




# Total Contacts with HelpDesk Solution

Version 7


Server Configuration



Name	Date modified	Type	Size
backups	3/11/2026 8:00 AM	File folder	
client_files	3/11/2026 9:44 AM	File folder	
.log	3/11/2026 10:28 AM	Text Document	0 KB
sqlite3.dll	2/21/2023 12:40 PM	Application extens...	1,092 KB
TSHDDB.exe	2/28/2026 8:08 PM	Application	16,233 KB
TSHDServerConfig.exe	2/28/2026 8:09 PM	Application	5,904 KB
TSHDServerMonitor.exe	2/28/2026 8:09 PM	Application	3,125 KB

Before you can configure the software, you need to complete a few steps to configure the server.

In the main \server folder, you will find the above folders and files.



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TSHDServerMonitor.exe	2/28/2026 8:09 PM	Application	3,125 KB

The backups folder, this is where the scheduled backups will be stored.


Name	Date modified	Type	Size
backups	3/11/2026 8:00 AM	File folder	
client_files	3/11/2026 9:44 AM	File folder	

Name	Date modified	Type	Size
Helpdesk_Client_Installer.exe	7/10/2025 11:00 PM	Application	1,618 KB
TCHSClient.msix	2/28/2026 8:08 PM	MSIX File	47,880 KB
TSHD.exe	2/28/2026 8:07 PM	Application	34,122 KB
TSHDConfig.exe	2/28/2026 8:07 PM	Application	39,711 KB

The client\_files is where the client installer is stored. If you have an existing version 6, the old installer HelpDesk\_Client\_Install.exe will still be present. For version 7 clients, use the TCHSClient.msix. This will create a Windows app on the computer. Which you can pin to the taskbar for quick access.

You can push this out to your network clients, or they can launch a browser and use <http://localhost/installhelpdesk/> to download the file.



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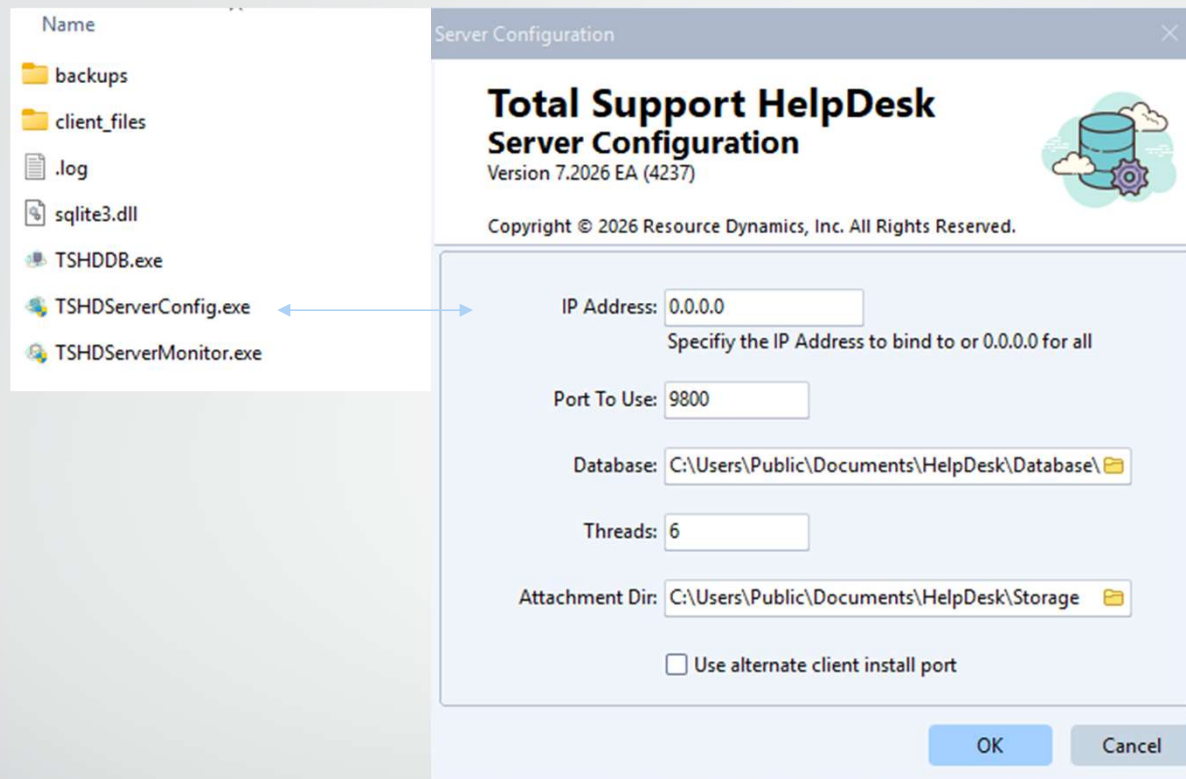
The TSHD.exe is the main executable, but should never be ran directly and is used with version 6 only.

TSHDConfig.exe is for version 6 and version 7. This is the main software configuration file.

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To install the services that was mentioned during the main installation, would be to launch the TSHDDB.exe. This will install the services required for the software to function. Once installed you can stop, shutdown, and restart the services by launching the TSHDServerMonitor.exe

The .log and sqlite3.dll are system files and will be updated as needed by the software.



The TSHDServerconfig.exe is the server configuration. By default, it is already configured. If you want to use a specific IP address for clients to connect. Example all users are remote connecting through a VPN, using a specific static IP address to connect them to the host. The Port is default to our software for the client install to be accessed.

**Congratulations!!!  
You completed the server installation**



If you have any questions, please don't hesitate to reach out to our team

[customerservice@resource-dynamics.com](mailto:customerservice@resource-dynamics.com)

We are available Monday-Friday 8am-4pm EST  
[Excluding scheduled holidays](#)