

esup-helpdesk customizations (University of Rennes 1)

Authentication image

CAS is known by the users as Sésame. The CAS login image of the guest page was updated accordingly.



- `/webapp/media/images/local-login.png`:

Stylesheets

`/webapp/media/portlet.css` has been copied to the portal stylesheets folder and adapted (this file is used by all the esup-commons applications deployed in uPortal).

- `/media/org/jasig/portal/layout/tab-column/xhtml-theme/rennes1/skin/portlet.css`: [portlet.css](#) (original)

`/webapp/media/commons.css` has just been copied to the portal stylesheets folder and adapted (it is also used by all the esup-commons applications deployed in uPortal).

- `/media/org/jasig/portal/layout/tab-column/xhtml-theme/rennes1/skin/commons.css` (original)

`/webapp/media/helpdesk.css` has been copied to a sub-folder and adapted as well.

- `/media/org/jasig/portal/layout/tab-column/xhtml-theme/rennes1/skin/helpdesk/css/helpdesk.css`: [helpdesk.css](#) (original)

These three files are referenced by the main stylesheet of the portal.

- `/media/org/jasig/portal/layout/tab-column/xhtml-theme/rennes1/skin/rennes1.css`: [rennes1.css](#)

```
@import "portlet.css";
@import "commons.css";
@import "helpdesk/css/helpdesk.css";
```

In order to get the same presentation for the emails received by the users and the web interface, the stylesheet used to format emails has been adapted.

- `/properties/domain/emails.css`: [email.css](#)

User information

The managers wanted to have a link to the web page of the users. It has been done by developing a customization class (included in the main distribution):

- `/src/fr/univrennes1/helpdesk/domain/userInfo/LdapUserInfoProviderImpl.java`

Screenshots

(click on pictures to enlarge)

The left screenshot shows the 'Assistance' page with a sidebar menu containing links like 'Journal', 'Canned responses', 'Utilities', 'Administration', 'Departments', 'Department visibility', and 'Statistics'. The main content area displays 'Categories of department "IFSIC"' with a list of categories and their descriptions.

The right screenshot shows the 'Control panel (manager interface)' with a sidebar menu containing links like 'Journal', 'Canned responses', 'Utilities', 'Administration', 'Departments', 'Department visibility', and 'Statistics'. The main content area displays a table of tickets with columns for #, Creation, Department, Category, Subject, Status, Owner, and Manager. The table lists various tickets with their details and status.

Assurance

Welcome FAQ Control panel Search Bookmarks Preferences About Statistics

Journal Canned responses Utilities Administration Departments Department visibility Enrollments

Department visibility

Show advanced features

Administrator-defined conditions

- Rules
 - CR central, RUT Lannion, IF SC, RUT Saint-Malo, hbmRUT, RUT Saint-Brieuc, SGSE, CRM, Test applications, ENSSAT
 - gestionnaires
 - gestionnaireInteractifCRMCom -> CR central, RUT Lannion, IF SC, RUT Saint-Malo, RUT Saint-Brieuc, CRM, ENSSAT
 - AND
 - Department manager
 - OR
 - X rut_lannion_user
 - X rut_saint_brieuc_user
 - X rut_saint_malo_user
 - OR
 - X email_user
 - X rut_user
 - X error_user
 - X reg_user
 - JRC central CR central
 - JRCM CRM
 - BHNSAT ENSSAT
 - JFSC IF SC
 - JUT Lannion RUT Lannion
 - JUT SaintBrieuc RUT Saint-Brieuc
 - JUT SaintMalo RUT Saint-Malo
 - CR_poor_exteriors
 - CR Bessleue
 - CR central -> CR central
 - CR Centre
 - CR Sante
 - Divee
 - Divee_student
 - ENSSAT

Operations

- Export current configuration
- Edit the current configuration
- Import a new configuration
- Load from the database
- Save to the database

Test the current configuration

Current creation visible for:

[Select creation]

LAP id or email address:

[Validity] [LDAP search]

Computer:

[Test] [Clear]

Legend

Conditions

- not evaluated
- evaluated TRUE
- evaluated FALSE

Rules

- rule (not evaluated)
- Rule (evaluated)

Actions

- add one or more departments (not executed)
- add one or more departments (executed)
- stop the evaluation (not executed)
- stop the evaluation (executed)
- ticket creation only
- ticket view only
- F42 view only

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Statistics

Statistics:	Department:	Origin:	Sort:	Period:	Interval:
Ticket creators history	infoEducarior - infoEducarior - infoPersAulien - infoPersAulien - infoPersAulien - infoPersAulien	web interface - web interface - phone - other	By origin	Since the beginning	By month

Ticket history since October 2004

Statistics from 10/14/2004 to today

Legend: ■ email ■ other ■ web interface

10/03/2004 - 10:24 AM - Pascal Aubry

Memory: 103180146 of 204800000 - 201008100

[cssup-haldestad](#) (3.15 s - Comment to 2004-2008 ESJ in Github.com/forum)

[Bookmarks](#)
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Canned responses

Global responses (8)	Add	Responses for department "CRI central" (0)	Add
[?] demande d'information supplémentaire	 		
[?] territoire	 		
[?] fermeture (avec détails)	 		
[?] infos	 	Responses for department "IF SIC" (1)	Add
[?] report	 	[IF SIC] renvoi vers CRI Central	 
[?] report (rappel automatique)	 		
Private responses (1)	Add		
[?] Pascal Aubry transfert à un collègue	 		

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Statistics

Frequently Asked Questions

Interface ▼

- Root
 - FAQ informatique
 - Du bon usage de l'aide et assistance (ou helpdesk)
 - InfoExtérieur
 - CRI Beaulieu
 - CRI Centre
 - CRI Villiers
 - CRI Central
 - ISIC
 - IUT Saint-Malo
 - Legislois Microsoft
 - Où télécharger ?
 - Quel est mon identifiant ?
 - Comment retrouver mon mot de passe ?

Qui est mon identifiant ?

Votre identifiant est votre adresse mail universitaire, donc en règle générale :

- Pour un étudiant : prénom.nom@etudiant.univ-rennes1.fr
- Pour un personnel : prénom.nom@univ-rennes1.fr

19/03/2020 19h - Pascal Aubry

Membre : 114460, new IP 24380 ipw, 24380 msd
 eson.bahadirev@iut.scs.fr - Consulted on 19/04/2020 EUI-BDatal.com.soforum

Bookmark : chas / dms

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Departments

Departments (1-10) of 61

Pages: 1234567

Departments per page: 10

Reorder

Add a new department

Label	Long label		
InfoEduCen	Informatique demandes provenant de l'extérieur de l'université	Enabled	
CRI Beaujeu	CRI Campus de Beaujeu	Enabled	
CRI Centre	CRI Campus Centre	Enabled	
CRI Villejean	CRI Campus de Villejean	Enabled	
CRI central	CRI cellule centrale	Enabled	
IEP	Institut d'études politiques de Rennes	Enabled	
FSIC	Institut de Formation Supérieure en Informatique	Enabled	
_Centre	Informatique autres services sur le campus Centre (CIES,UEB...)	Enabled	→ CRI Centre
InfoEduCentre	Informatique étudiant Centre	Enabled	
InfoEduDroit	Informatique étudiant droit	Enabled	→ InfoEduCentre

19/09 3:30 PM - Pascal Aubry

Memory: 11058b free of 24105b total, 24105b max

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Bookmarks: direct / CAS

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Search the knowledge database

All these words:

This expression:

one of these words:

None of these words:

Manager:

Owner:

Actor:

Department:

Sort by:

Advanced search

Search (0)

Score	Date	23 results	Department	Owner	Manager
21%	Jan 7, 2009	Ticket #34505: Beta-test VPN SSL	CRI central	Pierre-Antoine Angelier	Fabrice Jauret
19%	Jan 7, 2009	Ticket #34245 (archived): Age	CRI central	Véronique Colinet	Françoise Cailliot
18%	Dec 26, 2008	Ticket #35000: Connexion depuis l'étranger sur poste Mac ar080027.apm	CRI central	Thomas Cauchy	Christian Crougeat
17%	Dec 10, 2008	Ticket #35441: [RM] Impossibilité d'accéder sous Safari	CRI central	Alexis Paslani	Robert Picaud
13%	Nov 20, 2008	Ticket #35552: Age 2.2.1 - visibilité des services par les RF	CRI central	Françoise Cailliot	Françoise Cailliot
47%	Oct 11, 2008	Ticket #31989 (archived): le vpn et les mascs	CRI central	Amick Babais	Fabrice Jauret
67%	Oct 7, 2008	Ticket #32108 (archived): emploi du temps	CRI central	Olivier Riboux	Oddie Gernies
38%	Oct 2, 2008	Ticket #32089 (archived): Problème affichage emplois du temps	CRI central	Marika Damscheth-Tessy	Oddie Gernies
67%	Sep 6, 2008	Ticket #32662: KDE: ps affichage des emplois du temps avec le navigateur SAF-RE sur Mac OS	CRI central	Yann Drouzin	Robert Picaud
36%	Aug 7, 2008	Ticket #30560 (archived): Messages ENT débloquée	CRI central	Temple Roussel	Jacques De Polidippout
21%	Aug 7, 2008	Ticket #30551 (archived): site d'appui Infoplus	CRI central	Louis Mahr	Linda Roulet
44%	Aug 7, 2008	Ticket #37928 (archived): plus d'attribution d'un formulaire web	CRI central	Véronique Colinet	Charles Crougeat
53%	Jul 8, 2008	Ticket #28925 (archived): Maj configuration proxy d'accès aux ressources documentaires	CRI central	Jean-Paul Legrand	Sébastien Billeau
44%	Jul 8, 2008	Ticket #27474 (archived): Rends de FTP	CRI central	Bernard Le Blum	Charles Crougeat
17%	Jul 8, 2008	Ticket #31016 (archived): problème de connexion aux emplois du temps	CRI central	Cécile Gannier	Robert Picaud
67%	Jul 8, 2008	Ticket #17955 (archived): Safari et ENT	CRI central	Bernard Le Blum	Oddie Gernies
67%	Jul 8, 2008	Ticket #17787 (archived): pages perso sur orion	CRI central	Louis Mahr	Sébastien Billeau
55%	Jul 8, 2008	Ticket #16612 (archived): ent	CRI central	Stéphane Lemaire	Oddie Gernies
17%	Jul 8, 2008	Ticket #16067 (archived): ENT	CRI central	Owennda Ermiel	Charles Crougeat
43%	Jul 8, 2008	Ticket #5420 (archived): connexion à un serveur Apache	CRI central	Laurier Mercier-Gally	Christian Crougeat
35%	Jul 8, 2008	Ticket #7110 (archived): Connexion Web avec certificat	CRI central	Nicolas Tchou Achou	Frederic Bolvent
19%	Jul 8, 2008	Ticket #4123 (archived): Pp access Huboux	CRI central	Jérôme Guat	Christian Crougeat
100%	Jul 8, 2008	Ticket #6154 (archived): agenda	CRI central	Vincent Carpiat	Raymond Bourges

19/09 3:30 PM - Pascal Aubry

Memory: 14205b free of 24105b total, 24105b max

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Bookmarks: direct / CAS

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Ticket #37199: Help! je pollue la messagerie

Direct access: 36877

Edit the subject

Print

Back

Add comment

Re-open

Owner: Claudine Lode

Manager: Pascal Aubry

Status: Closed

Properties

Creation department CRI central

Category CRI central - helpdesk bug

Visibility by default (Public)

Priority by default (Normal)

Computer mr184008.cri.cam.ac.uk renews 1.fr

Spent time not specified

Origin web interface

Creation 19/09 2:14 PM

Last action 19/09 2:36 PM

Take in charge 1:59

Resolution 21

Bookmarks direct / CAS

History

19/09 2:36 PM: Pascal Aubry closed the ticket.

Bonjour Claudine,

Ces mails sont dus à la transformation automatique des invitations qui font 416 fautes avec ton adresse électronique au lieu de ton identifiant Sésame, c'est corrigé dans la version 3.15.2 (Tu peux prévenir tes collègues).

Bon week-end,

PA

19/09 2:16 PM: Claudine Lode changed the department to 'CRI central' (previously 'CRI Centre').

19/09 2:14 PM: the application added a comment.

19/09 2:14 PM: Claudine Lode created the ticket.

Bonjour et bonne année 2009 à toute l'équipe.

Pouvez-vous voir ce qui se passe dans le ticket 36877, il y a le message suivante :

L'application a supprimé claudine.lode de la liste des invités.

Le message arrive dans les boîtes aux lettres des collègues et ils grognent!!!

Merci et A+

Claudine

Attached files (0)

Invited users (0)

Invite a user

No invited user.

Ticket monitoring (2)

Monitor ticket

Claudine Lode

Pascal Aubry

Add a bookmark

19/09 3:34 PM - Pascal Aubry

Memory: 16205b free of 24105b total, 24105b max

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Bookmarks: direct / CAS

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Result(s) of the LDAP search

Please click on one user among those listed on this page to select him:

Cancel

ID	Attributes
20002443	urltapes=PL21003 displayName=Anne-Sophie Martineau urtComposante=841 urtTypeEntree= eta cni= Martineau Anne-Sophie
800010	displayName=Danielle Martineau cni=Thouillon Danielle, Martineau Danielle urtComposante=857 urtTypeEntree= pers
20003441	urltapes=E40203 displayName=Veronique Martineau urtComposante=931 urtTypeEntree= eta cni= Martineau Veronique
28005445	urltapes=DL0123 displayName=Matthieu Martineau urtComposante=930 urtTypeEntree= eta cni= Martineau Matthieu
28006148	urltapes=LL0011 displayName=Alban Martineau urtComposante=932 urtTypeEntree= eta cni= Martineau Alban

Change your search

19/09 3:38 PM - Pascal Aubry

Memory: 11770b free of 24105b total, 24105b max

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