

HELP DESK PORTAL INSTALLATION GUIDE



v.2.18

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 3.5 SP1**, it does not work on .NET 1.1.
- **IIS** must be installed **before** .NET Framework 3.5 SP1. Otherwise you may have problems and should run **aspnet_regiis -i** to resolve them
- **Web Services Enhancements 3.0 (WSE)** must be installed on server

Prerequisites

Server Requirements

- Windows 2000/2003/2008/Vista/**XP Pro** (Home edition does not support IIS)
- Internet Information Server (IIS 5 or higher)
- WSE 3.0 Can be downloaded from Microsoft web site (<http://www.microsoft.com/downloads/details.aspx?FamilyID=018A09FD-3A74-43C5-8EC1-8D789091255D&displaylang=en>)
- .NET framework 3.5 Service Pack 1. Can be downloaded from Microsoft web site <http://www.microsoft.com/downloads/details.aspx?FamilyID=ab99342f-5d1a-413d-8319-81da479ab0d7>)

Client Requirement

Web browser:

- **Internet Explorer 7+**

- **FireFox 3+ (recommended)**
- **Safari 3+ (recommended)**
- **Google Chrome (recommended)**

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

Internet Explorer is the slowest web browser for rich web applications. We recommend using FireFox, Safari or Google Chrome.

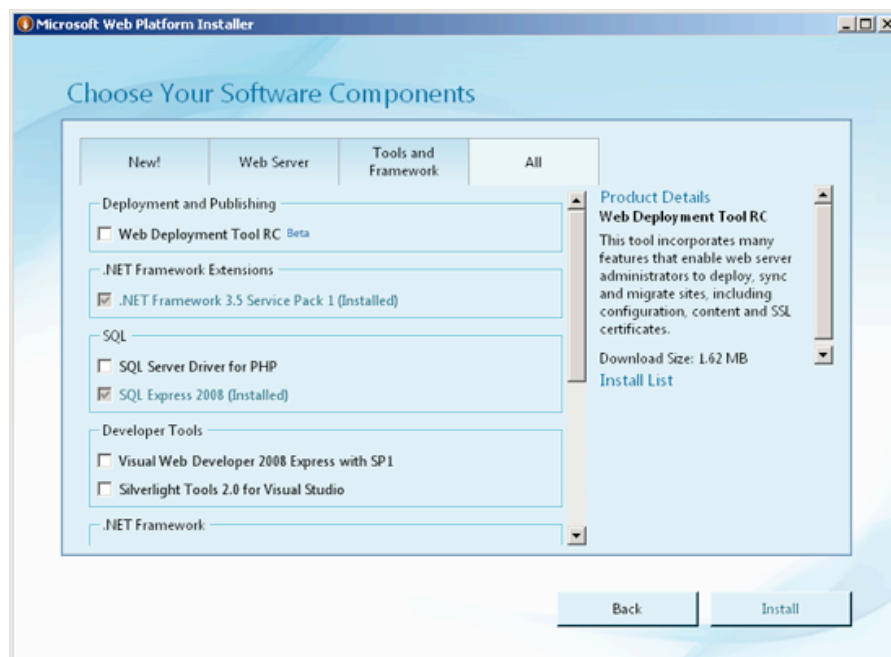
Prerequisites Installation

Installing Prerequisites Using Microsoft Web Platform

Microsoft Web Platform is a set of tools with a nice installer. It includes IIS, MSSQL Server 2008 Express, .NET 3.5. In other words, it has everything you need to run TargetProcess on your local workstation or local server.

You need to download Web Platform Installer from <http://www.microsoft.com/web/downloads/platform.aspx>, run it and mark the following components to install:

- .NET Framework 3.5 SP1
- Internet Information Services



It will guide you through the installation process of all components.

WSE 3.0 Installation

Download installer from

<http://www.microsoft.com/downloads/details.aspx?FamilyID=018A09FD-3A74-43C5-8EC1-8D789091255D&displaylang=en>

Run it and follow standard installation process.

TargetProcess Help Desk Portal Installation

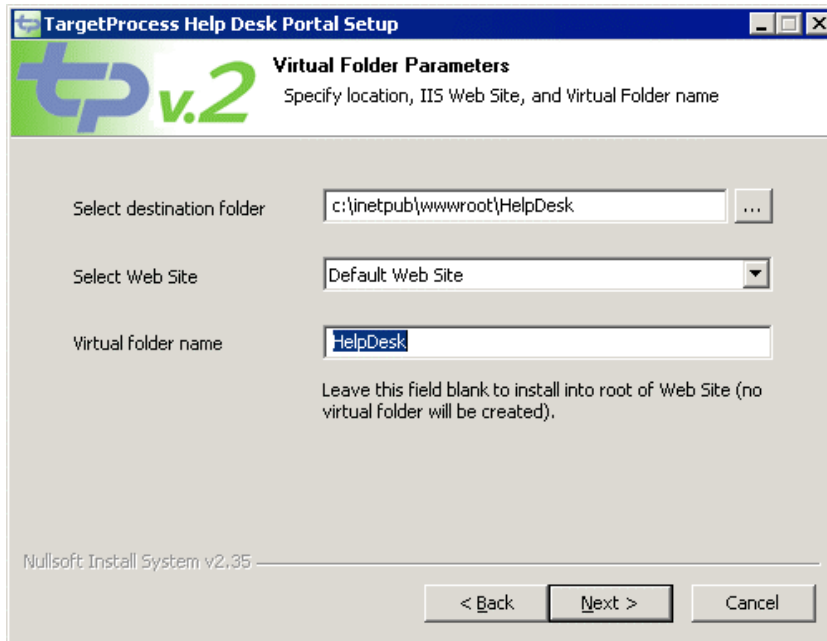
IMPORTANT NOTES:

- If you **install TargetProcess and Help Desk Portal on the same server**, you should install as:
 - a) Separate Web Sites
 - b) Separate Virtual FoldersIn the other words, **DO NOT** install TargetProcess as a web site and HD portal as a virtual folder inside this web site.

Install Help Desk Portal

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



TargetProcess Help Desk Portal Setup

Virtual Folder Parameters
Specify location, IIS Web Site, and Virtual Folder name

Select destination folder:

Select Web Site:

Virtual folder name:

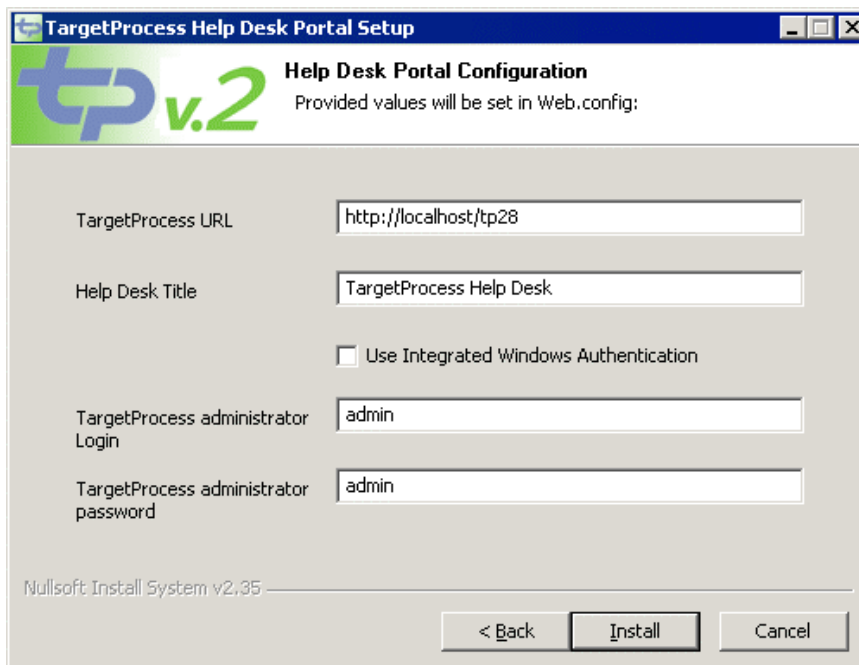
Leave this field blank to install into root of Web Site (no virtual folder will be created).

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< Back Next > Cancel

4. Specify the following parameters:

- TargetProcess URL. For example, <http://targetprocess.yourdomain.com>
- Help Desk Title. It will be visible on all portal pages
- TargetProcess Administrator Login / Password. You should specify login and password of **Administrator user from TargetProcess or of System user (specified in TargetProcess application -> Admin tab)**



TargetProcess Help Desk Portal Setup

Help Desk Portal Configuration
Provided values will be set in Web.config:

TargetProcess URL:

Help Desk Title:

☐ Use Integrated Windows Authentication

TargetProcess administrator Login:

TargetProcess administrator password:

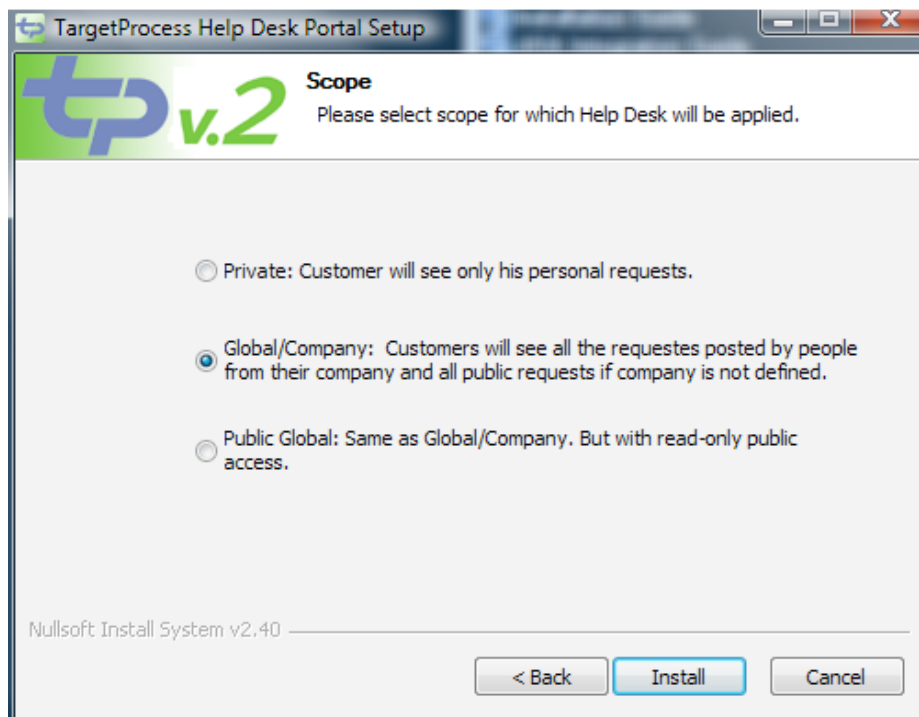
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5. Specify Help Desk Portal mode that defines requests visibility:

- **Private:** Customer will see only his requests.

- **Global/Company:** Customer will see all requests posted by people from their company and all public requests if company is not defined.
- **Public Global:** Same as Global/Company. But with read-only public access.



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

Configuring Help Desk Portal Mode

To change mode, open [help desk portal root]/wwwroot/Web.config file. Find Scope key.

```
<appSettings>
  <add key="TargetProcessPath" value="http://localhost/TargetProcess249482" />
  <add key="AdminLogin" value="" />
  <add key="AdminPassword" value="" />
  <add key="ActiveDirectoryMode" value="false" />
  <add key="Title" value="TargetProcess Help Desk" />
  <add key="Scope" value="Global" />
  <!-- Private or Global -->
  <add key="IsPublic" value="false" />
</appSettings>
```

You may set **Global** or **Private** values here. In case **Global** value is selected, **Public** value can be settled to “**true**” or “**false**”.

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>