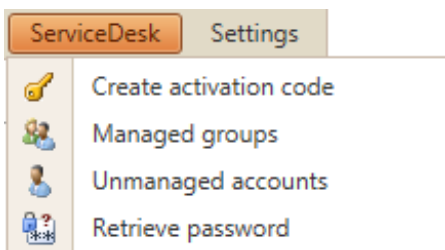


ServiceDesk

Last Modified on 06/11/2018 12:18 pm EET

Service desk pages are used to create activation codes for Carillon temporary local user accounts. Management rules for local groups can be created only for computer level in ServiceDesk section. All management rules for local users must be created in Configuration pages. Also management rules for local groups where management level must be domain or organizational unit must be created in Configuration pages.

Activation codes for temporary local user accounts can be created for users also when users computers are not connected to any networks. Activation code can be delivered to users via using any method (for example phone, SMS, Fax, email etc.). Activation codes never contain user account names or passwords! Also activation codes are computer specific and can be used only in the computer that was selected when activation code was created.



- Create activation code
Generate activation codes for local temporary user accounts.
- Managed groups
Create and manage rules for managing local groups on Carillon Clients. Managed group rules can only be targeted to single computers.
- Unmanaged accounts
Create and manage rules for unmanaged accounts on Carillon Clients.
Unmanaged account rules can only be targeted to single computers.
- Retrieve password
Retrieve randomly generated password for Carillon Clients. Randomly generated passwords can be forced to be regenerated.