



Customization Workbook



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General Company Information

Name:

The ID is the ProductivIT company ID that was assigned when the company was created. The name is the long name and will also be displayed on reports and all web pages. The support ID is the value that is sent out on the customized agent. This field is used if the company selects to have users added at time of installation and not manually through the facility in the web site.

ID: _____ Name: _____ Support ID: _____

Graphics:

Please add the name of the icon file and the logo file. If they are left blank, the defaults will be selected for you. The logo and the icon are used in the agent, but only the logo is used on the web site.

Icon File Name _____ Logo File Name _____

Agent Parameters

Crash Mode

The Crash Mode determines what ProductivIT should do in the case of an application crash. When a crash occurs, ProductivIT will do a weighted search by Application (16), Vendor (8) and Version (4). If it does not find any matches it will use the Default application settings. You must have a value for the Default application and Blue Screen application.

Crash Mode Options

- None: No collection
- Stealth: Collection with no data input by user
- Single: Single page data collection
- Wizard: Wizard (Multiple page) data collection

Application	Vendor	Application Version	Application Label	Crash Option
Default				
Blue Screen				



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Transport Mechanism:

The transport mechanism describes how the incident file is going to be delivered to the ProductivIT web site. Please select only one option. If File Server is selected, fill out the server location if known.

- Internet - Default
- File Server Server Location: _____

No Connection Message:

In the event that an incident file cannot be sent to the ProductivIT web site or the network file server, what message should be displayed to the user? If no message should be displayed then leave this field blank.

Text: _____

Data Collectors

What type of information would you like ProductivIT to collect?

- Process Gatherer (Process, Window, and Thread information)
- Device Gatherer (All Device related information)
- System Gatherer (System, Drives, Network, Protocol, Environment, Devices, Services)
- Registry gatherer(Registry information)
- Windows NT/2000 Event Log Gatherer (Application and Event logs)
- DLL and Executable version information Gatherer (DLL and application data)
- Other _____(User Defined)
- Other _____(User Defined)
- Other _____(User Defined)

System Tray Options

You can customize the system tray by selecting from the options below. These are the only options available for customization. Type Yes in the Include column if you wish to have this option on the system tray. You can also change the label associated with the option. If you do not wish to have any items on the system tray then leave the Include column blank.

Include	Request Option	Label
	Request Support	
	Send Base Line	
	View Unsent Messages	
	Uninstall	
	Exit	
	About	





Programs Shortcut

You can decide which items are included on the Start->Programs menu. You should only put a limited amount of items here. Type Yes in the Include column to include the item and type the label you would like to display in the Label column.

Include	Request Option	Label
	Request Support	
	Send Base Line	
	View Unsent Messages	
	Uninstall	
	Exit	
	About	

Programs Folder and Items

You can customize what is included in the Start->Programs ->Application Folder. Select the items you wish to include by typing Yes in the Include column and typing in the appropriate name of the selection. Please specify the name of the folder as well.

Name of Folder: _____

Include	Request Option	Label
	Enable Hot Key/Tray Menu	
	Disable Hot Key/Tray Menu	
	Request Support	
	Send Base Line	
	View Unsent Messages	
	Uninstall	
	Exit	
	About	



Agent Dialogs

Registration Page (All Modes)

This page is displayed when the user needs to fill in the Registration information for any of the ProductivIT modes. The data fields are described in the Validation Page section.

Dialog Icon	Dialog Caption
Dialog logo	Dialog Title
	Dialog Heading
Dialog_name_label *	Name
Dialog_email_label *	E-Mail
Dialog_phone_label *	Phone
Dialog_address_label *	Address
Dialog_location_label	Location
Dialog_Dept_label	Department
Dialog_serial_label	Serial Number
<input type="button" value="No"/> <input type="button" value="Yes"/> <input type="button" value="Cancel"/>	

Dialog Caption: _____

Dialog Title: _____

Dialog Heading: _____

Validation Page (All Modes)

This page is displayed in all modes of the ProductivIT agent. This is the page where the user will validate their own registration information. Also see the validation fields and list box values section.

Dialog Icon		Dialog Caption	
Dialog logo		Dialog Title	
		Dialog Heading	
Dialog_name_label	*	Name	
Dialog_email_label	*	E-Mail	
Dialog_phone_label	*	Phone	
Dialog_address_label	*	Address	
Dialog_location_label		Location	
Dialog_Dept_label		Department	
Dialog_serial_label		Serial Number	
		No	Yes
		Cancel	

Dialog Caption: _____

Dialog Title: _____

Dialog Heading: _____

Back Button Label: _____

Next Button Label: _____

Validation Fields

Validation fields are displayed on the validation and registration page. You have the option of changing the labels on all the fields on this page the validation page. You also have ability to change the three user defined fields (Location, Department, and Serial Number). If you wish to use these fields type Yes in the Show field. You can also specify which fields are required by typing Yes in the Required column field.

Required	Show	Field Name	Label	List/Edit	Edit if Null
	Yes	Name		Edit	False
Yes	Yes	Email		Edit	False
	Yes	Phone		Edit	False
	Yes	Address		Edit	False
		Location			
		Department			
		Serial Number			

List Box Values

If you selected the location, department or serial numbers fields to be list boxes in the table above, please provide the values here. Also list the types of problems you want the user to be able to report on the Problem Comment Page, listed below. If you need more room please use a separate document.

Location	Department	Serial Number	Problem Types

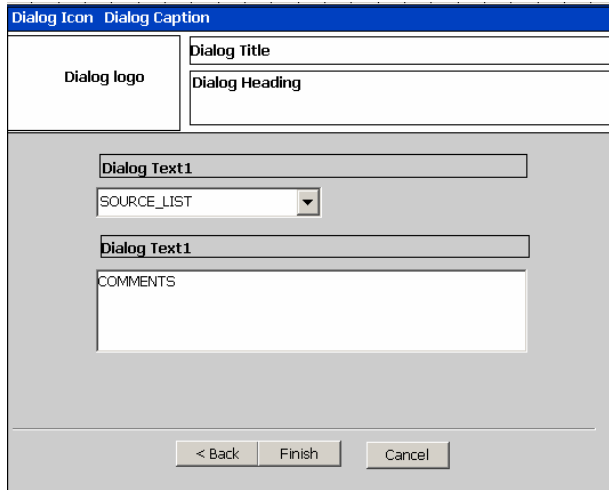
User Activated (Support Mode)

This page is displayed when the user activates the ProductivIT Agent in support mode. This page uses all the data fields and layout of the validation page above.

Dialog Caption:	_____
Dialog Title:	_____
Dialog Heading:	_____

Problem Comment Page (Support Mode)

This page is displayed after the user validates his or her registration information in the support mode. The user will be asked to select a problem type and add a comment.

	
Dialog Caption:	_____
Dialog Title:	_____
Dialog Heading:	_____
Dialog Text 1:	_____
Dialog Text 2:	_____

Screen Shot Page (Support Mode)

This page is displayed after the comment page in support mode. The user is asked to supply a screen shot.

Dialog Icon		Dialog Caption	
Dialog logo	Dialog Title		
	Dialog Heading		
Dialog Text1			
<input checked="" type="checkbox"/> Dialog Screen Shot Label			
< Back		Next	Cancel

Dialog Caption: _____

Dialog Title: _____

Dialog Heading: _____

Dialog Text 1: _____

Dialog Screen Shot Label: _____

Thank You Page (Support Mode)

This page is the last page displayed in support mode and thanks the user for using the product.

Dialog Icon		Dialog Caption	
Dialog logo	Dialog Title		
	Dialog Heading		
Dialog Text1			
< Back		Finish	Cancel

Dialog Caption: _____

Dialog Title: _____

Dialog Heading: _____

Dialog Text 1: _____

Single Page (Crash Mode - Single)

This page is displayed when the crash mode single page is selected and an application crash has occurred on the user machine.

Dialog Icon	Dialog Caption
Dialog logo	Dialog Title
	Dialog Heading
Dialog Text1	
<input type="checkbox"/> Dialog_Application_Label	Application Name
<input type="checkbox"/> Dialog_Vendor_Label	Application Vendor Name
Dialog Text2	
<input checked="" type="checkbox"/> Dialog_Screen_Shot_Label	
<input type="button" value=" < Back"/> <input type="button" value=" Finish"/> <input type="button" value=" Cancel"/>	

Dialog Caption: _____

Dialog Title: _____

Dialog Heading: _____

Dialog Text 1: _____

Dialog Text 2: _____

Application Label: _____

Vendor Label: _____

Screenshot Label: _____

Notify Page (Crash Mode - Wizard)

The notify page is displayed when Crash Mode Wizard is selected and the user experiences an application crash.

Dialog Caption: _____

Dialog Title: _____

Dialog Heading: _____

Dialog Text 1: _____

Dialog Text 2: _____

Application Label: _____

Vendor Label: _____



Tracking Number Page (Crash Mode - Wizard)

The tracking number page is displayed directly after the notify page in the Crash Mode Wizard. The page is used for the user to enter the tracking number from your company's help desk software.

Dialog Caption:	_____
Dialog Title:	_____
Dialog Heading:	_____
Tracking # Label:	_____

User Comment Page (Crash Mode - Wizard)

The user comment page is displayed after the tracking number page in the Crash Mode Wizard. The purpose of the page is to allow the user to enter comments regarding the application crash.

Dialog Caption:	_____
Dialog Title:	_____
Dialog Heading:	_____
Comments Label:	_____

Blue Screen Page (Blue Screen Mode)

This page is displayed if the company selects to capture blue screen information and the user has a blue screen event on his or her PC. Blue Screen is only available for Windows 9x machines.

Dialog Caption:	_____
Dialog Title:	_____
Dialog Heading:	_____
Dialog Text 1:	_____
Dialog Text 2:	_____
Application Label:	_____
Vendor Label:	_____
Screenshot Label:	_____

Base Line Page (Base Line Mode)

This page is displayed directly following installation of the ProductivIT agent. The screen works with the validation page information to send the incident to ProductivIT.

Dialog Caption:	_____
Dialog Title:	_____
Dialog Heading:	_____
Dialog Text 1:	_____
Email Label:	_____

