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## GVD Help Desk Tutorial

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GVD Help Desk system is for GVD customers to report and keep track of their issues. This tutorial will show user how to use the basic operations of the system.

GVD Help Desk URL: <http://gvdhelpdesk.dyndns.org:8081>

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### Login

Using the login account and password received from GVD Support to login the system. If you have no login information, please contact the account manager in your region for account creation.



The system is used for GVD customer to report issues and download useful information.

How to Use this System?

[\[GHD\] GVD Help Desk Tutorial\\_20120601.pdf](#)

Requirement to Report Issue

[\[INFO\] Info Required When Reporting Issue\\_20120917.pdf](#)

### Log In

User Name

Password

Remember me

.....

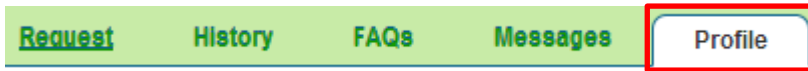
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### Change Password

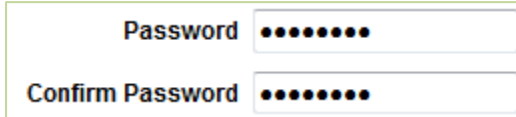
For the first time login, it's recommend that user to change the login password from default password.



1. Click the Profile icon.



2. Change to desire password from User Profile panel.



3. Click the Save button to confirm the change.

### Open a Ticket

Before opening a ticket, please check whether your issue has been listed in the FAQ session or not. Please refer to [Search FAQ](#) session about how to search existing FAQ.

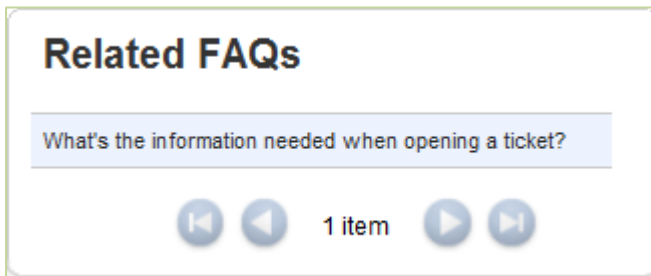
1. Select a Request Type which is related to your issue.



### Help Request



Related FAQs of selected Request Type will be shown. User can check whether similar issue has been raised before or not.



2. After Request Type has been selected, the fields related to the Request Type will also be shown. Fill in all the required fields.



Issue Type

Subject

Instructions

Please describe your issue as clearly as possible with reproduce steps, and provide snapshots, config & log. For more information, please check [\[INFO\] Info Required When Reporting Issue\\_20120917.pdf](#)

**NOTE!!!**

**Log & Config files are a MUST when reporting an issue.**

If the files are too big or too slow to upload, please follow [\[GHD\] Upload Files to FTP for GVD Help Desk.pdf](#) to upload the files to the FTP.

E.g.

Reproduce Steps:

1. Login NVR with Admin account
2. Save a position to preset point 1
3. Go to preset point 1

Result:

The camera does not go to preset point 1

Expect:

The camera go to preset point 1 successfully

Issue Description

Log & Config Uploaded?\*  Yes  No

Serial Number\*

Product Name

NVR Main Ver.\*

NVR Sub Ver.\*

Camera Model

Camera Firmware

HDD Model\*

Event Time   12 : 00  am  pm

Fail Rate

Teamviewer ID

Teamviewer Password

Project Name

Project Cameras No.

Carbon Copy (Cc:)   Enabled



Attachments

Company GVD

For Request Detail field, please describe the issue as clearly as possible with reproduce steps.

E.g.

Reproduce Steps:

1. Login NVR with Admin account
2. Save a position to preset point 1
3. Go to preset point 1

Result:

The camera does not go to preset point 1.

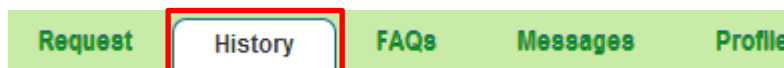
Expect Result:

The camera goes to preset point 1 successfully.

**NOTE: Please always provide snapshots of the issue for better understanding.**

### Check Ticket Status

1. Click the History icon.



2. User can check the status from the ticket history table and click the ticket number to check the detail of the ticket.

#### Ticket History

Ticket No.	<input type="text"/>	Status	All	Contains	<input type="text"/>	<input type="button" value="Clear"/>	<input type="button" value="Search"/>
No.	Date	Updated	Status	Issue Description			
<a href="#">1688</a>	2014/6/12	2014/6/12	Open	test test			

### Update Ticket

1. Click on the ticket number from Ticket History table.
2. Click the Add Note button to update ticket, and Add File to add attachment



**Ticket 1688** Cancel Ticket

Report Date 2014/6/12 pm 5:32  
 Status Open  
 Est. Due Date 2014/6/17 pm 5:32  
 Company GVD  
 Issue Type Hardware  
 Subject test  
 Issue Description test  
 Tech Jimmy Lai

RMA Number  
 Serial Number\* M109 ⓘ  
 Product Name ⓘ  
 HDD Model\* Seagate  
 Fail Rate ⓘ  
 Teamviewer ID  
 Teamviewer Password ⓘ  
 Project Name  
 Project Cameras No.

Attachments Add File

Date	Name	Note Text
<span style="border: 1px solid red; padding: 2px;">Add Note</span>		

Carbon Copy (Cc:)  Enabled

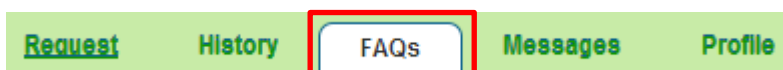
Cancel Save

3. Click the Save button after update has been finished.

### Search FAQ

User can find the most frequently asked questions, known issues, download documents from the FAQs section.

1. Click the FAQ icon.



2. User can use Category to filter FAQs

Category

or

use keywords or FAQ number to search

Contains  Clear Search

FAQ #

or simply click Search button to search for all FAQs.

No.	Category	Question   Answer	Rating	URL
556	Hardware	How to confirm M455/M4006 ethernet adapter and VGA driver is correct? <span>Show Answer</span>	(0 Votes) Vote...	



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*Upload Files*

If files are too big/slow to attach to the ticket. Please refer to the file

[http://gvdhelpdesk.dyndns.org:8081/helpdesk/tech\\_notes/\[GHD\]%20Upload%20Files%20to%20FTP%20for%20GVD%20Help%20Desk.pdf](http://gvdhelpdesk.dyndns.org:8081/helpdesk/tech_notes/[GHD]%20Upload%20Files%20to%20FTP%20for%20GVD%20Help%20Desk.pdf) about how to upload the files to the FTP.

