



- Part Number 862171 – Email Server Add-On Module**
- Part Number 862172 – Escalation Add-On Module**
- Part Number 862173 – Report Scheduler Add-On Module**
- Part Number 862174 – System Alerts Add-On Module**
- Part Number 862175 – Workstation Audit Add-On Module**
- Part Number 862176 – Database Monitor Add-On Module**

**Aegis Add-On Modules** provide extensions for specialized capabilities and functionality to Aegis Help Desk, Aegis Defect Tracking and Aegis Client Management products.

## ADD-ON MODULES DESCRIPTION

### EMAIL SERVER ADD-ON MODULE

The new e-mail server add-on module enables you to log calls via Internet mail. You can define different templates to use for different clients and users. You can also include attachments when logging a call via the e-mail server. This will create the attachment records in the database. Templates are used for processing the e-mail message. Templates contain the following:

- **Template Id.** The Template Id is the Subject line in the e-mail message. The e-mail server add-on uses the Subject line from the e-mail message to retrieve the template details for processing the e-mail message body.
- **Field Identifier and terminating characters.** These inform the e-mail server to parse the body of the e-mail message, and to retrieve the appropriate field values.
- **Acknowledgment Indicator.** The acknowledgment indicator generates an acknowledgment to the person who logs the problem. You can merge fields from the incident record in the acknowledgment response. This allows you to inform the user or client, or the Reference number for the new incident.
- **Templates.** Using templates provided, you can accept a form from your web site and create an incident record. For example, when a user submits a support form on your web site, you can nominate the e-mail address that will be the recipient of the support request. The e-mail server will use the appropriate mechanisms to parse the information and create and incident record, and send an acknowledgment of receipt to the user.

- **“Catch All” option.** You may define an additional template to process e-mails that do not meet any defined template definitions. By checking the “Catch All” option, e-mails that do not match the criteria specified (such as e-mail subject) will still be created as a record in Aegis.

### ESCALATION ADD-ON MODULE

The Escalation add-on module provides the capability to escalate an incident if it is not closed, or if the last response has exceeded a specified interval. Escalation can be system wide, specific to each client or each incident. Escalation can also be based on a Call Type, Priority, Severity or any field with a list box attached to it.

### REPORT SCHEDULER ADD-ON MODULE

The Report Scheduler add-on module enables you to run reports at a given time and interval. You can send the report to a printer, file or e-mail it to a user. This can be very useful if you want reports (E.g. Status reports, Outstanding issues etc) e-mailed to you automatically on a weekly or monthly basis. Normally, the reports are e-mailed to a user or sent to a file or printer. Other users can also access the reports generated by the report scheduler if they have the appropriate security. The reports can also be accessed from the web.

### For more information

Contact Sales:  
U.S. and Canada  
Call: 1.973.796.5201  
E-mail: [sales@nyfederal.com](mailto:sales@nyfederal.com)

[www.nyfederal.com](http://www.nyfederal.com)

**SYSTEM ALERTS ADD-ON MODULE****Part Number 862174**

The System Alerts add-on module enables you to notify users or external clients based on filters. You can merge fields from the records to create a custom message showing the exact details from the record that is required. Here is just a small sample of what you can do with system alerts:

- Define a filter to select all client products where the Maintenance End date is equal to or earlier than today. Notify the client who owns the product via e-mail. You can create custom message and merge fields from the product record. This allows you to e-mail the product description, the Maintenance End date, and the cost of renewing the maintenance contract.
- Define a filter to select all client products where the Maintenance End date is equal to or earlier than today. Notify the client who owns the product via e-mail. You can create custom message and merge fields from the product record. This allows you to e-mail the product description, the Maintenance End date, and the cost of renewing the maintenance contract.
- Notify the sales manager of all quotations and/or invoices sent out today. You can merge fields from the quotation and invoice records to show the client and the total quotation or invoice amount.
- Notify the project leader of all scheduled tasks for all incidents. You can define the filter to select the task for a given incident only (E.g. for a project or product type or for a given client).
- Notify the project leader of all scheduled tasks for all incidents. You can define the filter to select the task for a given incident only (E.g. for a project or product type or for a given client).
- Notify the project leader of all time and cost estimates to fix an incident.
- Notify yourself of upcoming meetings or product presentations with clients.
- Notify a manager if a negative feedback is received from a client.
- Notify sales manager of sales opportunities, the potential client and the potential sale amount.
- Notify clients of any special offers for a given month.

**For more information**

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E-mail: sales@nyfederal.com

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**WORKSTATION AUDIT ADD-ON MODULE**

The Workstation Audit add-on module enables you to audit workstations. All information found will be created as asset components for the asset designated as 'Use for Workstation Audit'. This module performs the following:

- Scan for workstation hardware.
- Scan for operating system version.
- Scan for authorized and unauthorized software.
- Scan for system configuration information, services, and ODBC drivers.
- Scan for unknown files.
- View a list of all authorized and unauthorized software. For unauthorized software, you can also notify the user via e-mail to inform them that the software should be removed.
- View audit statistics, for example: how many workstations are running Windows 2000 or Windows NT, how many workstations are Pentium PCs, percentage of authorized and unauthorized software.

**DATABASE MONITOR ADD-ON MODULES**

The Database Monitor add-on module enables you to monitor an incident database for new incidents, closed incidents and responses in the last N minutes. You can also notify selected users when the number of new incidents added, closed or number of responses is more than a specified number in the last N minutes.

CLIENT

- Pentium II or higher with 32 MB memory and 50 MB disk space.
- Windows™ 95/98/Me or Windows™ XP/2000/NT 4.0 (with Service Pack 5 or higher)

SERVER

- Pentium II or higher with 32 MB memory and 50 MB disk space.
- Pentium II or higher with 128 MB memory and 100 MB disk space.
- Windows™ 95/98/Me or Windows™ XP/2000/NT Workstation, Windows™ 2000/NT Server 4.0 or higher (recommended).

DATABASES

- MS SQL Server or Access

WEB FRONT END (if used)

- Pentium II or higher with 256 MB memory and 100 MB disk space, plus room for your data. 20 MB total disk space for moderately sized database is

## SPECIFICATIONS

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- Pentium II or higher with 32 MB memory and 50 MB disk space.
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- Pentium II or higher with 32 MB memory and 50 MB disk space.
- Pentium II or higher with 128 MB memory and 100 MB disk space.
- Windows™ 95/98/Me or Windows™ XP/2000/NT Workstation, Windows™ 2000/NT Server 4.0 or higher (recommended).

### DATABASES

- MS SQL Server or Access

### WEB FRONT END (if used)

- Pentium II or higher with 256 MB memory and 100 MB disk space, plus room for your data. 20 MB total disk space for moderately sized database is reasonable.
- Windows NT 4 (Workstation or Server) with Service Pack 6a or Windows 2000 (Professional, Server or Advanced Server) with the latest Windows service pack and critical updates available from the or Windows XP (Home or Professional)
- Internet Information Services (IIS) Version 5.0 or later on the web server.
- Internet Explorer 5.01 or later on the web server and on each client PC.

## ORDERING INFORMATION

The Add-On Modules are sold separately as product extensions of Aegis Help Desk, Aegis Defect Tracking and Aegis Client Management.

### **Add-On Modules (priced per server)**

- P/N 862171 E-mail Server
- P/N 862172 Escalation Server
- P/N 862173 Report Scheduler
- P/N 862174 System Alerts
- P/N 862175 Workstation Audit
- P/N 862176 Database Monitor

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### **Order With:**

P/N 862100 Aegis Help Desk  
P/N 862102 Aegis Defect Tracking  
P/N 862103 Aegis Client Management