Konfigurasi Komputer Pelanggan Untuk Sistem Unicenter Servicedesk

1. Disable User Account Control (UAC) (untuk Vista/Win 7 sahaja)

Terdapat perbezaan di antara edit fail hosts di Windows Xp dan Vista/Win 7. Bagi tujuan pengeditan fail hosts dalam Windows Vista / 7, pengguna perlu disable User Account Control (UAC) terlebih dahulu. Sekiranya tidak, maka tiada sebarang perubahan pada edit fail yang dibuat. Bersama-sama ini disertakan langkah-langkah untuk disable UAC di Windows Vista / 7.



1.1 Klik start → msconfig

1.2 Klik tab Tools

1.3 Klik Disable UAC – Disable User Account Control (requires reboot) \rightarrow Launch

puters.
computer.
=
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soft\Windows

1.4 Restart PC

2. Menambah IP dan Hostname

IP dan hostname perlu dilakukan di dalam *hosts* file setiap PC. Tahap capaian bertaraf *Administrator* perlu ada untuk mengubah fail tersebut.

2.1 Klik Start -> Run (Windows XP) / Start Search (Windows Vista/7). Taip drivers dan klik OK atau ENTER.

W	/indows	XP
	Run	? 🗙
	-	Type the name of a program, folder, document, or Internet resource, and Windows will open it for you.
	Open:	drivers 🗸
		OK Cancel Browse

Windows Vista / 7



2.2 Klik 2 kali pada folder **etc**. Klik 2 kali pada fail **hosts**. Pilih **Notepad** untuk membuka fail *hosts* dan klik OK.

Open With					
Choose the program you want to use to open this file: File: hosts					
Adobe Dreamweaver CS3	Adobe Photoshop Elements 6.0 (Editor)				
Adobe Systems, Inc.	Adobe Systems, Incorporated				
Adobe Reader 9.3	Internet Explorer				
Adobe Systems Incorporated	Microsoft Corporation				
Notepad	Paint				
Microsoft Corporation	Microsoft Corporation				
Windows Calendar	Windows Mail				
Microsoft Corporation	Microsoft Corporation				
Windows Media Player	Windows Photo Gallery				
Microsoft Corporation	Microsoft Corporation				
WordPad Microsoft Corporation					
Always use the selected program to open this kind of file					
	OK Cancel				

2.3 Tambah pada baris terakhir hosts file tersebut dengan IP dan nama host Unicenter seperti di bawah.

```
10.23.24.24 servicedesk
10.23.24.35 SDSERVER1
10.23.24.36 SDSERVER2
```

📃 hosts - Notepad	- • •					
<u>F</u> ile <u>E</u> dit F <u>o</u> rmat <u>V</u> iew <u>H</u> elp						
<pre># # # This file contains the mappings of IP addresses to host names # entry should be kept on an individual line. The IP address sh # be placed in the first column followed by the corresponding h name. # The IP address and the host name should be separated by at le # space. # # Additionally, comments (such as these) may be inserted on ind # lines or following the machine name denoted by a '#' symbol. # For example: #</pre>	i. Each hould lost east one fividual					
# 102.54.94.97 rhino.acme.com # source server # 38.25.63.10 x.acme.com # x client host	, 					
127.0.0.1 localhost 10.23.17.38 egagapps1 10.23.23.5 antivirus 10.23.23.10 wapp 10.23.17.211 egagmail 10.23.24.252 eterimasev 10.23.17.31 agmasapp	E					
10.23.24.24 servicedesk 10.23.24.35 SDSERVER1 10.23.24.36 SDSERVER2						
	*					

2.4 Klik File \rightarrow Save

Sistem Unicenter Servicedesk

3. Menambah setting di Windows Firewall

3.1 Klik Start \rightarrow Control Panel. Klik dua kali pada Windows Firewall.



3.2 Pilih Exceptions \rightarrow Add Port

General Exceptions Advanced					
Windows Firewall is turned off. Your computer is at risk of attacks and intrusions from outside sources such as the Internet. We recommend that you dick the General tab and select On. Windows Firewall is currently using settings for the public network location. What are the risks of unblocking a program?					
To enable an exception, select its check box:					
Program or port					
BITS Peercaching					
□ Connect to a Network Projector 🗧					
Core Networking					
Distributed Transaction Coordinator					
File and Printer Sharing					
FTP Server					
Domete Administration					
Add program Add port Properties Delete					
Votify me when Windows Firewall blocks a new program					
OK Cancel Apply					

3.3 Masukkan Name: servicedesk dan Port Number: 8080 Klik Change Scope

🔐 Windows Firewall Settings 🛛 🕰						
Add a Port						
Use these settings to open a port through Windows Firewall. To find the port number and protocol, consult the documentation for the program or service you want to use.						
<u>N</u> ame:	servicedesk					
Port number:	8080					
Protocol:	● ĪCP					
	© <u>U</u> DP					
What are the risks of opening a port?						
Change scope OK Cancel						
Netlogon Service						
Network Dis	covery					
Performance	Performance Logs and Alerts					
Port Port Port						
Add program	. Add port Properties Delete					
☑ Notify me when Windows Firewall <u>b</u> locks a new program						
OK Cancel Apply						

3.4 Klik **Customs list** dan masukkan **10.23.24.24,10.23.24.35,10.23.24.36**. Klik OK. Klik OK pada skrin **Add A Port**.



3.5 Kembali ke skrin **Exceptions**. Pastikan kotak **servicedesk** bertanda dan klik OK.

Indows Firewall Settings					
General Exceptions Advanced					
Windows Firewall is turned off. Your computer is at risk of attacks and intrusions from outside sources such as the Internet. We recommend that you dick the General tab and select On. Windows Firewall is currently using settings for the public network location. What are the risks of unblocking a program? To enable an exception, select its check box:					
Program or port					
Routing and Remote Access Secure Socket Tunneling Protocol Secure World Wide Web Services (HTTPS) Servicedesk SMC Service SNAC Service SNAP Service SNMP Trap Symantec Email Telnet Telnet Telnet server Remote Administration Web Management Service (HTTP) Web Management Service (HTTP)					
Add program Add port Properties Delete Notify me when Windows Firewall blocks a new program					
OK Cancel Apply					

4. Memastikan port 8080 telah dibuka di rangkaian talian

- 4.1 Klik Start → Run dan kunci masuk cmd (Windows XP) Klik Start → All Programs → Accessories → Command Prompt (Vista/Win 7)
- 4.2 Taip telnet servicedesk 8080 dan ENTER



4.3 Jika skrin tersebut keluar kosong sahaja seperti skrin di bawah bermakna port 8080 telah dibuka. Jika '*Connecting To servicedesk...Could not open connection to the host, on port 8080: Connect failed*' bermakna port 8080 belum dibuka. Sila hubungi pegawai teknikal untuk membuka port 8080 ke 10.23.24.24, 10.23.24.35 dan 10.23.24.36 di semua firewall dan router yang digunakan.



Sistem Unicenter Servicedesk

5. Mewujudkan ikon / shortcut Unicenter

Pewujudan ikon Unicenter pada desktop pengguna adalah untuk memudahkan pengguna klik untuk masuk ke sistem Unicenter.

- 5.1 Klik butang kanan tetikus pada desktop
- 5.2 Pilih New

5.3 Pilih **Shortcut** seperti di bawah:

		View Sort By Refresh	+ +			
		Paste Paste Shortcut Undo Apply Properties	Ctrl+Z			
		Graphics Properties Graphics Options	•			
		New	F		Folder	
	5	Personalize		7	Shortcut	
	-				Bitmap Image	
					Contact	
				Ŧ	Journal Document	
				2	OpenDocument Drawing	
				1	OpenDocument Presentation	
				1	OpenDocument Spreadsheet	
				2	OpenDocument Text	
					WinRAR archive	
					Rich Text Document	
					Text Document	
					WinRAR ZIP archive	
				0	Briefcase	
				~		
🔰 🐧 U	🕑 Y	👔 etc 🛛 🕗 P	🥹 P 👔	etc	🔀 C 🔇 🕄 F 🕅 🐼 A	. 🜈 P < 🖄 🐺 🔛 🕵 🕪 10:37 AM

5.4 Kunci masuk URL pada Type the location of the item

	×
🕞 🔬 Create Shortcut	
What item would you like to create a shortcut for?	
This wizard helps you to create shortcuts to local or network programs, files, folders, compute Internet addresses.	rs, or
<u>Type the location of the item:</u>	
http://servicedesk:8080 Browse	
Click Next to continue.	
Next	Cancel

5.5 Klik **Next** dan taip **Unicenter**. Klik **Finish** dan sistem Unicenter sedia untuk digunakan.

\bigcirc	<u>r</u> Create Shortcut	
	What would you like to name the shortcut?	
	<u>Iype a name for this shortcut:</u>	
	Unicenter	
	Click Finish to create the shortcut.	
		Finish Cancel

6. Anti virus

Terdapat sesetengah perisian anti virus tidak membenarkan URL jenis .exe dipaparkan. Untuk makluman URL servicedesk mengandungi pdmweb.exe seperti contoh berikut <u>http://servicedesk:8080/CAisd/pdmweb.exe</u> Oleh itu sila pastikan anti virus yang digunakan tidak menyekat URL servicedesk.