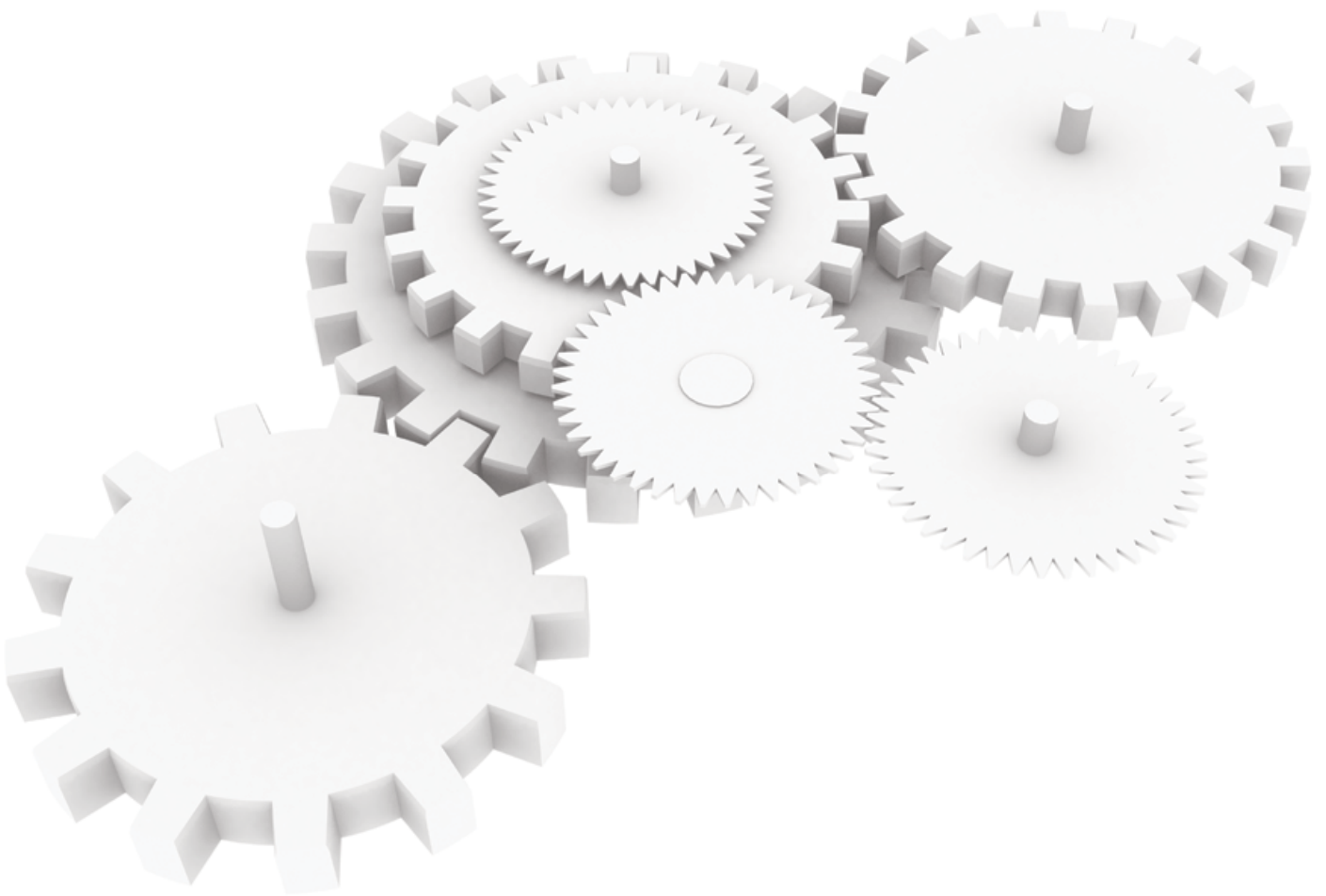


Richmond Systems

SupportDesk Installation Guide



RICHMOND
SupportDesk



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Installation

SupportDesk Modules

Richmond SupportDesk consists of several different modules. Each module performs a particular function within the Service Desk.

The modules are divided into four separate installations: Main, Web, Mobile, and Extensions. Each installation option can be accessed from the SupportDesk CD by either selecting it from the CD intro screen or by browsing the CD and locating the appropriate module.

The *Main* Installation

SupportDesk Windows Client

The SupportDesk Windows Client is the main client interface to the SupportDesk Database. The Windows client is used for the creation, tracking, and closing of Incidents and Problems. The complete life-cycle of both Incidents and Problems can be monitored along with the creation of reports and statistics.

SupportDesk Management Console

The SupportDesk Management Console provides live statistical data in a graphical reporting format. In addition to reporting the Management Console offers *Drill Down* capability to open individual Incidents that form part of the statistics.

Alarms Module

The Alarms Module is used to receive SupportDesk Alarms. This is installed by default with the SupportDesk Windows Client. The Alarms Module can be minimized and run from within the System Tray. As new alarms are received by a SupportDesk User a small pop-up alarm is presented from the System Tray. This pop-up alarm can be opened and the associated Incident record accessed.

SupportDesk Setup Console

The Setup Console is used to administer the SupportDesk database and configure most aspects of SupportDesk. The Setup Console can be run in *Guided Mode* to step through each of the configuration options.

SMS Module

The SMS Module routes SMS Text Messages to a selected provider. This module must be running in order for Specialists to be able to receive SMS Alerts and to send text messages.

RTS Data Import Wizard

This is a powerful import utility to import data from other OLE compliant data sources into the SupportDesk Database.

Database Creation Wizard

The Database Creation Wizard is used to create the SupportDesk Database. This is automatically run during the installation of the SupportDesk Windows Client if either the option to install the Microsoft SQL Desktop Engine or to Install the SupportDesk Database.

The *Web* Installation

Web Interface

The Web Interface has two functions. It allows SupportDesk Specialists to be able to add and monitor the life cycle of Incidents from within a Web Browser. The Customer Web Interface provides a Self Help solution for users or customers to add and monitor their own Incidents.

Web Admin

The Web Admin is used to configure the Web Interface.

The *Mobile* Installation

SupportDesk Mobile Client

The SupportDesk Mobile Client installs on a device running Windows Mobile such as an XDA or PDA. The Mobile Client requires a direct connection to the SQL database through a wireless LAN or a GPRS connection. This can be used by remote SupportDesk Users to update records in real time.

The *Extensions* Installation

Email Service

The Email Service controls all email messaging both in and out of the SupportDesk. This includes the automatic logging of email requests, the sending of email alarms, and user notification about the status of requests. The Email Service can handle multiple mailboxes to provide the logging of calls from different functions of the Service Desk.

Escalation Module

The Escalation Module runs as a Windows service and is used to control the escalation of Incidents as applied through their SLAs. The Escalation Module consists of an Escalation Controller and an Escalation Service. The Escalation Controller is used to stop and start the Escalation Server and to configure database connectivity.

Active Directory Synchronisation

The Active Directory Synchronisation Modules is used to integrate Active Directory objects with items in SupportDesk. Three modules make up the Active Directory Synchronisation: Directory Querier, Quick Setup, and the Directory Extract Service. The Quick Setup is wizard driven to provide a simple way to configure MS Active Directory Users to be extracted into the SupportDesk Database.

SupportDesk Windows Client

Windows Client Pre-requisites

Richmond SupportDesk (Windows™ version) - System Requirements

- Microsoft Windows 2000™ or later, Windows XP™ or Windows Server 2003™.
- Administrative Privileges on the computer during installation.
- Pentium-class PC (1000MHz or higher recommended).
- 256 MB RAM or higher.
- Super VGA monitor (with the screen resolution set to at least 1024x768.)
- Disk space required: 100 MB of free space in the target directory.
- Internet Explorer™ v5 or later.

Recommended server requirements

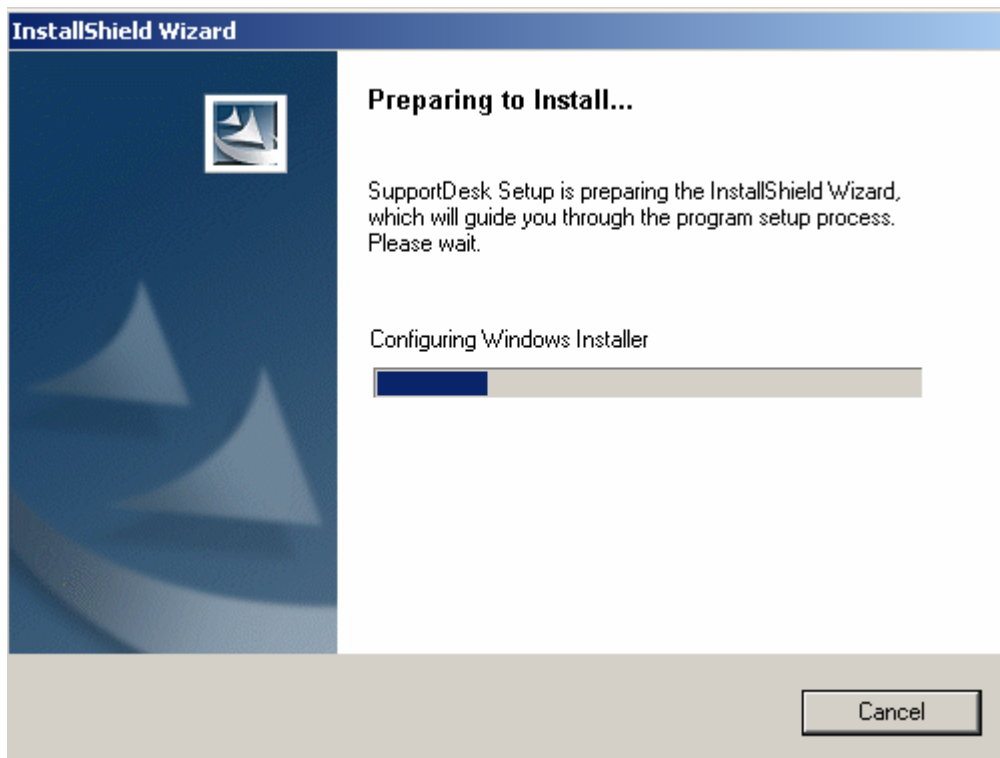
- Microsoft SQL Server™ 7 or 2000, 2005.
- 512 MB RAM.
- Dual 1GHz Processors.
- Disk space: 95-270 MB (250 MB for a typical installation).
- 100-500 MB disk space for the system database.

Windows Client Installation

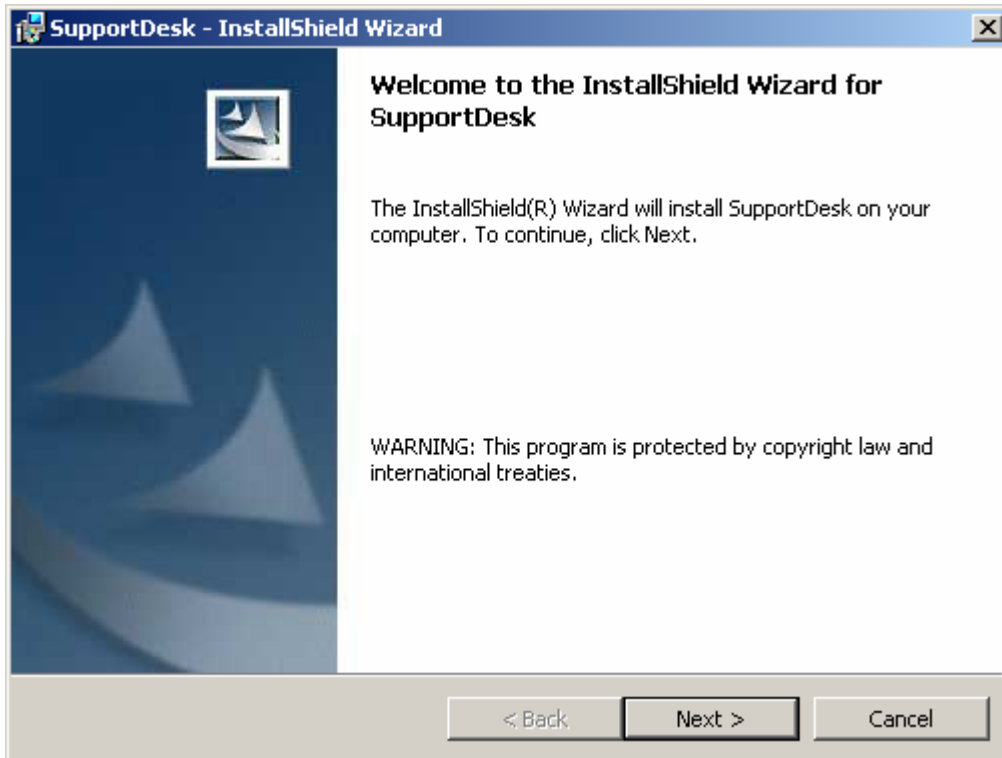
Insert the CD into the CD drive in the computer on which you wish to install SupportDesk. The CD will auto run and the following screen will be displayed:



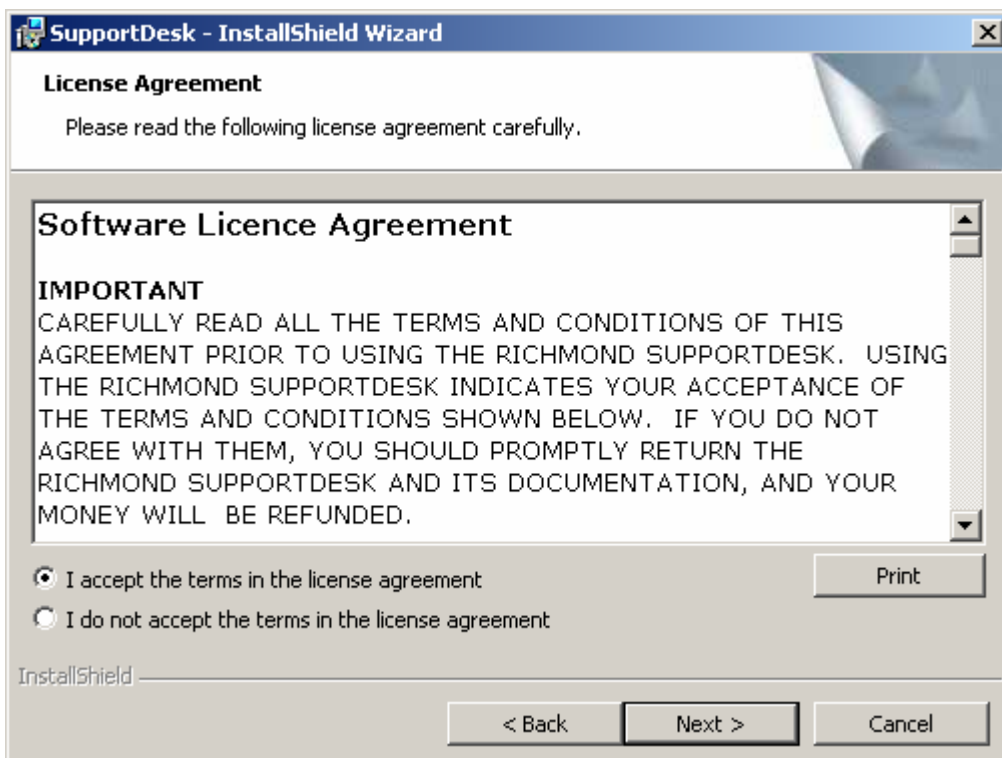
Click the icon labelled '**Main**', the install process will now begin and you will see the following screen:



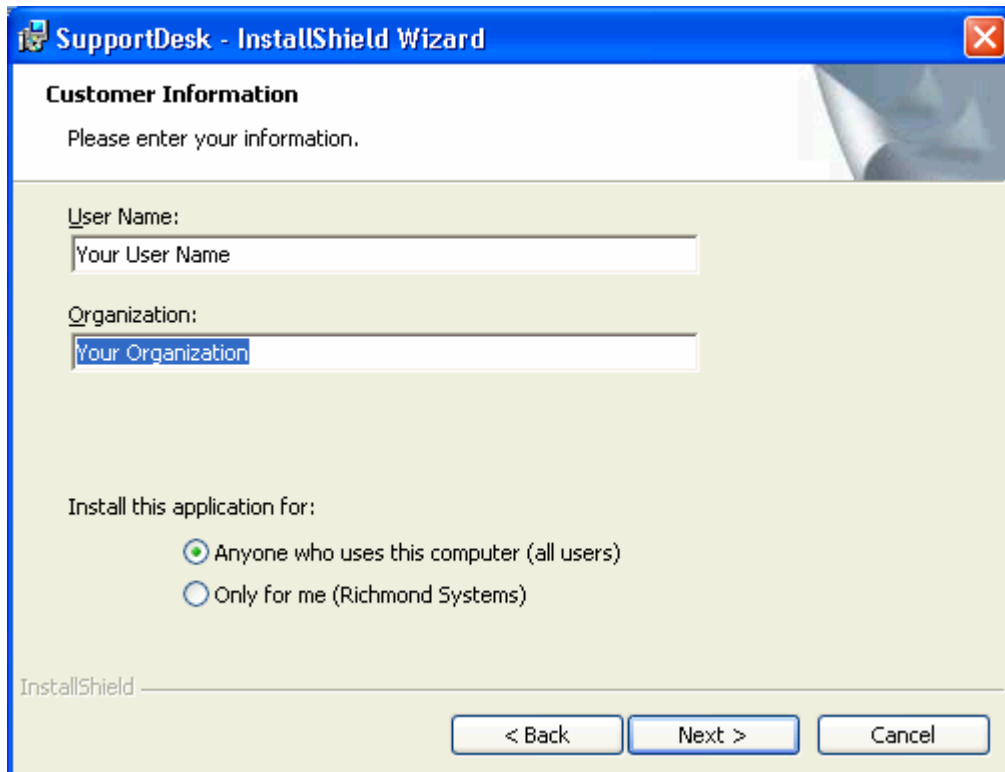
Click '**Next**' at this screen.



To continue with the installation you will need to accept the terms of the license agreement, select the relevant radio button and click **'Next'**.



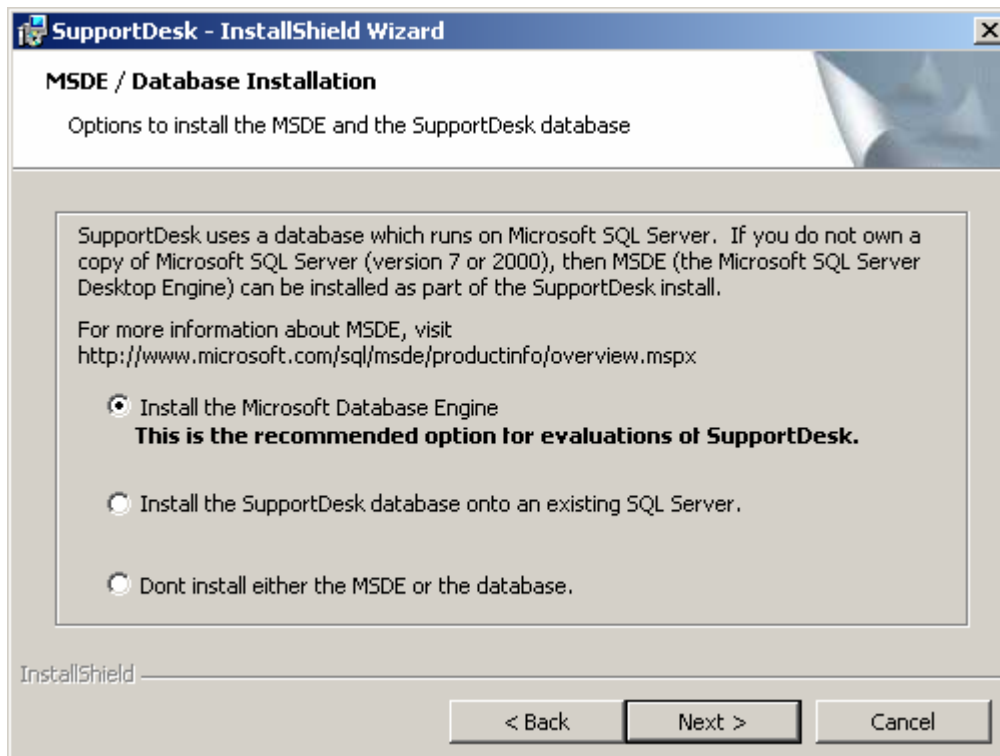
At the **Customer Information** screen, enter the User Name and Organisation that this installation of SupportDesk should be registered to. This screen also allows you to install SupportDesk for all user of the computer or only the user performing the installation, if you choose **'Anyone who uses this computer (all users)'**, then the Richmond Systems program group will be visible to all computer users, if you choose **'Only for me ()'**, then the Richmond Systems program group will only be visible to the user that performed the installation.



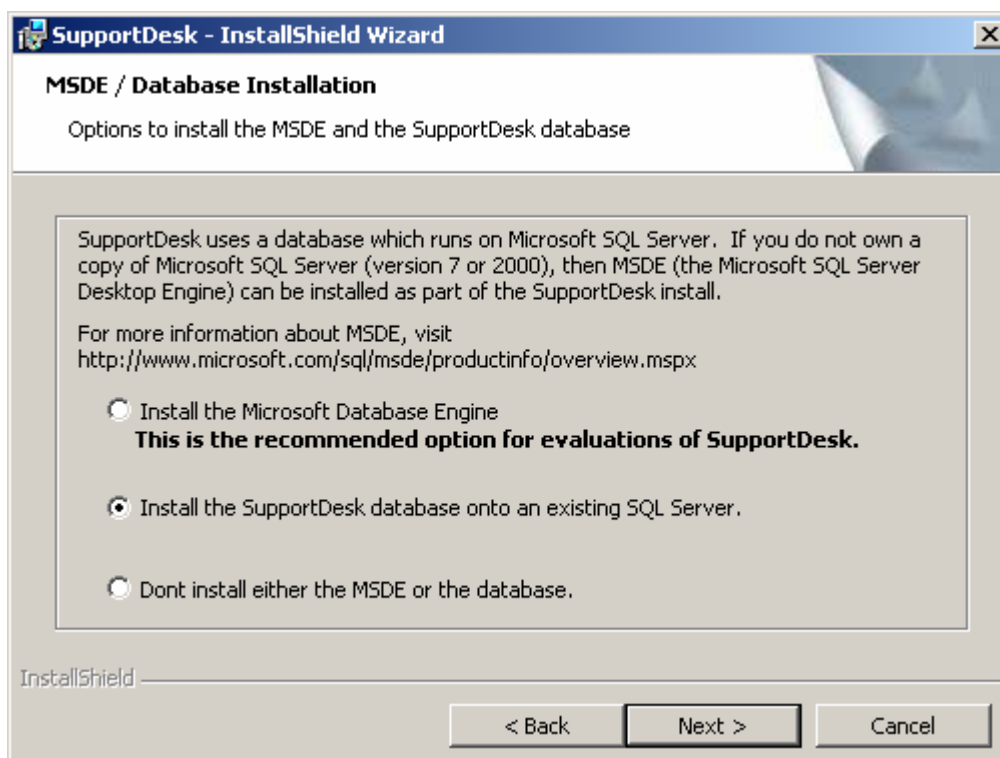
Click **'Next'**.

On the **MSDE / Database Installation** screen you need to choose one of three options, the option you choose will depend on whether you are evaluating SupportDesk or are an existing user, and whether or not you already have full SQL Server in your organisation.

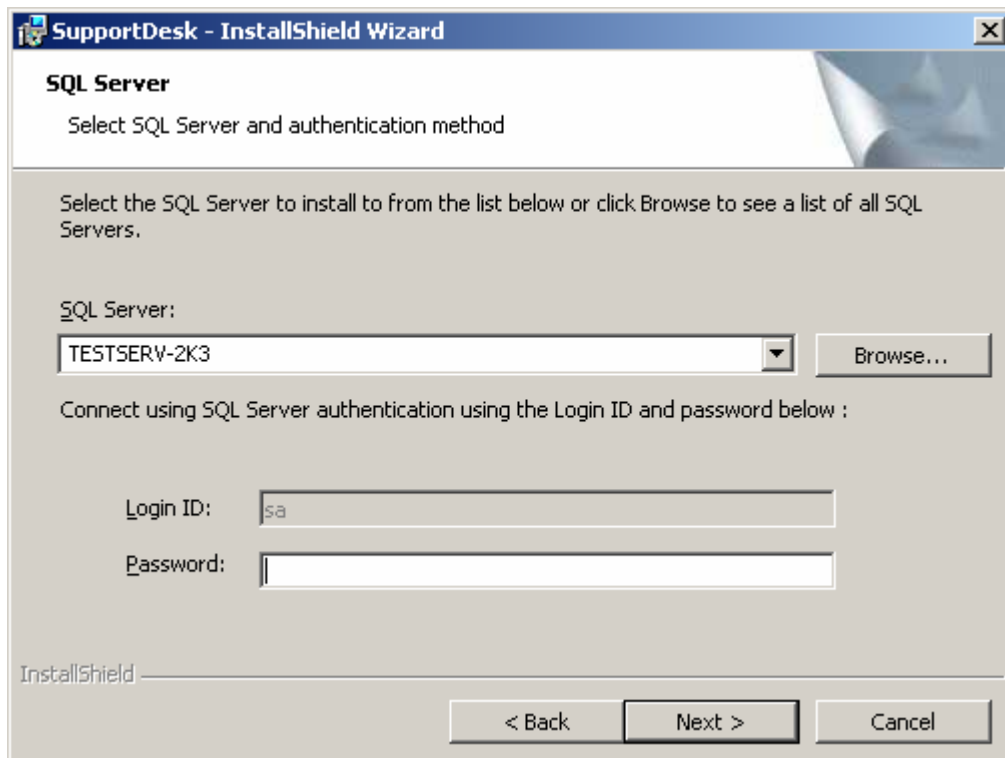
The first option, **'Install the Microsoft Database Engine'**, will install a local instance of MSDE and automatically create the SupportDesk database. This is the recommended option for customers evaluating SupportDesk or where full SQL Server is not available. This option will also create a sample database called *rsupdesk_demo*.



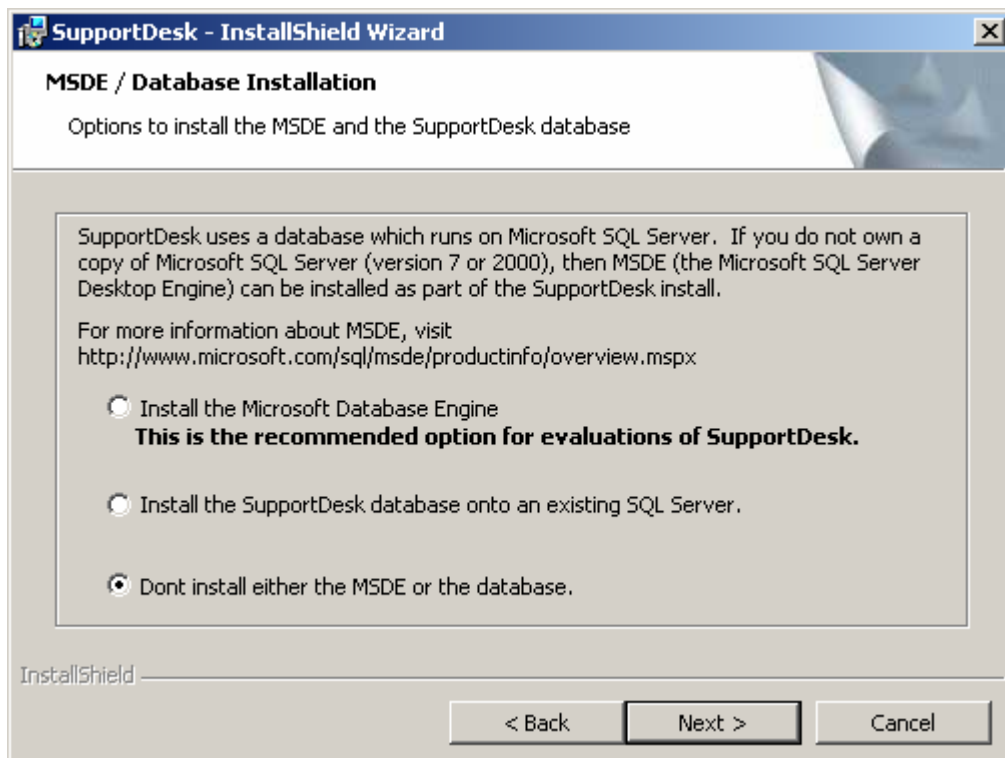
The second option, **'Install the SupportDesk database onto an existing SQL Server'**, should be used for installations where the organisation already has full SQL Server/s installed.



Choosing **'Install the SupportDesk database onto an existing SQL Server'** and clicking 'Next' will result in the following screen. From this screen you can choose the SQL Server on which the SupportDesk database will be installed and the authentication details to be used.

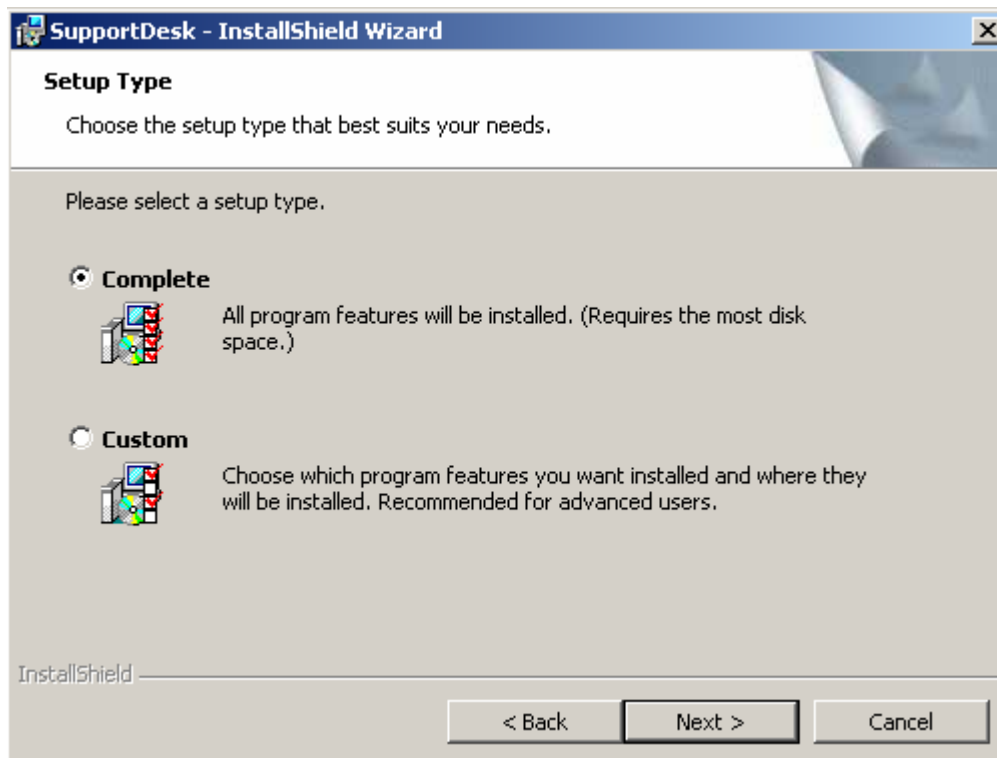


The third option, 'Don't install either the MSDE or the database', should be used when only the SupportDesk main client or one of the optional components needs to be installed. This option is for organisations that are already using Richmond SupportDesk and have an established SupportDesk database and would most likely be used when setting up a new computer for a member of staff or when adding additional SupportDesk users.



Choose the relevant option and click 'Next'.

After the relevant MSDE / Database Installation have been chosen, the Setup Type screen will be displayed.



Choosing the **'Complete'** setup type will install all of the following features:

SupportDesk - Main SupportDesk application.

Alarms - Provides notification of SupportDesk events.

Management Console – Provides management level statistics, charting and KPI's.

Database Admin – Provides advanced setup and configuration for SupportDesk.

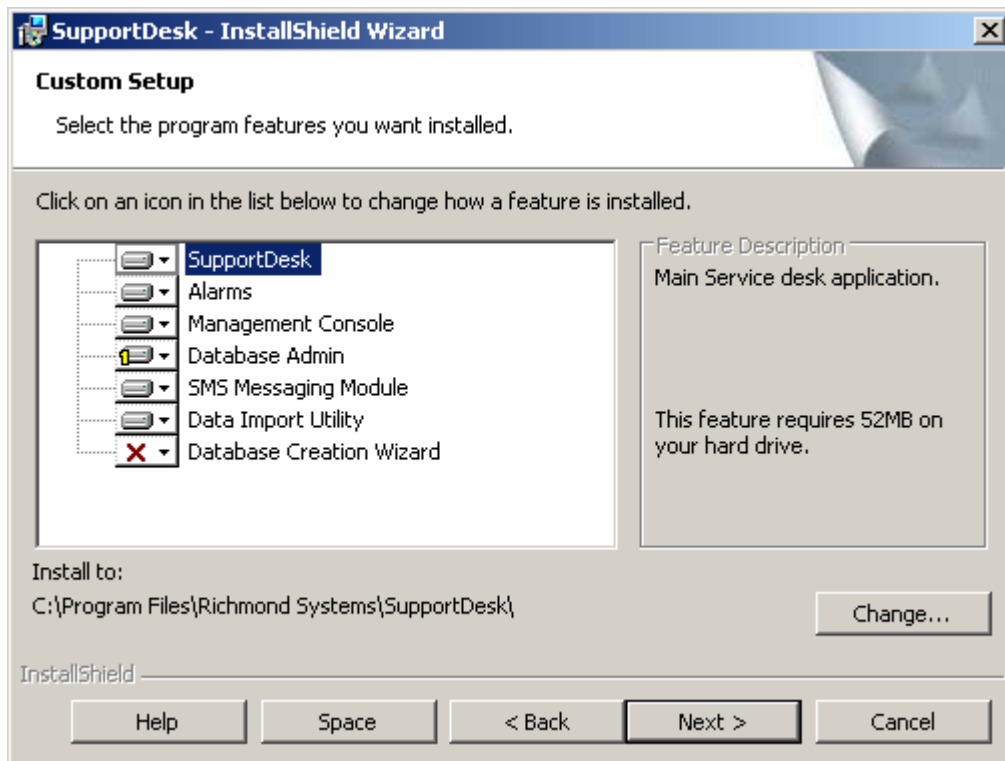
SMS Messaging Module – Enables SMS text messages to be sent from SupportDesk.

Data Import Utility – Allows importing of data from other systems into the SupportDesk database.

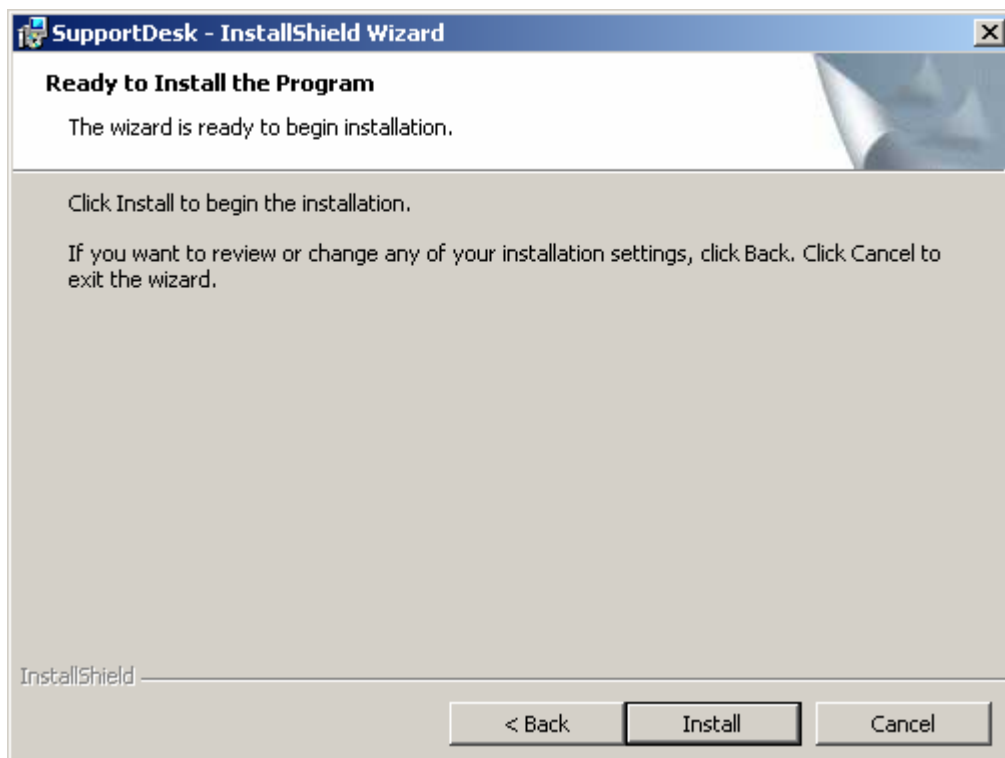
Database Creation Wizard – Allow installation of the SupportDesk database onto a Microsoft SQL Server.

Choosing the **'Custom'** setup type and clicking **'Next'** will result in the following screen.

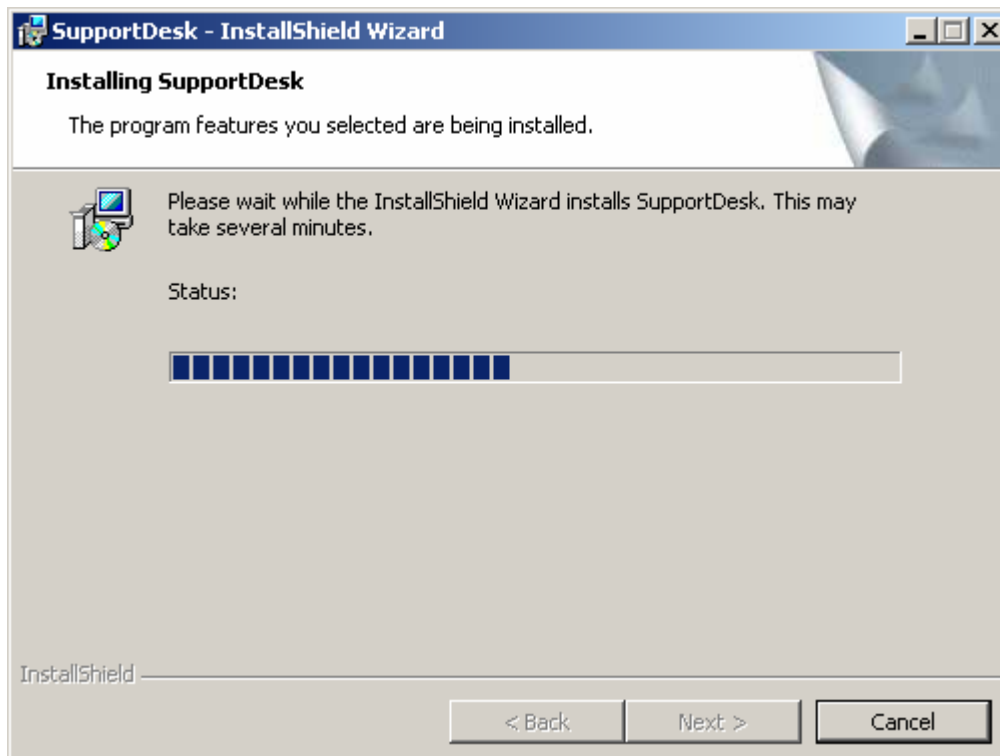
From this screen you can choose which features are to be installed and the location for the install files.



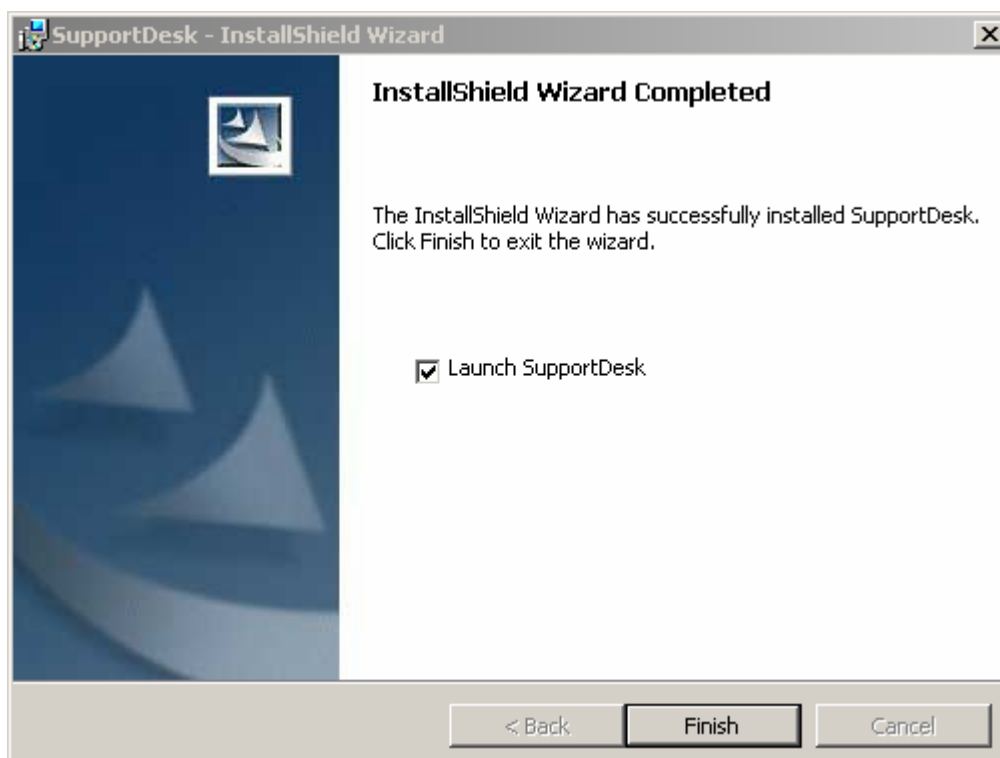
When the preferred Setup Type has been chosen, the following screen will be displayed:
Click **'Install'**.



During the installation of SupportDesk, the following status window will be displayed.



The following window will be displayed when the installation is complete, tick the 'Launch SupportDesk' checkbox and then click 'Finish'.



Web Interface

Web Interface Pre-requisites

Web Interface Requirements (Server)

- Pentium-class PC (1000MHz or higher recommended).
- 256 MB RAM or higher.
- Disk space required: 30 MB of free space in the target directory.
- Microsoft Windows 2000™ or later, Windows XP™ or Windows Server 2003™.
- IIS (Internet Information Services, version 5 or greater)

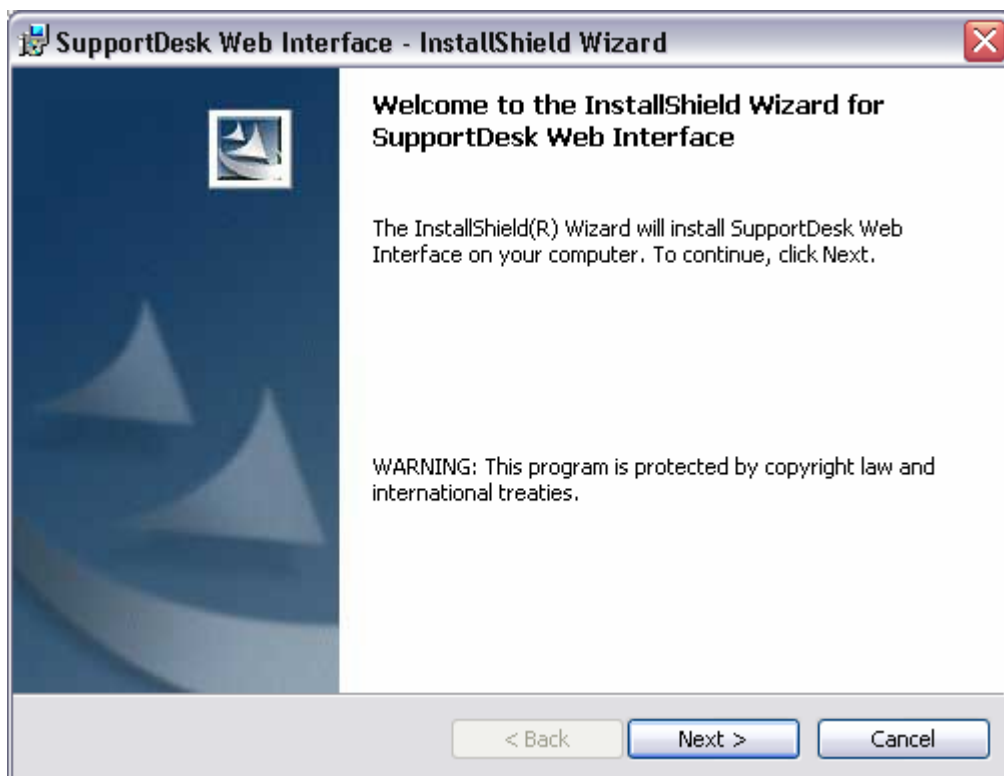
Client Browser

- Microsoft Internet Explorer 5.0 or greater
- Netscape Navigator 6.0 or greater
- FireFox

It is recommended that the web server be configured as a stand-alone machine that participates on your existing network.

Web Interface Installation

The installation can be run from the AutoPlay menu when you insert the Richmond CD or by running the <CD Drive Letter>:\SupportDesk\Web\setup.exe.



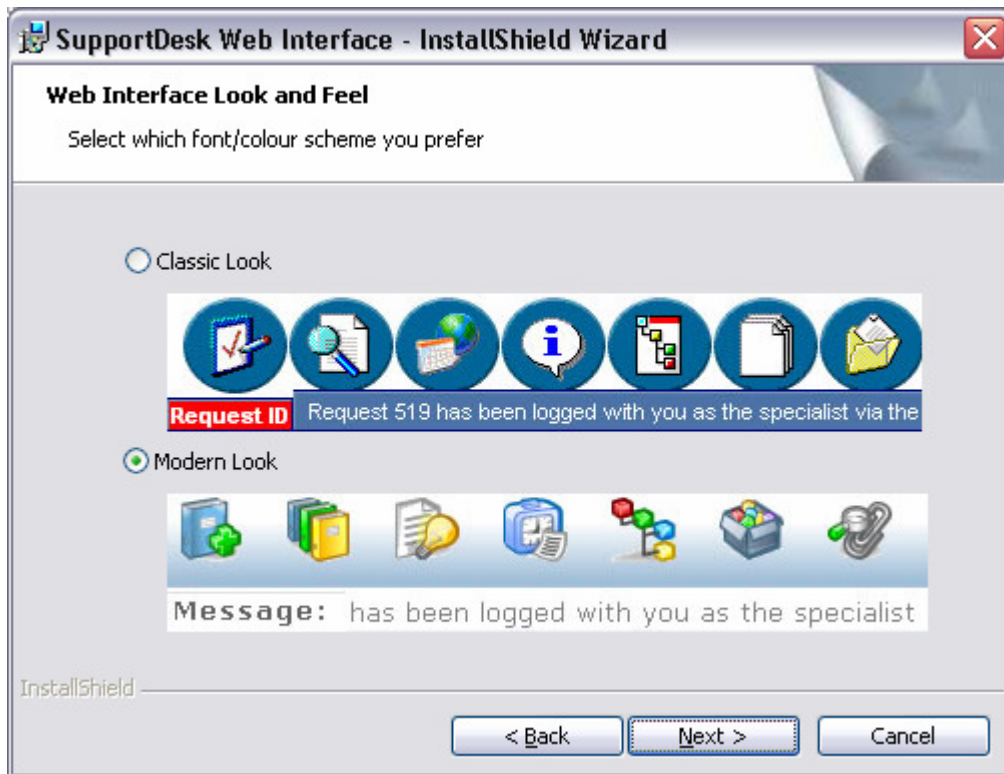
Click Next



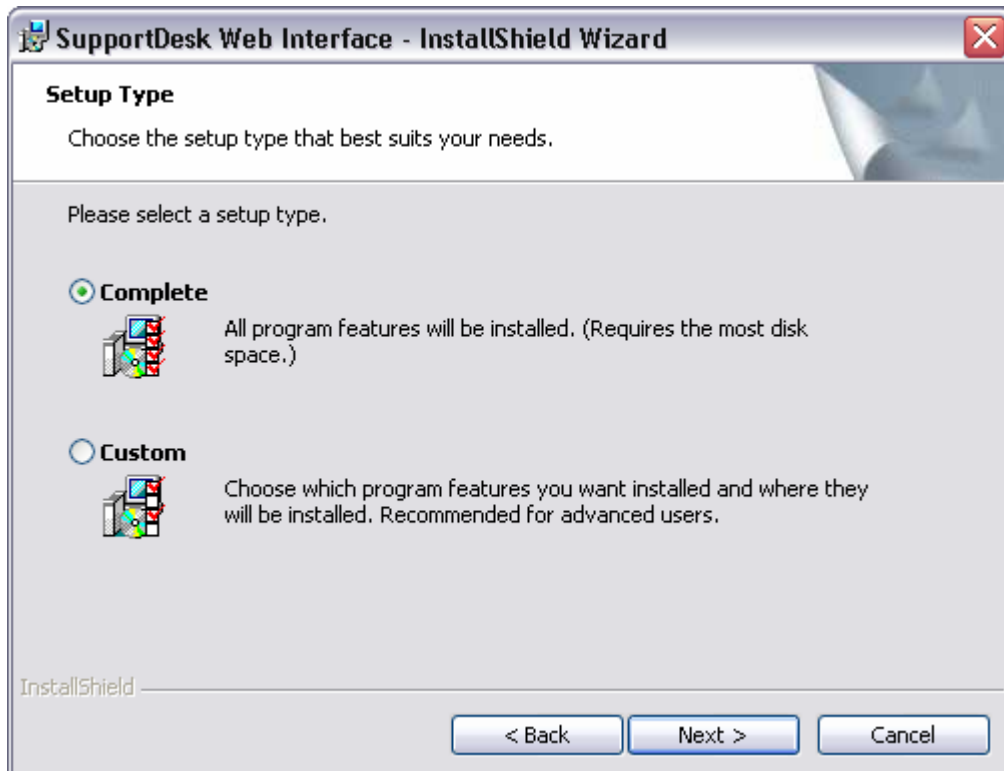
To agree to the terms select the radio button titled "I accept the terms in the license agreement". Click Next.



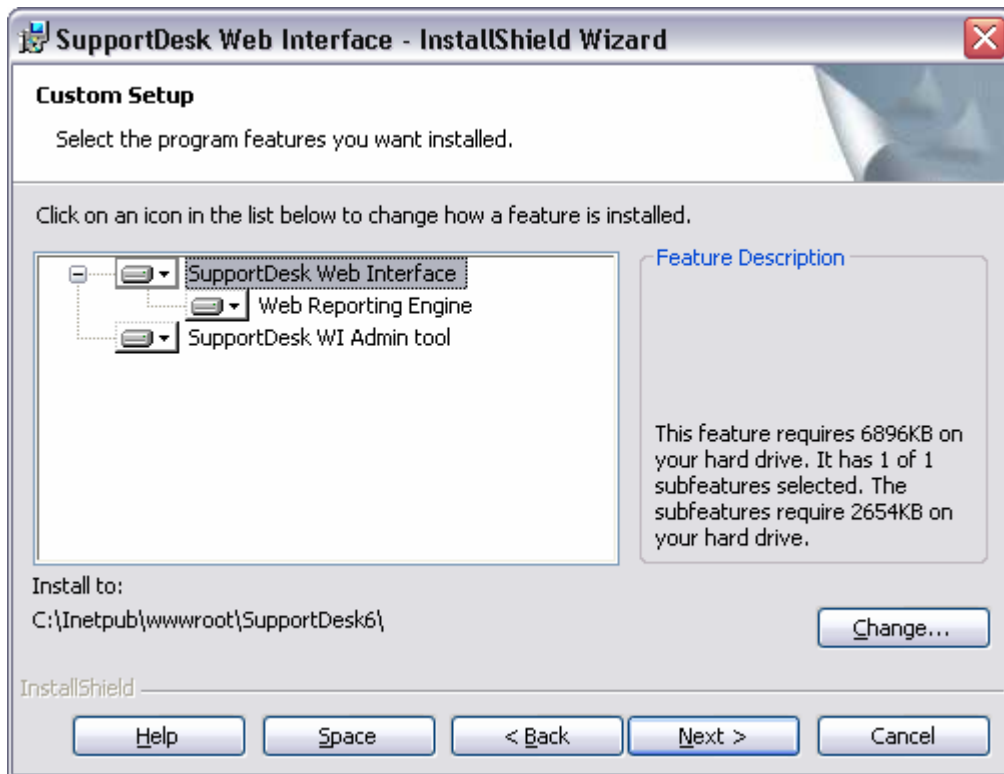
Enter your details. Click Next.



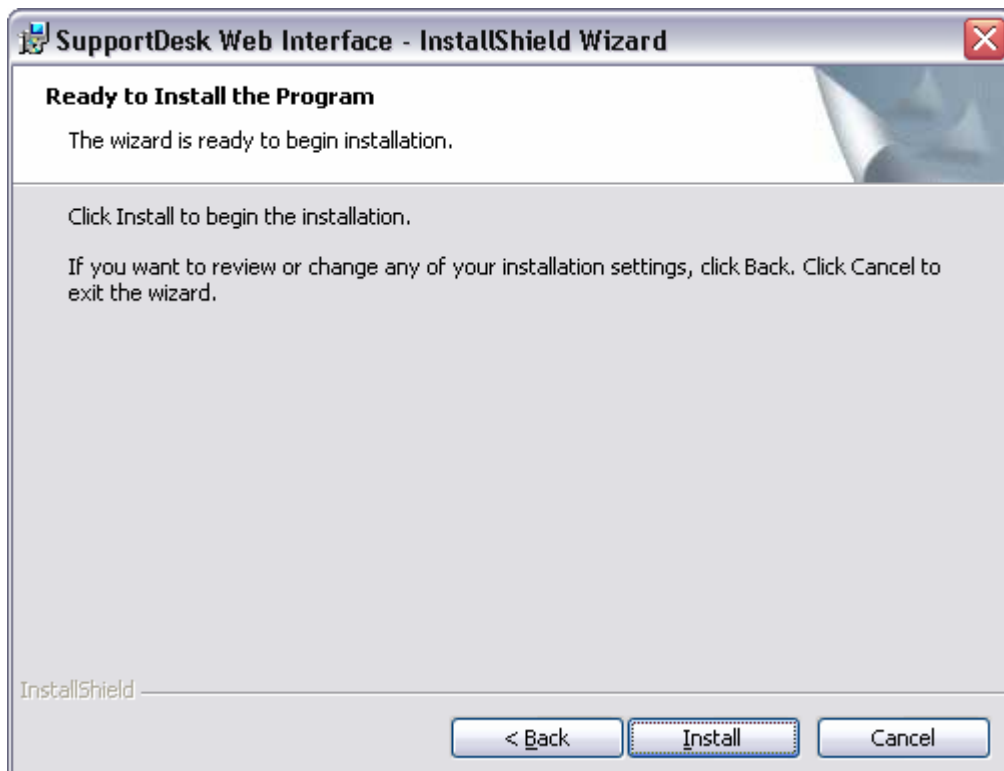
The SupportDesk 6.x offers two separate looks. The Classic Look which resembles SupportDesk 5.4 and earlier. The Modern Look has been redefined for 6.x with modern icons and layout. The functionality is the same. Select the radio button for either Classic Look or Modern Look. Click Next.



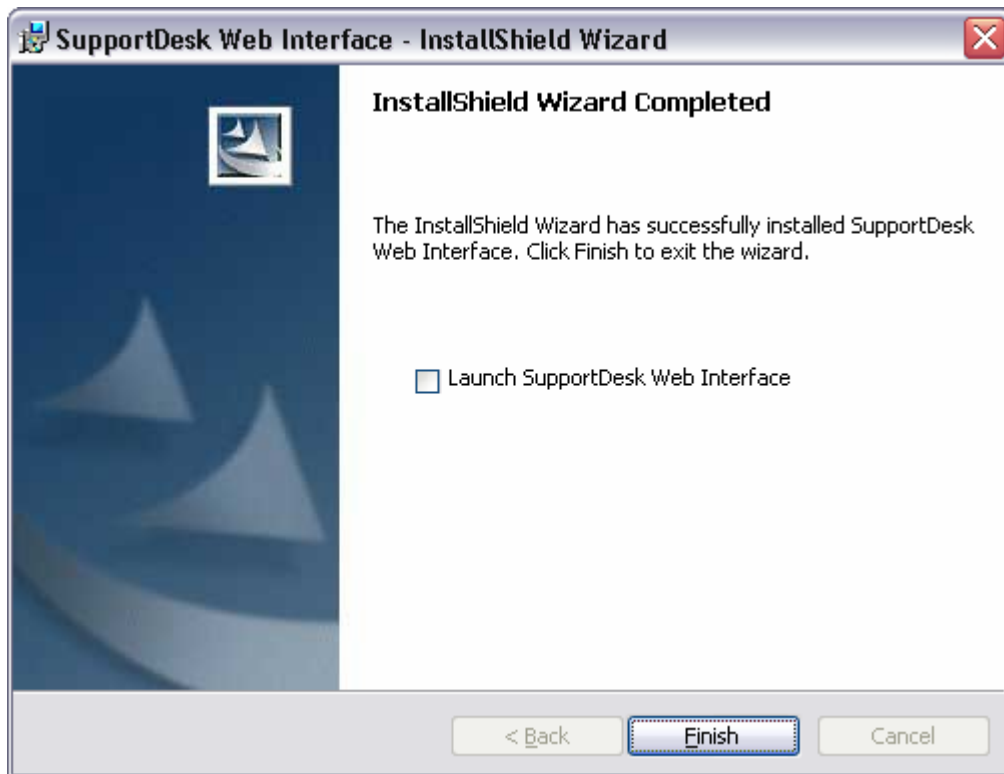
The Complete installation will install the Web Interface, the Web Reporting Engine, and the WI Admin Tool. The Web Interface installation folder will default to the location where IIS has been installed.



The Custom Installation allows you to select a custom location for the Web Interface and which components you wish to install. The Web Reporting Engine is a Crystal Reports Engine. If a full version of Crystal Reports is already installed on the server where the Web Interface is being installed, it is recommended that the Web Reporting Tool is removed from the installation.



Click Install.

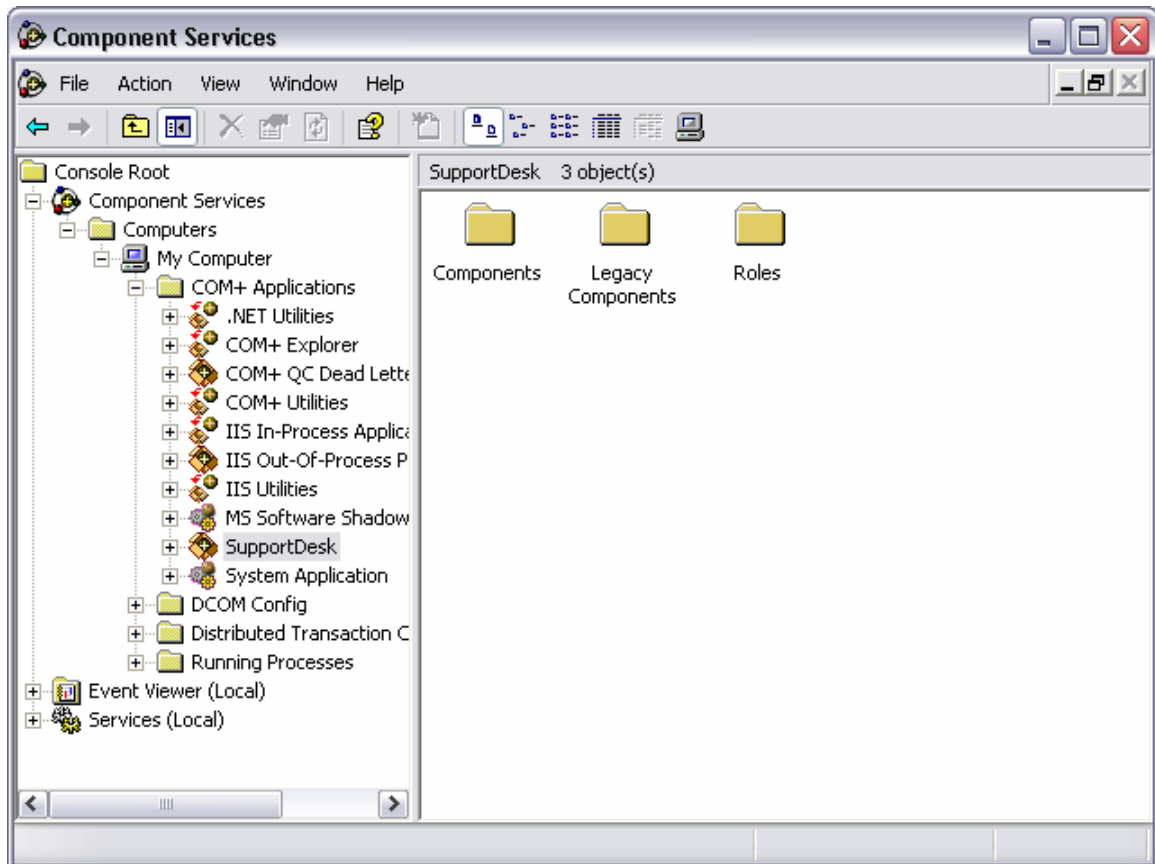


Click on Finish to complete the installation.

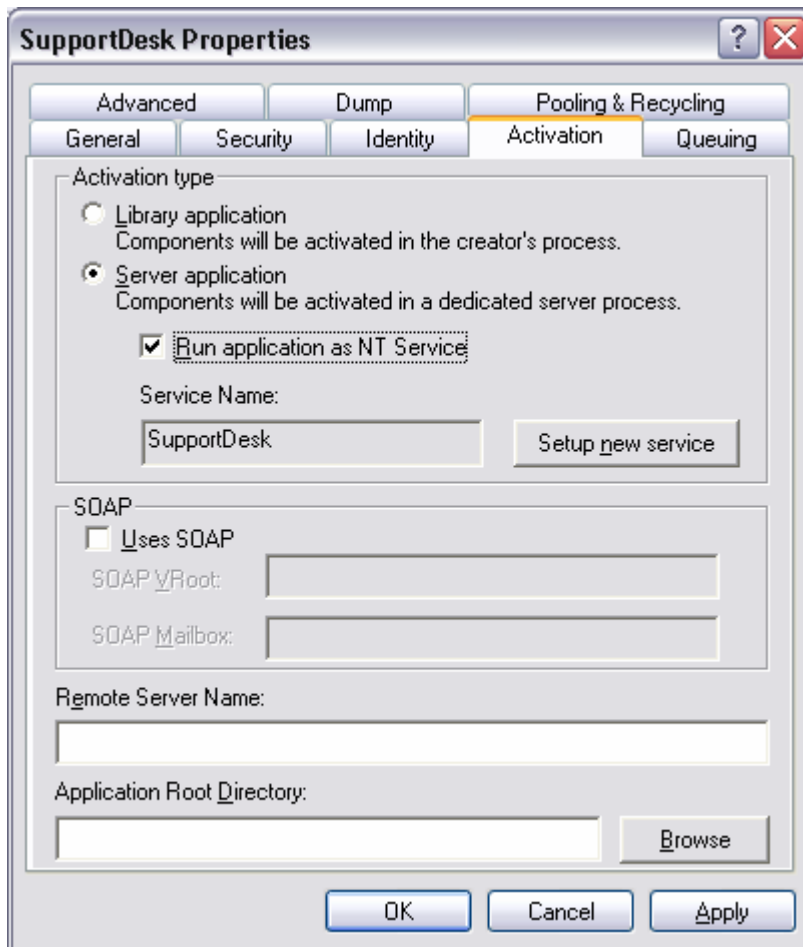
Component Services Configuration

If you have installed the Web Interface on Windows 2003 or you are using IIS 6.0 then it is recommended to change Activation settings on the SupportDesk Component Service.

Open the Component Services applet from the Administrative Tools in the Control Panel.



Expand the Component Services Tree to access the SupportDesk COM+ Application. Right Click on SupportDesk and select Properties.



Select the Activation Tab and enable the check box labeled Run application as NT Service. Select OK when presented with a warning message. Click on OK to accept the changes.

.Net Framework

If the .Net Framework was installed before IIS the correct permissions for the Web Interface to run may not have been applied.

To correct the permissions either reinstall the .Net Framework or run %systemroot%\Microsoft.NET\V1.14322\aspnet_regiis.exe /I from the Run option in the Start Menu.

Web Interface Upgrade

If you are upgrading from version 5.4 or earlier, the previous installation of the Web Interface must be removed before installing a new version or upgrade. If you have customized any part of the Web site you must back up the files including the web.ini file found in the system32 folder.

Uninstalling on a Windows 2000 server

From the 'Start' menu select 'Settings>Control Panel'. Double Click on the Administrative Tools icon. Open the Component Services MMC.

Expand the Component Service tree to display the COM+ Applications item. Right Click on the SupportDesk COM+ Application item. From the pop-up menu select 'Delete'. Close the Component Services MMC.

From the 'Start' menu select 'Settings>Control Panel'. Open the Add/Remove Programs applet. Select the SupportDesk Web Interface and click on 'Remove'

Uninstalling on a Windows 2003 server

From the 'Start' menu select 'Settings>Control Panel'. Double Click on the Administrative Tools icon. Open the Component Services MMC.

Expand the Component Service tree to display the COM+ Applications item. Right Click on the SupportDesk COM+ Application item. From the pop-up menu select 'Delete'. Close the Component Services MMC.

From the 'Start' menu select 'Settings>Control Panel'. Open the Add/Remove Programs applet. Select the SupportDesk Web Interface and click on 'Remove'

Windows Mobile Client

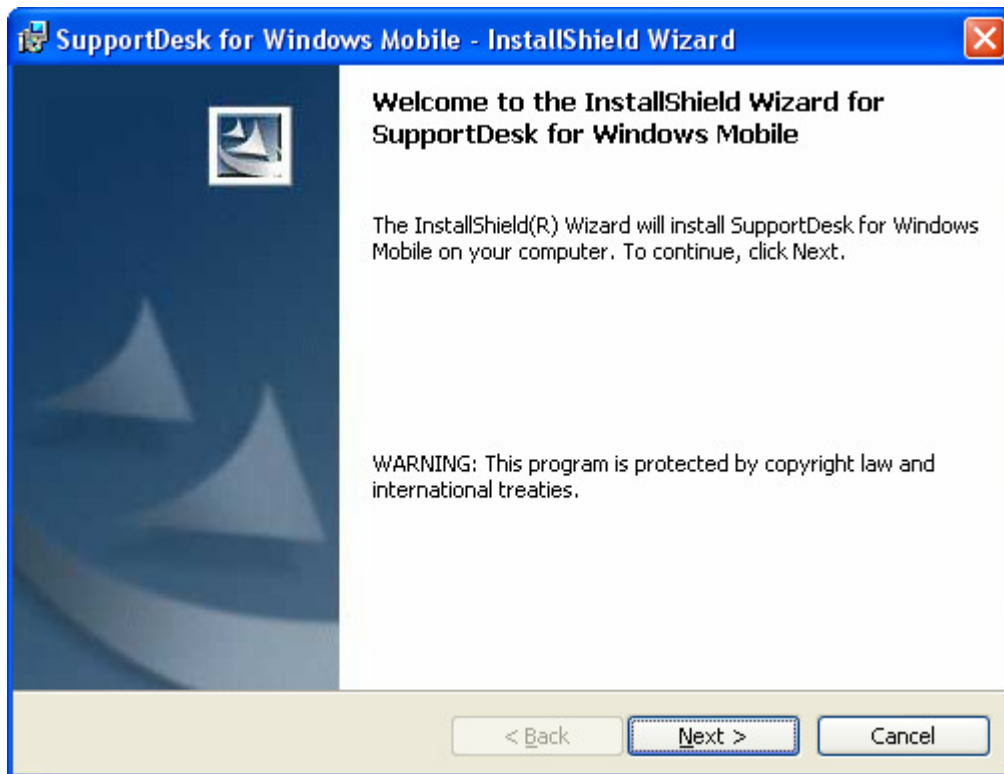
Windows Mobile Client Installation

Ensure that the mobile device is docked with the host PC, and ActiveSync is running and connected.

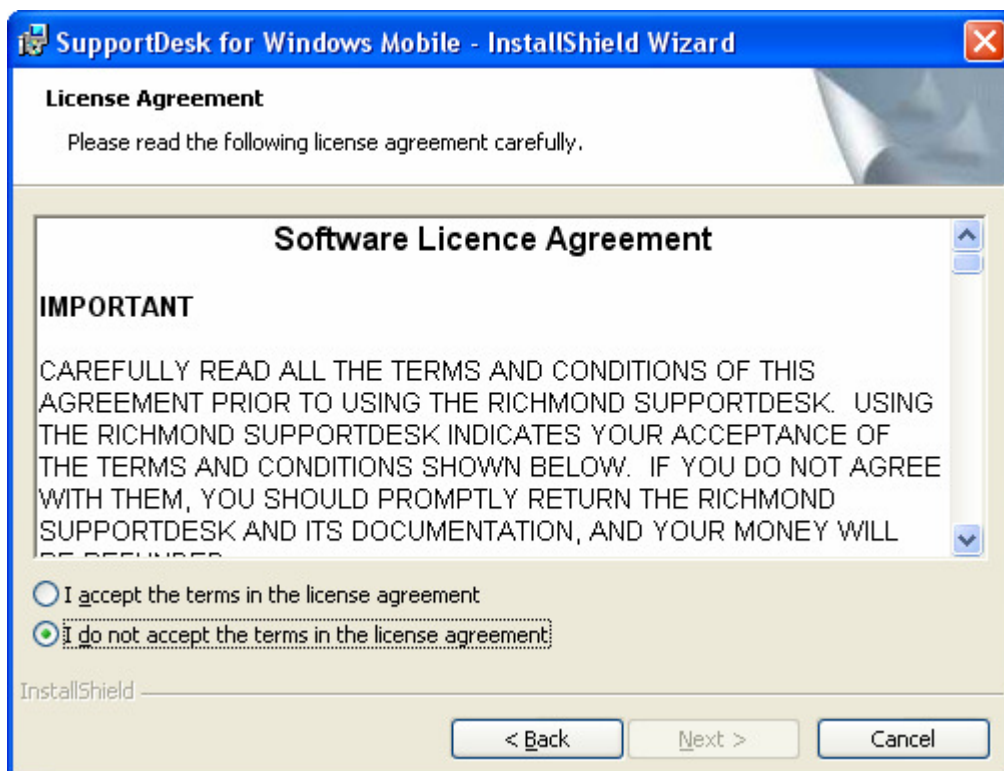
Upon inserting the CD, the following screen will appear:



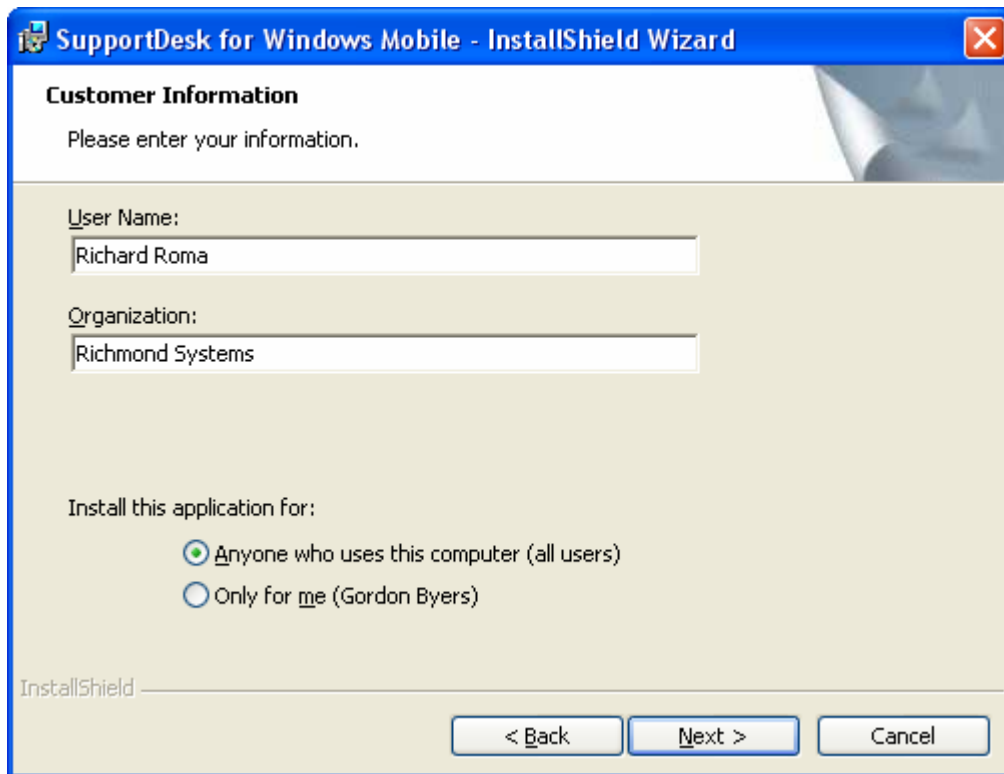
Click on the Mobile icon.



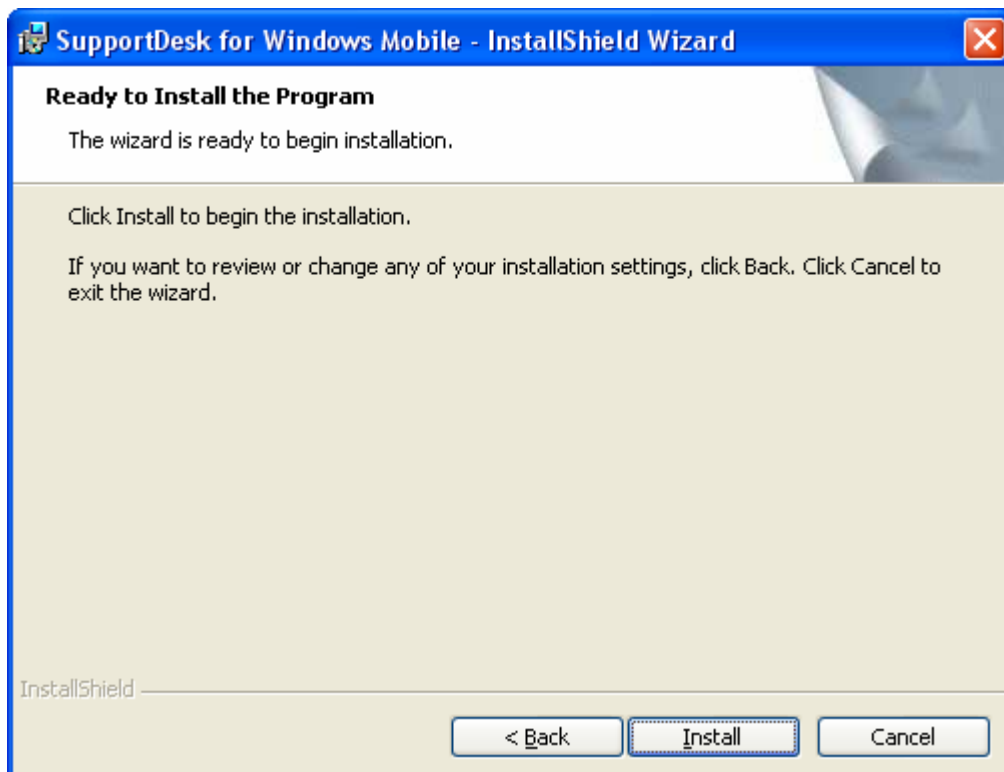
Upon clicking Next, the license agreement will be displayed. Click on Agree and then Next to continue.



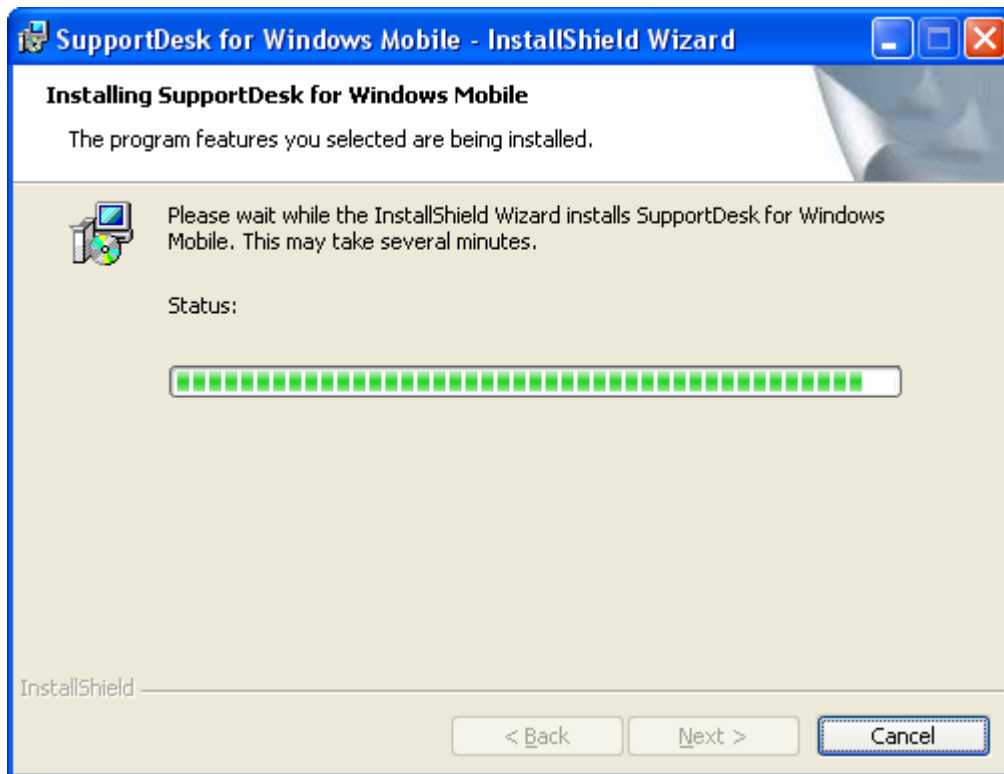
On this screen, enter user and company information.



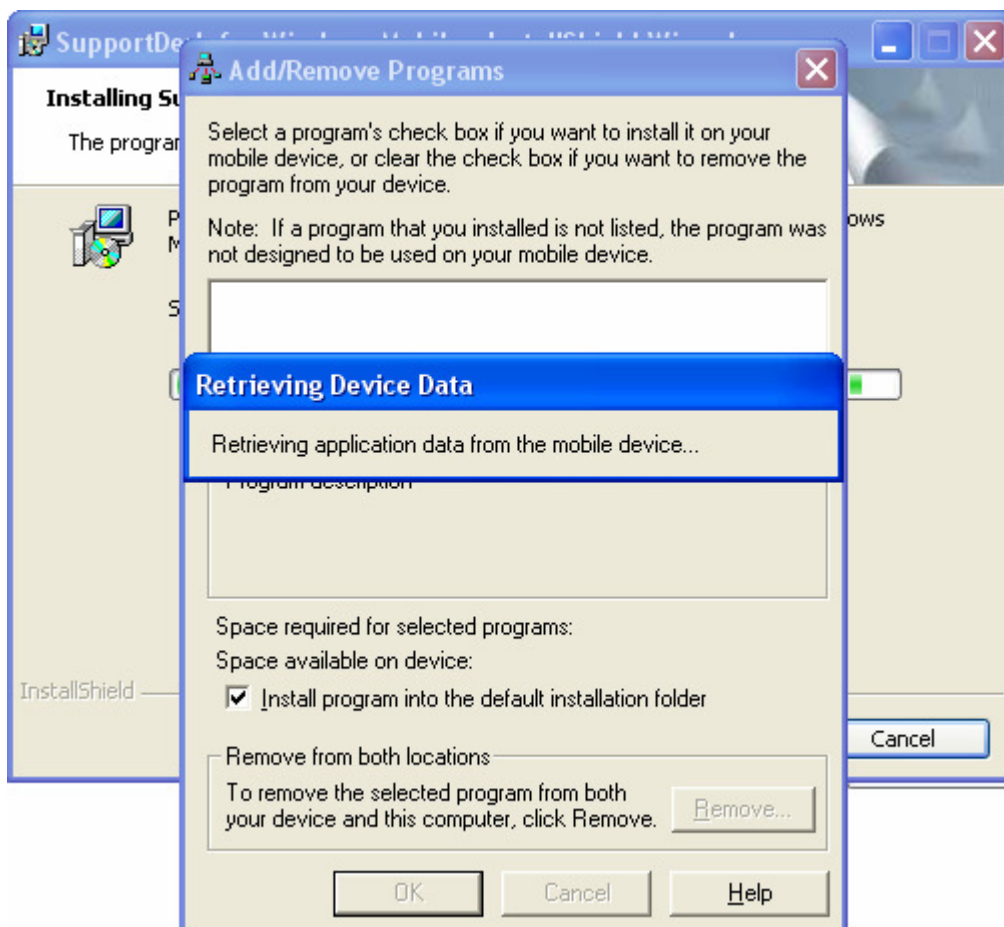
The next screen indicates that the installation is about to commence.



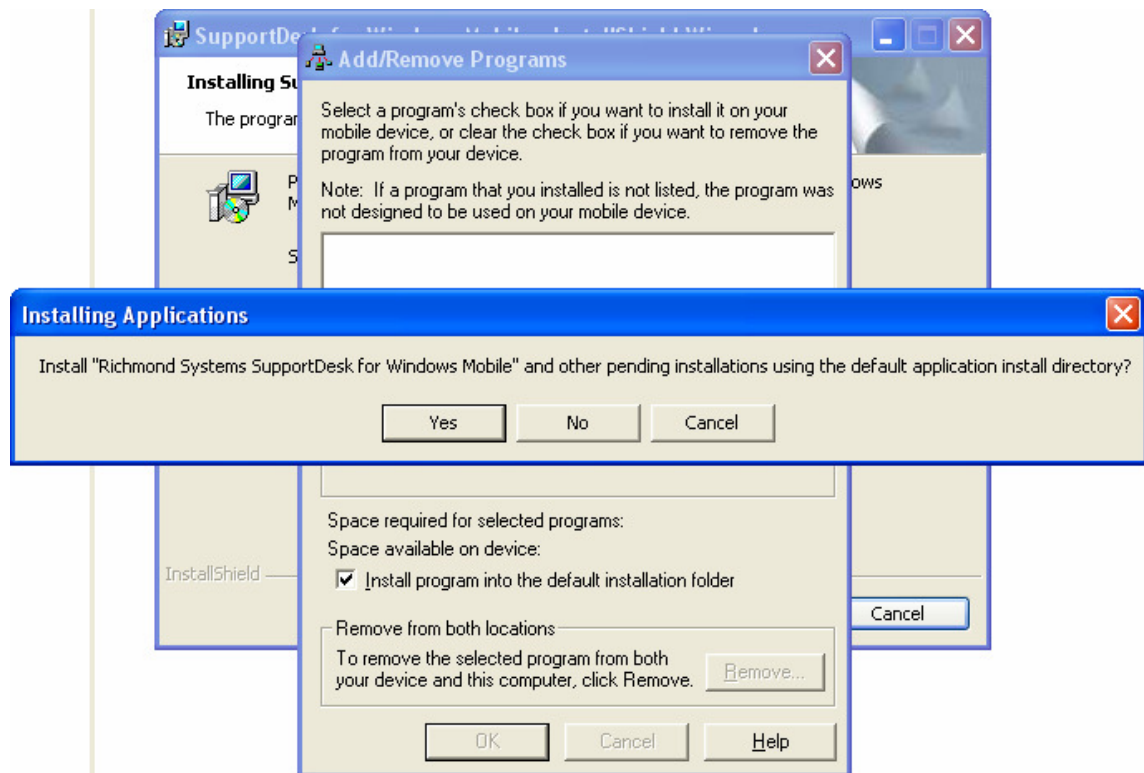
During this step, files are copied onto the hard disc of the host computer.



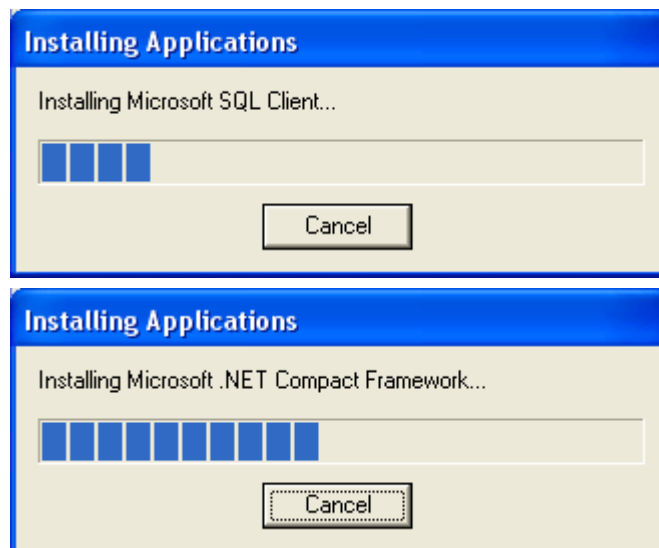
The install program now attempts to communicate with the mobile device.



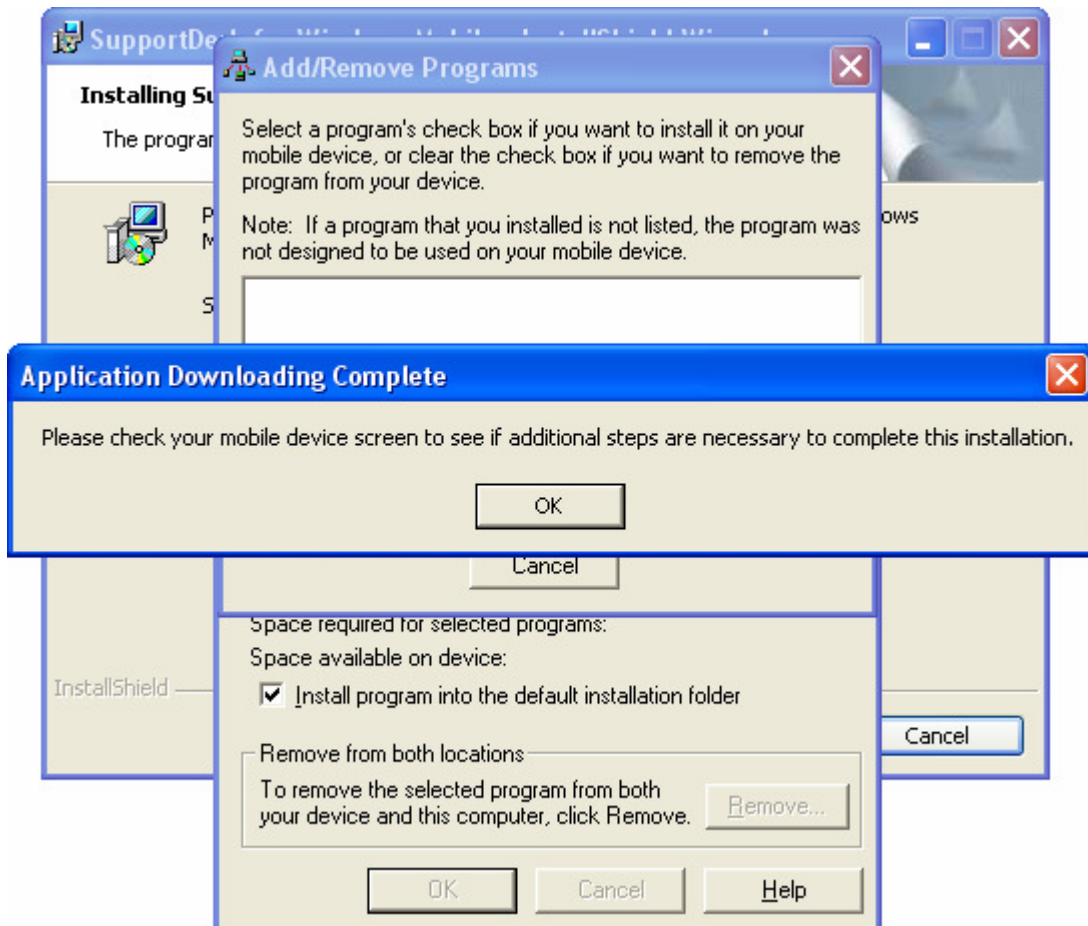
This is now the last opportunity to cancel installation onto the mobile device.



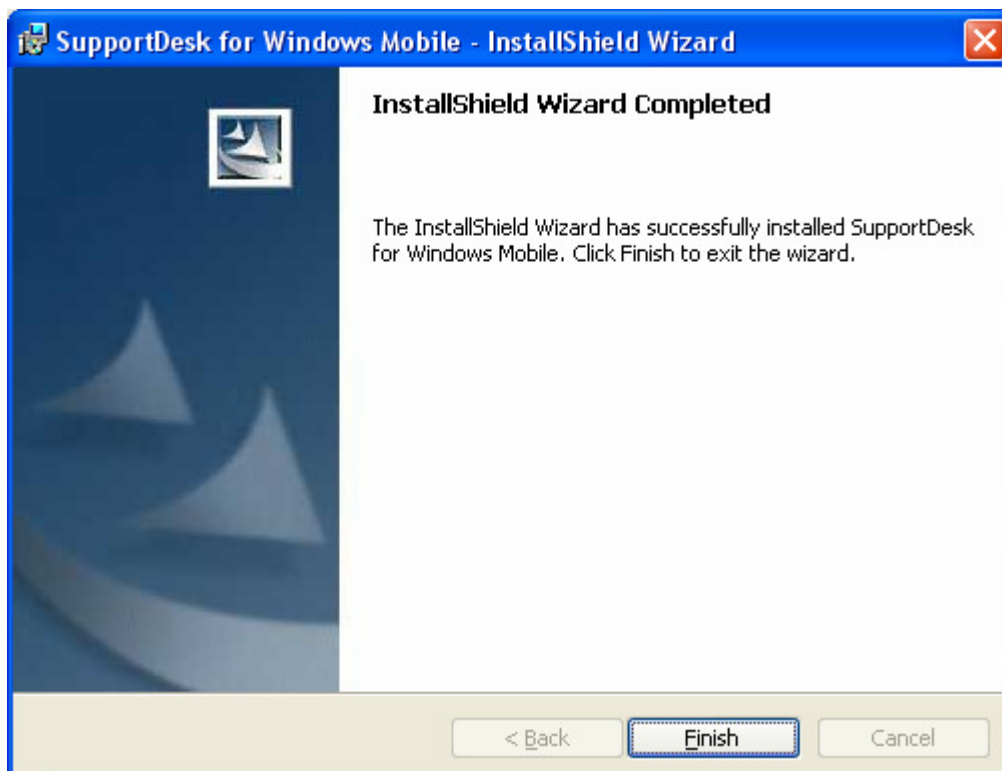
Various system files are installed and updated.



It may now be necessary to restart the mobile device.



The installation has completed.



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