

Mühlbauer **ServiceDesk**



User Manual **Mühlbauer ServiceDesk**

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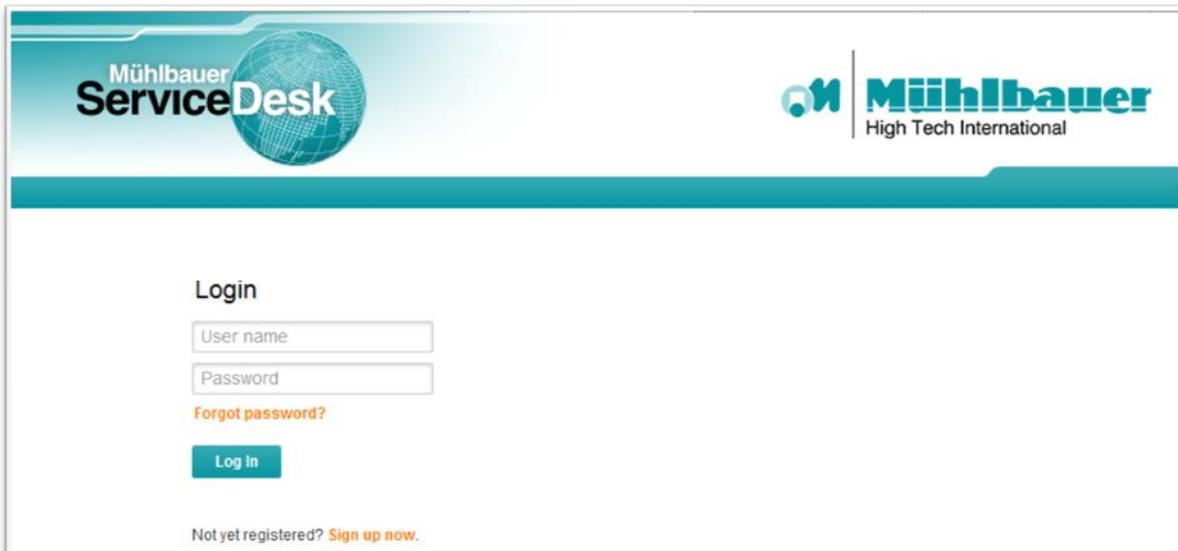
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1. The Mühlbauer ServiceDesk

We would like to inform you about our latest developments to optimize the support for our valued customers. We launched our Mühlbauer ServiceDesk, a tool dedicated to enhance our service delivery by providing a single point of contact for all your needs around customer support and services.

The web portal provides instant access to our ServiceDesk:

- Obtain real time information on your ticket status and progress.
- By obtaining well-structured incident reports our support team can instantly start the support process.
- User can be registered and linked to your company.
- Each user can create and manage his own incident reports and service requests via web interface at any time – 24/7.
- The permission to view all tickets of a selected company can be allocated to selected users.
- The web portal allows reviewing the complete history of each ticket, providing all communication in chronological sequence with a synchronized time stamp.
- Closed incidents and service requests remain available for review or future reference.



2. The Golden Rules for Incident Handling

We kindly ask you to follow the following golden rules to speed up our support activities:

- Single Point of Contact (SPOC): our ServiceDesk is the **single point of contact for all your needs**. Please refrain from having other Mühlbauer resources on copy on your initial report. All incoming incidents are always handled by our 1st level support.
- One Incident – One ticket: Report only one incident per ticket: Never mix two incidents or requests. Always create a separate ticket for a new incident.
- Meaningful and detailed Information: Choose applicable and **meaningful subjects** for your request or incident. In the description of your incident or request please provide as many details as possible, i.e. the affected equipment, the location, your observations, log files, error messages or screenshots and **describe your own investigative efforts already done**.

3. Access to our Web Portal

Access:



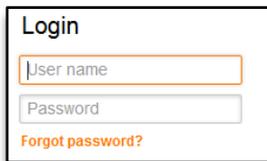
The Mühlbauer ServiceDesk can be accessed via <https://servicedesk.muehlbauer.de>

3.1. Registered user

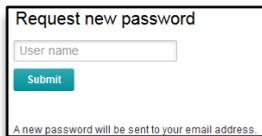
1. Your account has been created by Mühlbauer:

- ✓ Our hotline created your account during a support process.
- ✓ You received an email containing a ticket number [MBTicket#.....]

2. Access our web portal and request a new password by using the "Forgot password?" link.



3. Follow the instruction send by email and log in to our web portal.

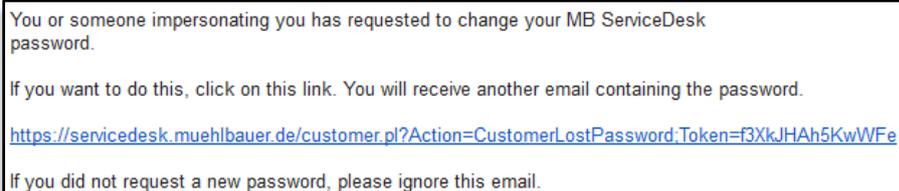


- Provide your email address
- Click on submit

4. Check your email account after receiving the confirmation that your request was accepted.



- Click on the link provided in the send email



5. Check your email account again for the received password.

- Visit <https://servicedesk.muehlbauer.de> and log in

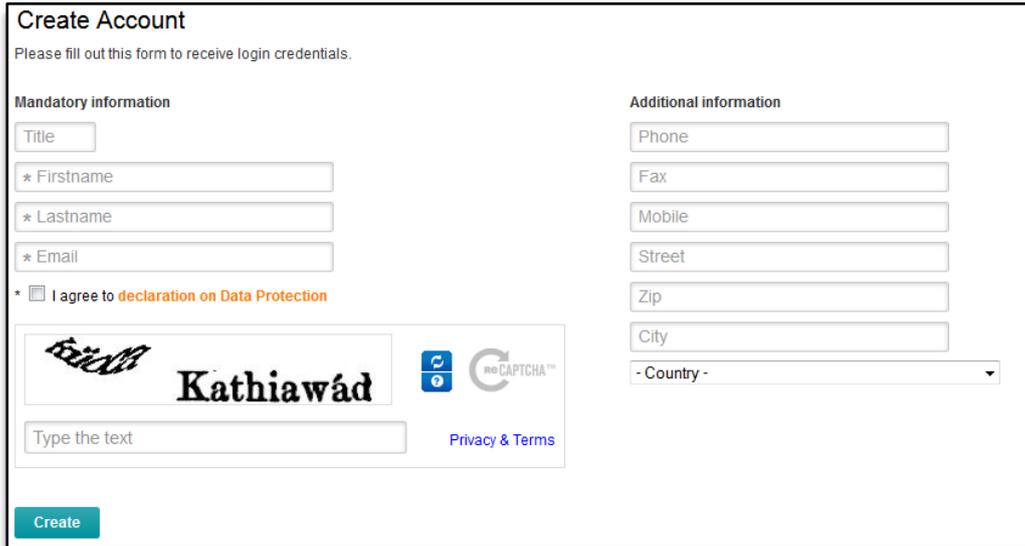
3.2. New user

1. You don't have a user account:
 - ✓ You are a Mühlbauer customer.
 - ✓ You want to use our web portal to create and manage your incidents and requests.

2. Access our web portal and sign up by using the "Sign up now" link.

Not yet registered? [Sign up now.](#)

3. Provide the necessary account data



Create Account
Please fill out this form to receive login credentials.

Mandatory information

Title

* Firstname

* Lastname

* Email

* I agree to [declaration on Data Protection](#)



Type the text [Privacy & Terms](#)

Additional information

Phone

Fax

Mobile

Street

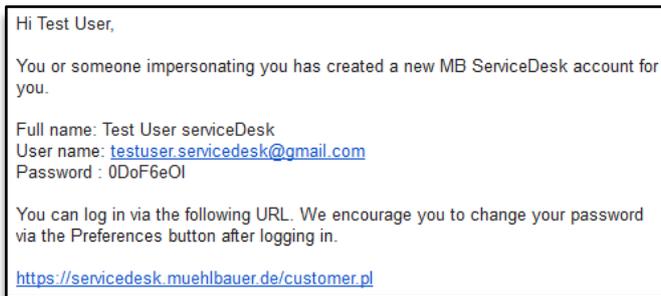
Zip

City

- Country -

- Field marked with an asterisk (*) are mandatory
- Other data is optional
- You must agree to our declaration on data protection
- You must enter the displayed CAPTCHA code

4. Check your email account for the confirmation email with your password.



Hi Test User,

You or someone impersonating you has created a new MB ServiceDesk account for you.

Full name: Test User serviceDesk
User name: testuser.servicedesk@gmail.com
Password : 0DoF6eOI

You can log in via the following URL. We encourage you to change your password via the Preferences button after logging in.

<https://servicedesk.muehlbauer.de/customer.pl>

5. Visit <https://servicedesk.muehlbauer.de> and log in.

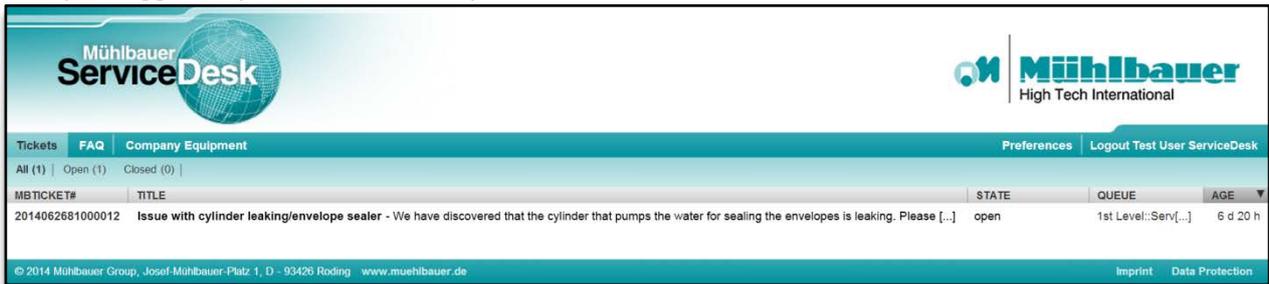
6. Please contact us to assign your user to your company, either by sending an email to:

- ServiceDesk-Support@muehlbauer.de

or by creating a ticket of type *Request (MB ServiceDesk)*, read on to learn how.

4. Using our Web Portal

After you logged in you have several options:



- To create or view existing tickets
- To view your registered equipment

4.1. Creating new tickets

When creating tickets, the following definitions should be understood.

Select the "New Ticket" link from the ticket Menu:



4.1.1. Ticket mask

Create your ticket using the ticket creation template. Please fill the fields from top to bottom.

The screenshot shows the ticket creation form. It includes fields for '*Type', '*To', '*Service', and '*Subject'. There is a rich text editor for '*Text' with a toolbar containing various formatting options. Below the text editor, there is an 'Attachment' section with a 'Choose File' button and a note 'No file chosen'. There is also an 'Incident Classification' dropdown menu. At the bottom, there is a red warning message: 'Please SELECT affected EQUIPMENT to speed up support process' and a 'Submit' button.

4.1.2. Ticket Types



Definition:

Incident: An event which is not part of the standard operation of a service and which causes or may cause disruption to or a reduction in the quality of services and customer productivity. Incidents are based on malfunction of equipment, software or other components.

Request: A request for information or advice or for a Standard Change. For example to reset a password, or to provide user permissions for a new User. Ordering spare parts, maintenance interventions or quotations / contracts are requests.

There are 6 different ticket types to choose from:

-
1. Incident (Automation)
 - ✓ The incident affects machines or production hardware.

 2. Incident (Tecurity)
 - ✓ The incident affects government or ID solutions including its software components

 3. Incident (MB ServiceDesk)
 - ✓ The incident affects the Mühlbauer ServiceDesk itself.

 4. Request (Offers or Contracts)
 - ✓ Requests for commercial offers or information, e.g. spare parts offers, service and maintenance contracts

 5. Request (Service Intervention)
 - ✓ Request for on site interventions by MB engineer, e.g. repair or troubleshooting of software/hardware

 6. Request (Spare Part & Consumables)
 - ✓ Request / order of parts, e.g. order of spare parts or consumables

 7. Request (MB ServiceDesk)
 - ✓ Requests for the Mühlbauer ServiceDesk, such as user permissions

 8. RfC (Request for Change)
 - ✓ Change Requests for Hardware and Software components
-

For more information on ticket types, please see these FAQ articles in [this category](#).



Attention:

Choose the ticket type depending on the nature of your inquiry. Ticket types are used to route your ticket to the corresponding specialist department or support team. Wrong ticket types might result in a delayed start of support efforts.

4.1.3. Queue

For **To:** field choose one of the provided queues from the list. Please note that this list depends on the Ticket Type and it will change according to Type selected.

Most of Ticket Types have only one queue you can select. When presented with multiple choices, please choose one that corresponds to your region (e.g. *1st Level::Hotline USA*).

4.1.4. Services

When creating tickets, choose the **affected** service.

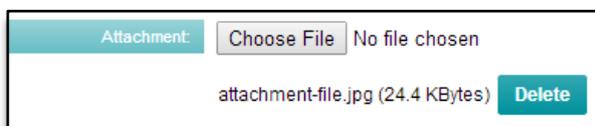
For machines (i.e. Ticket Type: Incident Industry) the affected service is defined by the production process (for card, smart card or holder page/booklet production) or the personalization process (for card or passport personalization).

For solutions (i.e. Ticket Type: Incident ID Solutions) the affected service is defined by the criteria related to the solution or network infrastructure.

4.1.5. Message Editor

In provided Subject and Text fields you should describe your issue in detail, like you would when composing an email message. For Text field you have message editor at your disposal with several styles and text formatting options.

You can also attach files to your tickets, just Choose File and wait for it to be uploaded. When attachment has been added to the message it will show up in the list with dedicated Delete button.



4.1.6. Incident classification

When creating tickets, define the nature of your incident. Choose the most likely cause of the incident.

4.1.7. Specify affected equipment

Click on the (red) highlighted link "Please SELECT affected EQUIPMENT".



Search / choose the equipment affected by your incident. You can search using the serial number or machine type. Use the check box in the search results to indicate your selection before you submit your new ticket.

If there is no equipment available, please see chapter ["Register Equipment"](#) on how to register your equipment.

4.2. Working with existing tickets

The web portal provides an overview of existing tickets. This includes open tickets as well as closed tickets

4.2.1. My tickets

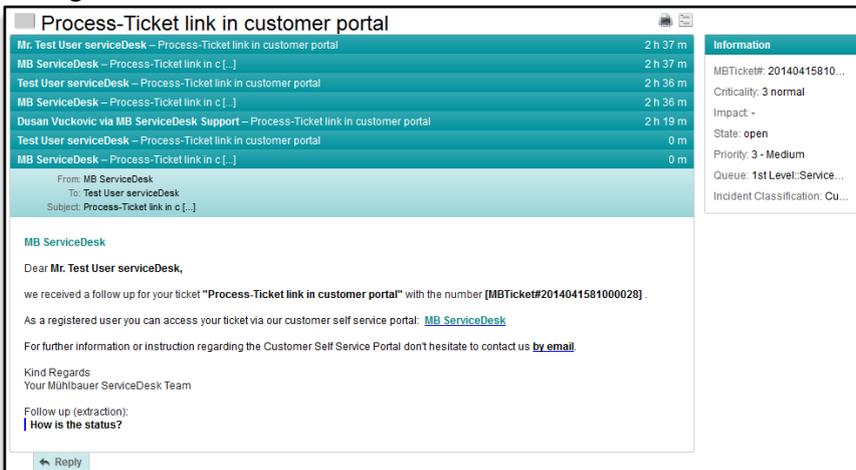
To view your own tickets click the "My Tickets" link in the ticket menu.



This will provide a complete list of all your tickets. You can select to display open tickets or closed tickets.



Click on a selected ticket to display ticket details. This ticket zoom view can be used to add a new message to our ServiceDesk staff.



To add a message click on the "Reply" link at the bottom of each ticket.

4.2.2. Company tickets

Dedicated user can see all tickets linked to your company. This feature must be enabled by your company administrator as permission level for each user.

For further information see chapter ["User Administration"](#).

To view all tickets created by your company users click on the "CompanyTickets" link in the Tickets menu.



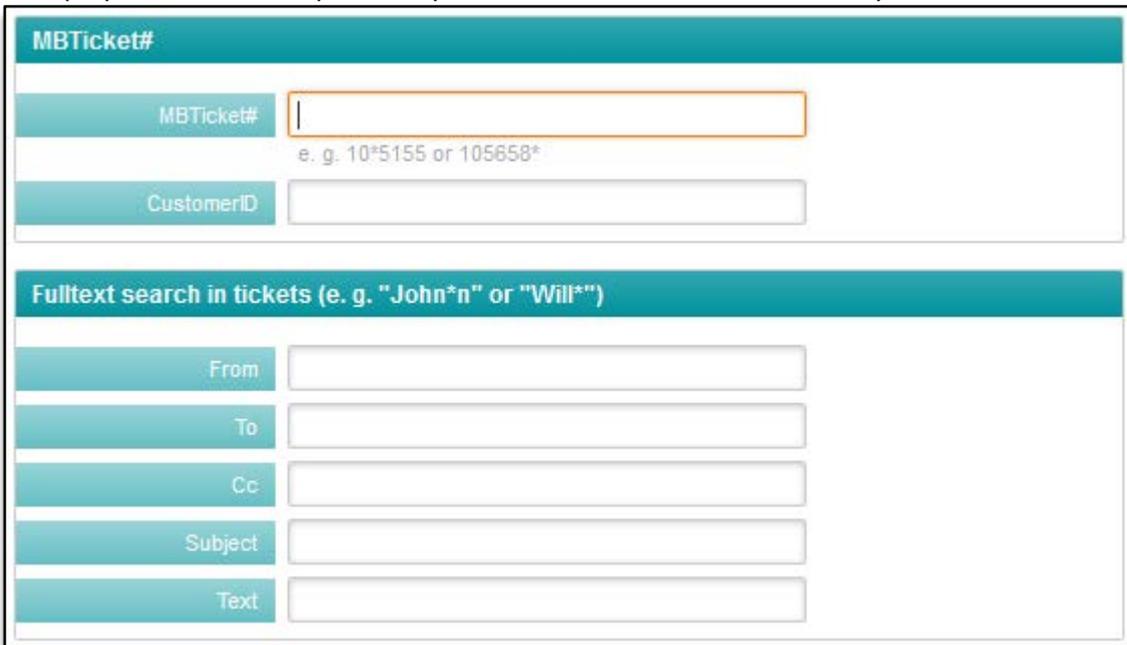
4.3. Searching tickets

4.3.1. Direct Search

To search tickets click in the "Search" link in the ticket menu.



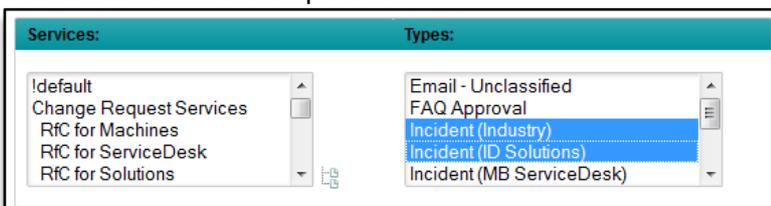
To displayed search mask provides you with various search criteria for your ticket search.



The screenshot shows the search mask in the Mühlbauer ServiceDesk interface. It includes the following fields:

- MBTicket#**: A text input field with a placeholder example: "e. g. 10*5155 or 105658*".
- CustomerID**: A text input field.
- Fulltext search in tickets (e. g. "John*n" or "Will*")**: A section with five text input fields for search criteria:
 - From**
 - To**
 - Cc**
 - Subject**
 - Text**

Some fields can be used for multiple selections. Please keep the CTRL button pressed while selecting with the mouse several options.



The screenshot shows two selection lists in the search mask:

- Services:** A list with options: 'default', 'Change Request Services', 'RFC for Machines', 'RFC for ServiceDesk', and 'RFC for Solutions'. The 'RFC for ServiceDesk' option is highlighted.
- Types:** A list with options: 'Email - Unclassified', 'FAQ Approval', 'Incident (Industry)', 'Incident (ID Solutions)', and 'Incident (MB ServiceDesk)'. The 'Incident (ID Solutions)' option is highlighted.

4.3.2. Search templates

Search options can be saved as search templates.

Select the checkbox and define a name for the template before executing the search function.

4.4. Equipment (CMDB)

The ServiceDesk can register your equipment. Registered equipment provides several advantages:

- Tickets can be linked to equipment and thus be effectively identified by our support staff.
- Unambiguous identification of equipment will speed up the support process
- Mühlbauer’s electronic spare part catalogue will be provided based on the registered equipment list

4.4.1. Equipment Overview

To search tickets click in the "Company Equipment" link in the tool bar.



This will provide you with a complete list of all registered equipment.

STATE	CONFIGITEM#	NAME	SERIAL NUMBER	MODEL	YEAR OF BUILD
■	10135003871	10000020591	M-2756	ID 54	2007
■	10135003870	1000000126	M-11286	SSC 2502/1	2012
■	10135003866	10000036012	M-11477	MTT 2462 ETC	
■	10135003863	10000019855	M-2686	DLS 50	2006
■	10135003862	10000036079	M-11539	ITH 540 M7C	2012
■	10135003858	10000020250	M-5097	SCOPE 5400	2009
■	10135003854	10000020791	M-4306	PPT 2007 A	2009

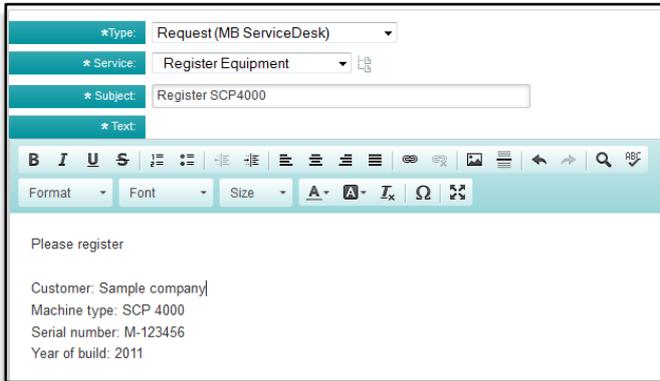
4.4.2. Equipment Details

Click on a selected equipment to display equipment details.

Configuration Item Details		Configuration Item Info...
Name:	10000020591	Class: Machine
Deployment State:	Production	Name: 10000020591
Incident State:	Operational	Current Deployment State:...
Serial Number:	M-2756	Current Incident State: ■...
Model:	ID 54	Created: 2014-03-03 09:5...
Customer Company:	Mühlbauer AG	Last changed: 2014-03-0...
Year of Build:	2007	

4.4.3. Register Equipment

To register your equipment, create a ticket of the type "Request (MB ServiceDesk)" and choose the service "Register Equipment".



The screenshot shows a ticket creation interface. At the top, there are four fields: '*Type:' with a dropdown menu set to 'Request (MB ServiceDesk)', '* Service:' with a dropdown menu set to 'Register Equipment', '* Subject:' with a text input field containing 'Register SCP4000', and '* Text:' which is empty. Below these fields is a rich text editor toolbar with icons for bold, italic, underline, strikethrough, bulleted list, numbered list, indent, outdent, link, unlink, image, table, undo, redo, search, and print. Below the toolbar, the text area contains the following content:

Please register

Customer: Sample company
Machine type: SCP 4000
Serial number: M-123456
Year of build: 2011

Please try to provide the necessary equipment data as shown in the sample above.

4.5. Email Contact

Communication via email is still available as an alternative to the web portal. As before, our ServiceDesk can be contacted via email.

Sending an email with a support request to one of our ServiceDesk email addresses will automatically open a ticket for you and your inquiry will be handled further on as a ticket.

However, information provided by email is unstructured and the nature of the inquiry is unclassified. Therefore the handling of tickets created out of emails is slightly more time consuming and may result in minor delays in starting our support activities.



Attention:

We strictly recommend using the web portal for the creation of new tickets. The usage of the web portal does speed up the handling of tickets due to the structured organization of the provided information.

For the further communication **after** ticket creation there is almost no difference between using the web portal or email.

The email addresses of our ServiceDesk will be provided to you by our ServiceDesk staff.

4.6. FAQ

Frequently Asked Questions are useful way to handle solving issues as a first step of the process. It is a knowledge database where fixes and instructions for common problems are added and categorized.

Our FAQ is a new feature and does not contain too many articles right now. However FAQ database is growing weekly and new articles are added daily. We therefore recommend to get used to reading FAQ and check regularly for latest additions.

FAQ can not only be helpful when troubleshooting certain issues, but might also be useful to interested customers as a publication of best practices concerning our equipment and software products.

The list of latest FAQ articles can always be found in the FAQ Explorer in the right sidebar.



4.6.1. Why to use FAQ?

With a growing number of articles in FAQ database it will become a valuable source of information.

The self-service aspect of an FAQ will enable customers to speed up the support process:

- Initial troubleshooting / diagnosis can be done without consulting the Mühlbauer hotline and without losing precious time
- If it is decided to contact the Mühlbauer hotline, necessary information / log files needed within the support process can be submitted with the initial incident report
- Reporting the results of self-performed diagnosis to the Mühlbauer hotline will further speed up the support process, since basic checks by the hotline can be skipped

4.6.2. FAQ Explorer

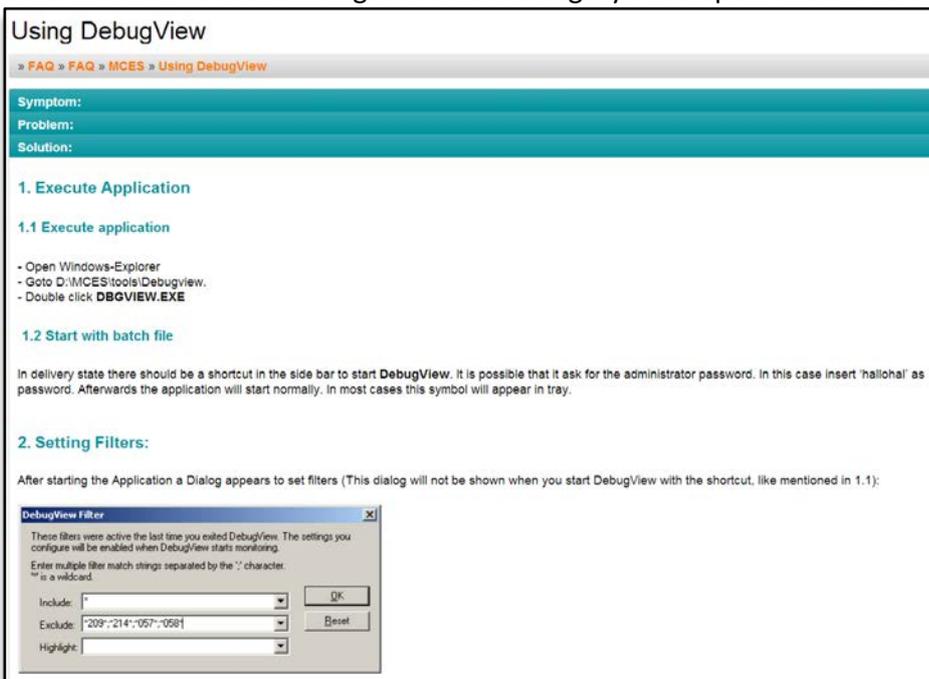
The FAQ is organized in categories with (multiple) sub categories. To browse FAQ articles the FAQ Explorer can be used.

Click on the first category FAQ to start browsing. On each following page you will find the available sub categories and the containing FAQ articles of the currently selected category.

Subcategories	
NAME	COMMENT
MCES	Mühlbauer Chip Encoding System
ServiceDesk	MB ServiceDesk
Solution	Solution Software

FAQ Articles	
FAQ#	TITLE
810060	Customer: Why to use this FAQ?
810057	Customer: Searching the FAQ
810061	Customer: FAQ Explorer - Navigation

You can either decide to navigate to a subcategory or to open one of the displayed FAQ articles.



Using DebugView

» FAQ » FAQ » MCES » Using DebugView

Symptom:

Problem:

Solution:

1. Execute Application

1.1 Execute application

- Open Windows-Explorer
- Goto D:\MCES\tools\Debugview.
- Double click **DBGVIEW.EXE**

1.2 Start with batch file

In delivery state there should be a shortcut in the side bar to start **DebugView**. It is possible that it ask for the administrator password. In this case insert 'halloha!' as password. Afterwards the application will start normally. In most cases this symbol will appear in tray.

2. Setting Filters:

After starting the Application a Dialog appears to set filters (This dialog will not be shown when you start DebugView with the shortcut, like mentioned in 1.1):

DebugView Filter

These filters were active the last time you exited DebugView. The settings you configure will be enabled when DebugView starts monitoring.
Enter multiple filter match strings separated by the ';' character.
'*' is a wildcard.

Include: [] [OK]

Exclude: [209;*14*;057*;058*] [Reset]

Highlight: []

4.6.3. FAQ Search

FAQ Search enables you to search our whole FAQ database for search terms.

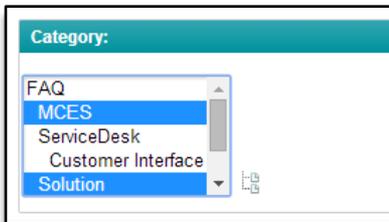
There are 3 fields to enter search criteria(s). The first search field Fulltext will look for the search criteria(s) not only in the FAQ title, but all over the entire text of each FAQ article. You can use wildcards (*) in your search terms.



The screenshot shows a search interface with a teal header that reads "Fulltext search in FAQ articles (e. g. "John*n" or "Will*")". Below the header are three input fields: "Fulltext", "Title", and "Keyword". Each field has a corresponding label to its left and a small search icon to its right.

Since the nature of fulltext search is very unspecific it might return too many results when multiple matches are found. To narrow down search results, use the search fields for Title or Keyword. This will focus the search and limit the results.

To further narrow down the search results, the search can be restricted to certain FAQ categories.



The screenshot shows a dropdown menu titled "Category:". The menu is open, displaying a list of categories: "FAQ", "MCES", "ServiceDesk", "Customer Interface", and "Solution". The "FAQ" and "Solution" items are highlighted with a blue background, indicating they are selected. A small search icon is visible at the bottom right of the dropdown.

Select one or more categories to specify your search. Multiple categories can be selected / deselected by holding the CTRL (STRG) button on your keyboard pressed and selecting / deselecting the entries with a left mouse click.

5. User Administration

The menu item "Admin" is restricted to dedicated users of the user level "admin". This user level is assigned by ServiceDesk staff to selected key personnel of the customer company.

To access the user administration click on the "Admin" link in the tool bar.



The "Admin" section does provide an overview about:

- All registered users linked to the company
- The user level of all registered user
- Formerly registered but now blocked user
- The number of open tickets created by that user

Customer Administrator Panel					
Active Company Users :					
LAST NAME	FIRST NAME	EMAIL	OPEN TICKETS	USER TYPE	ACTION
Doe	Jane	fakemb.x1@gmail.com	0	Admin	Block
Doe	John	fakemb.x2@gmail.com	0	Company	Block
Blocked Company Users :					
LAST NAME	FIRST NAME	EMAIL	STATUS	USER TYPE	ACTION

5.1. User Level

The relation between tickets, user and companies:

- Tickets are always linked to the user creating the ticket.
- All users of one and the same company are linked together by the company name.
- Subsequently all tickets are as well (ticket → user → company) linked to a company.

The term "company tickets" does refer to all tickets registered by users of the same company.

5.1.1. Standard

User of the permission level "Standard" can only see their own tickets.

5.1.2. Company

User of the permission level "Company" can see their own tickets as well as all company tickets.

5.1.3. Admin

User of the permission level "Admin" can see their own tickets as well as all company tickets.

User of the permission level "Admin" can access the user administration.

5.2. New User & Permissions

New user can use the self-registration described in chapter ["New user"](#).

After this self-registration a user of the user level "Admin" (see chapter ["Admin"](#)) has to inform our ServiceDesk staff that the new user must be linked to the customer company.

This approval process is in place to ensure that only authorized user can create tickets in the name of each customer company.

To simplify the process, each "Admin" can use a quick link to create the corresponding ticket to request the authorization of new users:

If you want to add a NEW USER:

(a) Have your employee to visit the Service Desk and register with his personal data as a new user.

(b) Click on the button below and confirm that the created account can be linked to your organisation. Please inform us if the employee can only see his own tickets (Standard User) or if he has the permission to see all tickets of your organisation (Company User)

[Add customer user](#)

To change the user level of existing user, each "Admin" can use a quick link to create the corresponding ticket to request a change of the user level:

If you want to change USER PERMISSIONS:

(a) Click on the button below and inform us about the user name and the required new permission level

(b) Standard User level: can only see his/her own tickets

(c) Company User level: can see all tickets of your organisation

[Change User permission](#)

6. Contact & Support

In case of technical difficulties with the Mühlbauer ServiceDesk please contact

servicedesk-support@muehlbauer.de