

HELP DESK PORTAL INSTALLATION GUIDE



v.2.5

Installation Guide

This document describes installation of TargetProcess Help Desk Portal application and common problems with resolutions.

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IMPORTANT NOTES:

- **TargetProcess Help Desk Portal requires .NET Framework 2.0**, it does not work on .NET 1.1. TargetProcess will not install if there is no .NET 2.0 on the server
- **IIS** must be installed **before** .NET Framework 2.0. Otherwise you may have problems and should run **aspnet_regiis -i** to resolve them

Prerequisites

Server Requirements

- Windows 2000/2003/**XP Pro** (Home edition does not support IIS)
- Internet Information Server (IIS 5 or higher)
- .NET framework 2.0.
Can be downloaded from Microsoft web site
(<http://www.microsoft.com/downloads/details.aspx?FamilyID=0856eacb-4362-4b0d-8edd-aab15c5e04f5&displaylang=en>)

Client Requirement

Web browser:

- Internet Explorer 5.5+
- FireFox 1.0+

Note: you must set your browser to allow cookies and enable JavaScript.

Prerequisites Installation

If you don't have environment installed, software should be installed in the following order:

1. Install IIS from your Windows Install CD
2. Install .NET Framework 2.0

Note: IIS must be installed before .NET Framework 2.0.

Step 1. IIS Installation

If you use Windows XP Pro you can install IIS 5.1 from the Windows XP Pro installation CD.

1. Open **Add/Remove Windows Components** in **Add/Remove Programs** in the **Control Panel**.
2. Mark check box for **Internet Information Services (IIS)**

Step 2. .NET Framework 2.0 Installation

Download installer from

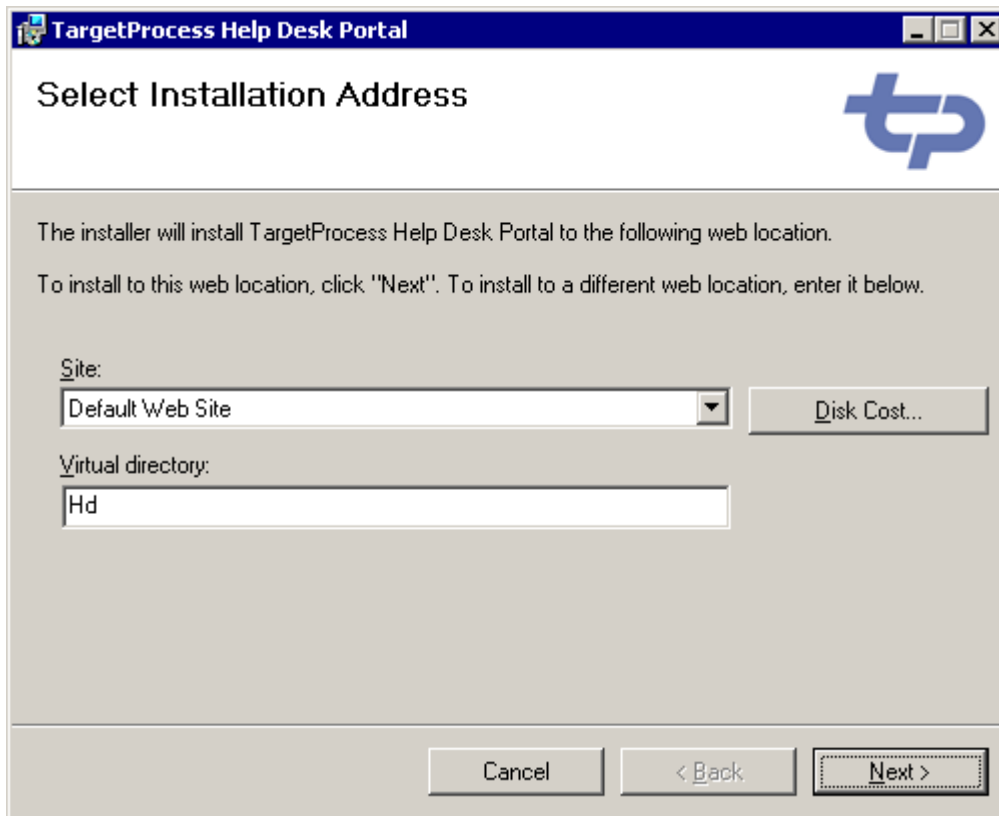
<http://www.microsoft.com/downloads/details.aspx?FamilyID=0856each-4362-4b0d-8edd-aab15c5e04f5&displaylang=en>

Run it.

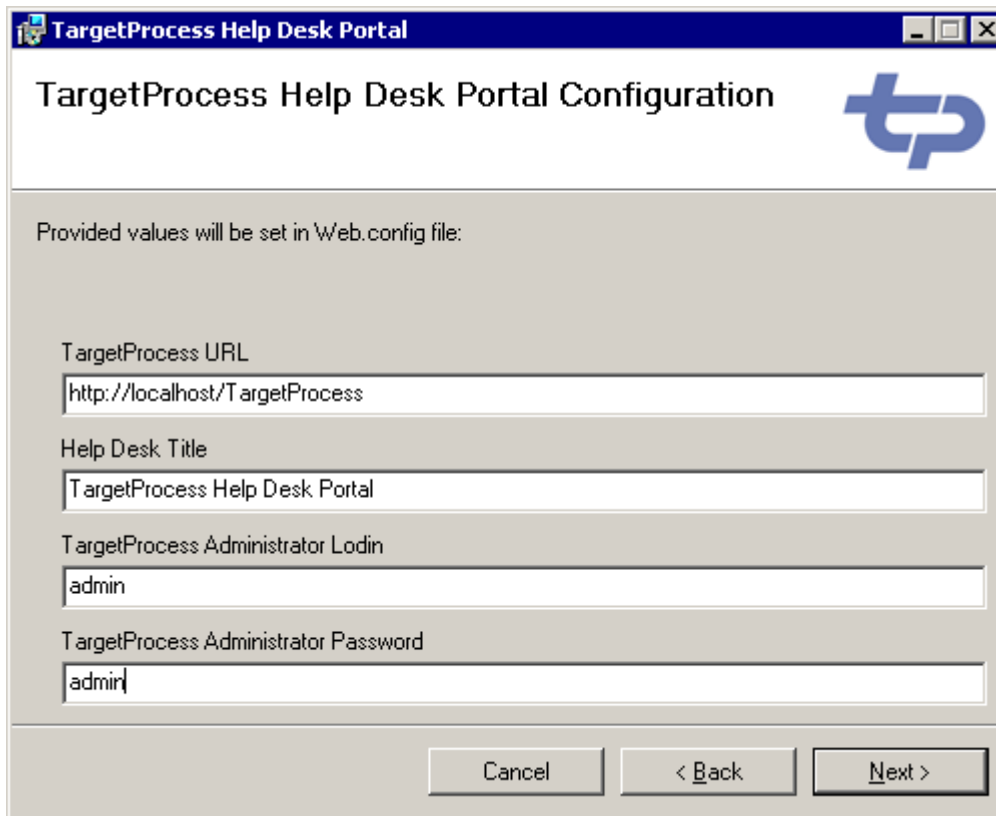
TargetProcess Help Desk Portal Installation

Unpack **TargetProcess_HD_Portal_xxx.zip** into any folder

1. Run **TargetProcess_HD_Portal_xxx_setup.exe**
2. Click Next
3. TargetProcess automatically detects default IIS wwwroot folder and set default installation values. You may leave them as is and click Next



4. Specify the following parameters
 - a. TargetProcess URL – URL of TargetProcess application. It may be installed on another server. For example, <http://targetprocess.yourdomain.com>
 - b. Help Desk Title – Title of Help Desk Portal. It will be visible on all portal pages
 - c. TargetProcess Administrator Login / Password – Help Desk Portal users Web Services to connect to TargetProcess application. You should specify login and password of administrator user from TargetProcess.



TargetProcess Help Desk Portal Configuration

Provided values will be set in 'Web.config' file:

TargetProcess URL

Help Desk Title

TargetProcess Administrator Login

TargetProcess Administrator Password

5. After several seconds Help Desk Portal will be installed.
6. Open web browser and type <http://localhost/hd>

Other

Please, email to support@targetprocess.com if any problems with installation.
Visit support forum at <http://support.targetprocess.com>

If you have any questions about TargetProcess, just contact us:
Email: info@targetprocess.com
Web: <http://www.targetprocess.com>