

LANDesk “Request Support” Training Questions Log

Logoff:

Q: Log off doesn't take out of the LANDesk Home page, why ?

A: If you are a VSMS, TAX or AHS domain, the log off doesn't actually get you out of LANDesk because the logon session in your Internet Browser is integrated with your Windows credentials. What that means is that you are automatically logged into LANDesk when you open your browser and put in the “itsupport.vermont.gov” by virtue of being logged onto your computer. Once you are done with a ticket in LANDesk (and are at your home page), you can simply "X" out of the browser instead of trying to click Log Off.

Attachments:

Q: Are there attachment types/naming conventions that LANDesk will NOT accept?

A: EXE files

Q: Are there size restrictions for attachments?

A: 4MB

Q: If replying to an email from LANDesk, can you send attachment(s) and have them added to the ticket?

A: Yes

Emails:

Q: Can an exchange Distribution list be the cc: recipient?

A: Yes. This field is free-text, and will email whatever address is put into the field.

Q: Can the add a cc:recipient be more than one name using a semi-colon to separate email addresses?

A: No

Q: Can a cc:recipient be a non-state email address?

A: Yes. However, if the non-state person tries to reply, they may get an error as they are not a valid user of the system. (Workaround – the person may have to email the technician directly).

Q: If a ticket is locked because someone has it open, will an email reply to a “more email be blocked from getting the info into the ticket?

A: Looking into this. Difficult to test.

Q: Will there be an email address that user can send to that will create a ticket?

A: Not for 12/1/14 go-live due to spam and security concerns. This has been logged as a potential enhancement and will be reviewed after go-live.

Viewing Submitted Requests:

To view enhancement that have occurred go to: http://dii.vermont.gov/support/service_desk/landesk

Q: Will requestors have the ability to look at all open requests/incidents for their department?

A: This is not available for 12/1/14 go-live. This has been logged as a future enhancement request.

Q: Will requestors have the ability to look at all closed requests/incidents for their department?

A: This is not available for 12/1/14 go-live. This has been logged as a future enhancement request.

Q: Can you set filter parameters, or search on key words, to avoid looking through multiple pages of tickets?

A: This is not available for 12/1/14 go-live. This has been logged as a future enhancement request.