



iSupport® Asset Installation Guide

July 2010

iSupport® Asset Installation Guide

©Copyright 1995-2010 Groupware Incorporated. Under the copyright laws, neither the documentation nor the software may be copied, photocopied, reproduced, translated or reduced to any electronic medium or machine-readable form in whole or in part, without the prior written consent of Groupware Incorporated, except in the manner described in the documentation. All Rights Reserved.

Groupware Incorporated d.b.a. GWI Software
110 E 17th Street
Vancouver, Washington 98663
Phone: 360-397-1000
Fax: 360-397-1007

iSupport is a registered trademark of Groupware Incorporated. Microsoft, Microsoft Windows, and Microsoft Windows NT are either registered trademarks or trademarks of the Microsoft Corporation in the United States and/or other countries. Adobe and Adobe Acrobat Reader are either registered trademarks or trademarks of Adobe Systems Incorporated in the United States and/or other countries. Macintosh is a trademark of Apple Computer, Inc., registered in the U.S. and other countries. All other product or service names mentioned herein are trademarks of their respective owners. Groupware Inc. makes no warranties, expressed or implied, including without limitation the implied warranties of merchantability and fitness for a particular purpose regarding the software. Groupware Inc. does not warrant, guarantee, or make any representations regarding the use or the results of the use of the software in terms of its correctness, accuracy, reliability, currentness or otherwise. The entire risk as to the results and performance of the software is assumed by you as the customer. The exclusion of implied warranties is not permitted by some jurisdictions. The above exclusion may not apply to you as the customer. Officers, employees, or agents may not be held liable to you as the customer for any consequential, incidental or indirect damages (including damages for loss of business profits, business interruption, loss of business information and the like) arising out of the use of or inability to use the software even if Groupware Inc. has been advised of such damages, because some jurisdictions do not allow the exclusion or limitation of liability for consequential or incidental damages, the above limitations may not apply to you as the customer.

Portions of iSupport are derived from works created by the following companies:

- Licensing functionality from Xheo (www.xheo.com)
- Spell-check functionality from Keyoti Inc (www.keyoti.com)
- HTML parsing functionality from HTML Agility Pack by Simon Mourier (simonm@microsoft.com)
- Text Editor toolbar functionality from Telerik (www.telerik.com)

Table of Contents

1 Installation Instructions	5
iSupport Asset Overview	5
iSupport Asset Desktop.....	6
Using the Configuration Wizard	8
Required Hardware and Software	9
Performing Pre-Install Tasks	11
Configuring IIS	12
Configuring Windows Server 2003	12
Configuring Windows Server 2008	15
Configuring SQL Server	23
Determining User Accounts for Accessing Your SQL Server	23
Creating Domain User Accounts	24
The iSupport Asset Installation Process	32
Installing iSupport Asset	33
Starting the iSupport Application.....	49
2 Uninstalling iSupport	51
Removing the iSupportAppPool and User Accounts	56
Configuring Windows 2003	56
Configuring Windows Server 2008	57
3 Getting Help	59

Installation Instructions

iSupport Asset Overview

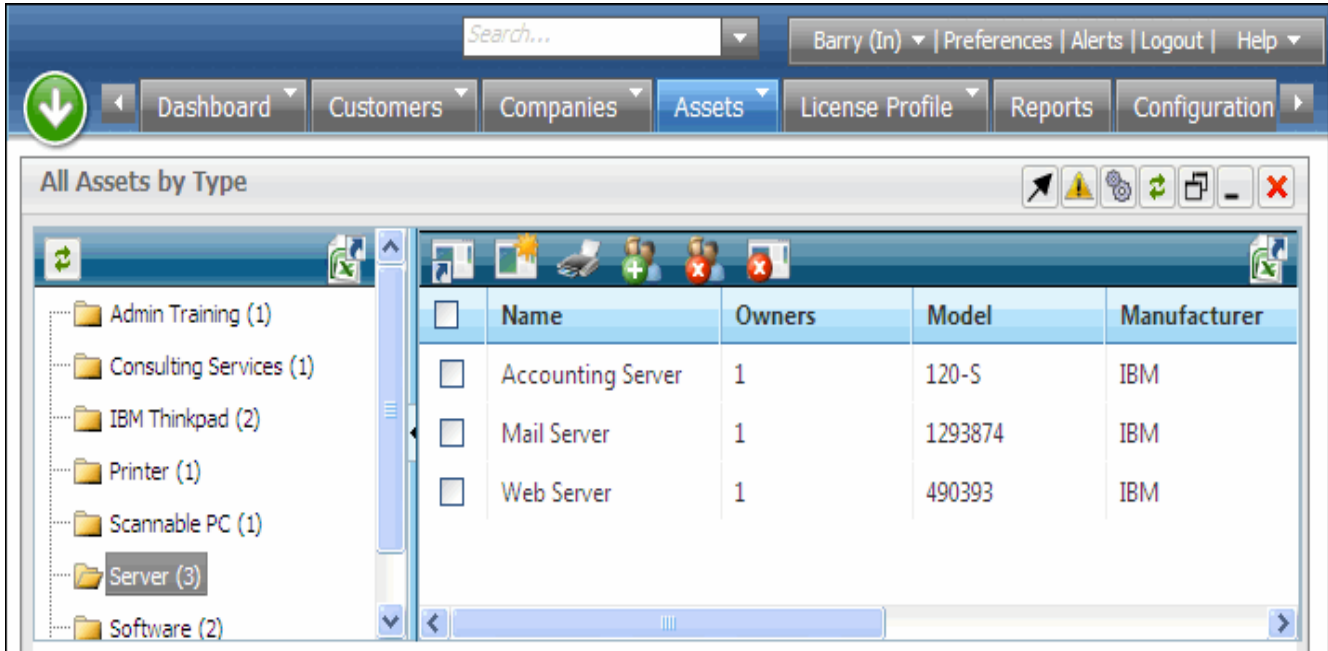
iSupport® Asset helps you to perform functions such as tracking assets, customers, and companies. Administrators can enable and configure all of the features in the application.

This guide contains information about how to install the product. The *iSupport Asset User's Guide* contains information on entering and viewing Customer Profile, Company, Asset, and Software License Profile records, performing scans, and using other functionality in the iSupport Asset application. The *iSupport Asset Administrator's Guide* provides information on enabling and setting up all iSupport functionality.

Documentation guides are published in PDF format and are available via the Help menu on the Desktop. Use Adobe Acrobat® Reader™ to view PDFs; to download a free copy of Adobe Acrobat® Reader™, go to www.adobe.com.

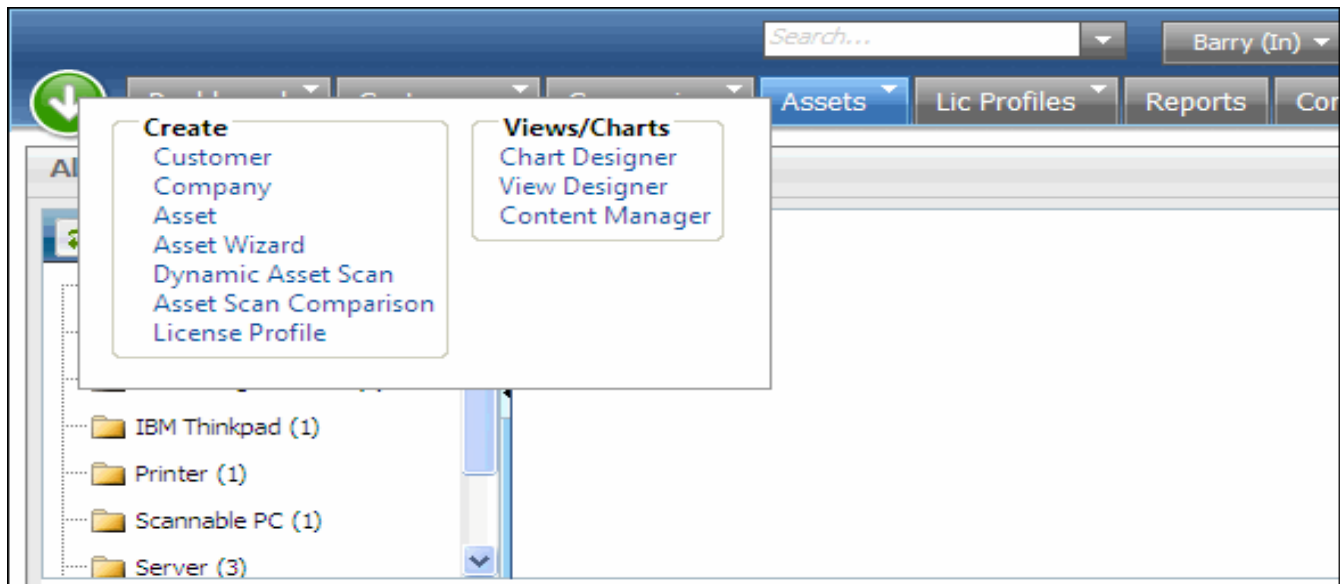
iSupport Asset Desktop

Use the Desktop to access all iSupport Asset functionality. It contains customizable views and tabs, global search, alerts, and other features. You can add components containing URLs, RSS feeds, reports, weather, and views and reports of iSupport Asset data to your Desktop tabs. You can also create a To Do list. Selected view data can also be converted into formats such as Microsoft® Excel®.



To access all iSupport Asset functionality on the Desktop, use Microsoft® Internet Explorer® 7 or 8, Mozilla® Firefox® 3.5, Google™ Chrome 3.0, or Apple® Safari® 4.0. The URL is: <http://<server>/<virtual directory in which Desktop is installed>>

Use the action menu on the Desktop to access iSupport Asset entry screens and other features.



If you are set up as administrator in your Support Representative record, the Configuration option appears in the function bar on the upper right corner of the Desktop for configuring all iSupport Asset functionality. You can set an option in Preferences to retain the Configuration tab on your Desktop.

Configuration



Administration

This section contains options central to configuring and monitoring iSupport functionality.

[Agents](#), [Diagnostics](#), [Event Log](#), [Global Configuration](#)



Custom Notifications

iSupport's Notification functionality enables you to customize text and recipients for iSupport event notifications. You can also create correspondence templates for the Incident, Problem, Change, Configuration Item, Customer Profile, Service Contract, and Purchase Request screens.

[Alert Custom Notifications](#), [Asset Custom Notifications](#), [Correspondence Templates](#)



Support Representatives

Set up a Support Representative Profile record for every person using iSupport. You can create groups, locations, and support centers for use in routing and permissions functionality.

[Groups](#), [Licensed Sessions](#), [Locations](#), [Permissions](#), [Profiles](#), [Support Centers](#), [Tabs](#)



Asset Management

iSupport's Asset functionality enables you to collect and record information about any type of item. This information can be associated with incidents, problems, changes, and customers.

[Custom Fields](#), [Groups](#), [Integration](#), [Inventory Scan Definitions](#), [Scan Maintenance](#), [Types](#)



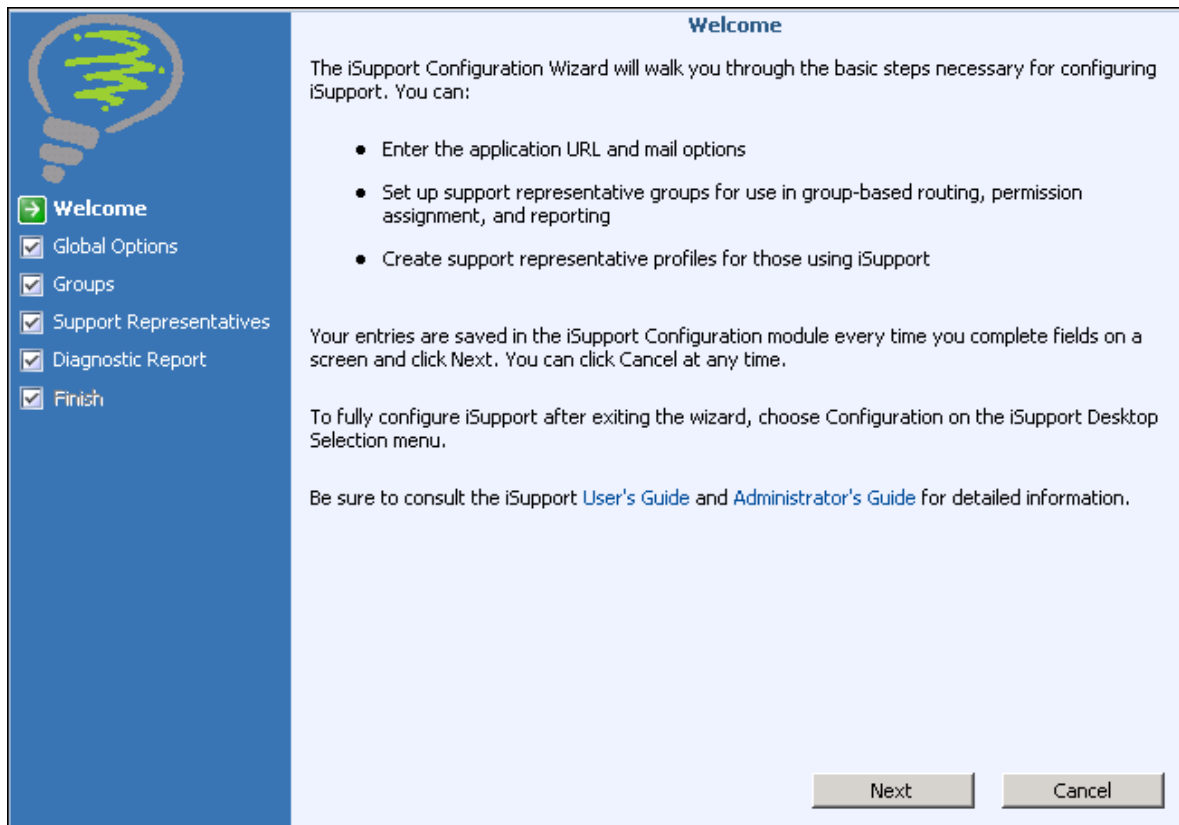
Customer Management

iSupport's Customer functionality enables you to set up a Customer database, pull this data into Asset, Change, Incident, and Problem records, and communicate with your customers.

[Custom Fields](#), [Directory Integration](#), [Groups](#)

Using the Configuration Wizard

After you install iSupport Asset and access the Desktop for the first time, the Configuration Wizard appears for you to set basic configuration options that will get you started with iSupport Asset.



You'll be able to enter the application URL and mail options, create support representative groups and profiles, and enable notifications. Be sure to set up a support representative profile in the Administrators group for yourself.

A diagnostic report will be generated at the end of the wizard to document your settings.

Required Hardware and Software

Before you install iSupport Asset, make sure you have the supported hardware, software, and network operating system.

Server Hardware

	Minimum	Recommended
Computer/processor	Pentium III-compatible processor or higher running at a minimum of 600MHz	Pentium IV-compatible processor or higher running at a minimum of 3 GHz
Memory	512 MB	1 GB to OS maximum
Hard disk	500 MB free hard disk space	
Network card	100 MB/second	1 GB/second

Server Software

	Minimum	Comments
Operating system	Microsoft Windows® Server 2003 and the Microsoft .NET Framework 3.5 SP1	<ul style="list-style-type: none">■ The Windows Communication Foundation and Windows Workflow Foundation options in the .NET 3.5 Framework must be installed.■ Be sure that you have installed the latest patches for IIS and Microsoft Windows®.■ GWI does not support installation of the iSupport Asset application onto a domain controller or onto a server on which Windows SharePoint® or Microsoft CRM is installed.■ GWI Software can make no guarantees with respect to iSupport Asset's performance or scalability in a virtualized environment.■ If using Microsoft Windows® Server 2008, IIS 6 compatibility must be enabled.

	Minimum	Comments
SQL Server	<p>Microsoft® SQL Server 2005 (any edition)</p> <p>If using Microsoft® SQL Server 2005 Express Edition, include Advanced Tools.</p>	<ul style="list-style-type: none"> ■ If using Microsoft Windows® Server 2008, Microsoft® SQL Server 2005 Express Edition is not supported; Microsoft® SQL Server 2008 Express or Microsoft SQL Server 2008 must be used. The application server role must be enabled for SQL reporting and charting. ■ Advanced Services must be installed with SQL Server 2005, and Report Services must be enabled and configured. ■ If using Microsoft® SQL Server 2005 Express Edition with Advanced Tools, the SQL Ad Hoc Reporting feature is not available. Service Pack 2 is required, and full text indexing must be selected. ■ Windows Authentication must be used to access the SQL server. ■ Full text indexing must be installed on the SQL database. ■ The SQL Server Full Text Search service (SQL Server 2005) or SQL Full-text Filter Daemon Launcher service (SQL Server 2008) must be started prior to using iSupport. ■ GWI does not support multiple installations of iSupport databases on the IIS server or on the same SQL server instance.
Mail system	<p>An SMTP mail system such as Microsoft® Exchange or Lotus® Domino™.</p> <ul style="list-style-type: none"> ■ Outgoing email functionality requires an SMTP server that may be reached by the server on which iSupport Asset is installed. ■ Incoming email functionality requires a server enabled for POP3 or IMAP4. 	<p>iSupport Asset requires access to ports for sending and receiving email notifications, and your security/virus protection software may need to be configured to allow access. These port numbers are typically:</p> <ul style="list-style-type: none"> ■ Port 25 for sending email notifications ■ Port 110 for receiving email notifications via POP3 ■ Port 143 for receiving email notifications via IMAP4

Client

	Minimum	Comments
Desktop	Current version of Microsoft Internet Explorer, Mozilla [®] Firefox [®] , Google [™] Chrome, or Apple [®] Safari [®]	<p>Applications that prevent Microsoft[®] Internet Explorer[®] pop-up windows from being displayed may prevent some iSupport Asset application windows from opening. If you have a pop-up blocker application installed, be sure to place the server on which iSupport Asset is installed on the Allowed Sites list.</p> <p>You cannot have the browser set to Never Check for Newer Versions of Stored Pages (Internet Options General tab Temporary Internet Files Settings) while creating incidents. This setting will create incidents with duplicate information such as the incident number.</p> <p>If using Internet Explorer 8, Compatibility Mode must be disabled.</p>
End User Desktop	Any current version HTML-compatible browser	
Mobile Desktop	Any current version HTML-compatible browser	Note that some functionality will be disabled if the JavaScript is disabled or the browser does not support JavaScript.

Performing Pre-Install Tasks

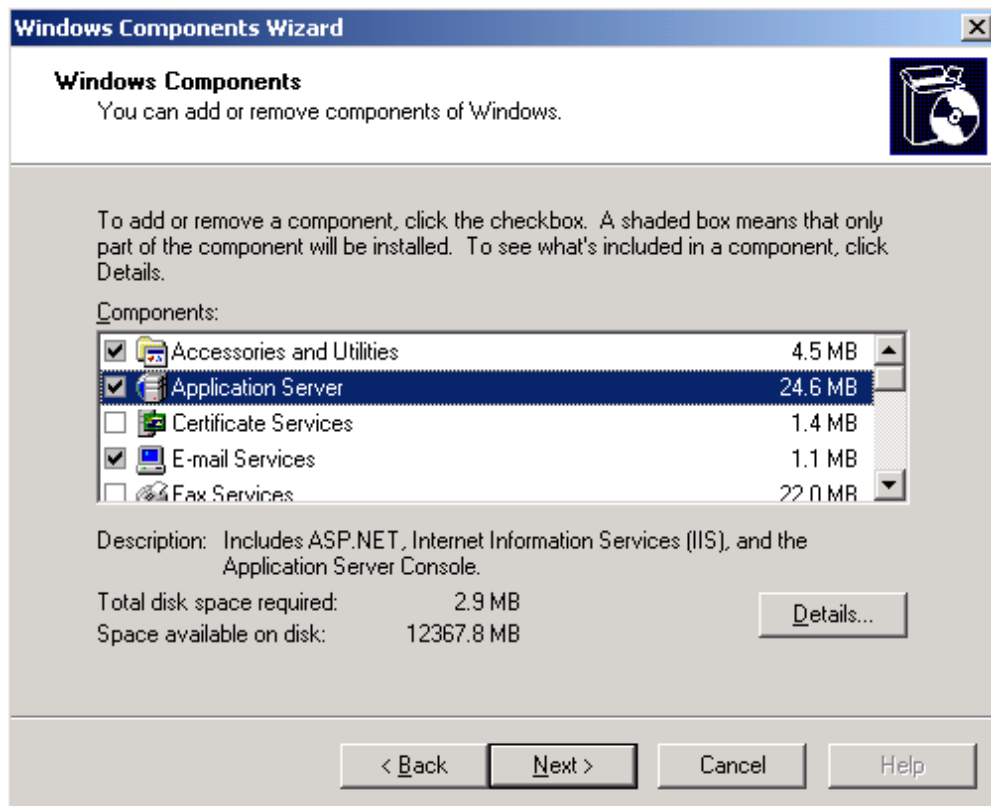
- Ensure that the required hardware and software components are in place and functional.
- Temporarily disable any screen savers.
- Ensure that all other applications are closed; otherwise, you may corrupt any shared files and the install program may not run properly.
- Locate the iSupport Asset license sent to you via email.
- Verify that your SQL server is set to use Windows Authentication, and locate the user accounts with permissions to create databases on that server. You'll need to use either a local machine account or a domain account, and this is determined by whether your SQL server is local or remote, how the iSupport Asset web server will connect to your SQL server if it is remote, and how you want to manage login access to iSupport Asset. See ["Configuring SQL Server" on page 23](#) for more information.
- Ensure that you are logged into Microsoft Windows[®] Server 2003 or Microsoft Windows[®] Server 2008 with full Administrative rights.
- Configure IIS; see the following section for more information.

Configuring IIS

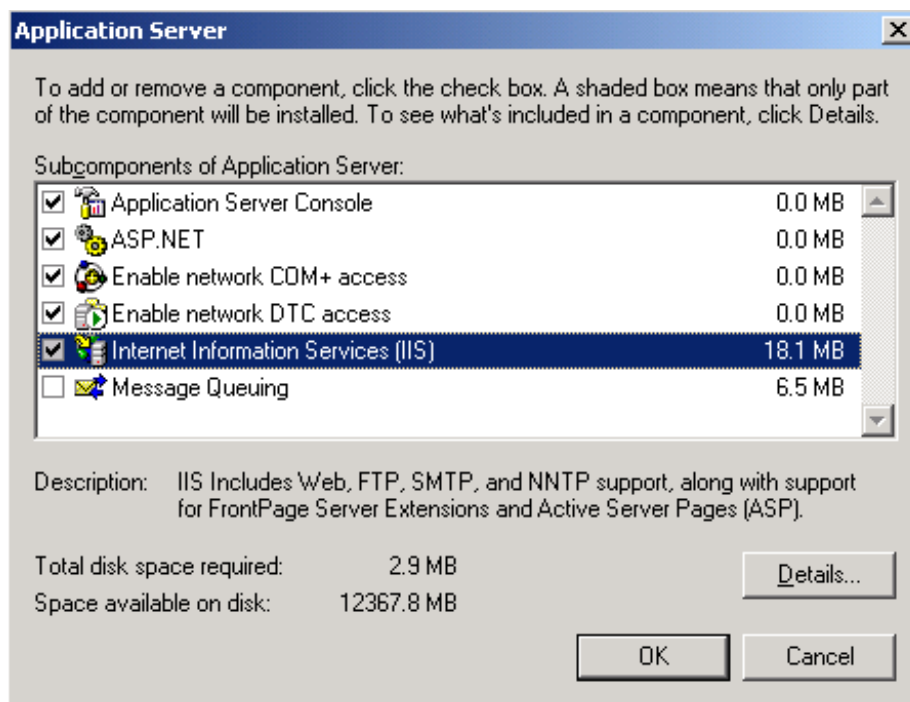
Follow the steps below if installing on Windows Server 2003; see [“Configuring Windows Server 2008” on page 15](#) if installing on Windows Server 2008.

Configuring Windows Server 2003

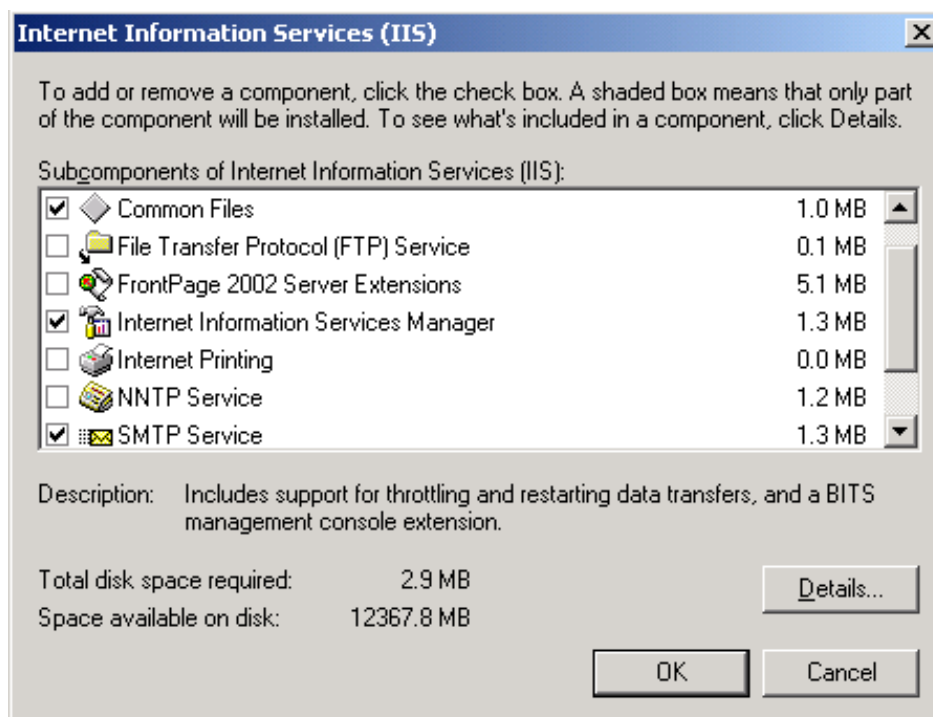
- 1 Verify that IIS is running. From the Start menu on your Desktop, select Programs | Administrative Tools | Services. In the Services dialog, verify that the **status** for IIS Admin Service is set to Started. If it is set to Stopped, right-click and select Start.
- 2 Add the following IIS components:
 - Active Server Pages
 - Server Side Includes
 - a Open the Windows Control Panel and select Add or Remove Programs. Select the Add/Remove Windows Components icon. In the Windows Components dialog, select Application Server and click the Details button.



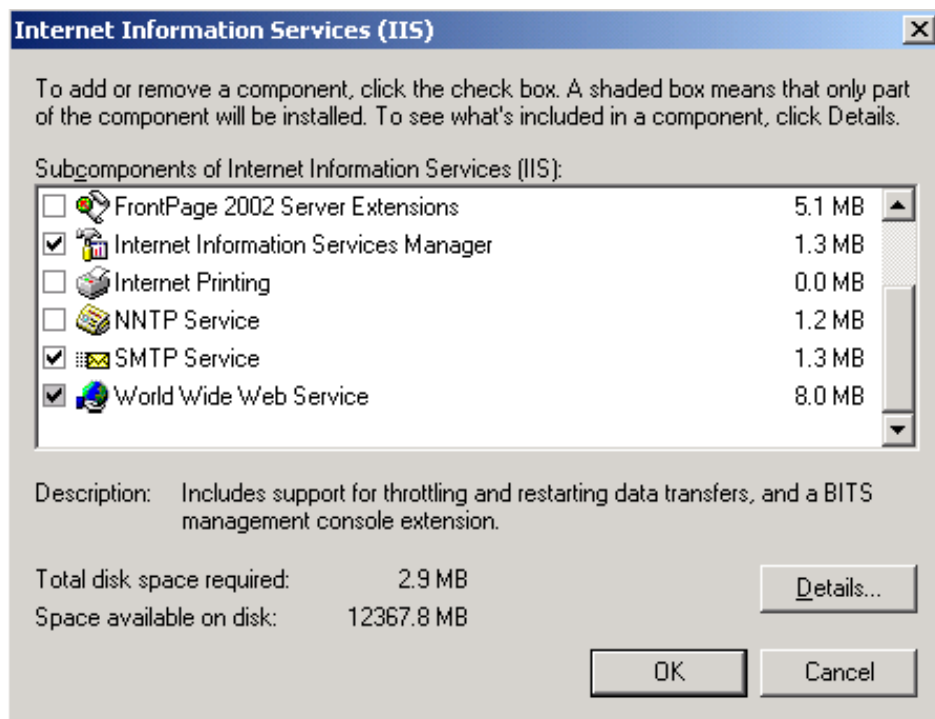
- b In the Application Server dialog, select ASP.NET. Then select Internet Information Services and click the Details button.



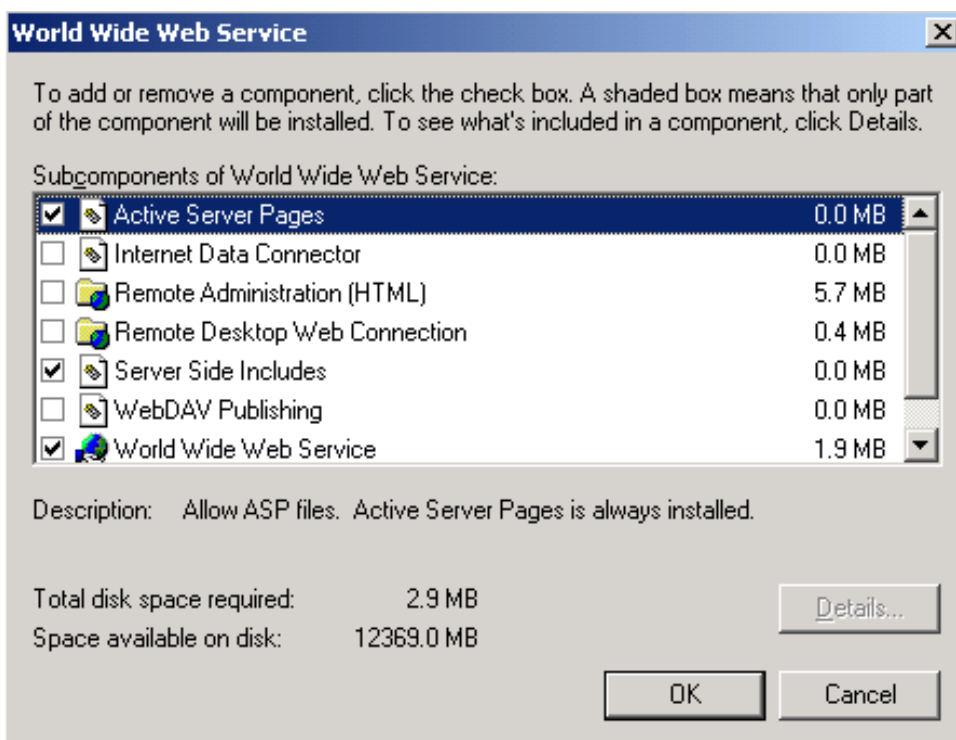
- c In the Internet Information Services (IIS) dialog, confirm that the Common Files, Internet Information Services Manager, and SMTP Service checkboxes are selected.



- d Scroll down and click on World Wide Web Service. Click the Details button.



- e In the World Wide Web Service dialog, ensure that the Active Server Pages, Server Side Includes, and World Wide Web Service checkboxes are selected.



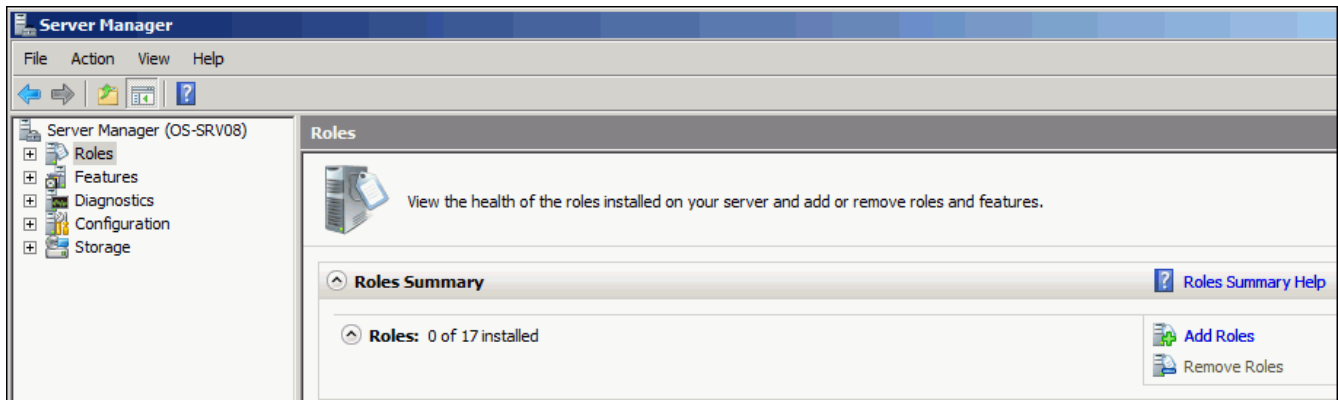
- f Click OK in the World Wide Web Service, Internet Information Services, and Application Server dialogs.

- g In the Windows Components dialog, click Next. Provide the Windows Server 2003 files if requested. Click Finish to complete the wizard.
- h Close the Add/Remove Programs window.

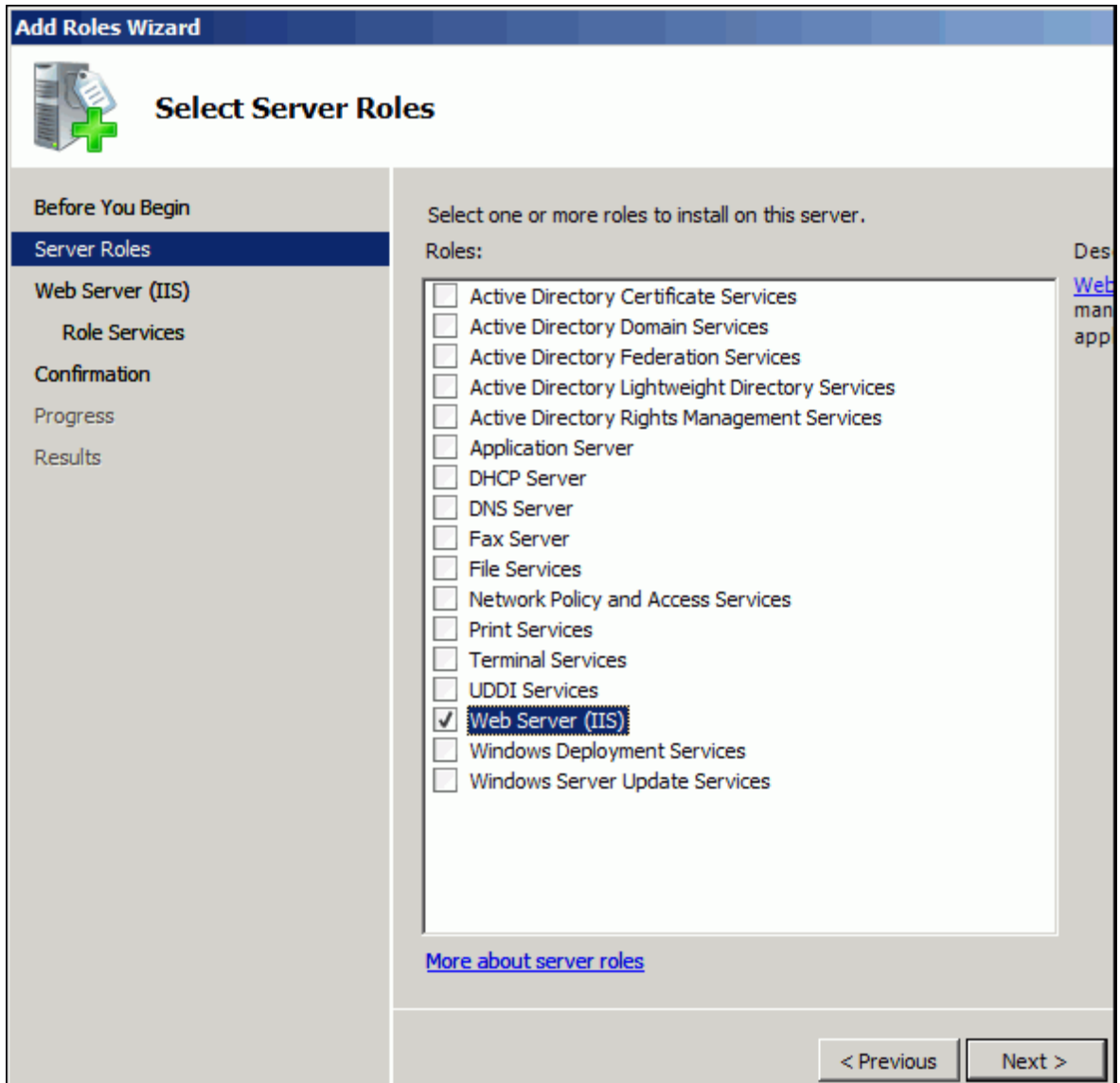
Configuring Windows Server 2008

Before installing iSupport Asset on Windows Server 2008, you'll need to add the Web Server (IIS) server role and ASP.NET role services. Do the following:


- 1 Launch Server Manager and select Roles and click the Add Roles link (on the right).



- 2 On the Select Server Roles screen, select Web Server (IIS) and click Next.



Add Roles Wizard

 **Select Server Roles**

Before You Begin

Server Roles

Web Server (IIS)

Role Services

Confirmation

Progress

Results

Select one or more roles to install on this server.

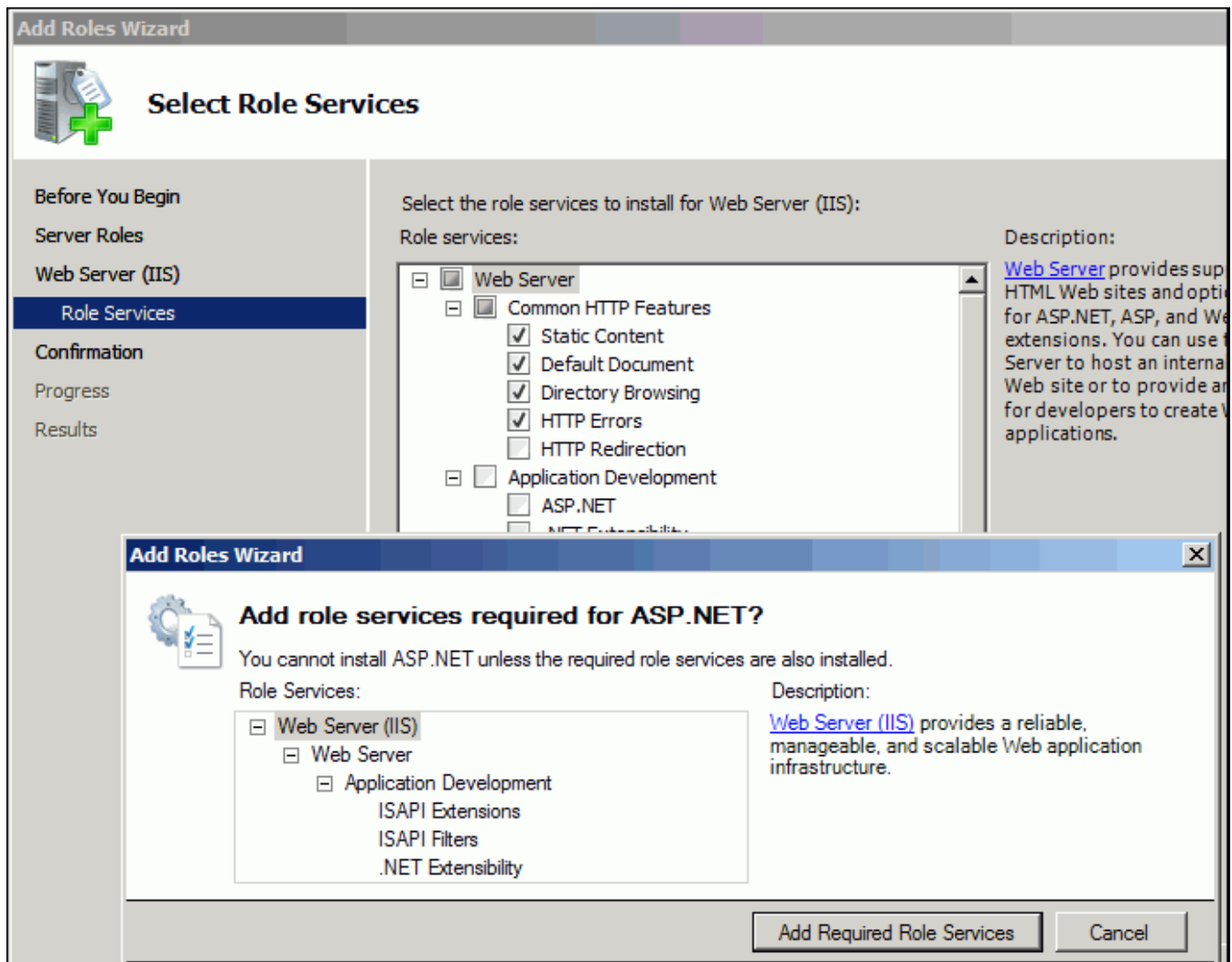
Roles:

- ☐ Active Directory Certificate Services
- ☐ Active Directory Domain Services
- ☐ Active Directory Federation Services
- ☐ Active Directory Lightweight Directory Services
- ☐ Active Directory Rights Management Services
- ☐ Application Server
- ☐ DHCP Server
- ☐ DNS Server
- ☐ Fax Server
- ☐ File Services
- ☐ Network Policy and Access Services
- ☐ Print Services
- ☐ Terminal Services
- ☐ UDDI Services
- ☒ **Web Server (IIS)**
- ☐ Windows Deployment Services
- ☐ Windows Server Update Services

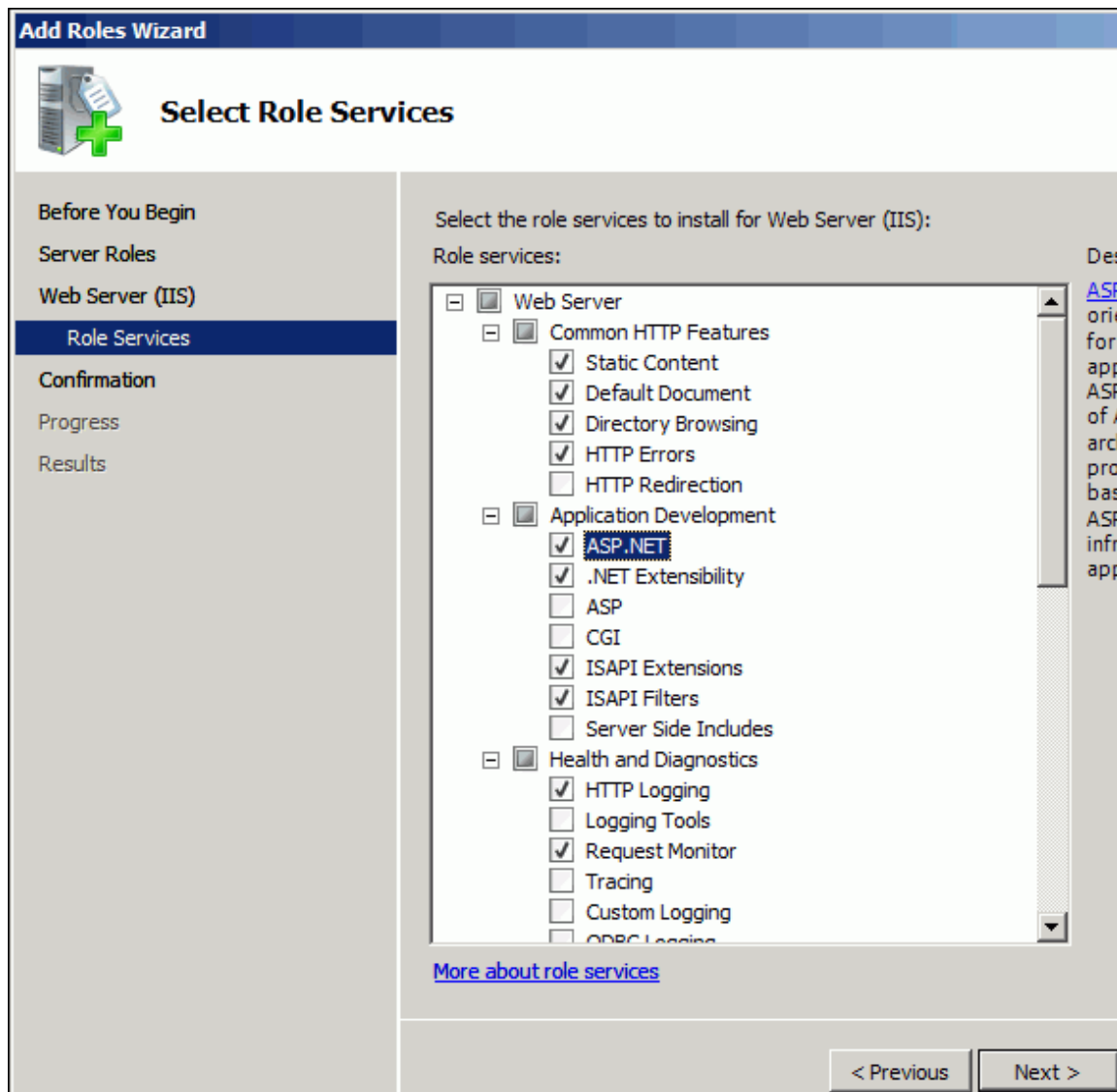
[More about server roles](#)

< Previous Next >

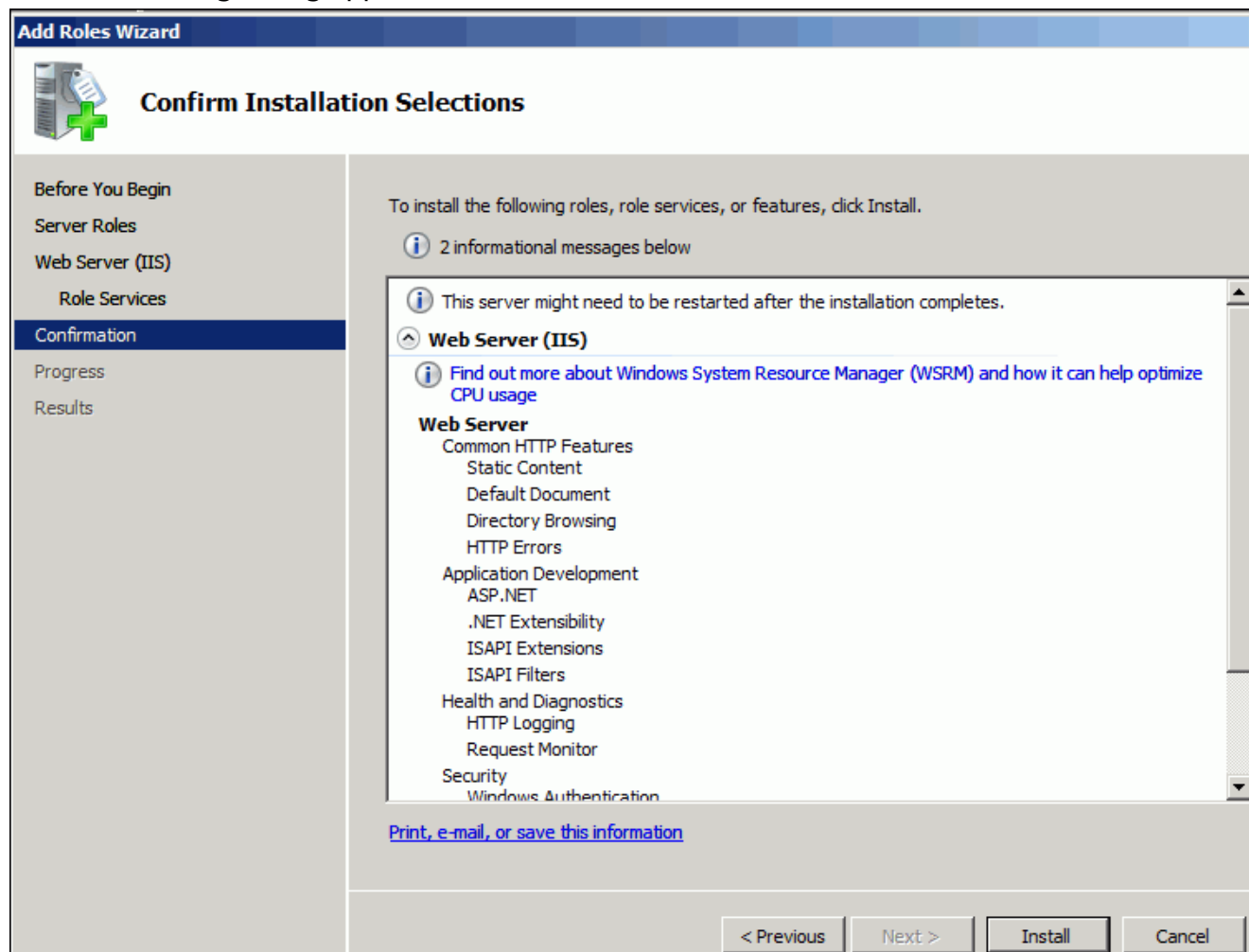
- 3 Select Role Services (on the left) and then select ASP.NET under Application Development. The following dialog appears; click the Add Required Role Services button.



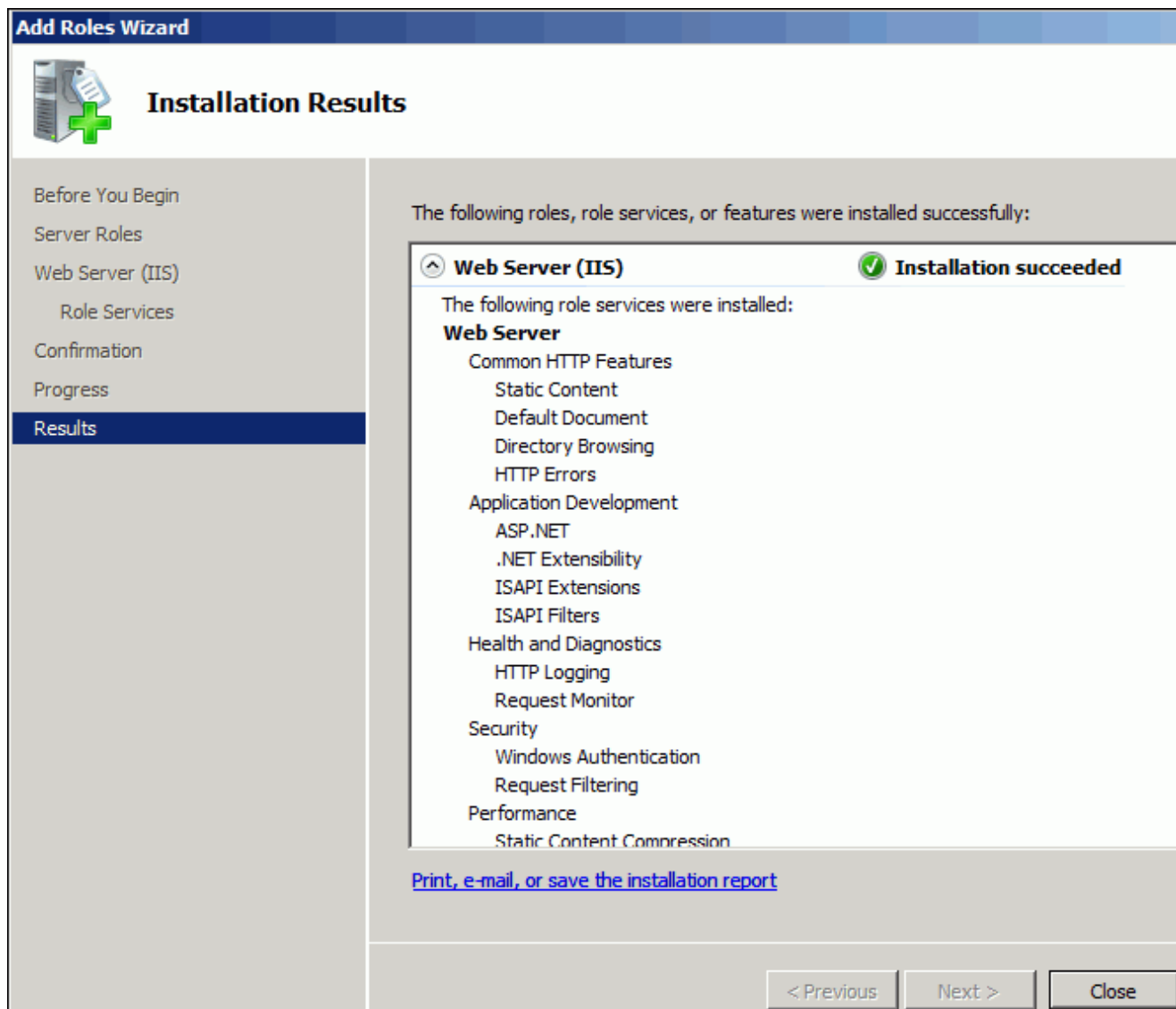
4 The following dialog appears; click Next.



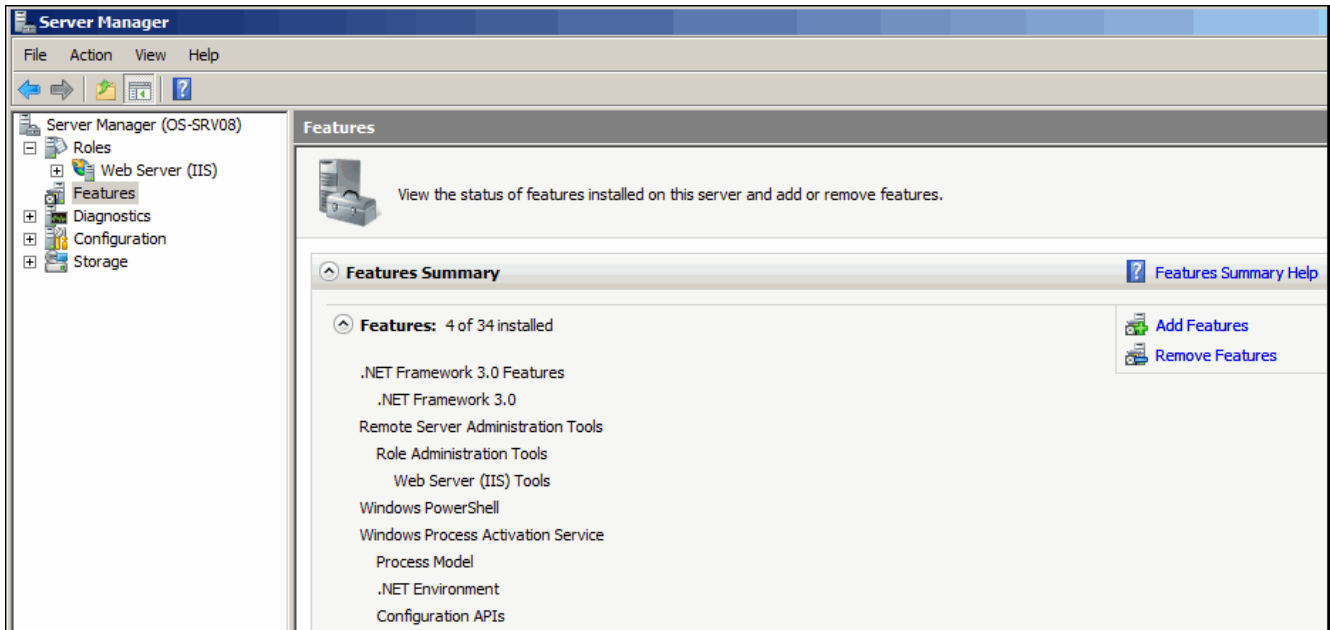
5 The following dialog appears; click Install.



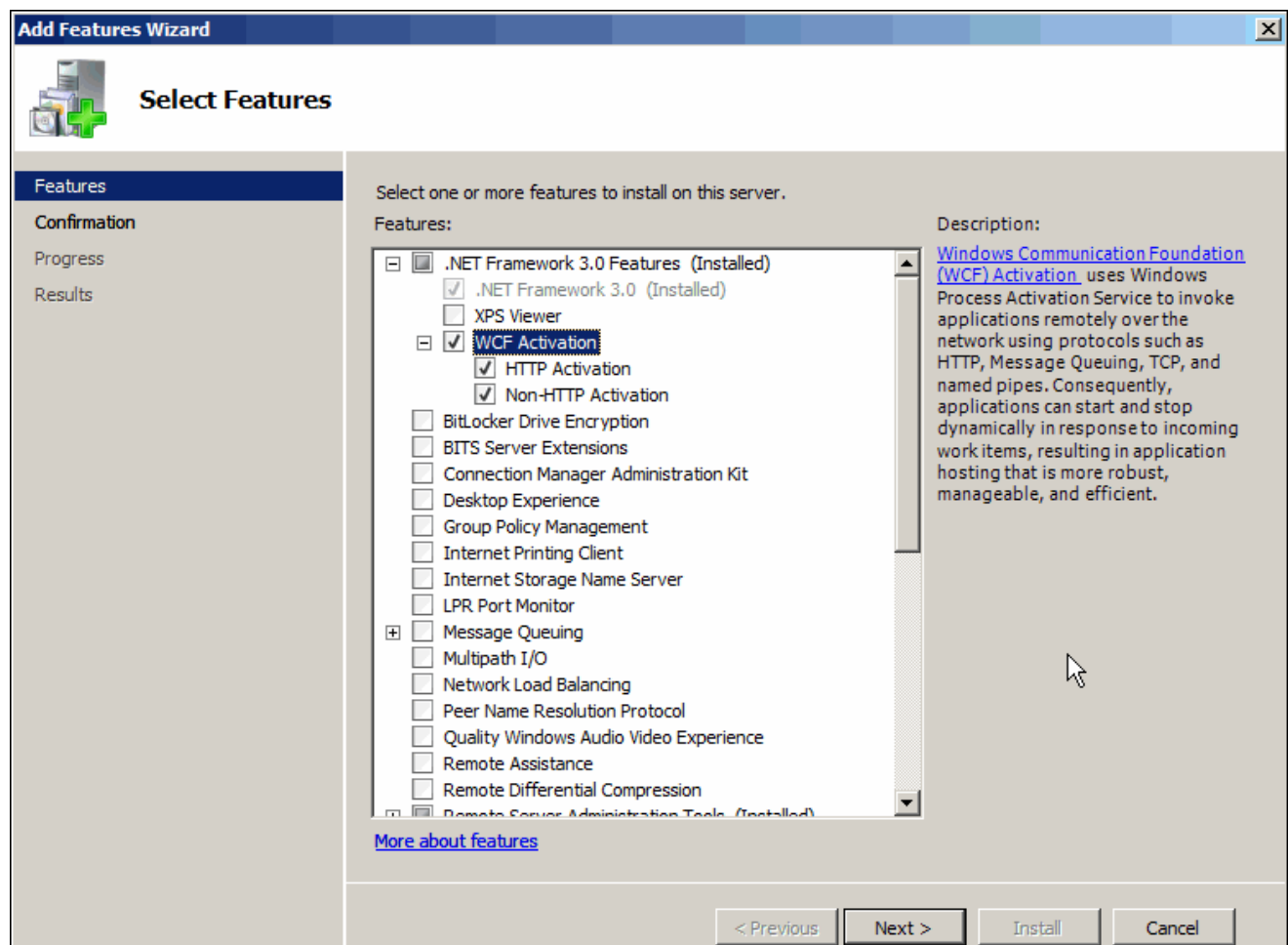
The following dialog appears after the installation is finished. Click Close.



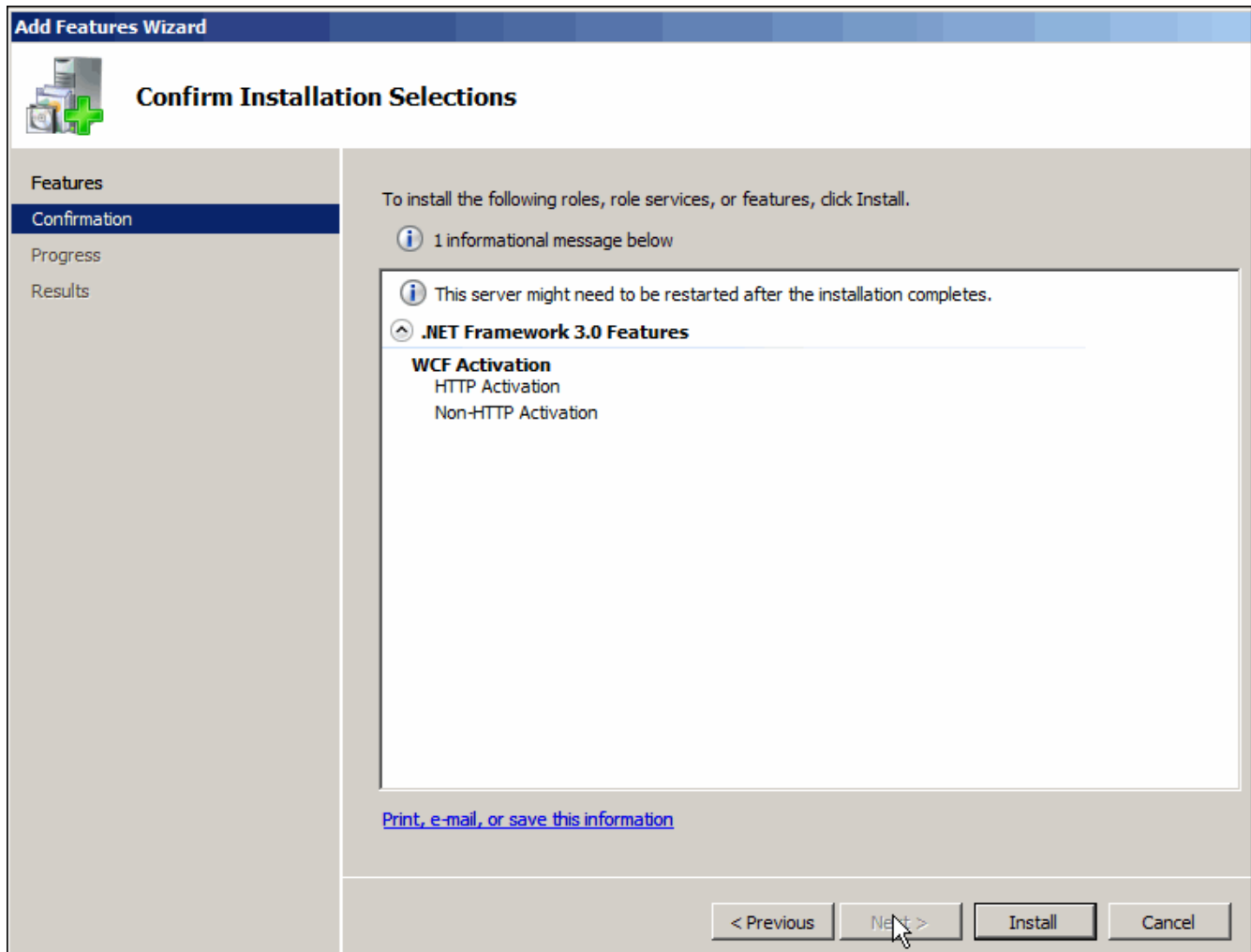
6 Select Features in the Server Manager. The following appears; select Add Features.



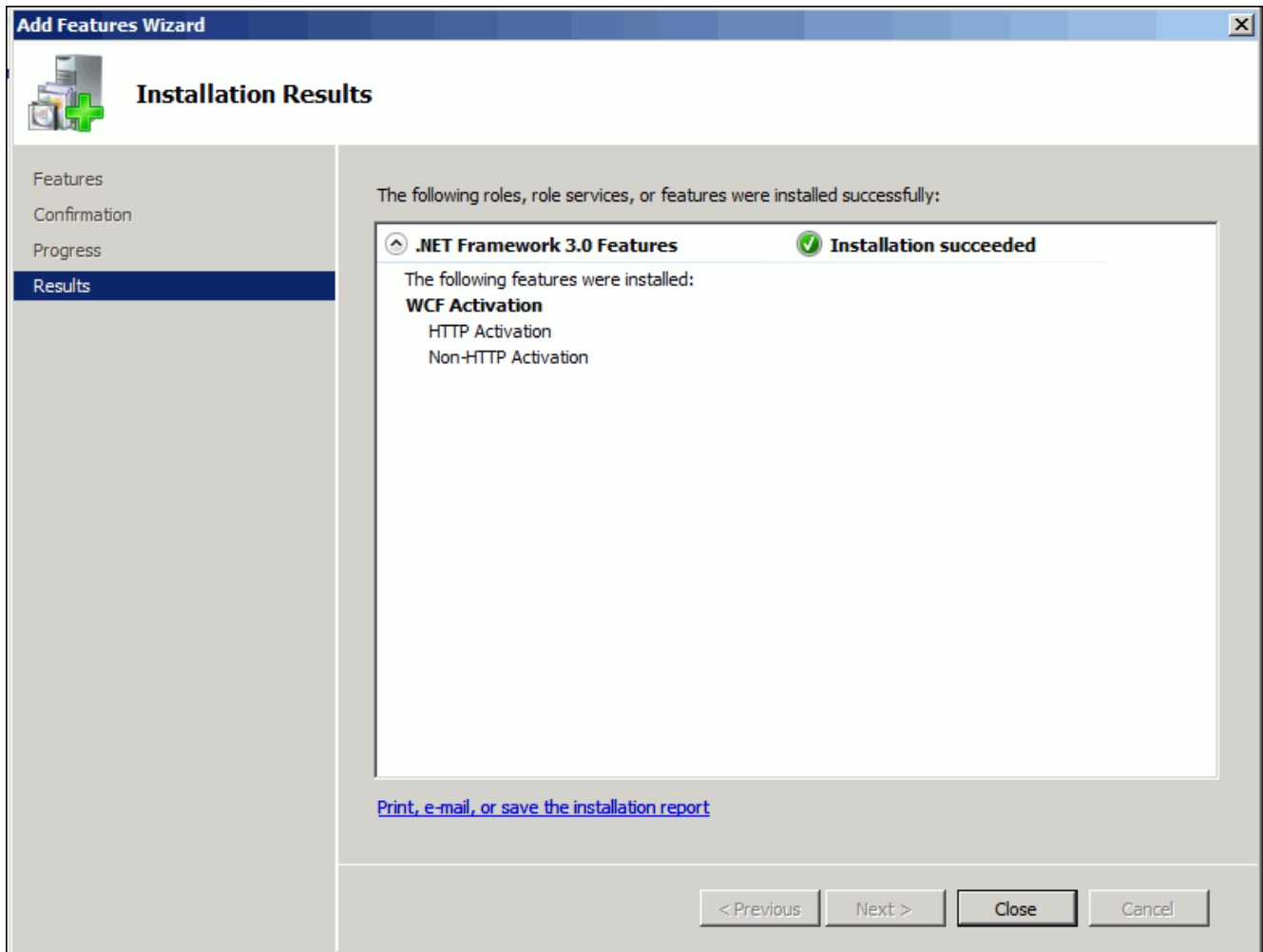
7 In the Select Features dialog, expand .NET Framework 3.0 Features. Select WCF Activation and HTTP Activation, and then click Next.



8 The following dialog appears; click Install.



9 The following dialog appears; click Close.



Configuring SQL Server

If Microsoft® SQL Server 2005 or 2008 (Express or Standard edition) is **not** installed, go to <http://www.microsoft.com/downloads> and download the appropriate version. Note that if using Microsoft Windows® Server 2008, Microsoft® SQL Server 2005 Express Edition is not supported; Microsoft® SQL Server 2008 Express or Microsoft SQL Server 2008 must be used. When the installation is finished, verify that the SQL Server is started.

When SQL Server Express (with Advanced Services) and the Full-Text Search Engine are set to run as the Windows Network Service Account (default), the Full-Text Search Engine does not have the correct permissions to access SQL Server Express. Reboot your computer prior to populating a full-text index.

Determining User Accounts for Accessing Your SQL Server

During the iSupport Asset installation you'll need to specify the user accounts for accessing your SQL server. You'll need to use either a local machine account or a domain account, and this is determined by whether your SQL server is local or remote, how the iSupport Asset web server will

connect to your SQL server if it is remote, and how you want to manage login access to iSupport Asset. (Note that SQL Server 2005 installs with Windows Authentication Mode Only enabled.)

A local machine account can be used if SQL and IIS are both located on the same machine **and** you will not be integrating with Active Directory. Otherwise, you'll need to use domain accounts. Domain accounts consist of:

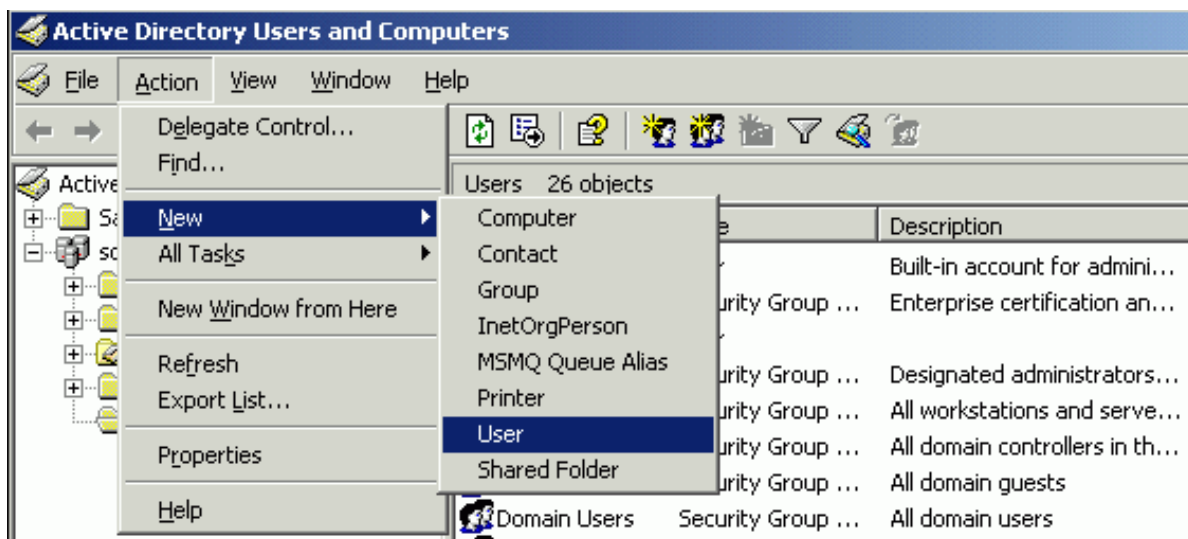
- An iSupport Asset Web Application user account that is modified to pass credentials from the domain user account through the http service. This account will be used for the iSupport Asset web application to connect to SQL Server using Windows Authentication. Steps start on the following page.
- An iSupport Services user account that will be the process identity for iSupport services to connect to SQL Server using Windows Authentication. See ["Creating a Domain User Account for the iSupport Services User Account" on page 28](#). The installer will add the user to the Administrator's group to allow asset scanning.

You cannot use the same user account for these functions.

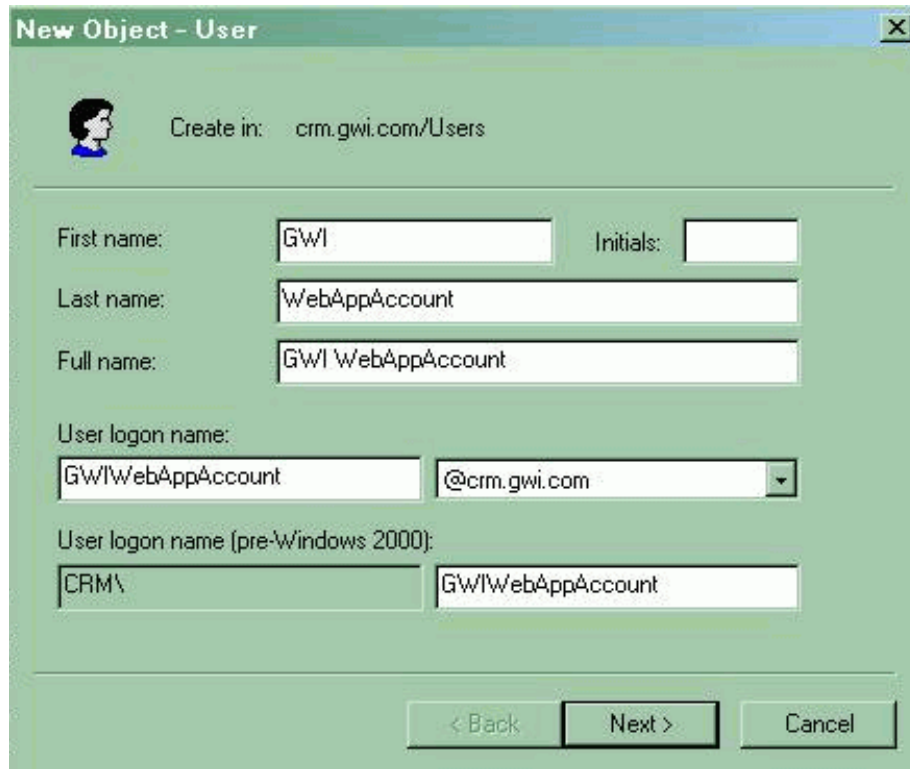
Creating Domain User Accounts

Creating a Domain User Account for the Web Application User Account

- 1 Open Active Directory Users and Computers (located on any Active Directory domain controller) by selecting Start | Programs | Administrative Tools | Active Directory Users and Computers. Create a Domain User account in the organizational unit of your choice by selecting Action | New | User.



- 2 Complete the fields in the New Object - User dialog. A suggested name would be a first name of GWI, last name of WebAppAccount, and a login of GWIWebAppAccount. (This name will be used in the following steps.) Click Next.



The image shows a 'New Object - User' dialog box with a green header and a light green background. At the top left is a small icon of a person's head. To its right, it says 'Create in: crm.gwi.com/Users'. Below this is a horizontal line. Under the line are several input fields: 'First name:' with 'GWI' entered, 'Initials:' with an empty field, 'Last name:' with 'WebAppAccount' entered, and 'Full name:' with 'GWI WebAppAccount' entered. Below these is 'User logon name:' with 'GWIWebAppAccount' entered in the first part and '@crm.gwi.com' in a dropdown menu in the second part. Below that is 'User logon name (pre-Windows 2000):' with 'CRM\' in the first part and 'GWIWebAppAccount' in the second part. At the bottom are three buttons: '< Back', 'Next >', and 'Cancel'.

New Object - User

Create in: crm.gwi.com/Users

First name: Initials:

Last name:

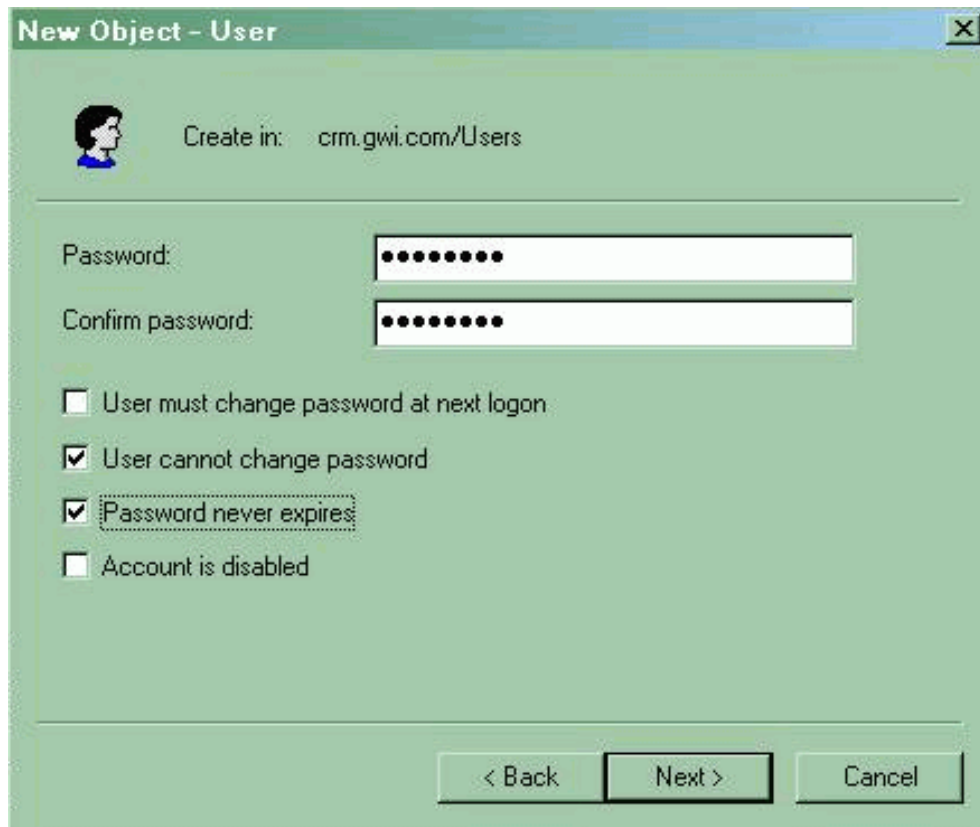
Full name:

User logon name:

User logon name (pre-Windows 2000):

< Back Next > Cancel

- 3 Set an appropriate password, clear the User Must Change Password at Next Logon checkbox, and select the User Cannot Change Password and Password Never Expires checkboxes. Click Next and then click Finish.



New Object - User

Create in: `crm.gwi.com/Users`

Password:

Confirm password:

☐ User must change password at next logon

☒ User cannot change password

☒ Password never expires

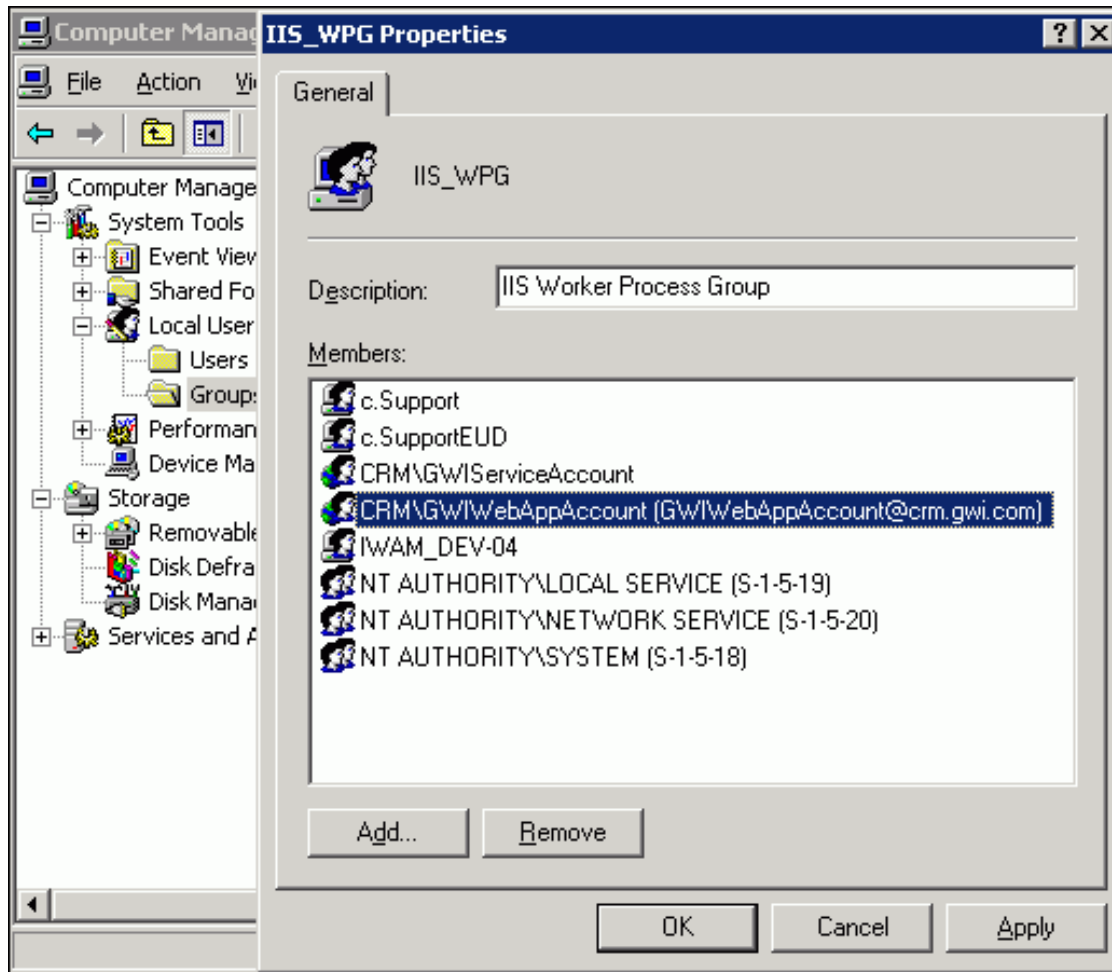
☐ Account is disabled

< Back Next > Cancel

- 4 If applicable, grant the proper domain permissions.
- 5 Close the Active Directory Users and Computers dialog.

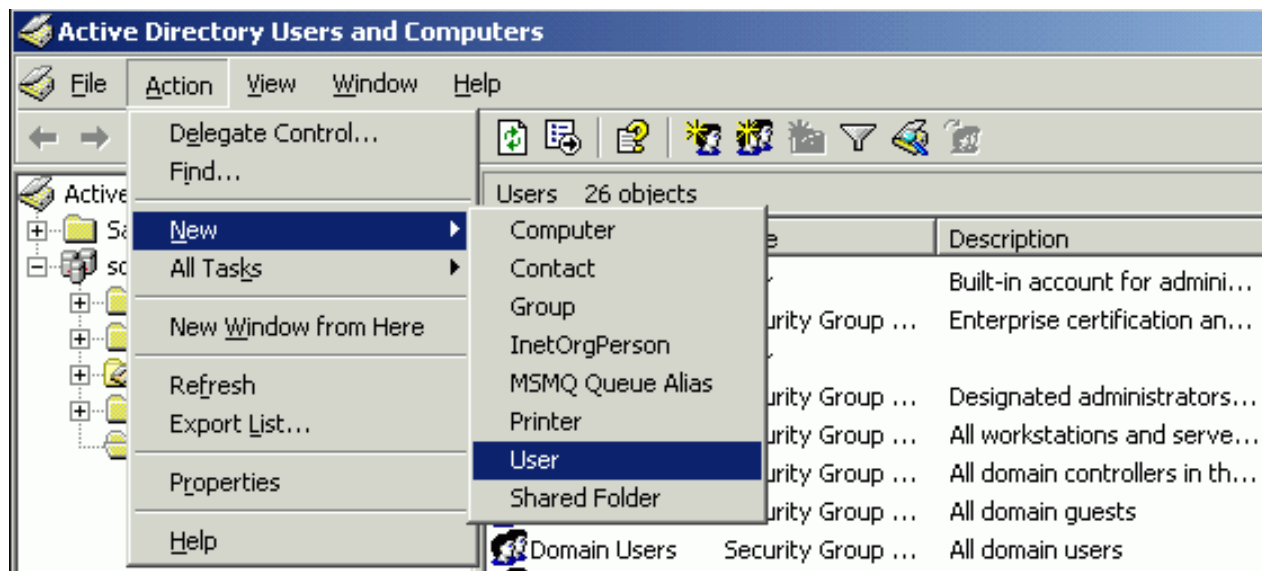
- 6 If installing on Windows Server 2003, on the machine on which iSupport Asset is to be installed, open Computer Management and navigate to Local Users and Groups | Groups. Open the properties for the IIS_WPG group.

Add GWIWebAppAccount to the IIS_WPG group by clicking Add to Group. Click the Add button and use the Enter the Object Names to Select field and Check Names button to select the GWIWebAppAccount. Click OK and then click OK to exit the IIS_WPG Properties dialog.



Creating a Domain User Account for the iSupport Services User Account

- 1 Open Active Directory Users and Computers (located on any Active Directory domain controller) by selecting Start | Programs | Administrative Tools | Active Directory Users and Computers. Create a Domain User account in the organizational unit of your choice by selecting Action | New | User.



- 2 Complete the fields in the New Object - User dialog. A suggested name would be a first name of GWI, last name of ServiceAccount, and a login of GWIServiceAccount. (This name will be used in the following steps.) Click Next.

New Object - User

Create in: gwi.com/System Accounts

First name: Initials:

Last name:

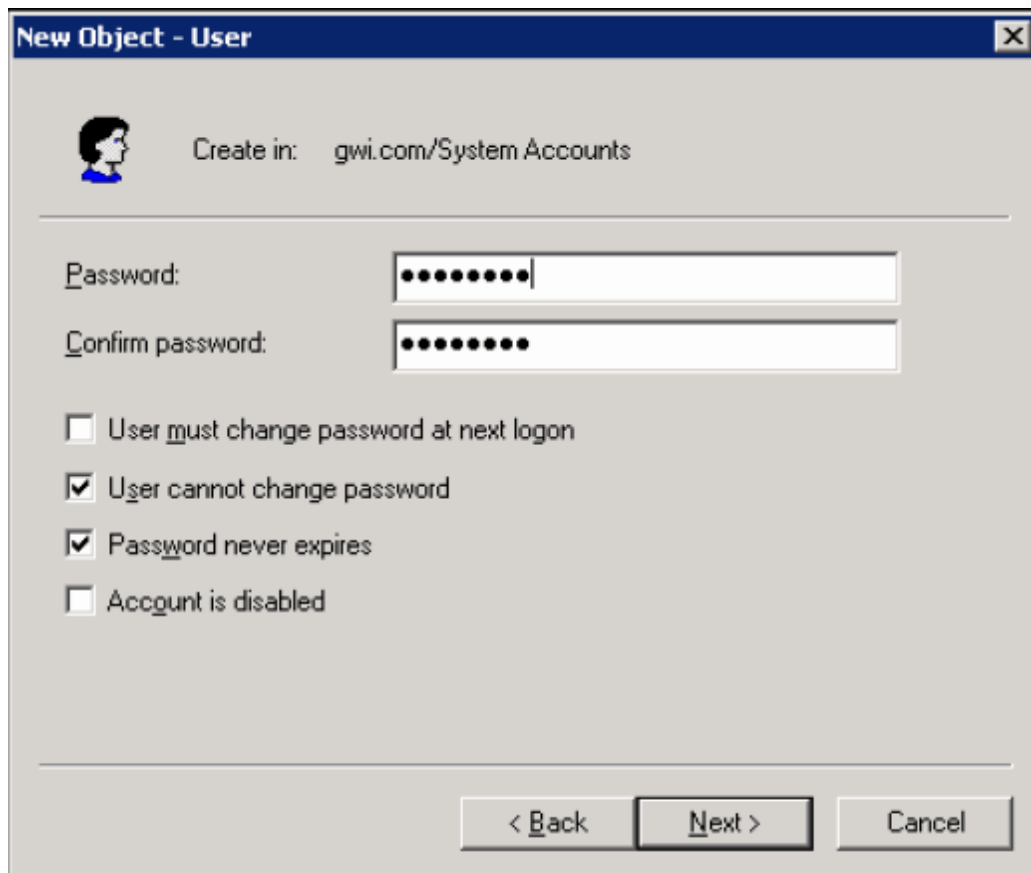
Full name:

User logon name:

User logon name (pre-Windows 2000):

< Back Next > Cancel

- 3 Set an appropriate password, clear the User Must Change Password at Next Logon checkbox, and select the User Cannot Change Password and Password Never Expires checkboxes. Click Next and then click Finish.



New Object - User

Create in: gwi.com/System Accounts

Password: [password field]

Confirm password: [password field]

☐ User must change password at next logon

☒ User cannot change password

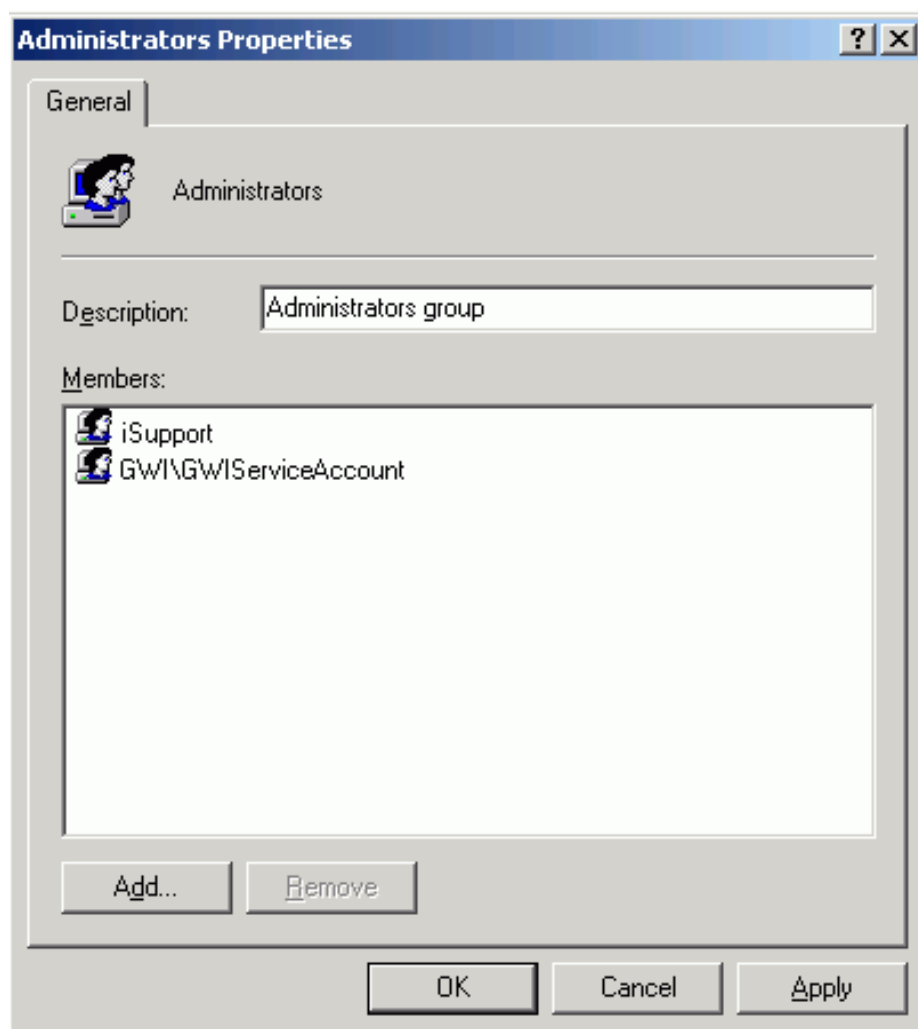
☒ Password never expires

☐ Account is disabled

< Back Next > Cancel

- 4 If you need to grant domain permissions, open the Properties of the user you just created by right-clicking and selecting Properties.
- 5 Close the Active Directory Users and Computers dialog.
- 6 Open Computer Management and navigate to Local Users and Groups | Groups.
- 7 Add GWIServiceAccount to the Administrators group by clicking Add to Group. Click the Add button and use the Enter the Object Names to Select field and Check Names button to select

the GWIServiceAccount. Click OK and then click OK to exit the Administrators Properties dialog.



During the iSupport Asset application installation, specify the name and password of the web application user account and iSupport Services user account.

The iSupport Asset Installation Process

The iSupport Asset installation utility does the following:

- If specified, installs the iSupport Asset Desktop (support representative client). The default location is:
[Program Files]\cSupport\RepClient.
The utility creates an IIS virtual directory pointing to [Program Files]\cSupport\RepClient with the name specified by the user.

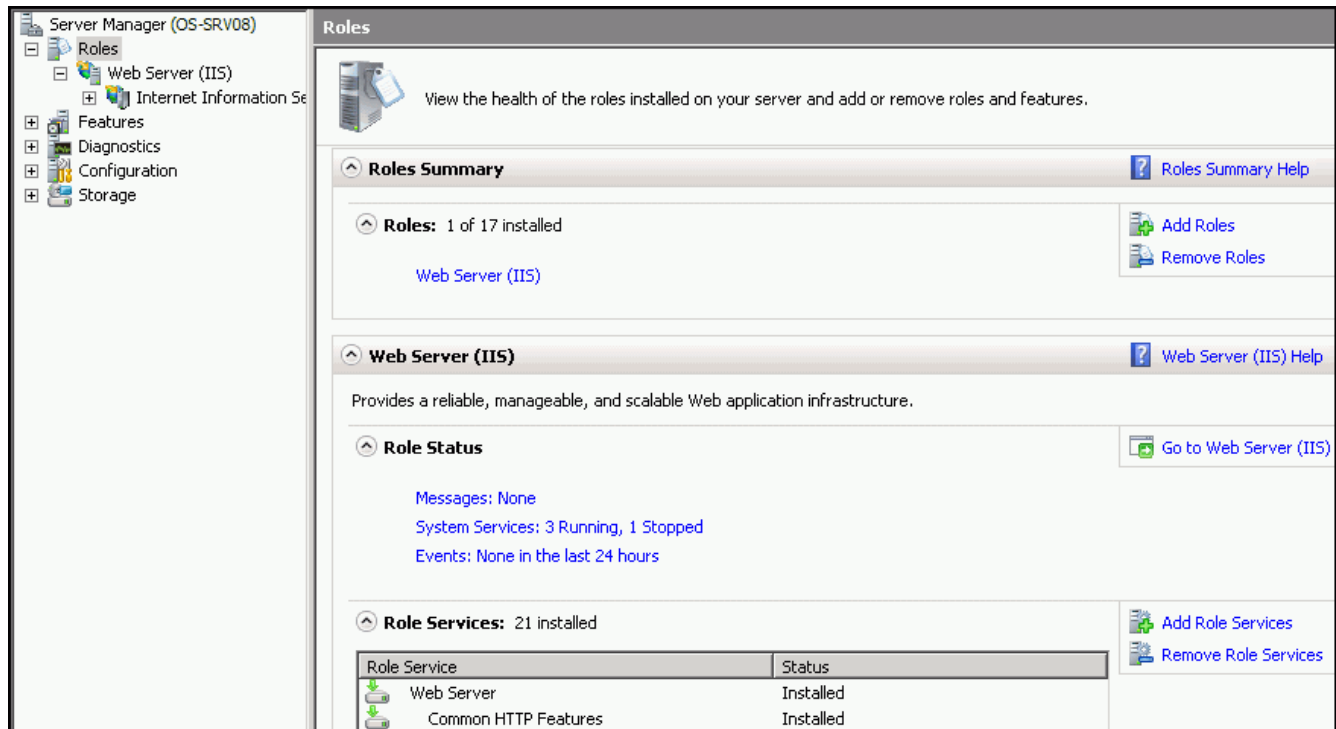
Note that when iSupport Asset is installed, files supporting functionality in other editions of iSupport are also installed but not accessible. Removal of these files may affect future upgrades of the application.
- Creates the following services:
c.Support Agent Manager
c.Survey Agent Manager
- Creates the cSupport database and schema.
- Creates a Support Representative Profile with a login for you to use to log into iSupport Asset for the first time:
Login: Administrator
Password: password



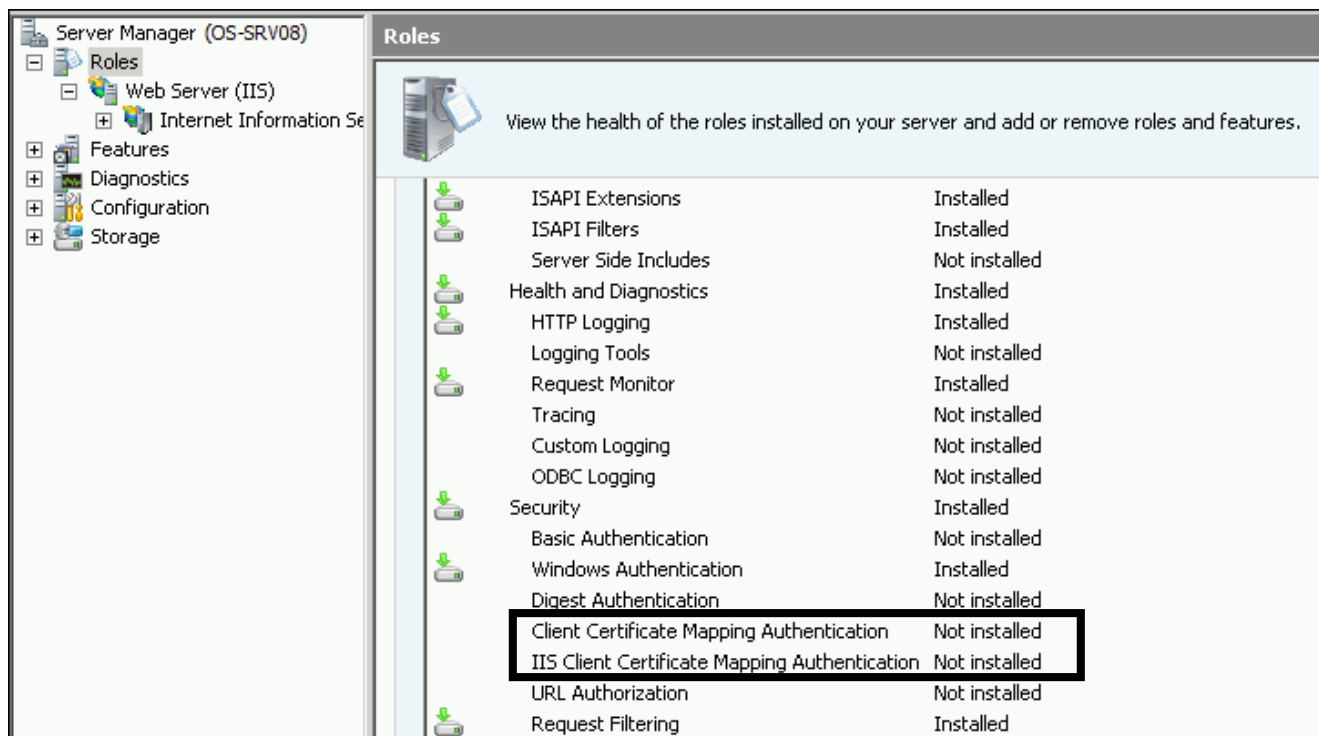
iSupport Asset must be installed on the same system from which you are running the iSupport Installation Wizard. You cannot install iSupport Asset to a network drive connected to the machine on which you are running the iSupport Asset Installation Wizard.

Installing iSupport Asset

Prior to running the Setup.exe file, if installing on Windows Server 2008, ensure that SSL is not enabled. In the Server Manager, select Roles and expand Web Server (IIS).



In the Roles list, ensure that Client Certificate Mapping Authentication and IIS Client Certificate Mapping Authentication are not installed.

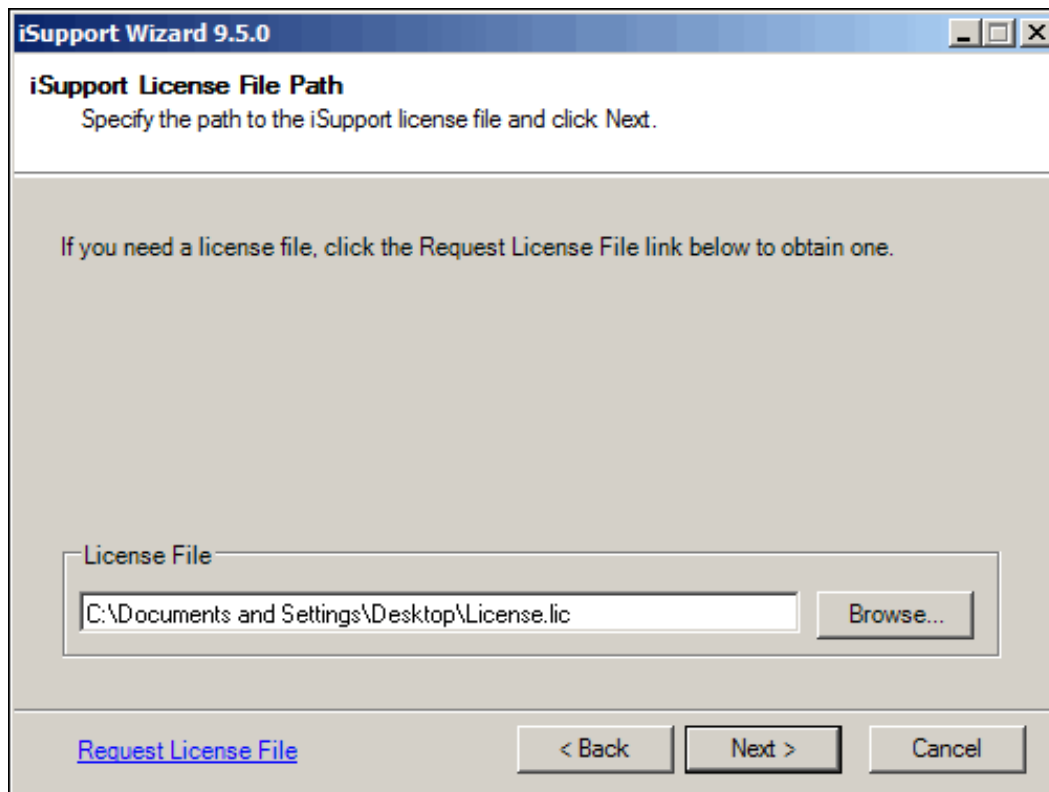


- 1 Run the Setup.exe. (Note that if you do not wish to configure or utilize iSupport's SQL components for reporting functionality, run the setup.exe file from a command prompt with a space and `/nosrs` appended to the file path. Example: `c:\setup.exe /nosrs`
This will disable the process that attempts to install iSupport's SQL reporting components.)

The following Welcome dialog appears; select Install and click Next.

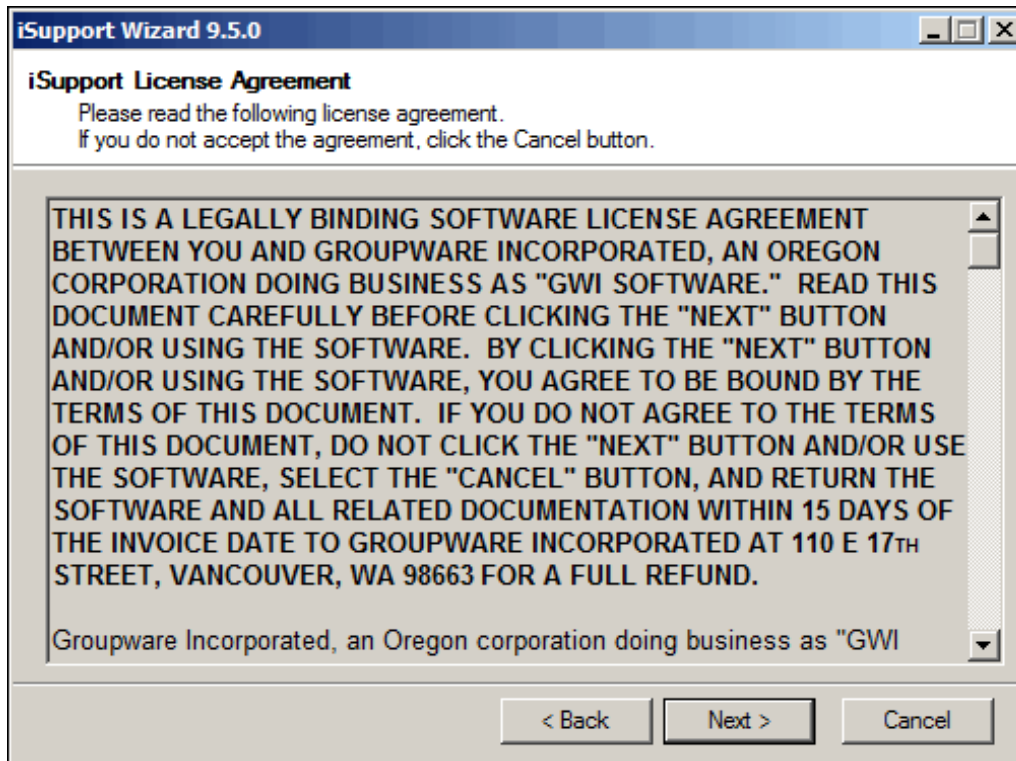


- 2 The iSupport License File Path dialog appears; enter or browse to the location of the iSupport Asset license file or click the Request License File link to request one. Then click Next.

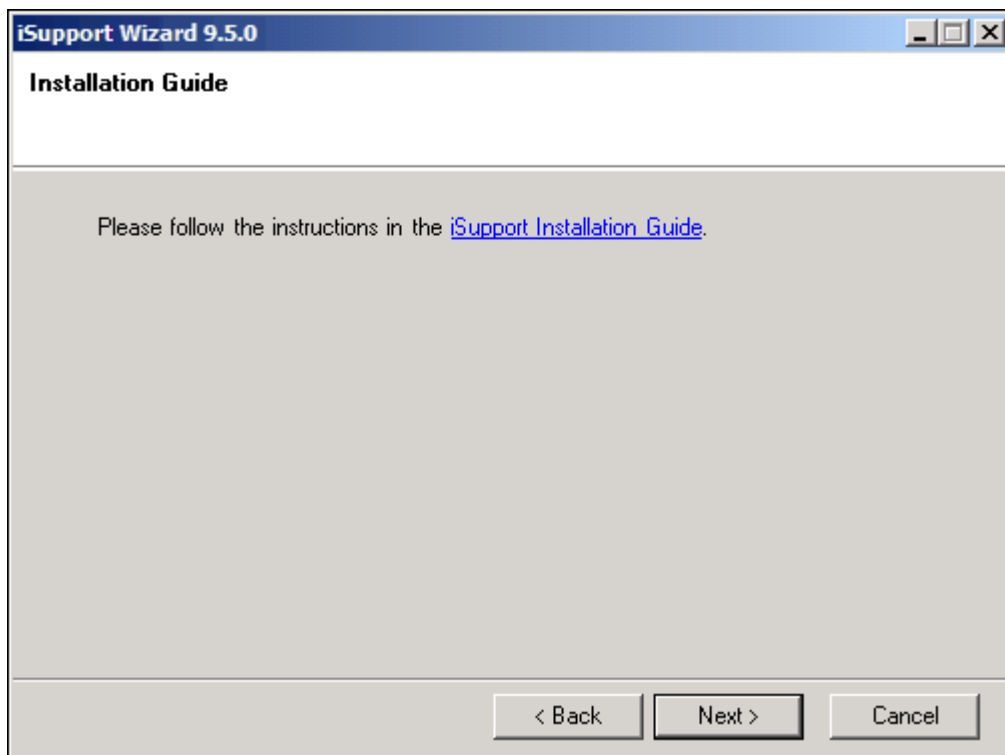


If you clicked the Request New License file link, an informational web page will appear; click the link requesting the license for the appropriate edition. Enter the contact information and email address to which the new license file should be sent. After receiving the email with attached file, save the file on the server on which iSupport Asset will be installed. Browse to the file in the License File Path dialog and click Next.

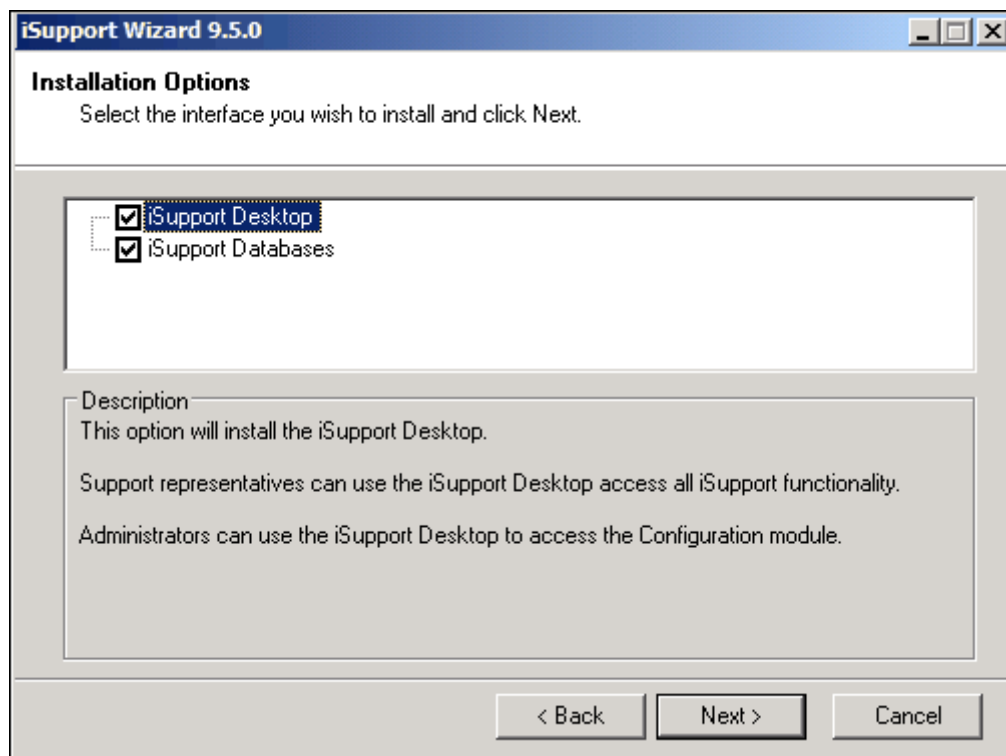
- 3 The iSupport License Agreement dialog appears; click Next.



- 4 The following dialog appears to remind you to follow the instructions in this guide (iSupport AssetInstallGuide.pdf).



- 5 The Installation Options dialog appears; select the components to install and click Next.

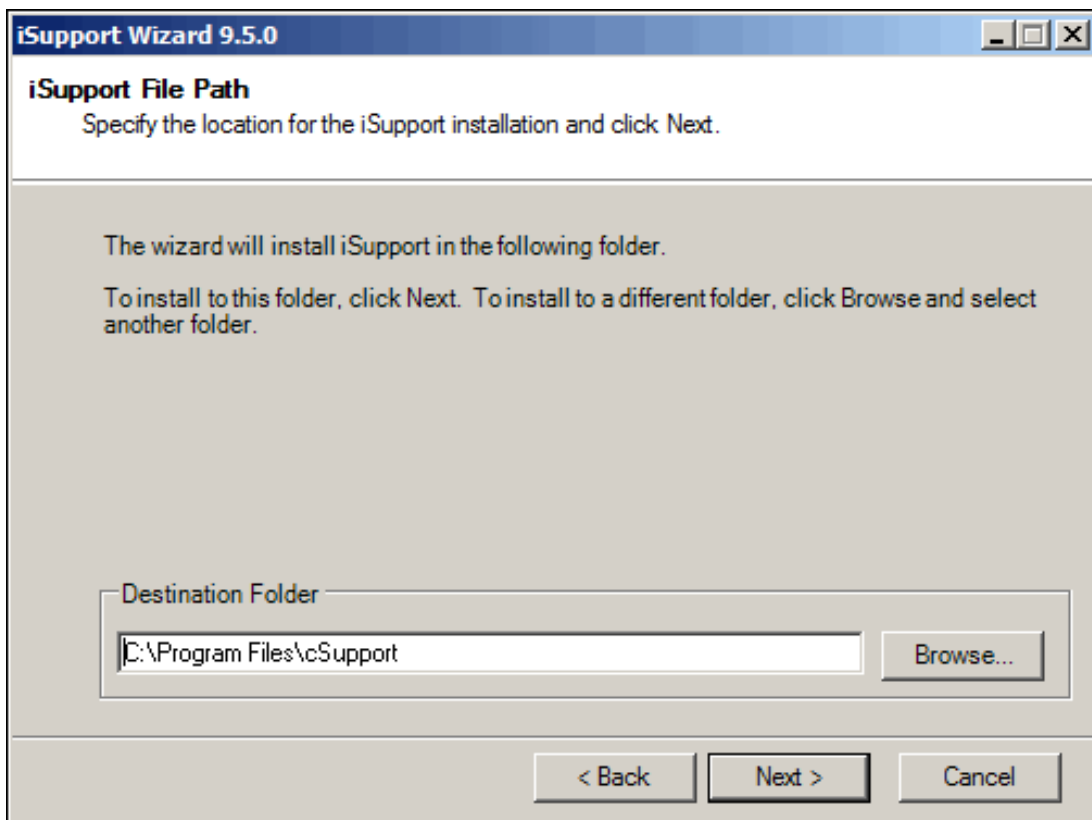


You can select the following:

- The Desktop enables support representatives to access to all iSupport Asset functionality, including entering and viewing incidents, customers, assets, knowledge entries, and FAQs. Administrators can access the Configuration module from the Desktop.
- iSupport Databases - this option installs the databases involved in the iSupport application. The cSupport, cAsset, and cSupportReporting databases are accessible with the iSupport Asset license. Databases may be locally installed on the same server as the Desktop or on a separate server running Microsoft® SQL Server 2005 or SQL Server 2005 Express Edition.

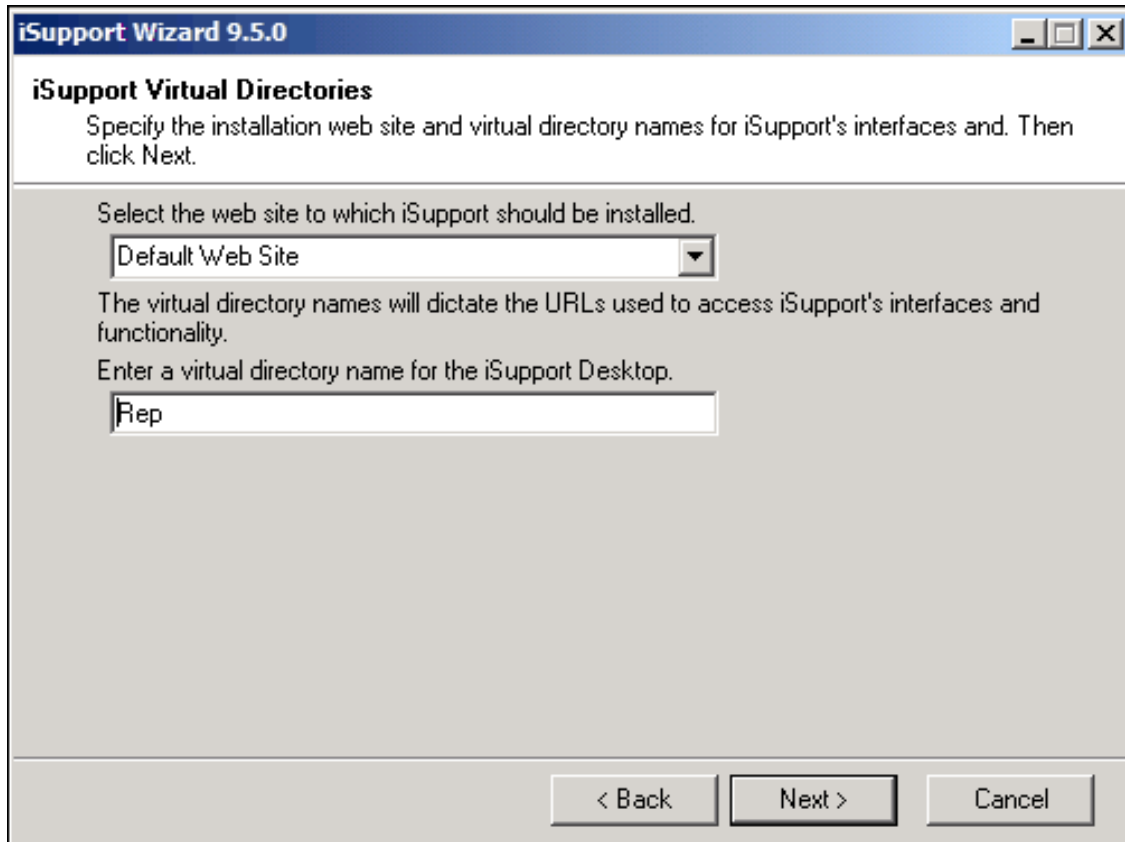
The iSupport Asset application and databases must be in the same domain if the databases are not installed locally.

- 6 The iSupport File Path dialog appears. If you do not wish to install the iSupport Asset application to c:\Program Files\cSupport\, click the Browse button to select the location in which the iSupport Asset application should be installed. The RepClient subdirectory will be installed under this specified folder. Click Next.



7 The iSupport Virtual Directories dialog appears.

- Select the **web site** to which iSupport should be installed. The default web site uses port 80; if you are not using the default web site and port 80 is not assigned to the web site you are using, you'll need to add the port number after server name in the url for the Desktop.
- Enter a name for the **virtual directory** to be created for the Desktop. Do not use spaces in your entry. This name will be used in the URL for accessing the Desktop client; for example, if you accept the default (Rep) for the name, the URL to access the Desktop will be:
http://<server>/Rep
Click Next.



The image shows a screenshot of the 'iSupport Wizard 9.5.0' dialog box, specifically the 'iSupport Virtual Directories' step. The dialog has a title bar with the text 'iSupport Wizard 9.5.0' and standard window controls. The main content area is titled 'iSupport Virtual Directories' and contains the following text: 'Specify the installation web site and virtual directory names for iSupport's interfaces and. Then click Next.' Below this, there are two instructions: 'Select the web site to which iSupport should be installed.' followed by a dropdown menu showing 'Default Web Site', and 'The virtual directory names will dictate the URLs used to access iSupport's interfaces and functionality.' followed by 'Enter a virtual directory name for the iSupport Desktop.' and a text input field containing 'Rep'. At the bottom of the dialog, there are three buttons: '< Back', 'Next >', and 'Cancel'.

iSupport Wizard 9.5.0

iSupport Virtual Directories

Specify the installation web site and virtual directory names for iSupport's interfaces and. Then click Next.

Select the web site to which iSupport should be installed.

Default Web Site

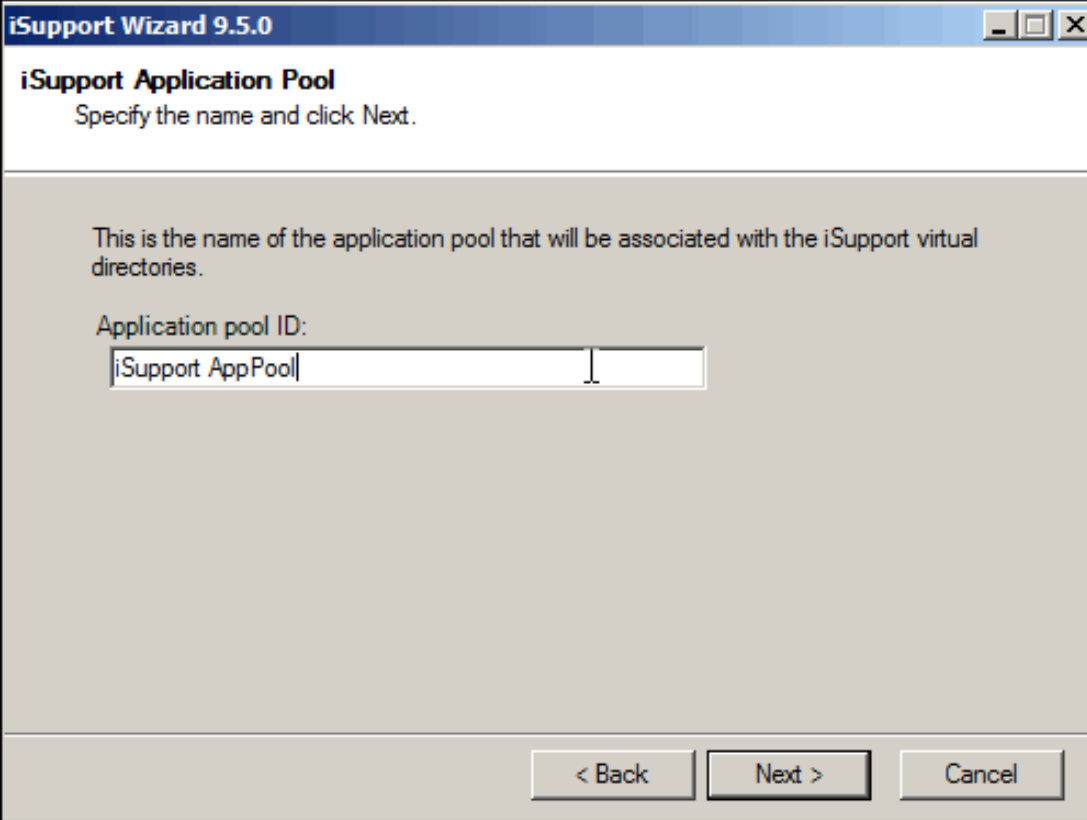
The virtual directory names will dictate the URLs used to access iSupport's interfaces and functionality.

Enter a virtual directory name for the iSupport Desktop.

Rep

< Back Next > Cancel

- 8 The following dialog appears; enter or change the default name of the application pool that will be used with iSupport's virtual directory. Click Next.



The image shows a Windows-style dialog box titled "iSupport Wizard 9.5.0". The main heading is "iSupport Application Pool" with the instruction "Specify the name and click Next." Below this, a text box is labeled "Application pool ID:" and contains the text "iSupport AppPool". At the bottom of the dialog are three buttons: "< Back", "Next >", and "Cancel".

iSupport Wizard 9.5.0

iSupport Application Pool
Specify the name and click Next.

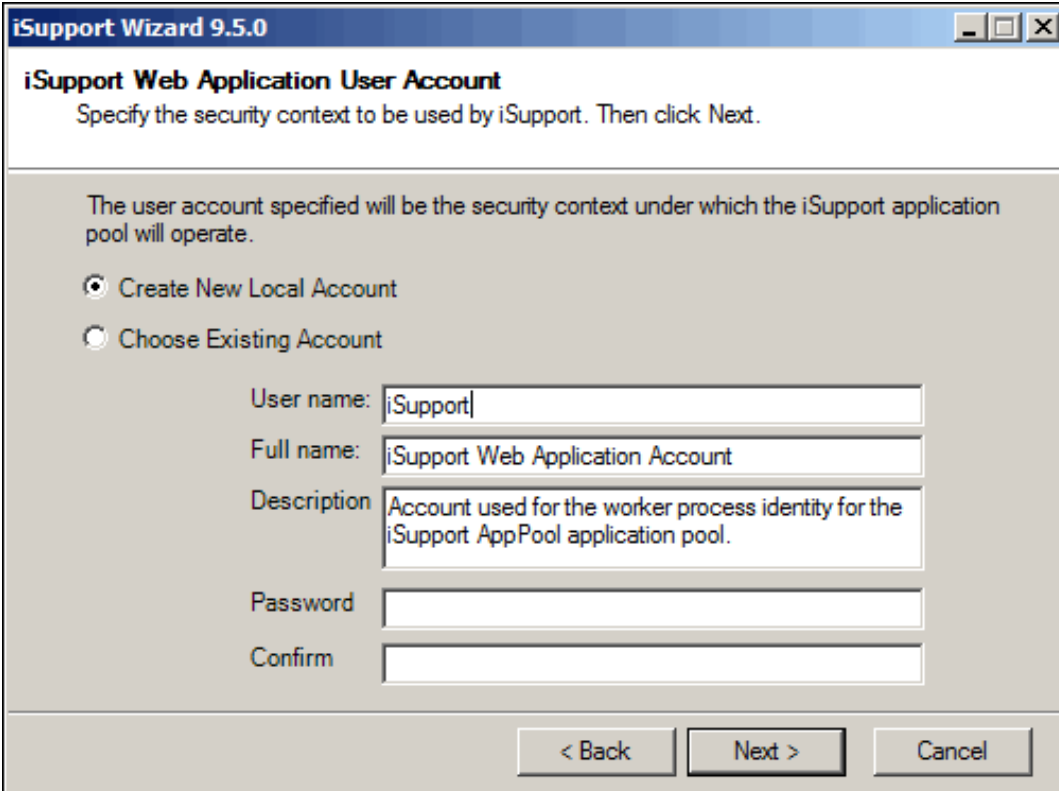
This is the name of the application pool that will be associated with the iSupport virtual directories.

Application pool ID:
iSupport AppPool

< Back Next > Cancel

- 9 The iSupport Web Application User Account dialog appears for creating or selecting the user account for the c.Support web application to use to connect to SQL Server via Windows Authentication. See [“Determining User Accounts for Accessing Your SQL Server” on page 23](#) for more information.

If the SQL Server is on a remote machine, you must select an existing domain user account that is modified to pass credentials from the domain user account through the http service. **Before making a selection in this dialog,** see [“Creating Domain User Accounts” on page 24](#) to create this domain user account. Then select Choose Existing Account in this dialog and specify the account.

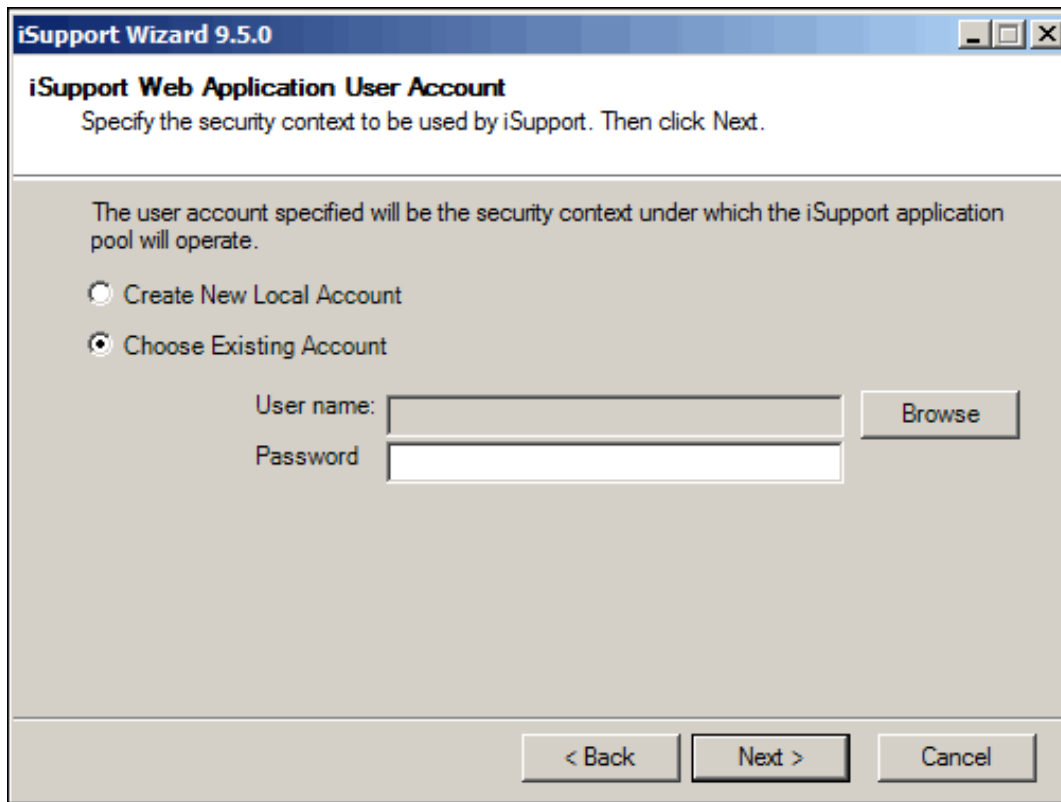


The dialog box is titled "iSupport Wizard 9.5.0" and "iSupport Web Application User Account". It contains the instruction: "Specify the security context to be used by iSupport. Then click Next." Below this, a note states: "The user account specified will be the security context under which the iSupport application pool will operate." There are two radio buttons: "Create New Local Account" (selected) and "Choose Existing Account". Below the radio buttons are text input fields for "User name:" (containing "iSupport"), "Full name:" (containing "iSupport Web Application Account"), "Description:" (containing "Account used for the worker process identity for the iSupport AppPool application pool."), "Password:", and "Confirm:". At the bottom are three buttons: "< Back", "Next >", and "Cancel".

Do one of the following:

- Select Create New Local Account to create an account and change the default user name, full name, and description if necessary. Enter the password and click Next.

- Select Choose Existing Account to select an existing user account and enter the password. (Choose this option if you wish to use an existing domain account; the server on which iSupport is installed must be in the same domain as the iSupport databases if the databases are not installed locally.) Click Next.



The screenshot shows the 'iSupport Wizard 9.5.0' window. The title bar is blue with the text 'iSupport Wizard 9.5.0' and standard window controls. The main window has a white header area with the title 'iSupport Web Application User Account' and the instruction 'Specify the security context to be used by iSupport. Then click Next.' Below this is a grey area with the text 'The user account specified will be the security context under which the iSupport application pool will operate.' There are two radio button options: 'Create New Local Account' (unselected) and 'Choose Existing Account' (selected). Below the 'Choose Existing Account' option are two text input fields: 'User name:' and 'Password'. To the right of the 'User name:' field is a 'Browse' button. At the bottom of the window are three buttons: '< Back', 'Next >', and 'Cancel'.

iSupport Wizard 9.5.0

iSupport Web Application User Account
Specify the security context to be used by iSupport. Then click Next.

The user account specified will be the security context under which the iSupport application pool will operate.

☐ Create New Local Account

☒ Choose Existing Account

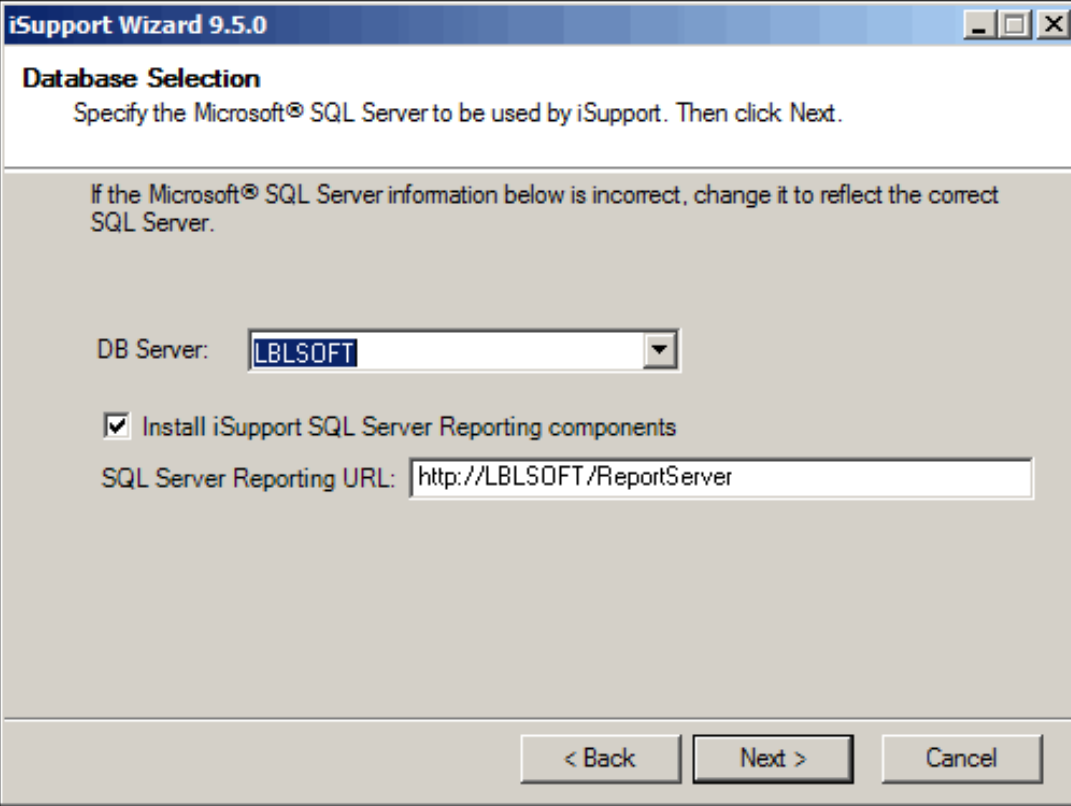
User name:

Password

< Back Next > Cancel

- 10 The Database Selection dialog appears with the name of the local SQL server in the DB Server field; select or change it to the name and instance of a different server if applicable.

Verify that the URL in the SQL Server Reporting URL field is correct for accessing the report server and change it if necessary. Then click Next.



The screenshot shows the 'iSupport Wizard 9.5.0' window with the 'Database Selection' tab. The window has a title bar with standard Windows controls. The main area contains the following elements:

- Database Selection** (Section Header)
- Specify the Microsoft® SQL Server to be used by iSupport. Then click Next.
- A note: If the Microsoft® SQL Server information below is incorrect, change it to reflect the correct SQL Server.
- DB Server:** A dropdown menu with 'LBLSOFT' selected.
- ☒ **Install iSupport SQL Server Reporting components**
- SQL Server Reporting URL:** A text box containing 'http://LBLSOFT/ReportServer'.
- At the bottom, three buttons: '< Back', 'Next >', and 'Cancel'.

Note that it's a good idea to install SQL Server Reporting functionality now because there are more configuration steps involved if you choose to install it later.

When the Install SQL Server Reporting checkbox is selected, the Windows user account is checked for the required SQL Server Reporting Services permission(s). An error message will appear if the permissions are not in place; go to the following link for information on managing permissions and security for SQL Reporting Services:

<http://technet.microsoft.com/en-us/library/ms156014.aspx>

- 11 The iSupport Services User Account dialog appears for creating or selecting the user account for the process identity for iSupport services. See [“Determining User Accounts for Accessing Your SQL Server” on page 23](#) to determine your selection in this dialog.

If installing to a remote SQL server with Windows authentication, you must use an existing domain user. **Before making a selection in this dialog**, see [“Creating a Domain User Account for the iSupport Services User Account” on page 28](#) to create this domain user account. Note that you cannot use the domain user account selected for the iSupport Web Application User Account.

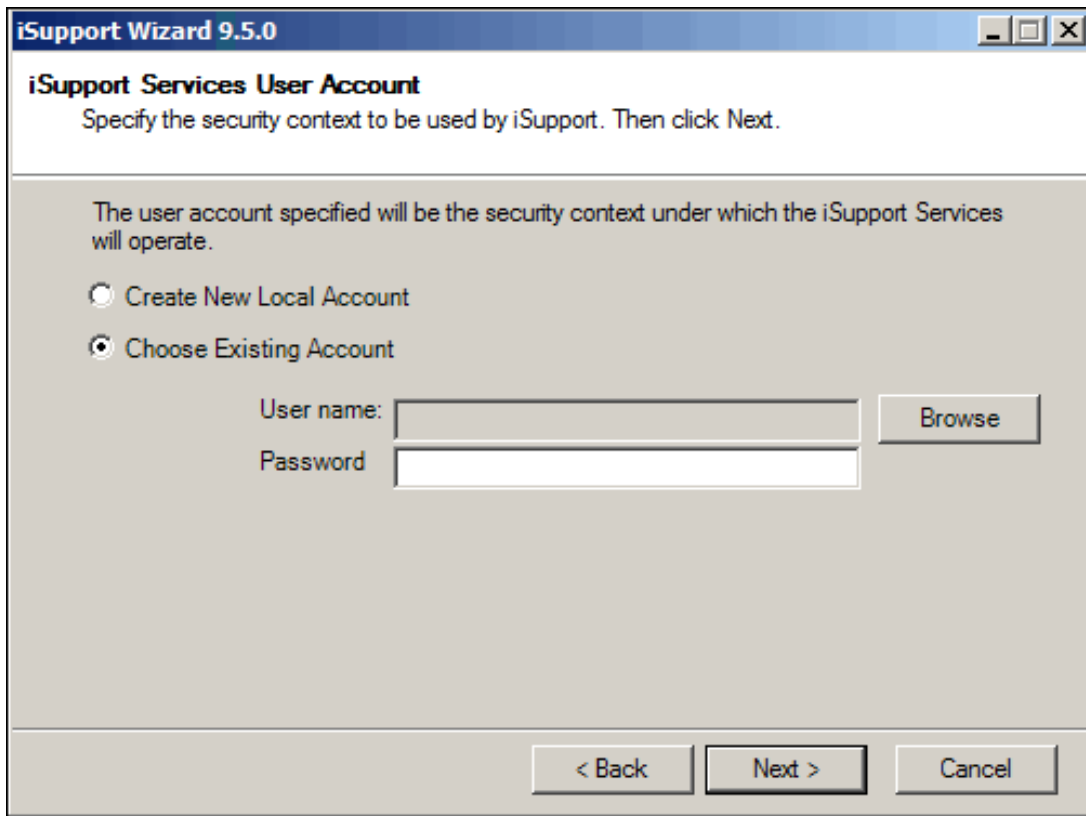
The dialog box is titled "iSupport Wizard 9.5.0" and "iSupport Services User Account". It contains the following elements:

- Instruction: "Specify the security context to be used by iSupport. Then click Next."
- Text: "The user account specified will be the security context under which the iSupport Services will operate."
- Radio buttons:
 - ☒ Create New Local Account
 - ☐ Choose Existing Account
- Text fields:
 - User name: iSupportSvc
 - Full name: iSupport Services Account
 - Description: Account used for the process identity for the iSupport Services.
 - Password: (empty)
 - Confirm: (empty)
- Buttons: "< Back", "Next >", and "Cancel".

Do one of the following:

- Select Create New Local Account to create an account and change the default user name, full name, and description if necessary. Enter the password in the Password and Confirm fields and click Next. This account will be added to the Administrator's group after it is created.

- Select Choose Existing Account to select an existing user account and enter the password. (Choose this option if you wish to use an existing domain account; the server on which iSupport is installed must be in the same domain as the iSupport databases if the databases are not installed locally.) This account must be a member of the Administrator's group on the local machine. Click Next.



The image shows a Windows-style dialog box titled "iSupport Wizard 9.5.0". The main heading is "iSupport Services User Account". Below the heading, it says "Specify the security context to be used by iSupport. Then click Next." There is a paragraph of text: "The user account specified will be the security context under which the iSupport Services will operate." Below this, there are two radio button options: "Create New Local Account" and "Choose Existing Account". The "Choose Existing Account" option is selected. Below these options, there are two text input fields: "User name:" and "Password:". To the right of the "User name:" field is a "Browse" button. At the bottom of the dialog, there are three buttons: "< Back", "Next >", and "Cancel".

iSupport Wizard 9.5.0

iSupport Services User Account
Specify the security context to be used by iSupport. Then click Next.

The user account specified will be the security context under which the iSupport Services will operate.

☐ Create New Local Account

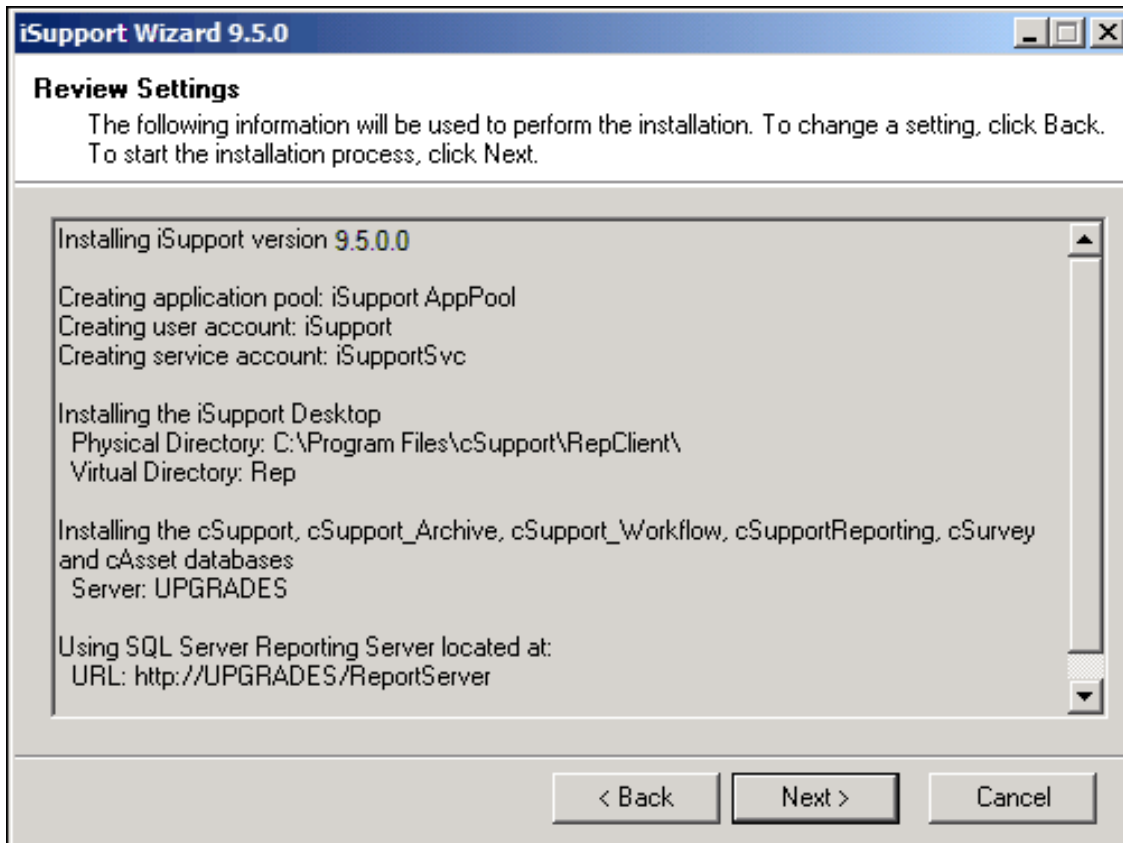
☒ Choose Existing Account

User name:

Password

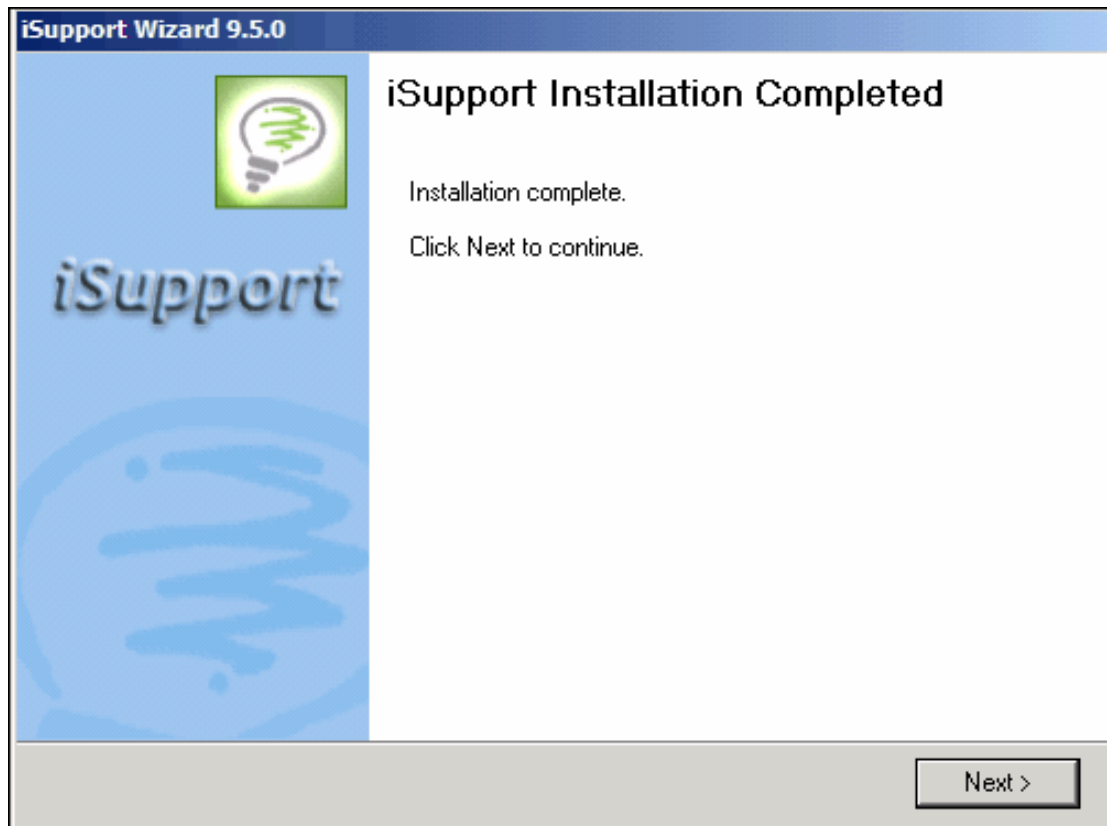
< Back Next > Cancel

- 12 The Review Settings dialog appears with your selections; if you need to make a change, click Back. To proceed with the installation, click Next.



- 13 The installation begins. Note that messages will appear if you are using a remote SQL server and the domain account(s) do not have permission to access the server; see ["Creating Domain User Accounts"](#) on page 24 to configure your domain accounts.

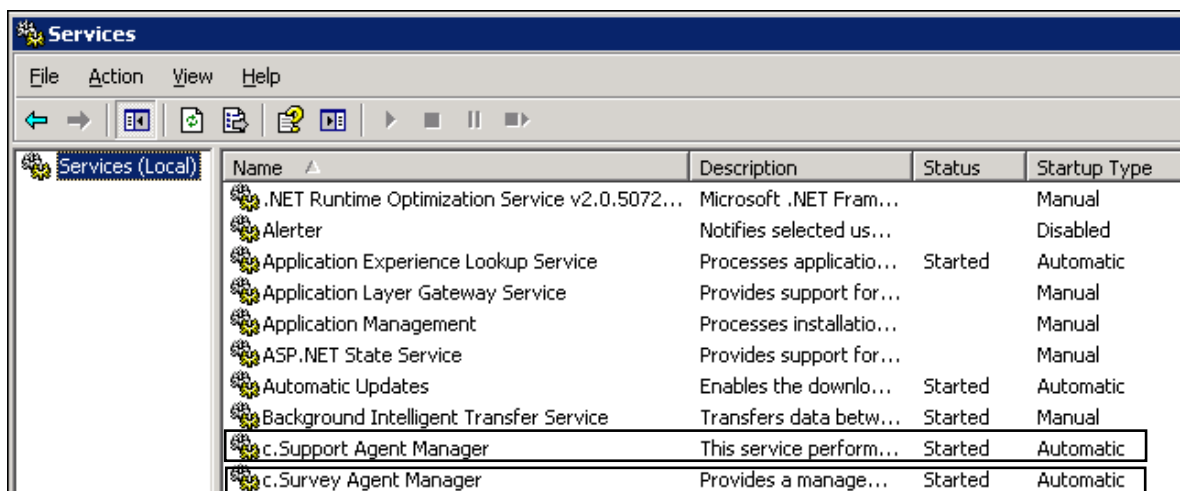
- 14 If you installed iSupport's SQL Server Reporting functionality and the installation was successful, the following dialog appears when the installation is complete. Click Next.



Further dialogs will appear for you to send information to GWI for quality improvement and/or assistance and troubleshooting.

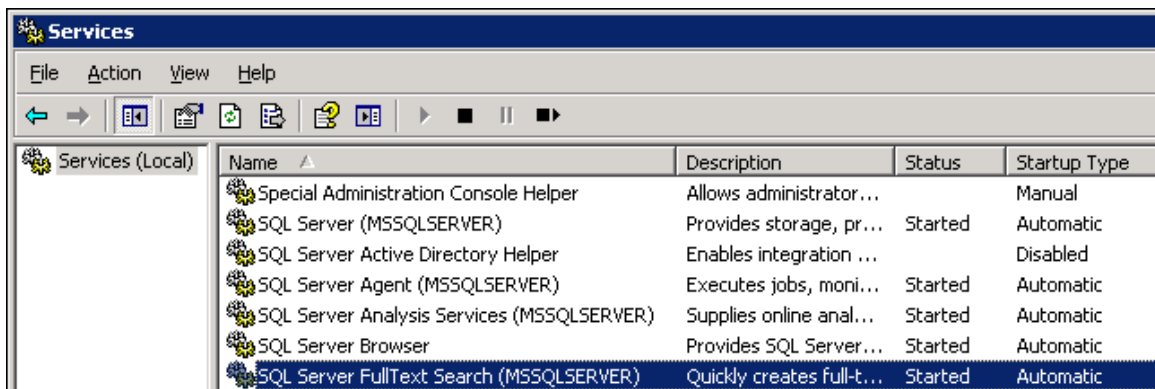
15 From the Start menu, select Administrative Tools | Computer Management. Expand the Services and Applications section and select Services. Verify that the status of the following services are set to Started with a startup type of Automatic. If an error message appears when attempting to start these services, call GWI Support.

- c.Support Agent Manager
- c.Survey Agent Manager
- SQL Server FullText Search (2005 SQL Server) or SQL Full-text Filter Daemon Launcher (2008 SQL Server 2008)



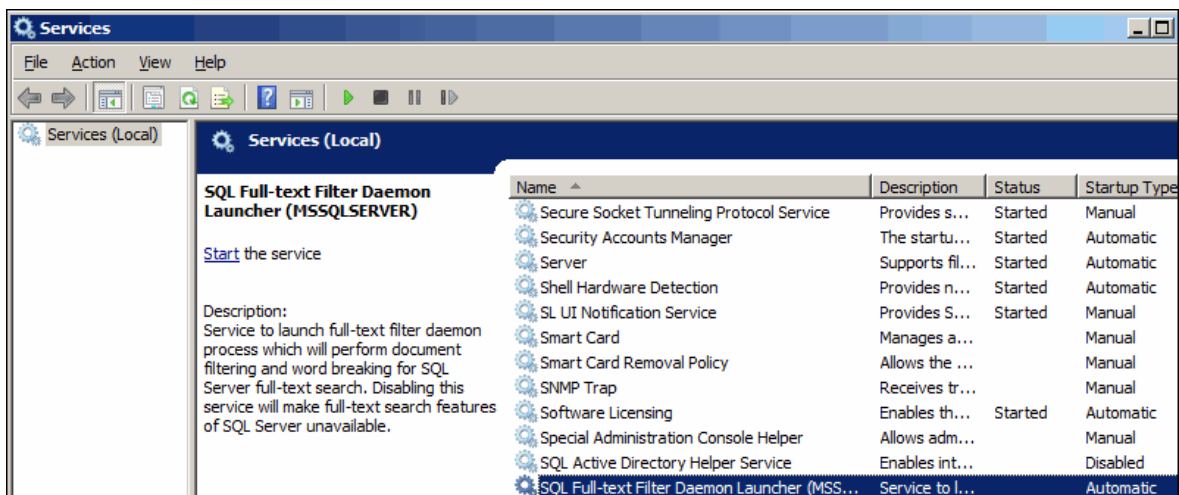
Name	Description	Status	Startup Type
.NET Runtime Optimization Service v2.0.5072...	Microsoft .NET Fram...		Manual
Alerter	Notifies selected us...		Disabled
Application Experience Lookup Service	Processes applicatio...	Started	Automatic
Application Layer Gateway Service	Provides support for...		Manual
Application Management	Processes installatio...		Manual
ASP.NET State Service	Provides support for...		Manual
Automatic Updates	Enables the downlo...	Started	Automatic
Background Intelligent Transfer Service	Transfers data betw...	Started	Manual
c.Support Agent Manager	This service perform...	Started	Automatic
c.Survey Agent Manager	Provides a manage...	Started	Automatic

SQL
Server
2005



Name	Description	Status	Startup Type
Special Administration Console Helper	Allows administrator...		Manual
SQL Server (MSSQLSERVER)	Provides storage, pr...	Started	Automatic
SQL Server Active Directory Helper	Enables integration ...		Disabled
SQL Server Agent (MSSQLSERVER)	Executes jobs, moni...	Started	Automatic
SQL Server Analysis Services (MSSQLSERVER)	Supplies online anal...	Started	Automatic
SQL Server Browser	Provides SQL Server...	Started	Automatic
SQL Server FullText Search (MSSQLSERVER)	Quickly creates full-t...	Started	Automatic

SQL
Server
2008



Name	Description	Status	Startup Type
Secure Socket Tunneling Protocol Service	Provides s...	Started	Manual
Security Accounts Manager	The startu...	Started	Automatic
Server	Supports fl...	Started	Automatic
Shell Hardware Detection	Provides n...	Started	Automatic
SL UI Notification Service	Provides S...	Started	Manual
Smart Card	Manages a...		Manual
Smart Card Removal Policy	Allows the ...		Manual
SNMP Trap	Receives tr...		Manual
Software Licensing	Enables th...	Started	Automatic
Special Administration Console Helper	Allows adm...		Manual
SQL Active Directory Helper Service	Enables int...		Disabled
SQL Full-text Filter Daemon Launcher (MSS...	Service to l...	Started	Automatic



These services require and are dependent upon the response of the SQL server. Depending on your environment and the location of your SQL server, for these services, it is recommended that you define a dependency on the SQL server.

16 Set up your system to relay email. Use the following steps if you are using IIS:

- a On the server on which the mail application is installed, from the Start menu, select Administrative Tools | Computer Management. Expand the Services and Applications section and then expand Internet Information Services.
- b Right-click on Default SMTP Virtual Server and select Properties. On the Access tab, click the Relay button in the Relay Restrictions section.
- c Use the Relay Restrictions dialog to ensure that the server on which iSupport is installed is allowed to relay email. Use any IP address the iSupport web site is configured to use.

Starting the iSupport Application

- 1 Using Microsoft® Internet Explorer® 7 or 8, Mozilla® Firefox® 3.5, Google™ Chrome 3.0, or Apple® Safari® 4.0, navigate to the following: `http://<server>/<virtual directory in which the Desktop is installed>/`

If you accepted the defaults during the installation process, this URL would be: `http://<server>/Rep`

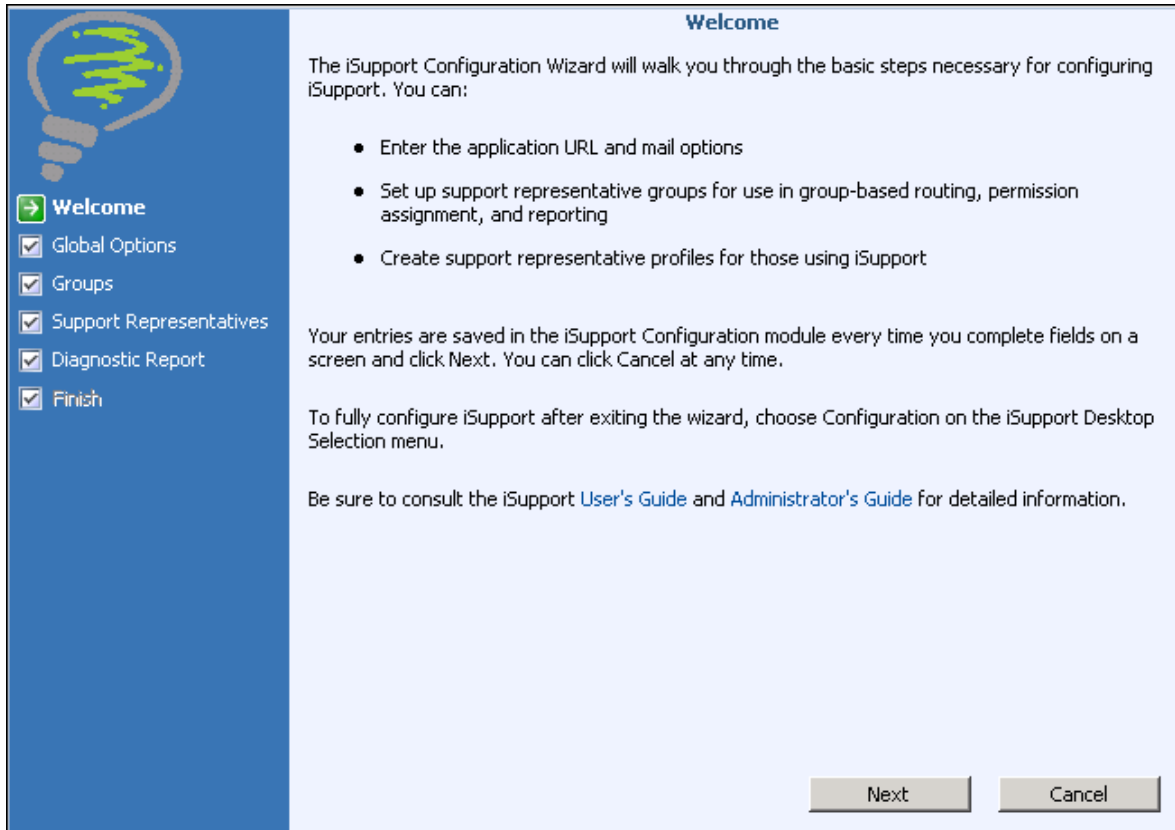


If an error appears regarding a missing or invalid iSupport License.lic file, ensure that the iSupport user has Modify permissions to the License.lic file and the following folder: `C:\Documents and Settings\All Users\Application Data\Microsoft\Crypto\RSA\MachineKeys`

- 2 The Login dialog appears; type the following:
User Name: **Administrator**
Password: **password**

This login is associated with the System Administrator support representative profile which is set up by default for initial access to iSupport.

- 3 The Configuration Wizard appears for you to set basic configuration options that will get you started with iSupport.



You'll be able to enter the application URL and mail options, set support representative groups and profiles, and enable notifications. Be sure to set up a support representative profile in the Administrators group for yourself; members in the Administrators group will have access to the Configuration module and administrative views.

A diagnostic report will be generated at the end of the wizard to document your settings. When you initially access the Desktop from the wizard, log out and then log back in using the profile you created for yourself.

- 4 Following instructions in the *iSupport Asset Administrator's Guide*, use the Configuration tab to enable additional features and fully configure iSupport. Start with the Global Configuration screen, then create support representative groups and profiles, and then continue with the rest of the configuration options. The *iSupport Asset Administrator's Guide* is available in PDF format via the Administrator's Guide PDF option on the Desktop Help menu.
- 5 Following instructions in the *iSupport Asset User's Guide*, use the options on the Desktop action menu (green arrow icon) to create Customer, Company, Asset, and Software License Profile records. The *iSupport Asset User's Guide* is available in PDF format via the User's Guide PDF option on the Desktop Help menu.

Uninstalling iSupport

If you need to uninstall iSupport, use the following steps.

- 1 Run the Setup.exe. The following Welcome dialog appears; select Uninstall and click Next.



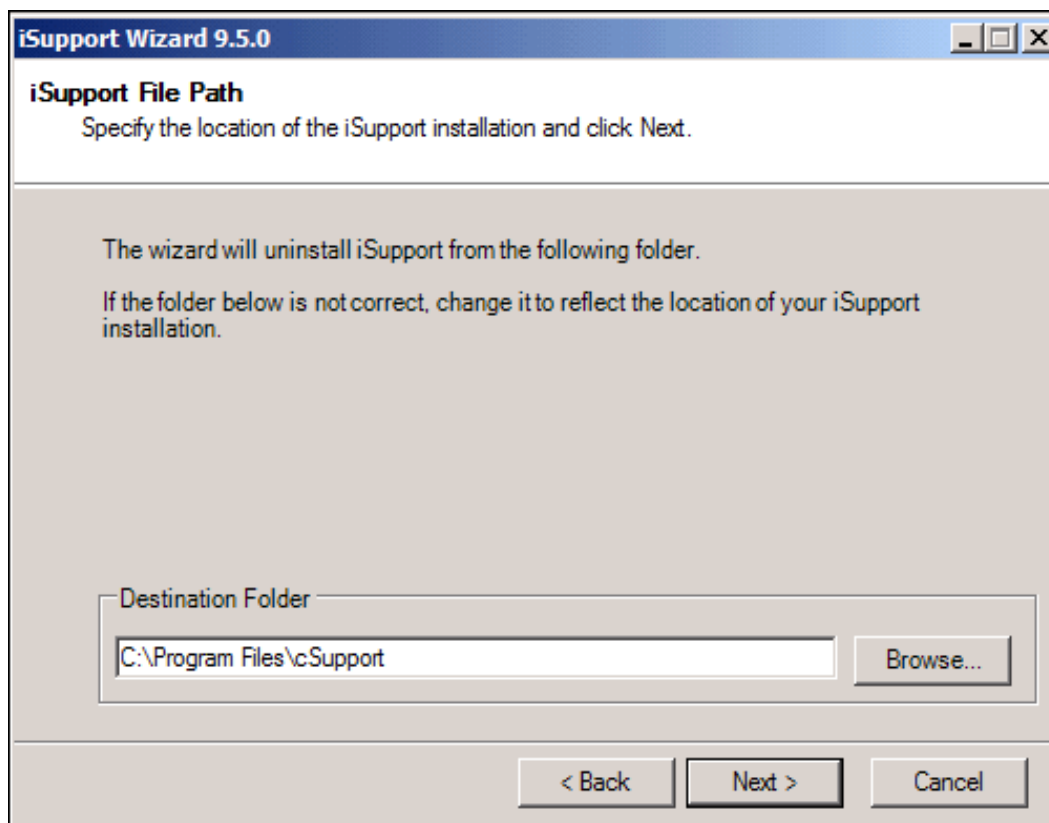
- 2 A verification prompt appears; click Yes to continue with the Uninstall process.

- 3 The Uninstall Options dialog appears; select the components to uninstall and click Next. Note that when iSupport Asset is installed, files supporting functionality in other editions of iSupport are also installed but not accessible.
- If you uninstall the Desktop, it will remove the iSupport application.
 - If you uninstall the End User Desktop, it will remove the End User Desktop files.
 - If you uninstall the Mobile Desktop, it will remove the Mobile Desktop files.
 - If you uninstall the cSupport database, all of the application data (including archived incidents) will be removed.



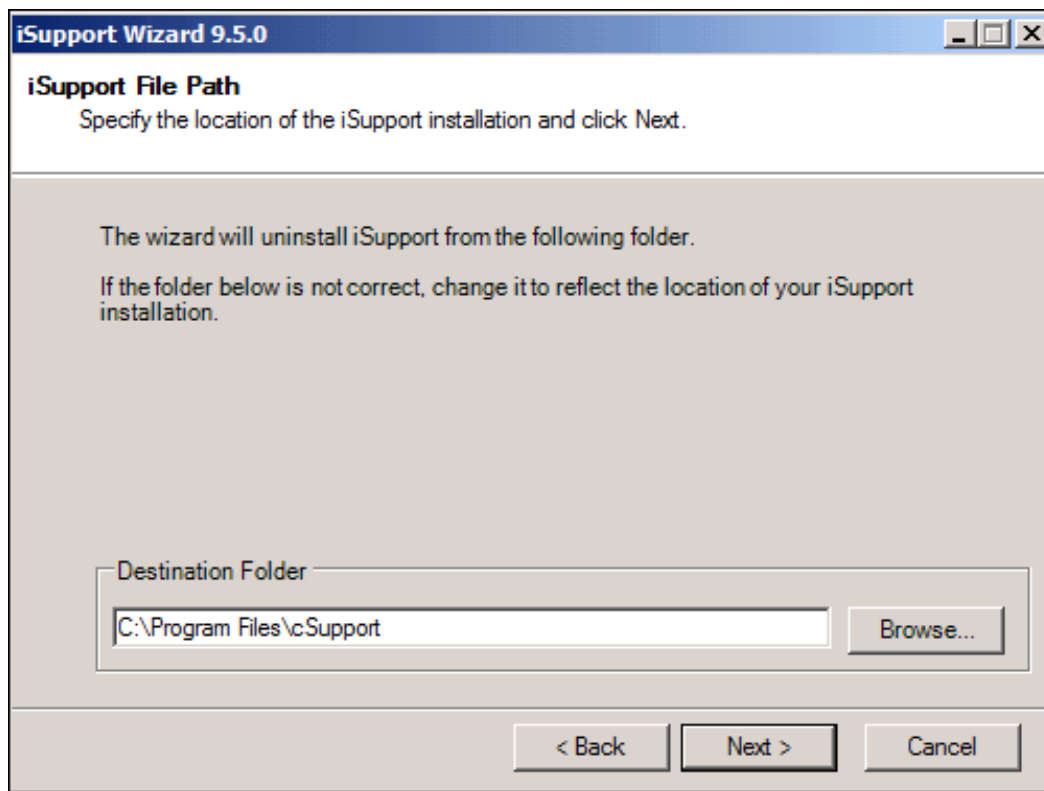
Regardless of whether the iSupport Databases checkbox is selected, the entire cSupport directory (including backups) will be deleted if:

- * You uninstall both the Desktop and End User Desktop.
 - * You have not installed the End User Desktop and choose to uninstall the Desktop.
 - * You have not installed the Desktop and choose to uninstall the End User Desktop.
-

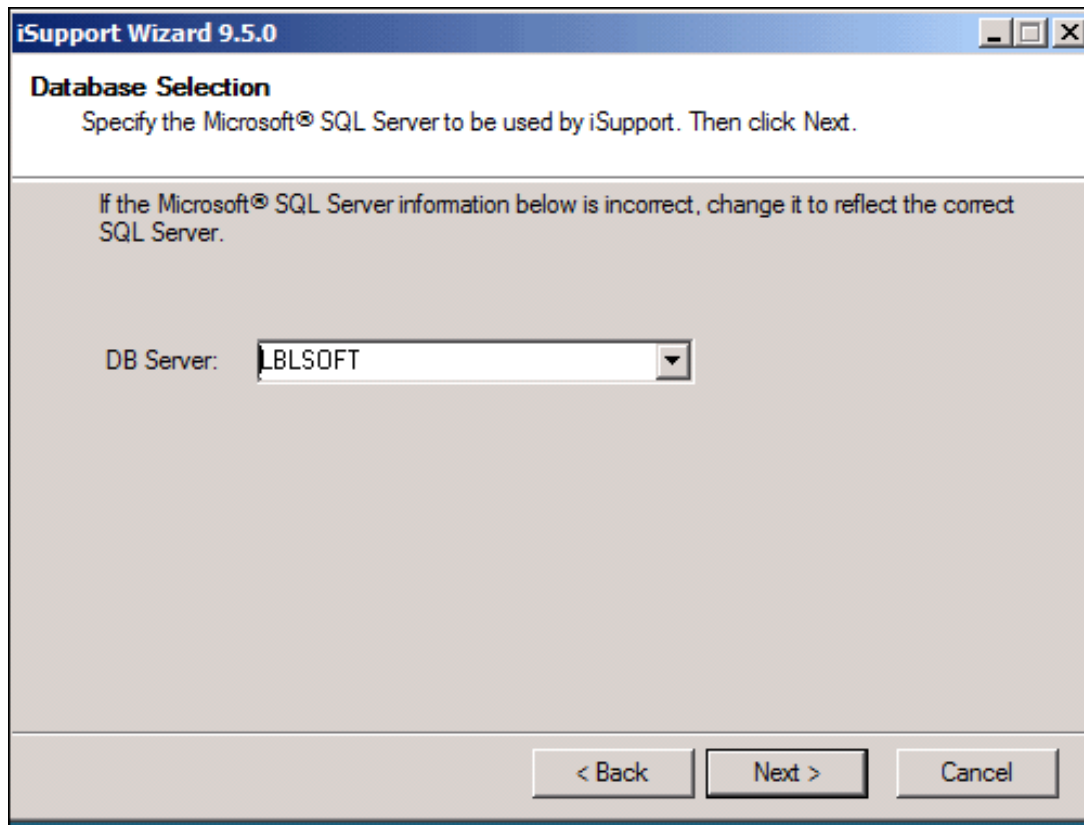


If uninstalling iSupport databases only, go to step 5.

- 4 The iSupport File Path dialog appears. If your iSupport application was not installed in c:\Program Files\cSupport, click the Browse button to select the location in which iSupport is installed. Click Next.



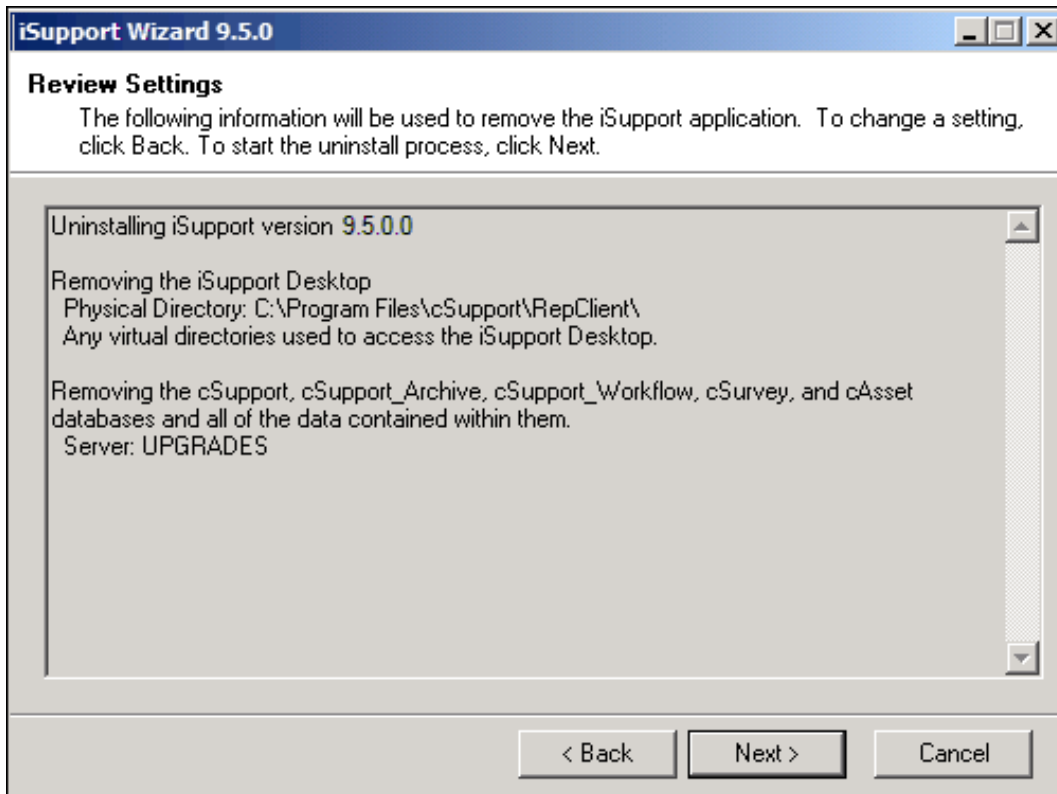
- 5 The Database Selection dialog appears for you to specify your Microsoft SQL Server.



The name of the current SQL server appears in the DB Server field; select or change it to the name and location of a different server if applicable.

The connection is validated; if an error appears, verify that SQL Server is running.

- 6 The following dialog appears: click Back to change a setting or Next to start the uninstall process.



- 7 The following dialog appears when the uninstall is complete; click Finish.



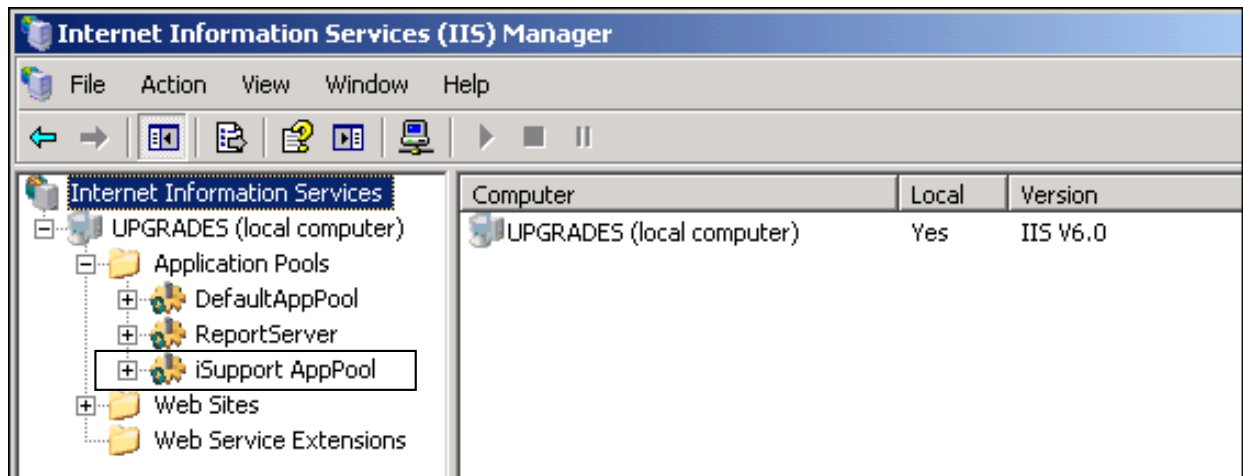
- 8 If you have created multiple End User Desktop interfaces, you'll need to delete those associations (web sites, virtual directories, etc.).

Removing the iSupportAppPool and User Accounts

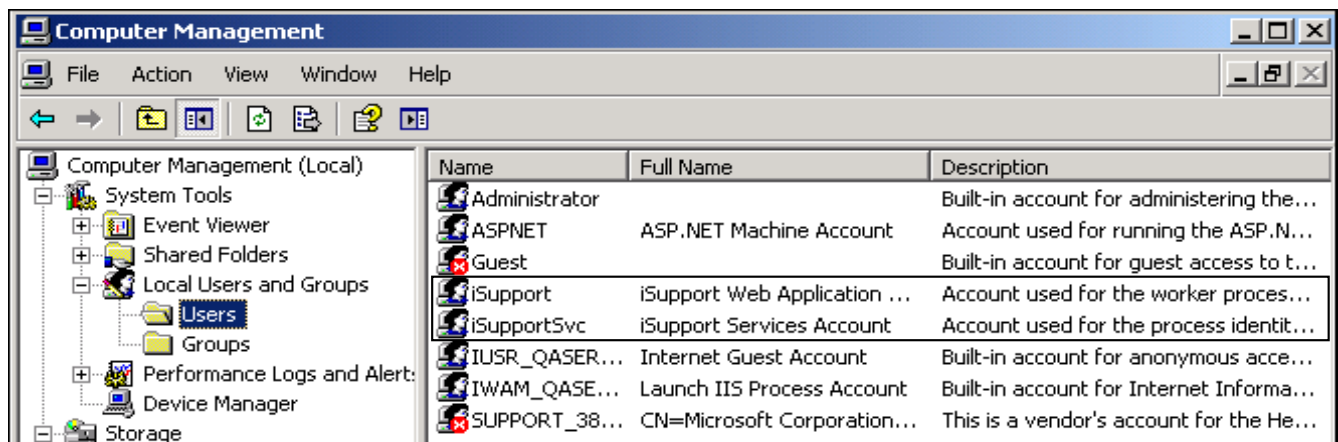
Follow the steps below if you are on Windows 2003; see [page 57](#) if you are on Windows 2008.

Configuring Windows 2003

- 1 Access Internet Information Services (IIS) Manager. In the Internet Information Services (IIS) Manager dialog, expand the local computer section. Expand the Application Pools folder. Right-click on c.SupportAppPool and select Delete.

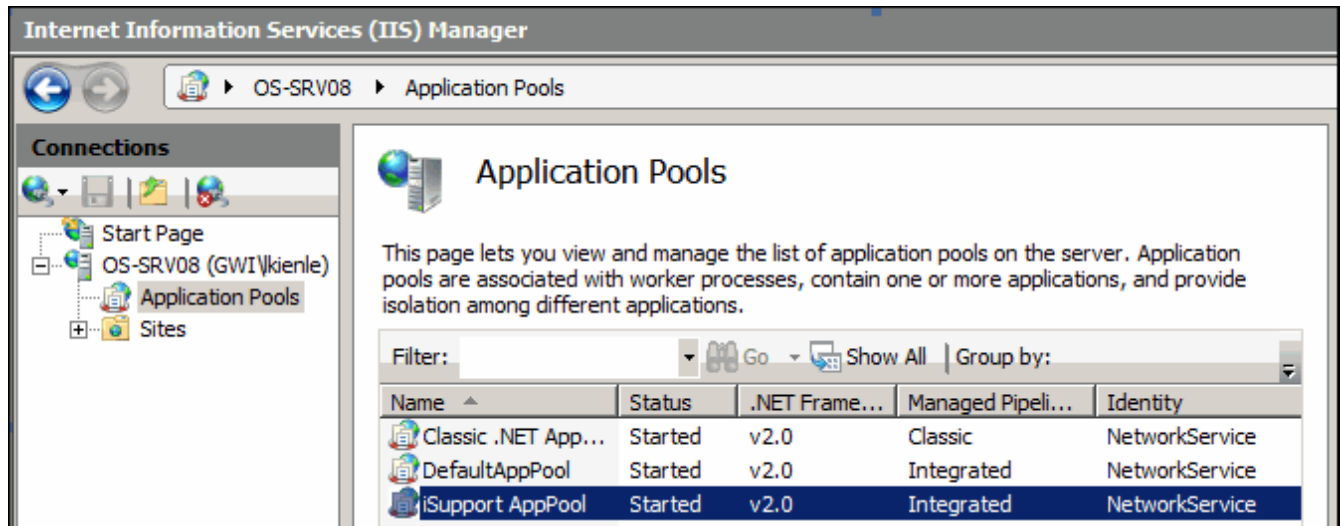


- 2 Select Start | Administrative Tools | Computer Management. In the Computer Management dialog, expand Local Users and Groups. In the Users folder, delete the c.Support Web Application and Services user accounts (iSupport and iSupportSvc by default).

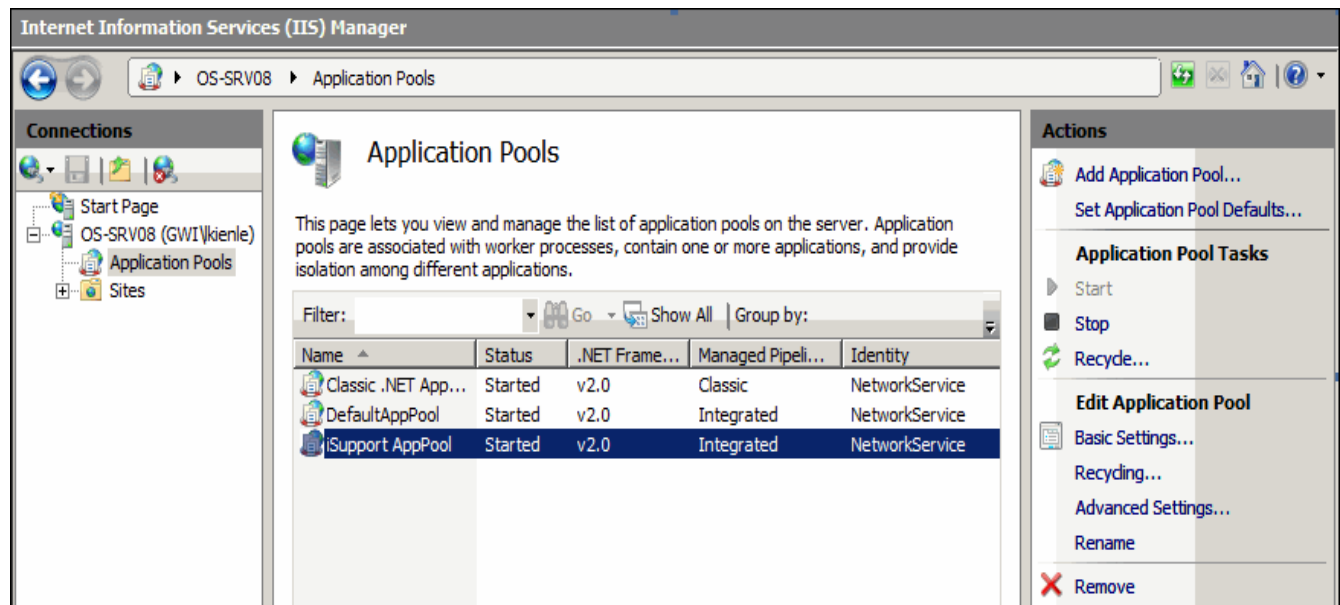


Configuring Windows Server 2008

- 1 Access Internet Information Services (IIS) Manager, expand the server, and select Application Pools and then select iSupport AppPool.
- 2 The application pools appear;



- 3 Select the Application Pools in the navigator on the left and then select the iSupport AppPool. Select Remove from the Actions menu.



Getting Help

This is a free utility and support is not included. Comments and feedback can be sent to iSupportAsset@GWI.com.

