

TOTAL SUPPORT HELPDESK VERSION 6

INSTALLATION GUIDE



Software Solution for All Your Customer Service Needs

From Sales to Support
From Inception to Resolution

Stand Alone CRM (Built-in Contact Manager)
or

Integrate with Act! Contact Manager
requires Act! PREM or WEB v18.2+
requires active subscription for Act! Connect Link

or

ADO/OLEDB contacts database using the ADO/OLEDB driver

Revised November 1, 2023

This guide is designed for Administrators

System Requirements

- Full Operating System 64-bit
- 8 GB RAM (server and workstations)
- 500 MB available disk space (server and workstations)
- 3 GHz minimum (4 GHz recommended)
- Server and Client's:
 - Server 2022 Standard or Data Center
 - Server 2019 or SQL Server 2019 Standard or Data Center
 - Server 2016 or SQL Server 2016 Standard or Data Center
 - Windows 11 (non-home)
 - *Windows 10 (non-home)
 - Server 2008/2019 no longer supported by Microsoft. While HelpDesk may install and function, please note that we did not test for these older versions. Use at your own risk.
 - Windows 7/8 no longer supported.
 - *When using Windows 10 operating system as your server, all USERS need to be ADMIN users and you may need to disable the UAC (user account controls) for each user. Check your Microsoft EULA as to the number of .CAL licenses you have available for your version of Windows 10. You will need 1 .CAL license for each User to connect. You are responsible for verifying and complying to Microsoft's User License Agreement for Windows 10.

IMPORTANT: For multi-user access, we strongly recommend a SERVER O/S.

Total Support HelpDesk requires a full operating system to function correctly. However, if you are using iOS, Android or Chromebook, you can use GO-Global to web enable your company applications for mobile device access. Check out more details and pricing from our website:

<https://www.resource-dynamics.com/>

CONTACT MANAGER COMPATIBILITY:

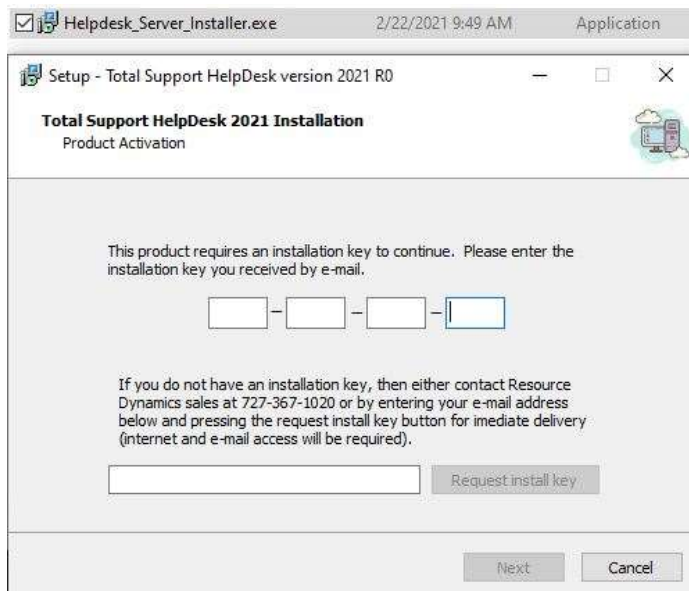
- Stand Alone CRM (customizable built-in contact manager)
- Act! PREM or WEB version 18.2+using with 'active' Act! Connect Link Subscription

LET'S GET STARTED!

Must be physically on or logged into the server you wish to install the main server files.

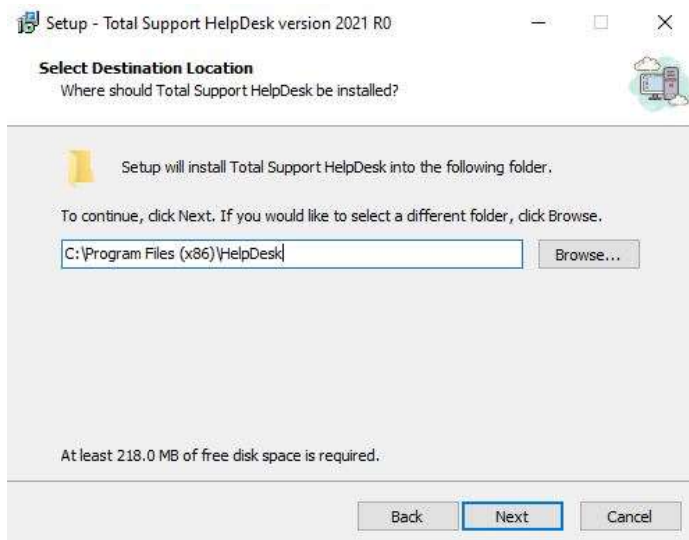
You should have received an email with a link to download site where installer is located. Along with the installation code.

When you run the .exe, this is the first screen you will see. Please copy/paste, or manually type, in the installation key we provided you in your email confirmation.



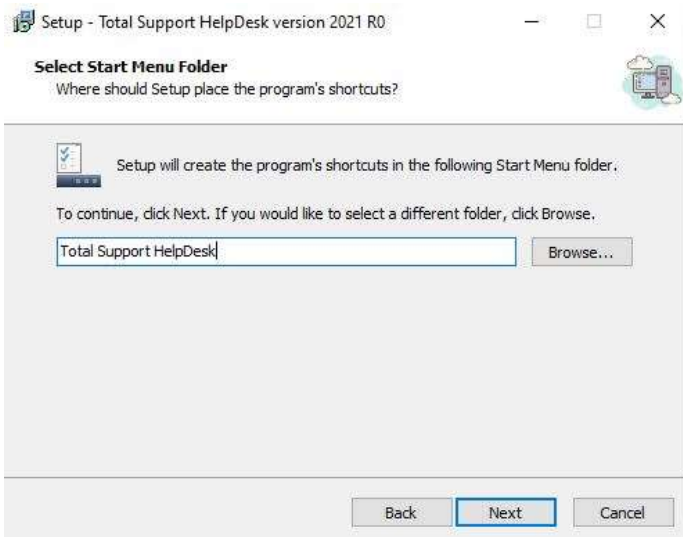
Once you enter a valid key, the <Next> button will enable.

The Setup screen will display and include a default location. You can change if you wish. Just remember the location.

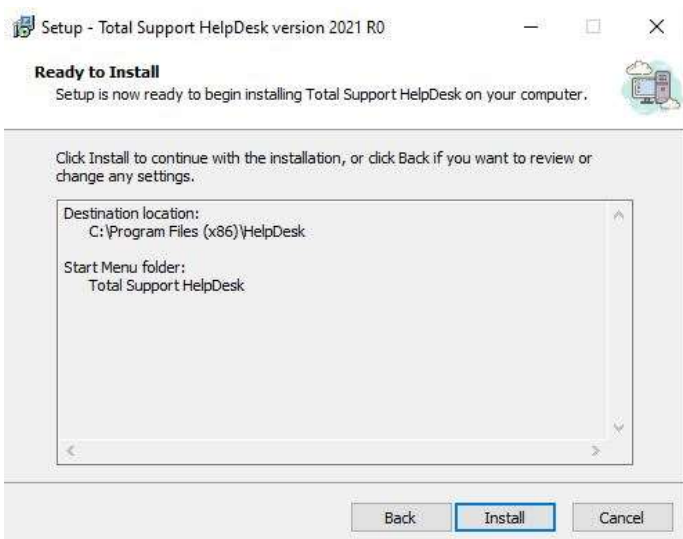


Click <Next>

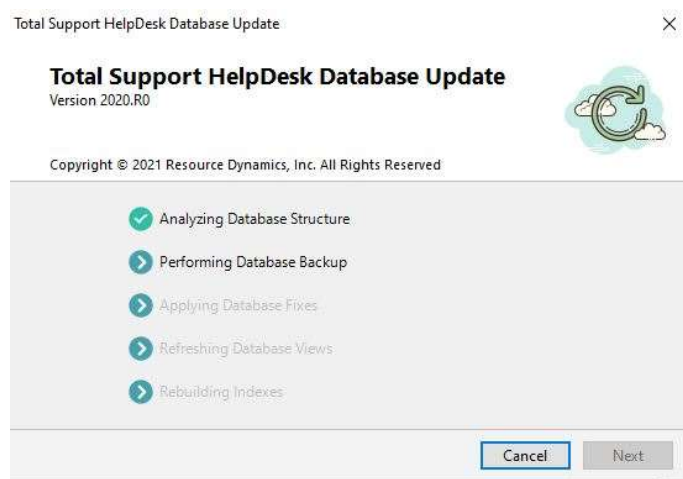
By default, the start menu folder is already named; however, you can rename this folder if you wish.

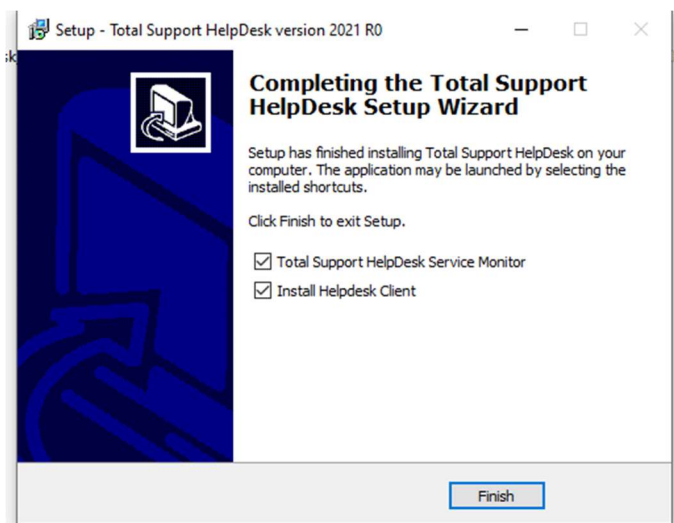


Now you are ready to install the files.



Click <Install> to begin.





To complete the installation, you must complete the install of the service. Browse to the \HelpDesk\Server folder and run the TSHDDDB.exe. This will install the services. Now, for the service monitor. This allows you to stop and start the service without going directly to the services. The executable is located in the \HelpDesk\Server folder, file name 'TSHDServerMonitor.exe'. MUST be ADMIN user to start the service. Service ONLY installs and runs on a single computer. The computer you install/run the services must be on at all times for HelpDesk to function.

IMPORTANT: If you installed HelpDesk server files on a non-server o/s, you will be required to disable the Windows SmartScreen. DO NOT MAKE THESE CHANGES WITHOUT THE EXPRESS PERMISSION AND GUIDANCE FROM YOUR IT ADMINISTRATOR. You must turn off SmartScreen if this is a non-server o/s through the Windows Defender settings and disable the service through group policy for both the computer configuration and the user configuration. We are not responsible for making these changes, these changes should only be done by someone who understands policy edits.

Install HelpDesk Client is optional, but for troubleshooting, we usually suggest installing a client on the server. IF you are going to configure your software to integrate with Act! CRM, please be sure Act! is also installed on the server; if not, do not install the HelpDesk client.

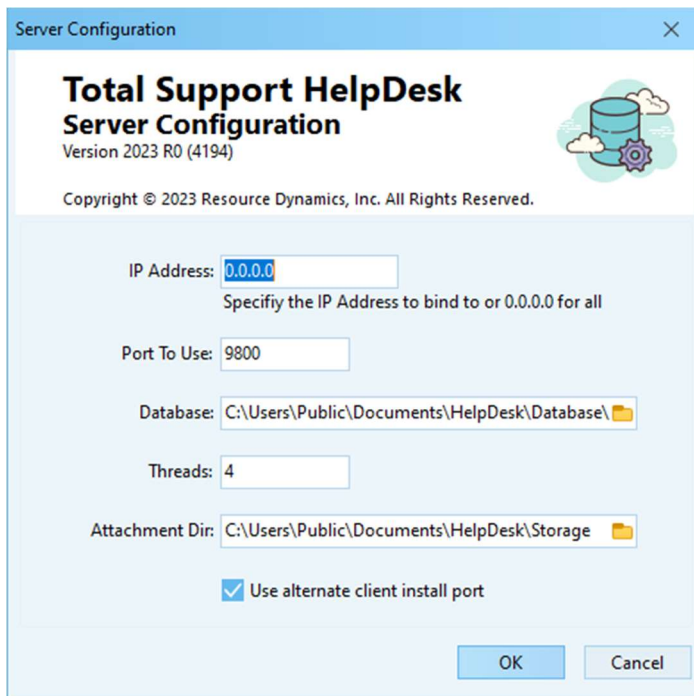
IMPORTANT for existing customers upgrading – DO NOT START THE SERVICE YET. If you plan on upgrading your data, you need to complete the data upgrade process, then you can start the service once the upgrade is completed.

The installation will create public documents on the server computer

- C:\Users\Public\Documents\HelpDesk
- Database folder will contain the blank TSHD.db3 & TSHD.db3-journal
- Server folder will contain log files for troubleshooting issues
- Storage folder will contain all the linked items (emails, documents, etc.)

Next, we need to configure the server.

Run the TSHDServerConfig.exe. Default location is C:\Program Files (x86)\HelpDesk\Server



By default, the location of the database and storage folder should already be displayed.

IP Address: default 0.0.0.0 or if you want to specify a specific IP address. ALL users must have access to any specific IP. Optionally, if your users will be connecting remotely, use a static IP that is open to the internet. A VPN is always a better option as it always encrypts the entire communication and would be better than using HTTPS. In order of most secure to least secure it would be VPN+HTTPS, VPN+HTTP, HTTPS, HTTP. HTTPS does require the customer to also purchase a separate HTTPS certificate, which is an additional recurring expense. A VPN generally would be a onetime cost.

Port to Use: 9800 (this is registered port for our HelpDesk). Does not support port forwarding at this time.

Database: This is the default path to the TSHD.db3, please do not change.

Database=C:\Users\Public\Documents\HelpDesk\Database\TSHD.db3

Threads: This should not be changed. It defaults to the appropriate value based on your server CPU.

Attachment Dir: This is the default path to the storage folder, please do not change.

User alternate client install port. If you are connecting with Act! and having connection issues, **then** you should enable this option. It will use port :8080 instead of :80. Act! Connect is hard coded to also use port 80. If you select this option, please see admin guide client install for special instructions.

CONGRATS! You have completed the installation and server configuration.

As a new user, you are ready to configure the software and install your clients.

Please download the [ADMIN/USERS guide](#).

As a current user of Total Support HelpDesk version 5.1.x or 2019.x, please download the [Upgrade Guide](#) for instructions on upgrading your database.