

ManageEngine
ServiceDesk Plus
Management



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Intro

- ManageEngine ServiceDesk Plus is a comprehensive help desk and asset management software that provides help desk agents and IT managers an integrated console to monitor and maintain the assets and IT requests generated from the users of the IT resources in an organization.
- It consists in a Web Platform that deliver ITIL proceses features in a friendly visual interfase, easy to use and with high quality.

Resources

- Online documentation
- 5 x 24 Support
- Community: Pit stop

<https://www.manageengine.com/products/service-desk/support.html>

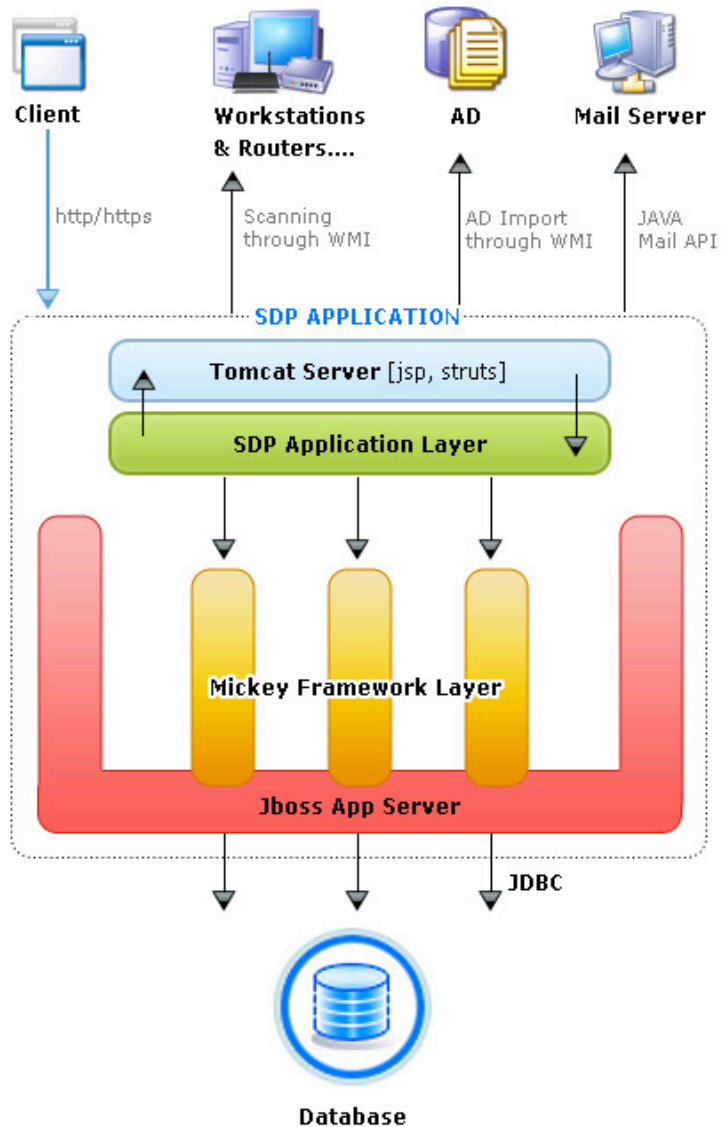
Support Files

- Admin Task
- Community Tab
 - System viewer
 - Support File
 - Health monitor tools

Capabilities

- ✪ Enterprise service management
- ✪ Incident and problem management
- ✪ Change management
- ✪ IT asset and configuration management
- ✪ Configuration management database (CMDB)
- ✪ Purchase and contract management
- ✪ Project management
- ✪ Service requests and request fulfillment
- ✪ Knowledge management
- ✪ Reporting and SLA management
- ✪ Process and visual workflow design
- ✪ Integration with IT management apps

Architecture



General Management

Installation & Running

- Download the latest build



Windows Server 2012-2016
Windows 7/8/10
RHEL 8 & above
Ubuntu 14.0 & above

- Windows Wizard

- Start / Stop

- MMC

- `SDP_Home\ServiceDesk\bin\run.bat`



MSSQL 2017
MSSQL 2016
MSSQL 2014
MSSQL 2012
MSSQL 2010
MSSQL 2008
PostgreSQL



Internet Explorer 11
Microsoft Edge
Mozilla Firefox
Google Chrome

Backups

- Backups schedule:
 - ADM Tab → General → Backup Scheduling
- Manual Backup:
 - SDP_Home\ServiceDesk\bin\Backupdata.bat
- Backup folder
 - E:\ManageEngine\ServiceDesk\backup
- Recover:
 - SDP_Home\ServiceDesk\bin\restoreData.bat

Upgrade

1. Stop ServiceDesk Plus
2. Make a fresh DB backup
3. Download the Upgrade Service Pack

<https://www.manageengine.com/products/service-desk/on-premises/service-packs.html>

- Execute UpdateManager.bat:
 - SDP_Home\ServiceDesk\bin\UpdateManager.bat
- Restart the service.
 - SDP_Home\ServiceDesk\bin\run.bat

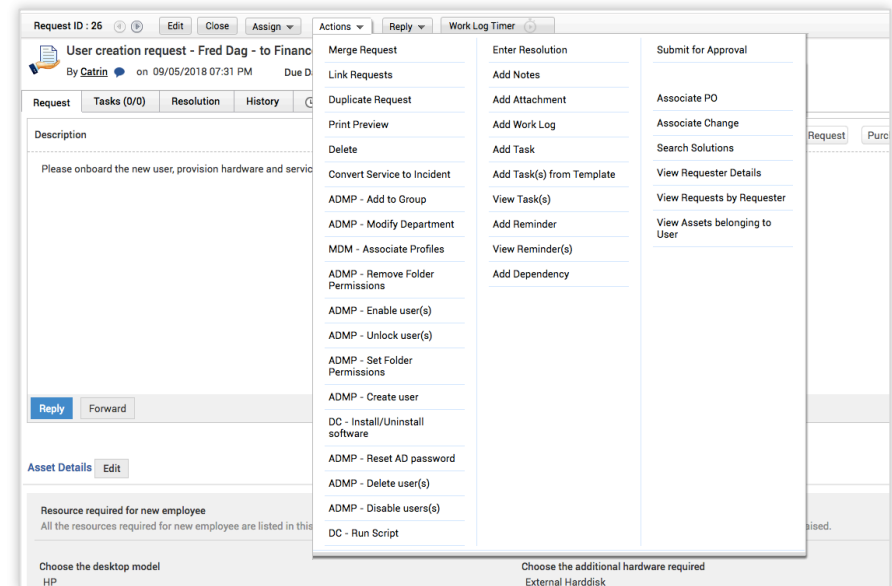
Server Migration

- Stop SDP service
- Make a new SDP Backup (backupdata.bat)
- Install SDP in to the new server.
- Copy Backup folder from the old to the new SDP home folder.
- Run restoredata.bat command and choose the latest backup file from step 2.
- Start SDP.

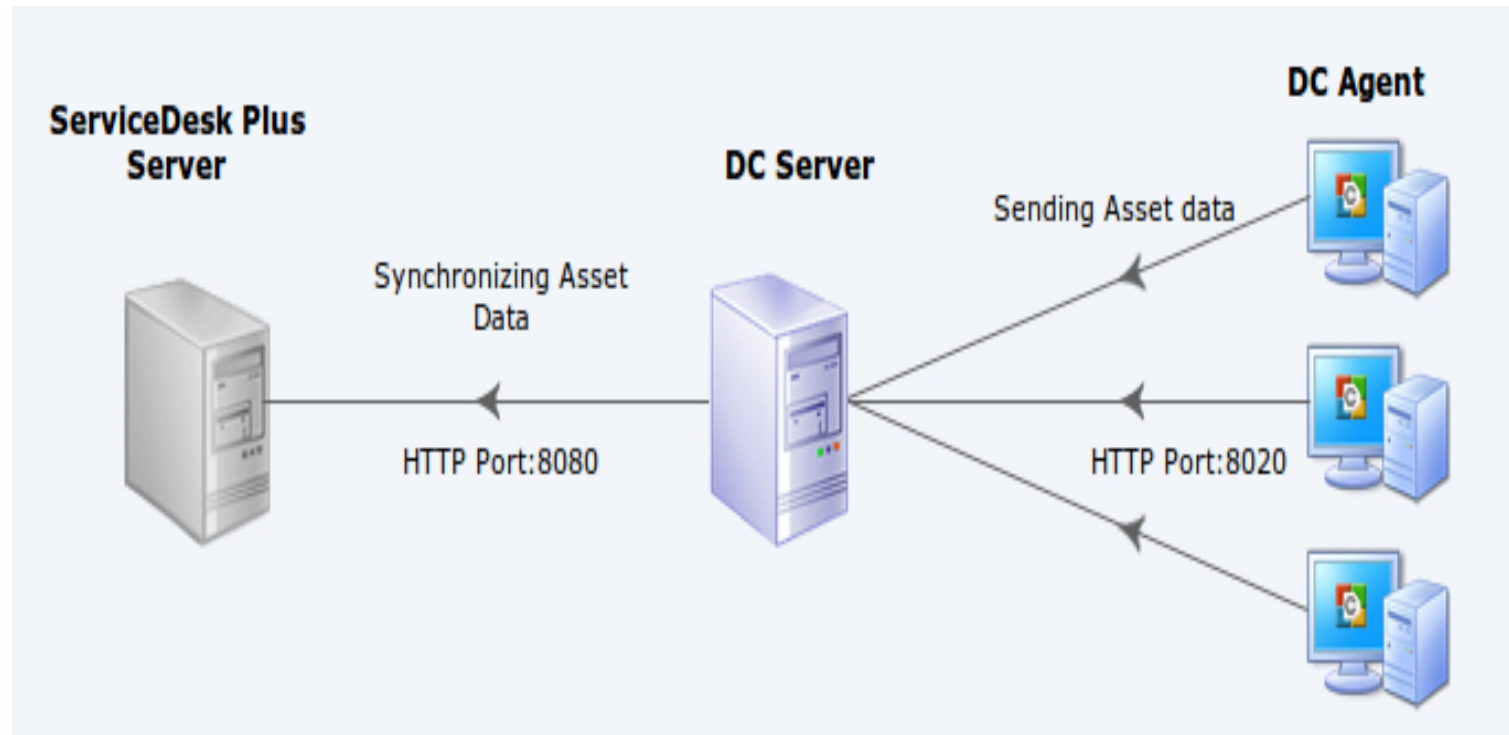
INTEGRATIONS

ManageEngine Tools

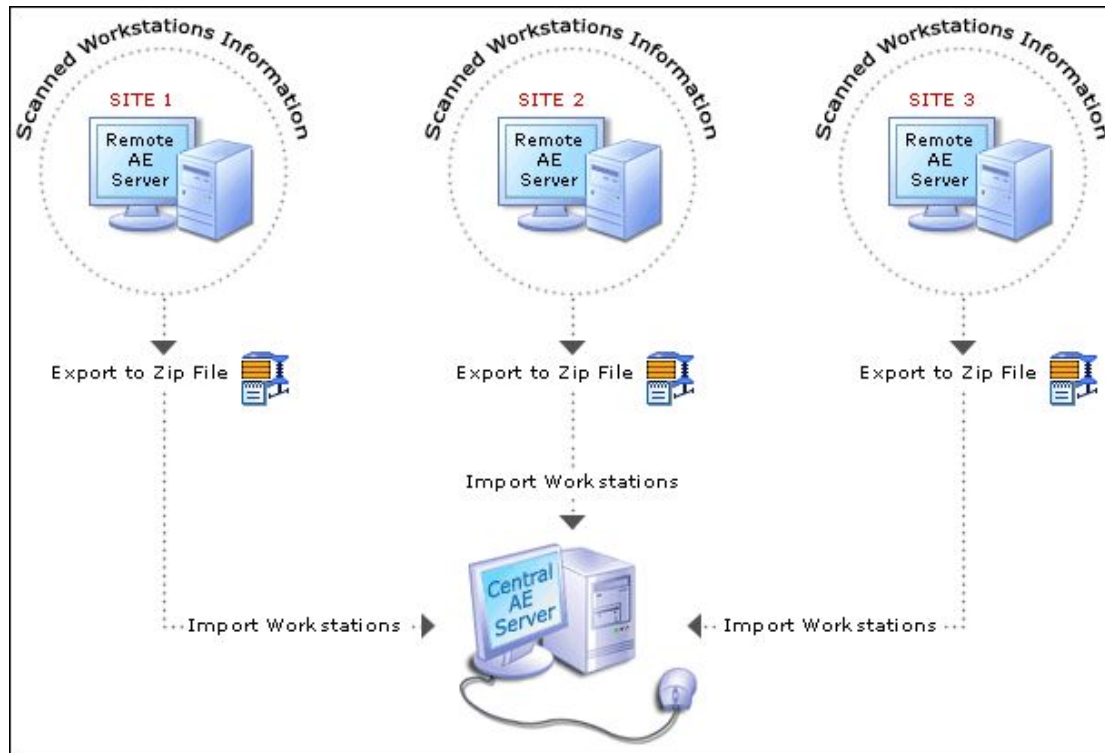
- Desktop Central:
 - MDM –MAM + Desktop Support
- ADSelf Service
 - AD Password recovery Self Service.
 - Final user oriented
- ADManager Plus
 - Active Directory Management
 - IT Support Oriented
- OPManger & APManger
 - Infrastructure y Applications Monitoring



Desktop Central Integration



Distributed Scanning



- Remote server data collecting

SETUP - ADMIN TAB

Reports

- Default reports
- SQL
- Custom Reports
- Scheduling
- DB Model

Data Archiving

- Store / delete old closed tickets out of the main service.
- Tickets will be disabled.
- Once archived, they can't come back.
- Archiving based in custom criteria.

Additional documentation

- Forum: The Pit Stop:
 - <https://forums.manageengine.com/servicedesk-plus>
- Manuals:
 - <https://www.manageengine.com/products/service-desk/help/adminguide/index.html>
- Product Upgrade
 - <http://www.manageengine.com/products/service-desk/service-packs.html>
- Support Portal
 - <https://www.manageengine.com/products/service-desk/support.html>
- Additional info:
 - <https://www.manageengine.com/products/service-desk/help-documentations.html>

ManageEngine ServiceDeskPlus

Thank you