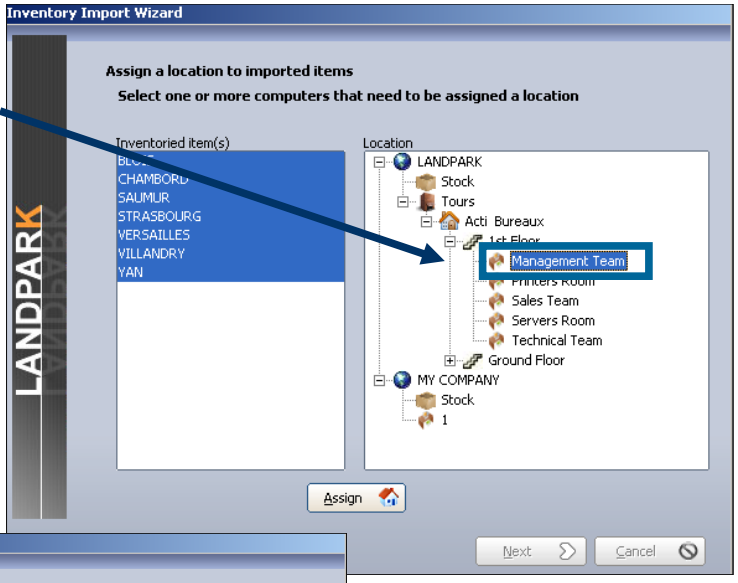
If you are using Landpark NetworkIP consol to manage your inventory and if this consol is installed on another PC than Landpark Manager, you must tell the wizard the import directory ".. \ Results" located on the same PC that hosts NetworkIP consol.

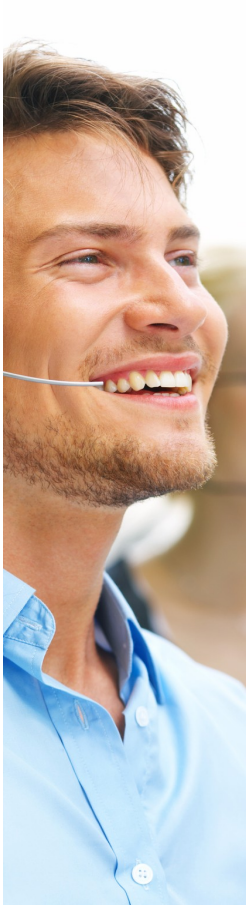


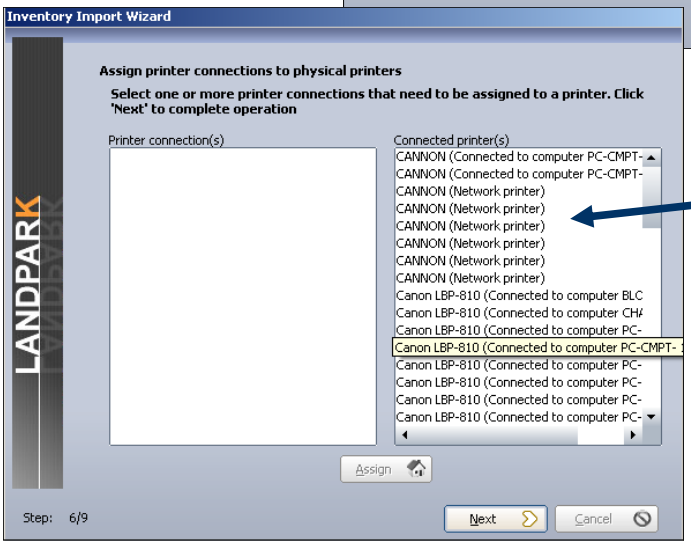
Make a selection on Pcs to import or to update.

Knowing that by default the wizard automatically checks the PCs to import or to update, based on the last date of the inventory stored into the database

Locate PCs to import for the first time







During the inventory, the inventory engines identifies both printer drivers as "local" and "network".

This step allows you to make the connection between the network printers pilot (left list) and the physical printer (right list) by clicking the button.

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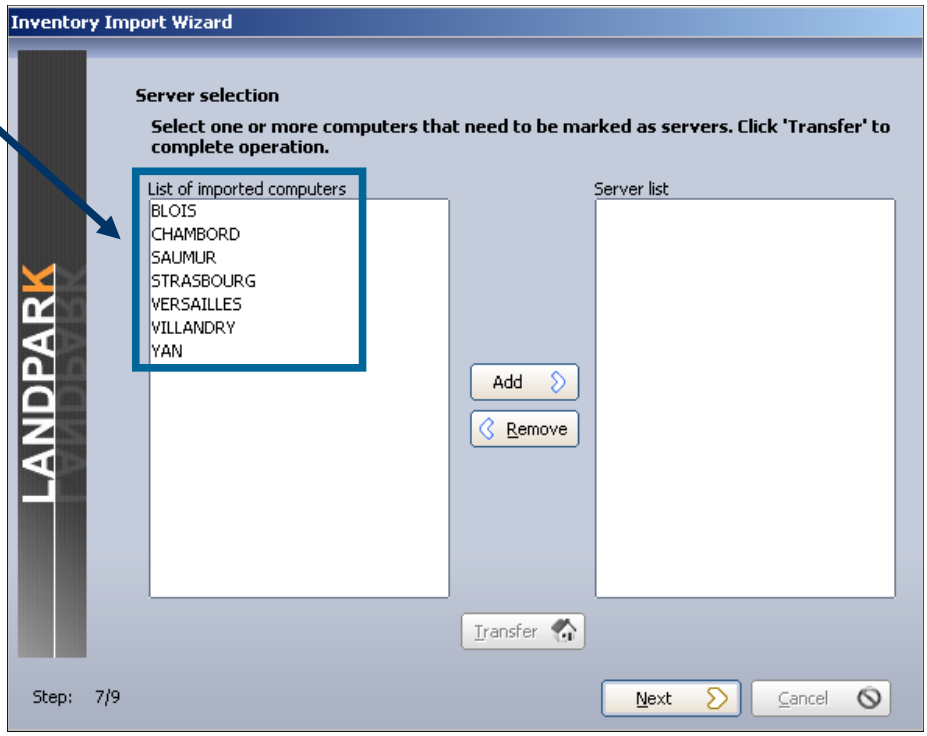
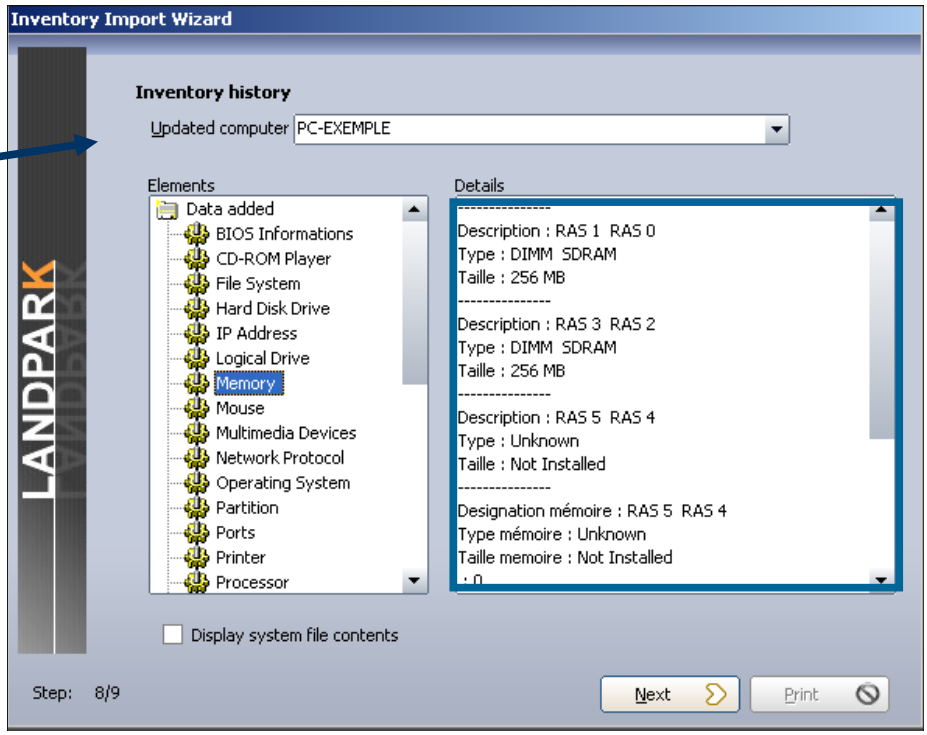
Inventory does not distinguish between workstations and servers, this is for you to tell the wizard among new imported PCs (left list) which are the servers (list of right). Select them and use the button to pass one or more PCs to the right side.





Import the technical differences between the two inventories in order to update the database





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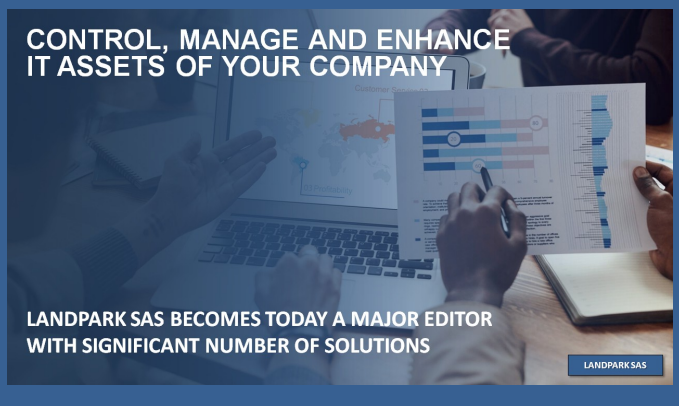


LANDPARK INSTALLATION PREREQUISITES

Landpark, comprehensive IT Asset Tracking and ITIL Help Desk solutions

Architecture

Landpark Network IP

Deploying an agent by script,
Graphical administrative console,
Operates in service or application according the OS,
Running under Windows 95, 98, NT4, 2000, XP, 2003, Vista, Seven, 2008,
Ethernet network managed under Windows XP, 2003, Vista, Seven, 2008.

Landpark DoInventory

Inventory without installation of an agent,
Running with Windows 95, 98, NT4, 2000, XP, 2003, Vista, Seven, 2008,
Ethernet network managed under Windows XP, 2003, Vista, Seven, 2008.

Landpark Manager

Multi-Users,
Graphical interface,
Running with Windows XP, 2003, Vista, Seven, 2008,
Ethernet network managed under Windows XP, 2003, Vista, Seven, 2008
Database: SQL Server, 2005, 2008, Oracle 10g (for Windows).

Landpark Helpdesk

Graphical interface,.
Running with Windows XP, 2003, Vista, Seven
Running on an intranet and on the Internet
Operates with Microsoft Internet Explorer 6.0, Firefox, Chrome, Safari,
Database: SQL Server, 2005, 2008, Oracle 10g (for Windows).

Operating Environment

Landpark Inventory

Server operating environment: Windows XP, 2003, Vista, Seven, 2008,
Workstation operating environment: Windows 9x, NT, 2000, XP, 2003, Vista, Seven, 2008,
Hardware requirements on server: Disk space 24 Mo,
Hardware requirements on workstation: Disk space 2 Mo,
Software languages: English, French.

Landpark Manager

Server operating environment: Windows XP, 2003, Vista, Seven, 2008,
Workstation operating environment: Windows XP, 2003, Vista, Seven, 2008,
Hardware requirements on server: Disk space 87 Mo (off database), 256 Mo memory recommended, 587 Mo (with help on line),
Hardware requirements on workstation: same as Server,
Database 32 bits : SQL Server, 2005, 2008, Oracle 10g (for Windows),
Software languages: English, French
Concurrent Users: according purchased licenses.

Landpark Helpdesk

Server operating environment: Windows 2003 Server and Web IIS 6.0 server minimum, .NET Framework 3.5 SP1
Workstation operating environment: Windows 9x, NT, 2000, XP, 2003, Vista, Windows 7 et Internet Explorer 6.0/Firefox 3.0 minimum,
Hardware requirements on server: Disk space 100 Mo, 1 Go memory recommended (off database),
Disk space 500 Ko, 128 Mo memory recommended,
Database 32 bits : SQL Server, 2005, 2008, Oracle 10g (for Windows),
Messaging: SMTP relay server
Running on an intranet and on the Internet
Software languages: English, French
Concurrent Users: according purchased licenses.

Implementation

Landpark Inventory

Landpark Inventory allows automatic inventory on Pcs/servers through your computer network. Those two tools to perform the inventory are: **NetworkIP** (installation of an agent on the PC) and **DoInventory** (a login script without installing an agent on the PC).

Installation procedure :

Server: installing the server module software from a CD-ROM. Software settings.

Workstation: installing client module software from a CD-Rom or by login script if the deployment runs through the network.

Prerequisites: no.

Competence required for installation: Windows 2000 Server, XP, 2003, Vista, Seven, 2008 administration.

Landpark Manager

Server: Installation from a CD-Rom.
Installation of SQL Server or Oracle (for Windows).
Execution of the database script (SQL Server or Oracle).
Software settings

Workstation: installation from a CD-Rom. Installation of the Oracle client module (specific to Oracle).

Prerequisites: database format SQL Server, 2005, 2008 or Oracle 10g (for Windows).

Competence required for installation:
Administration of the database server according to the selected database (SQL Server, 2005, 2008 or Oracle 10g for Windows).
Windows 2000, XP, 2003, Vista, Seven, 2008 administration.

Landpark Helpdesk

Server: Installation from a CD-Rom
SQL Server or Oracle installation.
Execution of the database script (SQL Server or Oracle).
Web server installation.
Web server settings.
Software settings.

Workstation: installing the Internet browser

Prerequisites:

Server: can run on an intranet and on the Internet. The web server must be equipped with Windows 2003, 2008 Server and Microsoft IIS 6.0 minimum, Framework.net (3.5 SP1). Database 32 bits format SQL Server, 2005, 2008 or Oracle 10g (for Windows).

Workstation: must be equipped with a Microsoft Internet Explorer browser (from version 6.0).

Competence required for installation:

Administration of the database server according to the selected database (SQL Server, 2005, 2008 or Oracle 10g for Windows).
Windows 2003, 2008 server administration. Web server administration (IIS 6.0 or 7.0).
DNS server administration.



HOW TO MANAGE SOFTWARE WITH LANDPARK MANAGER

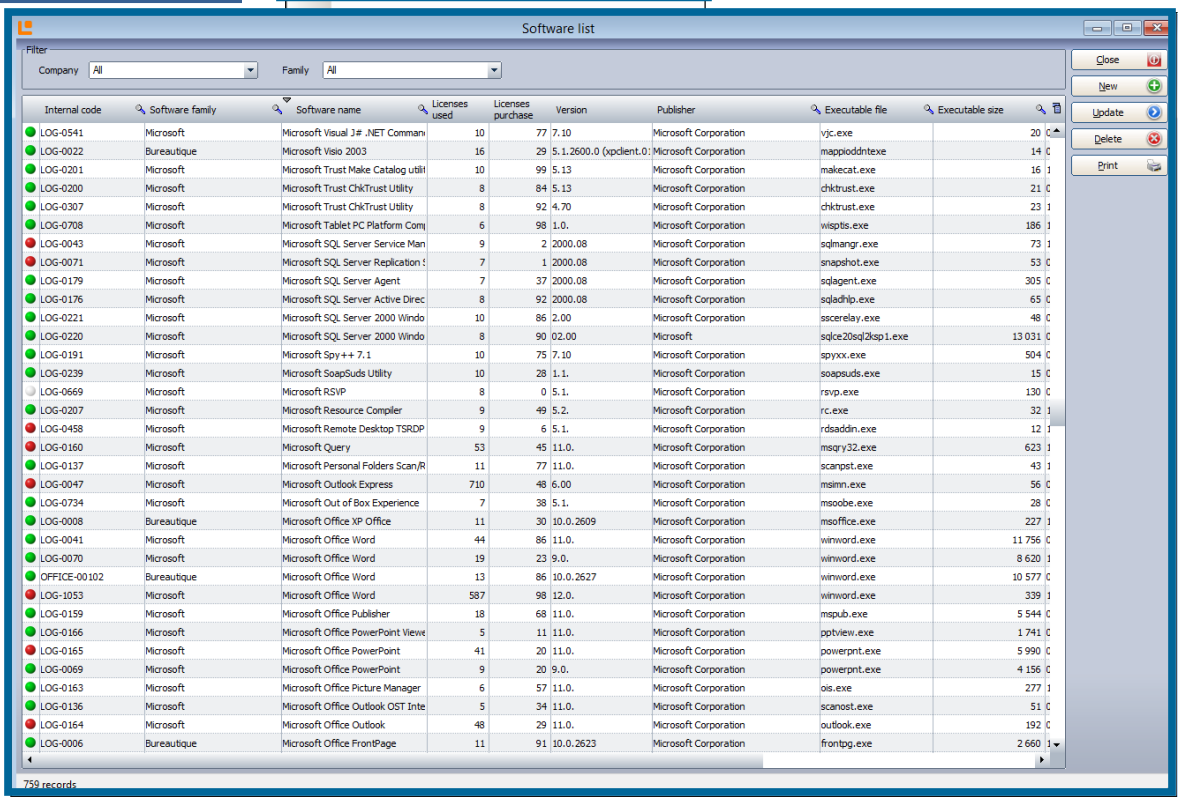
Landpark, comprehensive IT Asset Tracking and ITIL Help Desk solutions

Management



Managing software licenses





Internal code	Software family	Software name	Licenses used	Licenses purchase	Version	Publisher	Executable file	Executable size
LOG-0541	Microsoft	Microsoft Visual J# .NET Comman	10	77	7.10	Microsoft Corporation	vjc.exe	20
LOG-0022	Bureautique	Microsoft Visio 2003	16	29	5.1.2600.0 (xpclient.0	Microsoft Corporation	mappioddntexe	14
LOG-0201	Microsoft	Microsoft Trust Make Catalog utili	10	99	5.13	Microsoft Corporation	makecat.exe	16
LOG-0200	Microsoft	Microsoft Trust ChkTrust Utility	8	84	5.13	Microsoft Corporation	chktrust.exe	21
LOG-0307	Microsoft	Microsoft Trust ChkTrust Utility	8	92	4.70	Microsoft Corporation	chktrust.exe	23
LOG-0708	Microsoft	Microsoft Tablet PC Platform Com	6	98	1.0.	Microsoft Corporation	wisptis.exe	186
LOG-0043	Microsoft	Microsoft SQL Server Service Man	9	2	2000.08	Microsoft Corporation	sqlmangr.exe	73
LOG-0071	Microsoft	Microsoft SQL Server Replication S	7	1	2000.08	Microsoft Corporation	snapshot.exe	53
LOG-0179	Microsoft	Microsoft SQL Server Agent	7	37	2000.08	Microsoft Corporation	sqlagent.exe	305
LOG-0176	Microsoft	Microsoft SQL Server Active Direc	8	92	2000.08	Microsoft Corporation	sqladhlp.exe	65
LOG-0221	Microsoft	Microsoft SQL Server 2000 Windo	10	86	2.00	Microsoft Corporation	sscerelay.exe	48
LOG-0220	Microsoft	Microsoft SQL Server 2000 Windo	8	90	02.00	Microsoft	sqlce20sql2ksp1.exe	13 031
LOG-0191	Microsoft	Microsoft Spy++ 7.1	10	75	7.10	Microsoft Corporation	spyxx.exe	504
LOG-0239	Microsoft	Microsoft SoapSuds Utility	10	28	1.1.	Microsoft Corporation	soapsuds.exe	15
LOG-0669	Microsoft	Microsoft RSVP	8	0	5.1.	Microsoft Corporation	rsvp.exe	130
LOG-0207	Microsoft	Microsoft Resource Compiler	9	49	5.2.	Microsoft Corporation	rc.exe	32
LOG-0458	Microsoft	Microsoft Remote Desktop TSRDP	9	6	5.1.	Microsoft Corporation	rdsaddin.exe	12
LOG-0160	Microsoft	Microsoft Query	53	45	11.0.	Microsoft Corporation	msqry32.exe	623
LOG-0137	Microsoft	Microsoft Personal Folders Scan/R	11	77	11.0.	Microsoft Corporation	scanpst.exe	43
LOG-0047	Microsoft	Microsoft Outlook Express	710	48	6.00	Microsoft Corporation	msimn.exe	56
LOG-0734	Microsoft	Microsoft Out of Box Experience	7	38	5.1.	Microsoft Corporation	msoobe.exe	28
LOG-0008	Bureautique	Microsoft Office XP Office	11	30	10.0.2609	Microsoft Corporation	msoffice.exe	227
LOG-0041	Microsoft	Microsoft Office Word	44	86	11.0.	Microsoft Corporation	winword.exe	11 756
LOG-0070	Microsoft	Microsoft Office Word	19	23	9.0.	Microsoft Corporation	winword.exe	8 620
OFFICE-00102	Bureautique	Microsoft Office Word	13	86	10.0.2627	Microsoft Corporation	winword.exe	10 577
LOG-1053	Microsoft	Microsoft Office Word	587	98	12.0.	Microsoft Corporation	winword.exe	339
LOG-0159	Microsoft	Microsoft Office Publisher	18	68	11.0.	Microsoft Corporation	mspub.exe	5 544
LOG-0166	Microsoft	Microsoft Office PowerPoint Viewe	5	11	11.0.	Microsoft Corporation	pptview.exe	1 741
LOG-0165	Microsoft	Microsoft Office PowerPoint	41	20	11.0.	Microsoft Corporation	powerpnt.exe	5 990
LOG-0069	Microsoft	Microsoft Office PowerPoint	9	20	9.0.	Microsoft Corporation	powerpnt.exe	4 156
LOG-0163	Microsoft	Microsoft Office Picture Manager	6	57	11.0.	Microsoft Corporation	ois.exe	277
LOG-0136	Microsoft	Microsoft Office Outlook OST Inte	5	34	11.0.	Microsoft Corporation	scanost.exe	51
LOG-0164	Microsoft	Microsoft Office Outlook	48	29	11.0.	Microsoft Corporation	outlook.exe	192
LOG-0006	Bureautique	Microsoft Office FrontPage	11	91	10.0.2623	Microsoft Corporation	frontpg.exe	2 660

Each line is preceded by a colour warning telling you the status of your licenses

LOG-1200	OTHERS	FLEXnet InstallShield	10	79
LOG-1199	OTHERS	SiSAGP driver	6	82
LOG-1198	OTHERS	InstallShield DevStuc	8	54
LOG-1197	MICROSOFT	Microsoft .NET Frame	12	85
LOG-1196	OTHERS	MSIObjects	7	71
LOG-1195	OTHERS	InstallShield Skin Cus	36	32

- You have more licenses in stock than licenses in service
- You have as much licenses in stock than licenses in service
- You have less licenses in stock than licenses in service



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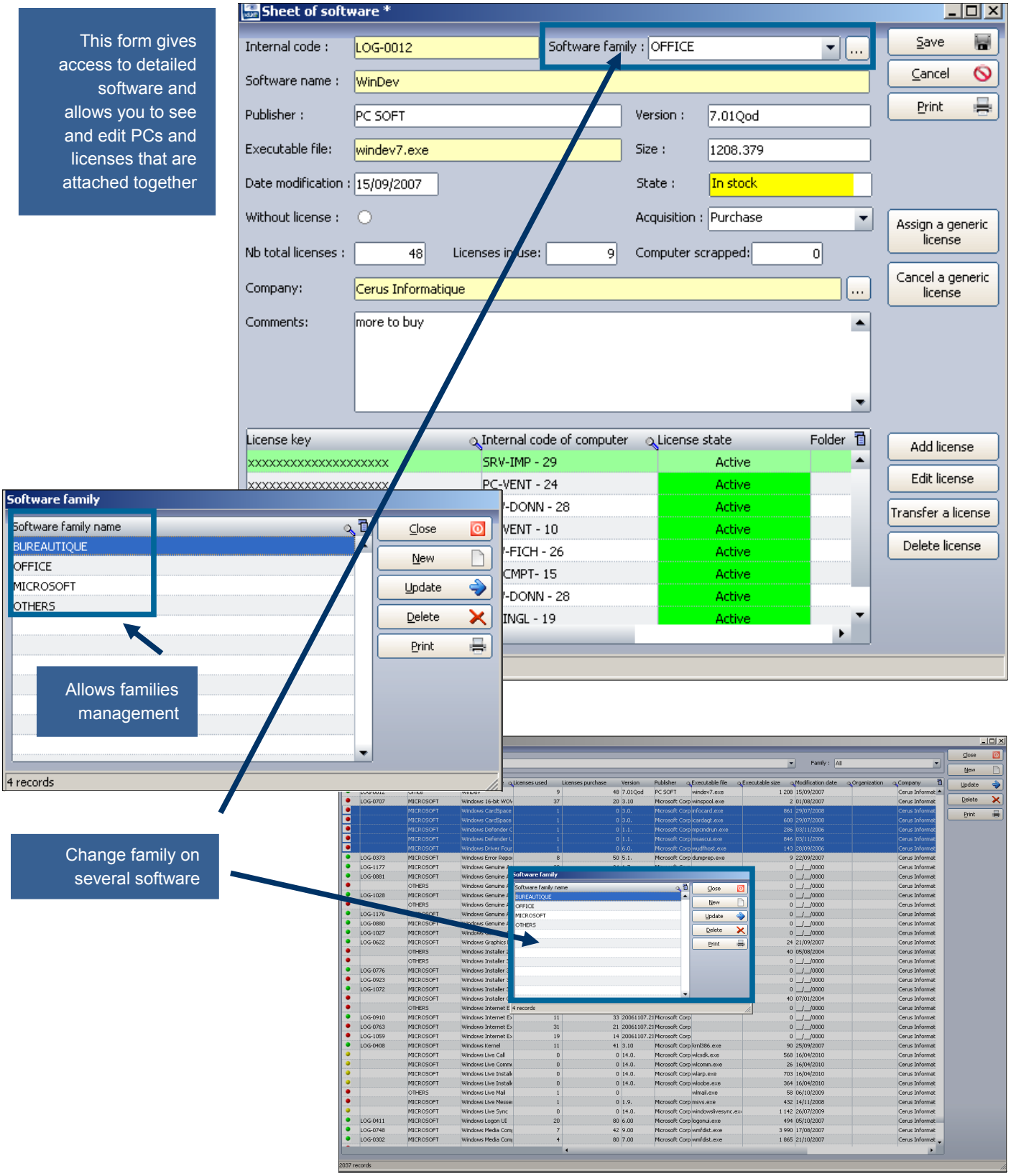
This form gives access to detailed software and allows you to see and edit PCs and licenses that are attached together



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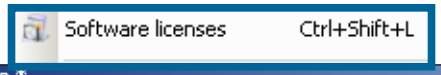
Management

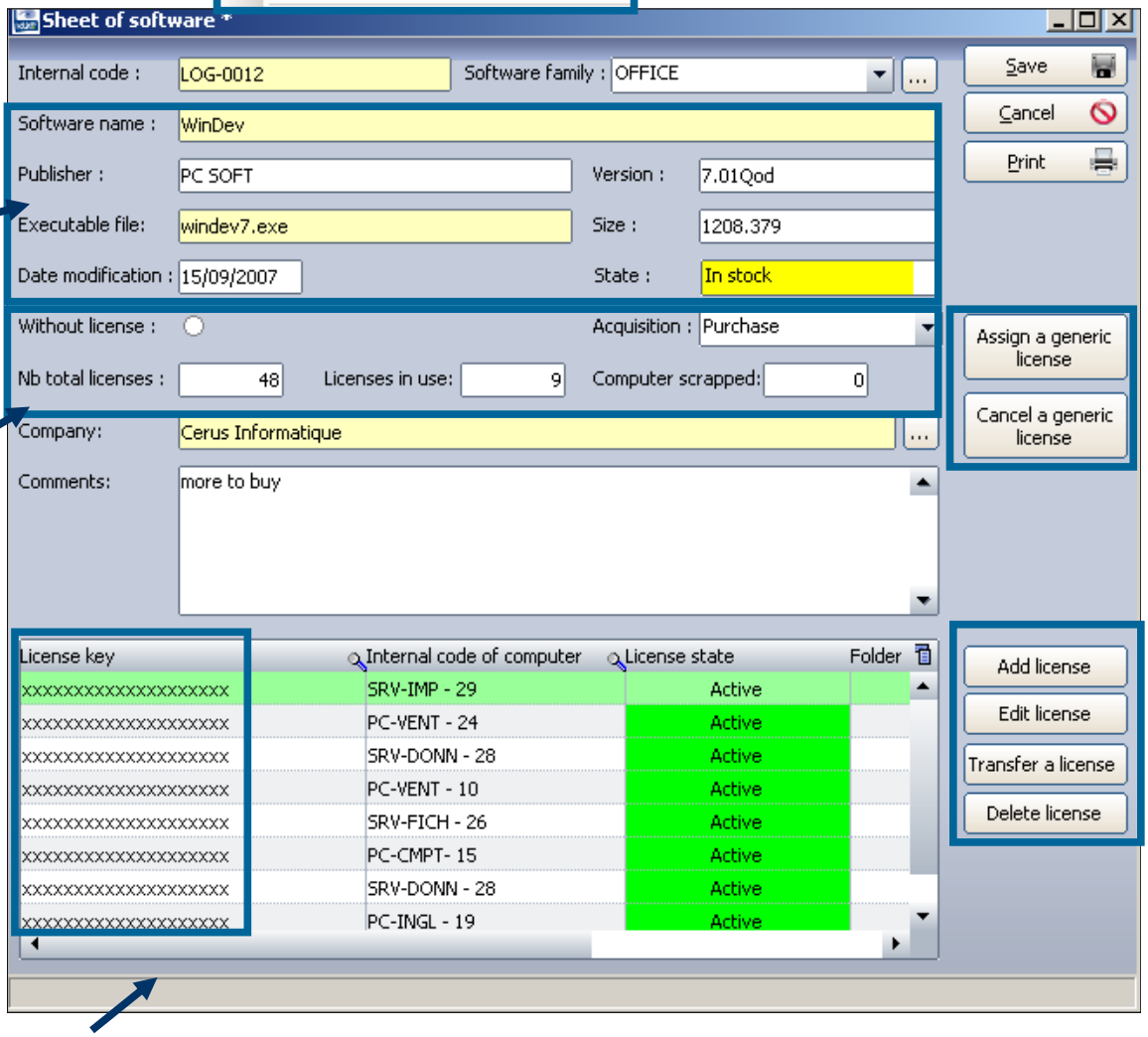


Managing software licenses

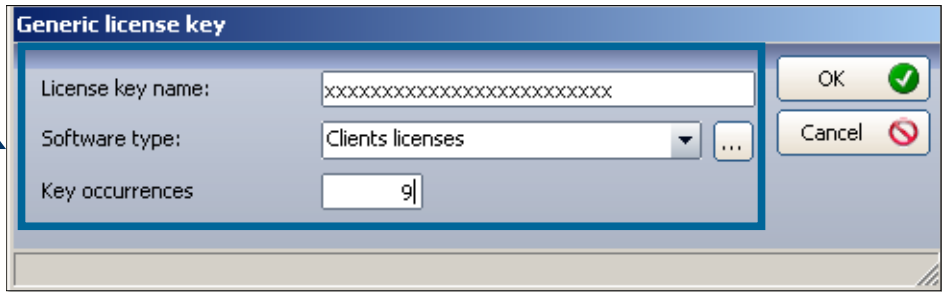
Informations name, size, version, date, etc… collected by the inventory

Number of purchased licenses and total number of licenses in service collected by the inventory





Enter here the license key



License you can transfer to another PC

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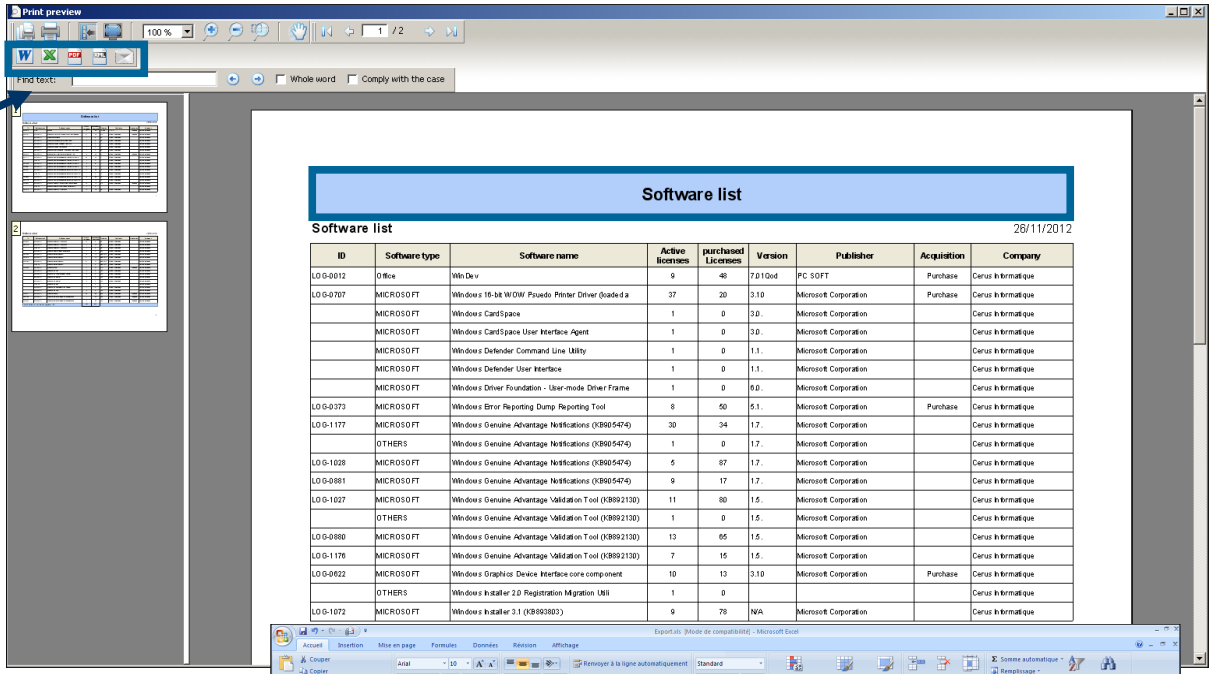
Management

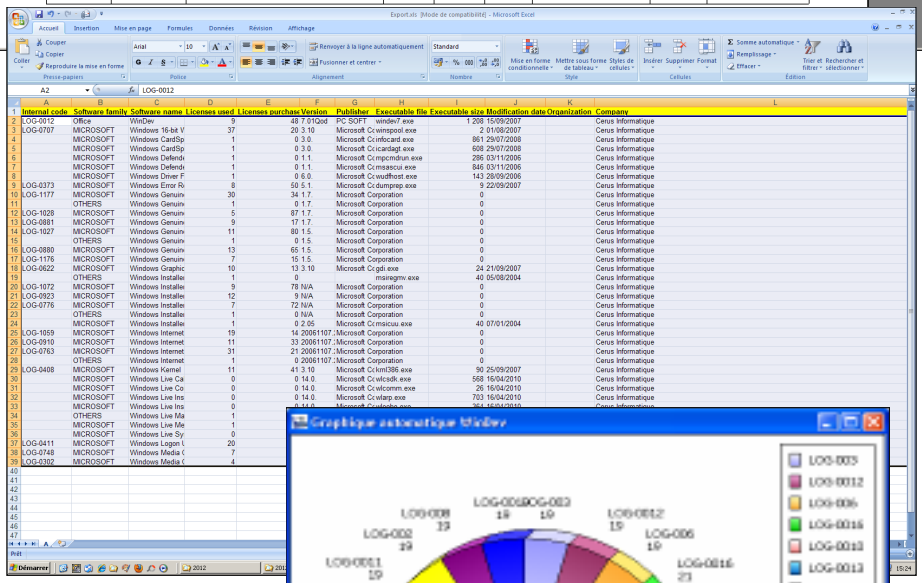


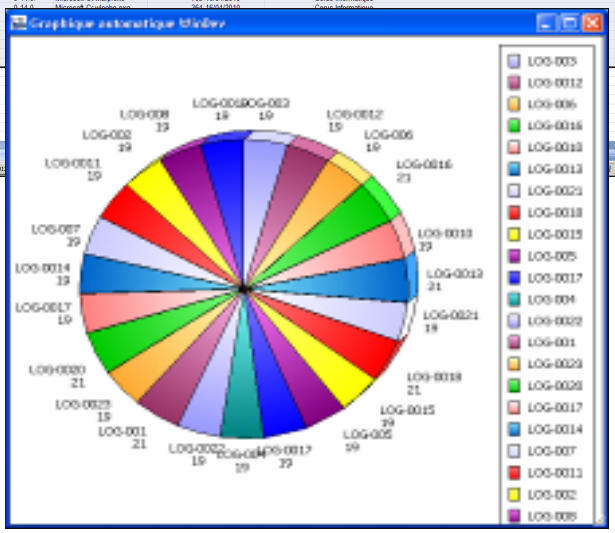
Print your software licenses



ID	Software type	Software name	Active licenses	purchased Licenses	Version	Publisher	Acquisition	Company
LOG-0012	Office	Win Dev	9	48	7.01Qod	PC SOFT	Purchase	Cerus Informatique
LOG-0707	MICROSOFT	Windows 16-bit WOW Psuedo Printer Driver (loaded a	37	20	3.10	Microsoft Corporation	Purchase	Cerus Informatique
	MICROSOFT	Windows CardSpace	1	0	3.0..	Microsoft Corporation		Cerus Informatique
	MICROSOFT	Windows CardSpace User Interface Agent	1	0	3.0..	Microsoft Corporation		Cerus Informatique
	MICROSOFT	Windows Defender Command Line Utility	1	0	1.1..	Microsoft Corporation		Cerus Informatique
	MICROSOFT	Windows Defender User Interface	1	0	1.1..	Microsoft Corporation		Cerus Informatique
	MICROSOFT	Windows Driver Foundation - User-mode Driver Frame	1	0	6.0..	Microsoft Corporation		Cerus Informatique
LOG-0373	MICROSOFT	Windows Error Reporting Dump Reporting Tool	8	50	5.1.	Microsoft Corporation	Purchase	Cerus Informatique
LOG-1177	MICROSOFT	Windows Genuine Advantage Notifications (KB905474)	30	34	1.7..	Microsoft Corporation		Cerus Informatique
	OTHERS	Windows Genuine Advantage Notifications (KB905474)	1	0	1.7..	Microsoft Corporation		Cerus Informatique
LOG-1028	MICROSOFT	Windows Genuine Advantage Notifications (KB905474)	5	87	1.7..	Microsoft Corporation		Cerus Informatique
LOG-0881	MICROSOFT	Windows Genuine Advantage Notifications (KB905474)	9	17	1.7..	Microsoft Corporation		Cerus Informatique
LOG-1027	MICROSOFT	Windows Genuine Advantage Validation Tool (KB892130)	11	80	1.5..	Microsoft Corporation		Cerus Informatique
	OTHERS	Windows Genuine Advantage Validation Tool (KB892130)	1	0	1.5..	Microsoft Corporation		Cerus Informatique
LOG-0880	MICROSOFT	Windows Genuine Advantage Validation Tool (KB892130)	13	65	1.5..	Microsoft Corporation		Cerus Informatique
LOG-1176	MICROSOFT	Windows Genuine Advantage Validation Tool (KB892130)	7	15	1.5..	Microsoft Corporation		Cerus Informatique
LOG-0622	MICROSOFT	Windows Graphics Device Interface core component	10	13	3.10	Microsoft Corporation	Purchase	Cerus Informatique
	OTHERS	Windows Installer 2.0 Registration Migration Utili	1	0				Cerus Informatique
LOG-1072	MICROSOFT	Windows Installer 3.1 (KB893803)	9	78	N/A	Microsoft Corporation		Cerus Informatique

Export to Excel





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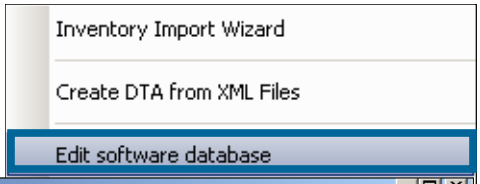
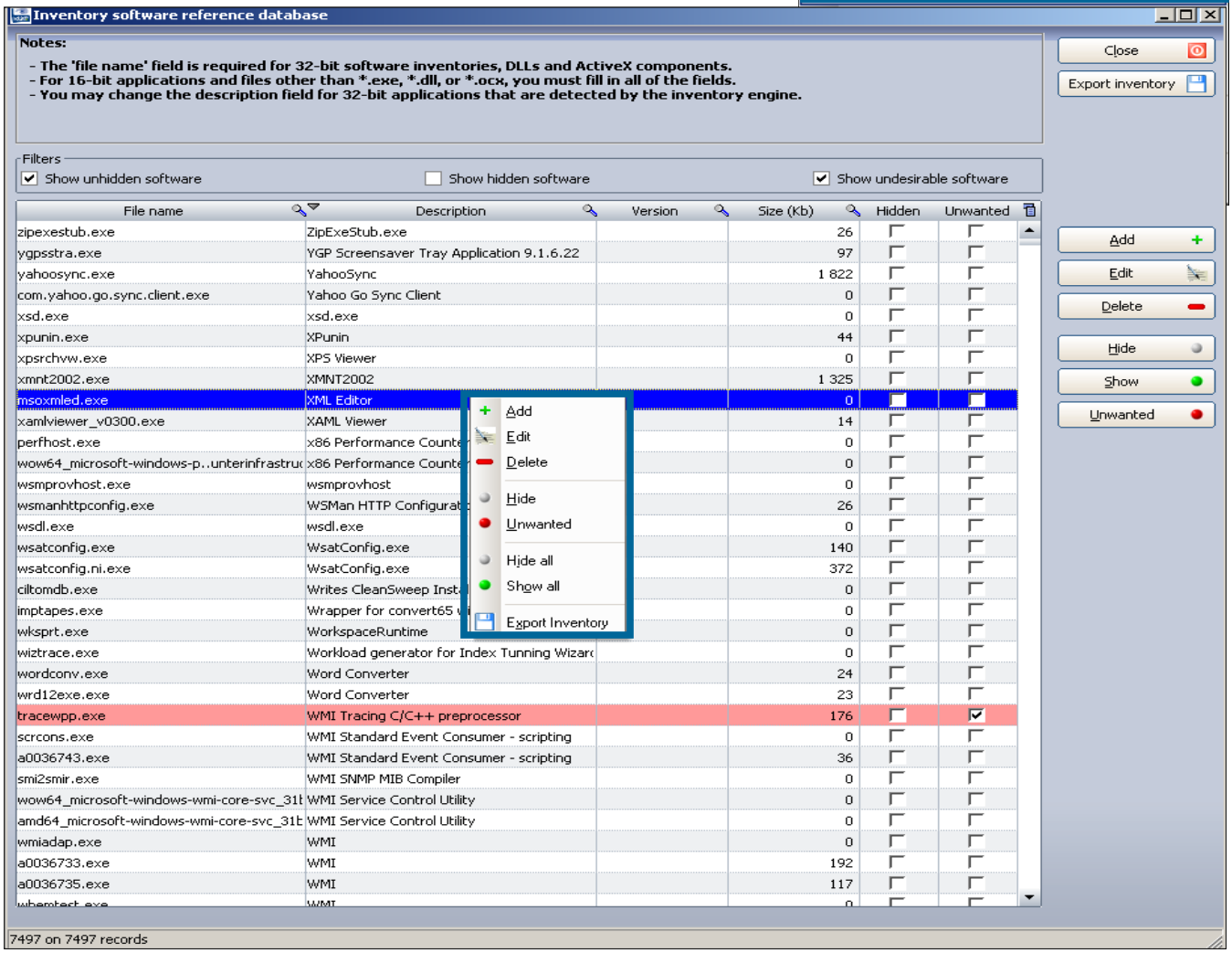
Tools



Edit software database





You can **add** a new software application, **delete**, **hide** in order not to be taken during inventory, and make it **unwanted** in order to be notified from the alerts panel. You can also hide all application to start with an empty database.



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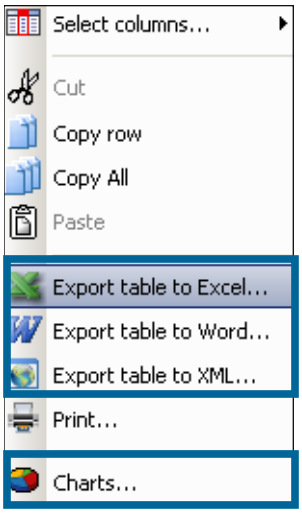
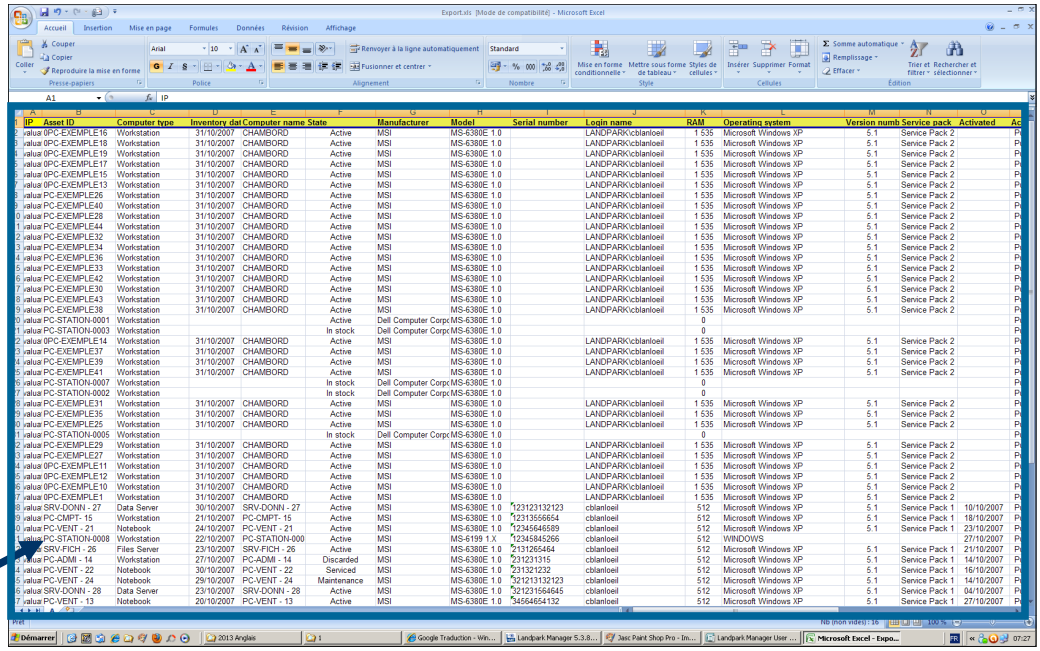
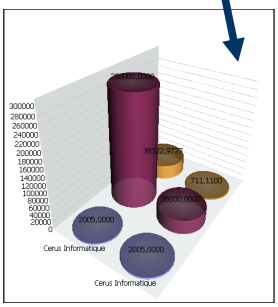
REPORT AND EXPORT WITH LANDPARK MANAGER

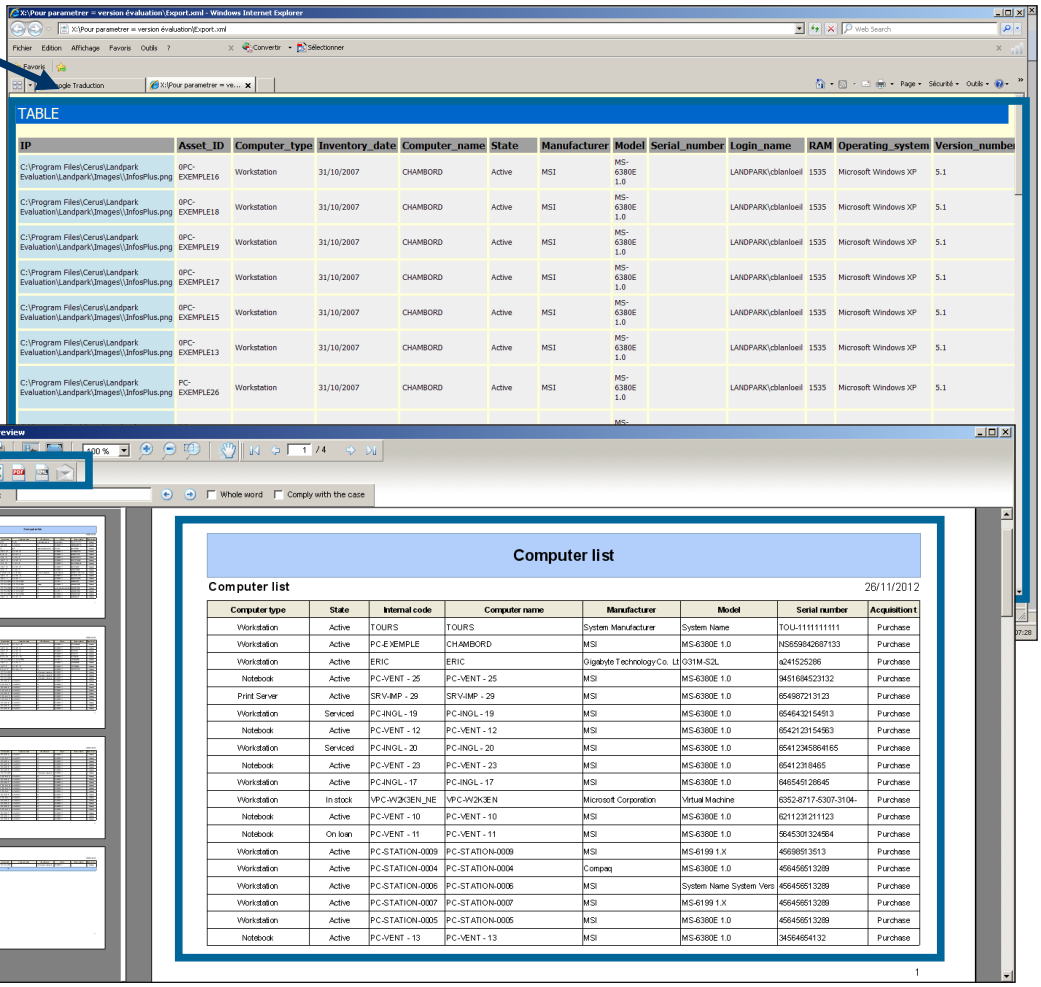
Landpark, comprehensive IT Asset Tracking and ITIL Help Desk solutions



From any list with Landpark Manager export to Word Excel, XML and create charts







Print Word, Excel HTM, PFF, XML

Send the form by email or PDF email

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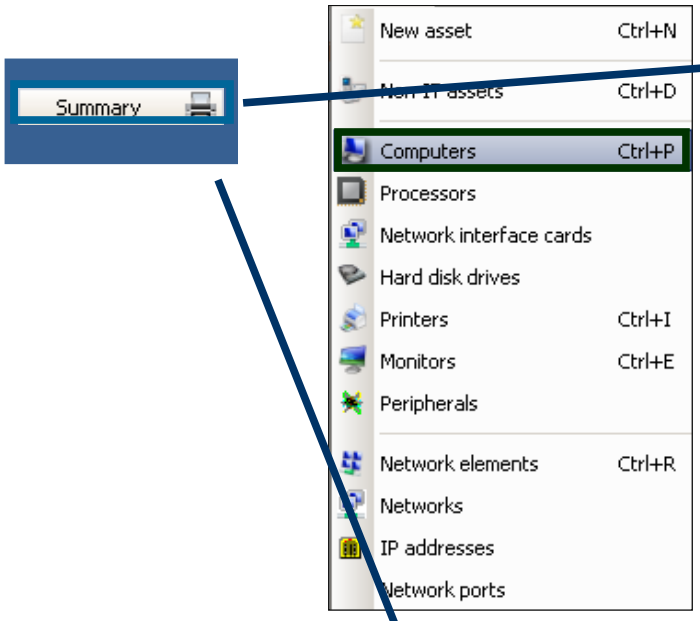
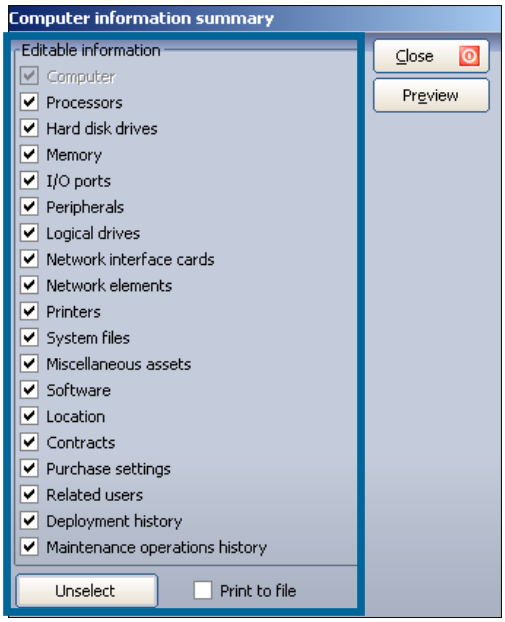
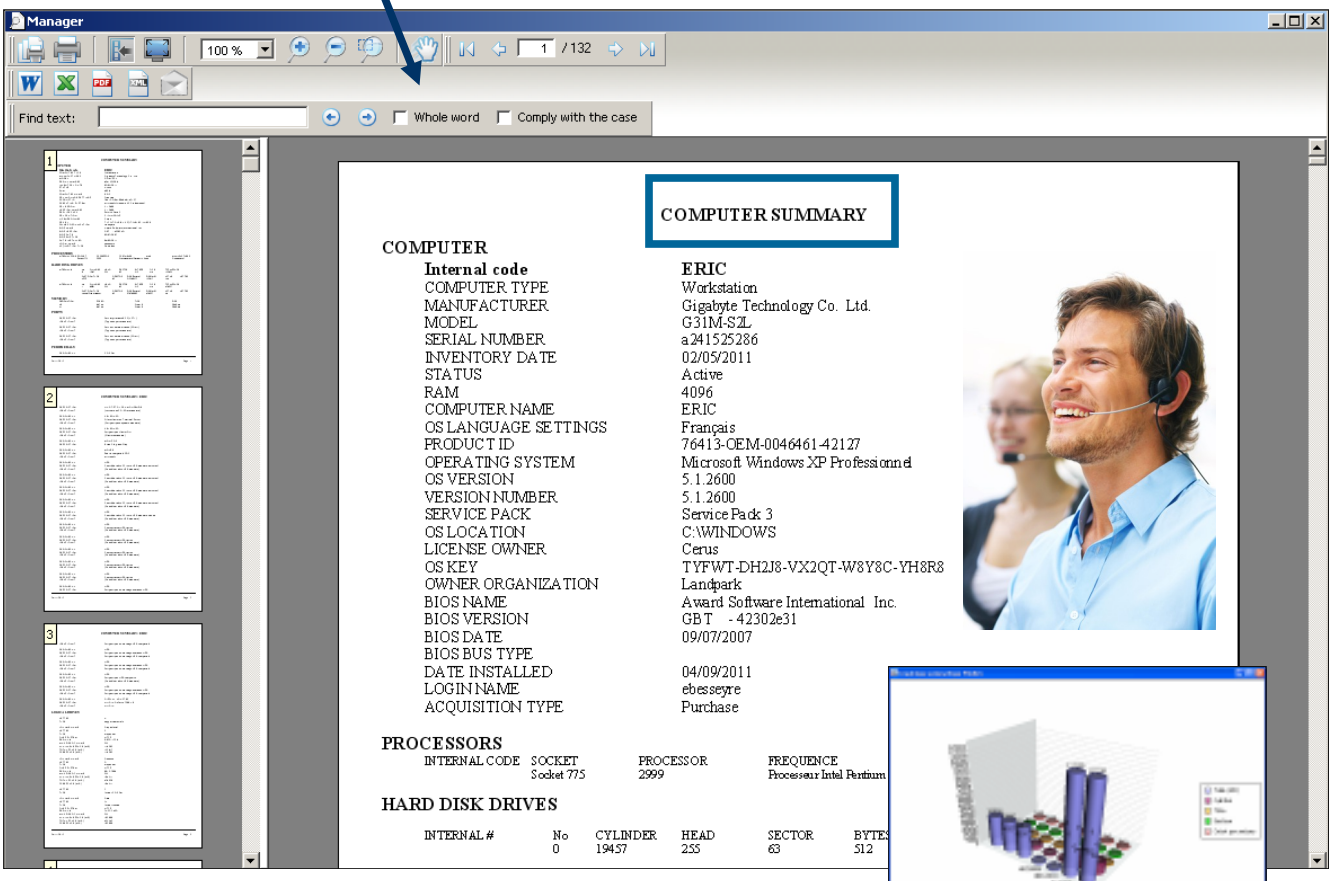
Assets menu









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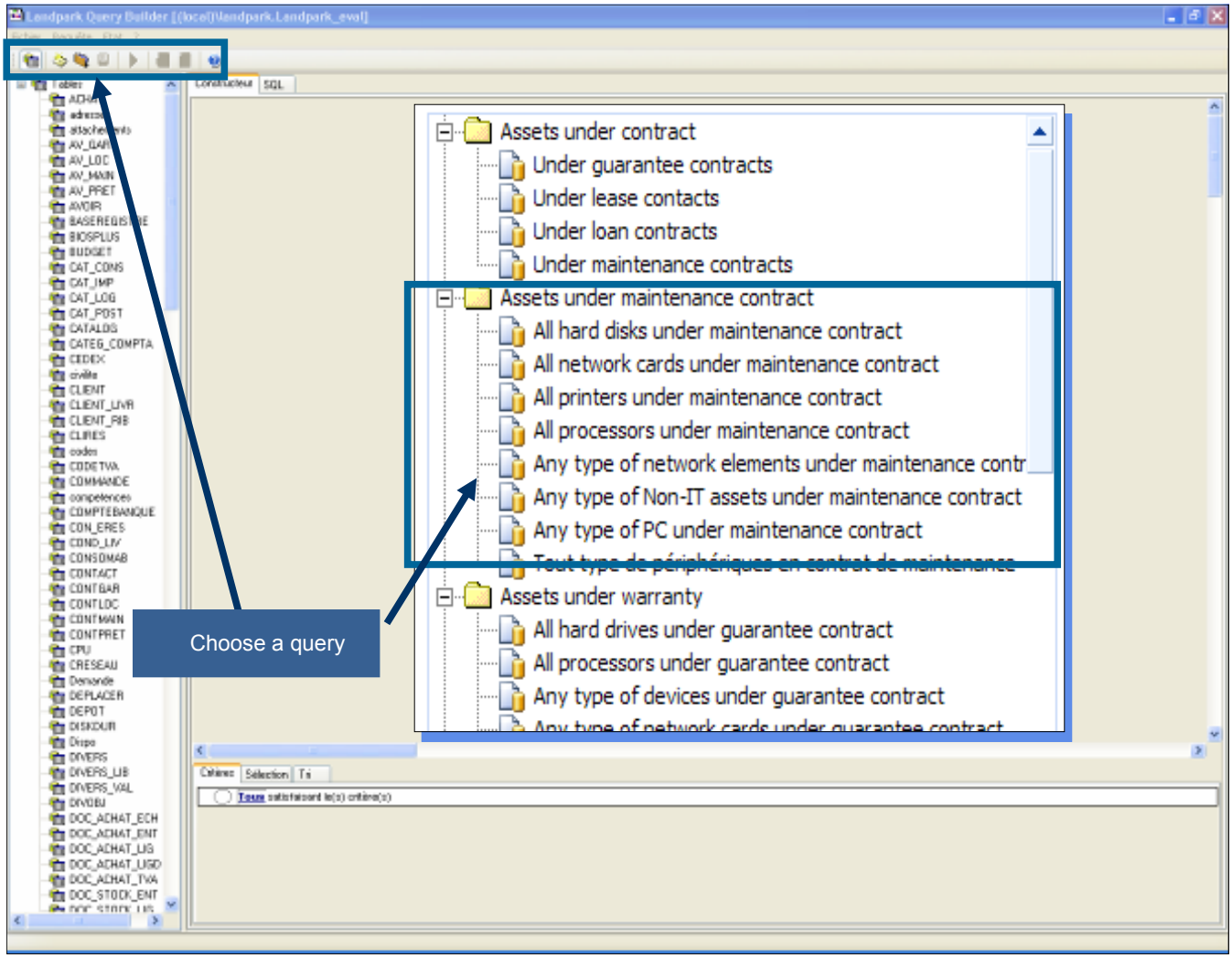
Run menu



Queries with QueryBuilder





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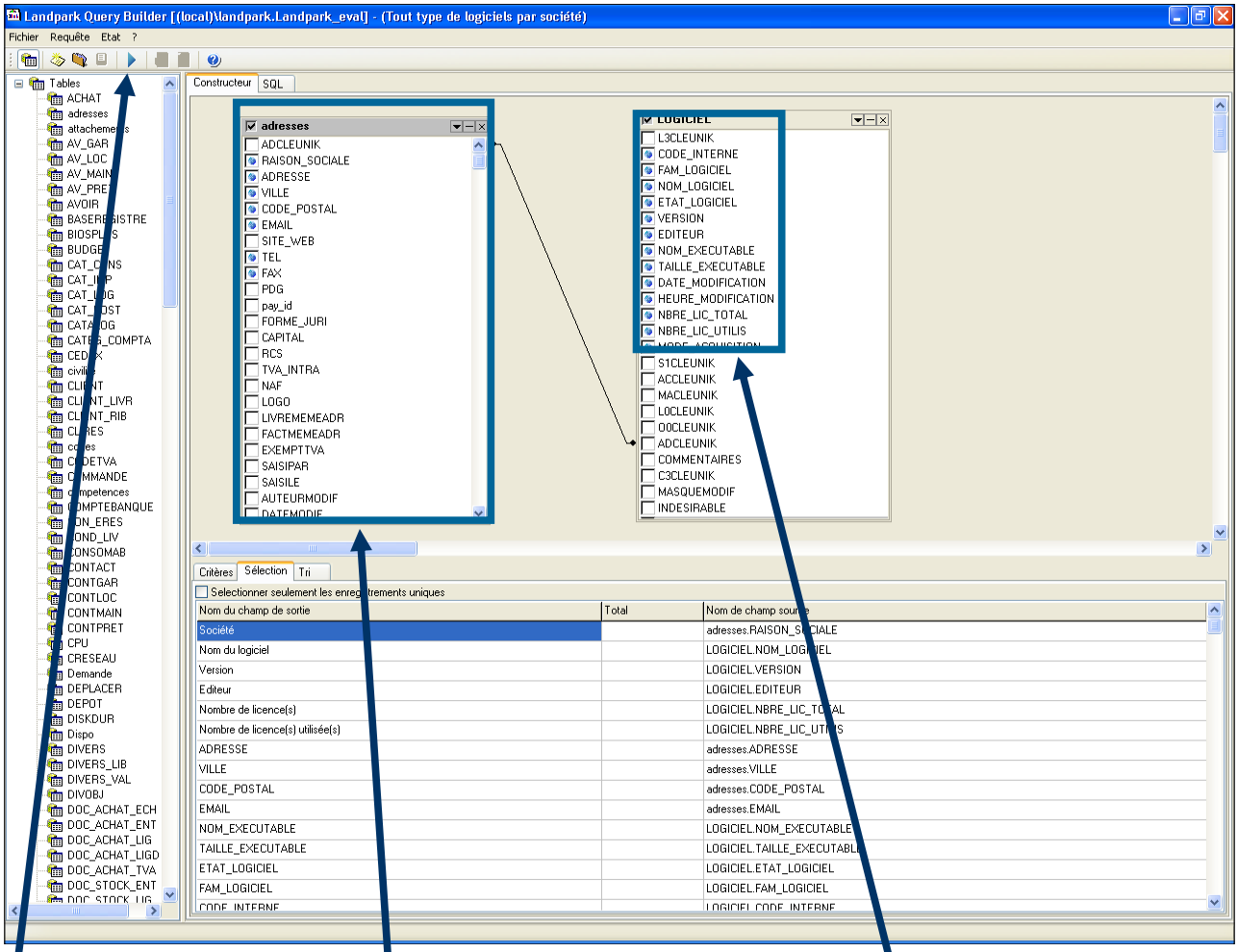
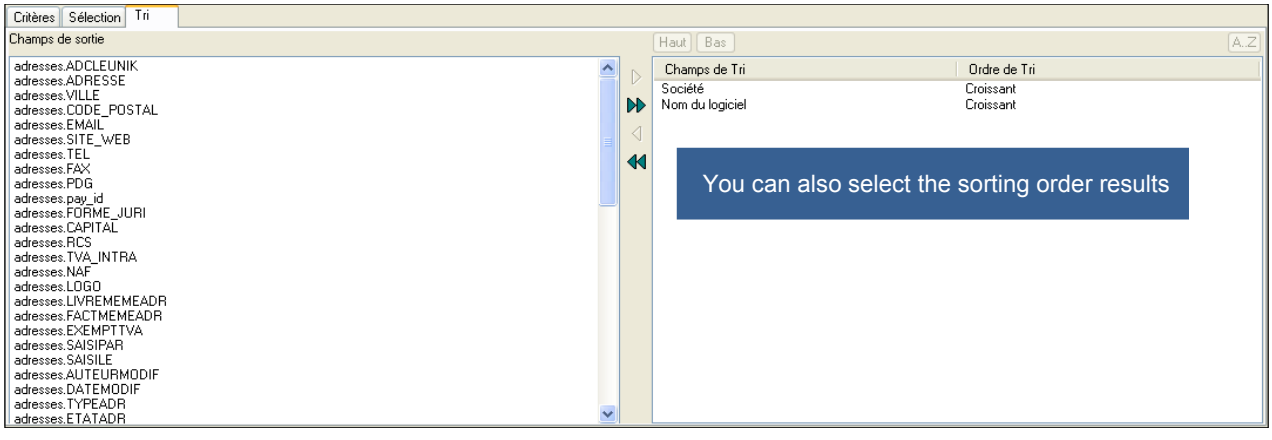


When choosing a query, open the corresponding tables. You can then choose to add additional denominated



You can also select the sorting order results

Execute the query

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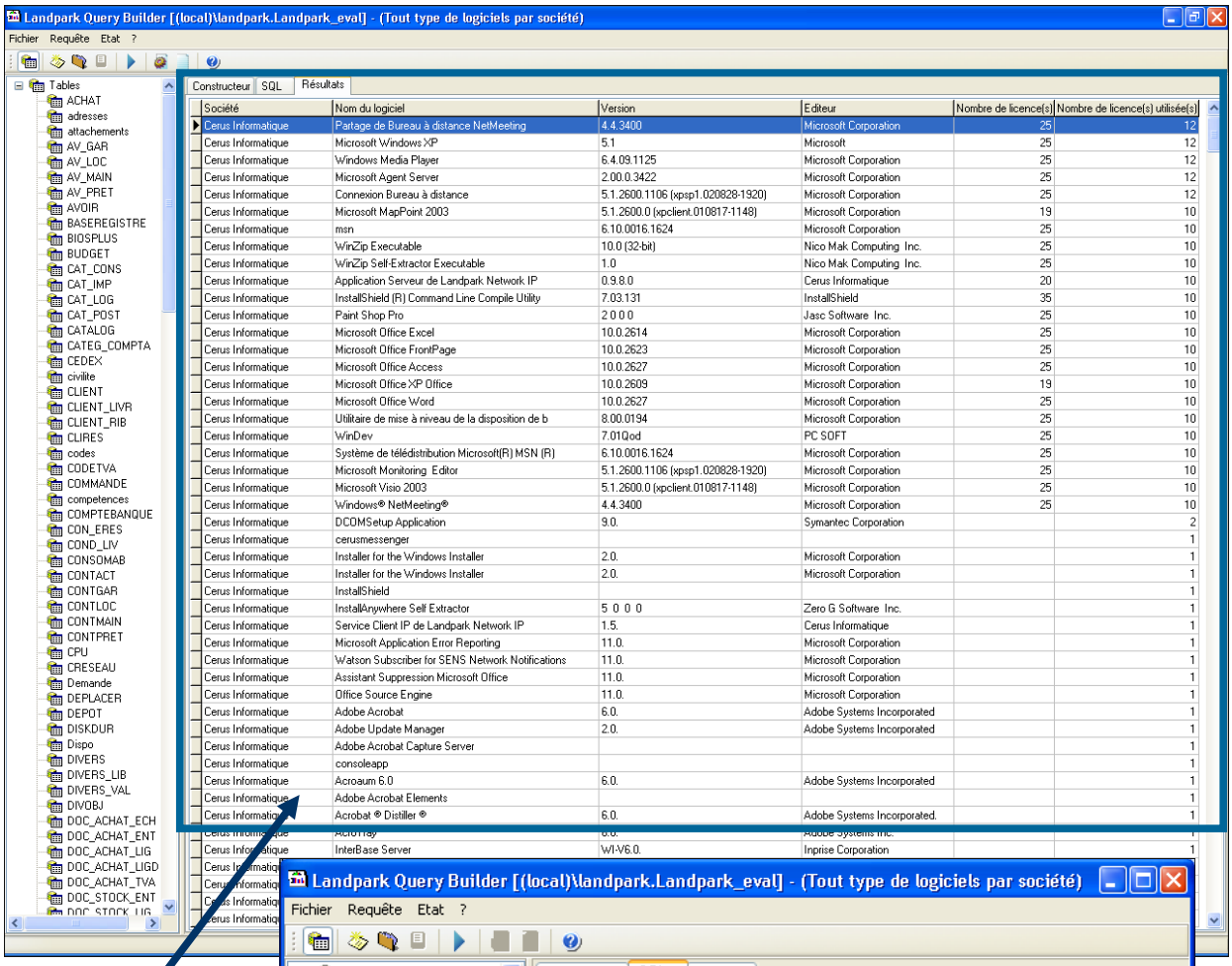

Query result and code



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Microsoft Excel - Out.xls

Fichier Edition Affichage Insertion Format Outils Données Fenêtre ? Adobe PDF

	A	B	C	D	E	F
1	Société	Nom du logiciel	Version	Editeur	Nombre de licence(s)	Nombre de licence(s) utilisée
2	Cerus Informatique	Partage de Bureau à distance NetMeeting	4.4.3400	Microsoft Corporation	25	12
3	Cerus Informatique	Microsoft Windows XP	5.1	Microsoft	25	12
4	Cerus Informatique	Windows Media Player	6.4.09.1125	Microsoft Corporation	25	12
5	Cerus Informatique	Microsoft Agent Server	2.00.0.3422	Microsoft Corporation	25	12
6	Cerus Informatique	Connexion Bureau à distance	5.1.2600.1106 (xpsp1.020828-1920)	Microsoft Corporation	25	12
7	Cerus Informatique	Microsoft MapPoint 2003	5.1.2600.0 (xpclient.010817-1148)	Microsoft Corporation	19	10
8	Cerus Informatique	msn	6.10.0016.1624	Microsoft Corporation	25	10
9	Cerus Informatique	WinZip Executable	10.0 (32-bit)	Nico Mak Computing Inc.	25	10
10	Cerus Informatique	WinZip Self-Extractor Executable	1.0	Nico Mak Computing Inc.	25	10
11	Cerus Informatique	Application Serveur de Landpark Network IP	0.9.8.0	Cerus Informatique	20	10
12	Cerus Informatique	InstallShield (R) Command Line Compile Utility	7.03.131	InstallShield	35	10
13	Cerus Informatique	Paint Shop Pro	2 0 0 0	Jasc Software Inc.	25	10
14	Cerus Informatique	Microsoft Office Excel	10.0.2614	Microsoft Corporation	25	10
15	Cerus Informatique	Microsoft Office FrontPage	10.0.2623	Microsoft Corporation	25	10
16	Cerus Informatique	Microsoft Office Access	10.0.2627	Microsoft Corporation	25	10
17	Cerus Informatique	Microsoft Office XP Office	10.0.2609	Microsoft Corporation	19	10
18	Cerus Informatique	Microsoft Office Word	10.0.2627	Microsoft Corporation	25	10
19	Cerus Informatique	Utilitaire de mise à niveau de la disposition de b	8.00.0194	Microsoft Corporation	25	10
20	Cerus Informatique	WinDev	7.01Qod	PC SOFT	25	10
21	Cerus Informatique	Système de télédistribution Microsoft(R) MSN (R)	6.10.0016.1624	Microsoft Corporation	25	10
22	Cerus Informatique	Microsoft Monitoring Editor	5.1.2600.1106 (xpsp1.020828-1920)	Microsoft Corporation	25	10
23	Cerus Informatique	Microsoft Visio 2003	5.1.2600.0 (xpclient.010817-1148)	Microsoft Corporation	25	10
24	Cerus Informatique	Windows® NetMeeting®	4.4.3400	Microsoft Corporation	25	10
25	Cerus Informatique	DCOMSetup Application	9.0.	Symantec Corporation		2
26	Cerus Informatique	cerusmessenger				1
27	Cerus Informatique	Installer for the Windows Installer	2.0.	Microsoft Corporation		1
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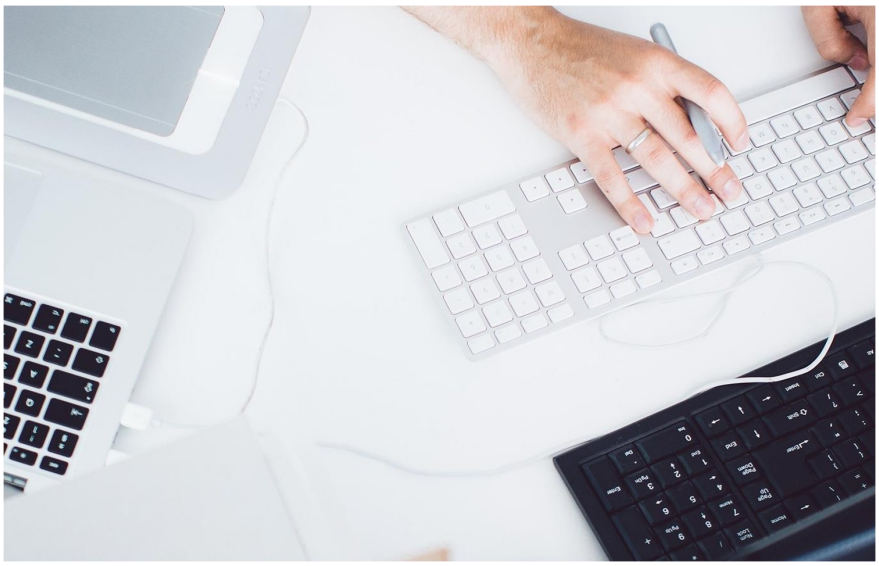
29	Cerus Informatique	InstallShield				1
30	Cerus Informatique	InstallAnywhere Self Extractor	5 0 0 0	Zero G Software Inc.		1
31	Cerus Informatique	Service Client IP de Landpark Network IP	1.5.	Cerus Informatique		1
32	Cerus Informatique	Microsoft Application Error Reporting	11.0.	Microsoft Corporation		1
33	Cerus Informatique	Watson Subscriber for SENS Network Notifications	11.0.	Microsoft Corporation		1
34	Cerus Informatique	Assistant Suppression Microsoft Office	11.0.	Microsoft Corporation		1
35	Cerus Informatique	Office Source Engine	11.0.	Microsoft Corporation		1
36	Cerus Informatique	Adobe Acrobat	6.0.	Adobe Systems Incorporated		1
37	Cerus Informatique	Adobe Update Manager	2.0.	Adobe Systems Incorporated		1
38	Cerus Informatique	Adobe Acrobat Capture Server				1
39	Cerus Informatique	consoleapp				1
40	Cerus Informatique	Acroaum 6.0	6.0.	Adobe Systems Incorporated		1
41	Cerus Informatique	Adobe Acrobat Elements				1
42	Cerus Informatique	Acrobat ® Distiller ®	6.0.	Adobe Systems Incorporated.		1
43	Cerus Informatique	AcroTray	6.0.	Adobe Systems Inc.		1
44	Cerus Informatique	InterBase Server	WI-V6.0.	Inprise Corporation		1
45	Cerus Informatique	MsdeTool	1.6.	Cerus		1
46	Cerus Informatique	doinventory				1
47	Cerus Informatique	Application Client de Landpark Network IP	1.5.	Cerus Informatique		1
48	Cerus Informatique	Chargeur pour Landpark Network IP Client	3.7.	Cerus Informatique		1

Feuil1 Feuil2 Feuil3

Prêt NUM

Export results to Excel



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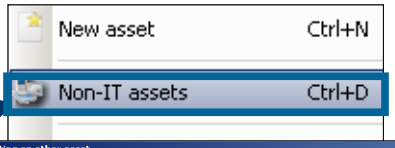
MANAGE NON-IT ASSETS WITH LANDPARK MANAGER

Landpark, comprehensive IT Asset Tracking and ITIL Help Desk solutions

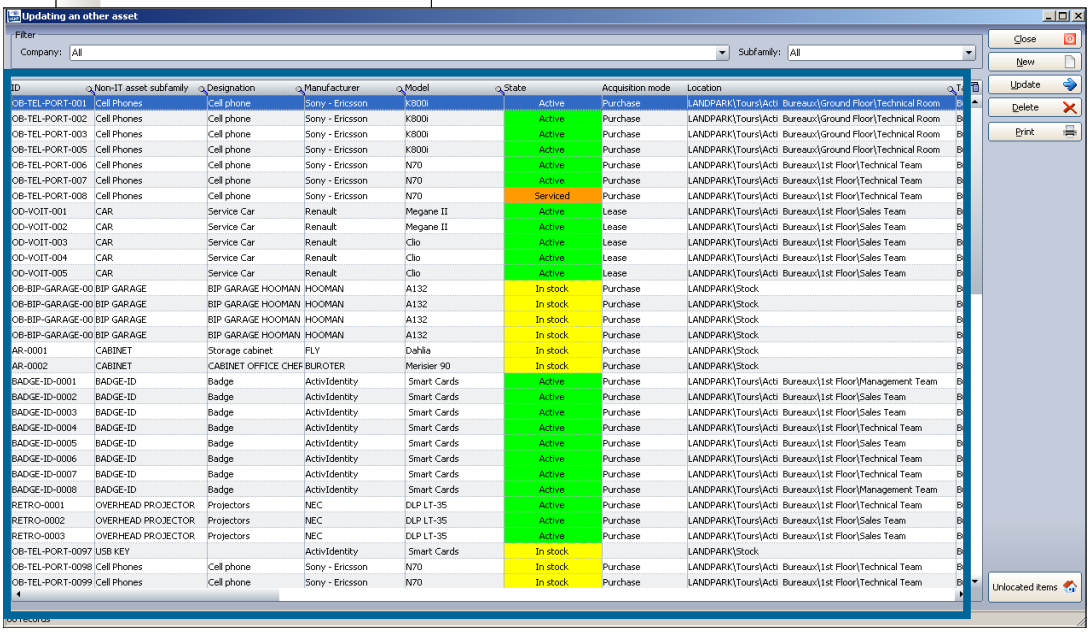
Assets menu



Add a Non-IT asset

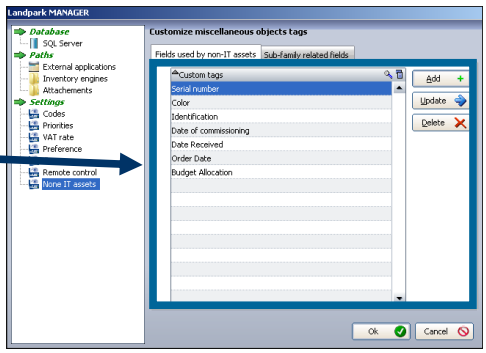


Non-IT assets list

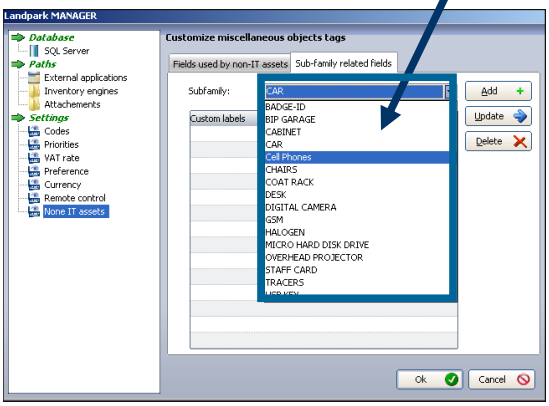




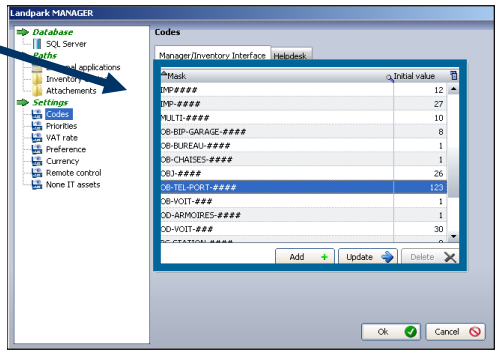
In settings, commun fields uses by Non-IT assets



In settings, list of Non-IT assets



In settings, Non-IT assets nomenclatures



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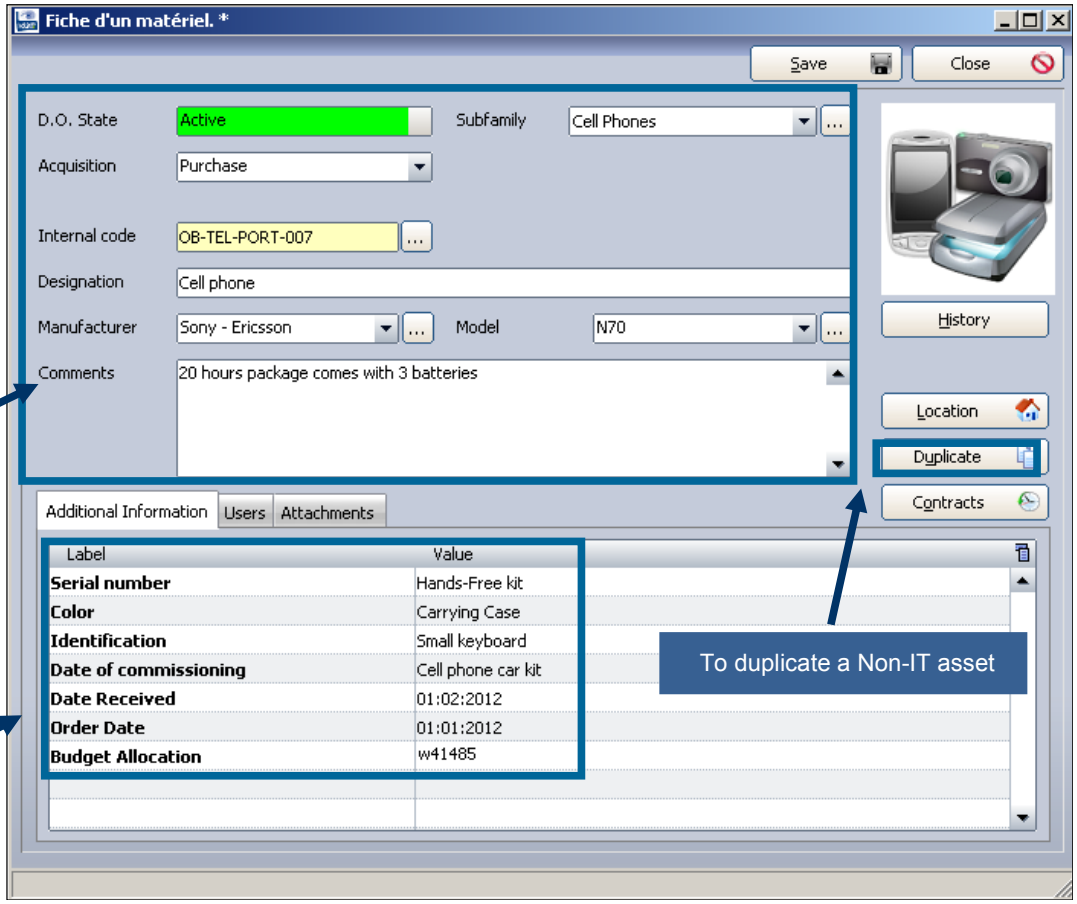
Assets menu





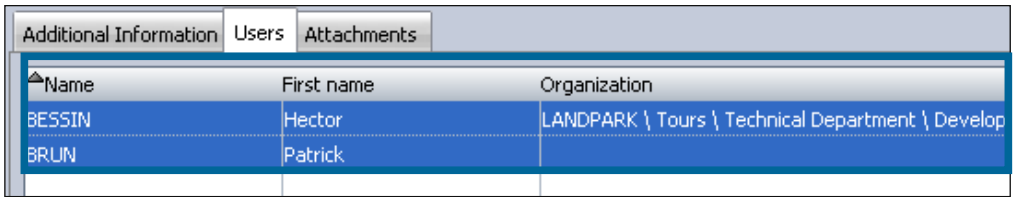
Non-IT asset form



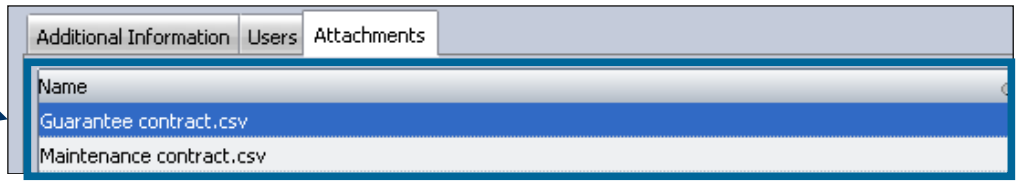
Fields and labels are unlimited to fill up all Non-IT assets characteristics

To duplicate a Non-IT asset

To assign one or more users to a Non-IT asset



Add attachments to a Non-IT asset





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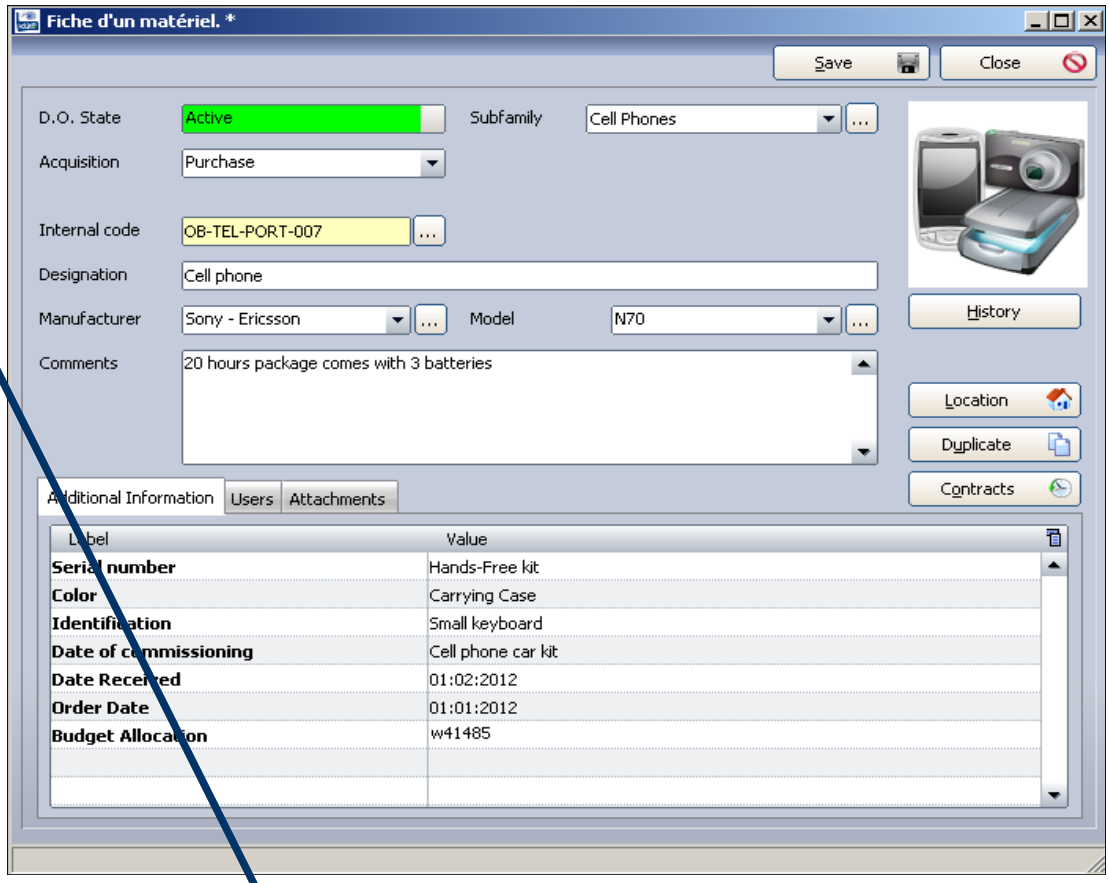
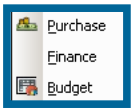
Assets menu



Once the Non-IT asset is opended the management toolbar will be activated











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ACCESS RIGHTS WITH LANDPARK MANAGER

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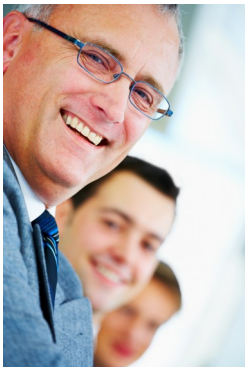
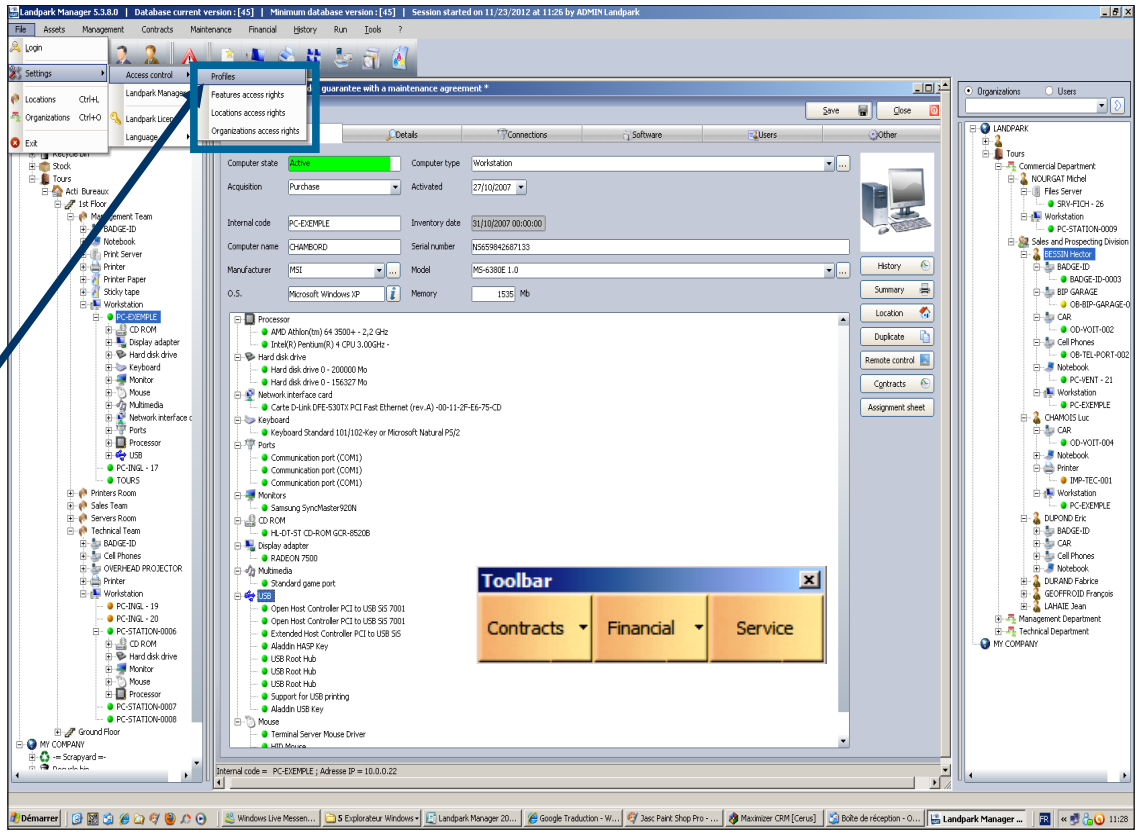


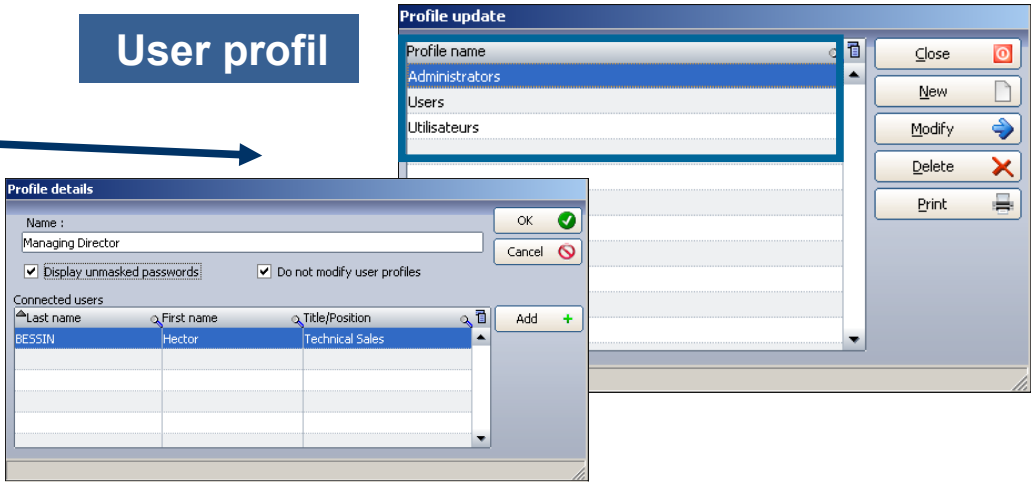
Settings of the access rights

Landpark Manager will declare profiles and access rights



User profil

This form allows you to manage profiles list used in the application, which may be associated with one or more users



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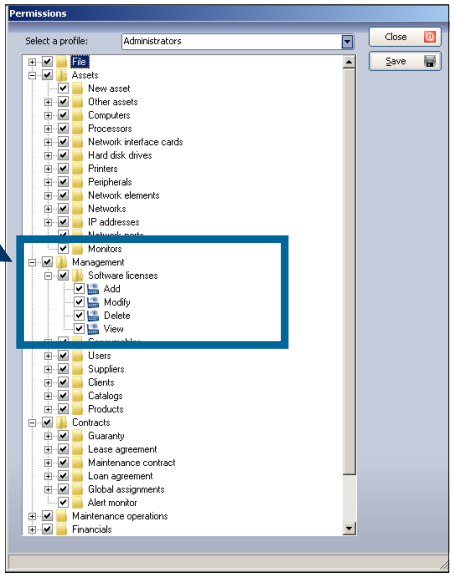
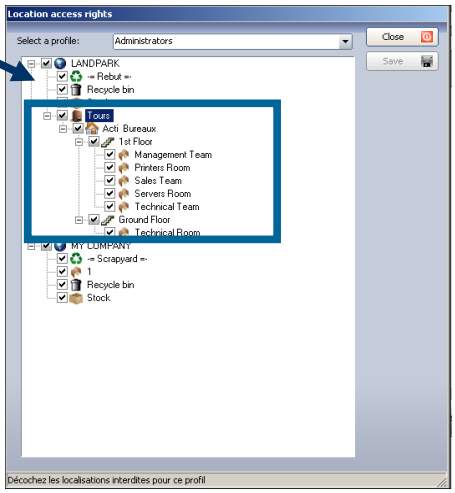
Rights setting

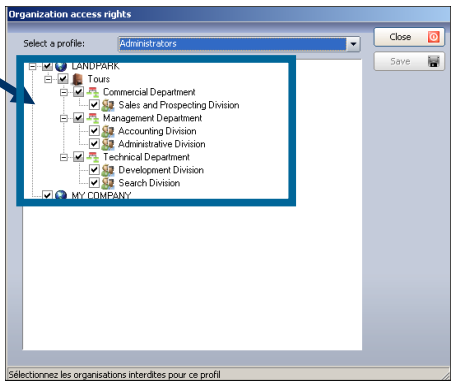
It is from this treeview that you will be able to assign rights for accessing features to a specific user

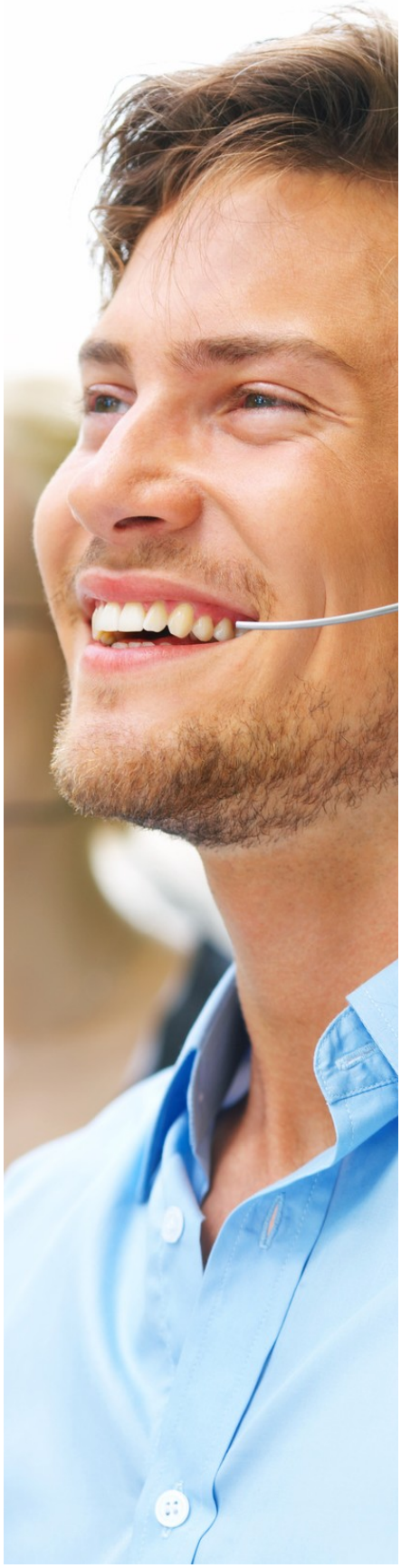


It is from this treeview that you will be able to assign rights for accessing localization to a specific user



It is from this treeview that you will be able to assign rights for accessing organization to a specific user





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PCs ASSOCIATED WITH USERS

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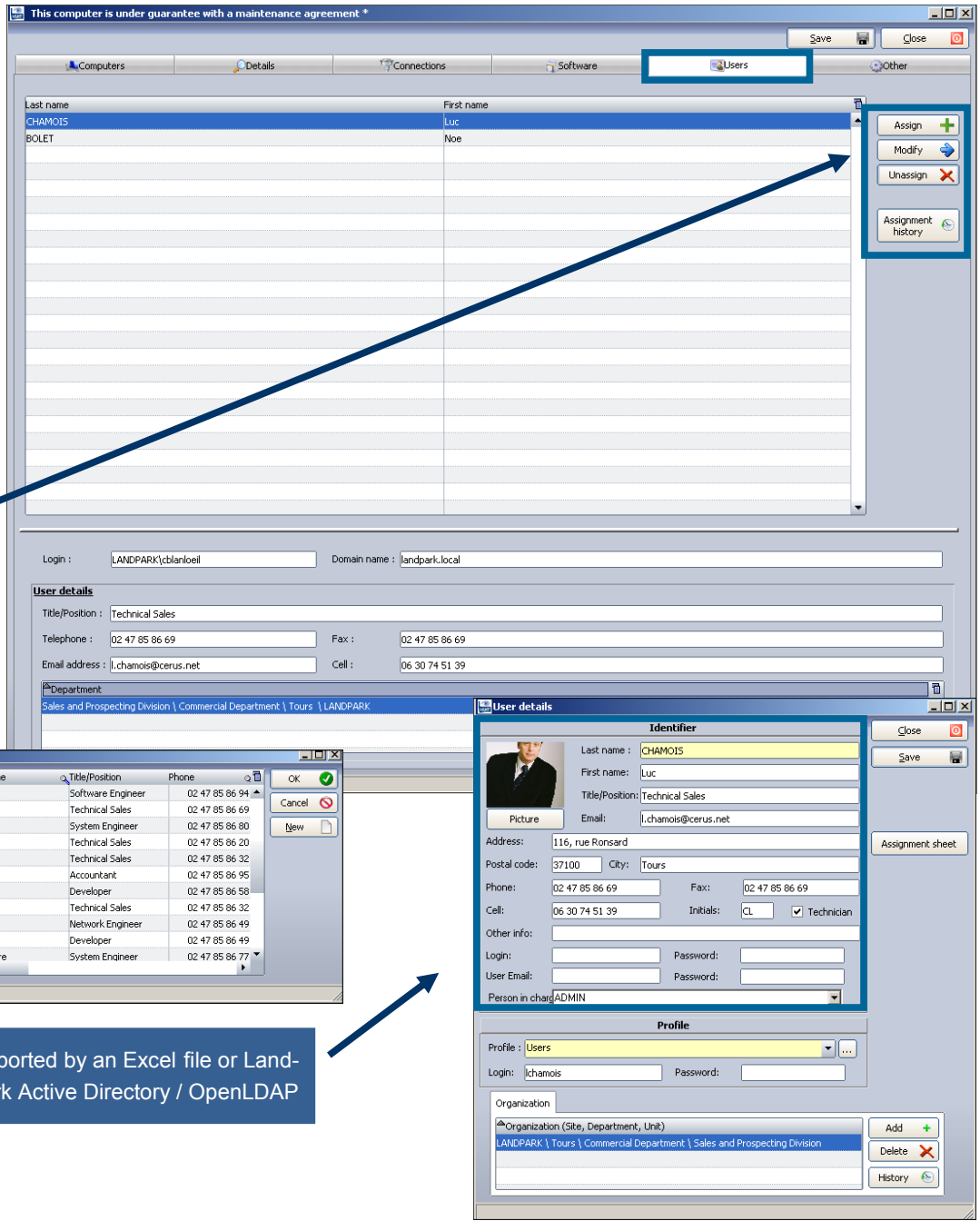
INTERFACE - INVENTORY RESULTS - USERS TAB

Users tab

Contains a list of PC users

Add a user attached to this PC

Details of the user imported by an Excel file or Landpark Active Directory / OpenLDAP



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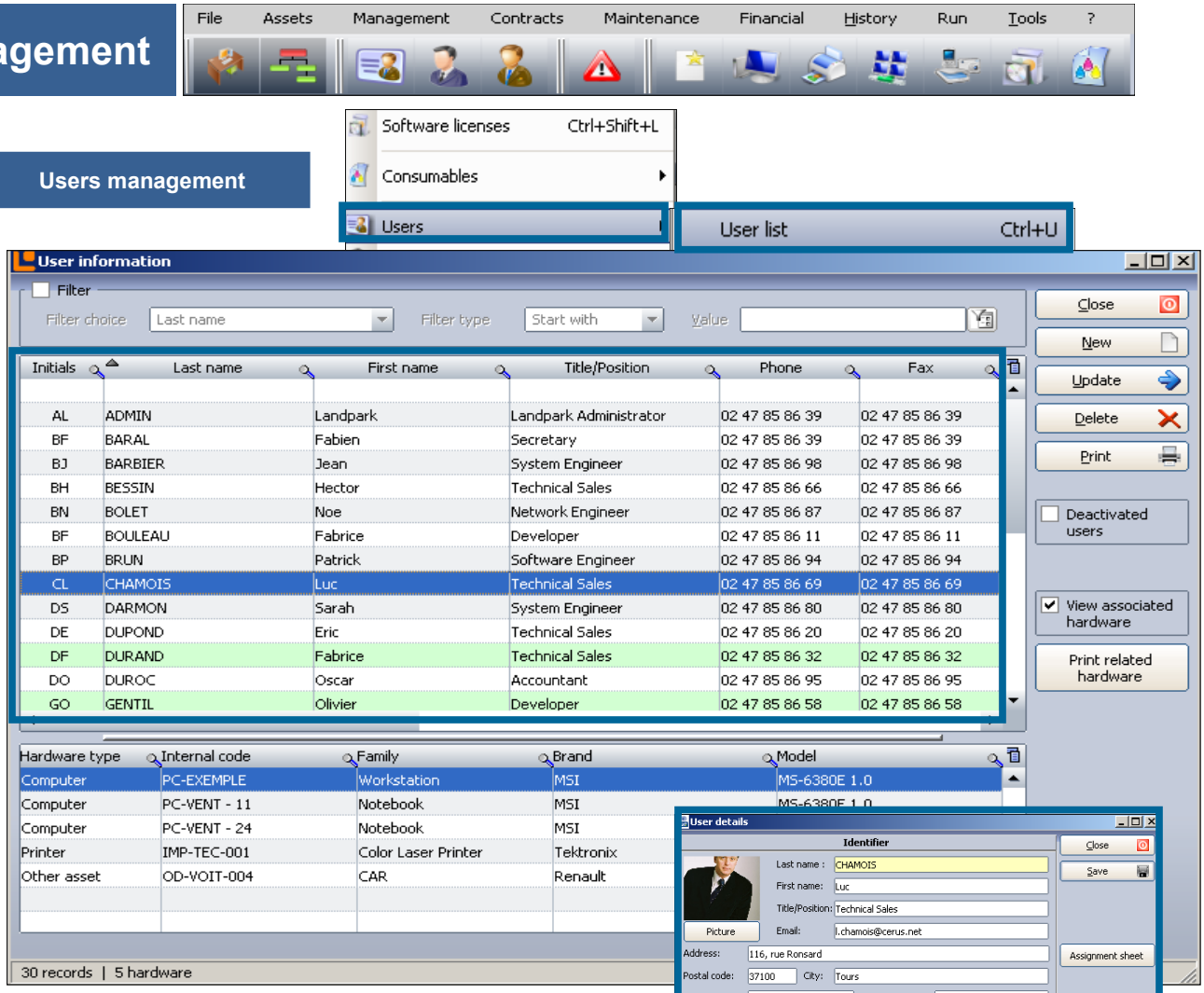
Management

Users management



User associated to PCs, Non-It assets and shared printers

User form by an Excel form or with Landpark Active Directory / OpenLDAP



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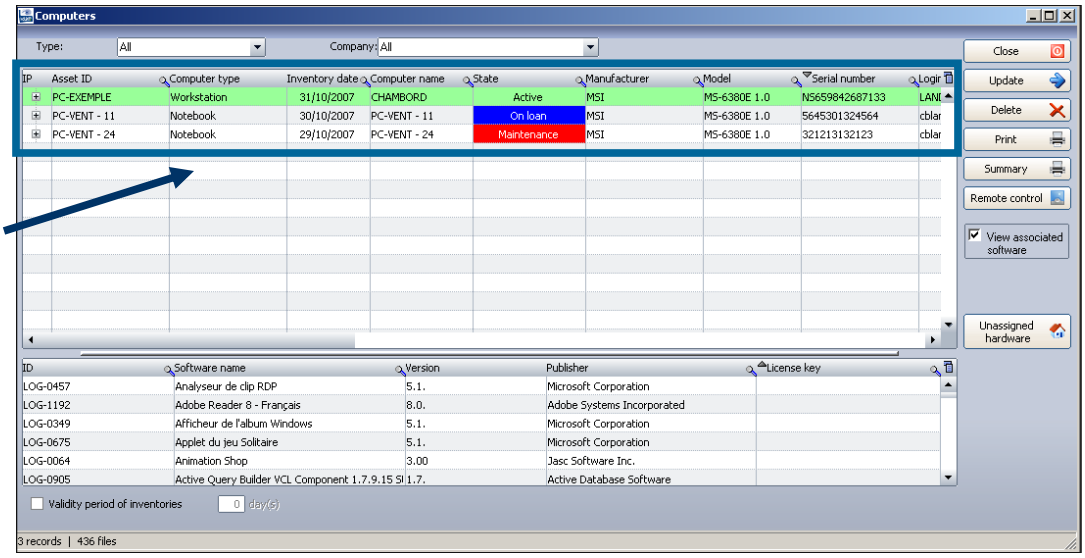
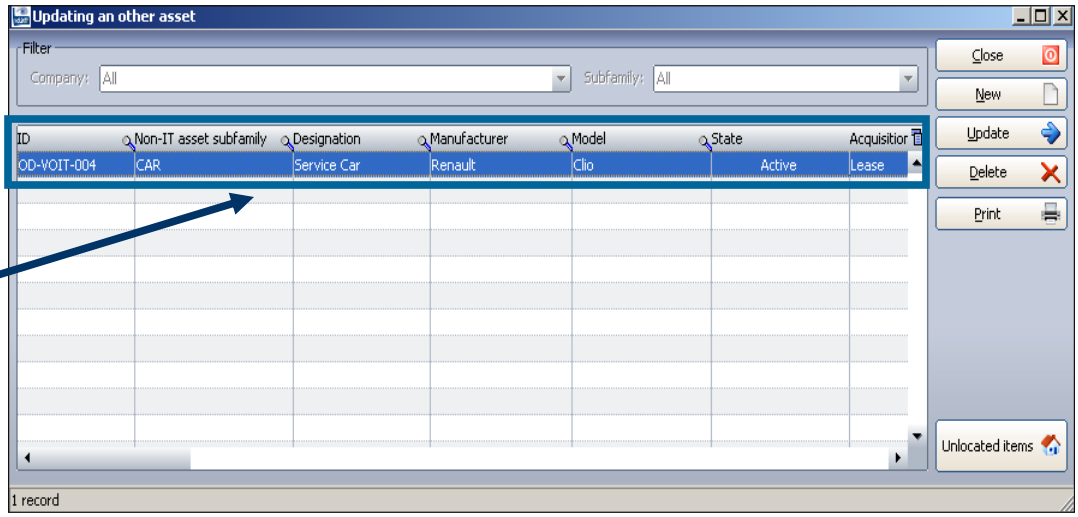
Management

Which PCs are associated to a user

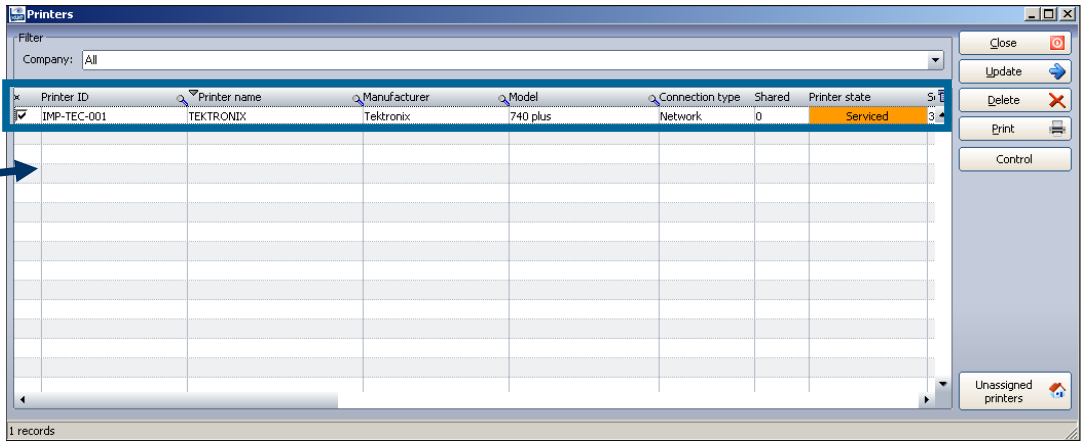




Which **Non-IT assets** are associated to a user



Which are the **printers** shared by the user



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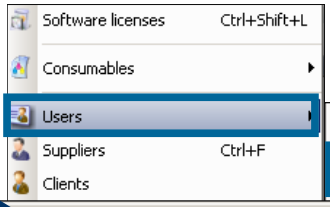
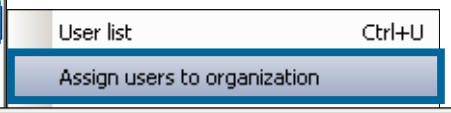
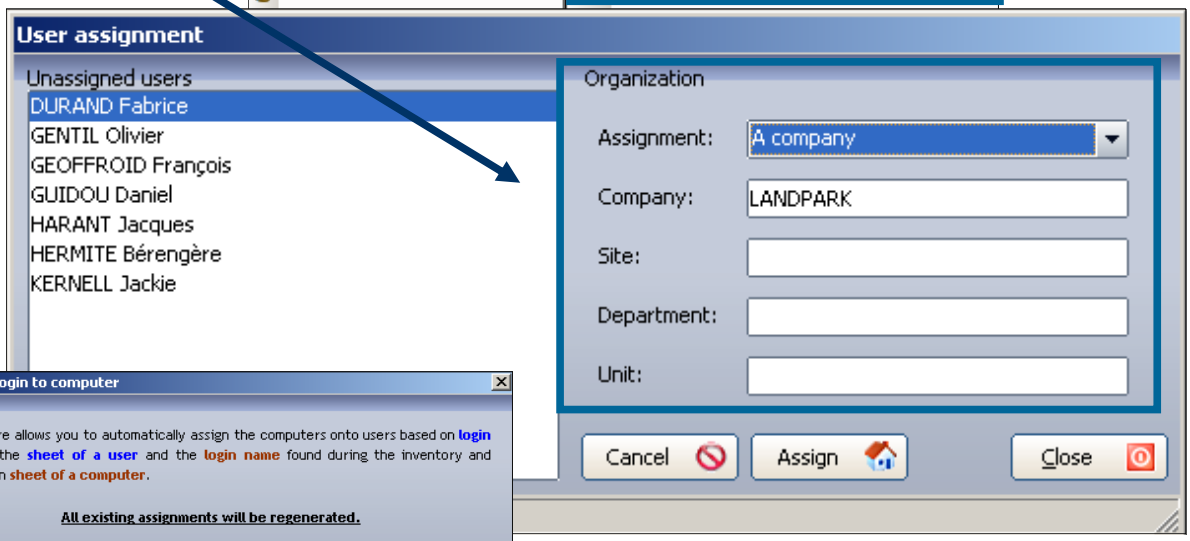
Management

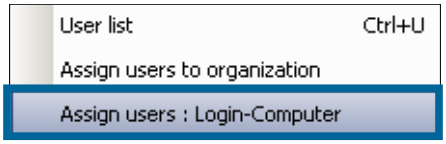


Assigning users to a company site department or service



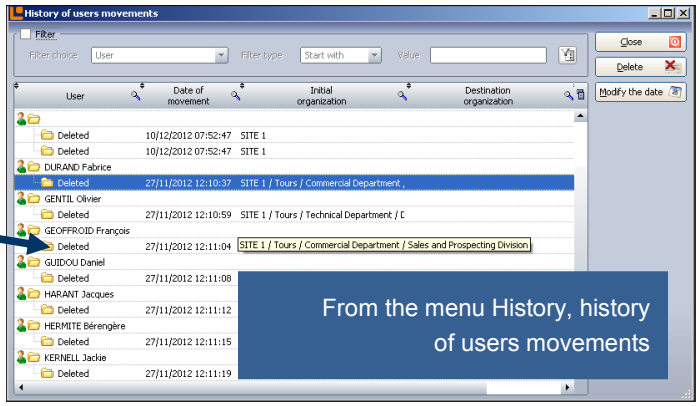




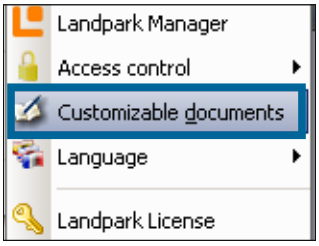


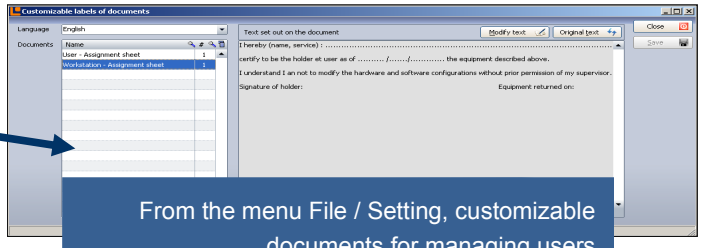
Assign automatically PCs to users with the login name





From the menu History, history of users movements





From the menu File / Setting, customizable documents for managing users

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MANAGEMENT TOOLBAR ASSOCIATED WITH ANY ITEM

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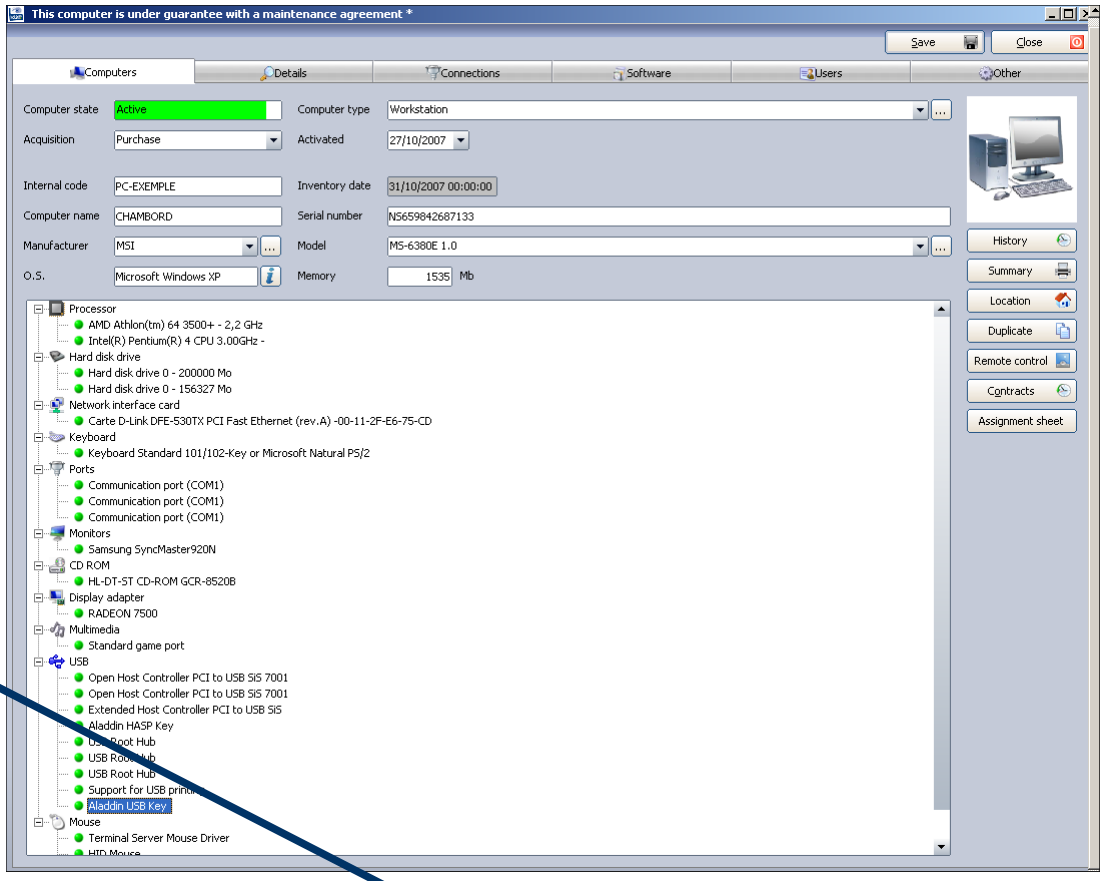
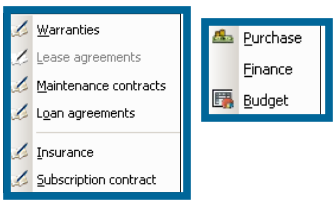
MANAGEMENT TOOLBAR ASSOCIATED WITH ANY ITEM

Management toolbar

Once the item is open, you will be able to view or modify all management information









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GUARANTEE CONTRACT ASSOCIATED TO A PC OR ANY ITEM

Affect this item to one or several guarantee contracts

Contract reference

Contract type

Service type

Expiration date

Start date

Termination date

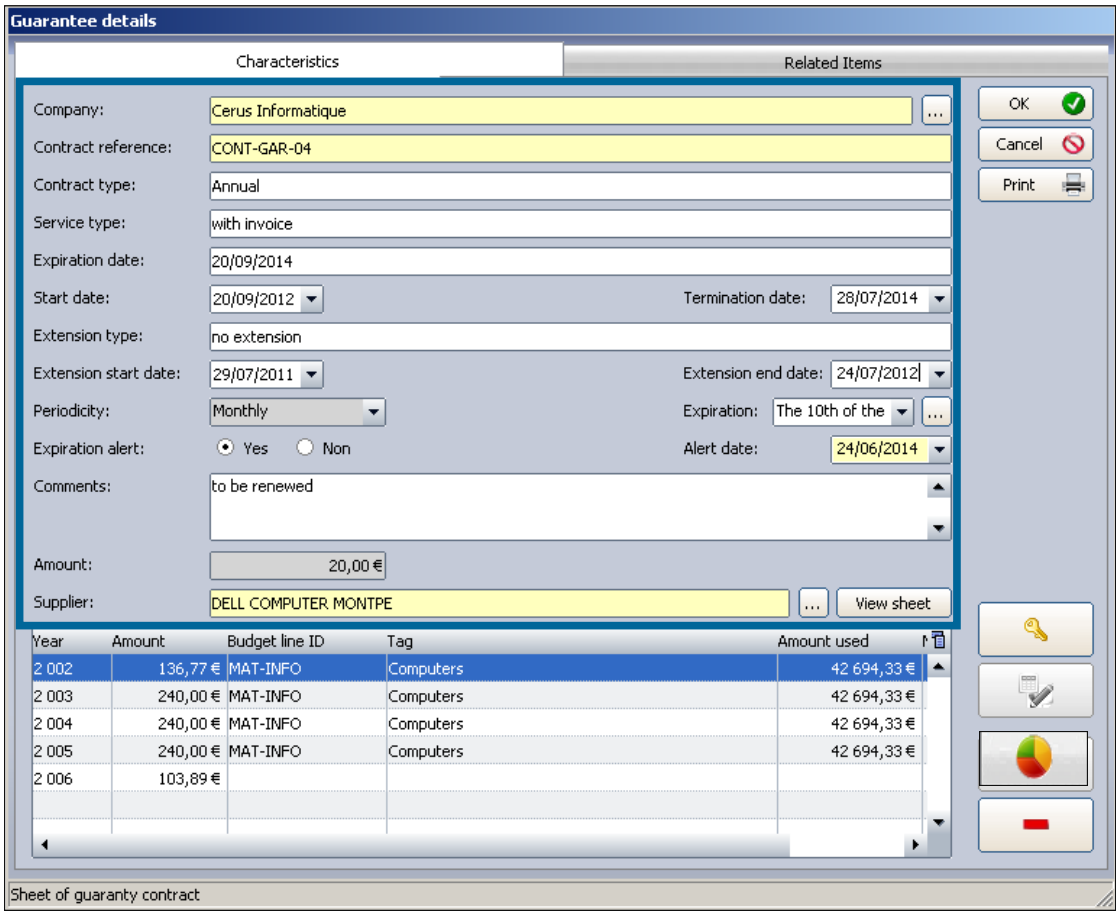
Extension date

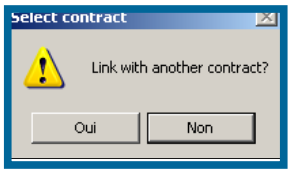
Periodicity

Expiration alert

Alert date

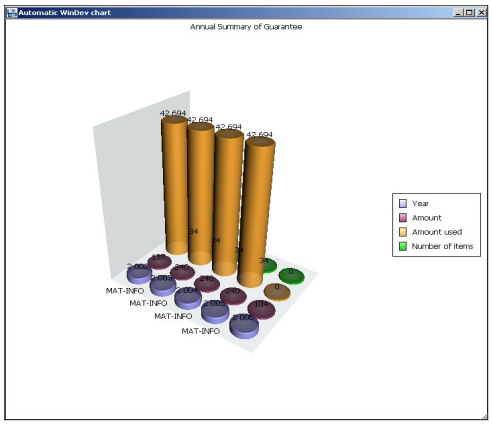
Comments







to be affected to a budget line





allows you to unlock the calculation of the annual contract amount



calculates the amounts of the annual contract



allows you to detach the selected line of the budget line associated

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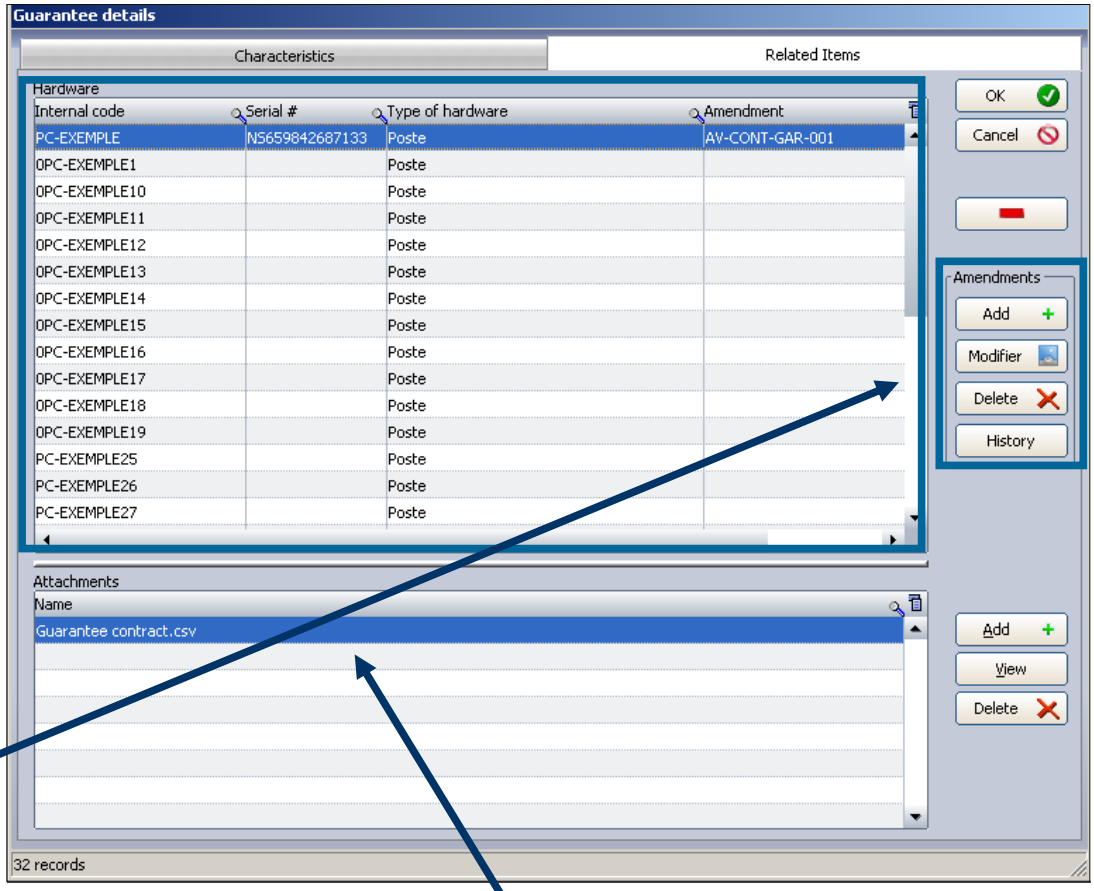
Guarantees

Other items associated to the same guarantee contract

Amendment to the guarantee contract



Attachments (eg copy of the contract)



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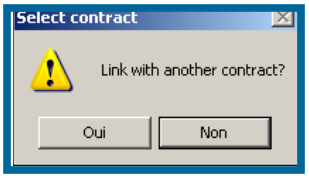
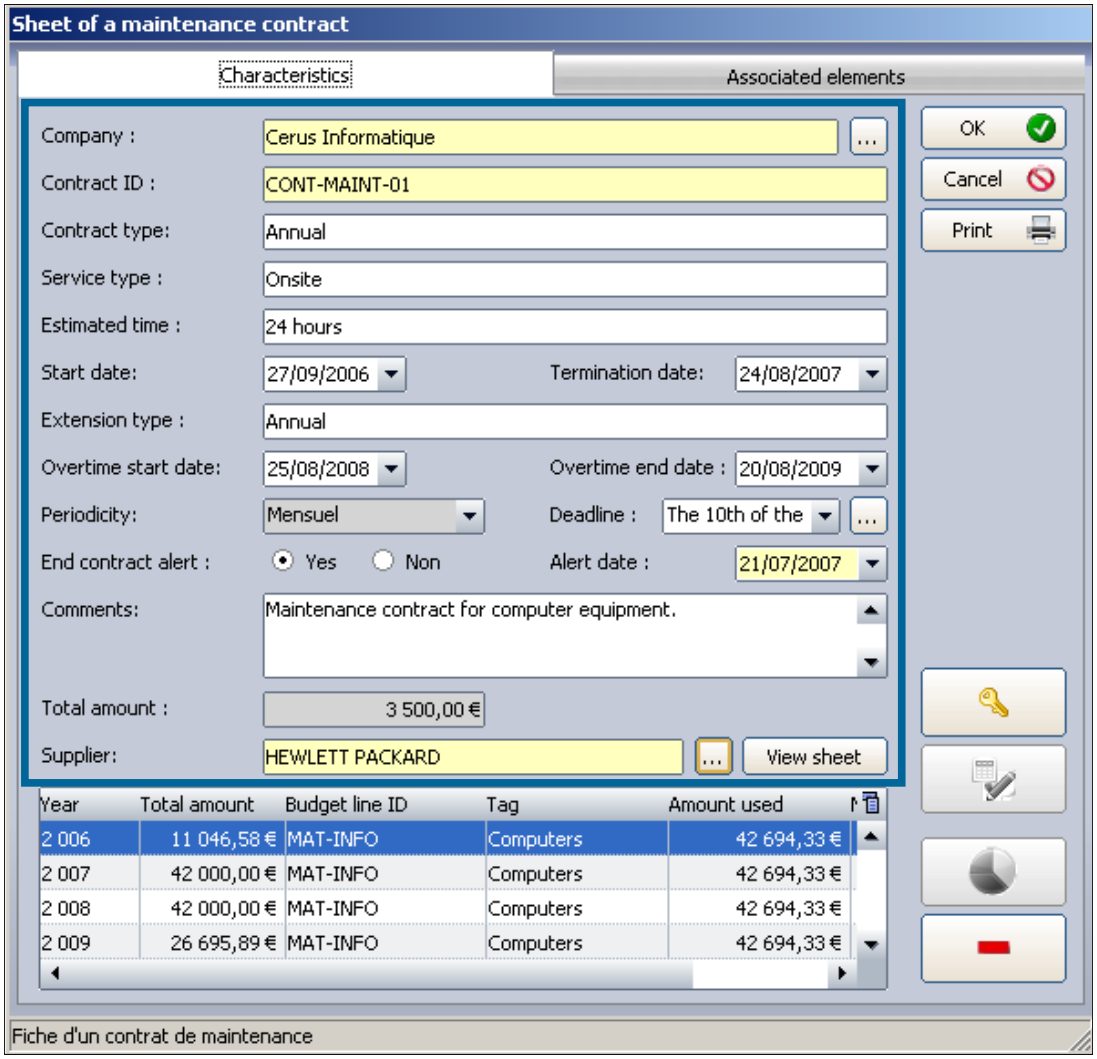
MAINTENANCE ASSOCIATED TO A PC OR ANY ITEM

Maintenance

Affect this item to one or several maintenance contracts

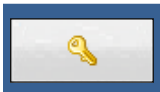
Contract ID
Contract type
Service type
Estimated time
Start date
Termination date
Extension type
Periodicity
Overtime start time
Overtime end time
End contract alert
Periodicity
Total amount







to be affected to a budget line



allows you to unlock the calculation of the annual contract amount



calculates the amounts of the annual contract



allows you to detach the selected line of the budget line associated



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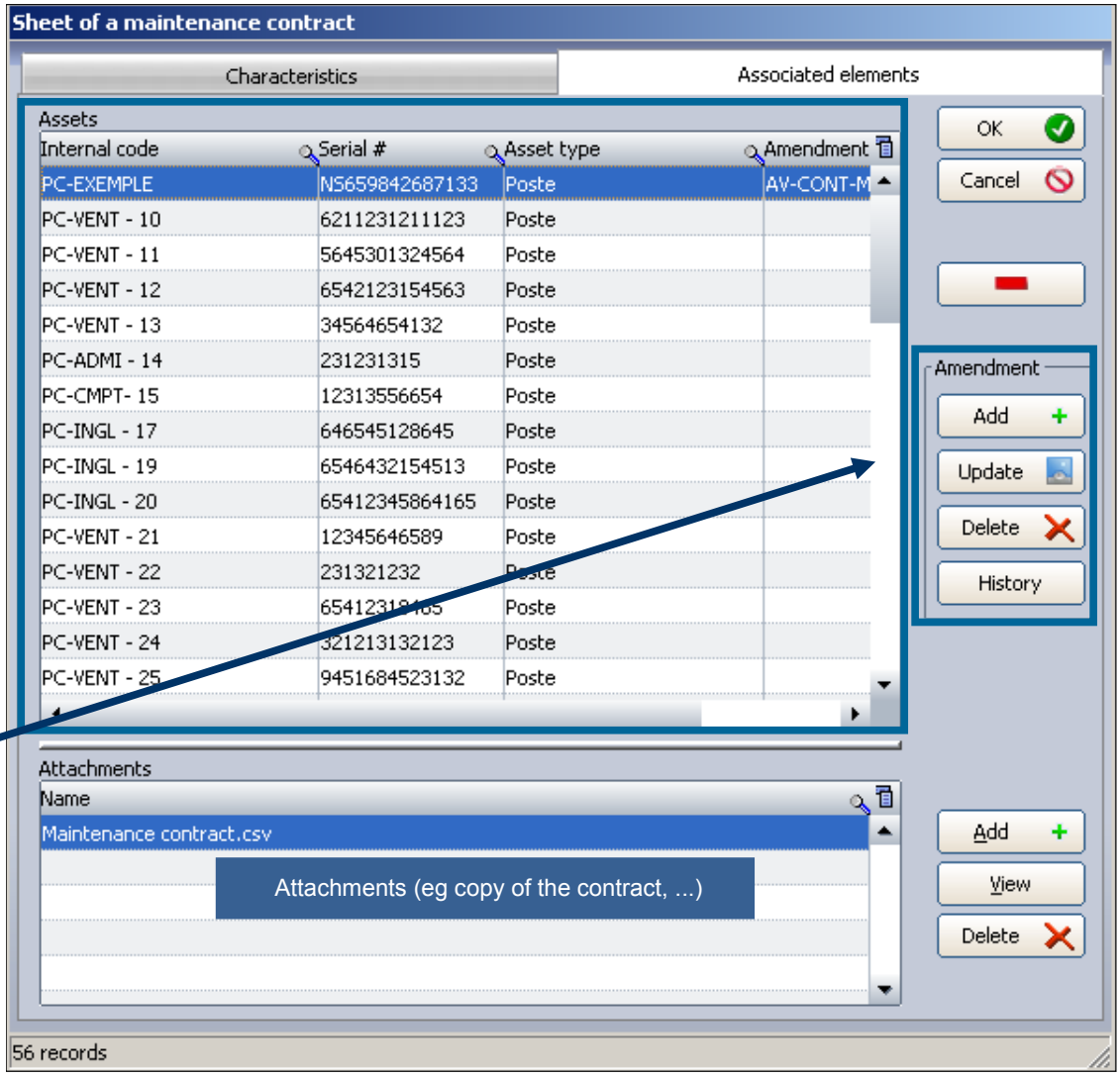
Maintenance

Other items associated to the same maintenance contract

Amendment to the maintenance contract





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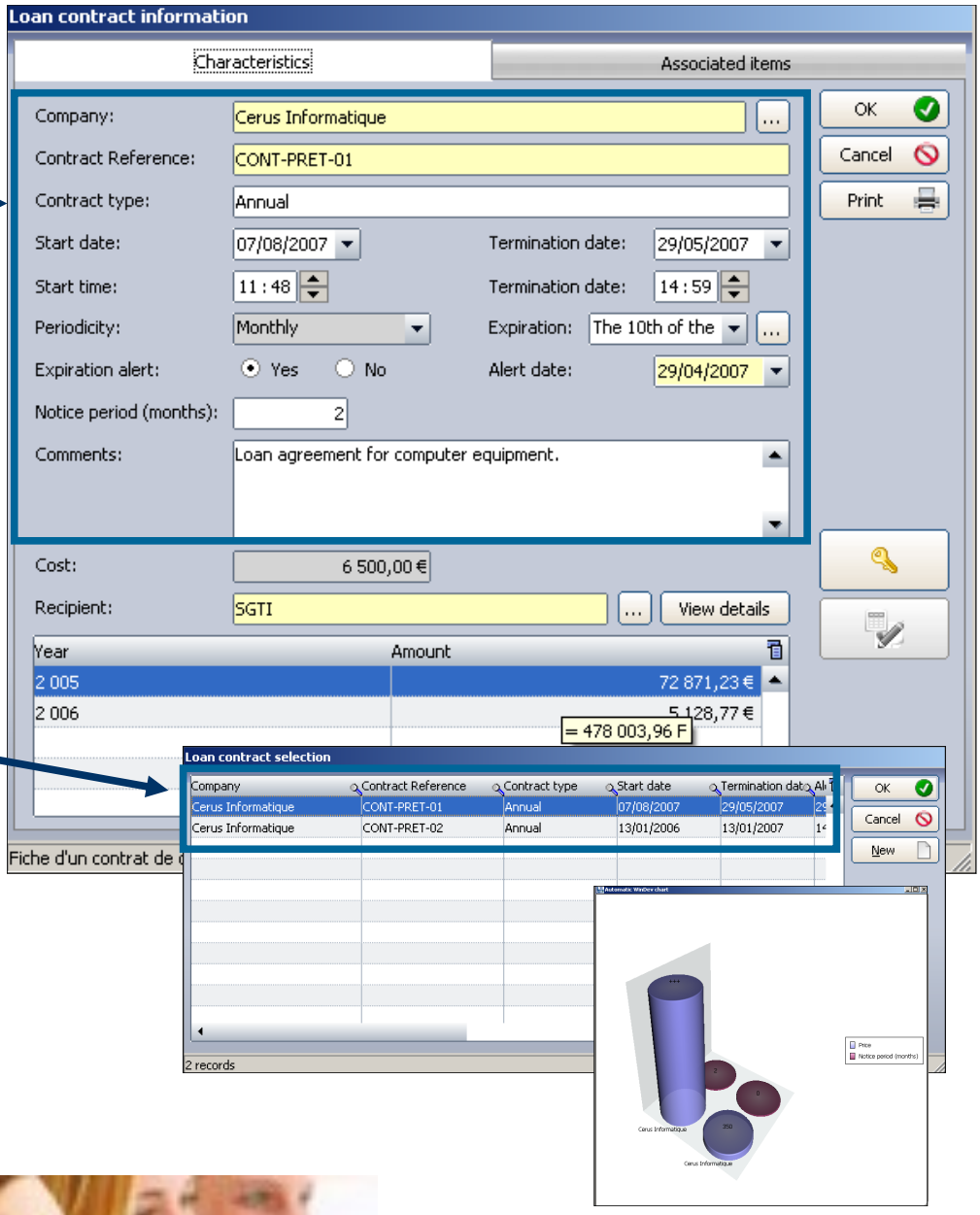
TO ASSOCIATE A LOAN CONTRACT TO A PC OR ANY ITEM

Loans

To assign an item to a loan contract

To assign a new loan contract





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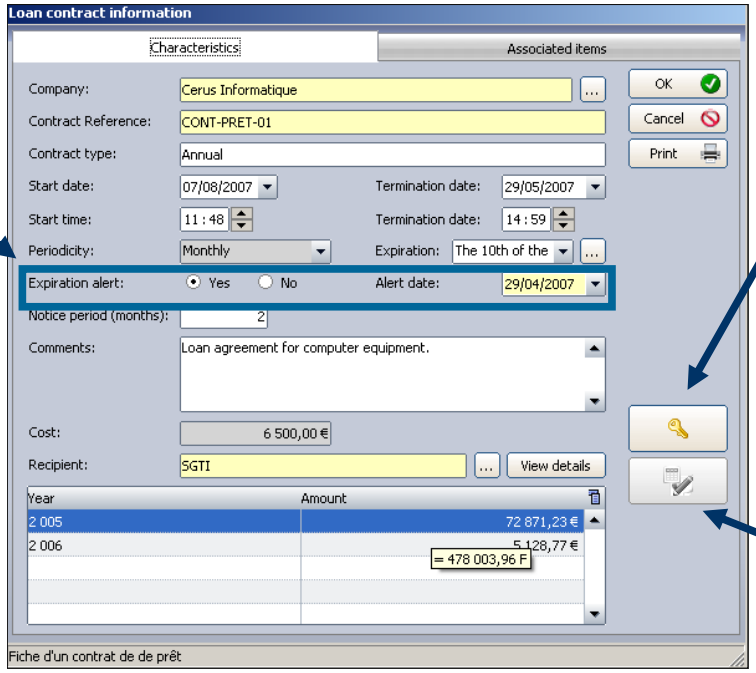
Loans

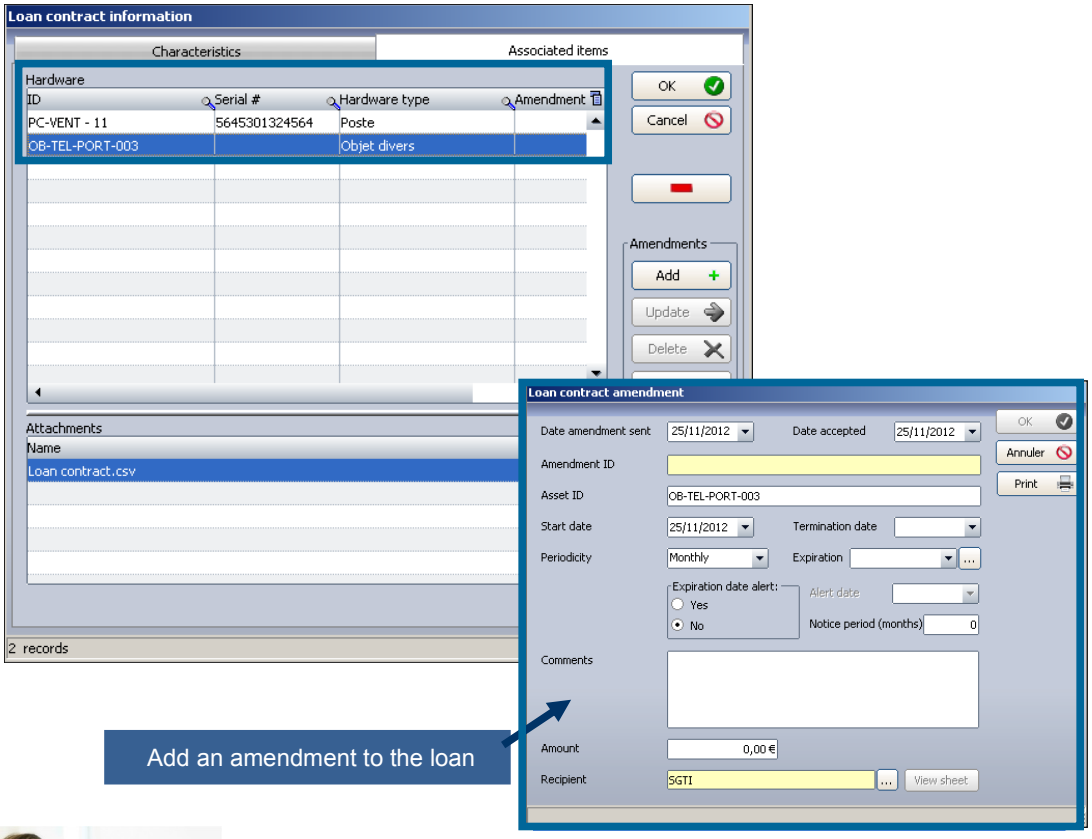
Expiration and date alert

This button unlocks the depreciation calculation

Calculating the depreciation



Other items on the same loan contract



Add an amendment to the loan



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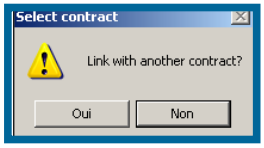
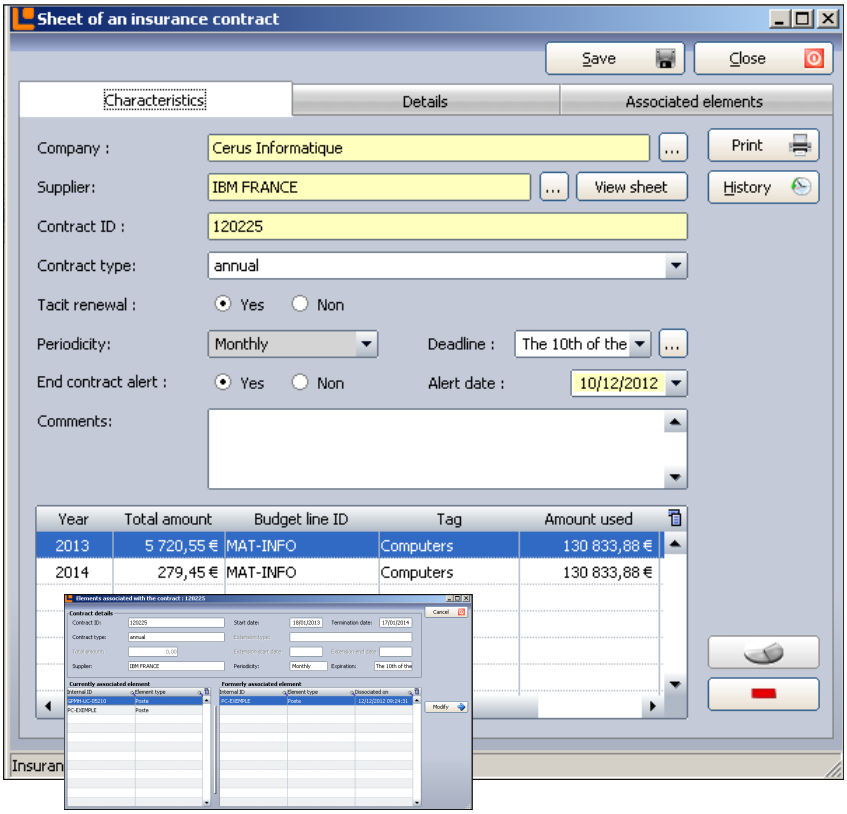
Insurance

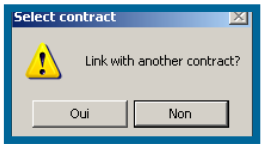
Affect this item to one or several insurance contracts

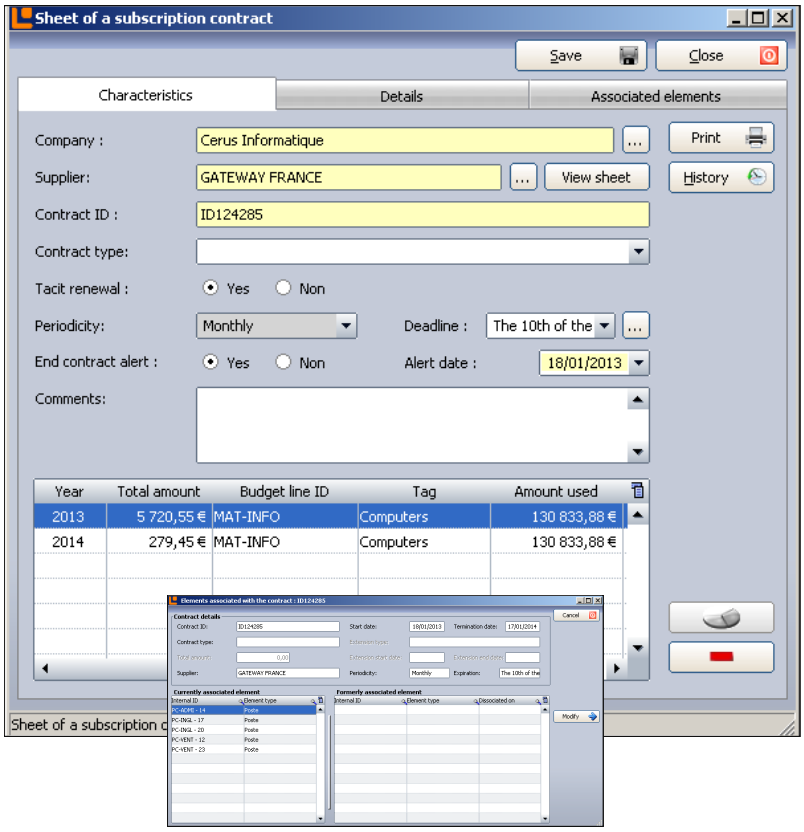




Subscription

Affect this item to one or several subscription contracts





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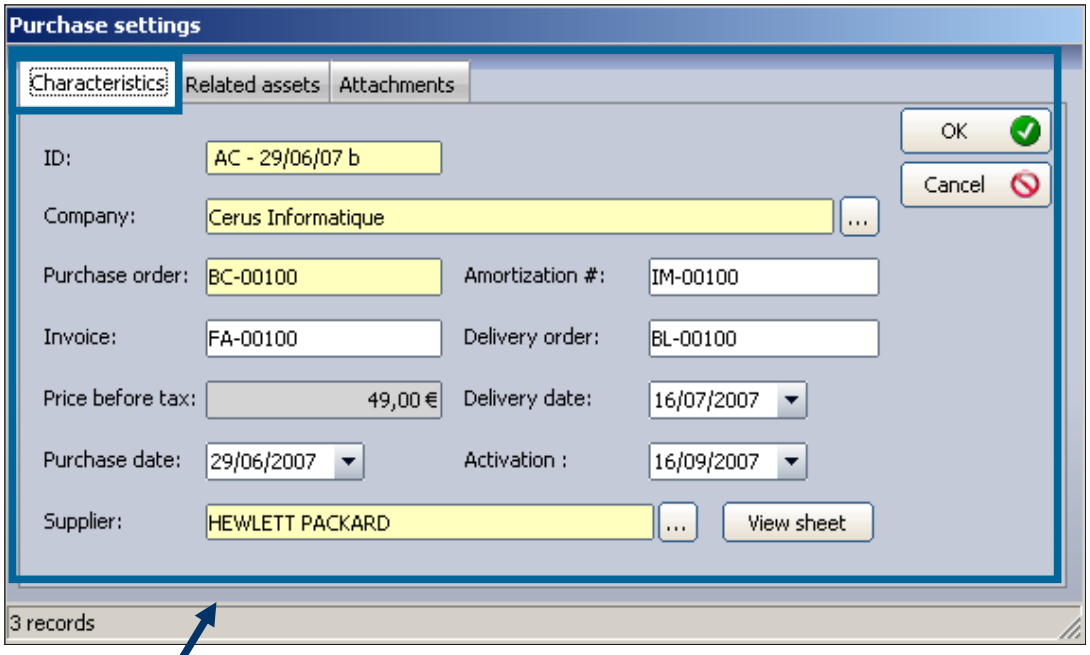
PURCHASING SETTINGS

Purchase

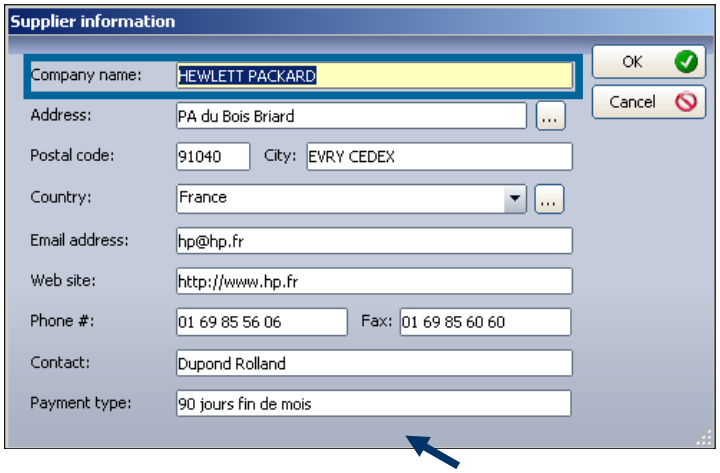
Assign the purchasing information to this item

It could be too a leasing contract



Purchase order

Invoice
Price before tax
Purchase date
Supplier
Amortization
Delivery order
Delivery date
Activation



Supplier information



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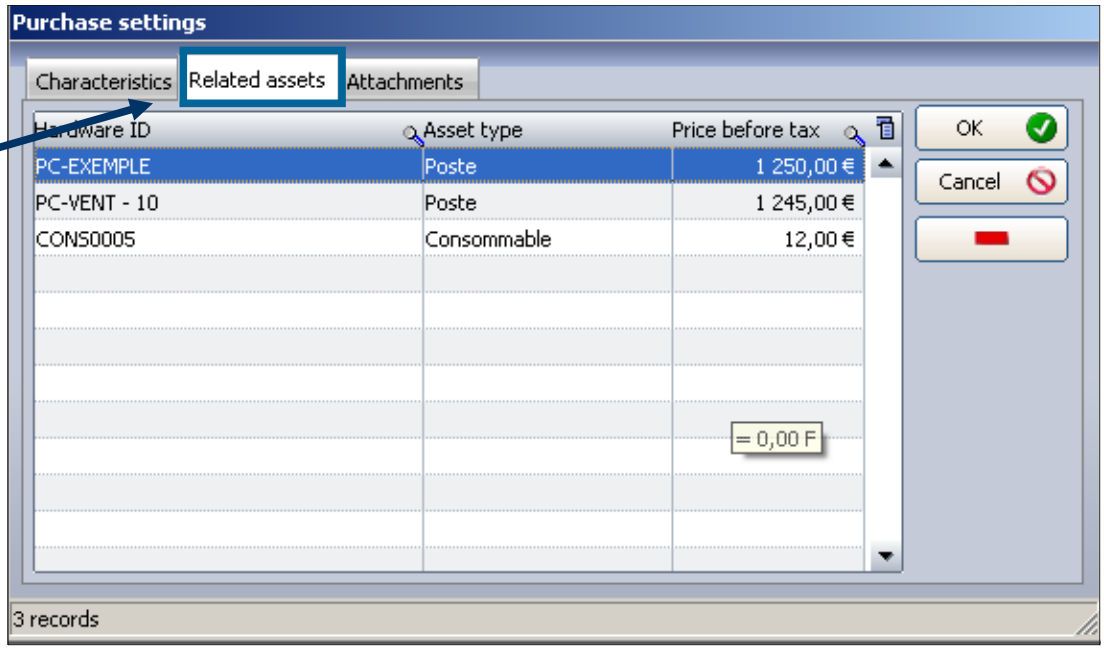
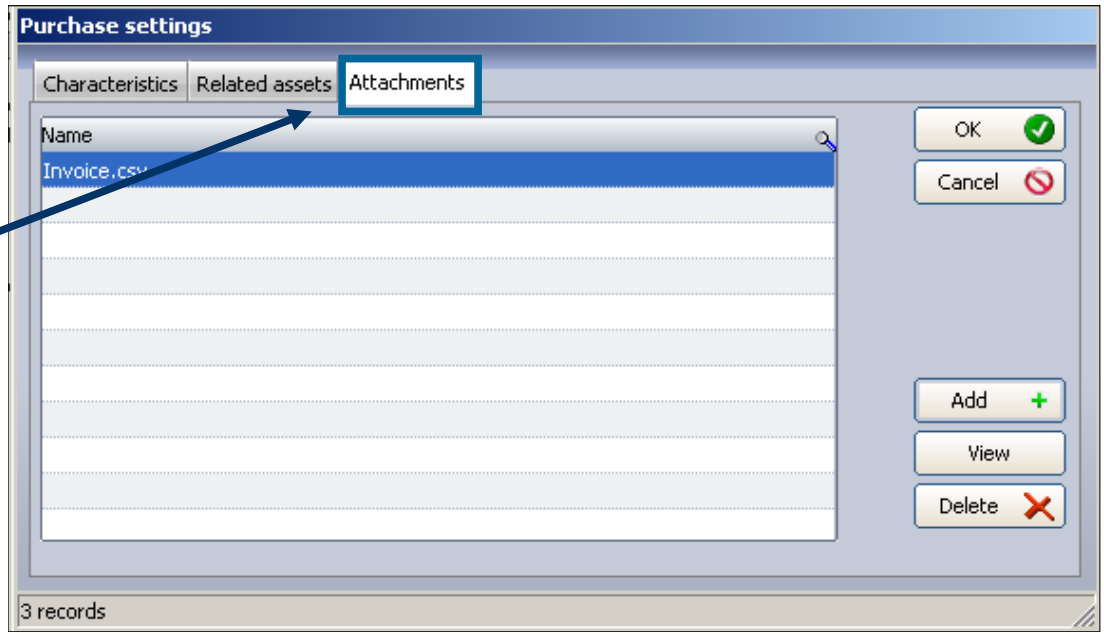
Purchase

Other materials associated with the same purchase settings



Attachments (eg invoice, ...)





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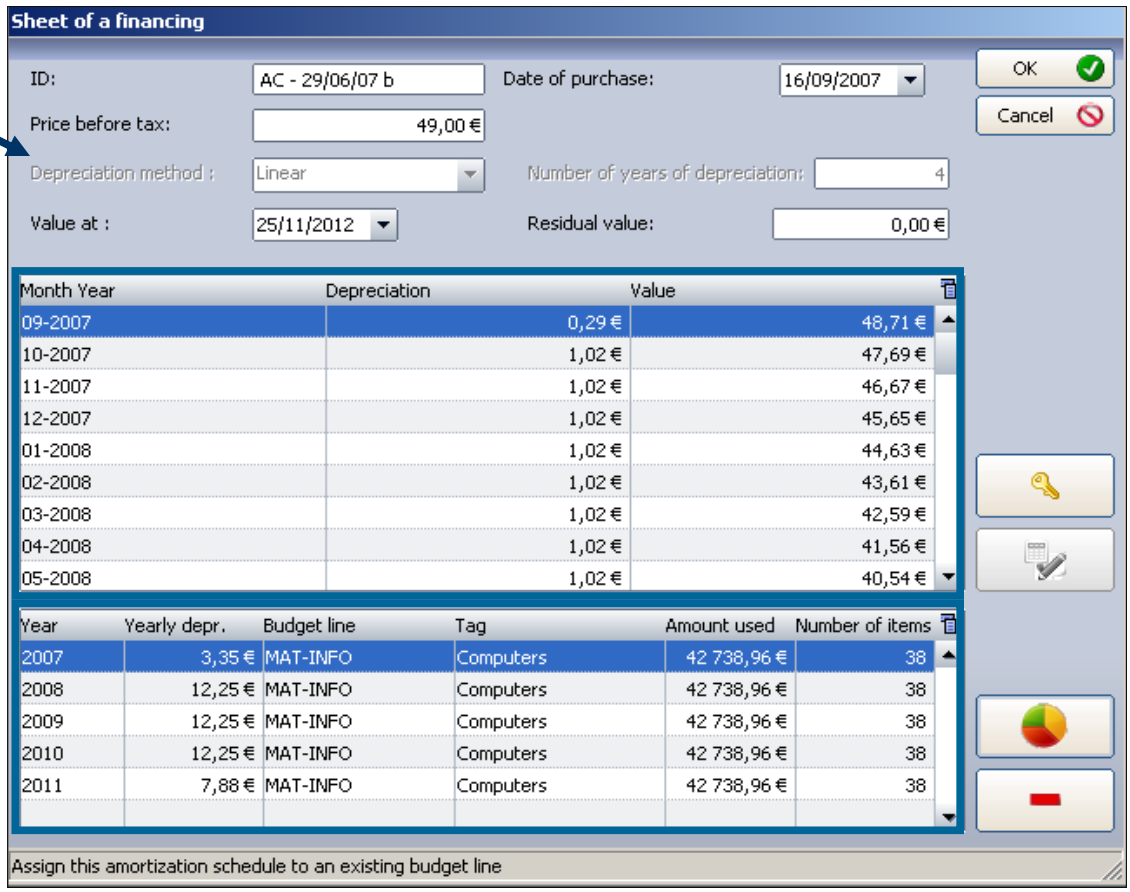
Finance

FINANCIAL INFORMATION CONTRACT ASSOCIATED TO A PC OR ANY ITEM

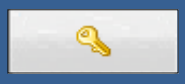
Allows you to calculate the financing of any item

After attached purchasing parameters to the equipment you can calculate the financing by two depreciation methods (linear or degressive method)

Affectation to budget lines






This button allows you to unlock the calculating depreciation in order to modify the parameters


This button allows you to perform the new calculation of depreciation


This button allows you to attach the selected line to budget line


This button allows you to unassign the selected line of the budget line to which it is associated

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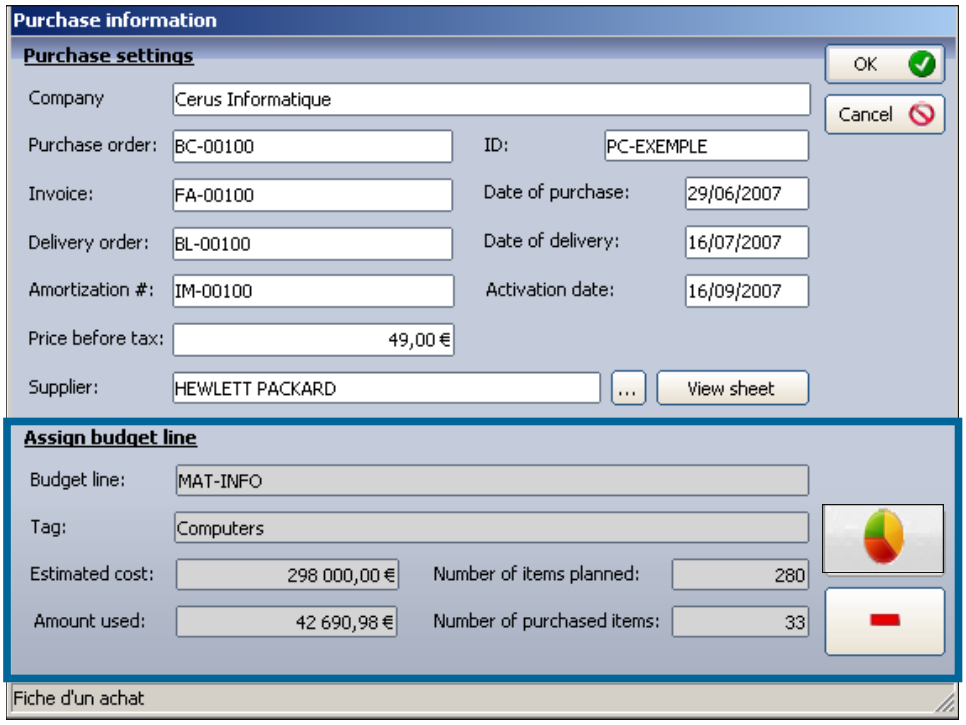
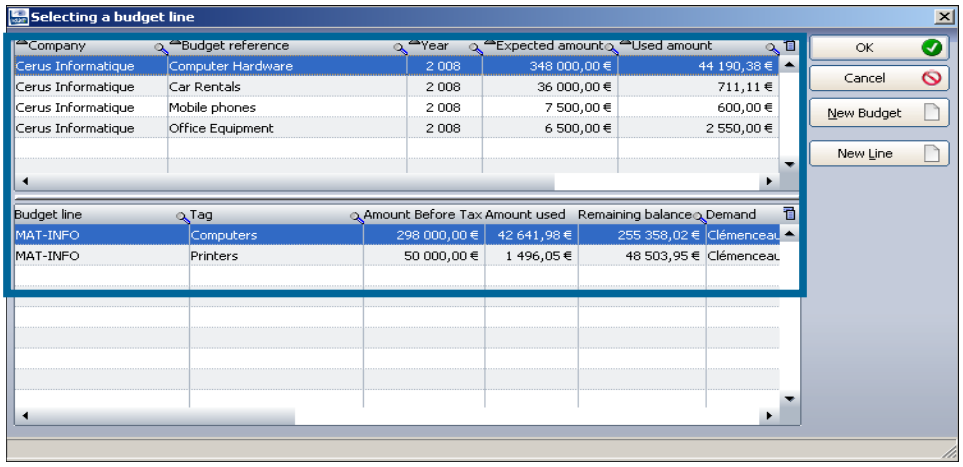
Budget

TO ASSOCIATE A BUDGET LINE TO A PC OR ANY ITEM

To assign an item to a budget line







This button allows you to assign the purchase parameter to a budget line



This button allows you to unassign the purchase parameter to budget line to which it is attached

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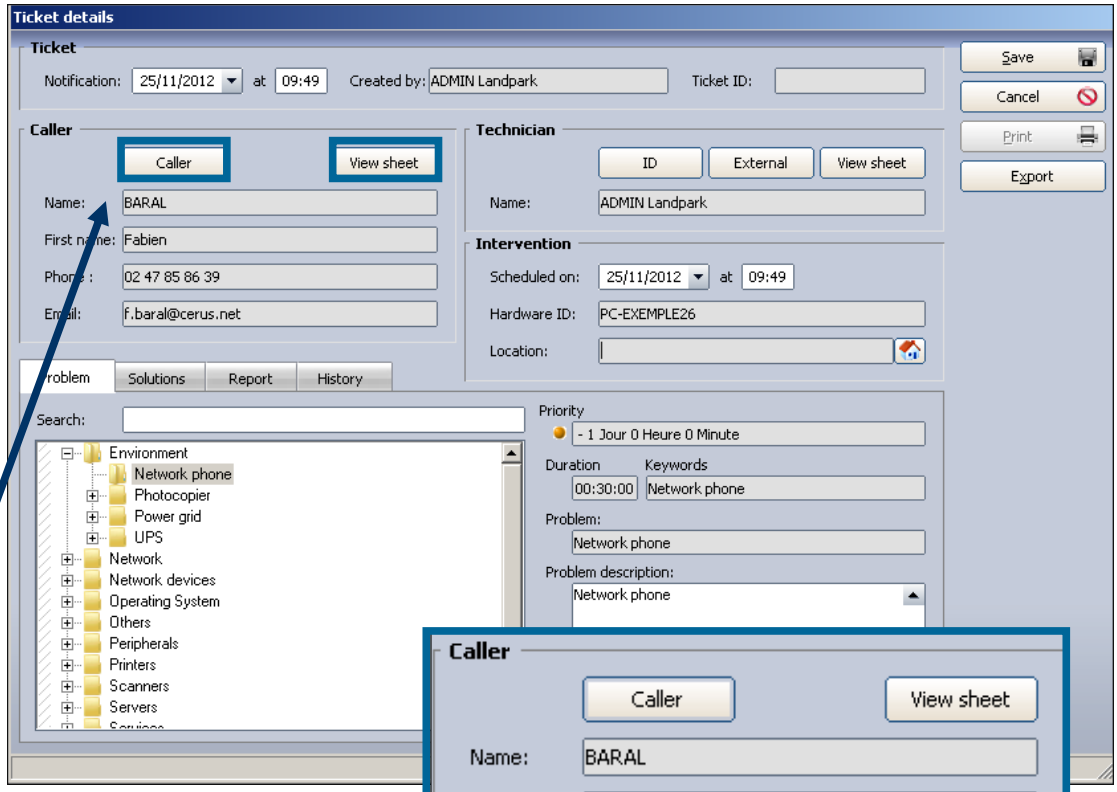
Service

Complete an application for a ticket

SERVICE DESK ASSOCIATED TO A PC OR ANY ITEM





Caller — By default this is the user name associated with the item who is selected

View sheet — You can change the user name by clicking on it. The button allows you to view all user names



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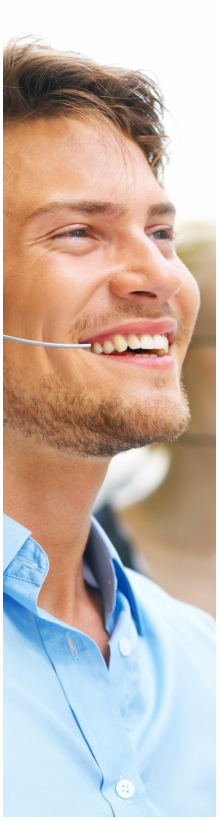
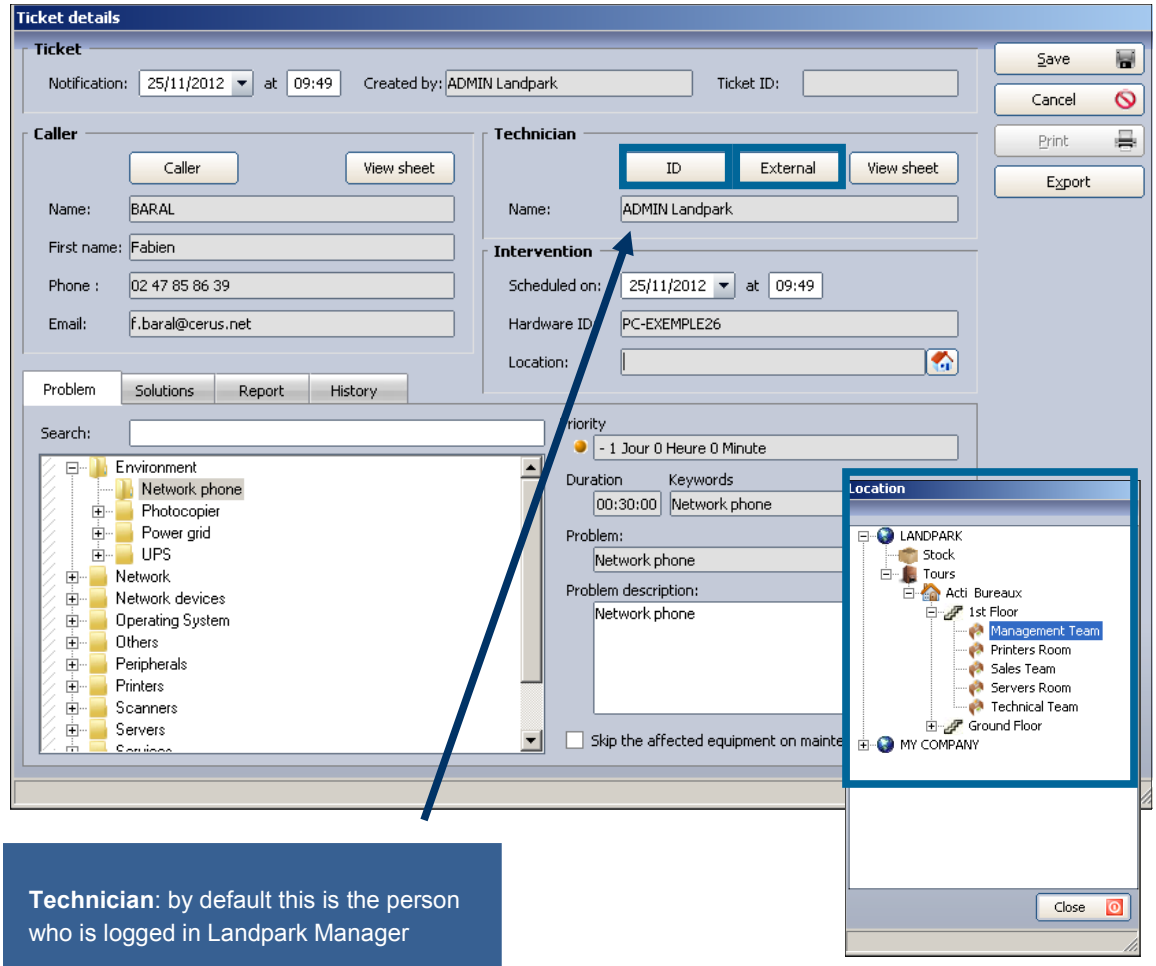
Service





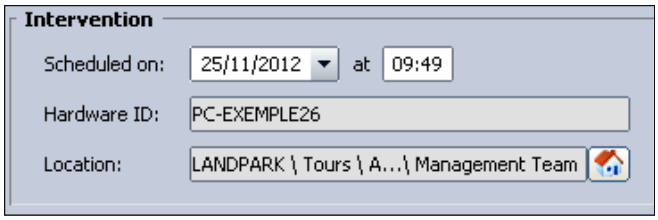
Technician: by default this is the person who is logged in Landpark Manager

ID

You can change the technician by clicking on it

External

If the ticket is affected to a supplier





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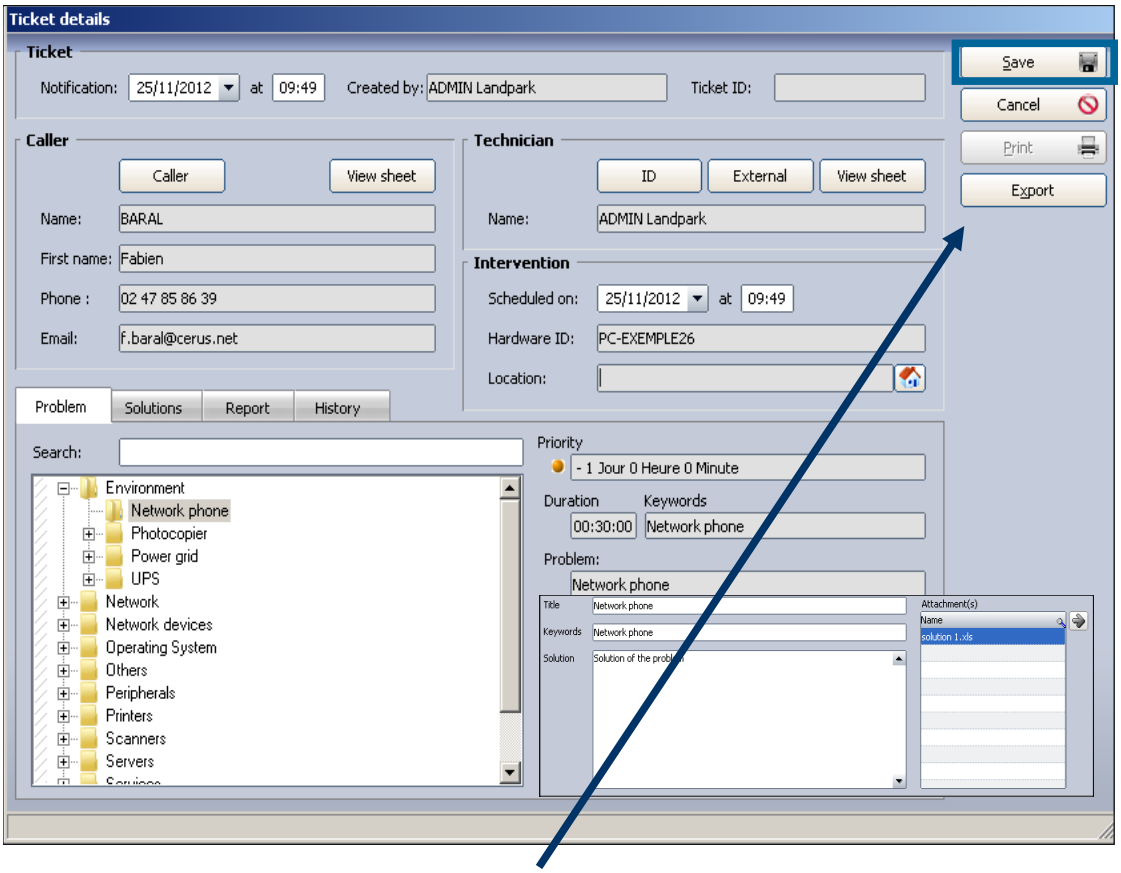
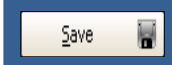
Service



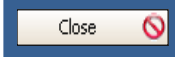


Managing ticket operation takes place in two phases:

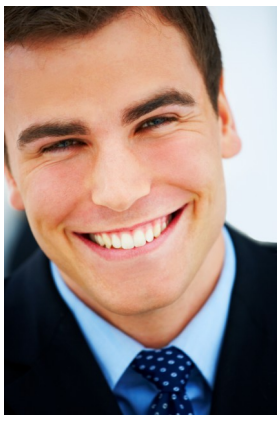
Phase 1 - When opening a ticket, select a problem and see solutions to this problem



Then clicking “Save“ you validate the demand and N° ticket will be automatically assigned to this demand. You can print and export this ticket



Phase 2 - Enter the report and close the ticket.



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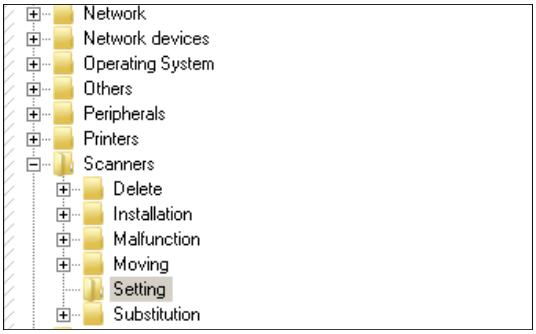
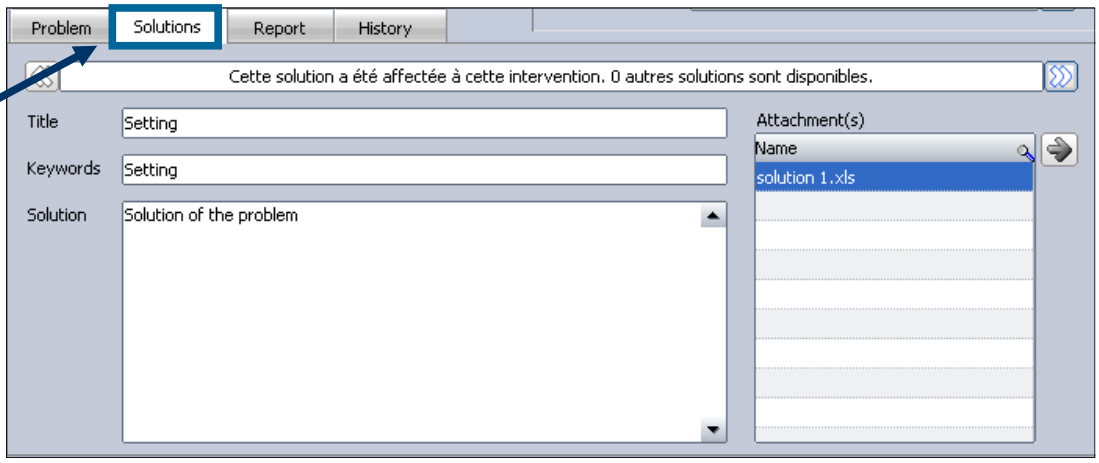
Service

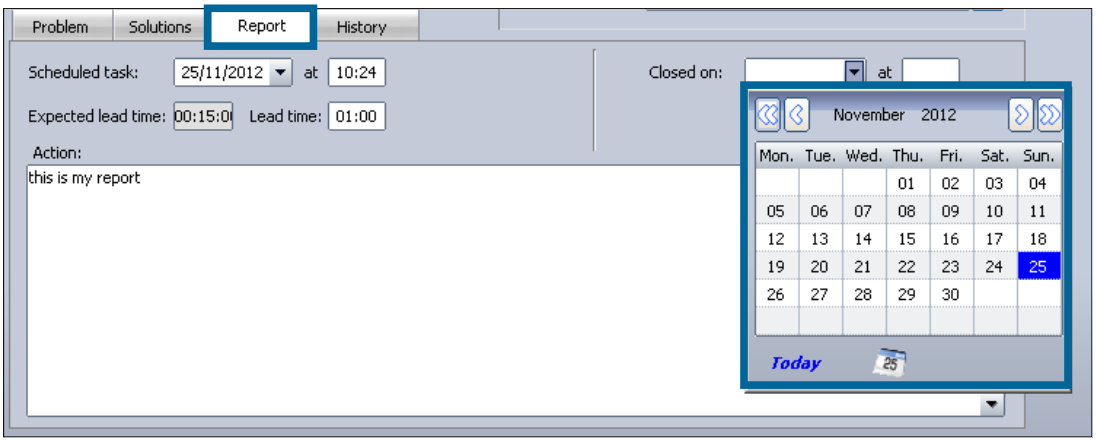
Search by keyword on the problems and solutions treeview



The solutions tab allows you to view the solution or solutions associated to the problem

It displays the list of problems present in the knowledge database and the details of the selected problem





The report tab allows you to enter the report and all information related to the ticket



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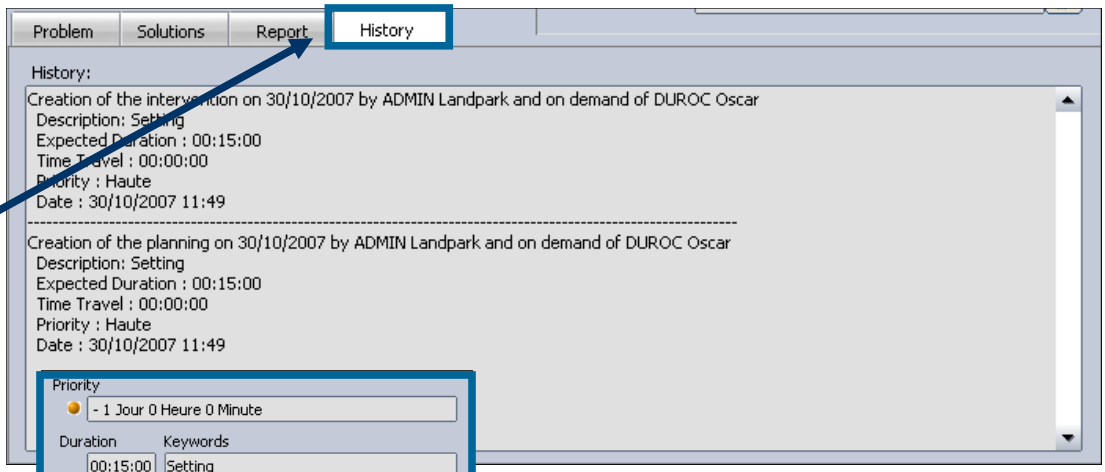
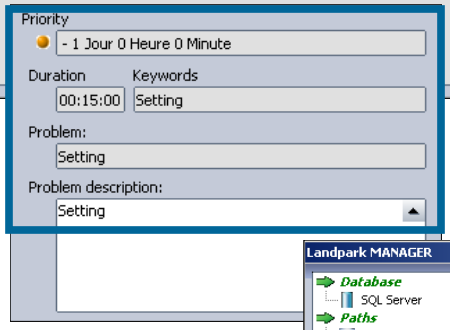
Service

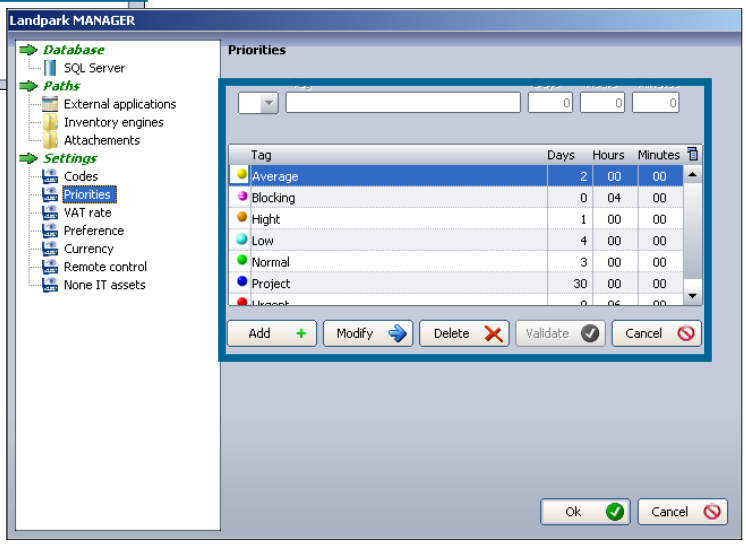
History tab allows you to consult all events regarding this ticket



Priority type associated to the problem



Priorities settings





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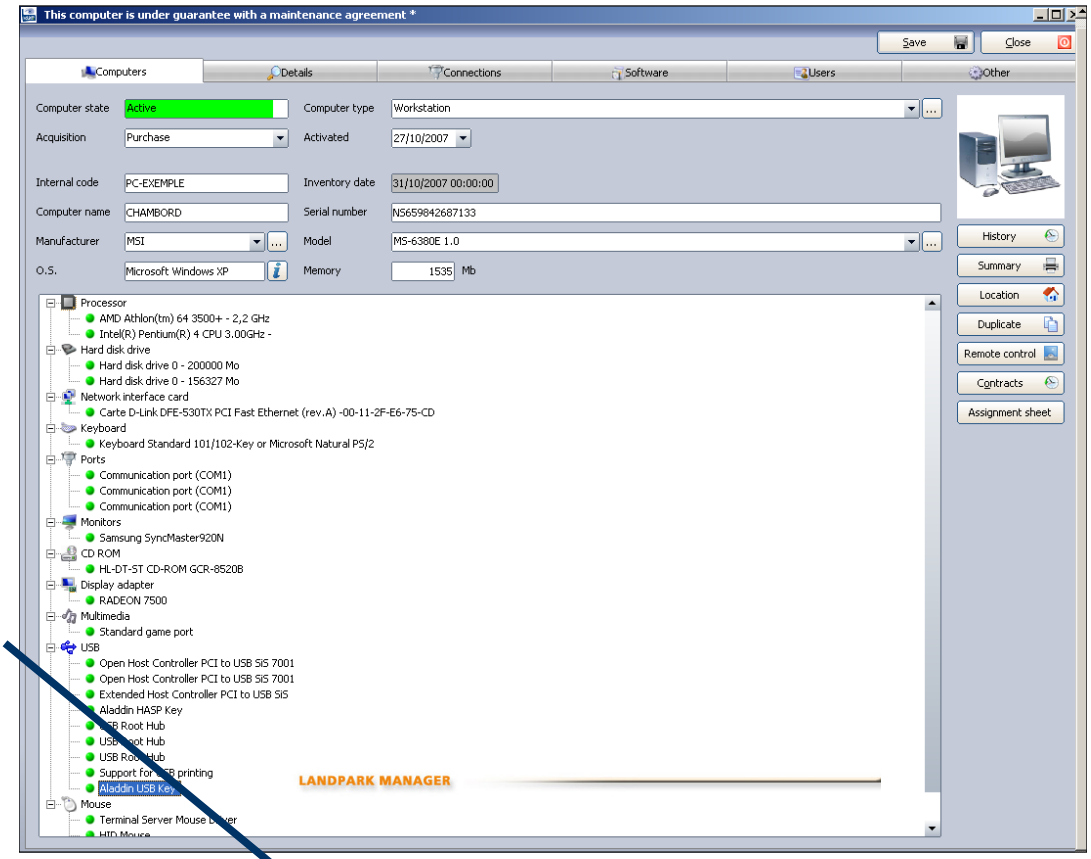
GUARANTEE CONTRACTS WITH LANDPARK MANAGER

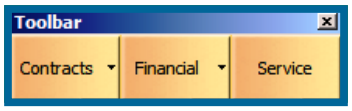
Landpark, comprehensive IT Asset Tracking and ITIL Help Desk solutions

MANAGEMENT TOOLBAR ASSOCIATED WITH ANY ITEM



Management toolbar

Once the item is open, you will be able to view or modify all management information







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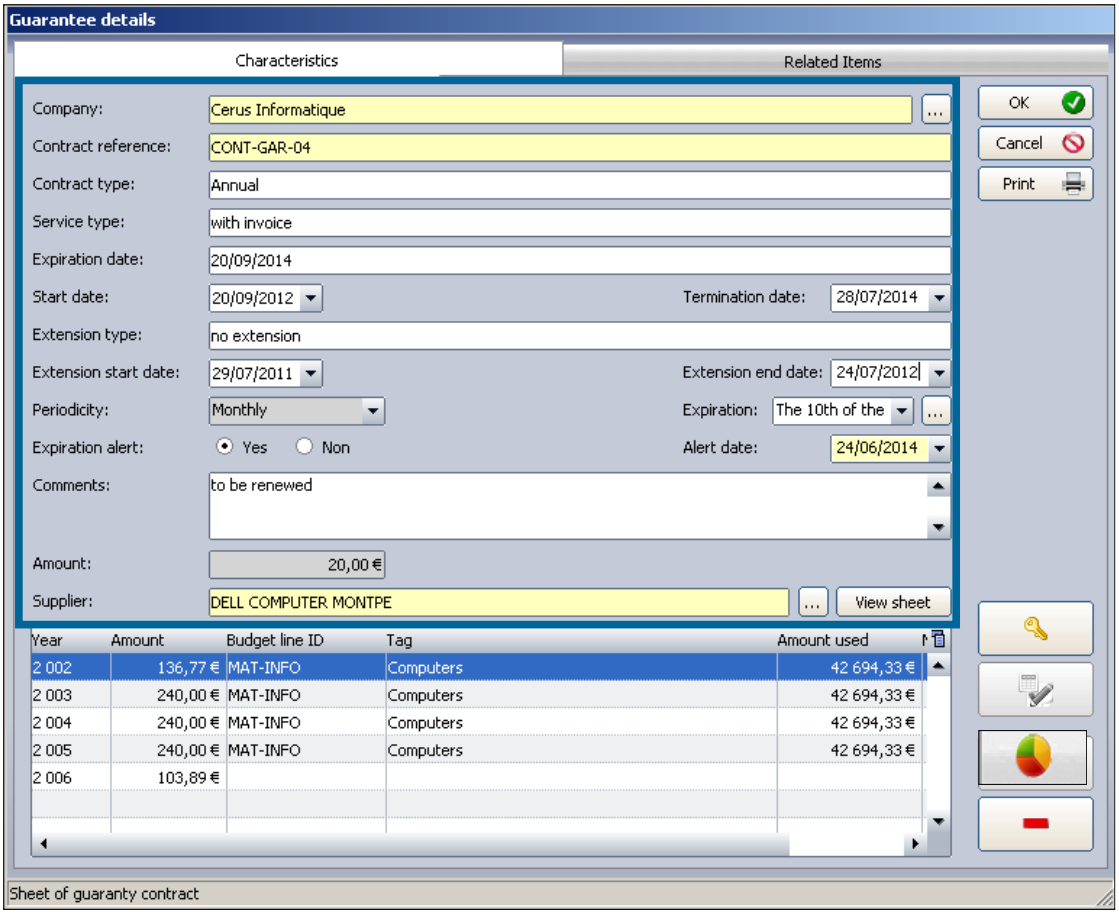
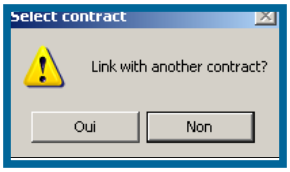
GUARANTEE CONTRACT ASSOCIATED TO A PC OR ANY ITEM

Affect this item to one or several guarantee contracts

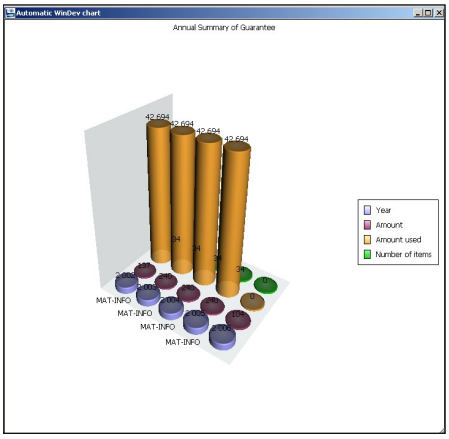
- Contract reference
- Contract type
- Service type
- Expiration date
- Start date
- Termination date
- Extension date
- Periodicity
- Expiration alert
- Alert date
- Comments
- Amount
- Supplier







to be affected to a budget line





allows you to unlock the calculation of the annual contract amount



calculates the amounts of the annual contract



allows you to detach the selected line of the budget line associated

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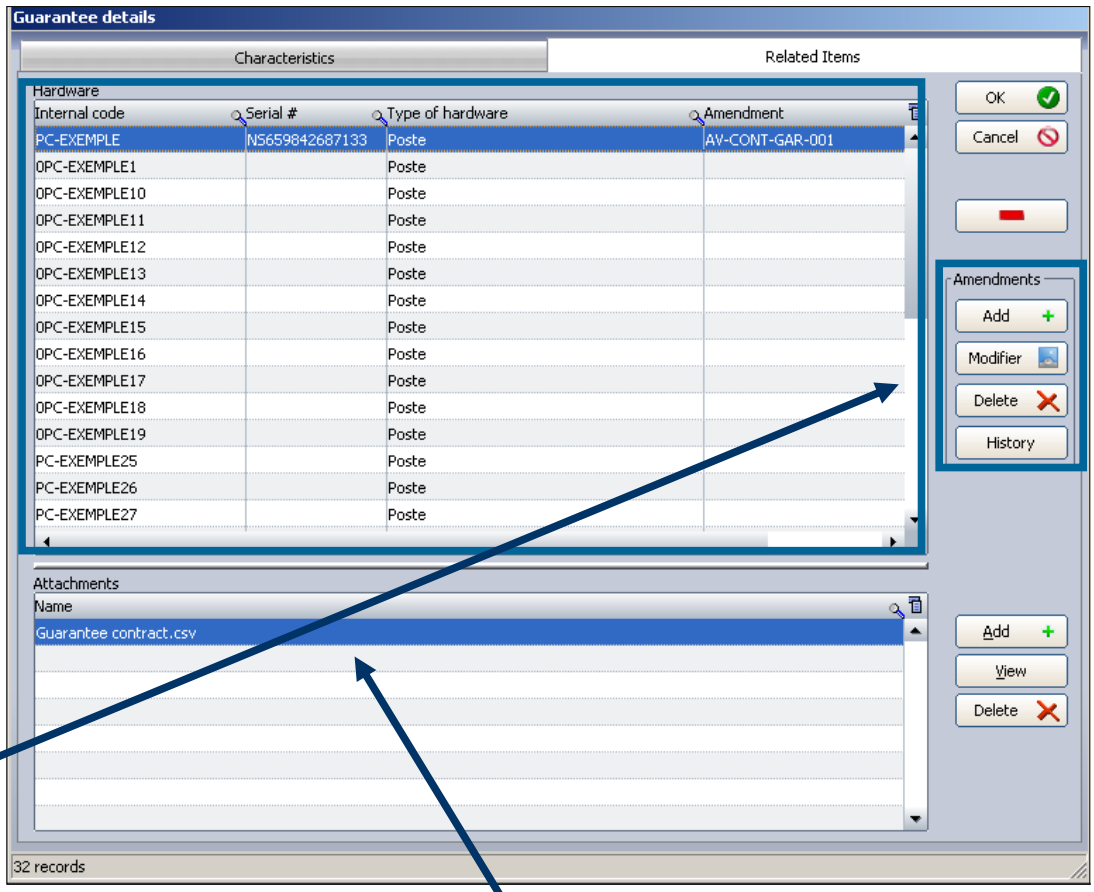
Guarantees

Other items

associated to the same guarantee contract



Amendment to the guarantee contract

Attachments (eg copy of the contract)



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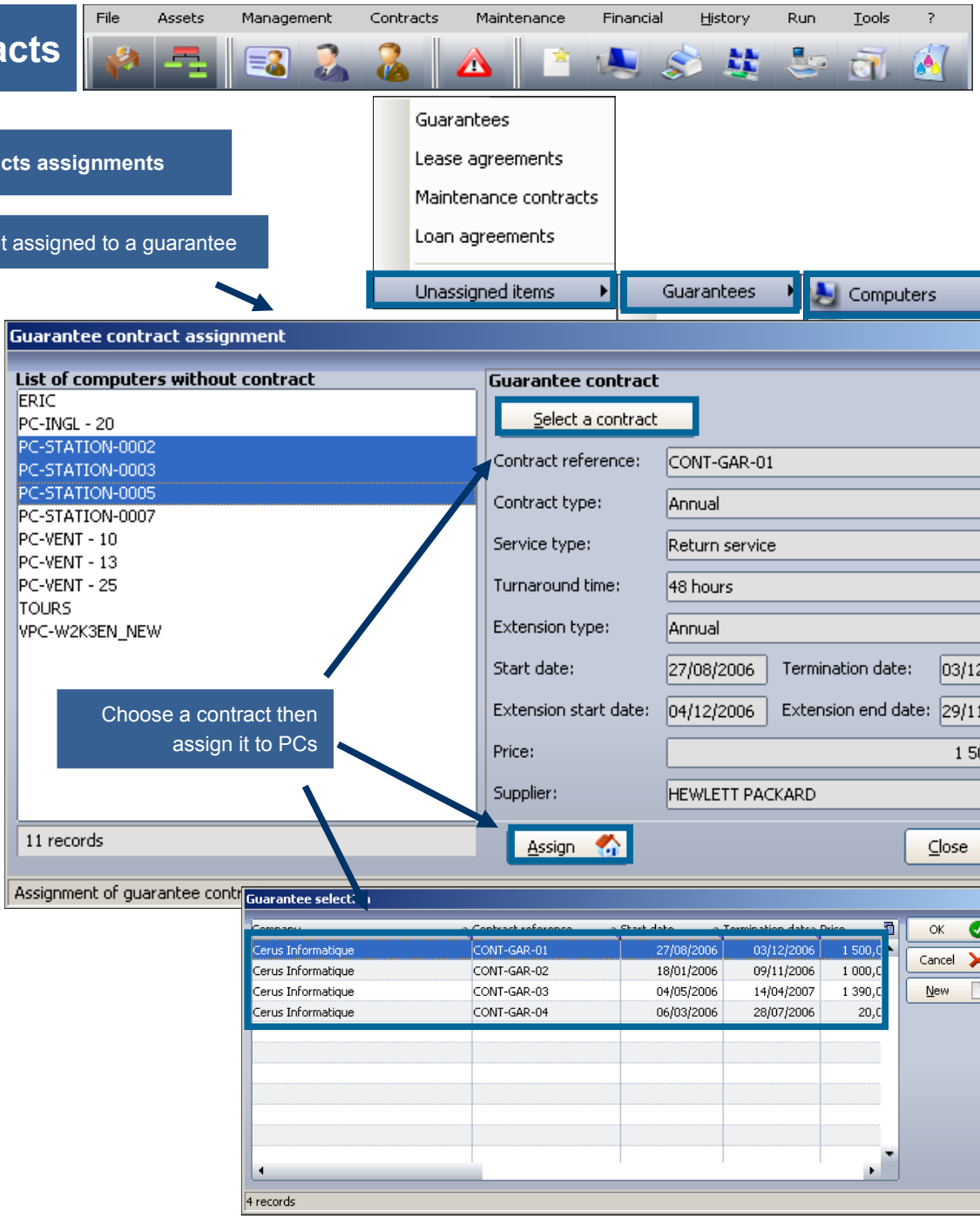
Contracts

Contracts assignments

PCs not yet assigned to a guarantee





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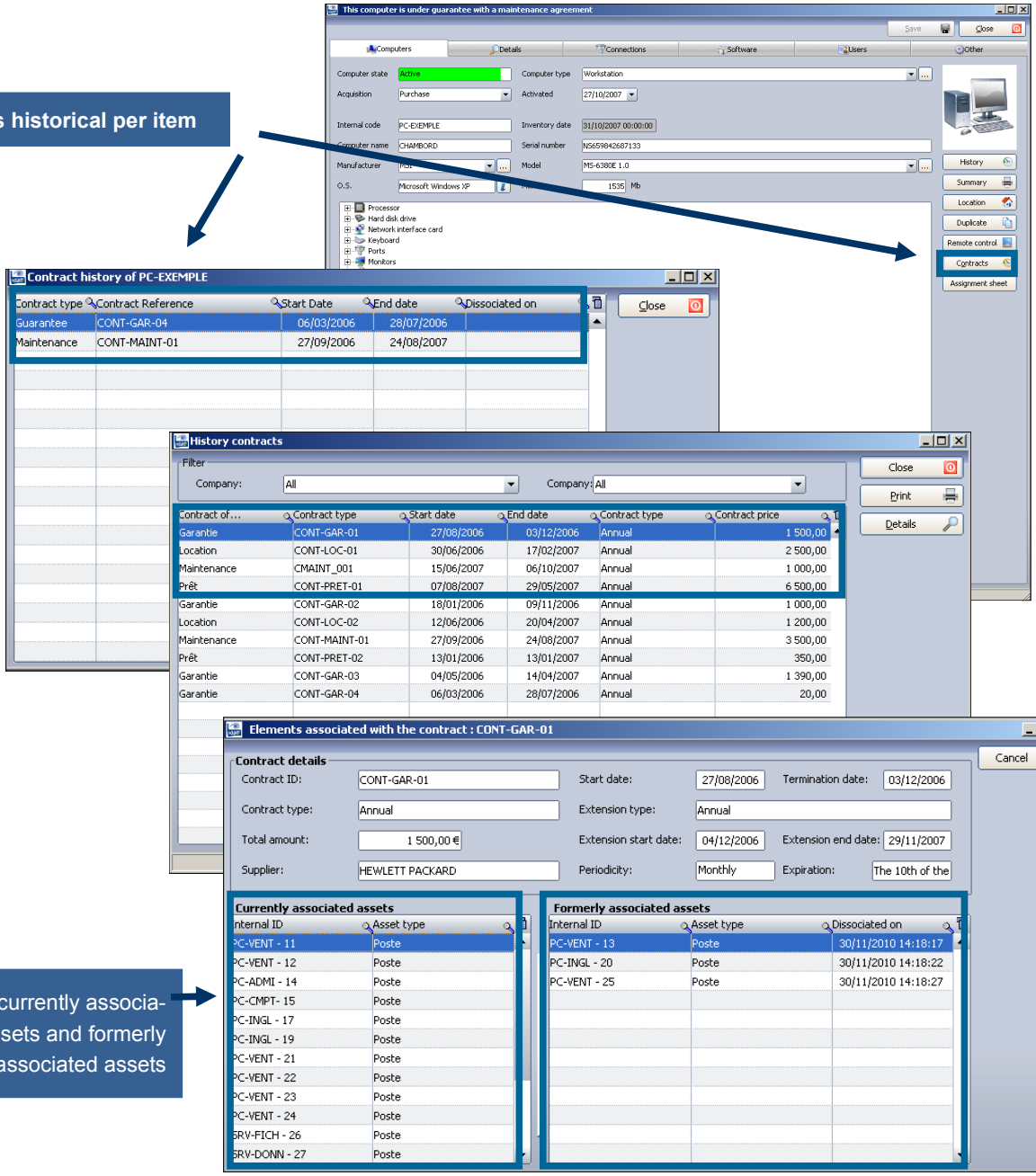
Contracts



Contracts historical per item



With detail of currently associated assets and formerly associated assets



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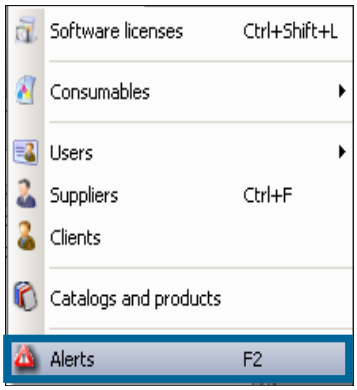
Management



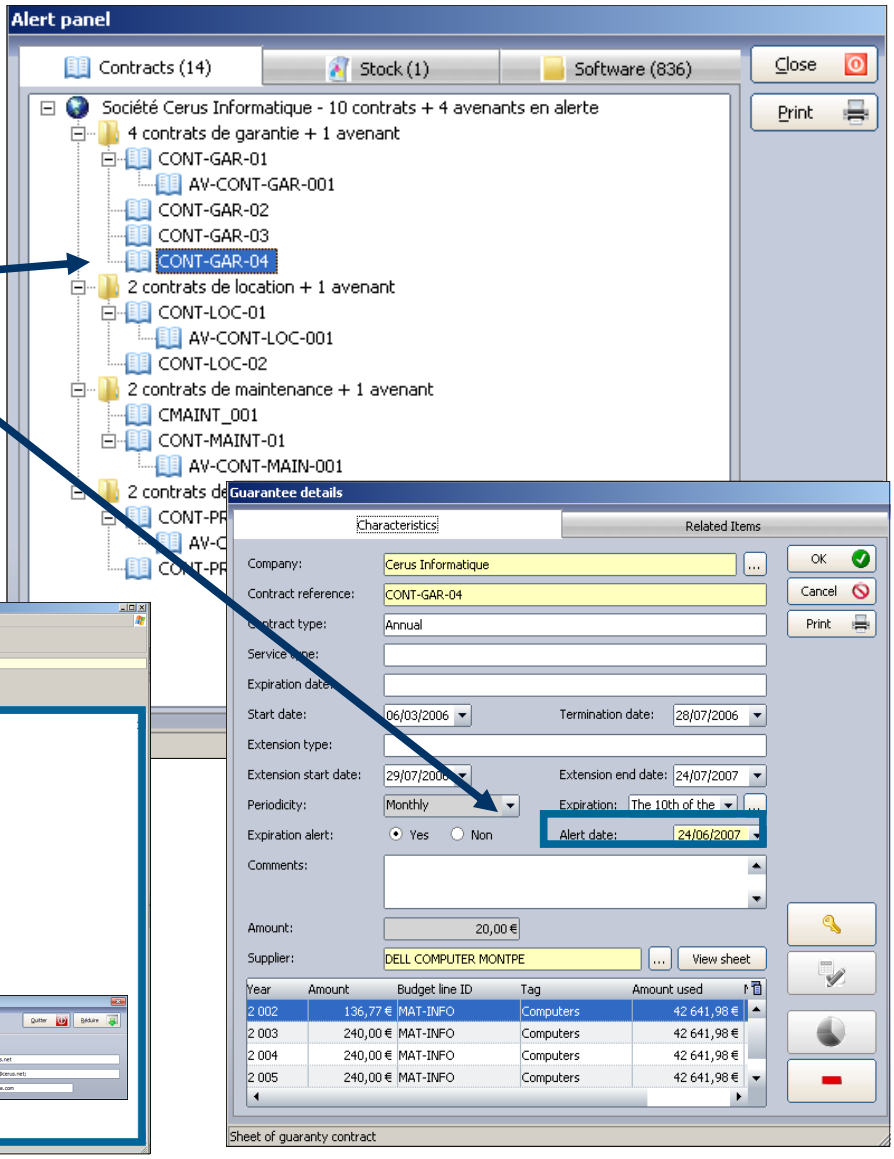
Alerts panel sent by email





Alerts on outdated contracts

Alerts sent by emails



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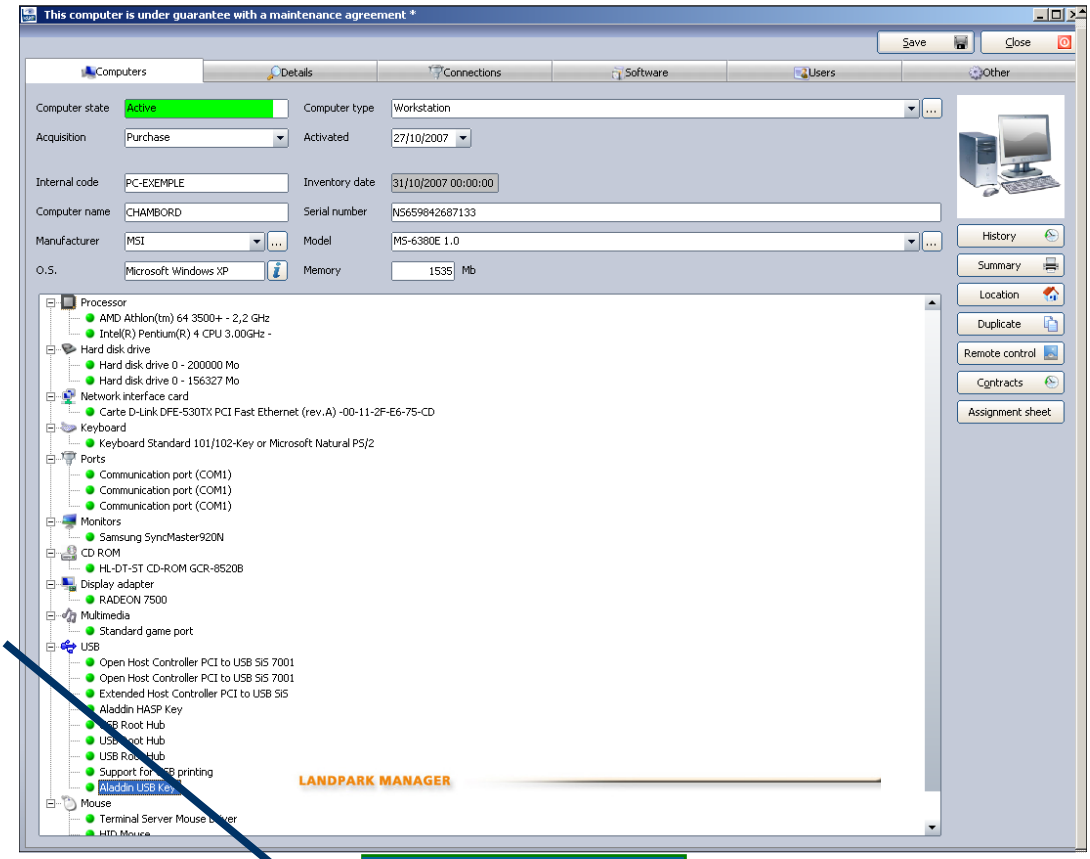
MAINTENANCE, INSURANCE AND SUBSCRIPTION CONTRACTS

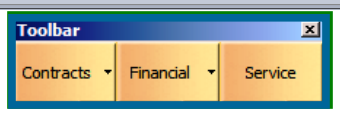
Landpark, comprehensive IT Asset Tracking and ITIL Help Desk solutions

MANAGEMENT TOOLBAR ASSOCIATED WITH ANY ITEM



Management toolbar

Once the item is open, you will be able to view or modify all management information







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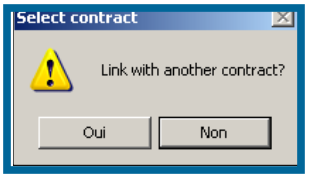
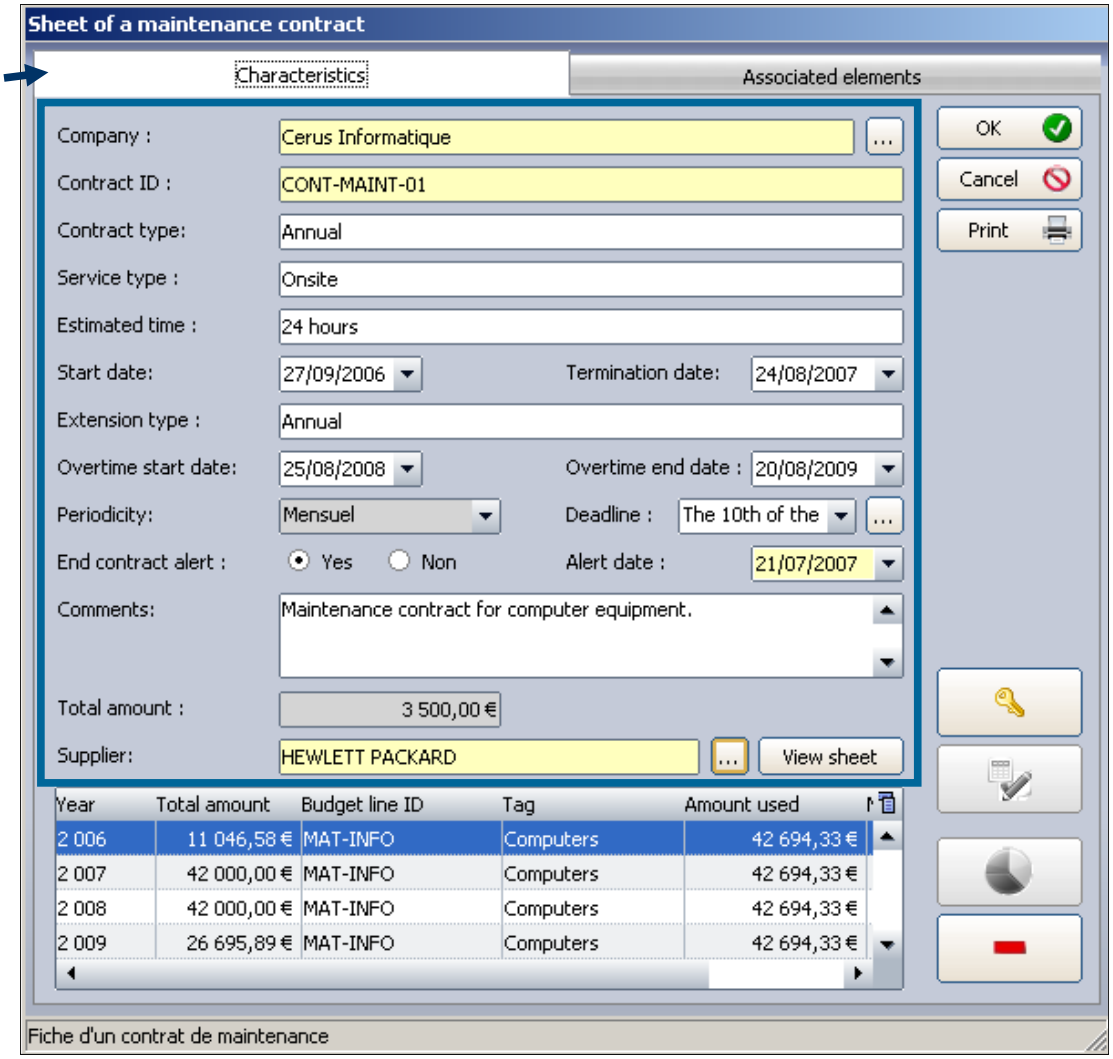
MAINTENANCE ASSOCIATED TO A PC OR ANY ITEM

Maintenance

Affect this item to one or several maintenance contracts

- Contract ID
- Contract type
- Service type
- Estimated time
- Start date
- Termination date
- Extension type
- Periodicity
- Overtime start time
- Overtime end time
- End contract alert
- Periodicity
- Total amount







to be affected to a budget line



allows you to unlock the calculation of the annual contract amount



calculates the amounts of the annual contract



allows you to detach the selected line of the budget line associated



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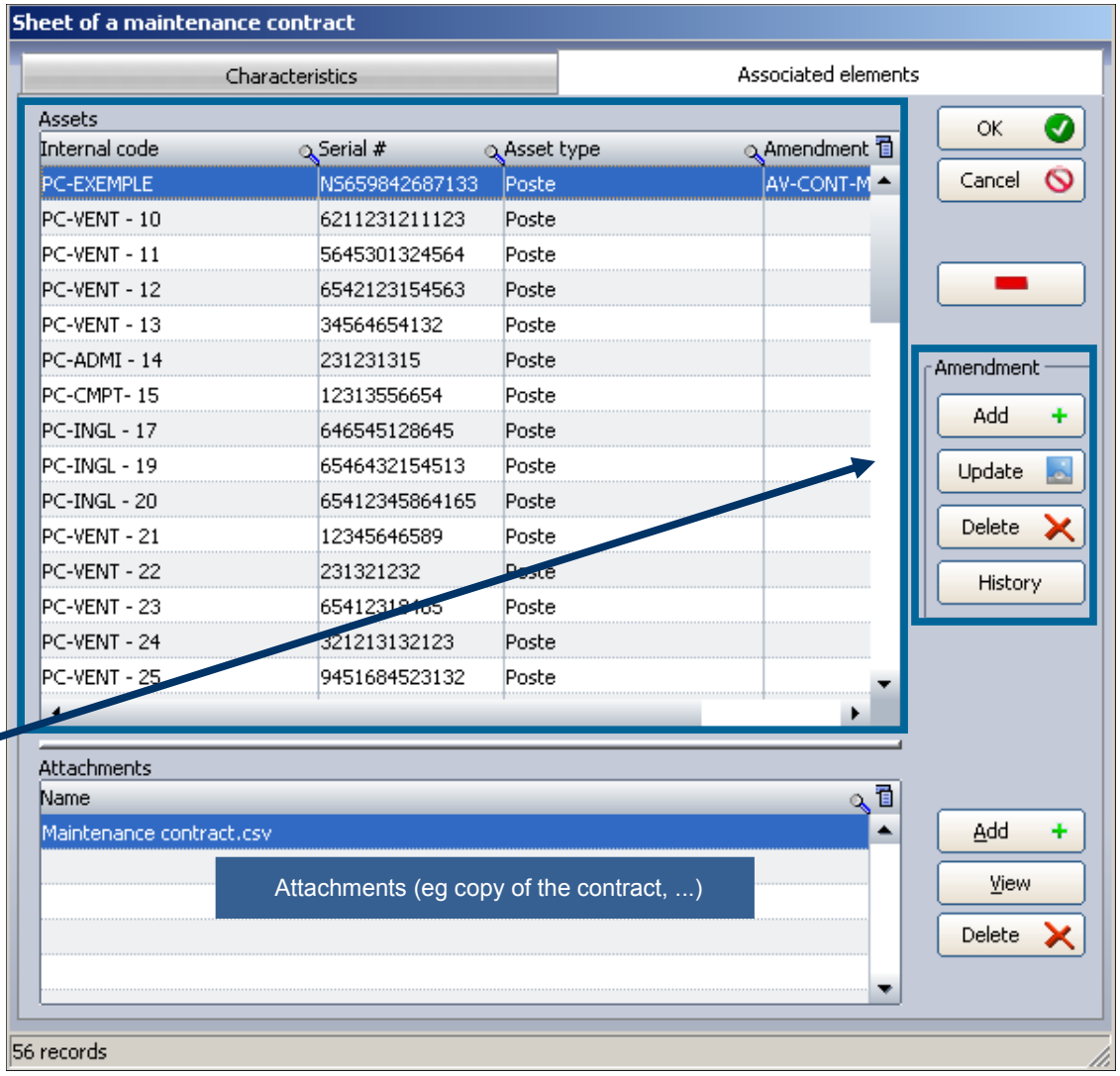
Maintenance

Other items associated to the same maintenance contract

Amendment to the maintenance contract





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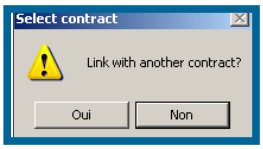
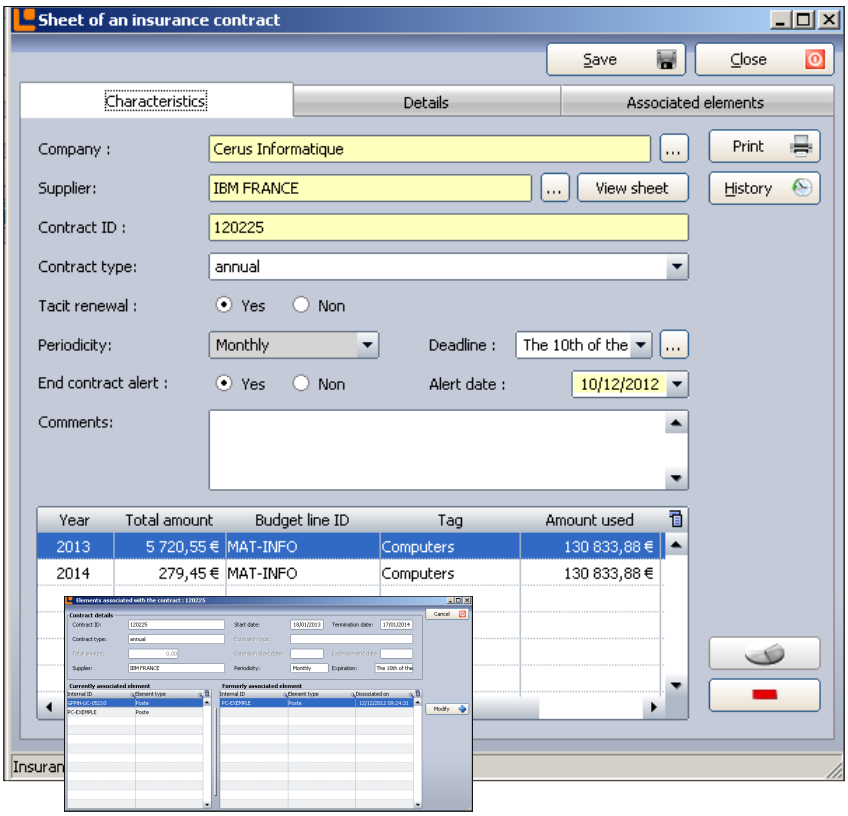
Insurance

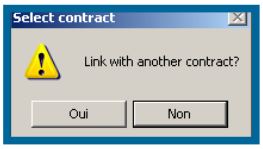
Affect this item to one or several insurance contracts

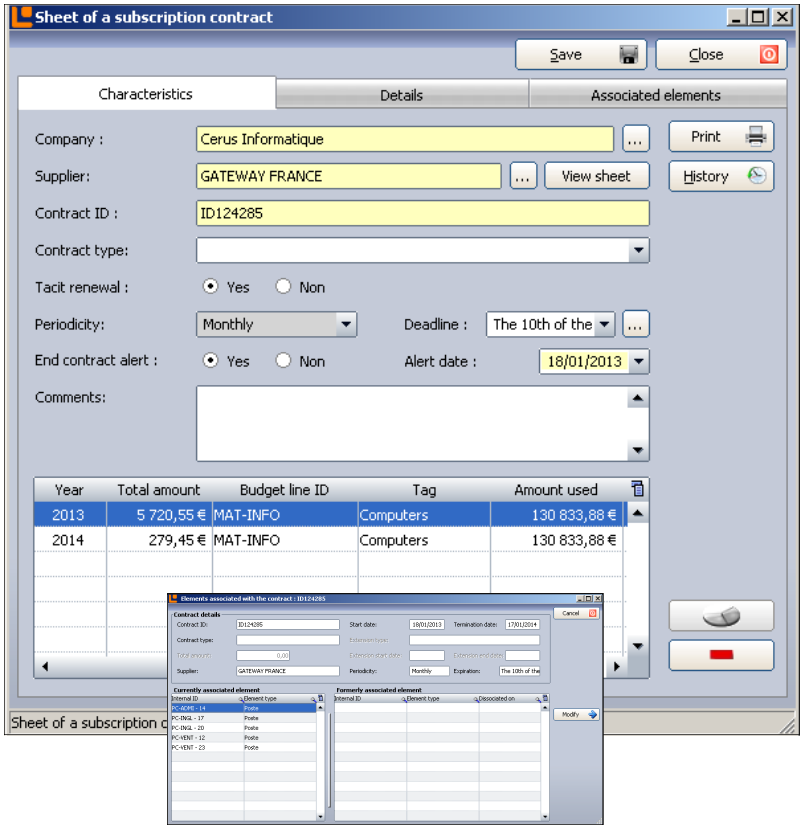




Subscription

Affect this item to one or several subscription contracts





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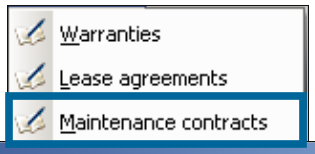
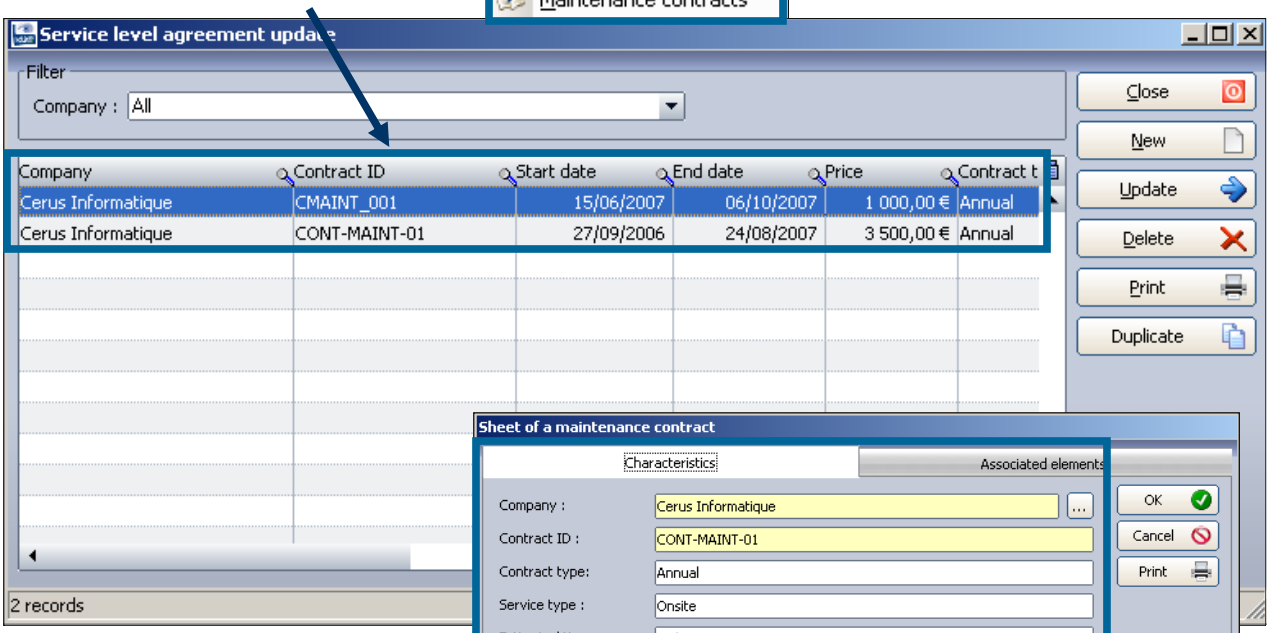
Contracts

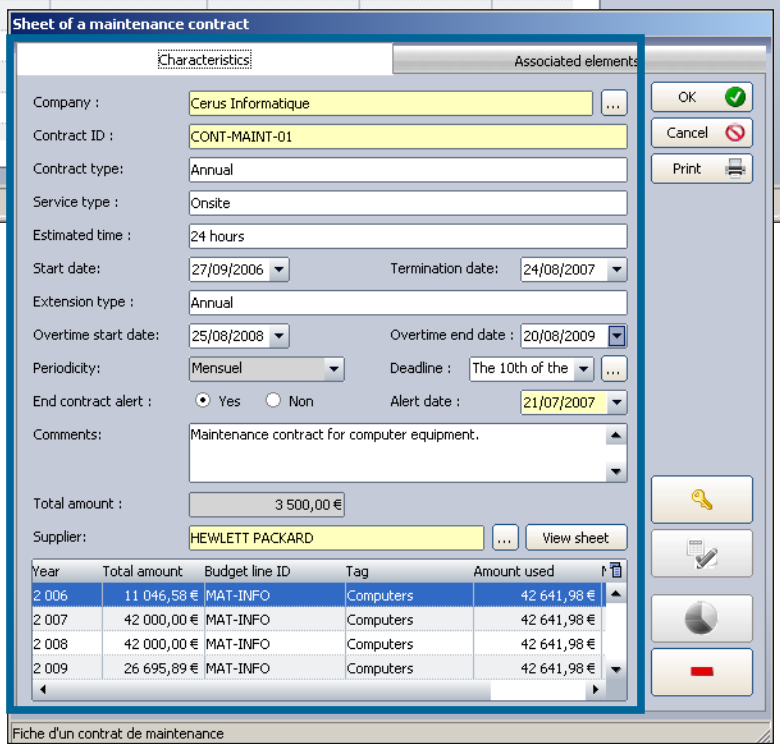


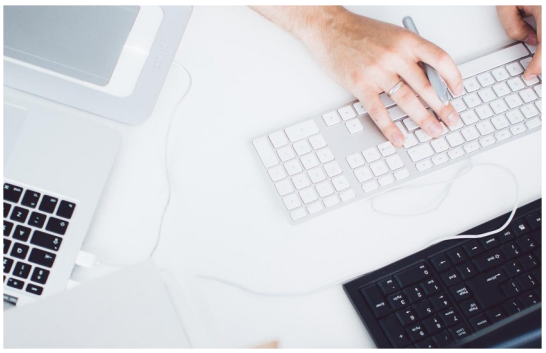
Maintenance contracts list





Maintenance contract details





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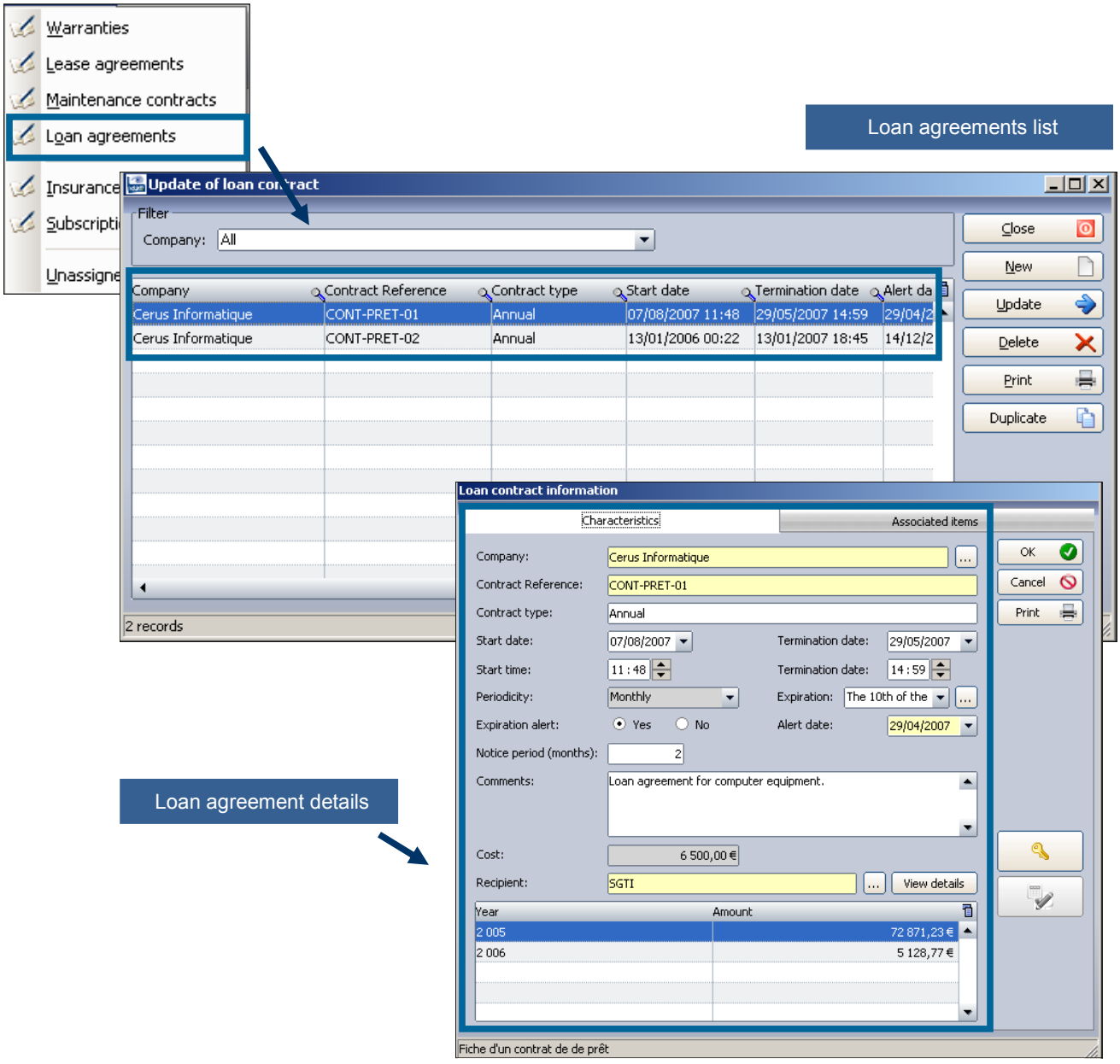



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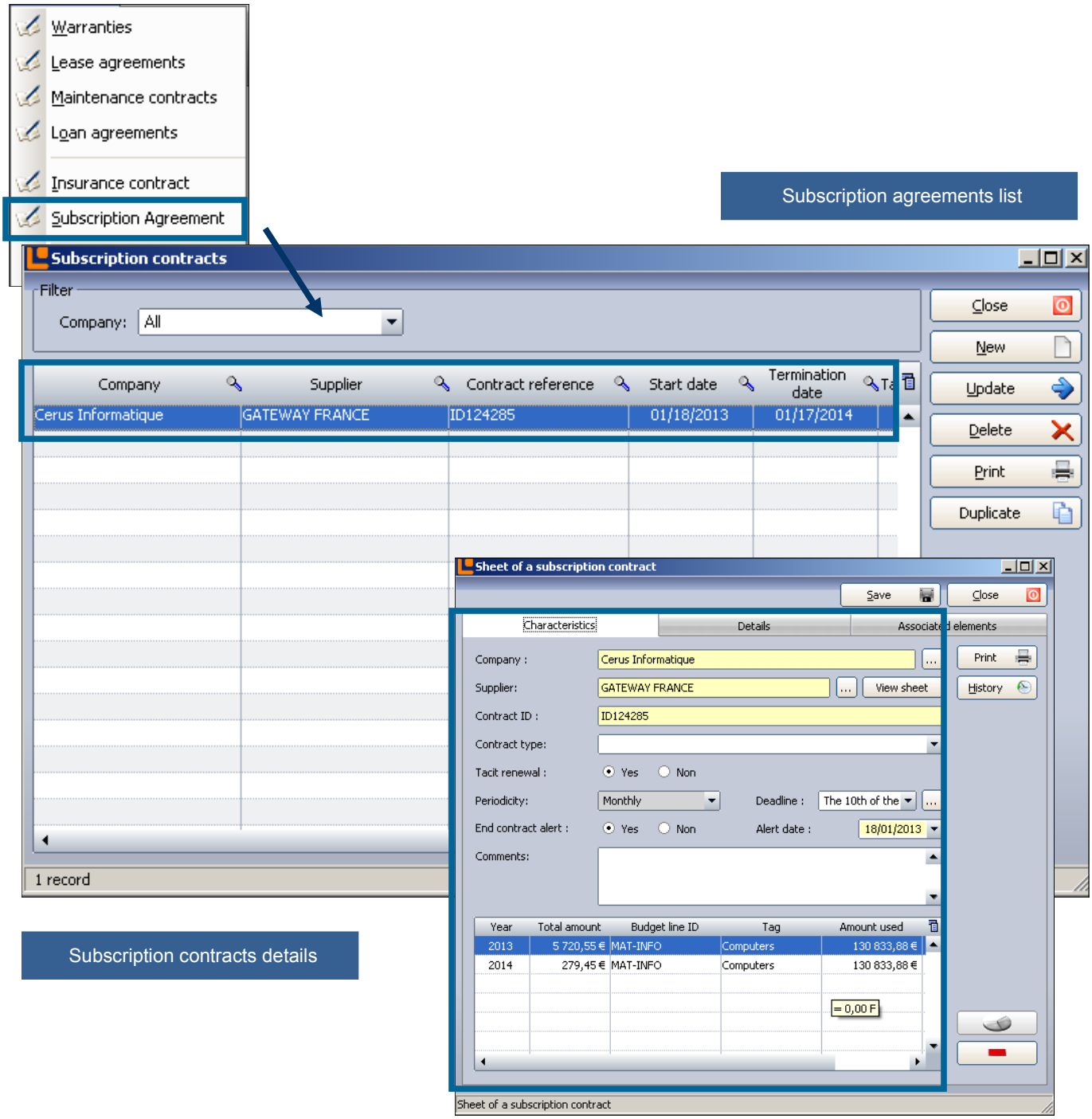



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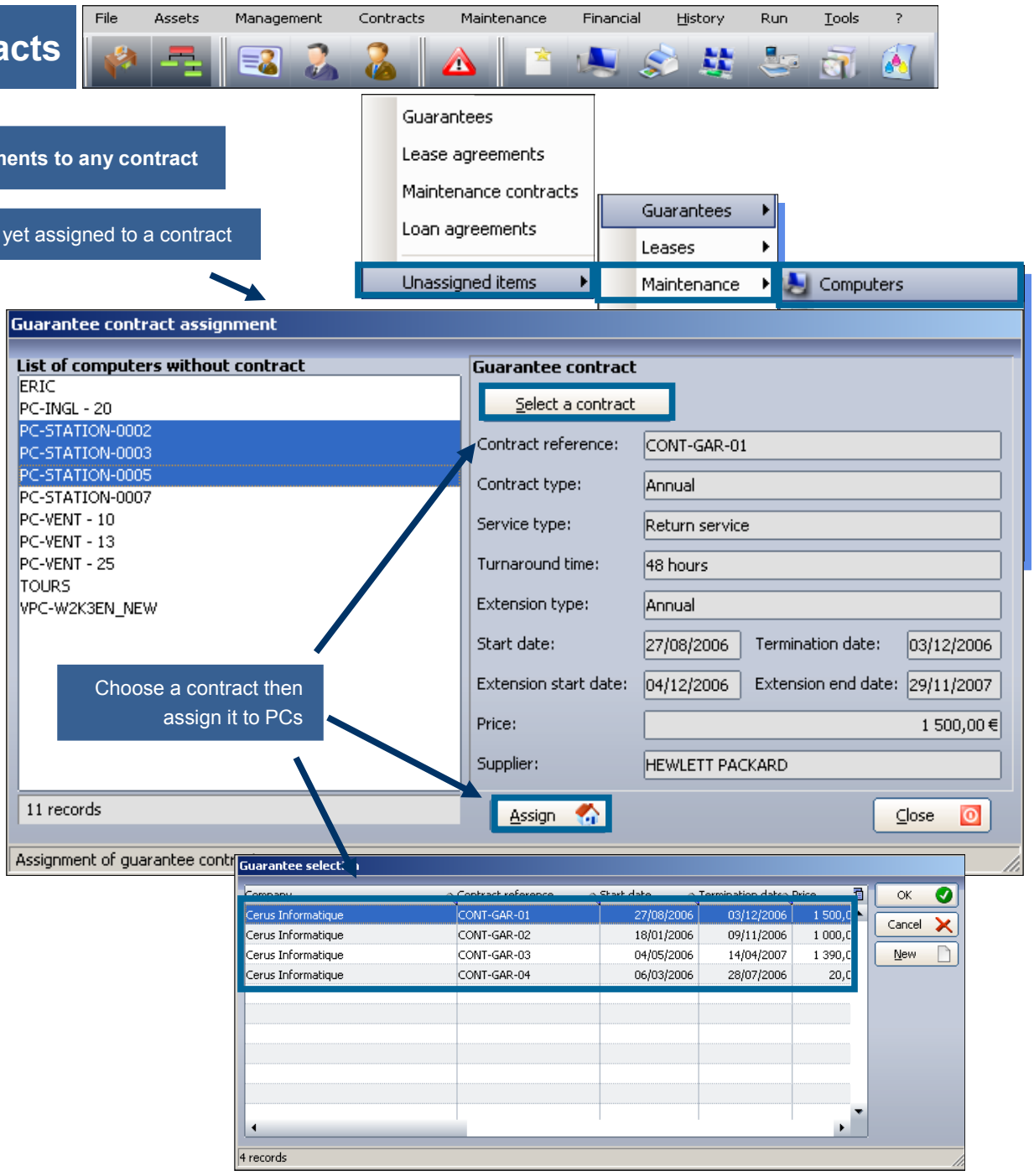
Contracts

Assignments to any contract

PCs not yet assigned to a contract





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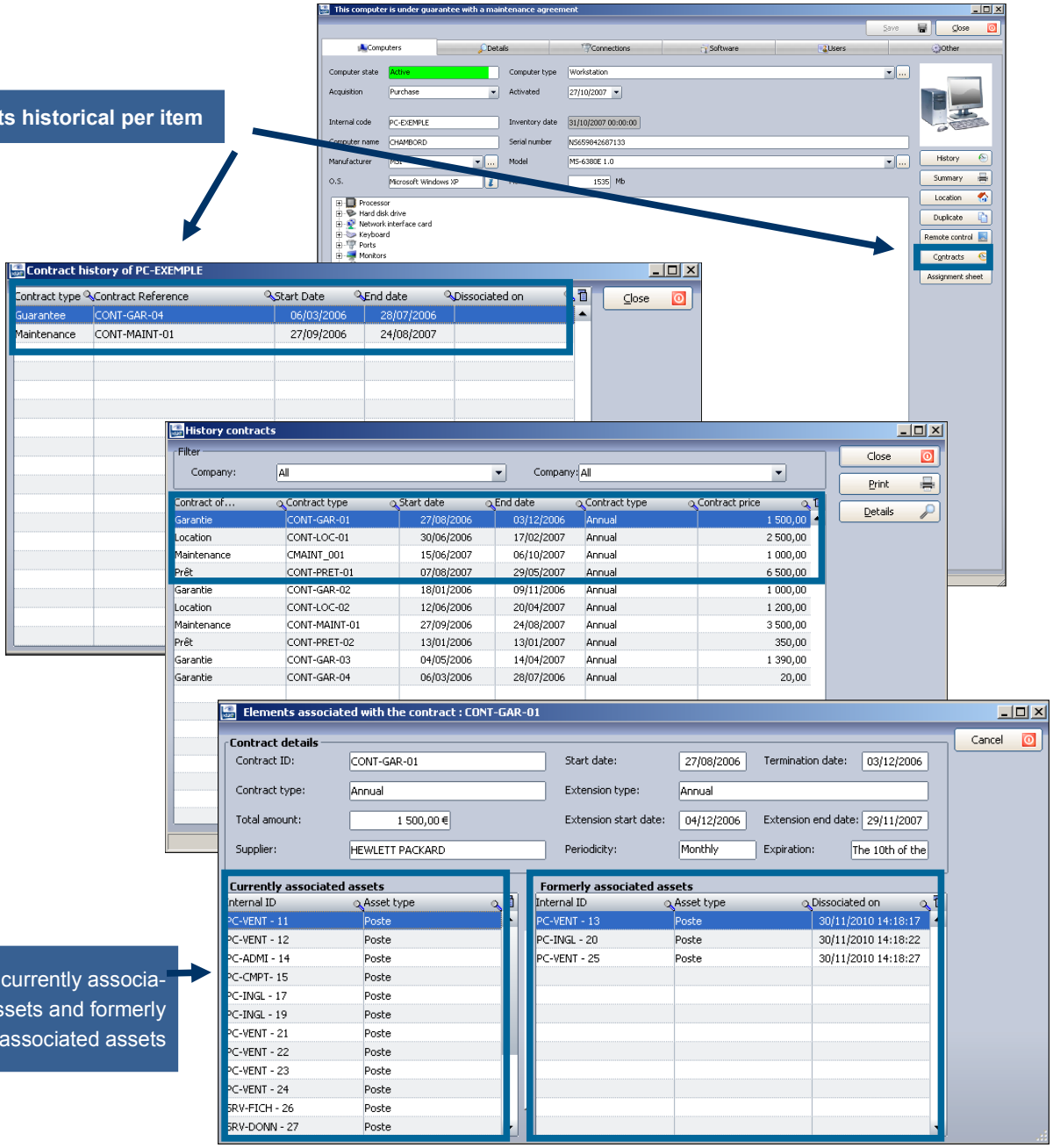
Contracts



Contracts historical per item



With detail of currently associated assets and formerly associated assets



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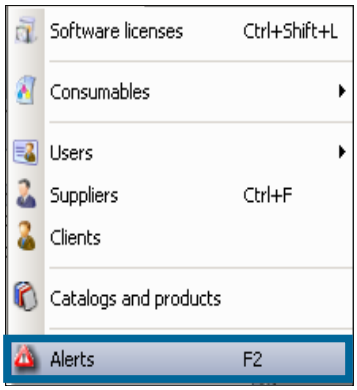
Management



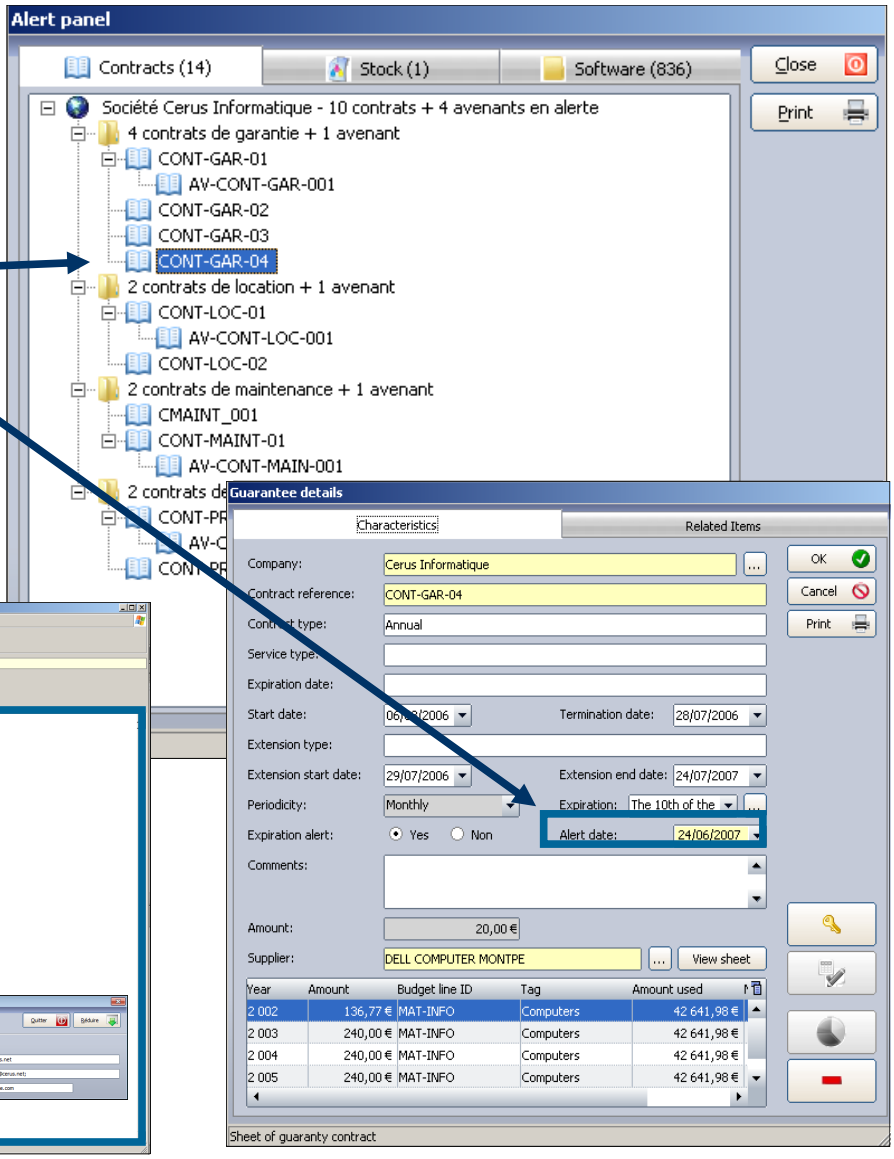
Alerts panel sent by email





Alerts on outdated contracts

Alerts sent by emails



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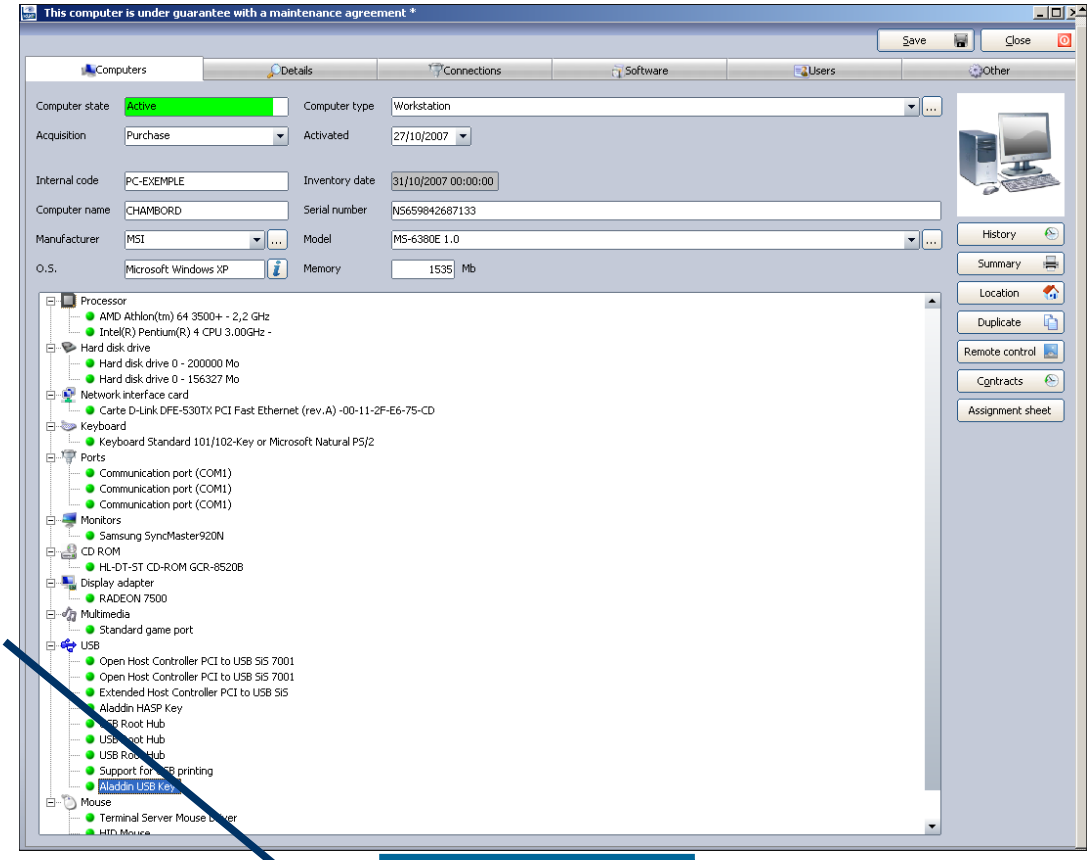
MANAGING YOUR ACQUISITION OR RENTAL SETTINGS

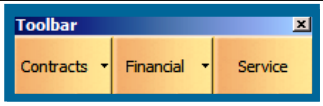
Landpark, comprehensive IT Asset Tracking and ITIL Help Desk solutions

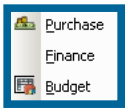
MANAGEMENT TOOLBAR ASSOCIATED WITH ANY ITEM

Management toolbar

Once the item is open, you will be able to view or modify all financial information









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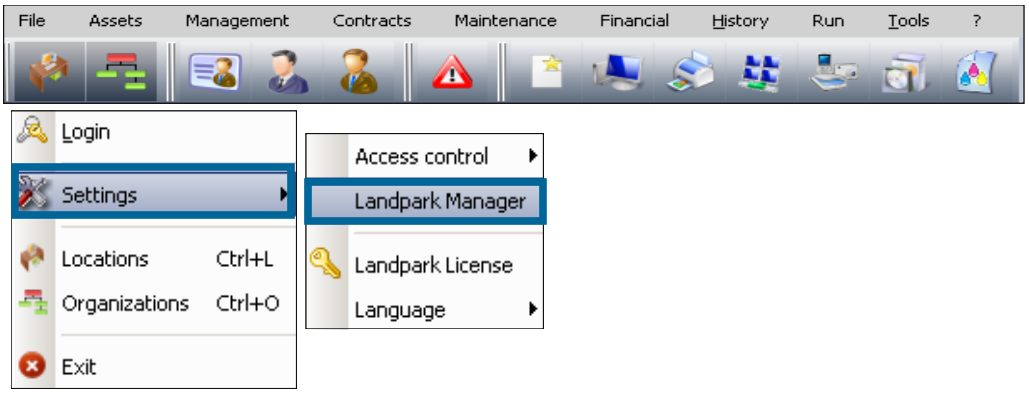
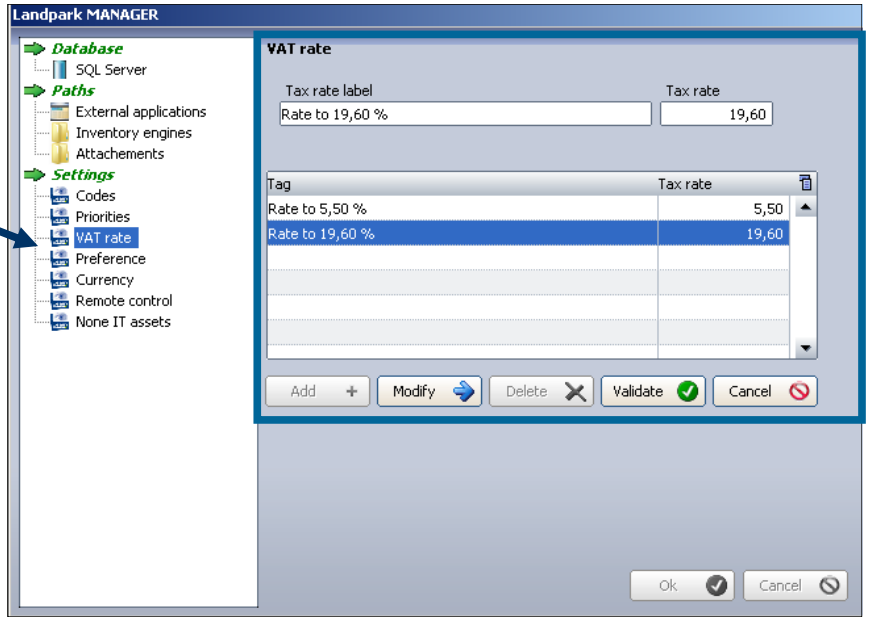
File menu

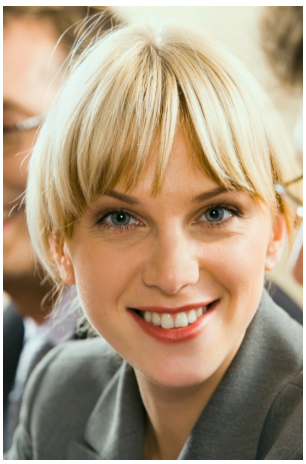




VAT rate

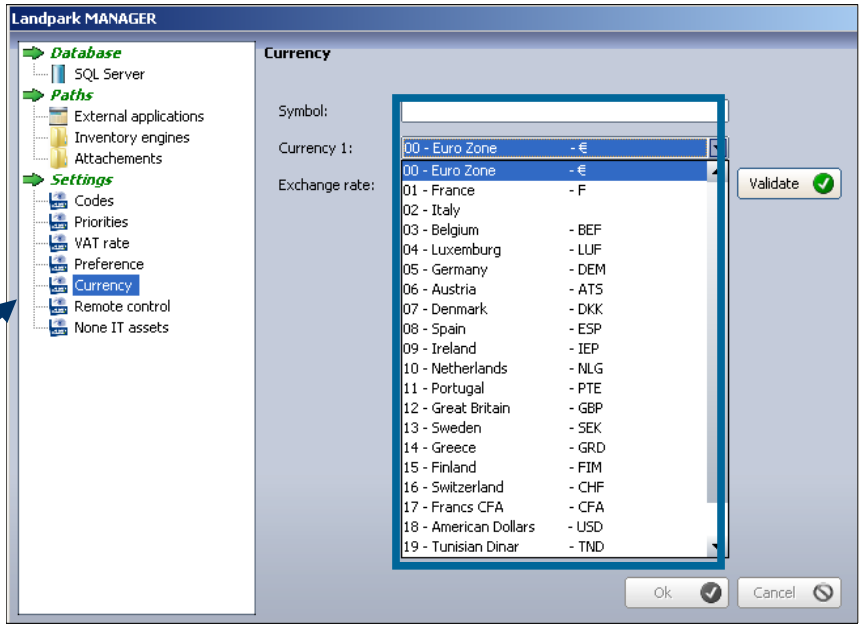
You must specify the VAT rate





Currency

You must indicate **currency** equivalents that serve as a reference with your management



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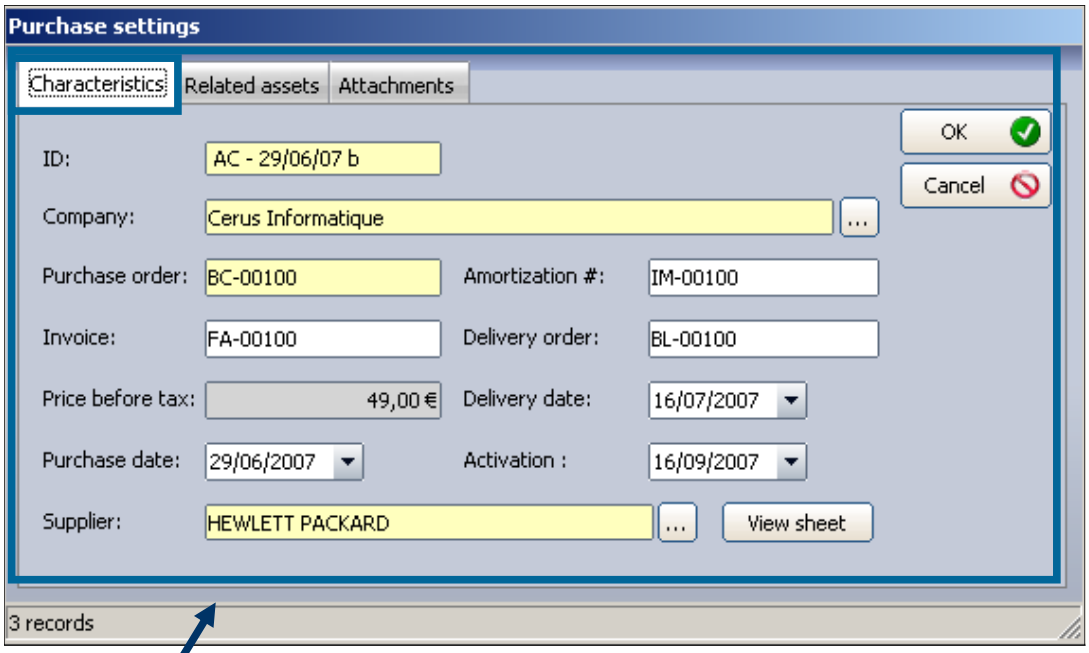
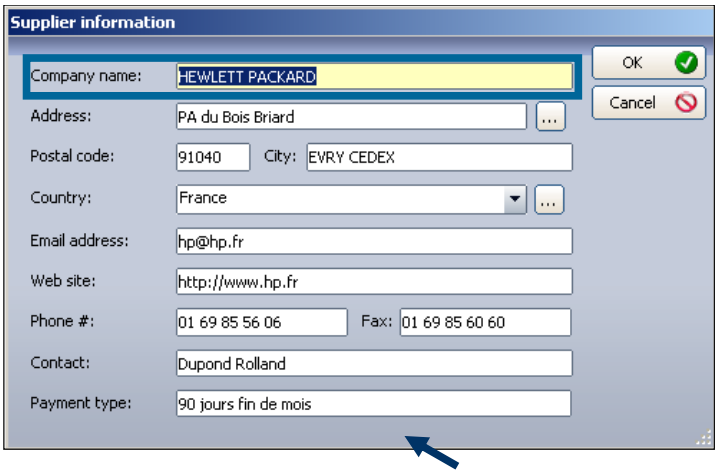
PURCHASING SETTINGS

Purchase

Assign the purchasing information to this item
It could be too a leasing contract



Purchase order
Invoice
Price before tax
Purchase date
Supplier
Amortization
Delivery order
Delivery date
Activation



Supplier information



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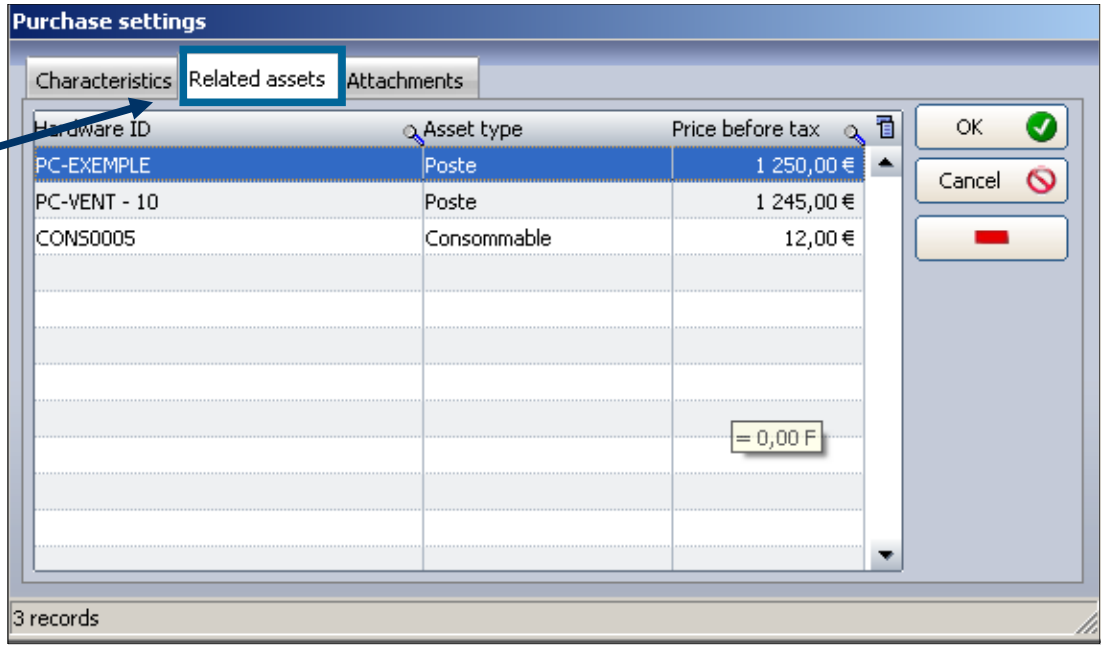
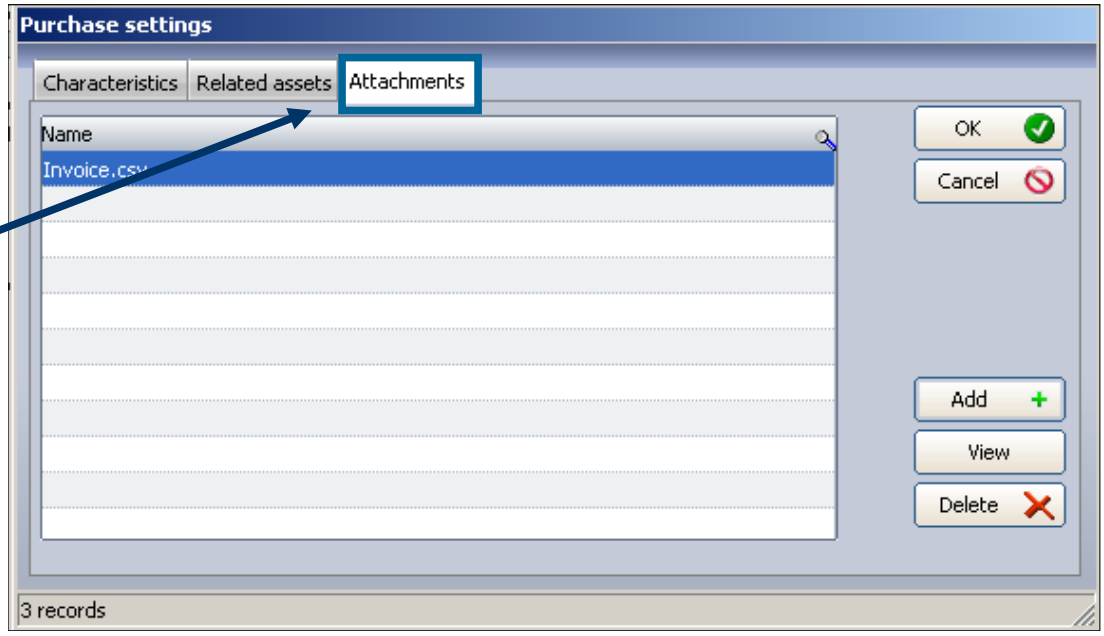
Purchase

Other materials associated with the same purchase settings



Attachments (eg invoice, ...)





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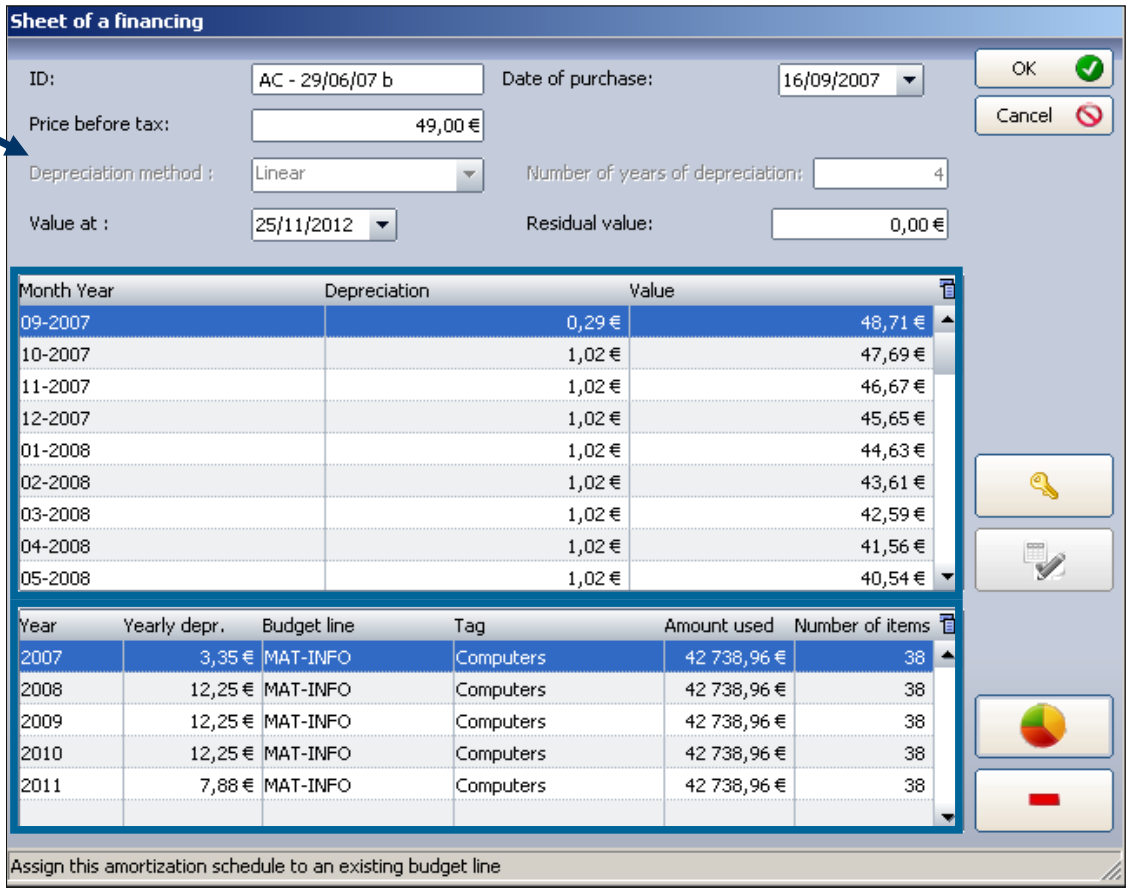
FINANCIAL INFORMATION CONTRACT ASSOCIATED TO A PC OR ANY ITEM

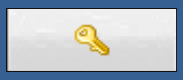
Allows you to calculate the financing of any item

After attached purchasing parameters to the equipment you can calculate the financing by two depreciation methods (linear or degressive method)

Affectation to budget lines






This button allows you to unlock the calculating depreciation in order to modify the parameters


This button allows you to perform the new calculation of depreciation


This button allows you to attach the selected line to budget line


This button allows you to unassign the selected line of the budget line to which it is associated

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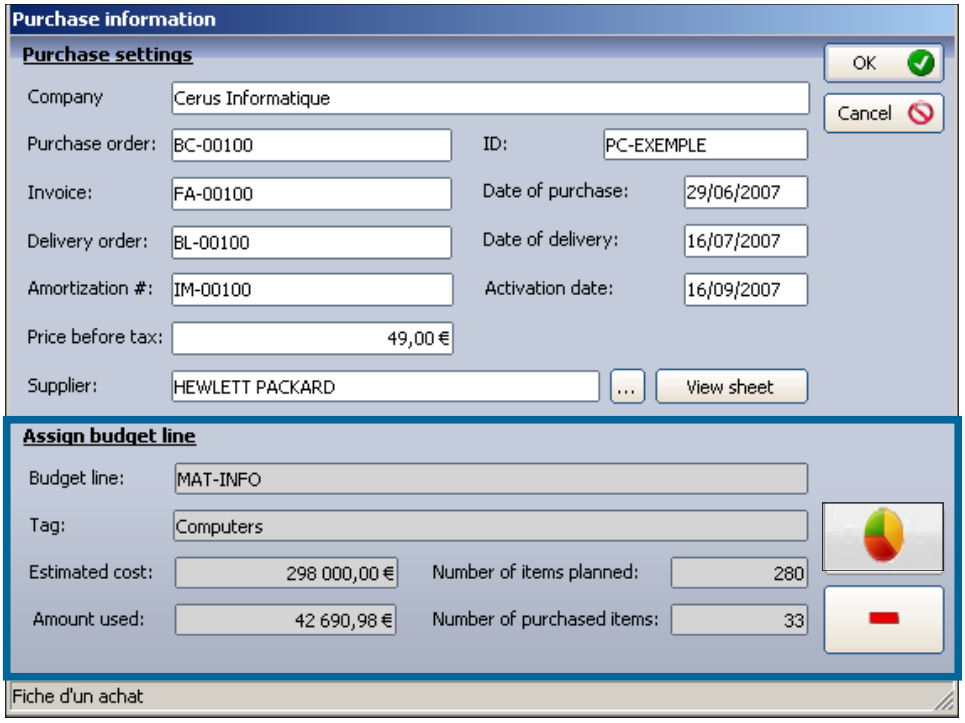
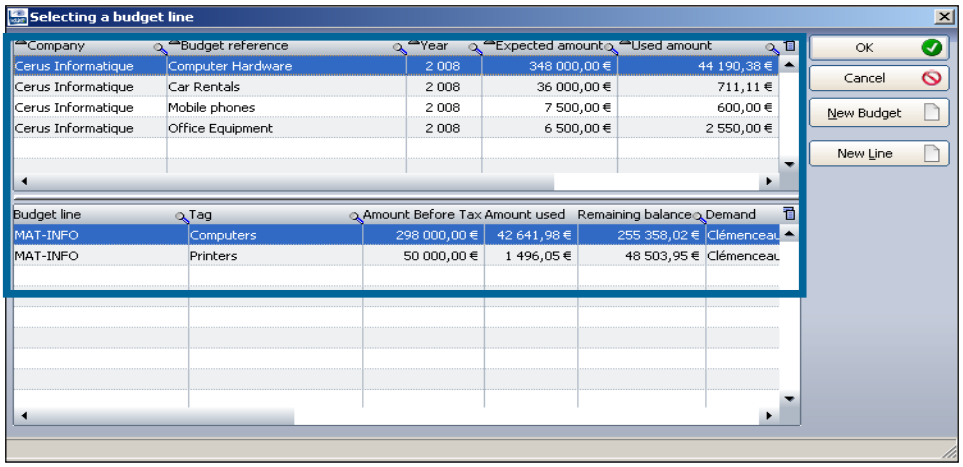
TO ASSOCIATE A BUDGET LINE TO A PC OR ANY ITEM

To assign an item to a budget line







This button allows you to assign the purchase parameter to a budget line



This button allows you to unassign the purchase parameter to budget line to which it is attached



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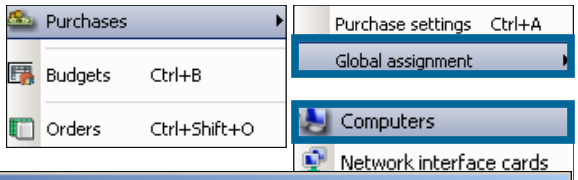
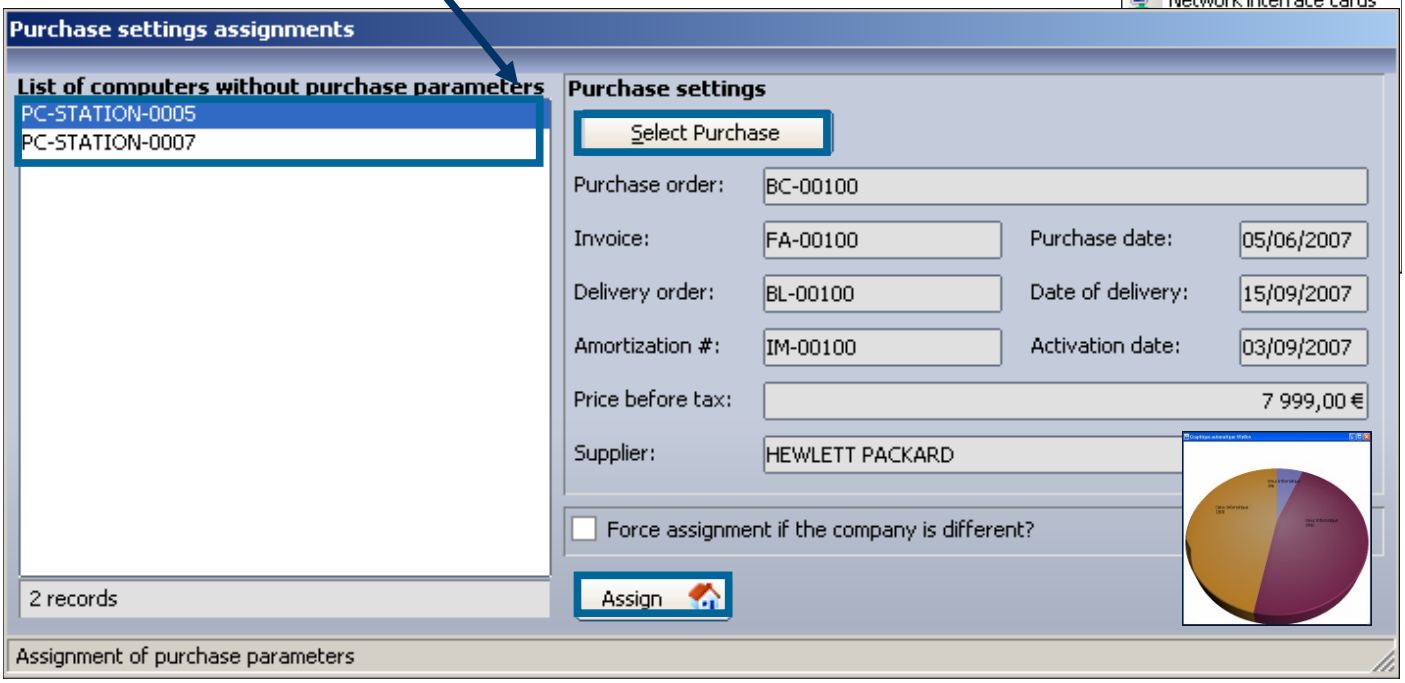
Financial menu

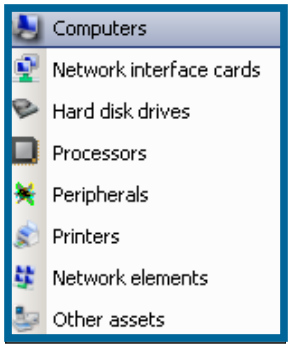




Purchase assignements



This assignement can be made to any items





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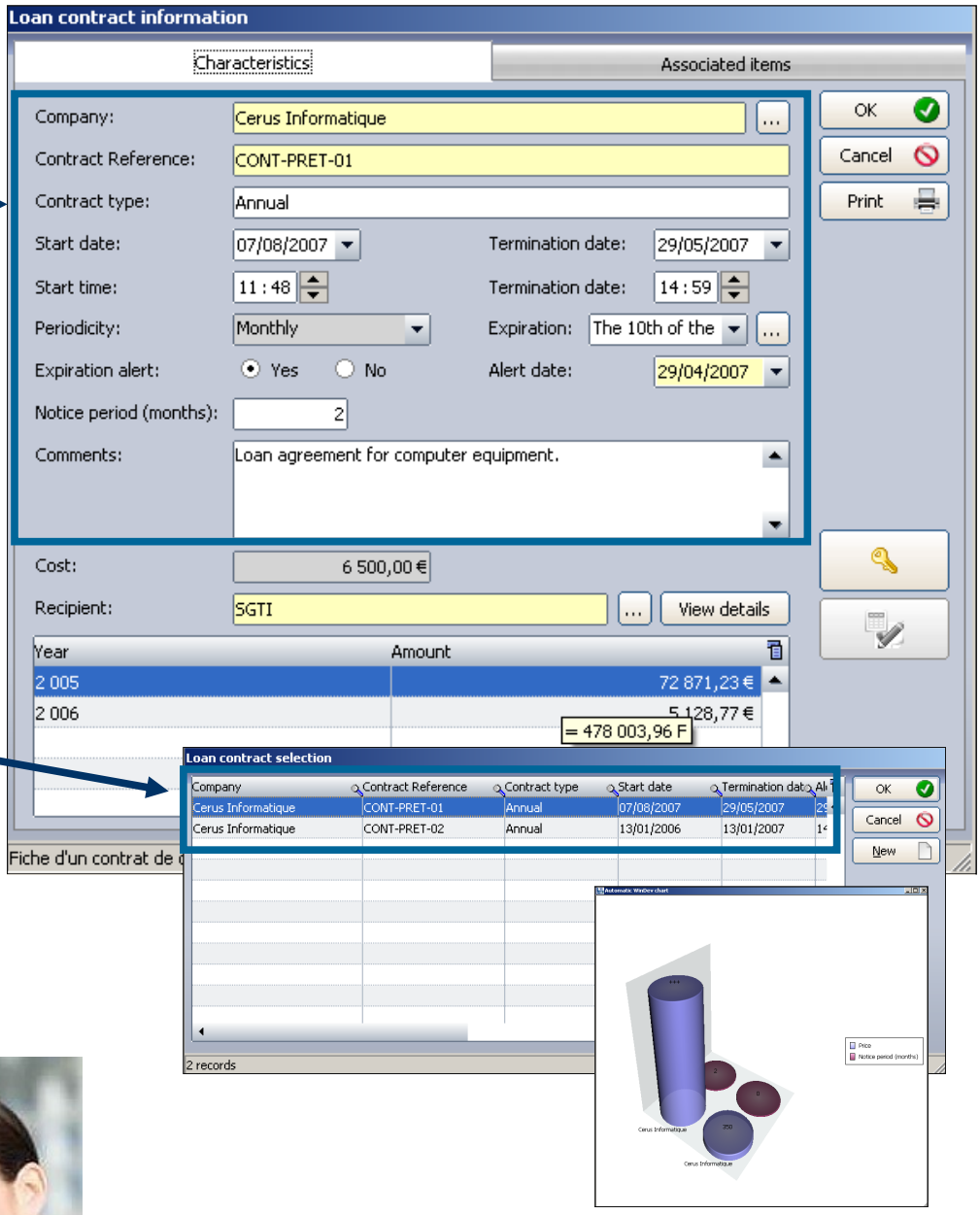
TO ASSOCIATE A LOAN CONTRACT TO A PC OR ANY ITEM

Loans

To assign an item to a loan contract

To assign a new loan contract





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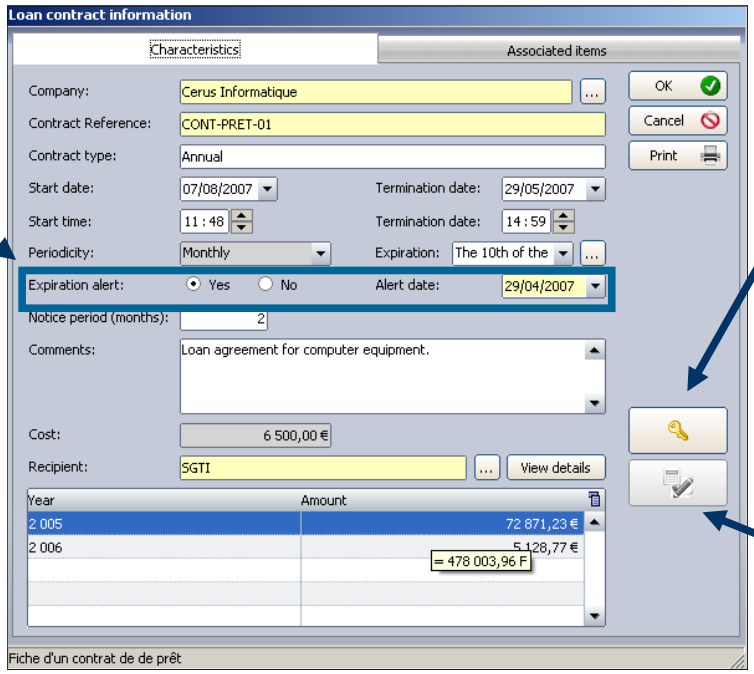
Loans

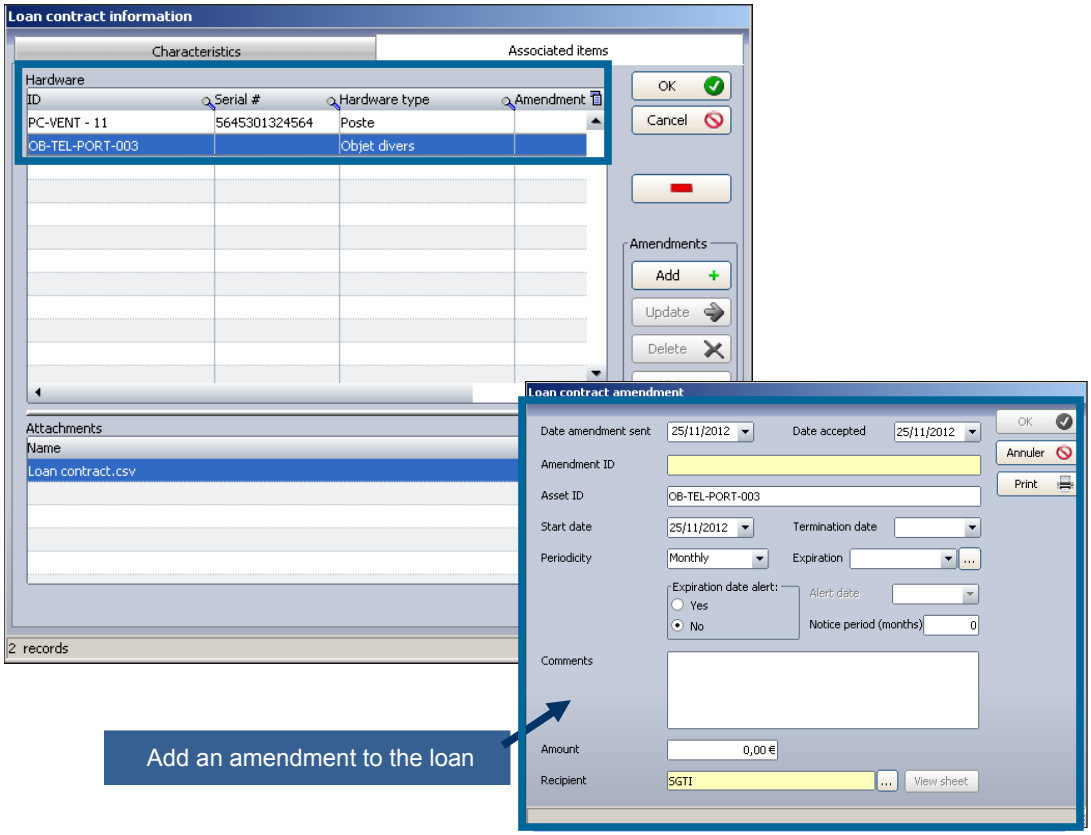
Expiration and date alert

This button unlocks the depreciation calculation

Calculating the depreciation



Other items on the same loan contract



Add an amendment to the loan

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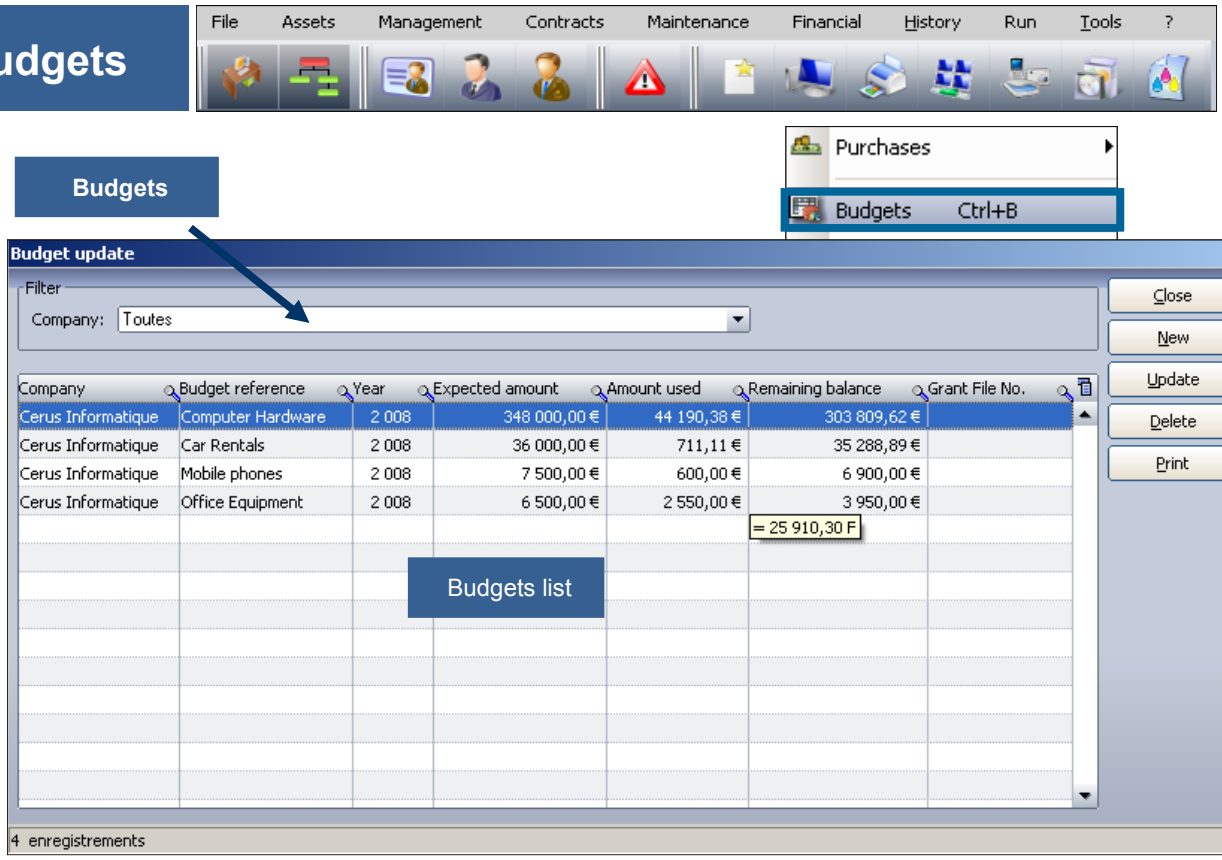
Budgets





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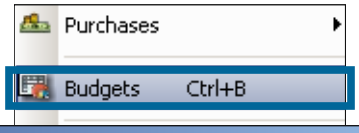
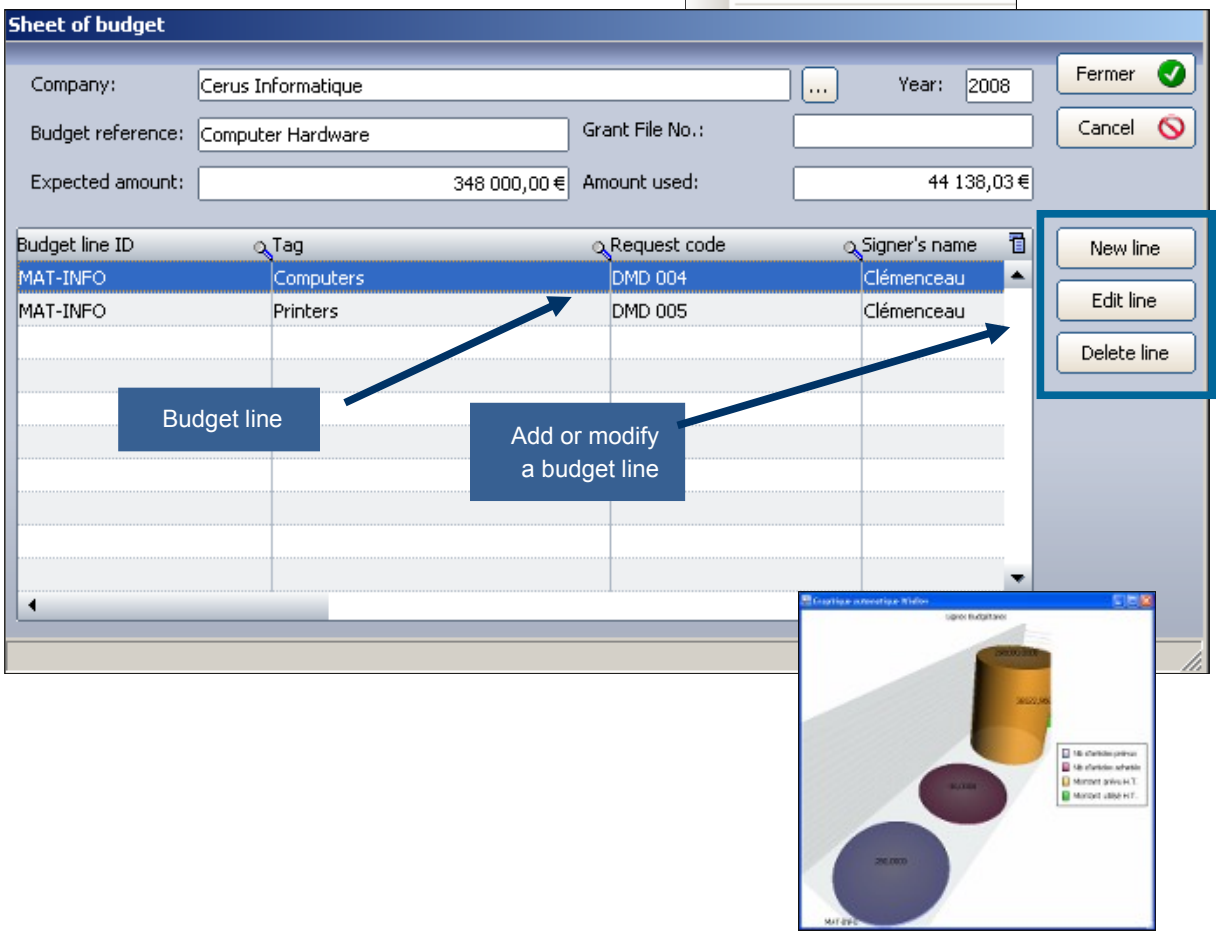
Budget lines



How to manage budget lines







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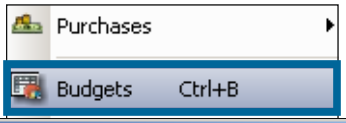
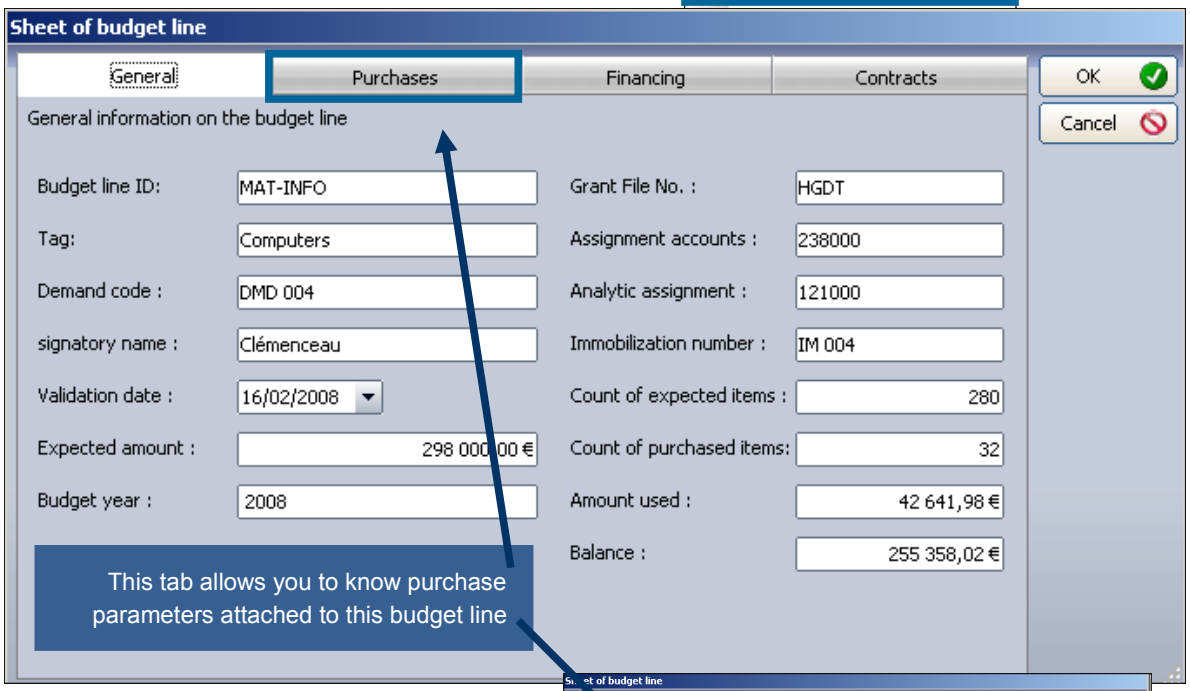
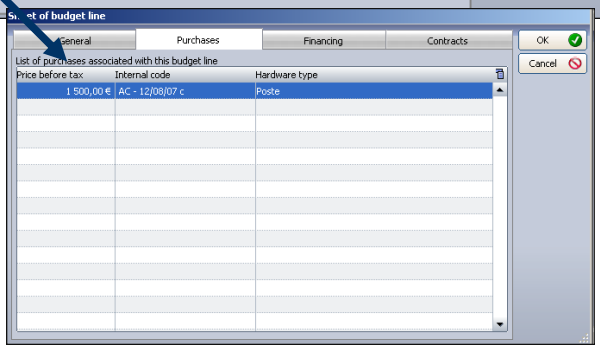
Budget lines



Budget line details









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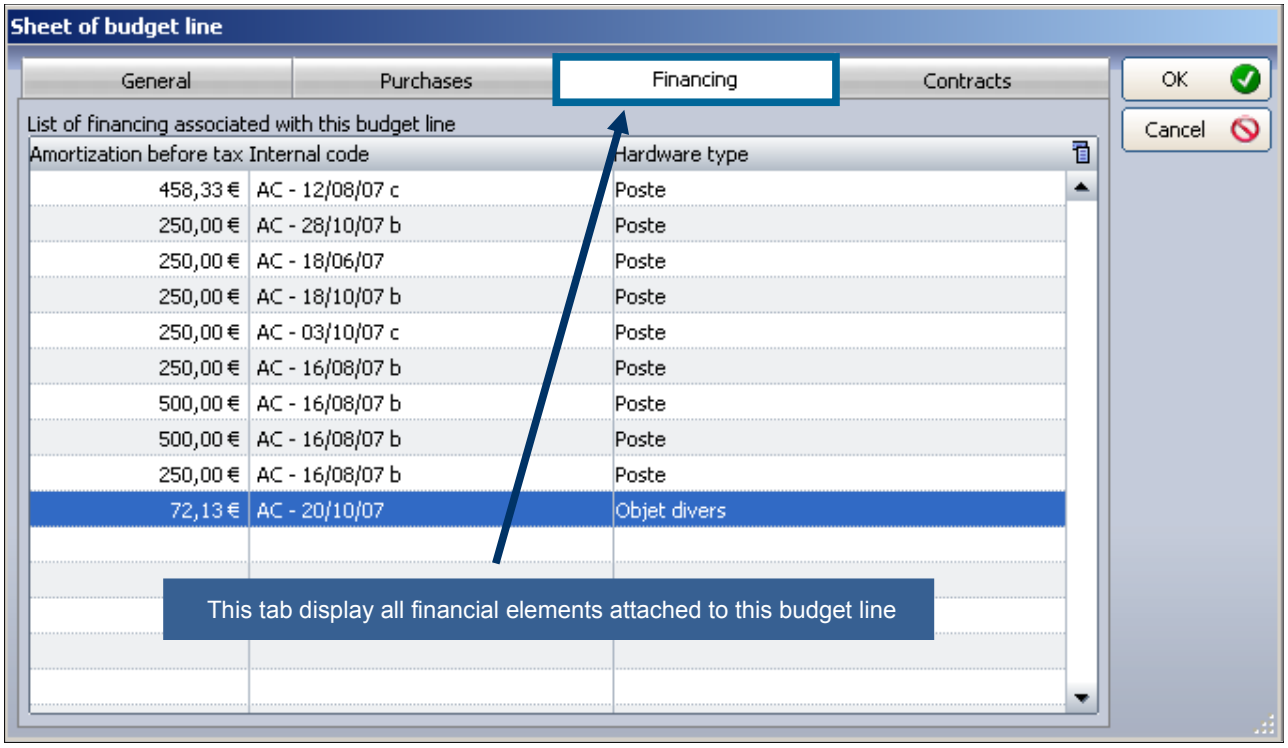

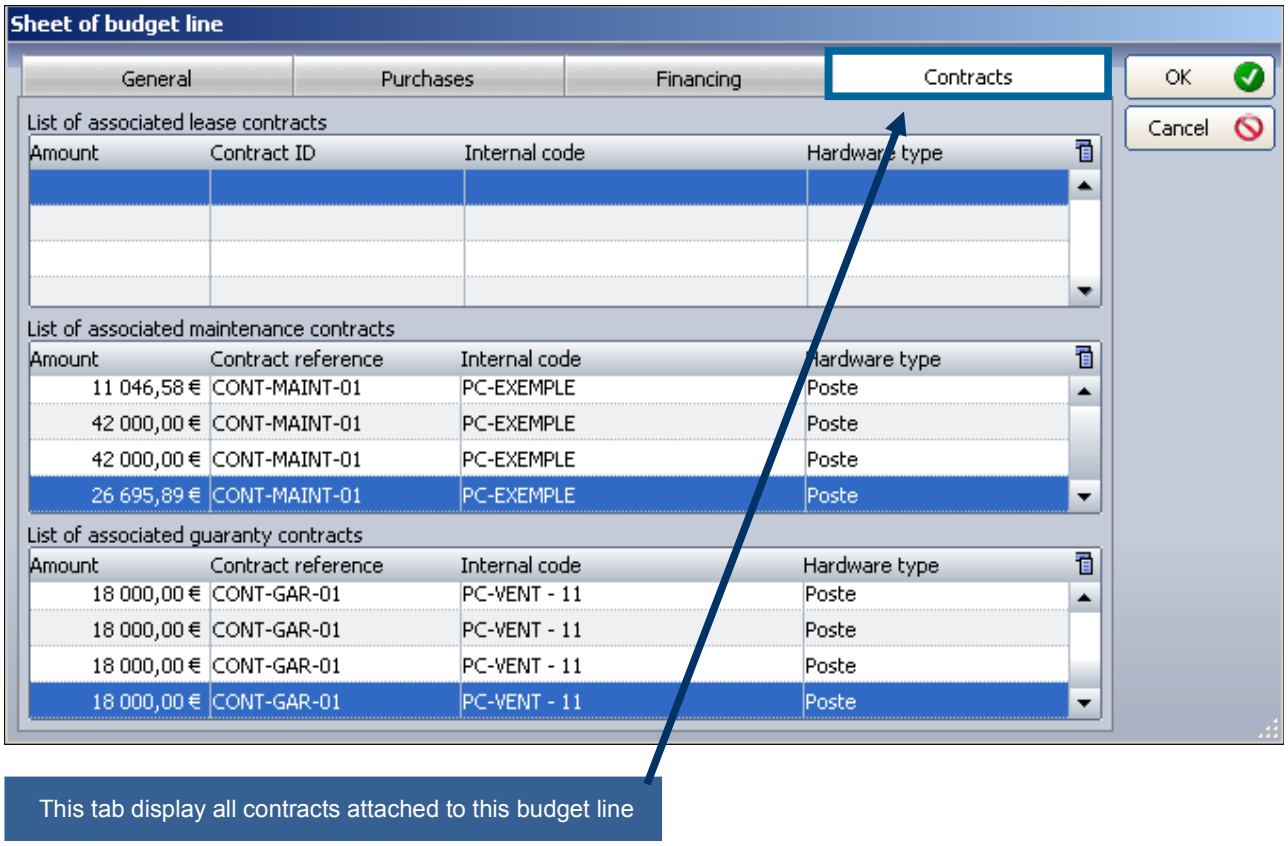

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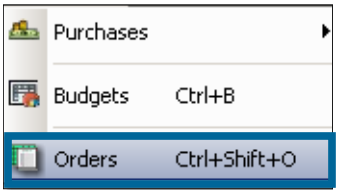
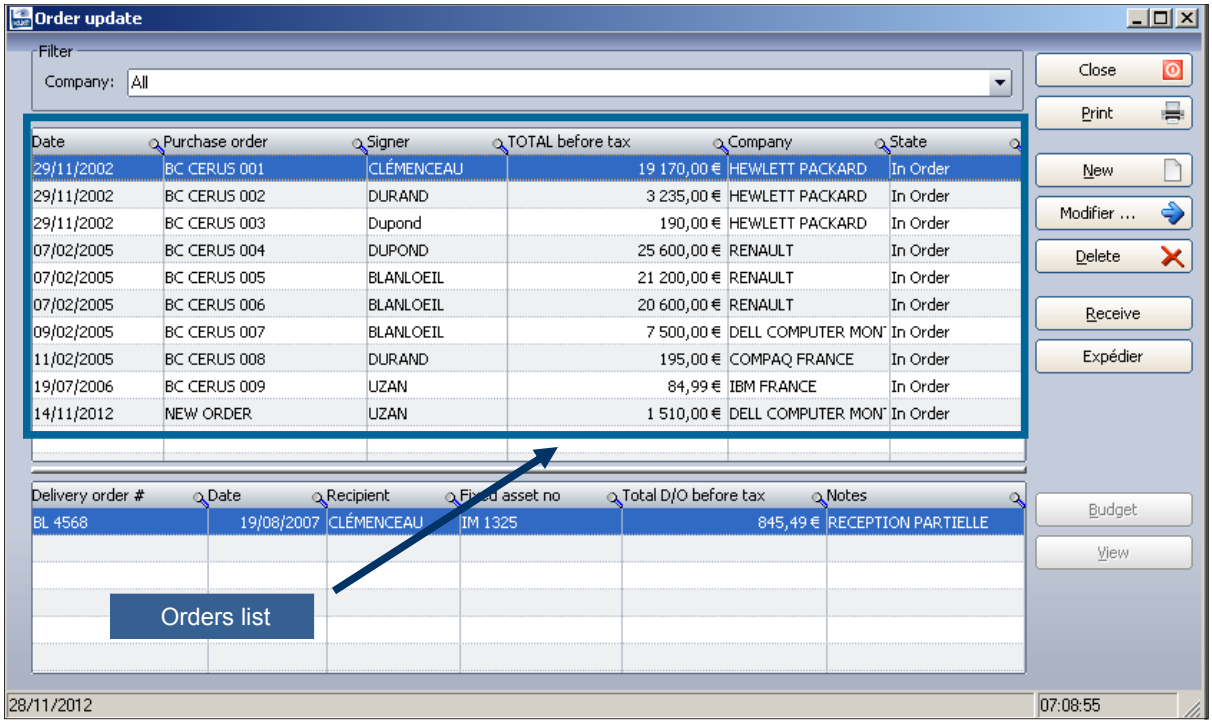
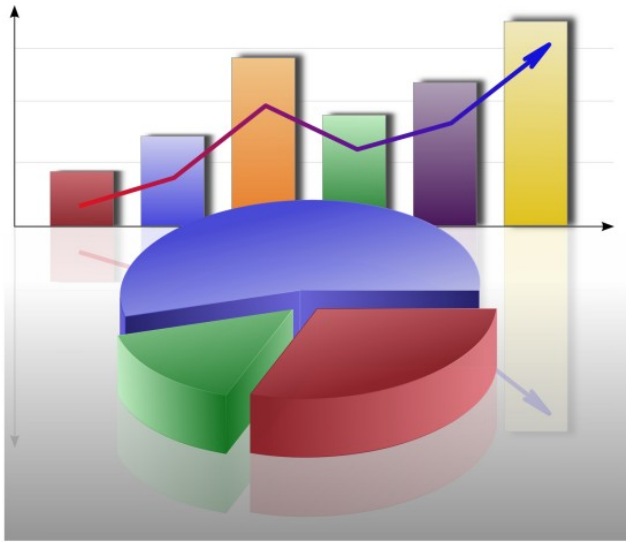
Manage orders



How to manager orders







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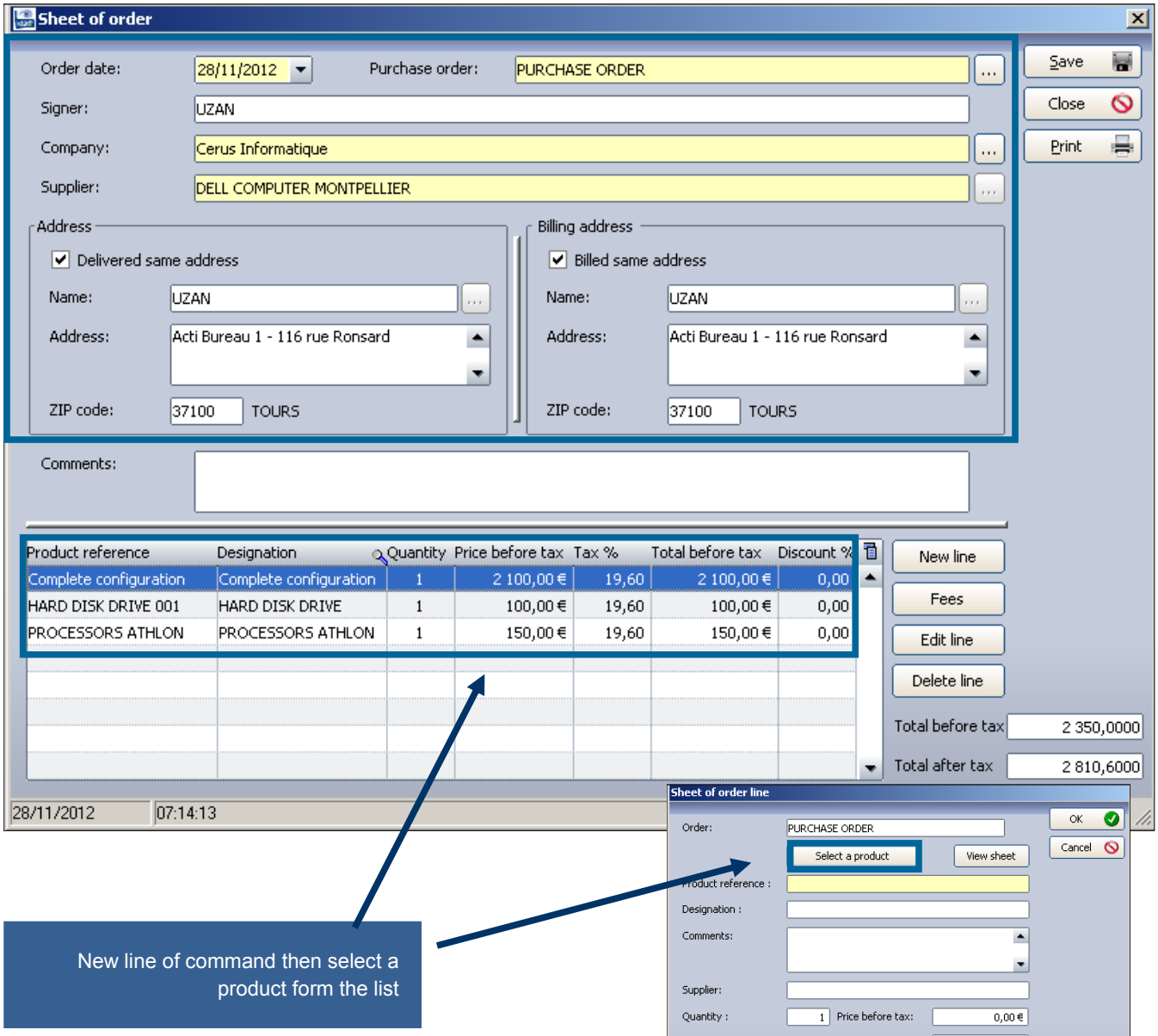
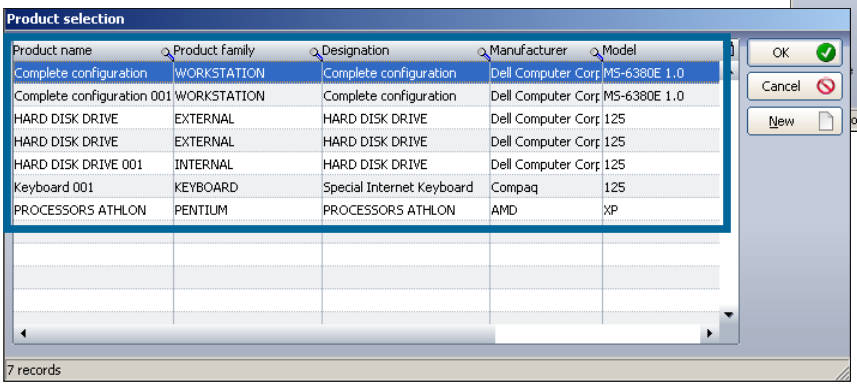
New order



New line of command then select a product form the list



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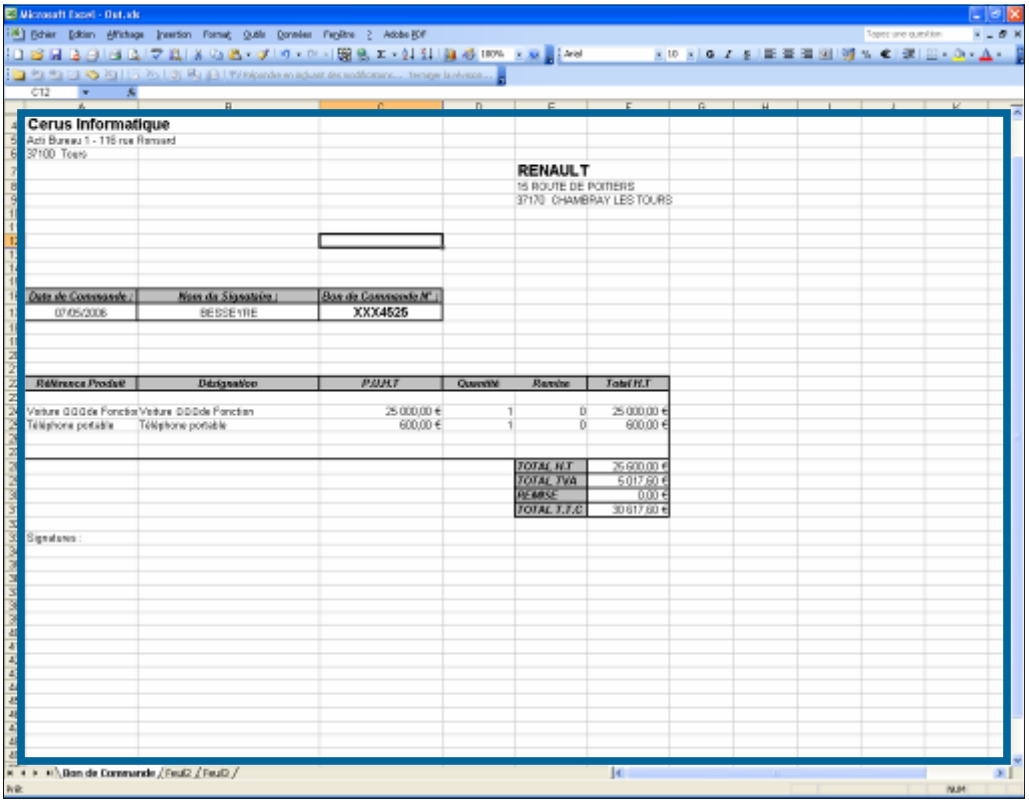
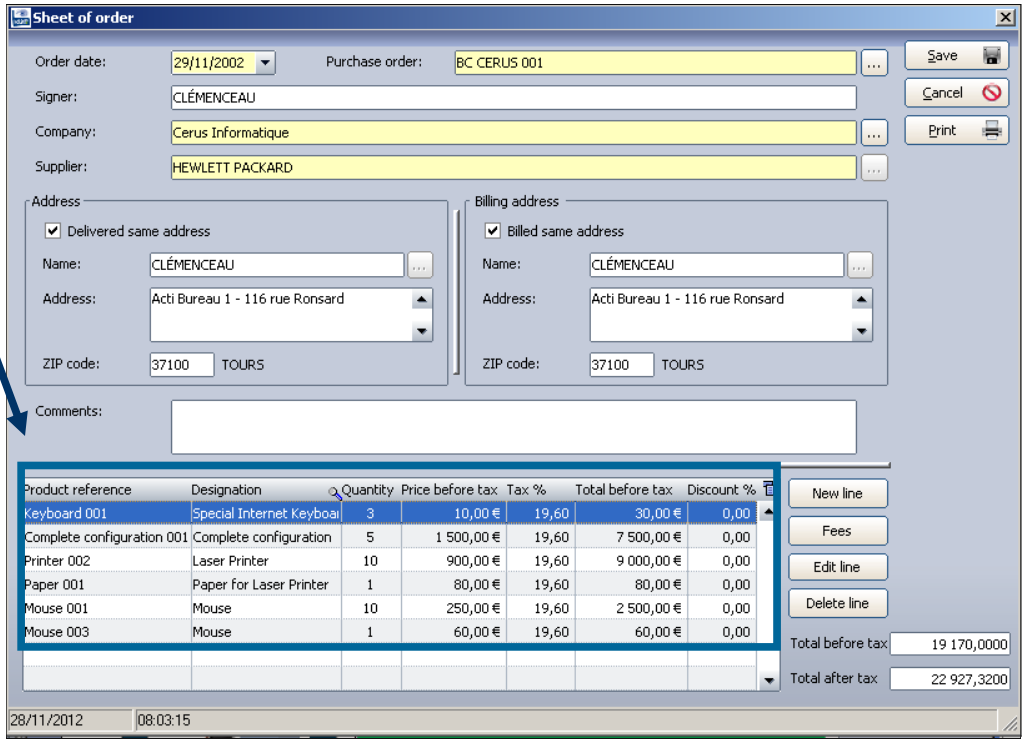
Print your order with Excel, form which can be modified



See the actual order





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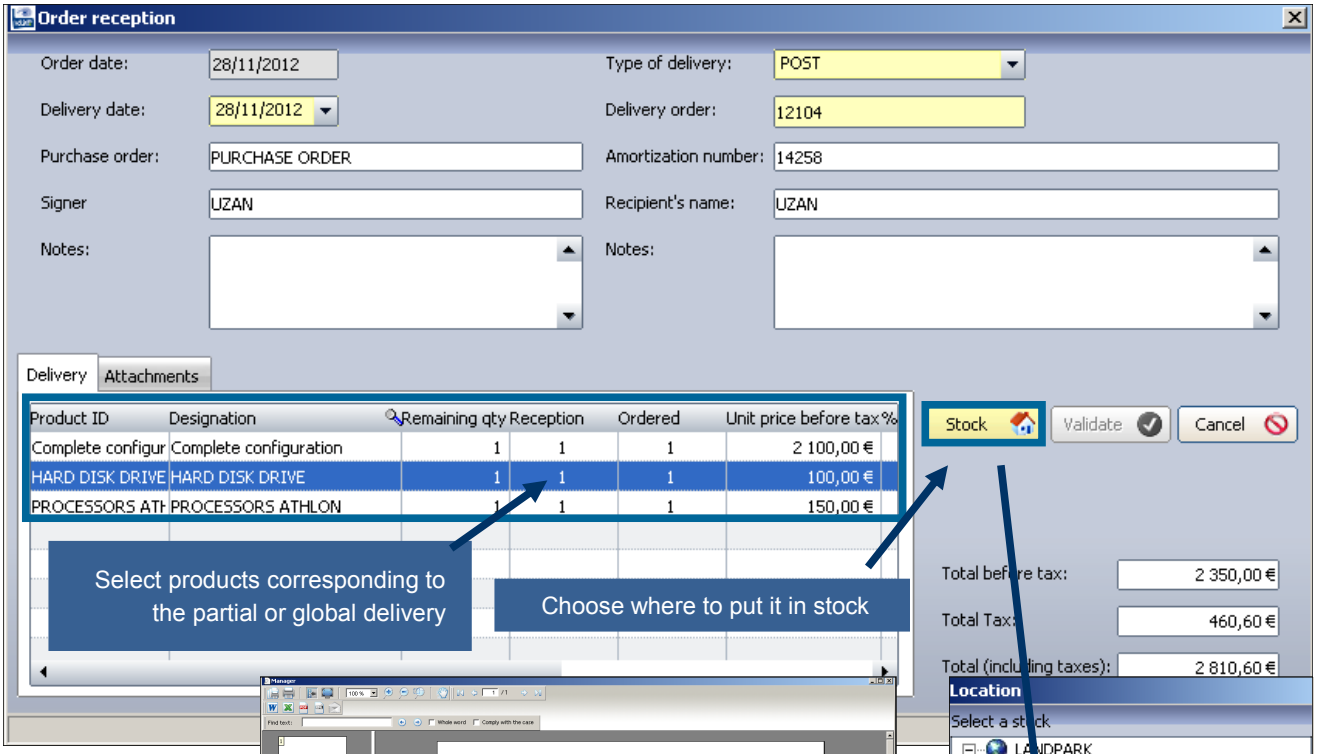
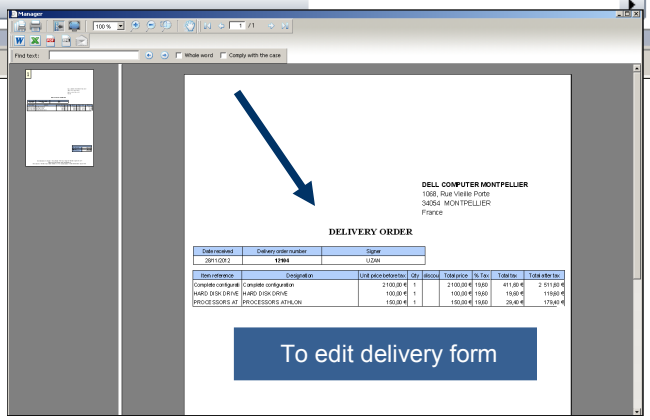
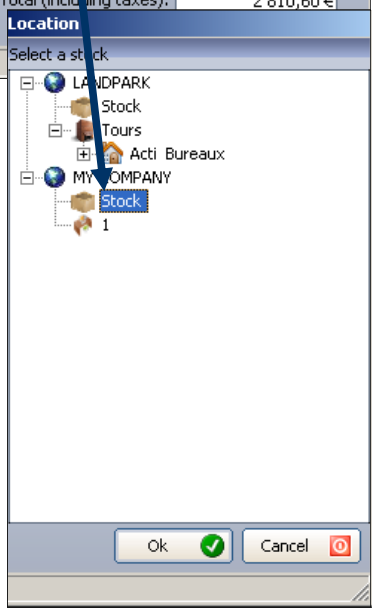
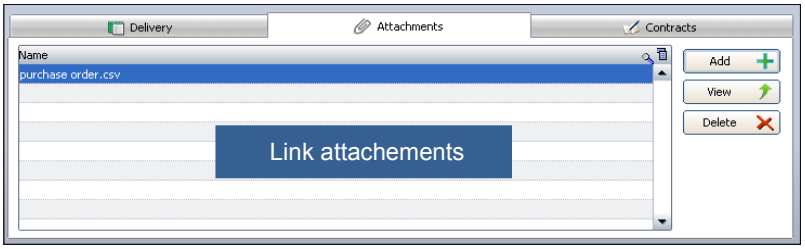
Receive an order

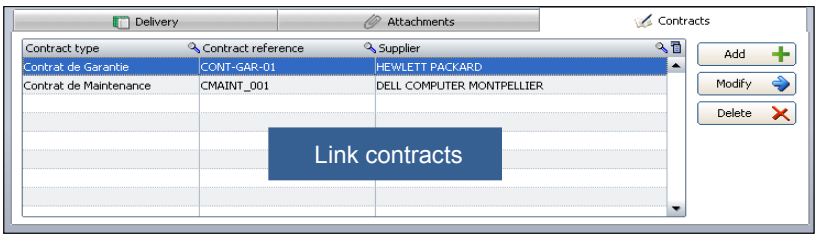












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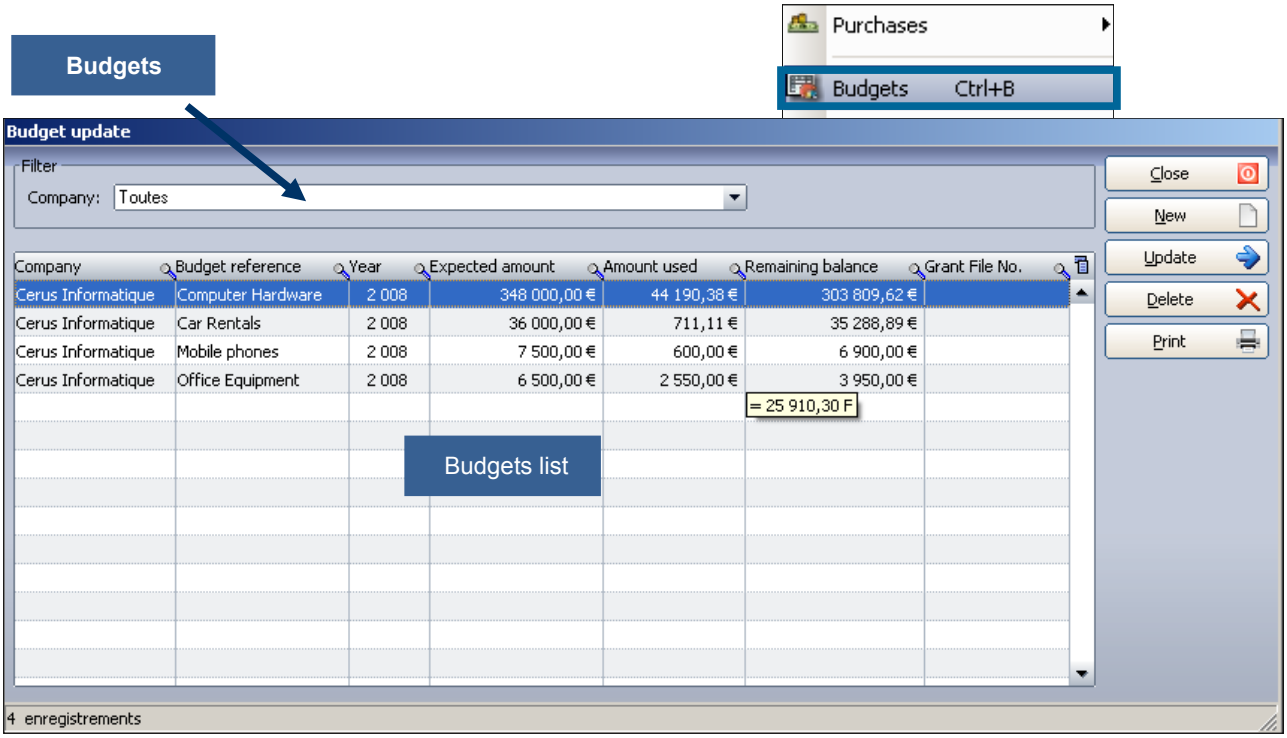
MANAGING YOUR BUDGETS AND BUDGET LINES

Landpark, comprehensive IT Asset Tracking and ITIL Help Desk solutions

Budgets







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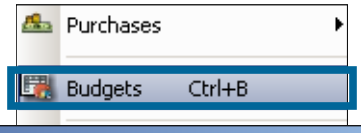
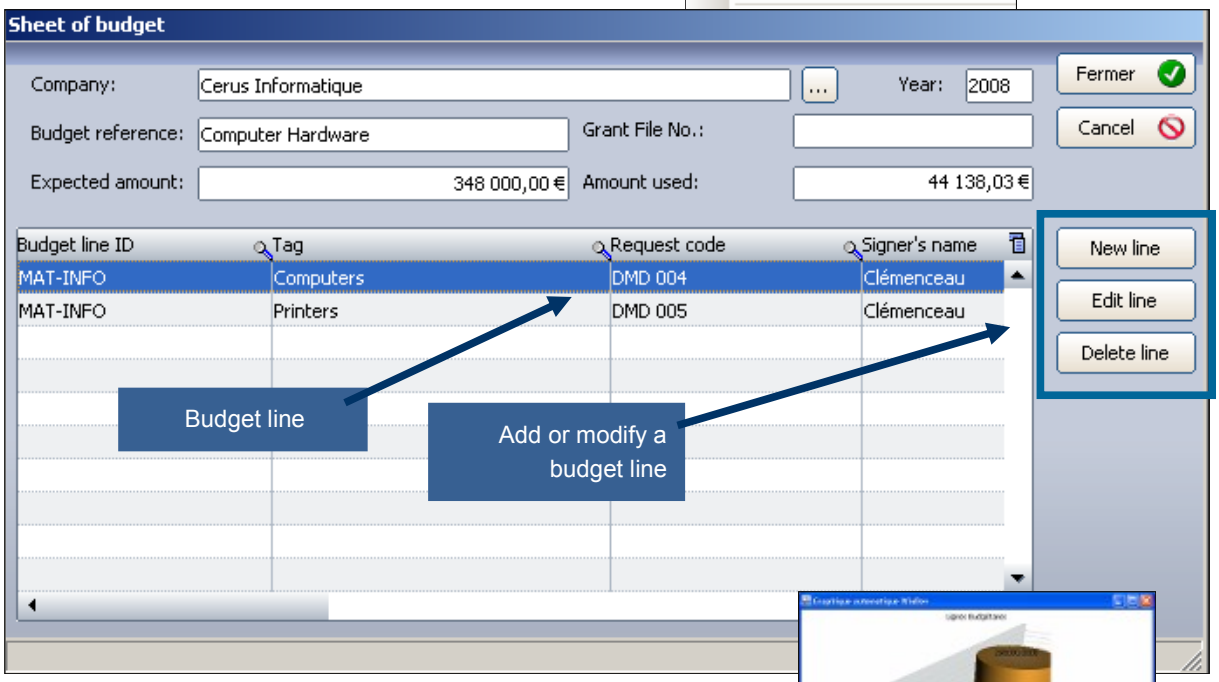
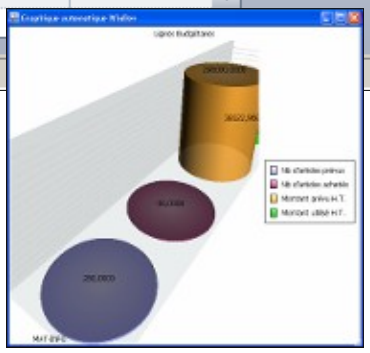
Budget lines



How to manage budget lines









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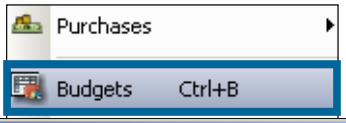
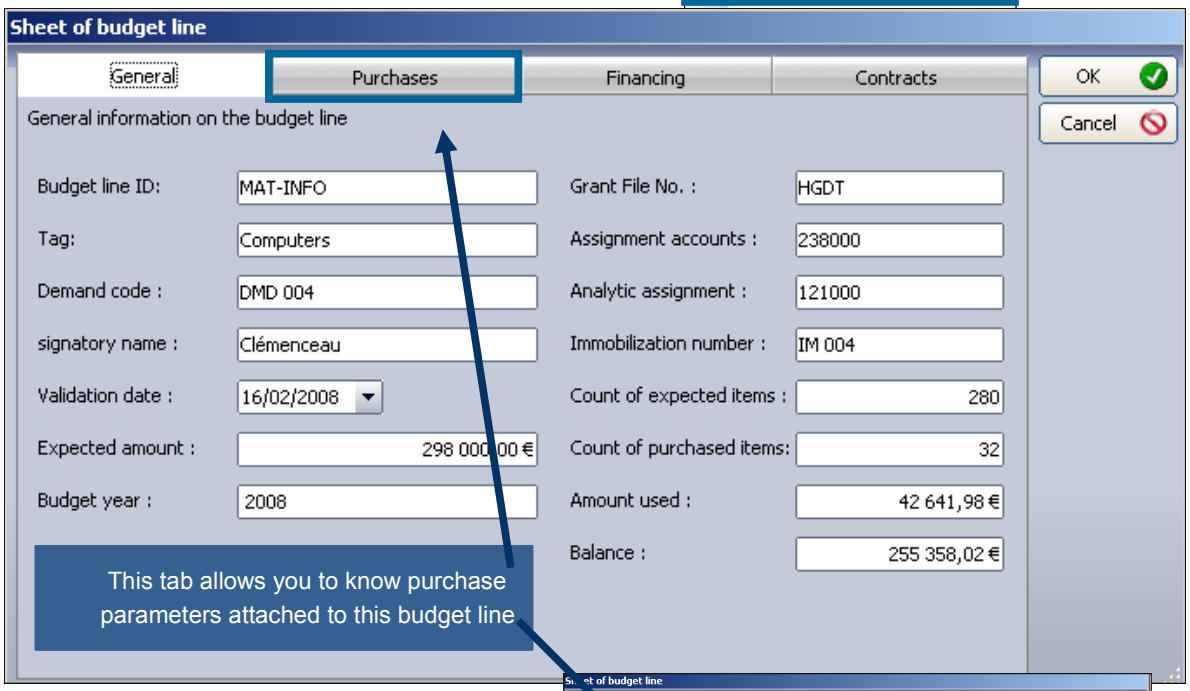
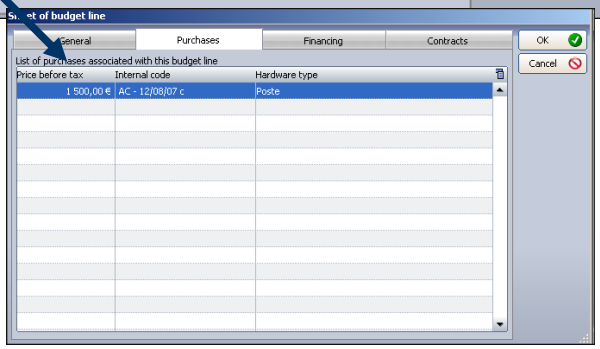
Budget lines



Budget line details









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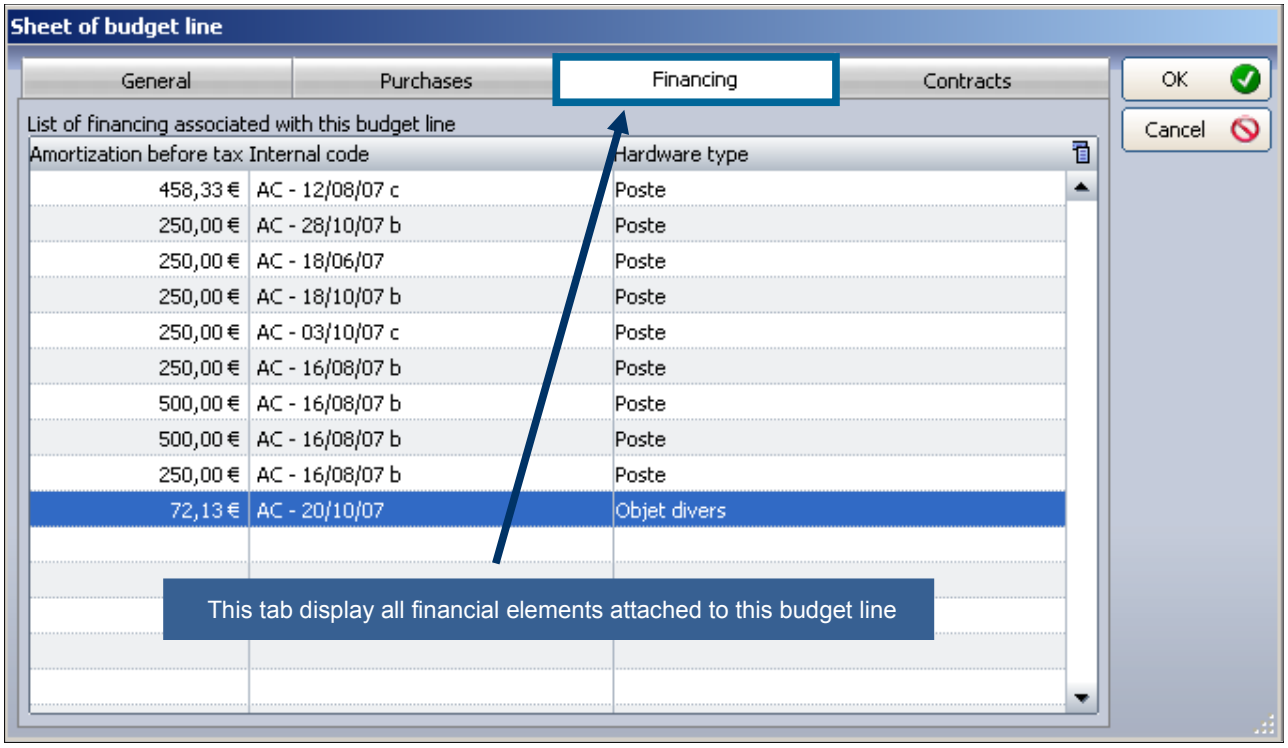

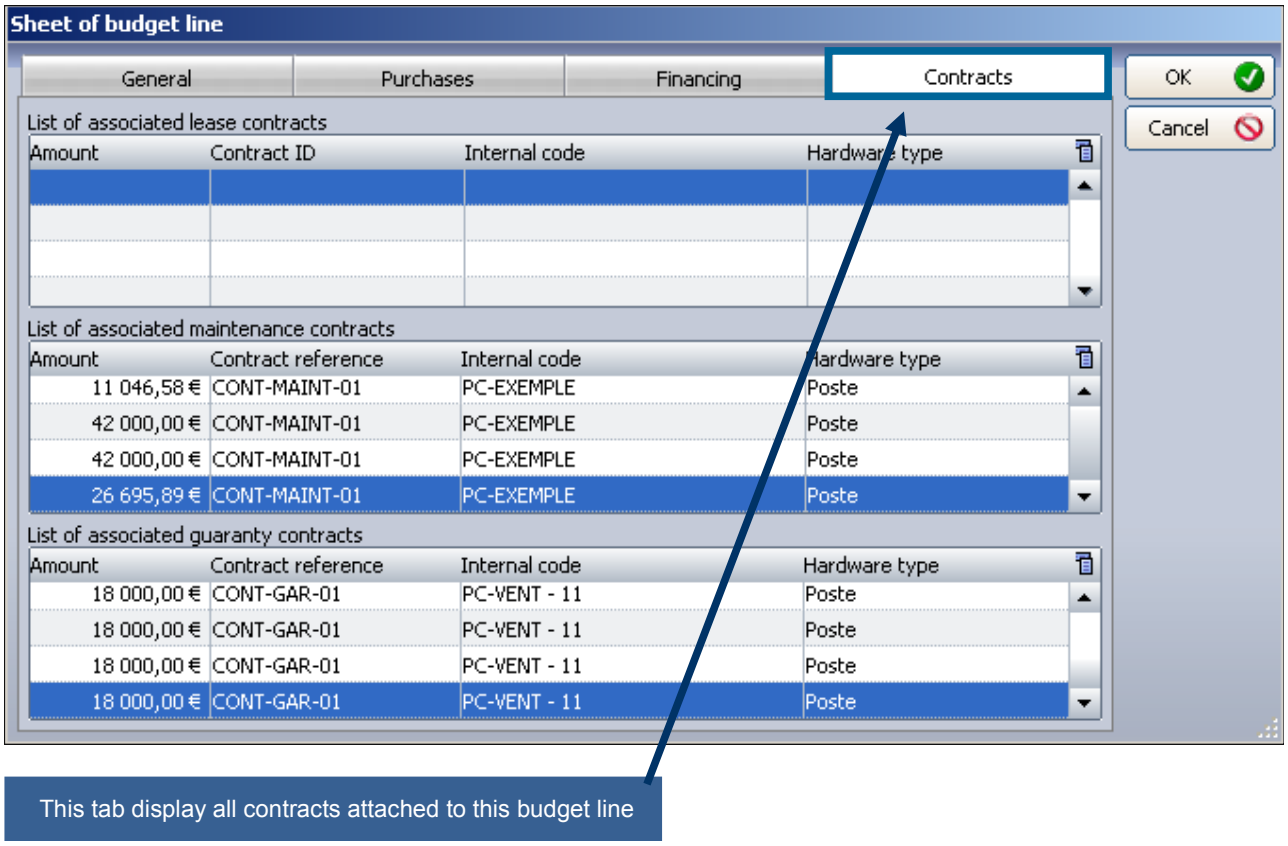

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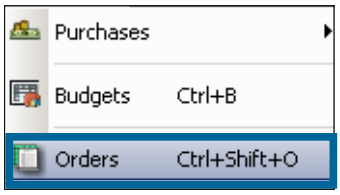
MANAGING YOUR ORDERS WITH LANDPARK MANAGER

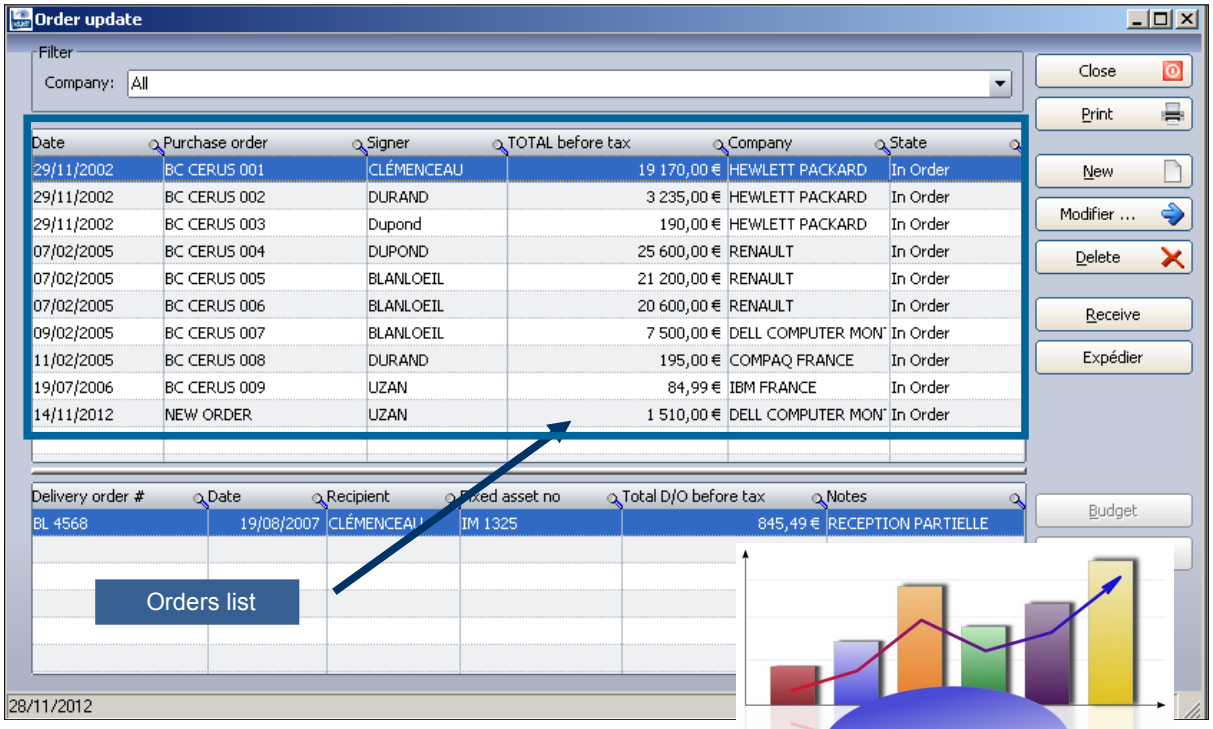
Landpark, comprehensive IT Asset Tracking and ITIL Help Desk solutions

Financial





How to manager orders



Orders list





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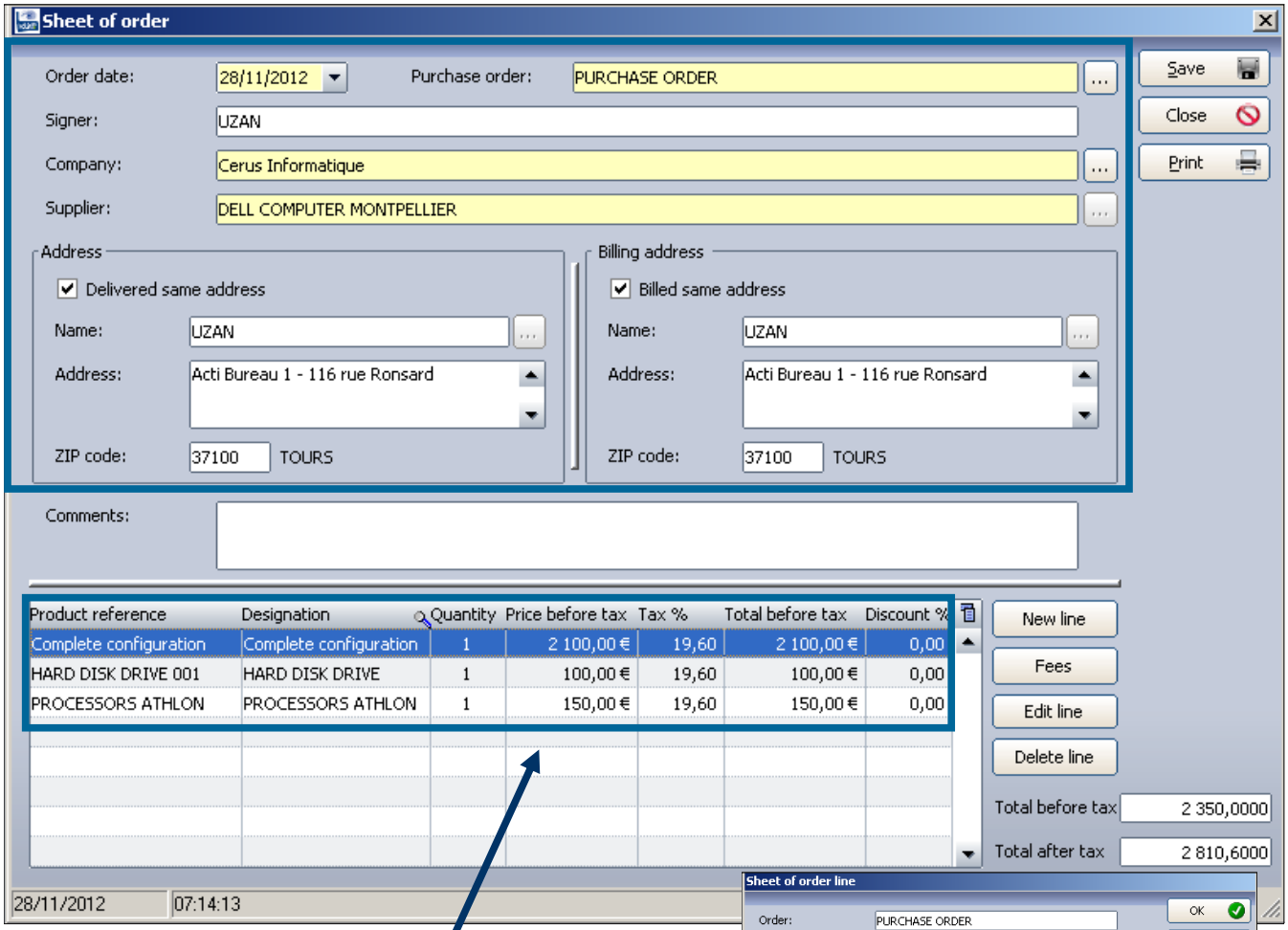
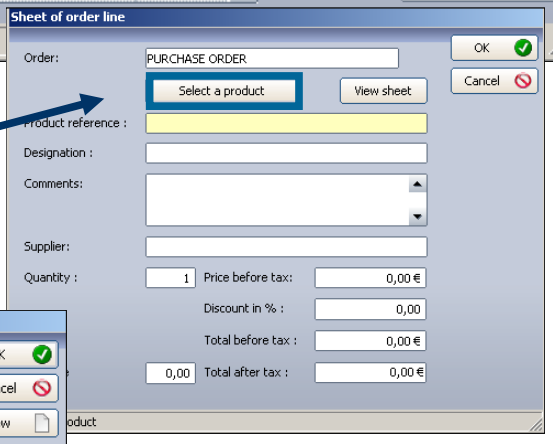
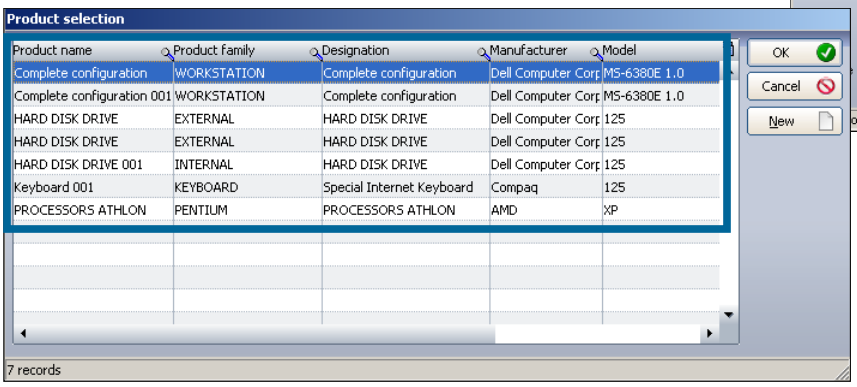
New order



New line of command then select a product form the list





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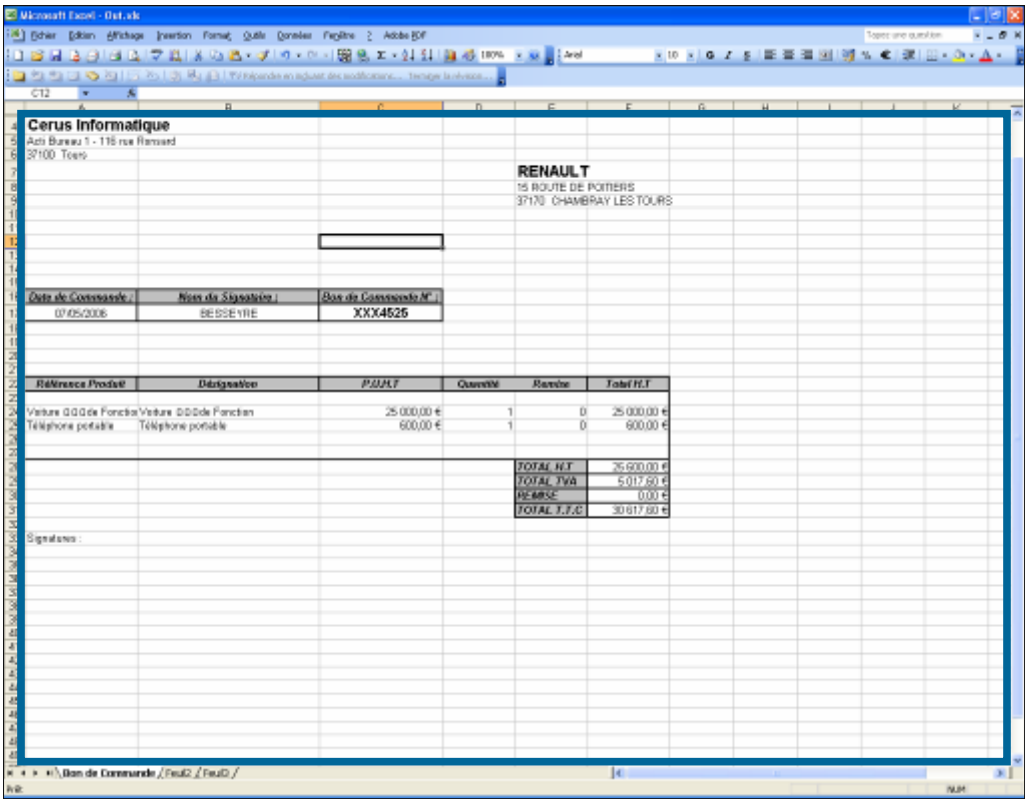
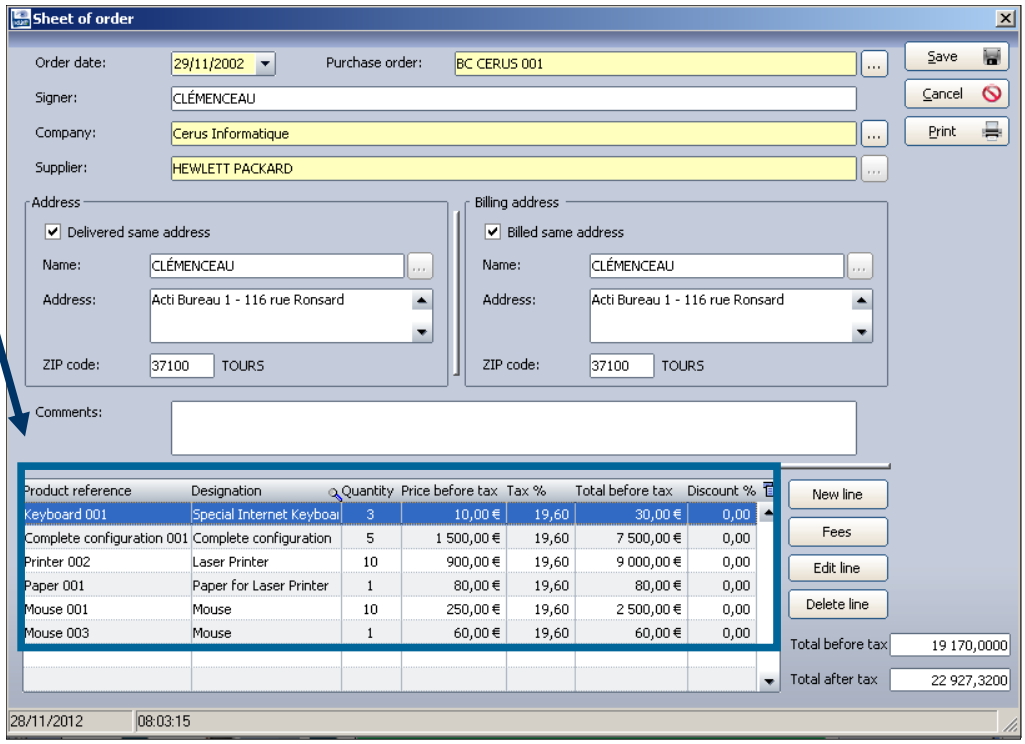
Print your order with Excel, form which can be modified



See the actual order





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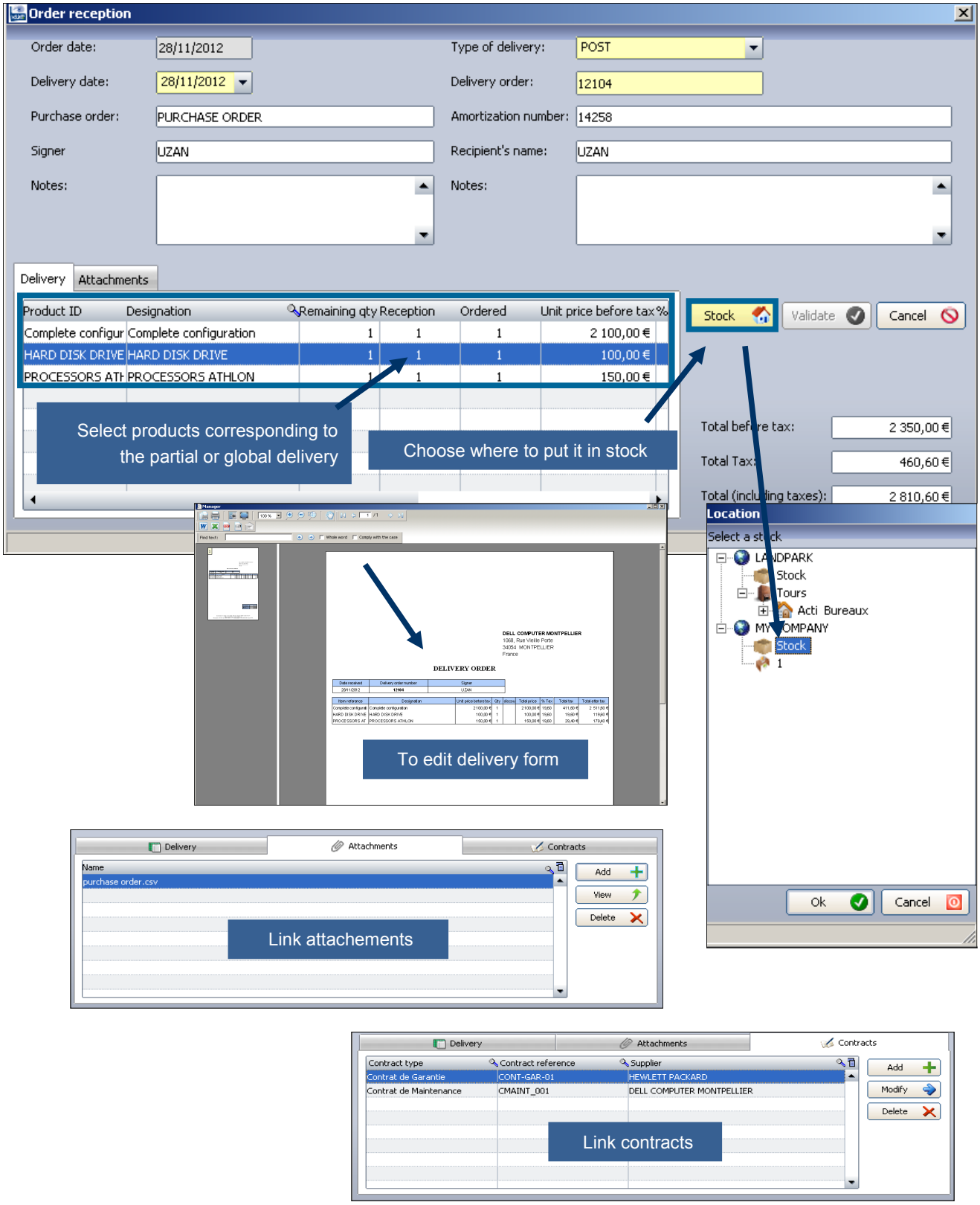
Receive an order



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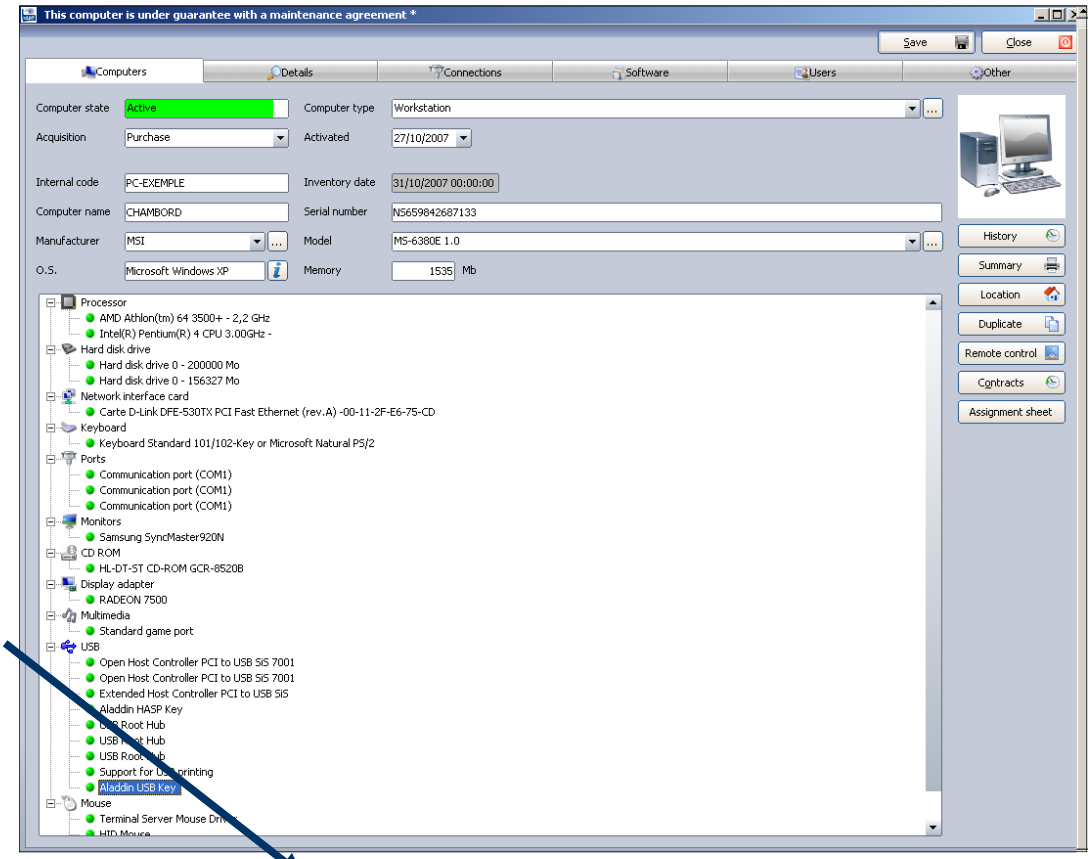
TICKETS ON YOUR IT AND NON-IT ASSETS WITH LANDPARK MANAGER

Landpark, comprehensive IT Asset Tracking and ITIL Help Desk solutions

MANAGEMENT TOOLBAR ASSOCIATED WITH ANY ITEM



Management toolbar

Once the item is open, you will be able to open a ticket on any item





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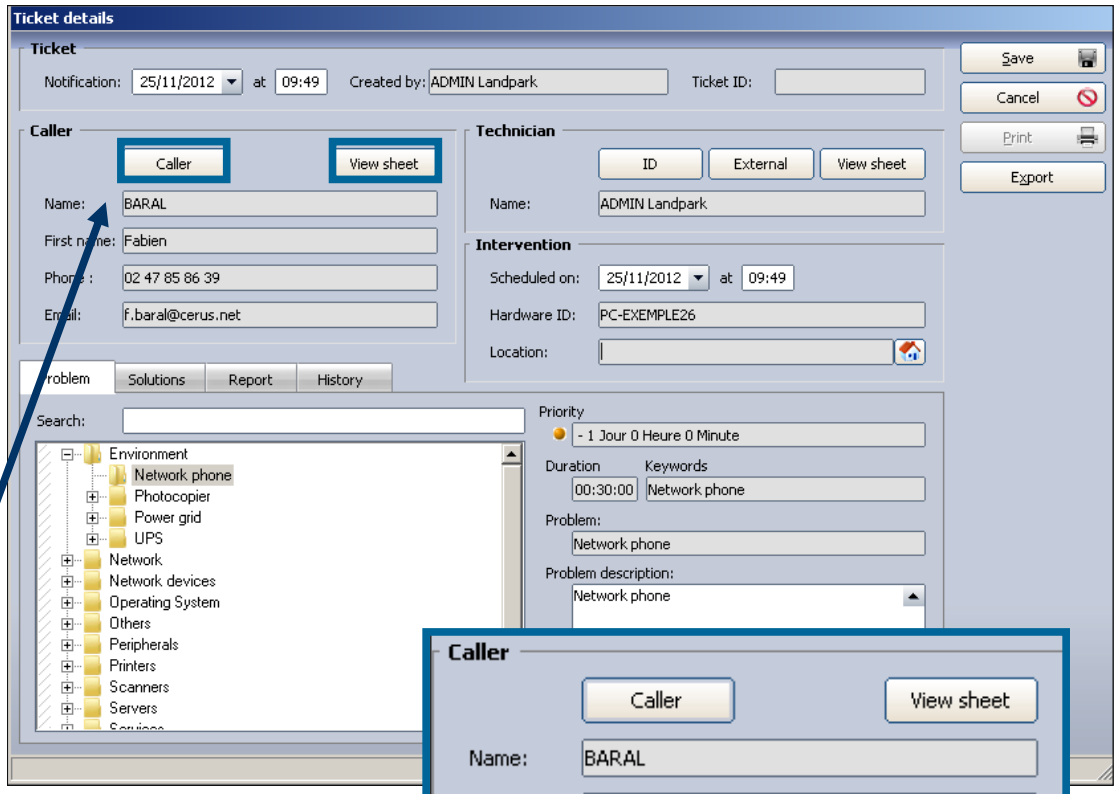
Service

Complete an application for a ticket

SERVICE DESK ASSOCIATED TO A PC OR ANY ITEM





Caller — By default this is the user name associated with the item who is selected

View sheet — You can change the user name by clicking on it. The button allows you to view all user names



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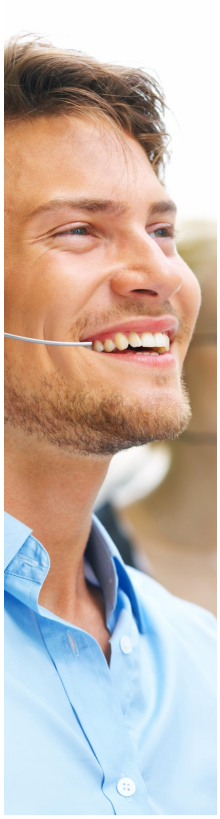
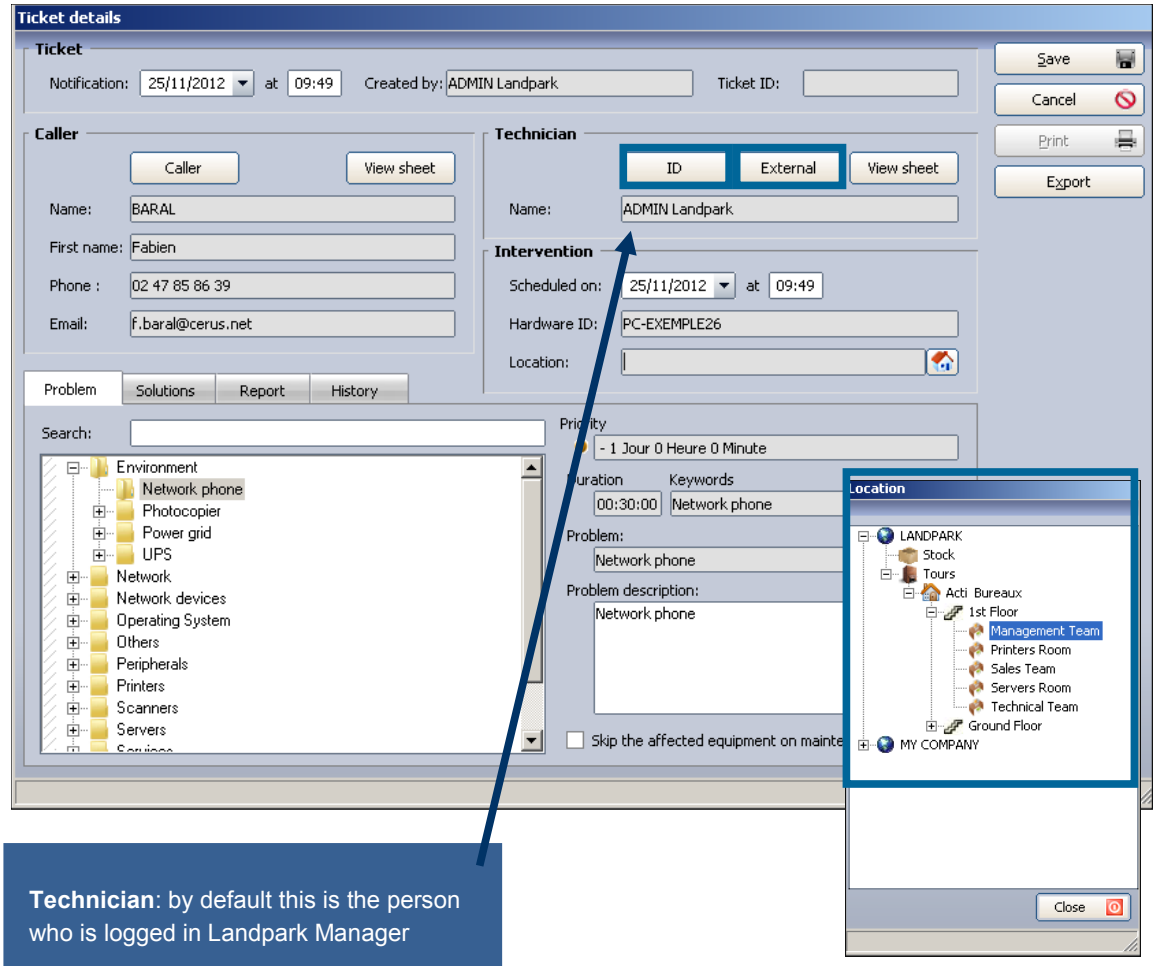
Service

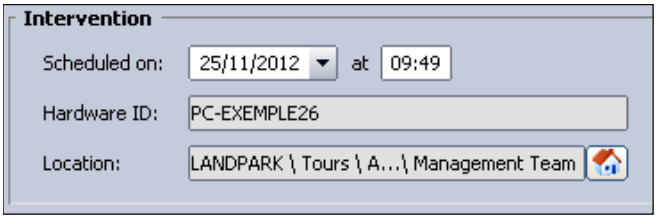




Technician: by default this is the person who is logged in Landpark Manager

ID — You can change the technician by clicking on it

External — If the ticket is affected to a supplier





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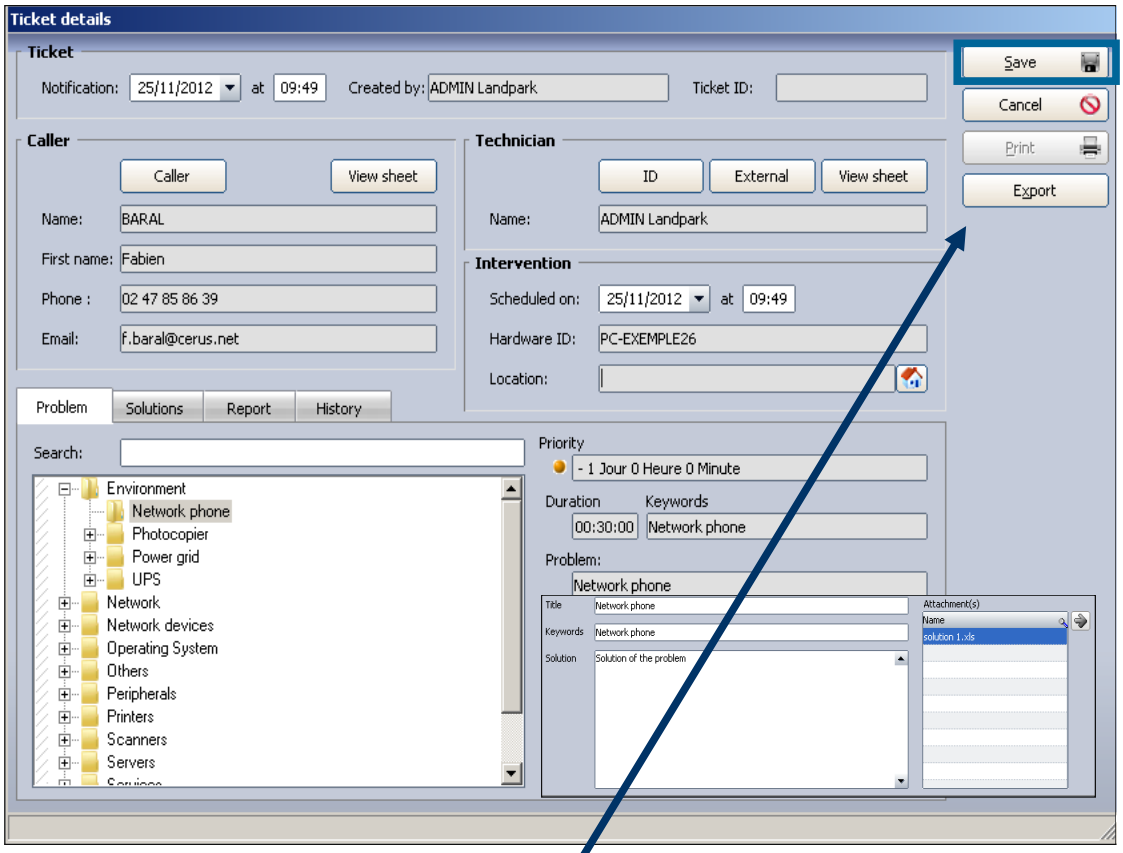
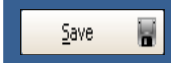
Service



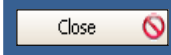


Managing ticket operation takes place in two phases:

Phase 1 - When opening a ticket, select a problem and see solutions to this problem



Then clicking “Save“ you validate the demand and N° ticket will be automatically assigned to this demand. You can print and export this ticket



Phase 2 - Enter the report and close the ticket.



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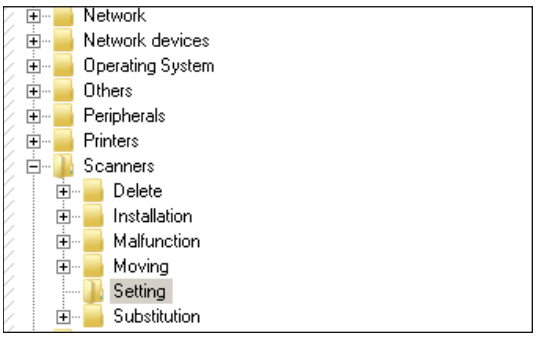
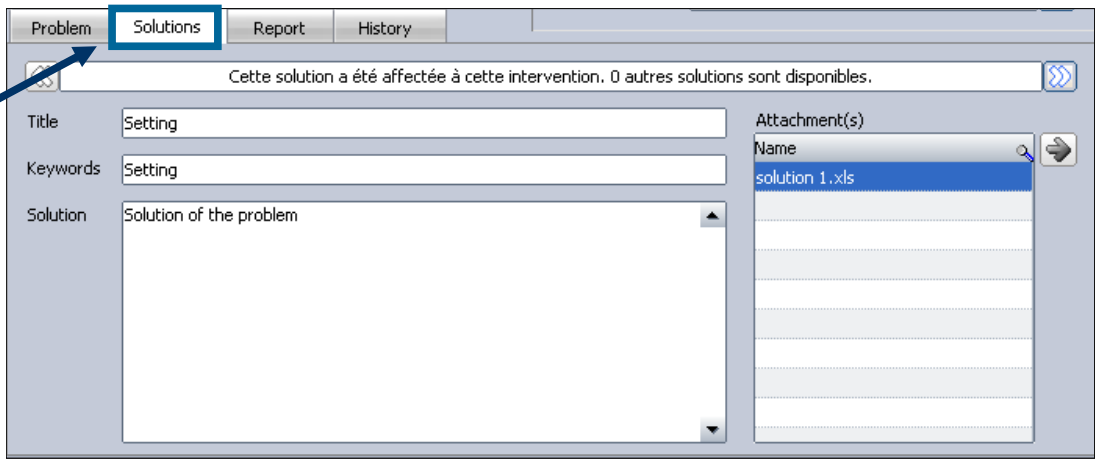
Service

Search by keyword on the problems and solutions treeview

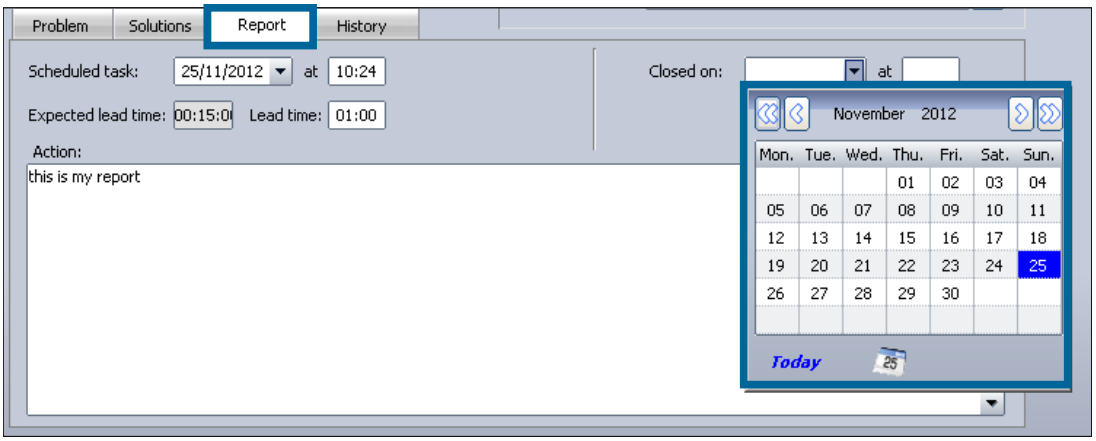


The solutions tab allows you to view the solution or solutions associated to the problem

It displays the list of problems present in the knowledge database and the details of the selected problem







The report tab allows you to enter the report and all information related to the ticket

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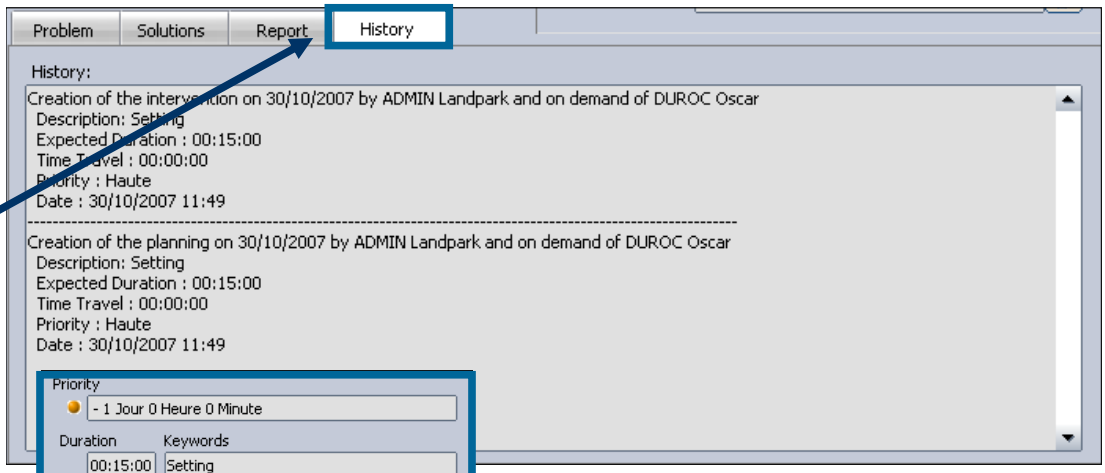
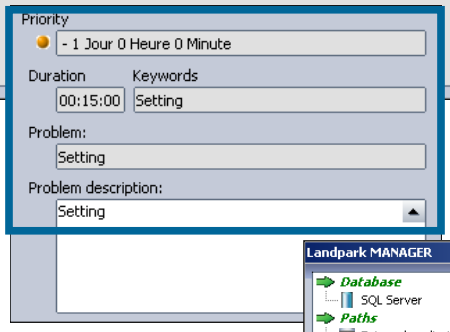
Service

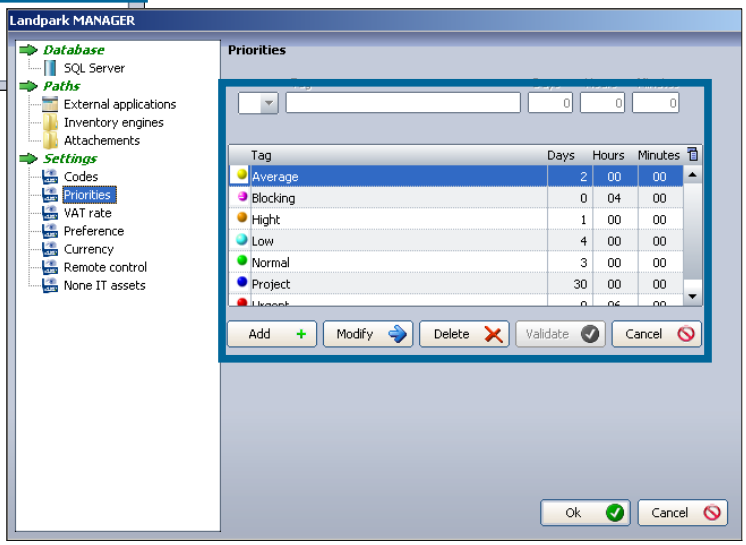
History tab allows you to consult all events regarding this ticket



Priority type associated to the problem



Priorities settings





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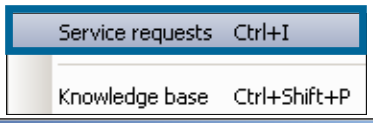
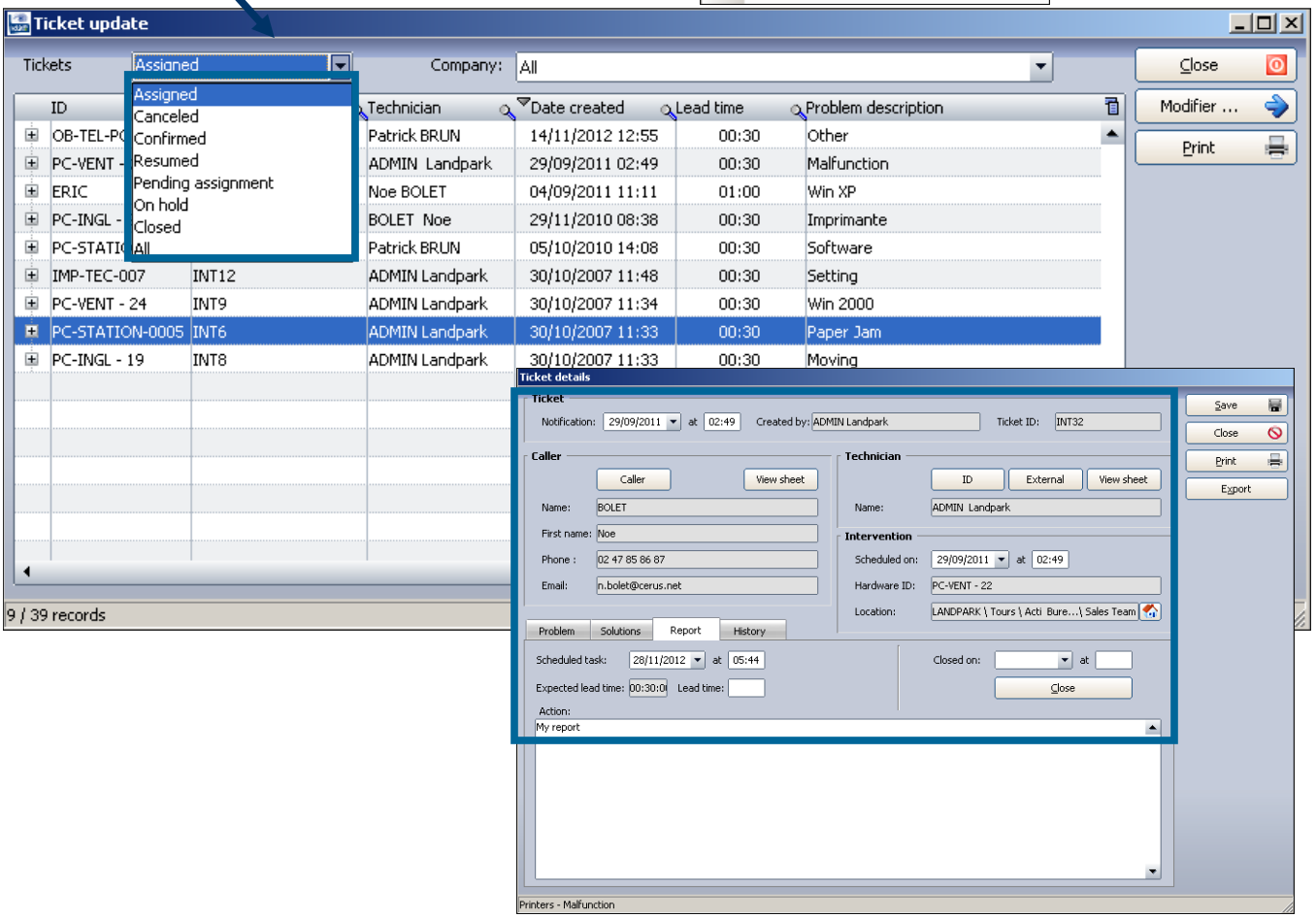
Maintenance menu



Request list







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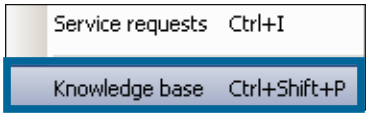
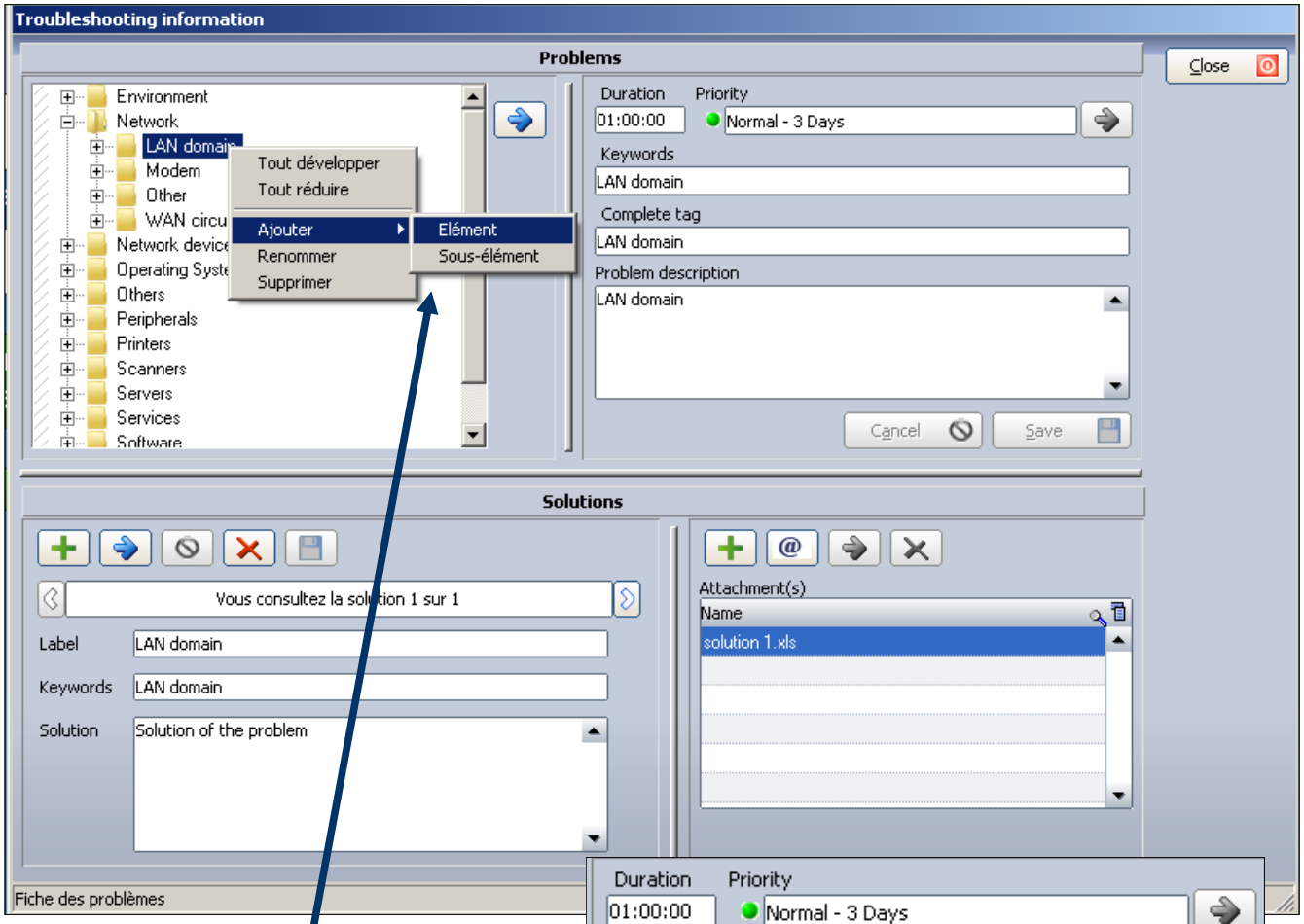
Maintenance menu

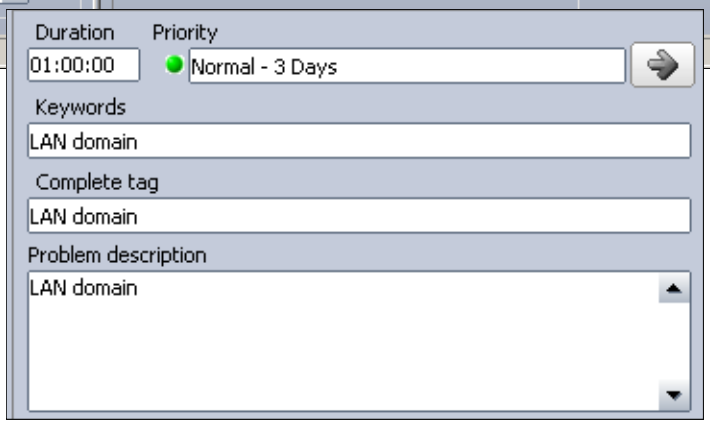




Problems and solutions



Add a new solution



Describe the timing resolution, priority and keywords associated with this problem

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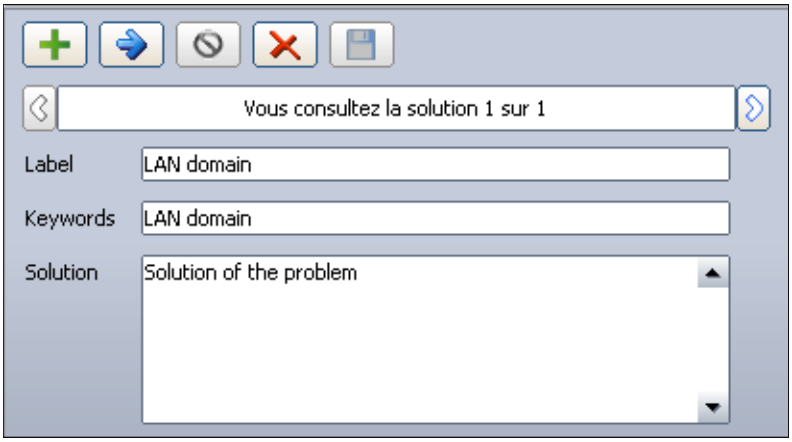
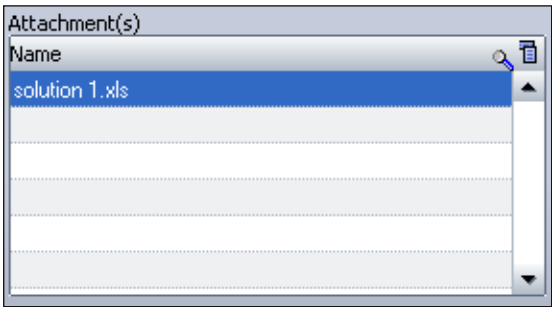
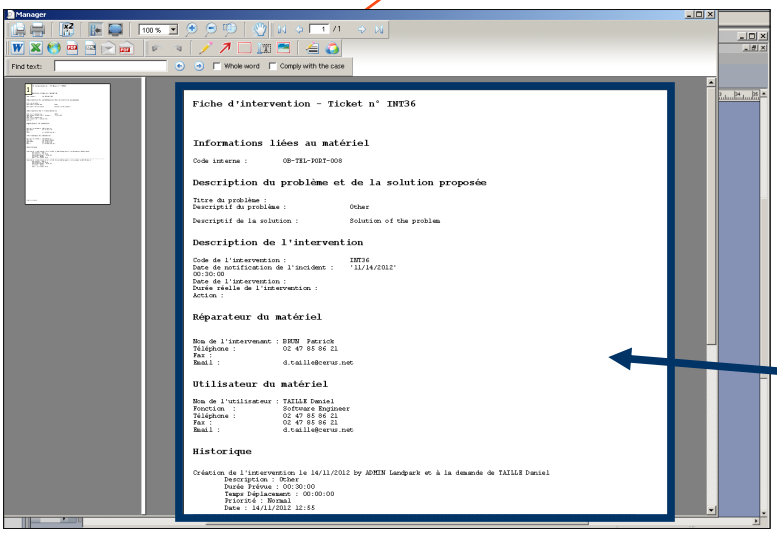
Add one or more solutions associated with the resolution of this problem

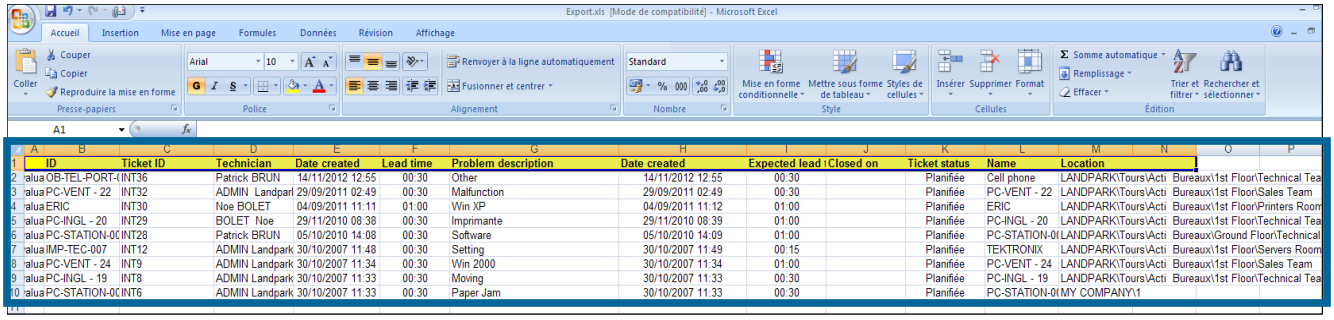


Add one or more attachments associated with the resolution of this problem





Ticket report



Export tickets list to **Excel**

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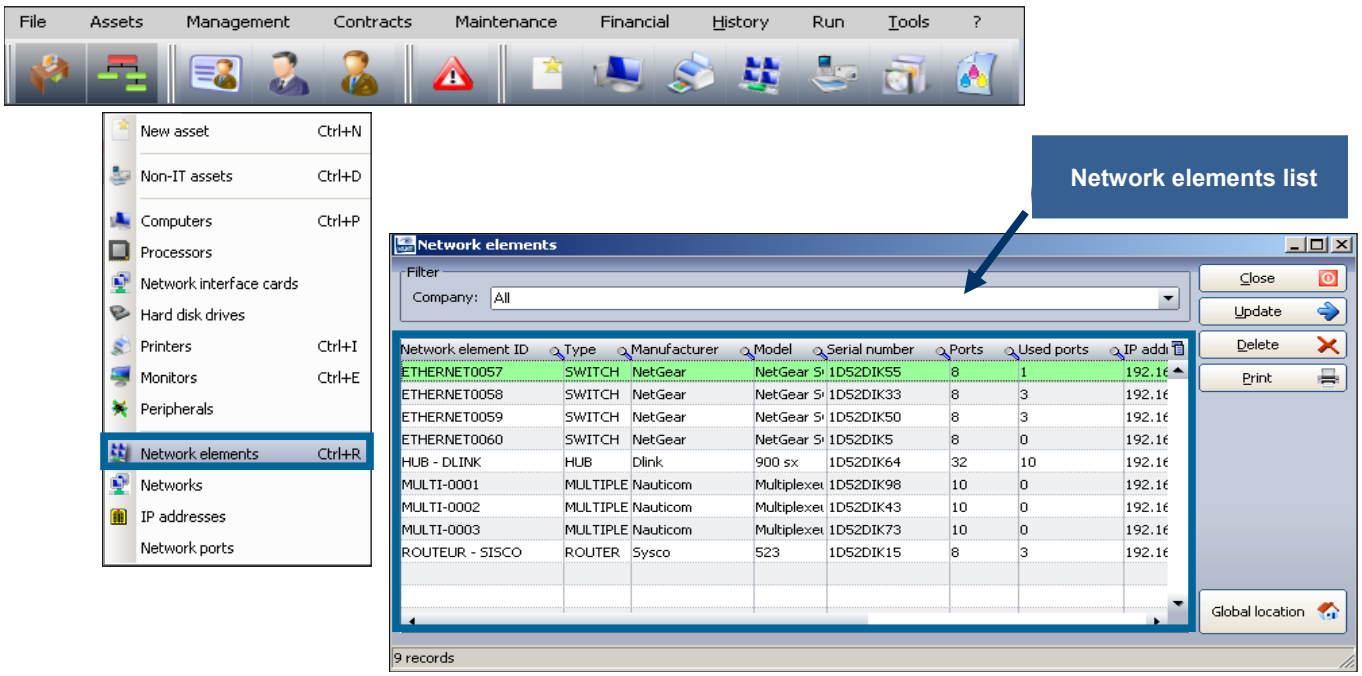
MANAGING YOUR NETWORKS AND NETWORK ELEMENTS

Landpark, comprehensive IT Asset Tracking and ITIL Help Desk solutions





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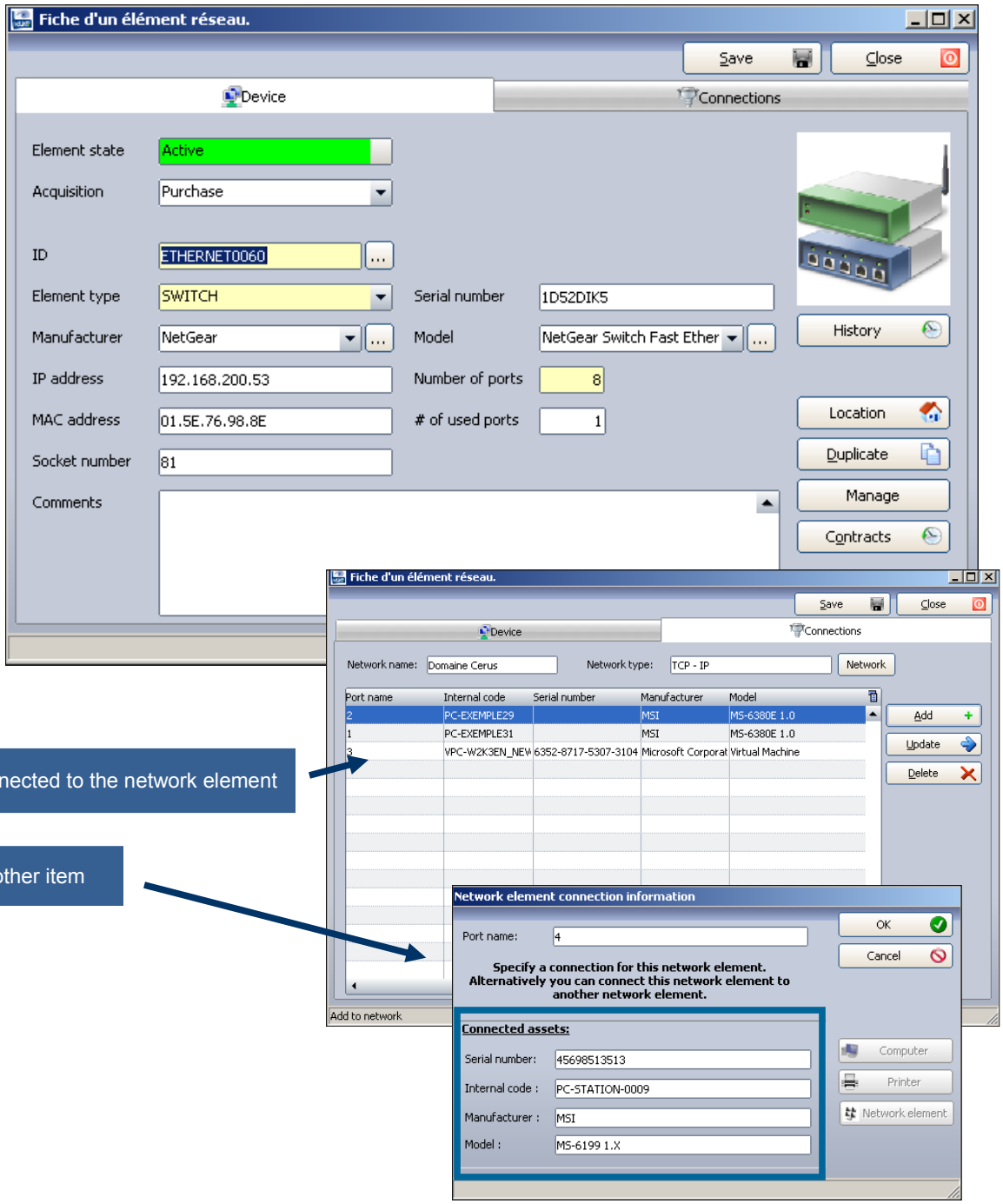
Network element form



Network ports connected to the network element

To connect another item



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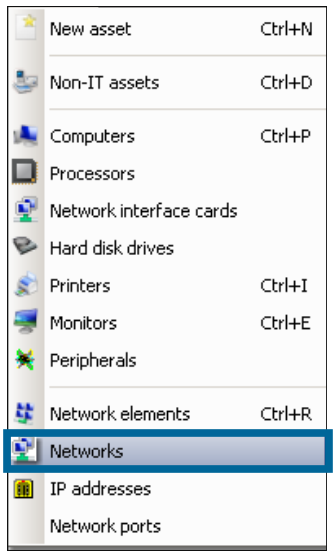

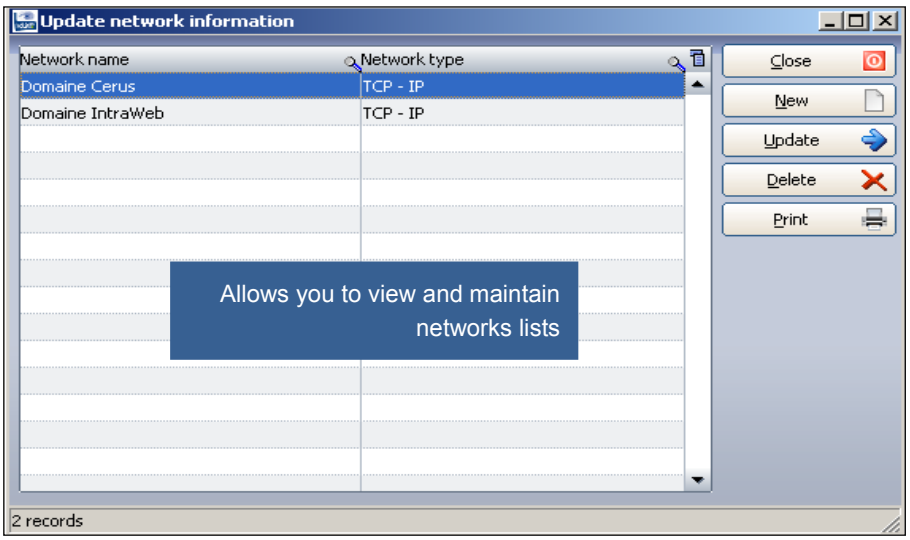

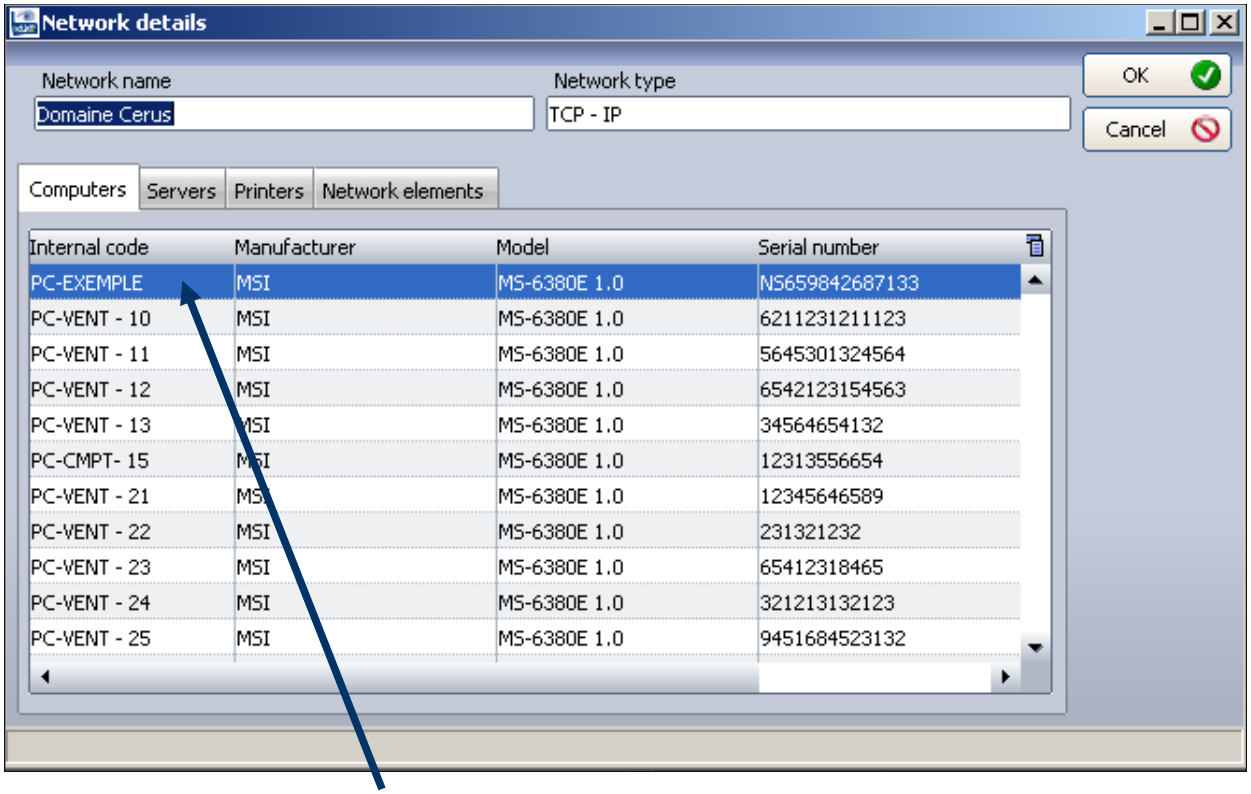

You can edit information on a network and displays all the elements that are attached

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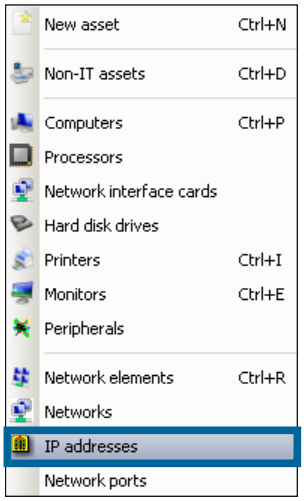
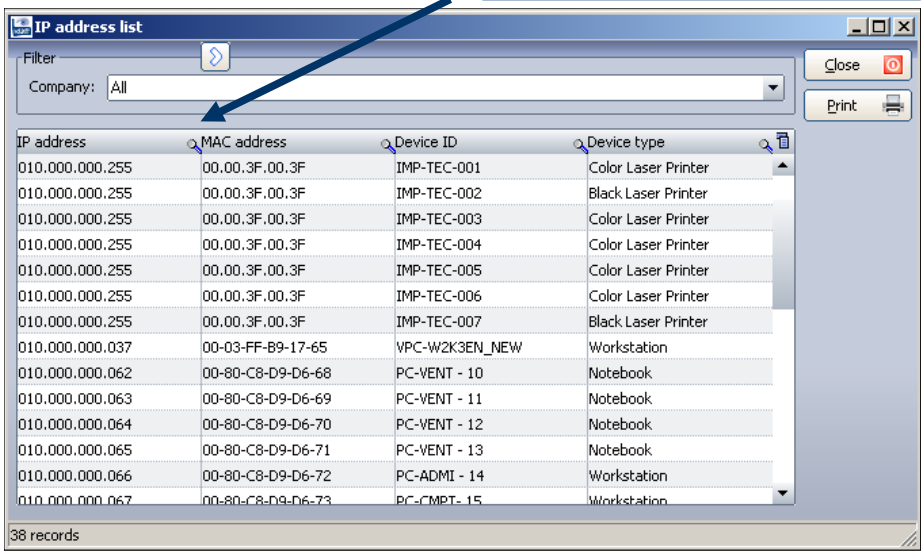
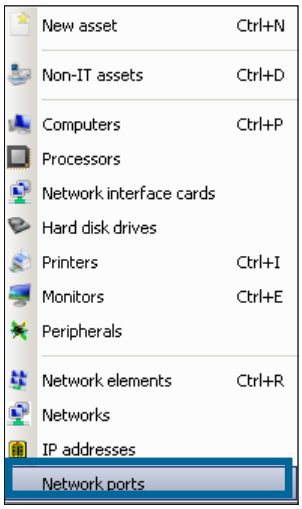


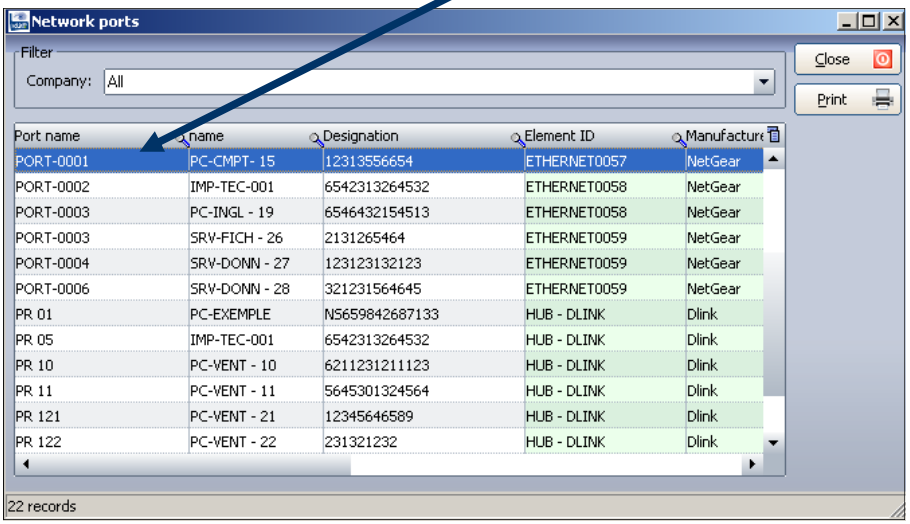
Search by IP and MAC adresses







Search by network ports



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MANAGE CONSUMABLES WITH LANDPARK MANAGER

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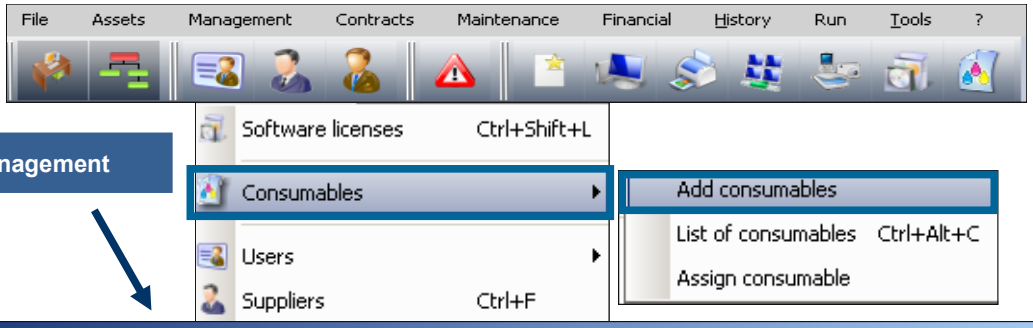
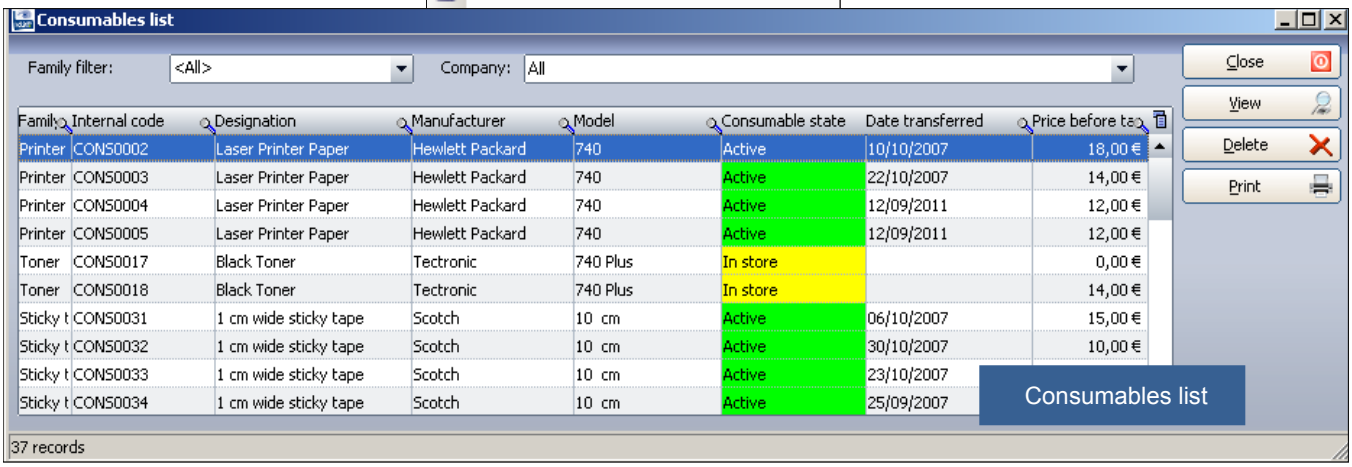
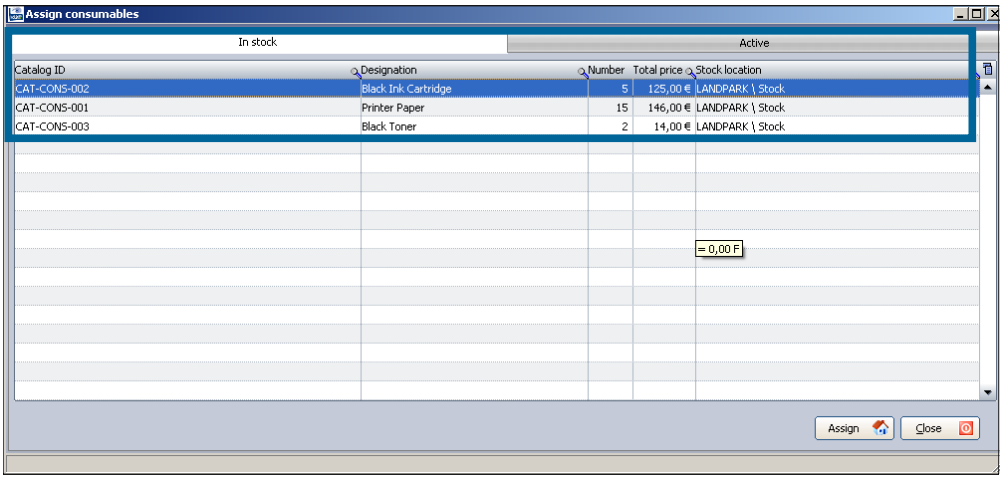


Consumables management



Consumables in stock ready to be in service





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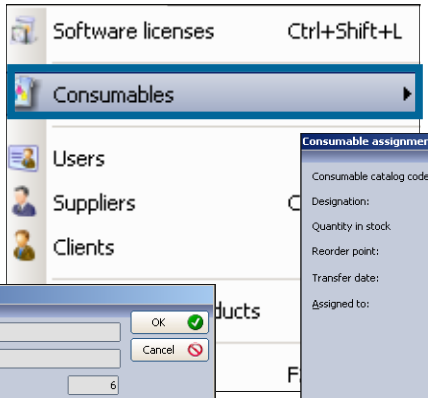
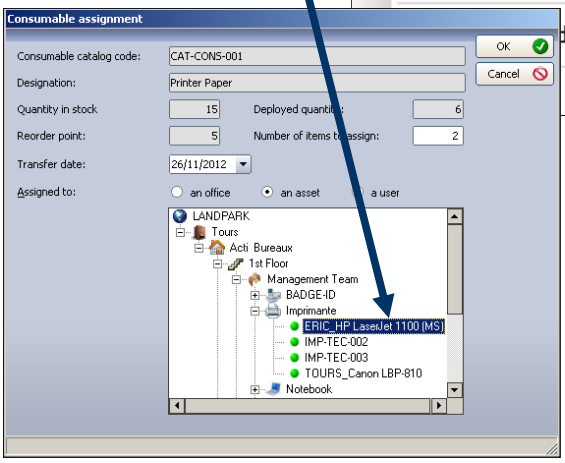
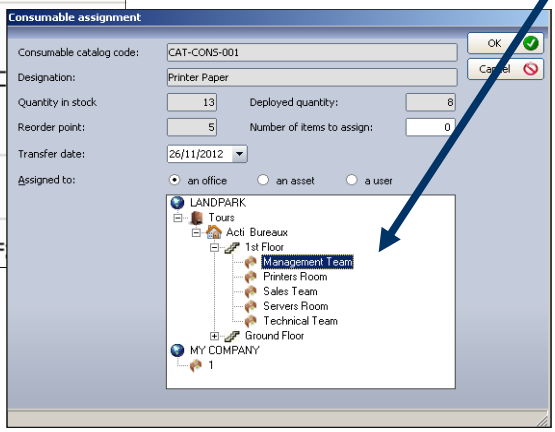
Assignement to an item

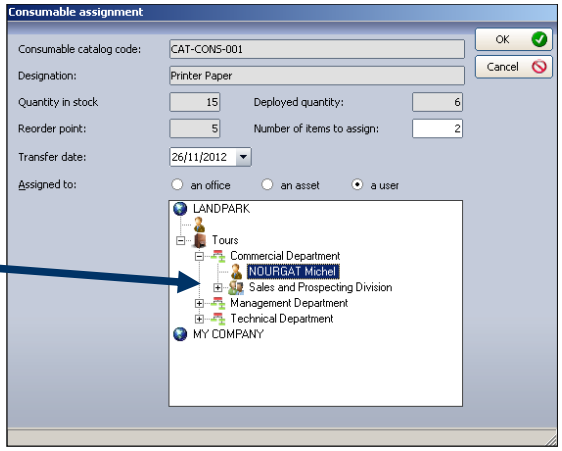


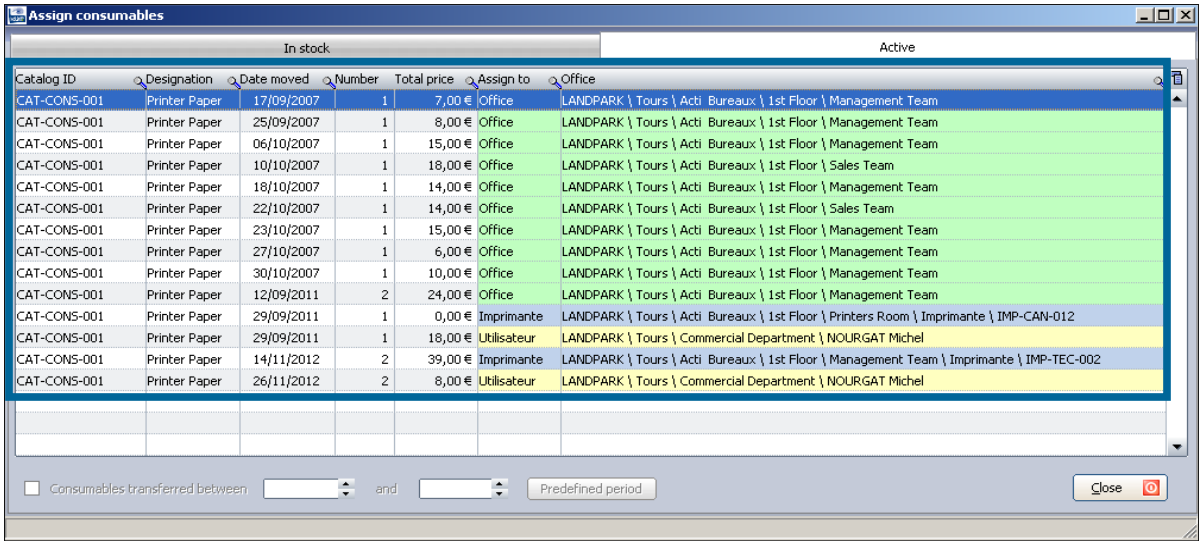
Assignement to an office





Assignement to a user





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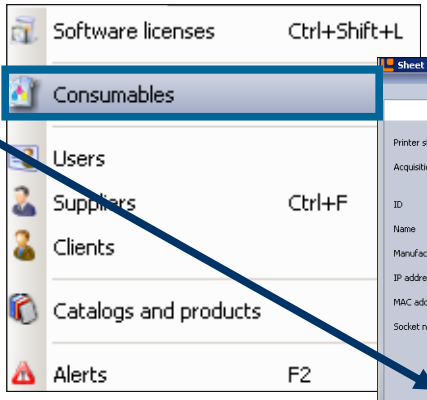
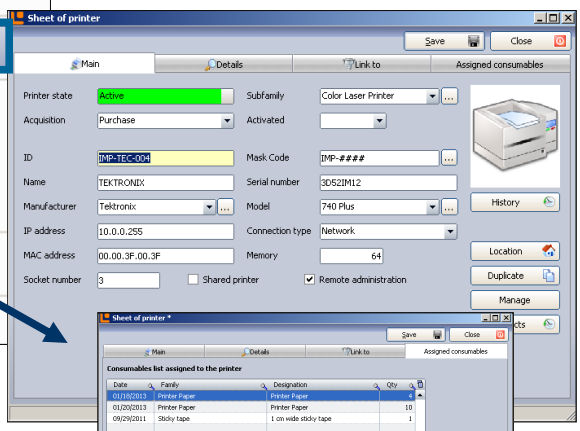
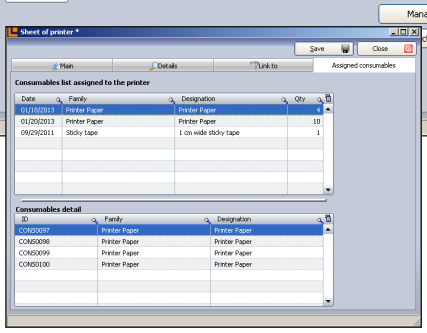
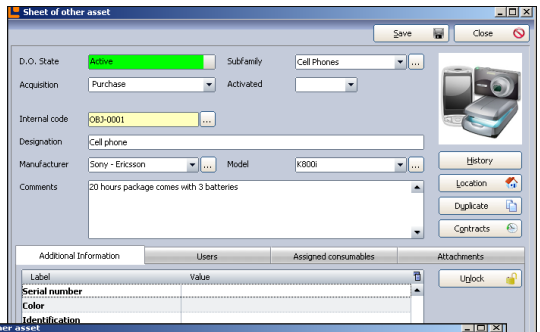
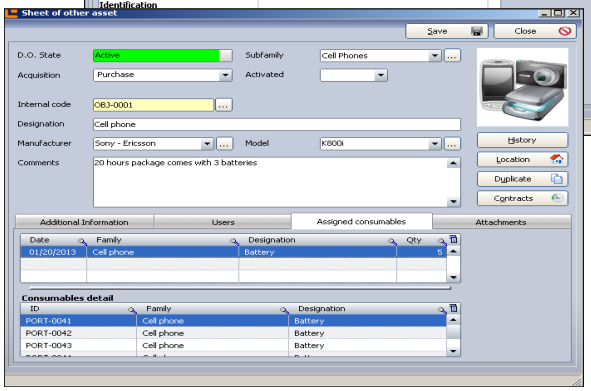
Consumables associated with the printer



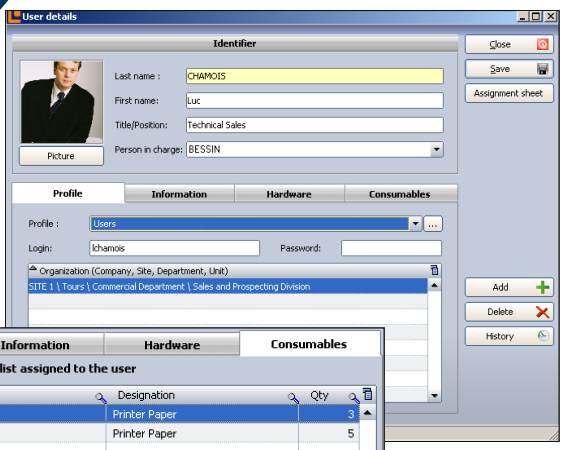


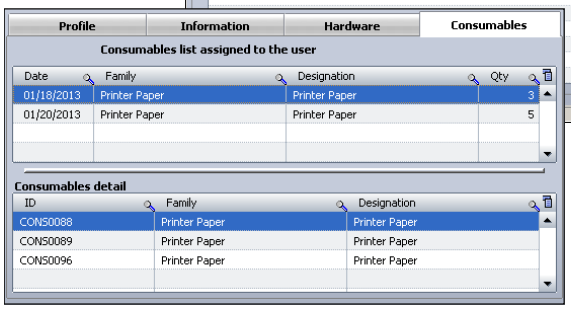






Consumables associated with a Non IT item





Consumables associated with the user

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RECYCLING HARDWARE WITH LANDPARK MANAGER

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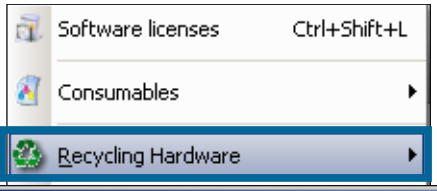
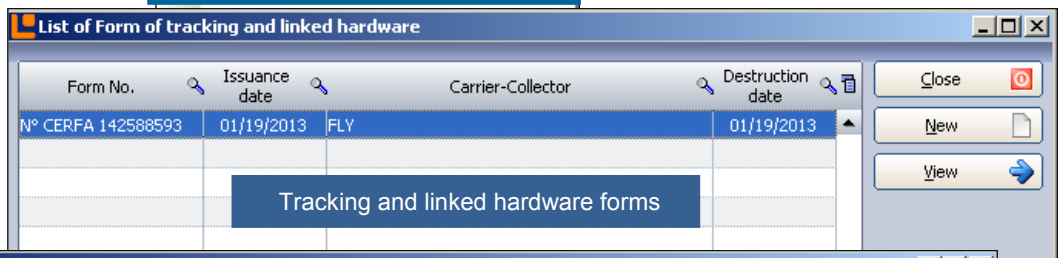
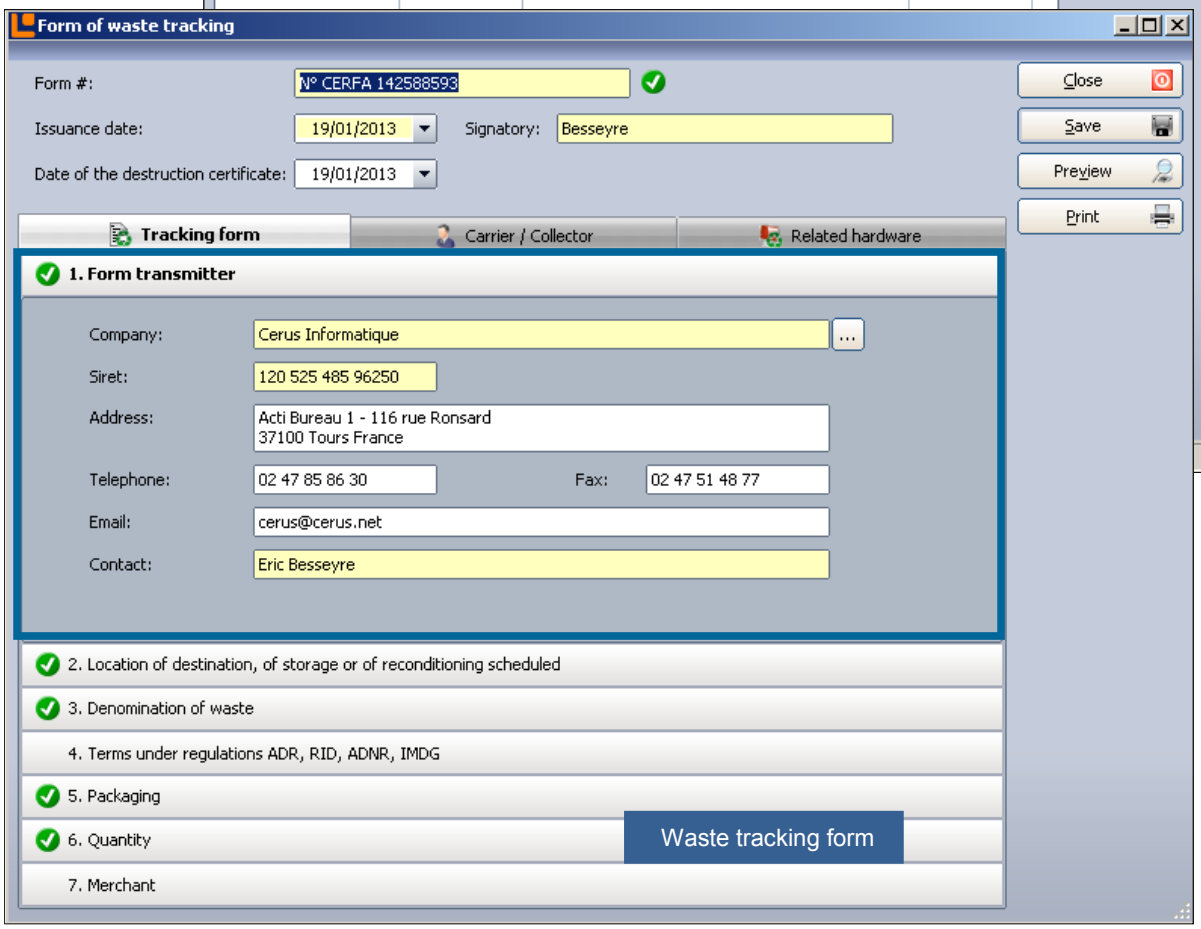
Recycling Hardware





Tracking and linked hardware forms



Waste tracking form

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ALERTS BY EMAIL WITH LANDPARK MANAGER

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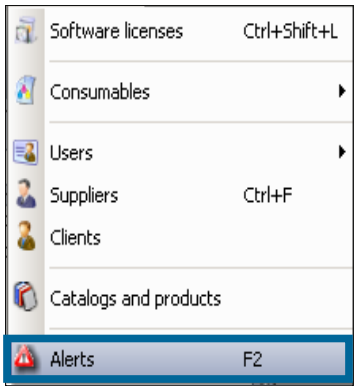
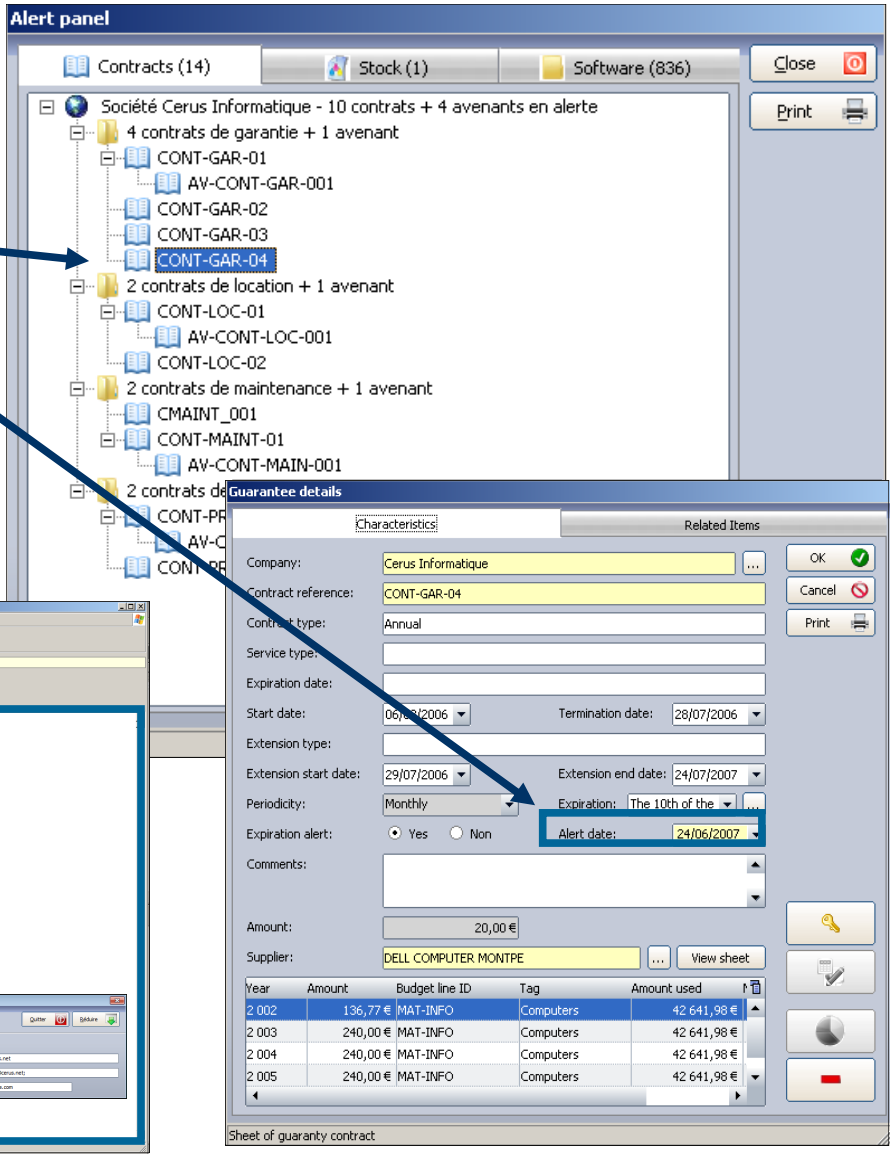
Alerts panel sent by email





Alerts on outdated contracts

Alerts sent by emails



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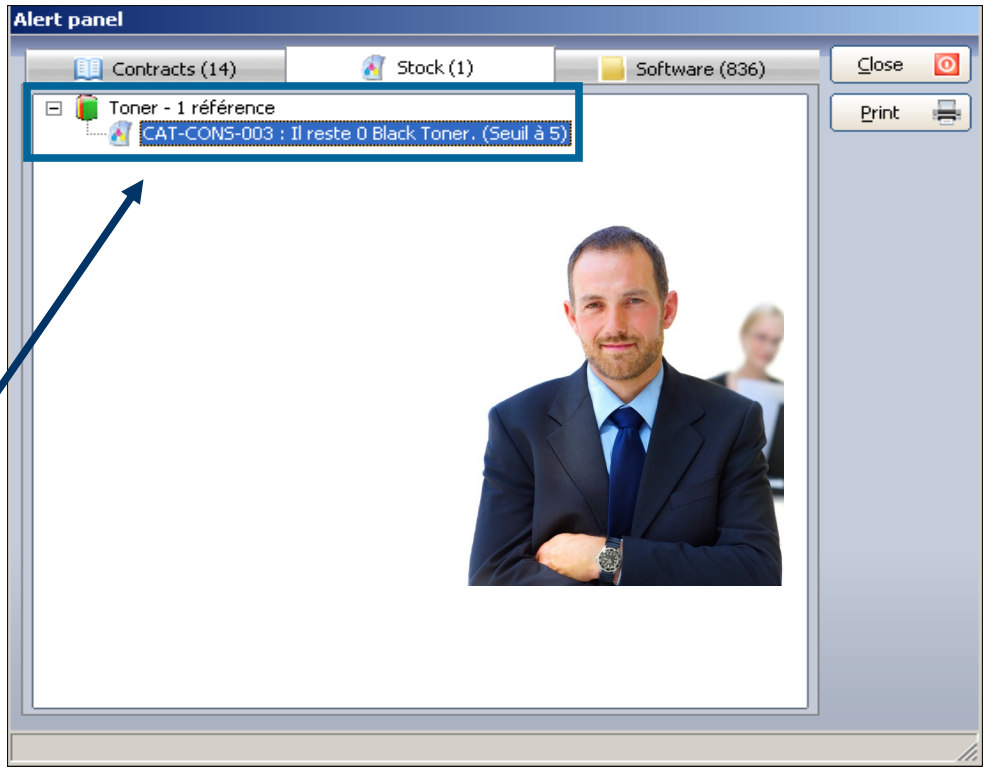
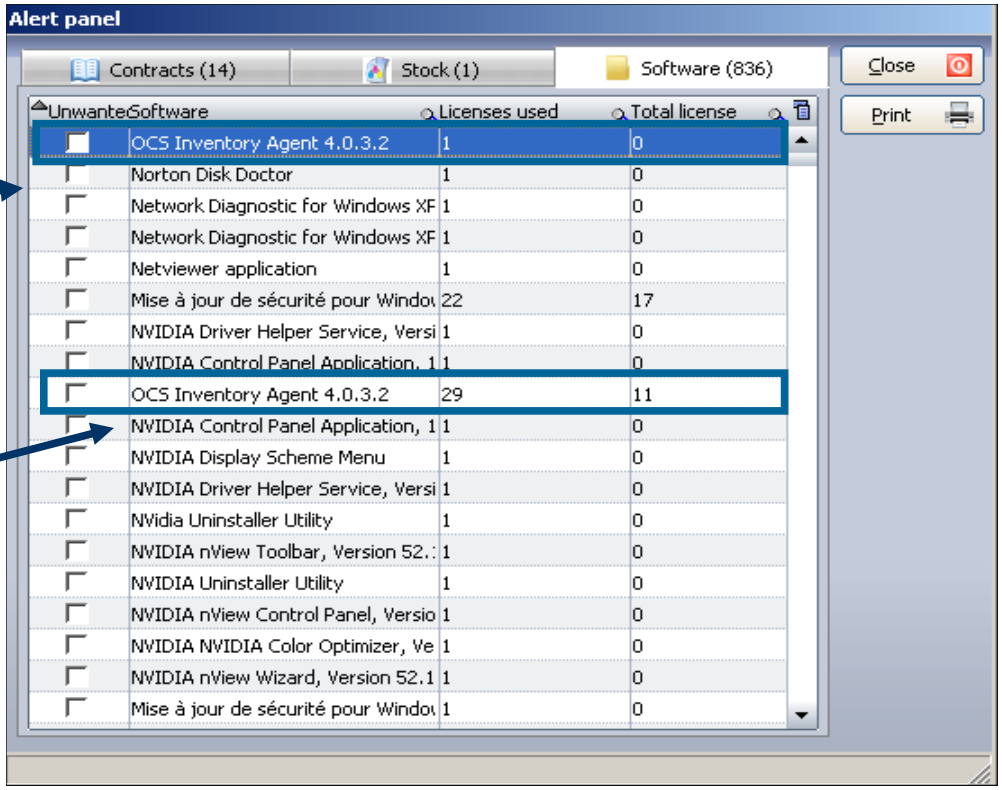
Alerts for consumables reorder point



Alerts for unwanted software detected

Alerts when software detected are > than software with official licenses



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LANDPARK QUERYBUILDER

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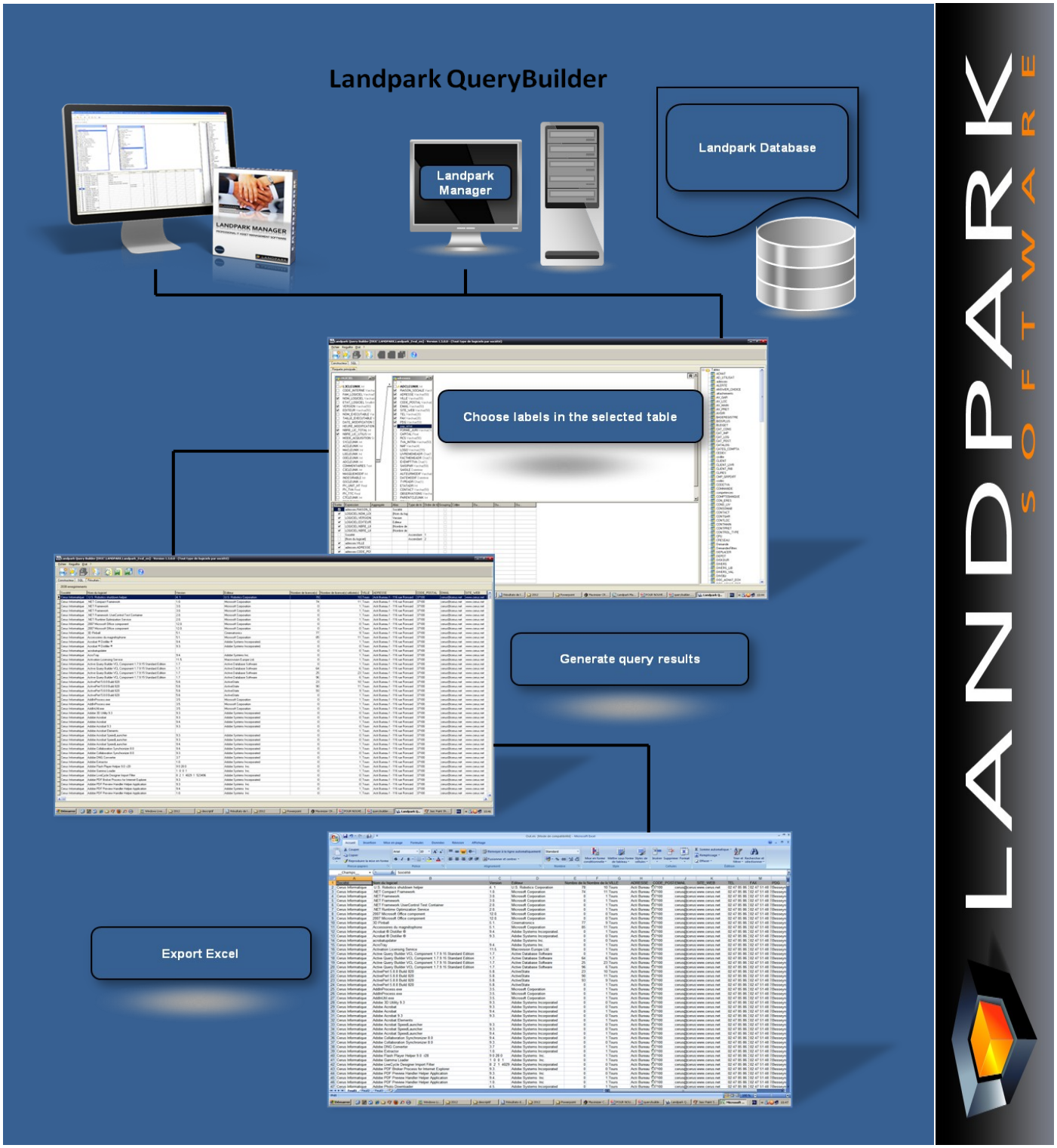
LANDPARK QUERYBUILDER GENERATES EASILY QUERIES TO EXPORT TO EXCEL



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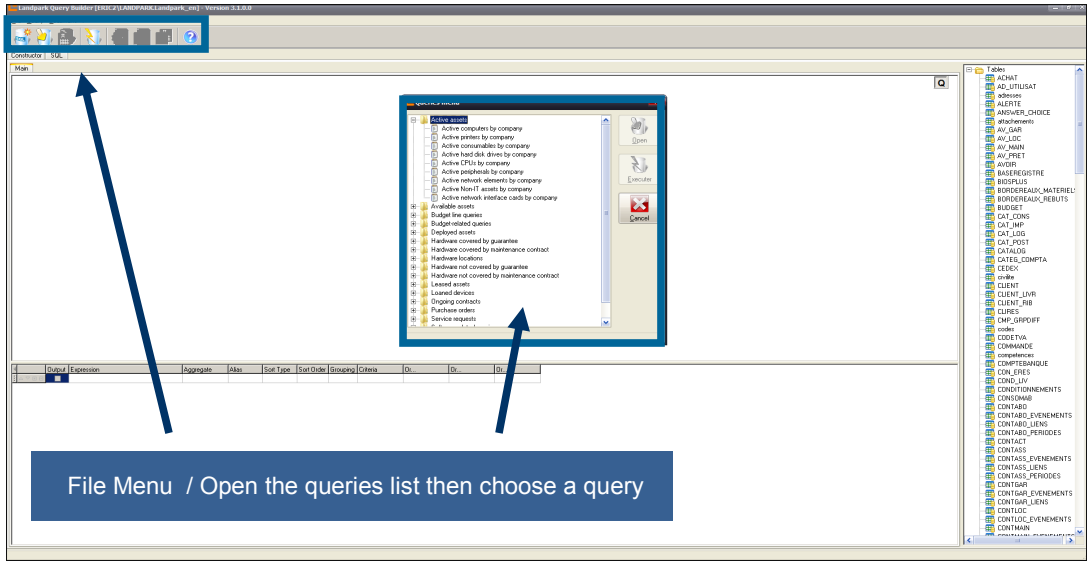
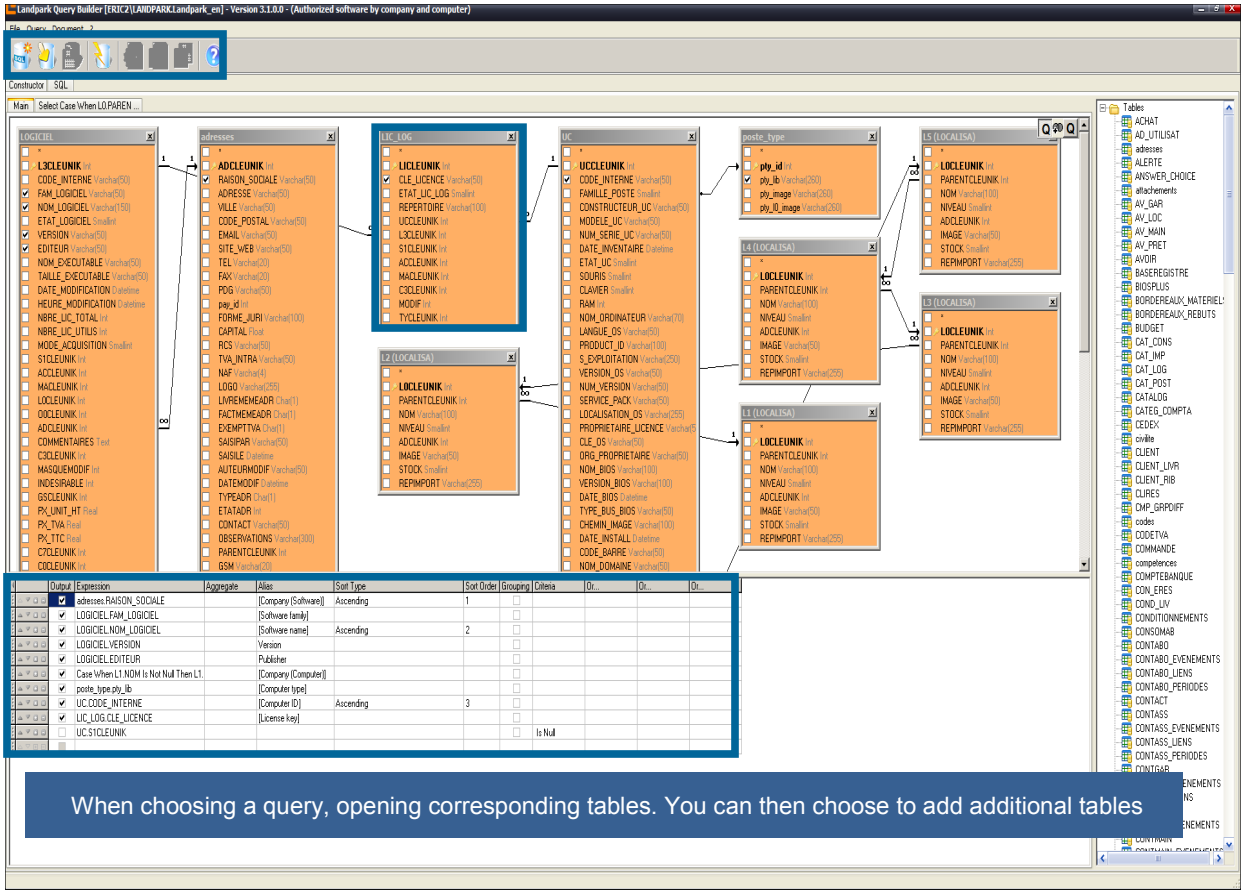
Run Menu

QueryBuilder



File Menu / Open the queries list then choose a query



When choosing a query, opening corresponding tables. You can then choose to add additional tables

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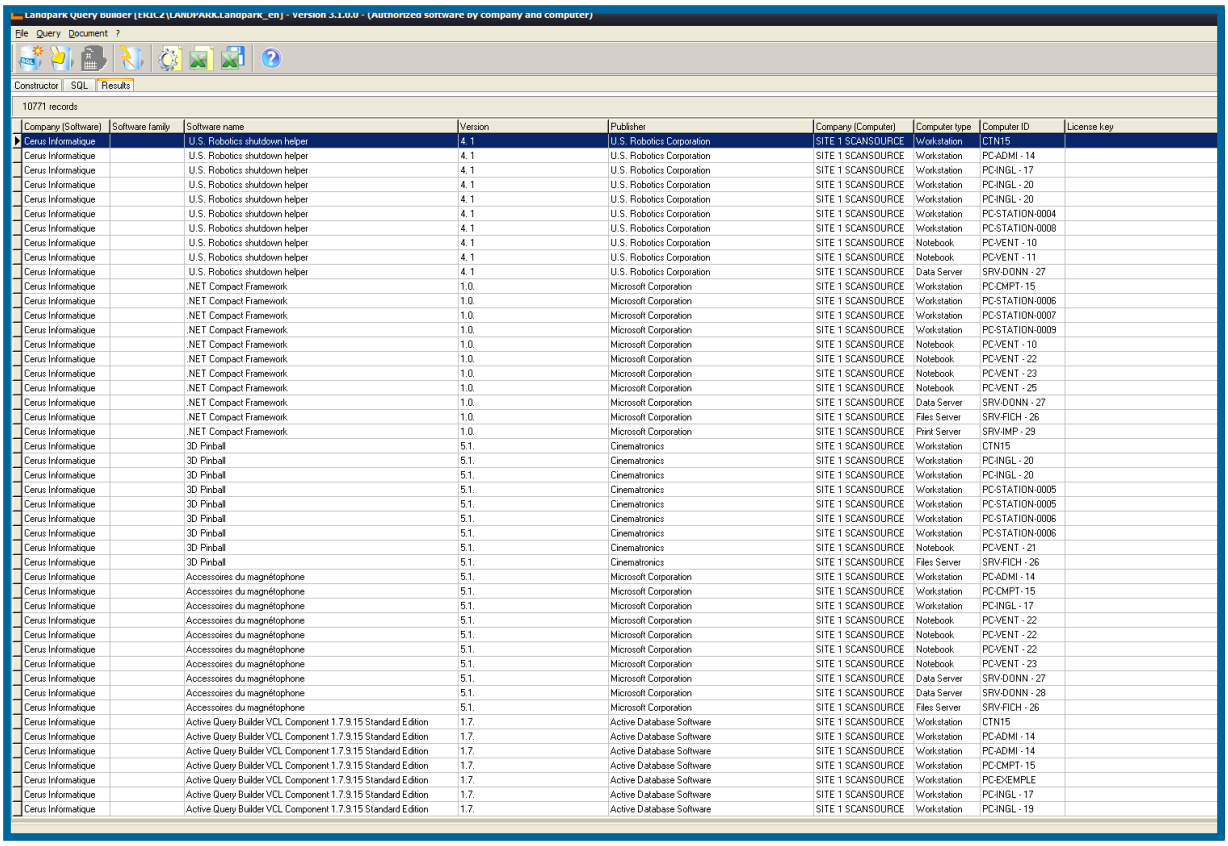

Company (Software)	Software family	Software name	Version	Publisher	Company (Computer)	Computer type	Computer ID	License key
Cerus Informatique		U.S. Robotics shutdown helper	4. 1	U.S. Robotics Corporation	SITE 1 SCANSOURCE	Workstation	CTN15	
Cerus Informatique		U.S. Robotics shutdown helper	4. 1	U.S. Robotics Corporation	SITE 1 SCANSOURCE	Workstation	PC-ADMI - 14	
Cerus Informatique		U.S. Robotics shutdown helper	4. 1	U.S. Robotics Corporation	SITE 1 SCANSOURCE	Workstation	PC-INGL - 17	
Cerus Informatique		U.S. Robotics shutdown helper	4. 1	U.S. Robotics Corporation	SITE 1 SCANSOURCE	Workstation	PC-INGL - 20	
Cerus Informatique		U.S. Robotics shutdown helper	4. 1	U.S. Robotics Corporation	SITE 1 SCANSOURCE	Workstation	PC-INGL - 20	
Cerus Informatique		U.S. Robotics shutdown helper	4. 1	U.S. Robotics Corporation	SITE 1 SCANSOURCE	Workstation	PC-STATION-0004	
Cerus Informatique		U.S. Robotics shutdown helper	4. 1	U.S. Robotics Corporation	SITE 1 SCANSOURCE	Workstation	PC-STATION-0008	
Cerus Informatique		U.S. Robotics shutdown helper	4. 1	U.S. Robotics Corporation	SITE 1 SCANSOURCE	Notebook	PC-VENT - 10	
Cerus Informatique		U.S. Robotics shutdown helper	4. 1	U.S. Robotics Corporation	SITE 1 SCANSOURCE	Notebook	PC-VENT - 11	
Cerus Informatique		U.S. Robotics shutdown helper	4. 1	U.S. Robotics Corporation	SITE 1 SCANSOURCE	Data Server	SRV-DONN - 27	
Cerus Informatique		.NET Compact Framework	1.0.	Microsoft Corporation	SITE 1 SCANSOURCE	Workstation	PC-CMPT- 15	
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Cerus Informatique		.NET Compact Framework	1.0.	Microsoft Corporation	SITE 1 SCANSOURCE	Notebook	PC-VENT - 22	
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Cerus Informatique		.NET Compact Framework	1.0.	Microsoft Corporation	SITE 1 SCANSOURCE	Files Server	SRV-FICH - 26	
Cerus Informatique		.NET Compact Framework	1.0.	Microsoft Corporation	SITE 1 SCANSOURCE	Print Server	SRV-IMP - 29	
Cerus Informatique		3D Pinball	5.1.	Cinematronics	SITE 1 SCANSOURCE	Workstation	CTN15	
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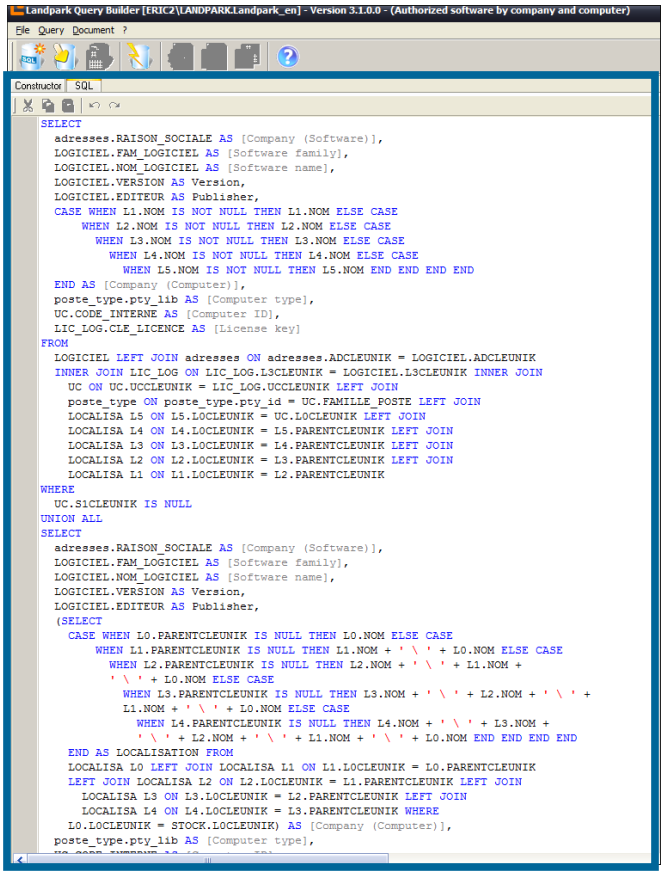
Query result and its code




```
SELECT
  adresses.RAISON_SOCIALE AS [Company (Software)],
  LOGICIEL.FAM_LOGICIEL AS [Software family],
  LOGICIEL.NOM_LOGICIEL AS [Software name],
  LOGICIEL.VERSION AS Version,
  LOGICIEL.EDITEUR AS Publisher,
  CASE WHEN L1.NOM IS NOT NULL THEN L1.NOM ELSE CASE
      WHEN L2.NOM IS NOT NULL THEN L2.NOM ELSE CASE
        WHEN L3.NOM IS NOT NULL THEN L3.NOM ELSE CASE
          WHEN L4.NOM IS NOT NULL THEN L4.NOM ELSE CASE
            WHEN L5.NOM IS NOT NULL THEN L5.NOM END END END END
  END AS [Company (Computer)],
  poste_type.pty_lib AS [Computer type],
  UC.CODE_INTERNE AS [Computer ID],
  LIC_LOG.CLE_LICENCE AS [License key]
FROM
  LOGICIEL LEFT JOIN adresses ON adresses.ADCLEUNIK = LOGICIEL.ADCLEUNIK
  INNER JOIN LIC_LOG ON LIC_LOG.L3CLEUNIK = LOGICIEL.L3CLEUNIK INNER JOIN
    UC ON UC.UCCLEUNIK = LIC_LOG.UCCLEUNIK LEFT JOIN
    poste_type ON poste_type.pty_id = UC.FAMILLE_POSTE LEFT JOIN
    LOCALISA L5 ON L5.LOCLEUNIK = UC.LOCLEUNIK LEFT JOIN
    LOCALISA L4 ON L4.LOCLEUNIK = L5.PARENTCLEUNIK LEFT JOIN
    LOCALISA L3 ON L3.LOCLEUNIK = L4.PARENTCLEUNIK LEFT JOIN
    LOCALISA L2 ON L2.LOCLEUNIK = L3.PARENTCLEUNIK LEFT JOIN
    LOCALISA L1 ON L1.LOCLEUNIK = L2.PARENTCLEUNIK
WHERE
  UC.S1CLEUNIK IS NULL
UNION ALL
SELECT
  adresses.RAISON_SOCIALE AS [Company (Software)],
  LOGICIEL.FAM_LOGICIEL AS [Software family],
  LOGICIEL.NOM_LOGICIEL AS [Software name],
  LOGICIEL.VERSION AS Version,
  LOGICIEL.EDITEUR AS Publisher,
  (SELECT
    CASE WHEN L0.PARENTCLEUNIK IS NULL THEN L0.NOM ELSE CASE
        WHEN L1.PARENTCLEUNIK IS NULL THEN L1.NOM + ' \ ' + L0.NOM ELSE CASE
          WHEN L2.PARENTCLEUNIK IS NULL THEN L2.NOM + ' \ ' + L1.NOM +
          ' \ ' + L0.NOM ELSE CASE
            WHEN L3.PARENTCLEUNIK IS NULL THEN L3.NOM + ' \ ' + L2.NOM + ' \ ' +
            L1.NOM + ' \ ' + L0.NOM ELSE CASE
              WHEN L4.PARENTCLEUNIK IS NULL THEN L4.NOM + ' \ ' + L3.NOM +
              ' \ ' + L2.NOM + ' \ ' + L1.NOM + ' \ ' + L0.NOM END END END END
    END AS LOCALISATION FROM
    LOCALISA L0 LEFT JOIN LOCALISA L1 ON L1.LOCLEUNIK = L0.PARENTCLEUNIK
    LEFT JOIN LOCALISA L2 ON L2.LOCLEUNIK = L1.PARENTCLEUNIK LEFT JOIN
      LOCALISA L3 ON L3.LOCLEUNIK = L2.PARENTCLEUNIK LEFT JOIN
      LOCALISA L4 ON L4.LOCLEUNIK = L3.PARENTCLEUNIK WHERE
    L0.LOCLEUNIK = STOCK.LOCLEUNIK) AS [Company (Computer)],
  poste_type.pty_lib AS [Computer type],
```



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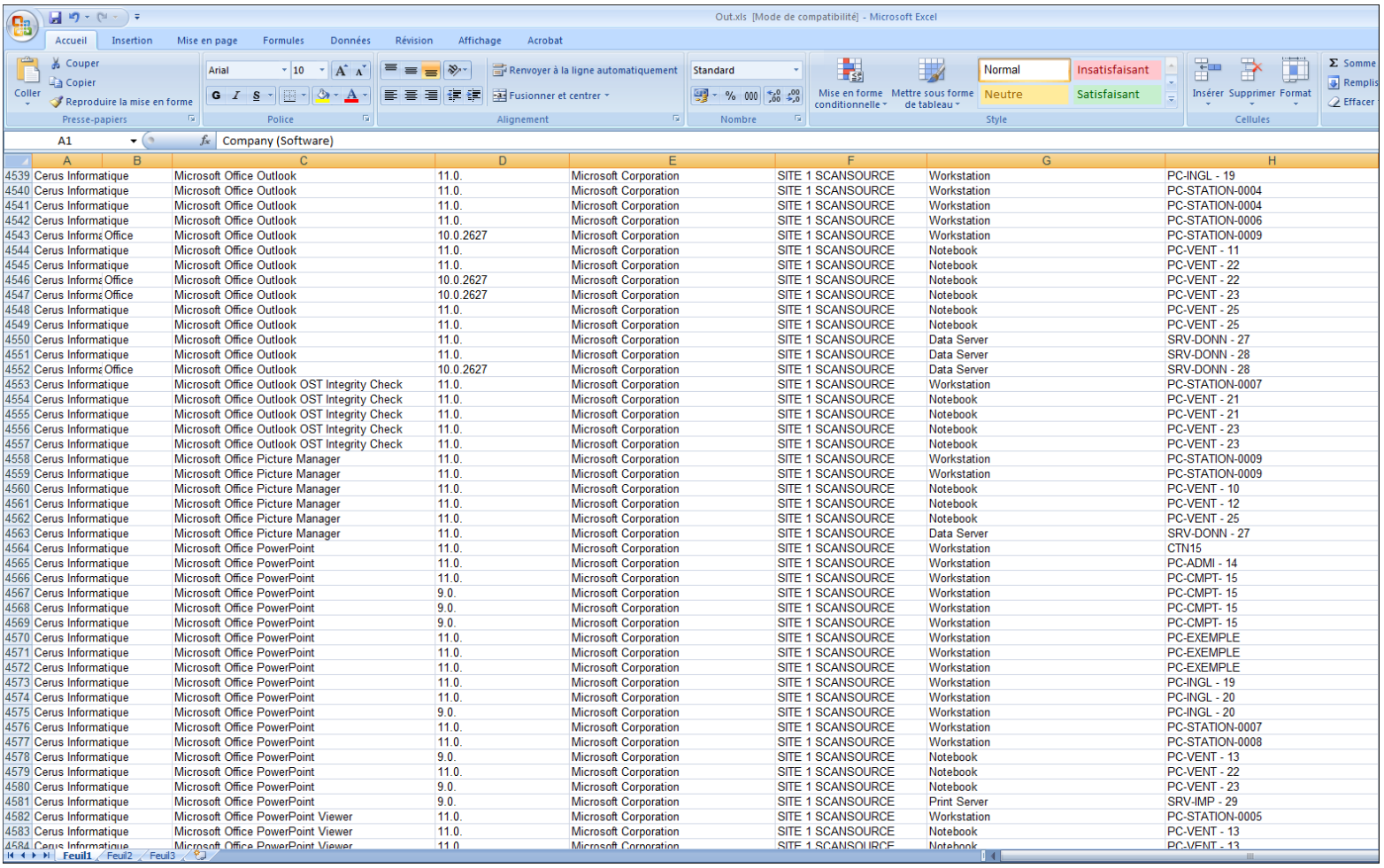

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4543	Cerus Informa Office		Microsoft Office Outlook	10.0.2627	Microsoft Corporation	SITE 1 SCANSOURCE	Workstation	PC-STATION-0009
4544	Cerus Informatique		Microsoft Office Outlook	11.0.	Microsoft Corporation	SITE 1 SCANSOURCE	Notebook	PC-VENT - 11
4545	Cerus Informatique		Microsoft Office Outlook	11.0.	Microsoft Corporation	SITE 1 SCANSOURCE	Notebook	PC-VENT - 22
4546	Cerus Informa Office		Microsoft Office Outlook	10.0.2627	Microsoft Corporation	SITE 1 SCANSOURCE	Notebook	PC-VENT - 22
4547	Cerus Informa Office		Microsoft Office Outlook	10.0.2627	Microsoft Corporation	SITE 1 SCANSOURCE	Notebook	PC-VENT - 23
4548	Cerus Informatique		Microsoft Office Outlook	11.0.	Microsoft Corporation	SITE 1 SCANSOURCE	Notebook	PC-VENT - 25
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4550	Cerus Informatique		Microsoft Office Outlook	11.0.	Microsoft Corporation	SITE 1 SCANSOURCE	Data Server	SRV-DONN - 27
4551	Cerus Informatique		Microsoft Office Outlook	11.0.	Microsoft Corporation	SITE 1 SCANSOURCE	Data Server	SRV-DONN - 28
4552	Cerus Informa Office		Microsoft Office Outlook	10.0.2627	Microsoft Corporation	SITE 1 SCANSOURCE	Data Server	SRV-DONN - 28
4553	Cerus Informatique		Microsoft Office Outlook OST Integrity Check	11.0.	Microsoft Corporation	SITE 1 SCANSOURCE	Workstation	PC-STATION-0007
4554	Cerus Informatique		Microsoft Office Outlook OST Integrity Check	11.0.	Microsoft Corporation	SITE 1 SCANSOURCE	Notebook	PC-VENT - 21
4555	Cerus Informatique		Microsoft Office Outlook OST Integrity Check	11.0.	Microsoft Corporation	SITE 1 SCANSOURCE	Notebook	PC-VENT - 21
4556	Cerus Informatique		Microsoft Office Outlook OST Integrity Check	11.0.	Microsoft Corporation	SITE 1 SCANSOURCE	Notebook	PC-VENT - 23
4557	Cerus Informatique		Microsoft Office Outlook OST Integrity Check	11.0.	Microsoft Corporation	SITE 1 SCANSOURCE	Notebook	PC-VENT - 23
4558	Cerus Informatique		Microsoft Office Picture Manager	11.0.	Microsoft Corporation	SITE 1 SCANSOURCE	Workstation	PC-STATION-0009
4559	Cerus Informatique		Microsoft Office Picture Manager	11.0.	Microsoft Corporation	SITE 1 SCANSOURCE	Workstation	PC-STATION-0009
4560	Cerus Informatique		Microsoft Office Picture Manager	11.0.	Microsoft Corporation	SITE 1 SCANSOURCE	Notebook	PC-VENT - 10
4561	Cerus Informatique		Microsoft Office Picture Manager	11.0.	Microsoft Corporation	SITE 1 SCANSOURCE	Notebook	PC-VENT - 12
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4563	Cerus Informatique		Microsoft Office Picture Manager	11.0.	Microsoft Corporation	SITE 1 SCANSOURCE	Data Server	SRV-DONN - 27
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4584	Cerus Informatique		Microsoft Office PowerPoint Viewer	11.0.	Microsoft Corporation	SITE 1 SCANSOURCE	Notebook	PC-VENT - 13

Export results to Excel



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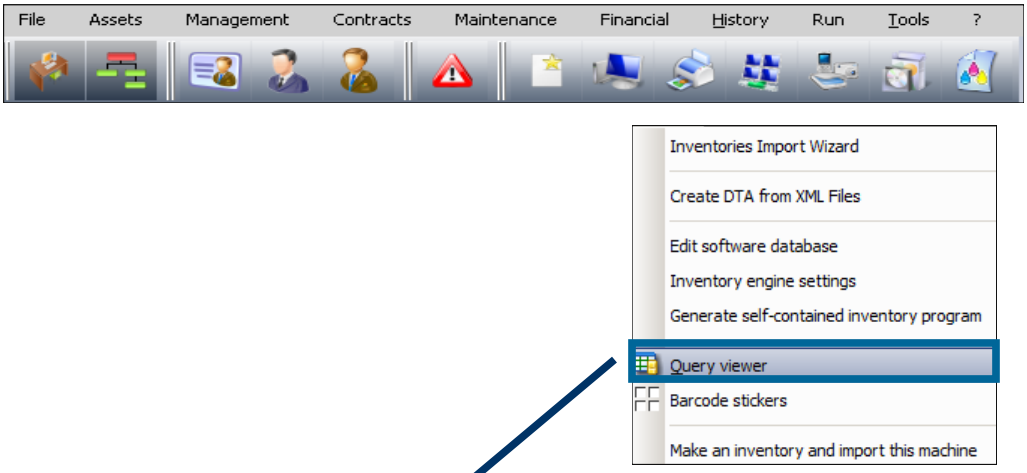
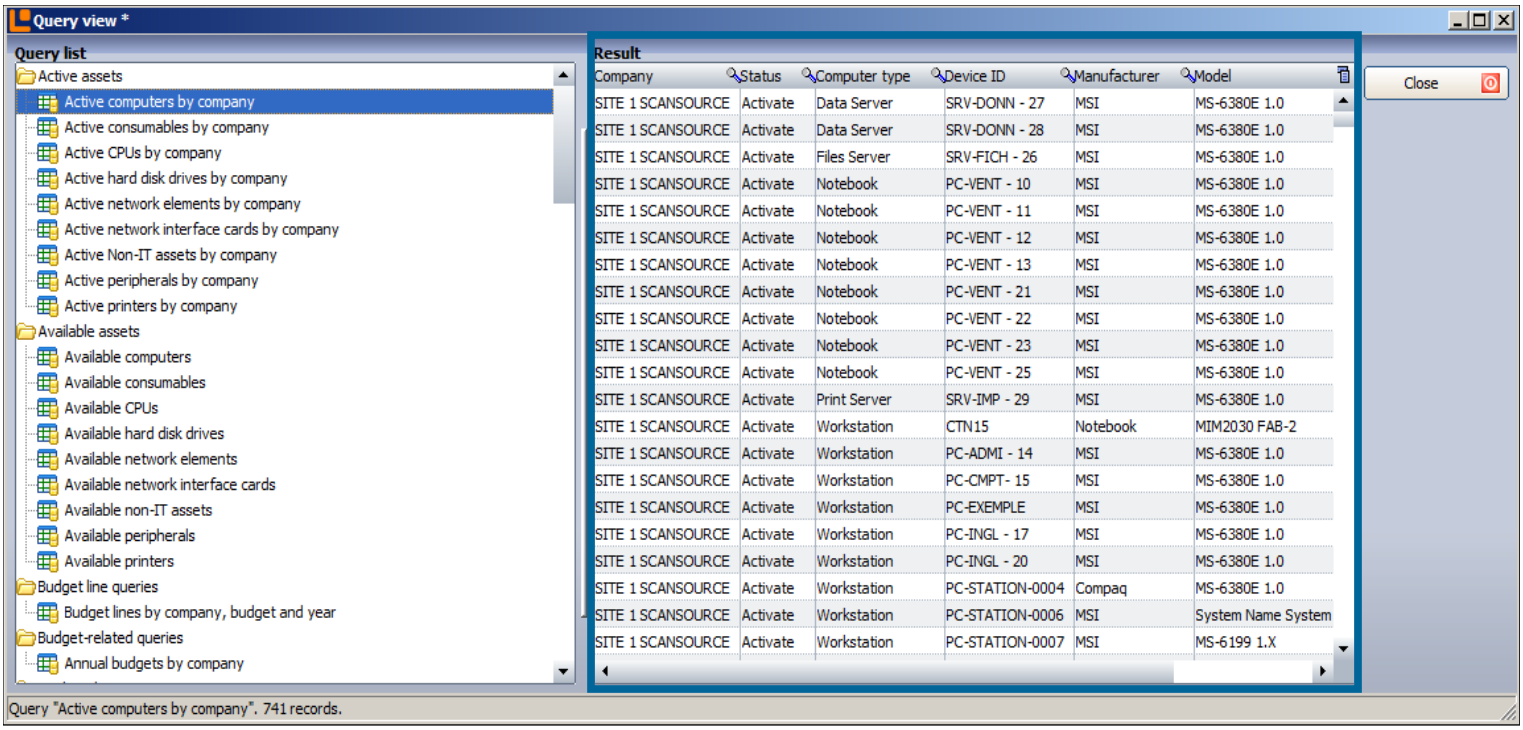
Tools menu





Once queries established, you can launch them from Landpark Manager and export them to Excel



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LANDPARK HELPMAIL

Landpark, comprehensive IT Asset Tracking and ITIL Help Desk solutions

LANDPARK HELPMAIL ALLOWS EMAILS TO BE SENT IN THE LIST OF REQUESTS OF LANDPARK HELPDESK

Landpark HelpMail allows you to receive your emails into the list of requests, in order to manage them more effectively through Landpark Helpdesk





The Landpark HelpMail service allows to create a request/demand in Landpark Helpdesk from sending an email.

Landpark HelpMail Param is a tool that makes it easy to edit options files settings of Landpark HelpMail. It allows to configure:

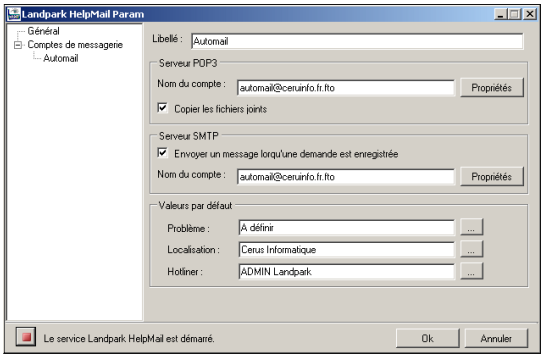
- ► The connection string to the Landpark database,
- ► Defaults values to be used if they can not be deduced from the email,
- ► Settings of the mail server,
- ► Settings of Landpark HelpMail service.

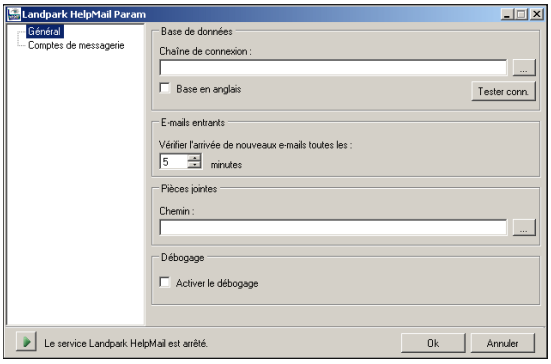
Landpark HelpMail also allows to start and stop the Landpark HelpMail service easily. Note that it is preferable to associate with the Landpark HelpMail service a user with rights to write to the event log file, this in order to log eventually a malfunction of the application.

Two types of e-mail are currently managed by the application:

► **Standard emails:** a standard email is a simple e-mail that the user send. In this case the content of the email is fully included in the description field of the request when received into Landpark Helpdesk. If the sender of the email is already an identified user into Landpark Helpdesk, then he will be defined as the requester. For the problem and the location associated with the request default values will be used.

► **Types emails:** types emails are emails in which we defined tags and where various fields of the request are to be filled. The text between the opening tag and the closing tag will be associated with the corresponding field. Tags currently supported by the application are:





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Tags about the user may be used to create a request for a non-identified user. If an item in a tag can not be identified in the database then the default value will be used.

It is not recommended to mix in an email containing parts tags and parts containing portions of text.

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SOFTWARE

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