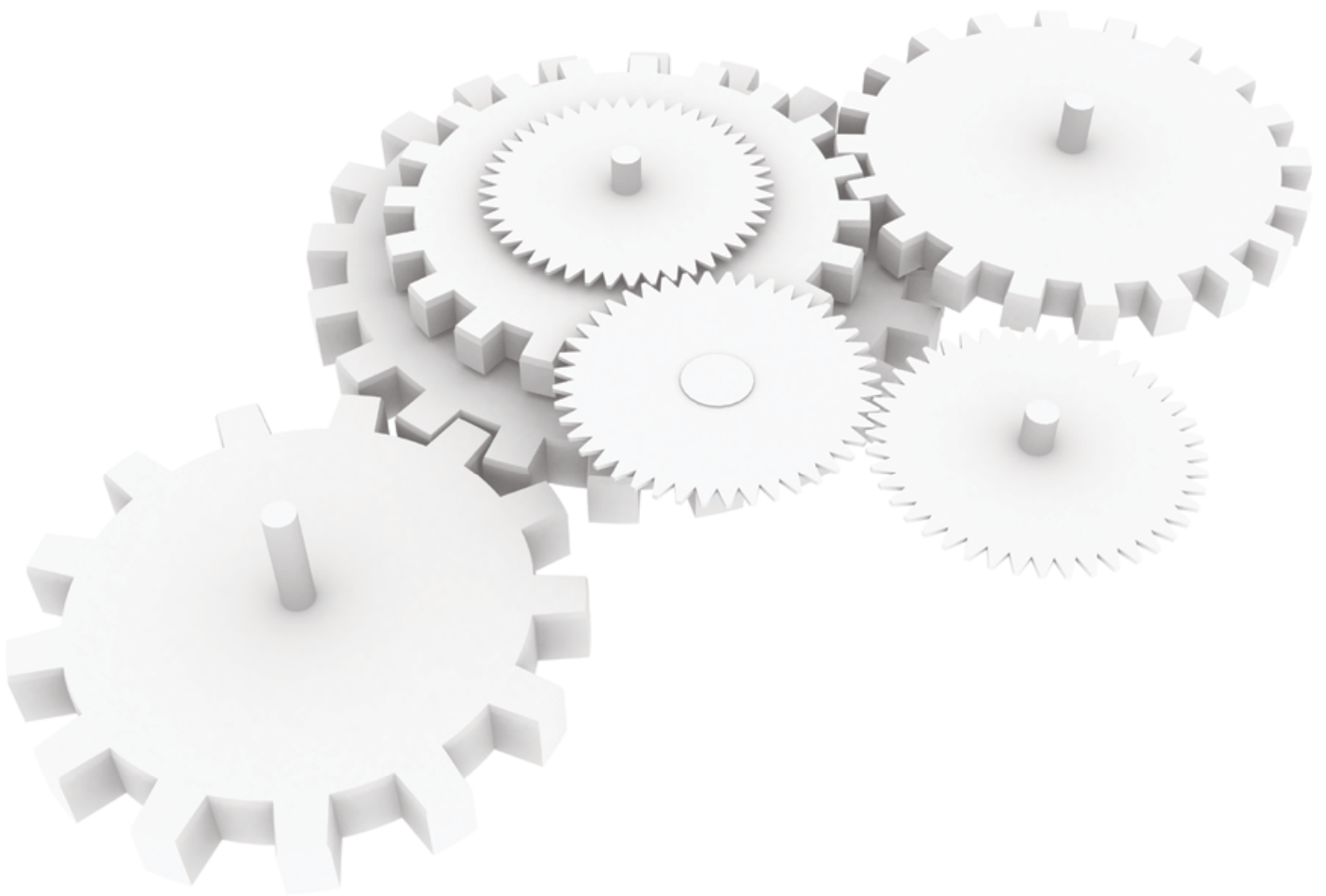


# Richmond Systems

## SupportDesk Quick Start Guide



 **RICHMOND**  
**SupportDesk**





# Table of Contents

SupportDesk Quick Start Guide .....	1
Introduction .....	1
Pre-requisites .....	2
Installation at a Glance .....	2
Installation .....	3
Setup Console.....	13
Logging In .....	14
Contact Richmond Systems.....	16
Index .....	17



# SupportDesk Quick Start Guide

## Introduction

Welcome to Richmond SupportDesk Quick Start Guide. This guide is provided to help with the installation of Richmond SupportDesk on a single PC during the evaluation process. This does not replace the SupportDesk Installation Manual which should be used when installing SupportDesk into your live environment. If you are upgrading from an earlier version of SupportDesk please see the SupportDesk Upgrade documentation.

The Quick Start Guide assumes that:

- The SupportDesk Client and the SupportDesk database will be installed on a single computer.
- MSDE or an instance of Microsoft SQL Server does **not** already exist on the computer where SupportDesk is being installed.

What will be installed?

- Microsoft .Net Framework 1.1
- MSDE 2000 (Microsoft SQL Server Desktop Engine)
- Richmond SupportDesk Windows Client
- Richmond SupportDesk Setup Console
- Richmond SupportDesk Database
- Richmond SupportDesk Alarms Module
- Richmond SupportDesk Management Console

What is not covered in this Quick Start Guide?

- SupportDesk Web Interface installation
- MS Active Directory Synchronisation installation
- Richmond Escalation Service installation
- Richmond Email Service installation

Richmond Systems is ready to help you through your installation. If you have any technical questions please contact our Service Desk:

**Email:** [support@richmondsys.com](mailto:support@richmondsys.com)

**Web:** [www.richmondsys.com](http://www.richmondsys.com)

**Phone:** +44 (0) 1428 647 333

## Pre-requisites

### Richmond SupportDesk Serial Number

A serial number is required for the evaluation of Richmond SupportDesk and for the fully licensed product. The evaluation serial number is provided by email when you download the evaluation or it will be included in your evaluation pack with the CD.

To request a serial number please contact Richmond Systems on:

Phone: +44 (0) 1428 641 616

Email: [info@richmondsys.com](mailto:info@richmondsys.com)

Web: [www.richmondsys.com/downloads](http://www.richmondsys.com/downloads)

### Richmond SupportDesk (Windows™ version) - System Requirements

- Microsoft Windows 2000™ or later, Windows XP™, Windows Vista, 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.

## Installation at a Glance

The main installation steps for Richmond SupportDesk are listed below. This gives a quick view of the required steps to complete the installation of Richmond SupportDesk. Each point is expanded upon under the section titled Installation.

### Starting the Installation from CD

- Insert the CD.
- The Richmond Intro screen will display automatically.
- Mouse over the SupportDesk Icon to display the list of SupportDesk installation options.
- Click on the *Main* installation option.

### Starting the Installation from a Download

- Launch the SDMain.exe from the location where the download file was saved.

### Main Installation steps

- Installation of the Microsoft .net Framework 1.1 (Internet access required)
- Installation of SupportDesk
- Choose to install SupportDesk with MSDE
- Choose to do a complete installation
- Possible restart of the computer
- Run SupportDesk from the Windows Start menu
- Logon for the first time
- Enter Serial number

## Installation

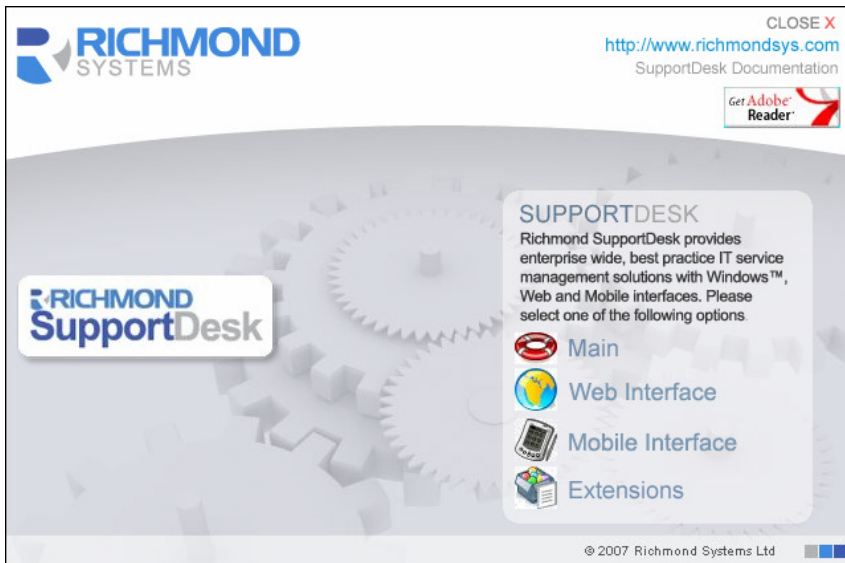
### Step 1: Installation Source

#### Starting Installation from download

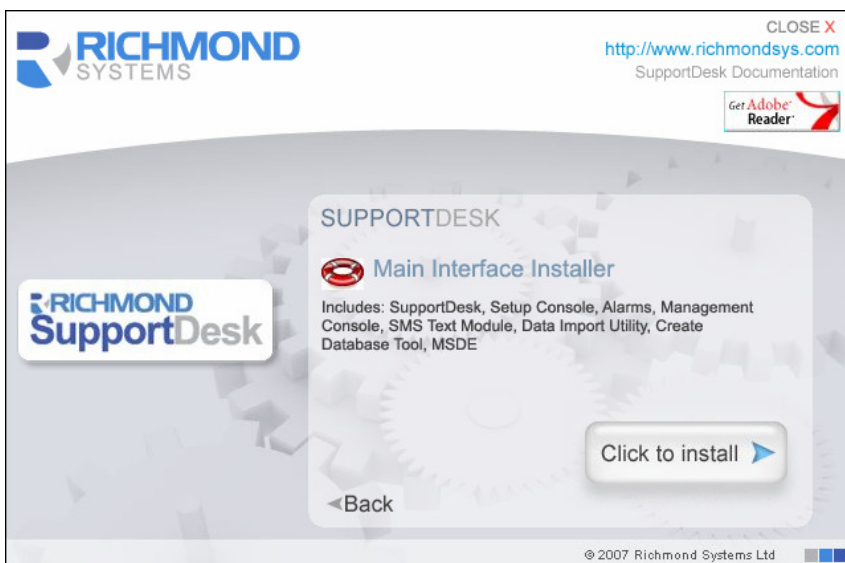
If you have downloaded Richmond SupportDesk launch the SDMain.EXE from the location that it was saved to. Proceed to Step 2: Installing .NET.

#### Starting Installation from CD

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

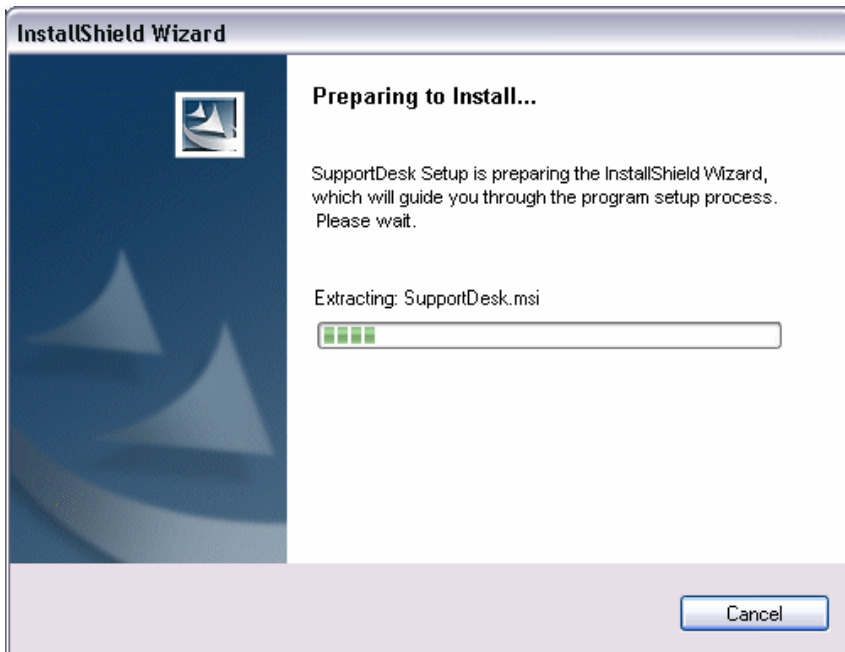


Click the icon labeled *Main*.

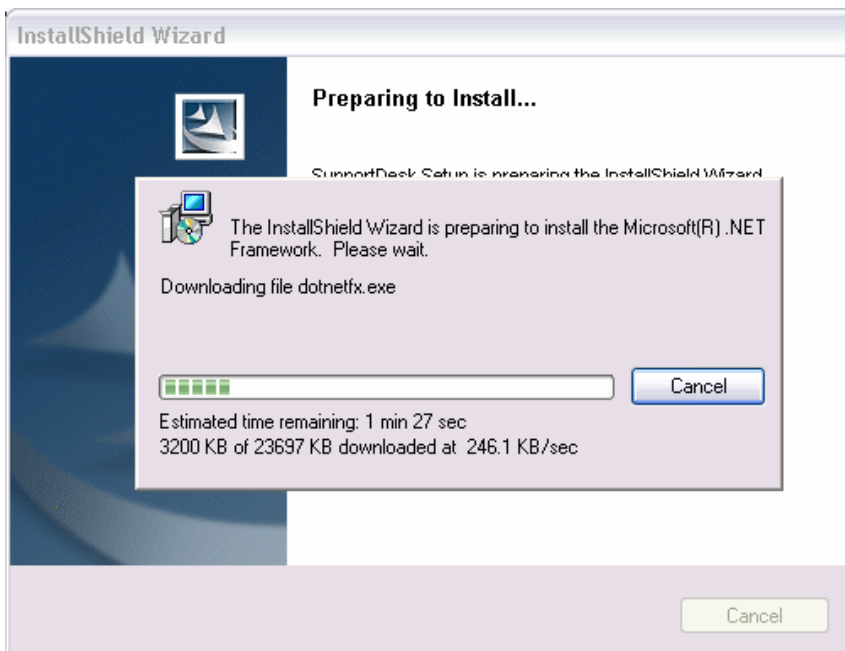


Click on the *Click to Install* button to start the installation.

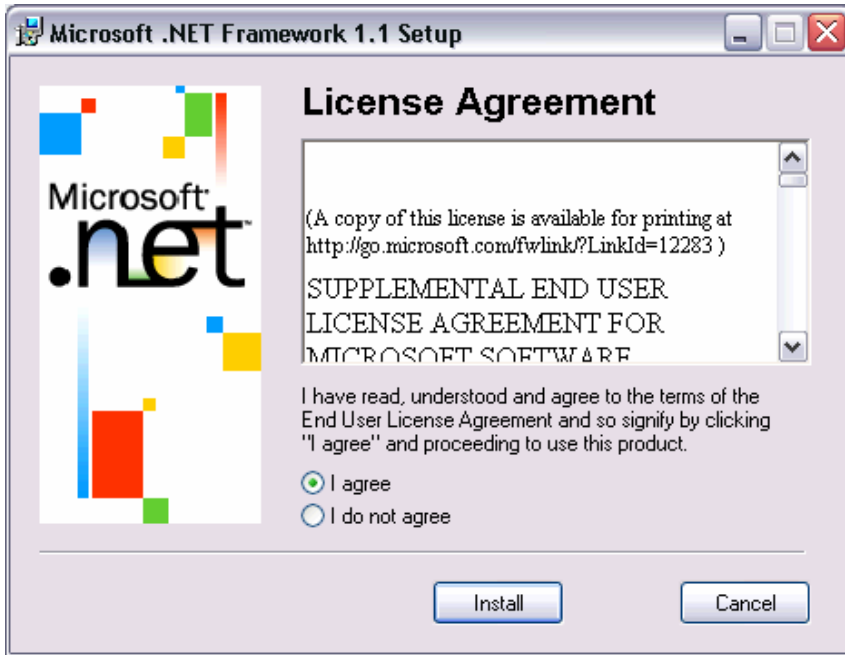
**Step 2: Installing .NET**



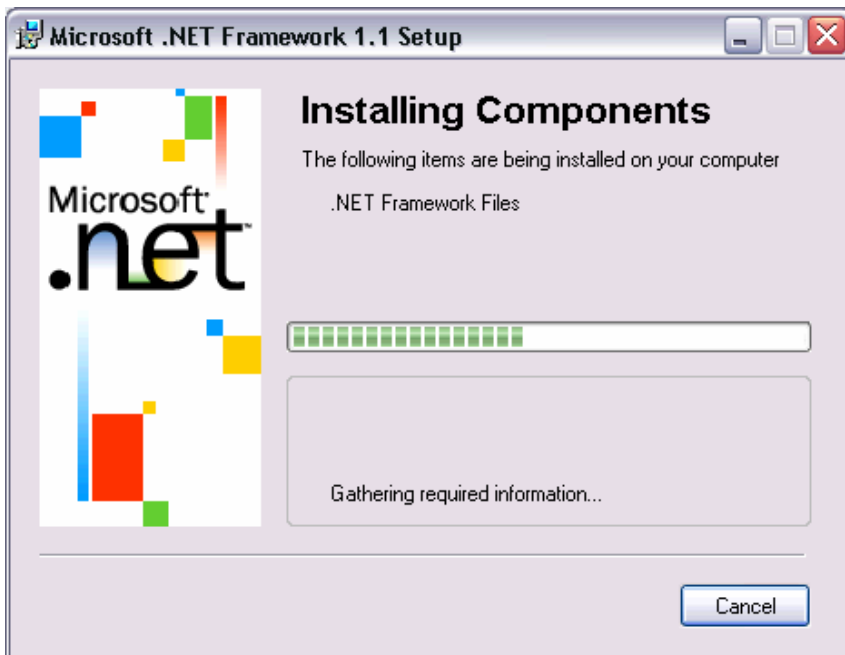
The installer will detect if the Microsoft .NET Framework 1.1 requires installation. If Microsoft .NET Framework 1.1 is not detected on the local computer it will be installed. Otherwise continue to Step 3: Installing SupportDesk



The Microsoft .NET Framework is downloaded automatically to your computer.



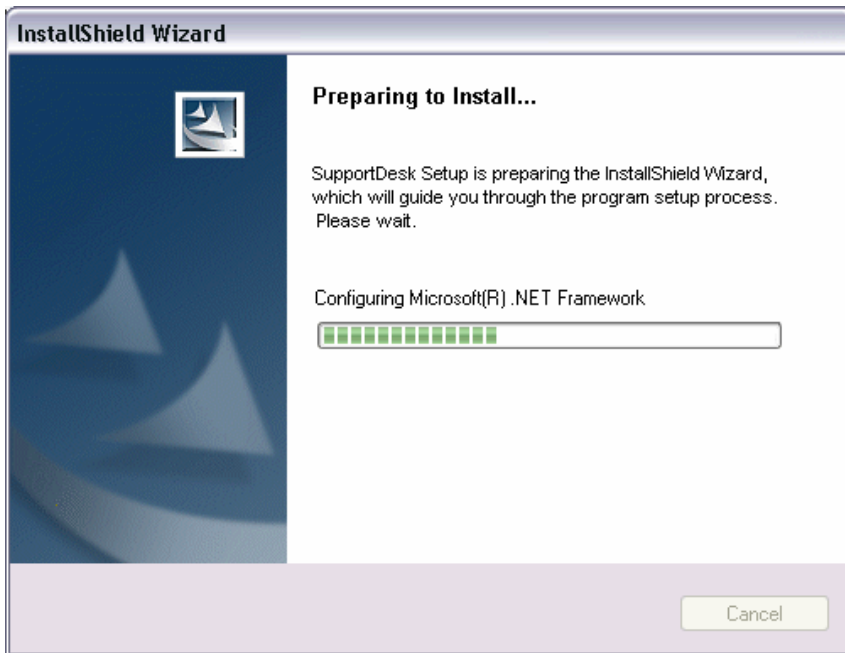
Select the *I Agree* radio button to accept the terms of the Microsoft .NET agreement. Click *Install* to continue with the installation.



The Microsoft .NET Framework 1.1 will now be installed.

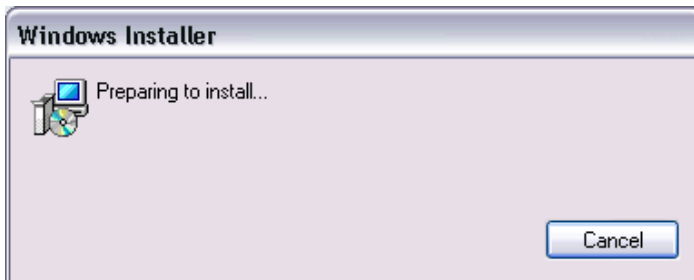


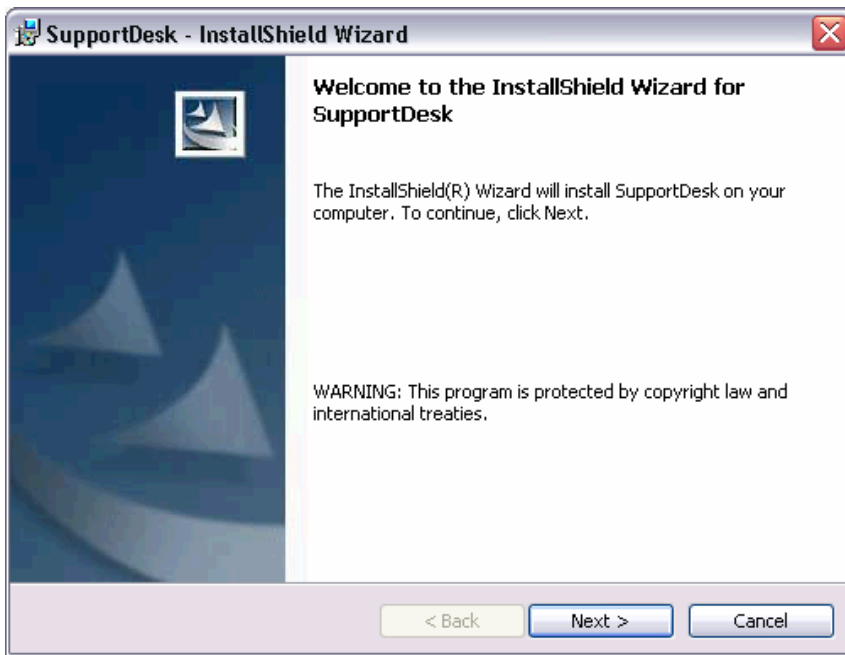
You will be prompted on the completion of the Microsoft .NET Framework 1.1. Click on *OK* to continue.



The Microsoft .NET Framework 1.1 will now be configured. This process may take several minutes.

### Step 3: Installing SupportDesk

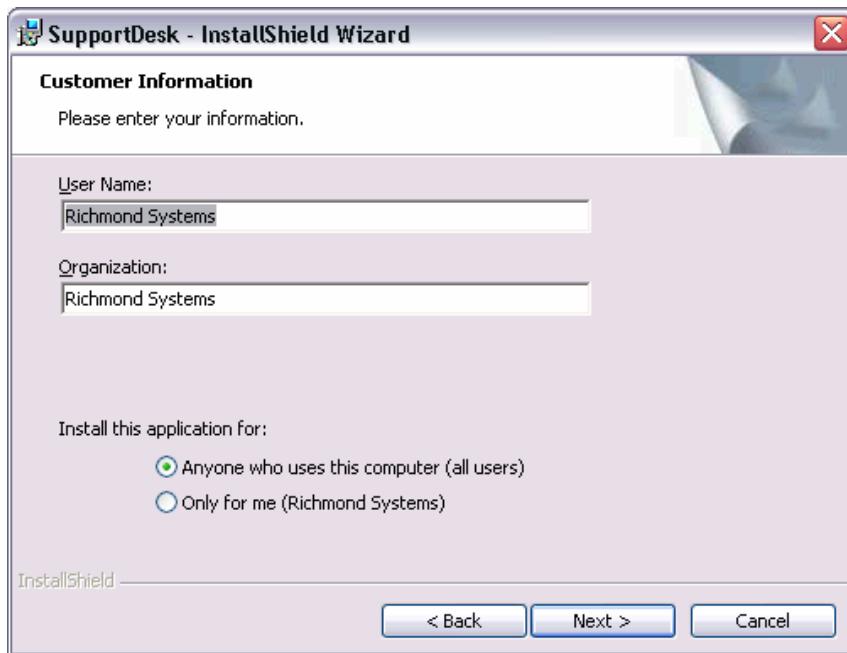




Click *Next* to continue.

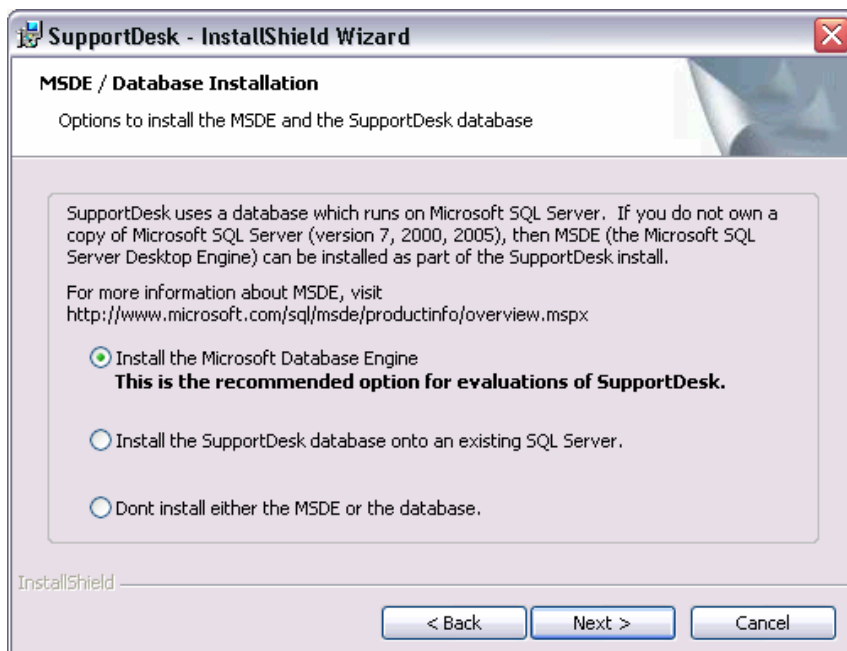


To continue with the installation you will need to accept the terms of the license agreement, select the relevant radio button and click *Next*.



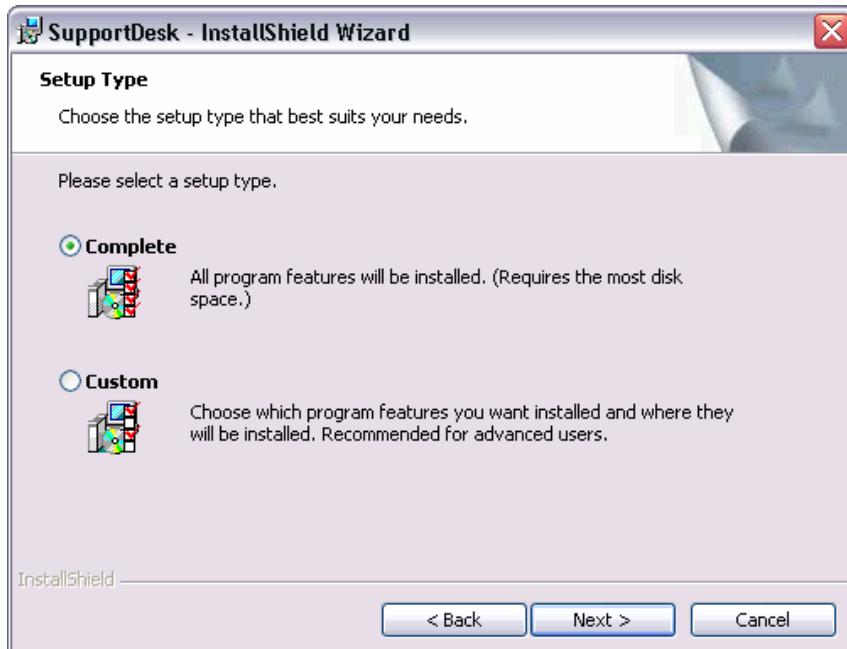
At the **Customer Information** screen, enter the User Name and Organisation that this installation of SupportDesk should be registered to. This screen also allows you to install SupportDesk for all users of the computer or only the user performing the installation, if you choose **'Anyone who uses this 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 the default selection is set to install the Microsoft SQL Server Desktop Engine. This is the recommended option for the evaluation of SupportDesk. The other options are beyond the scope of the Quick Setup Guide and are detailed in the Installation Guide.

Click *Next*.



The *Setup Type* window offers a choice of selecting a *Complete* setup or a *Custom* setup. Select the *Complete* setup type. This 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.

**Setup Console** – Provides advanced setup and configuration for SupportDesk.

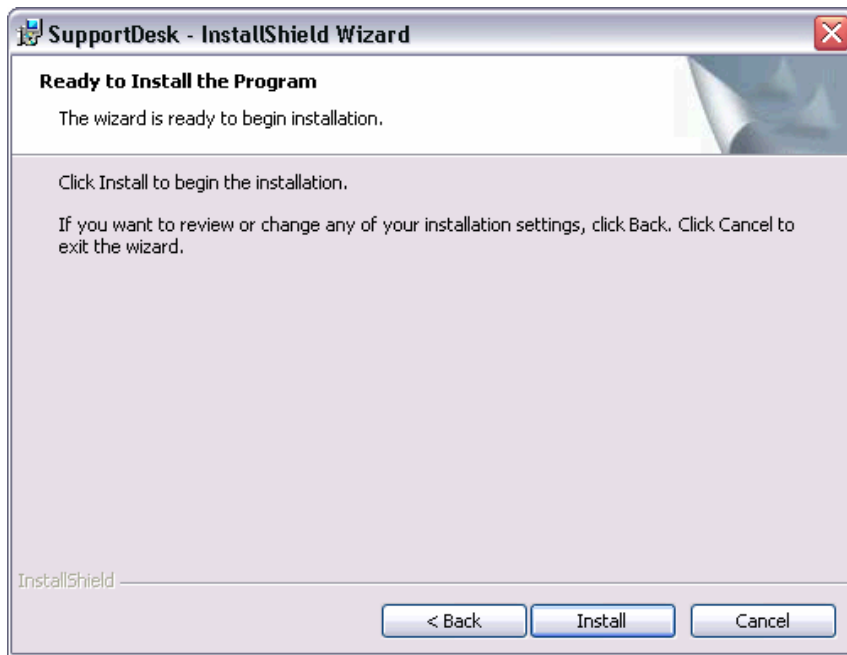
**SMS Messaging Module** – Enables SMS text messages to be sent from SupportDesk.

**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.

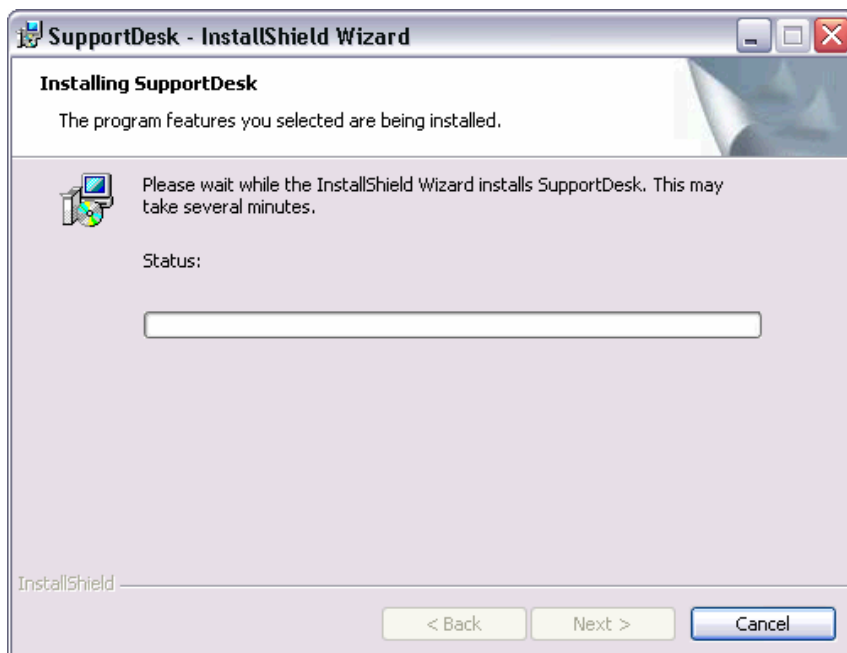
**Note:** Choosing the *Custom* will allow you to select which of the above applications are to be installed. More information on this setup type can be viewed in the Installation Guide.

Click *Next*.

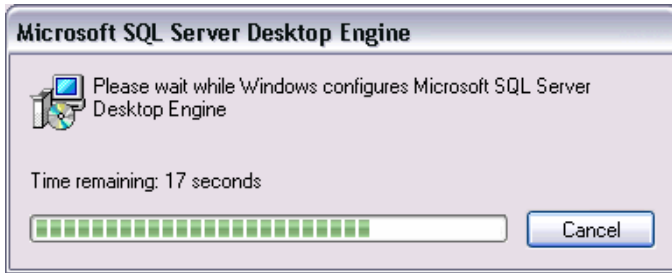


The Ready to Install the Program screen will be displayed. This is that last opportunity to change any of the previous settings.

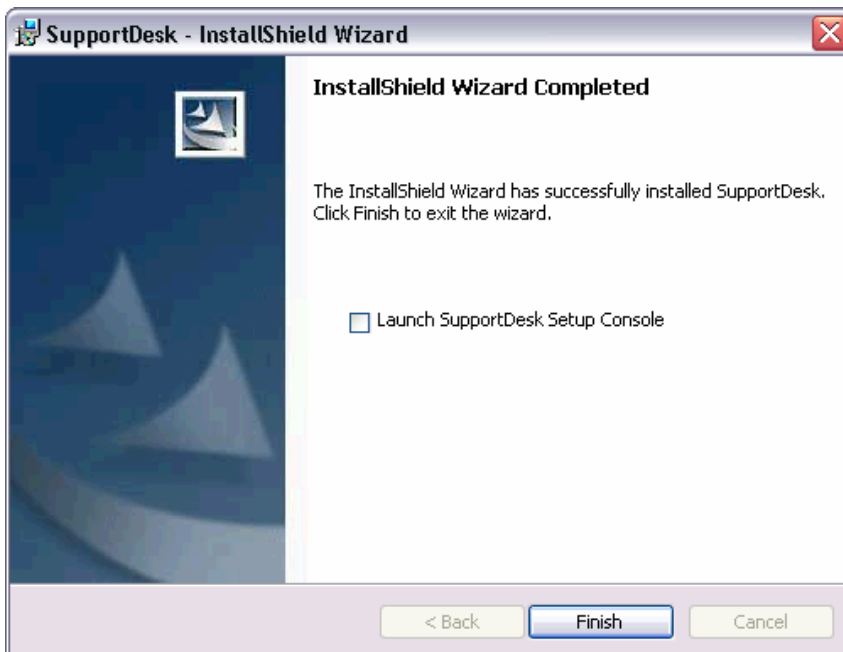
Click *Install*.



The *Installing SupportDesk* window displays the progress of the Installation.



The installation progress of the MSDE (Microsoft SQL Server Desktop Engine) is displayed.

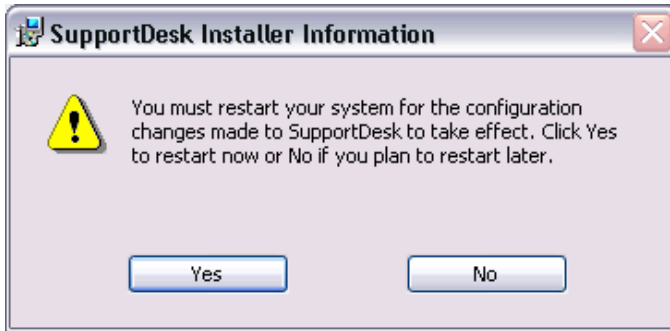


The following window will be displayed when the installation is complete.

An option to launch the Setup Console is available on this screen. The Setup Console is used to configure most aspects of SupportDesk. It is not a requirement to run the Setup Console to complete the installation. The Setup Console can be restarted at any time from the Richmond Systems program group in the Windows Start Menu.

Click *Finish*.

If the Microsoft .NET Framework 1.1 has been installed as part of this routine it is possible that you will be prompted to restart the computer.

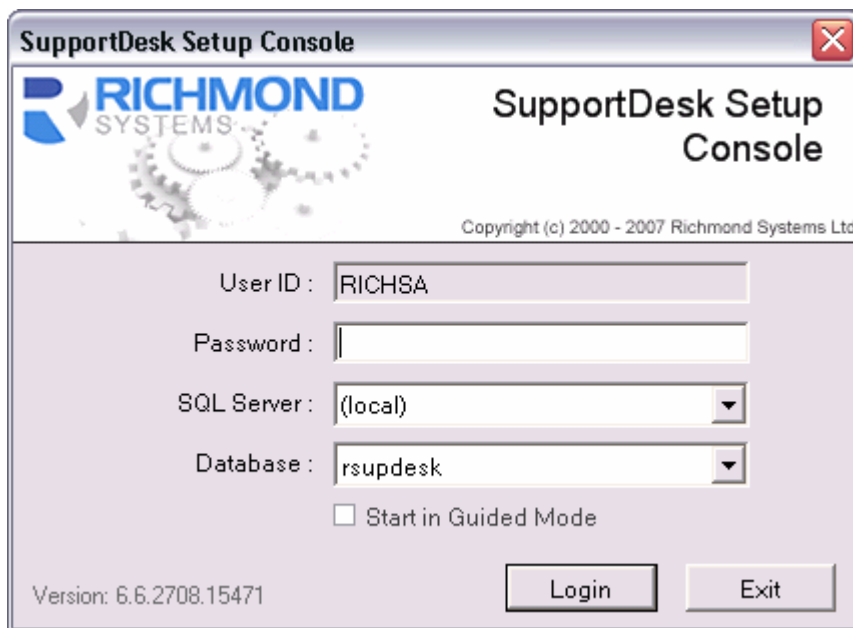


Click on Yes to restart the computer.

## Setup Console

If the option to launch the Setup Console was selected, the logon box for the SupportDesk Setup Console will appear.

**Note:** The configuration within the Setup Console is beyond the scope of this Guide. Please see the Richmond SupportDesk Administrator Guide for further details.



The screenshot shows a window titled "SupportDesk Setup Console" with the Richmond Systems logo and "SupportDesk Setup Console" text. Below the logo is the copyright notice "Copyright (c) 2000 - 2007 Richmond Systems Ltd". The window contains the following fields and controls:

- User ID : RICHSA
- Password : [Empty text box]
- SQL Server : (local) [Dropdown arrow]
- Database : rsupdesk [Dropdown arrow]
- Start in Guided Mode
- Version: 6.6.2708.15471
- Login [Button]
- Exit [Button]

### **Default Login Credentials:**

**User ID:** RichSA

**Password:** Richmond

**SQL Server:** The name of your computer

**Database:** rsupdesk

Select the *Start in Guided Mode* check box to have the Setup Console guide you through the configuration of SupportDesk step by step.

For further details on the SupportDesk Setup Console please see the SupportDesk Setup Console documentation.

## Logging In

The SupportDesk Client can be started by launching the SupportDesk application from the Windows Start Menu. This is located at *Start* → *All Programs* → *Richmond Systems* → *SupportDesk* → *SupportDesk*.

Richmond SupportDesk

**RICHMOND**  
SYSTEMS

Richmond SupportDesk

Copyright (c) 2000 - 2007 Richmond Systems Ltd

User ID: RICHMOND

Password:

SQL Server: Your SQL Server

Database: rsupdesk

Login Exit

Save Settings  
 Launch Alarms Module

Version : 6.6.1 Build : 66161

### **Default Login Credentials:**

**User ID:** Richmond

**Password:** Richmond

**SQL Server:** The name of your computer

**Database:** rsupdesk or rsupdesk\_demo

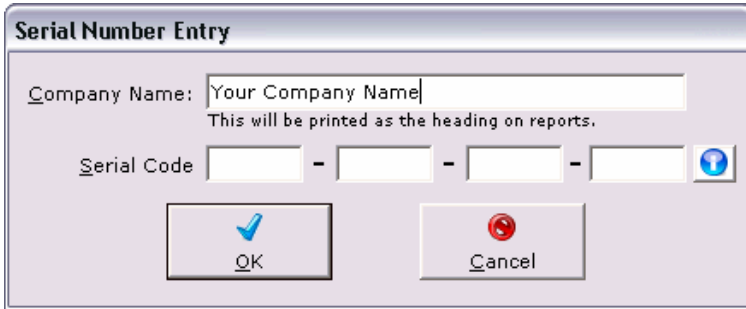
**Note:** The rsupdesk\_demo database is a pre-populated database that provides examples of how SupportDesk can be configured. This can be optionally selected from database dropdown on the logon window. The rsupdesk\_demo database is limited to the number of records that can be added.

When the '**Save Settings**' checkbox is ticked, the User ID, SQL Server and Database settings will be remembered and used for subsequent logins.

When the '**Launch Alarms Module**' checkbox is ticked, the Alarms Module will always be launched when logging into SupportDesk.

Click *Login*.

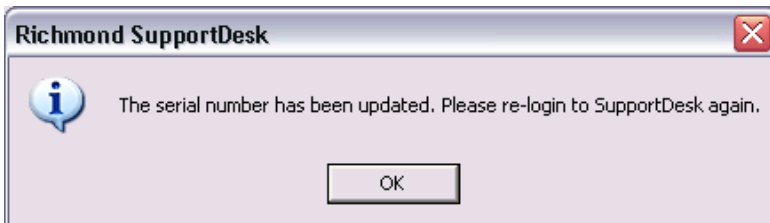
The first time SupportDesk is run, you will be prompted to enter your Company Name and the Serial Code that was supplied to you by Richmond Systems.



The image shows a dialog box titled "Serial Number Entry". It contains two input fields. The first is labeled "Company Name:" and contains the text "Your Company Name". Below this field is the text "This will be printed as the heading on reports." The second input field is labeled "Serial Code" and is divided into four segments by hyphens. To the right of the Serial Code field is a help icon. At the bottom of the dialog box are two buttons: "OK" with a blue checkmark icon and "Cancel" with a red X icon.

**Hint:** If you have the Serial Number stored electronically you can copy then paste the Serial Number into the first box provided for the Serial Number.

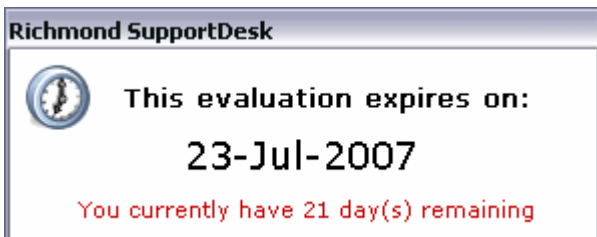
Click *OK*.



The image shows a message dialog box titled "Richmond SupportDesk". It features an information icon (a lowercase 'i' in a blue circle) on the left. The text in the dialog box reads: "The serial number has been updated. Please re-login to SupportDesk again." At the bottom center of the dialog box is an "OK" button.

Click *OK*.

If you have been provided with an evaluation serial code, you will receive a prompt similar to the screen below when logging into SupportDesk.



The image shows a dialog box titled "Richmond SupportDesk". It features a clock icon on the left. The text in the dialog box reads: "This evaluation expires on:" followed by "23-Jul-2007" in a large font. Below this, in red text, it says "You currently have 21 day(s) remaining".

## Contact Richmond Systems

### General

For general enquiries please contact us on:

Email: [info@richmondsys.com](mailto:info@richmondsys.com)

Web: [www.richmondsys.com](http://www.richmondsys.com)

Phone: +44 (0) 1428 641 616

### Support

For technical support please contact us on:

Email: [support@richmondsys.com](mailto:support@richmondsys.com)

Web: [www.richmondsys.com](http://www.richmondsys.com)

Phone: +44 (0) 1428 647 333

### Location

Richmond Systems Ltd

West House

West Street

Haslemere

Surrey, GU27 2AB

## Index

<b>C</b>		<b>P</b>	
Contact Richmond	16	Pre-requisites	2
<b>I</b>		<b>Q</b>	
Installing	3	Quick Start Guide	1
<b>L</b>		<b>S</b>	
Logging In	14	Setup Console	13
<b>M</b>			
Main Stages	2		