Total Contacts with HelpDesk Solution

Version 7

Installation

SYSTEM REQUIREMENTS

Full Windows 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 and newer Standard or Data Center

    Windows 11 (non-home)

        When using Windows non-server 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. 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.

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

Total Contacts w/ HelpDesk Solution requires a full windows operating system to function correctly.

If you need client access using iOS, Android or Chromebook, we have a solution called 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/
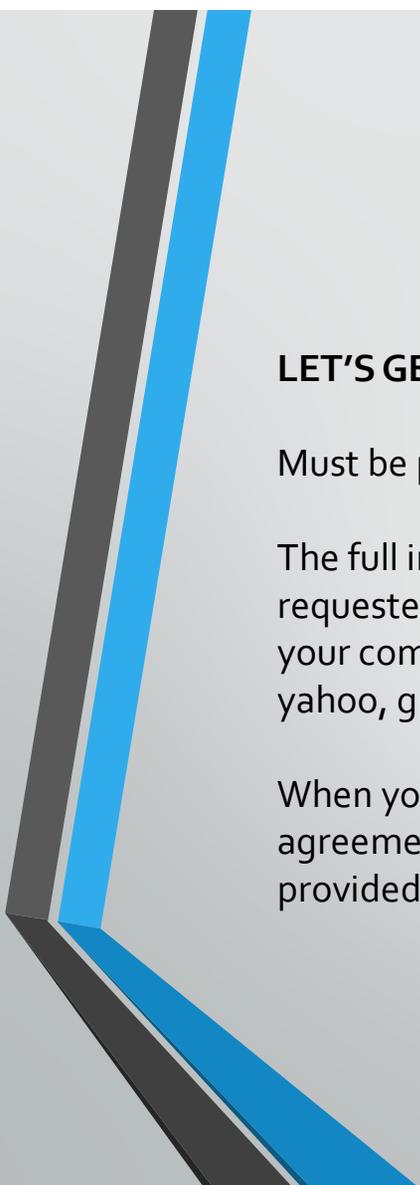
LET'S GET STARTED!

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

The full installer is wizard driven. To install the software, requires an installation code. If you have not yet requested your installation code, please email customerservice@resource-dynamics.com Please include your company name, contact name, and email domain address (we do not register generic domains, yahoo, gmail, outlook, etc.)

When you run the .exe, the first screen you will see is the license agreement. Once you agree to the agreement. The next screen is where you will copy/paste, or manually type, in the installation key we provided you in your email confirmation.
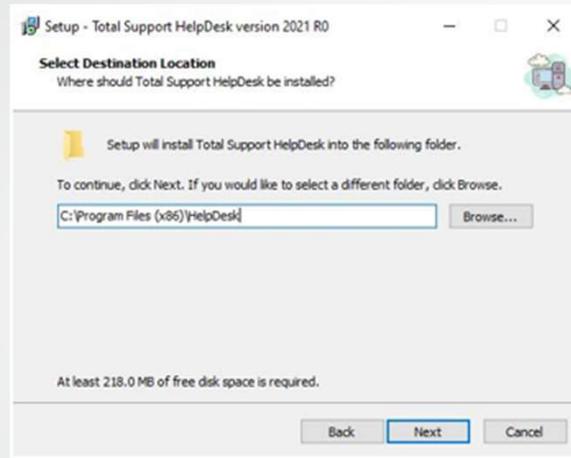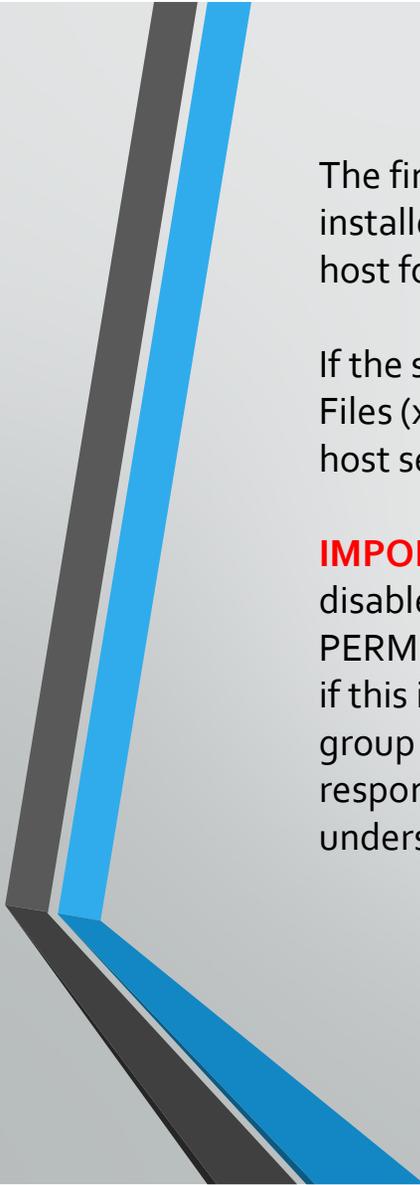
Select the folder to install the main files if you do not want to accept the default folder.
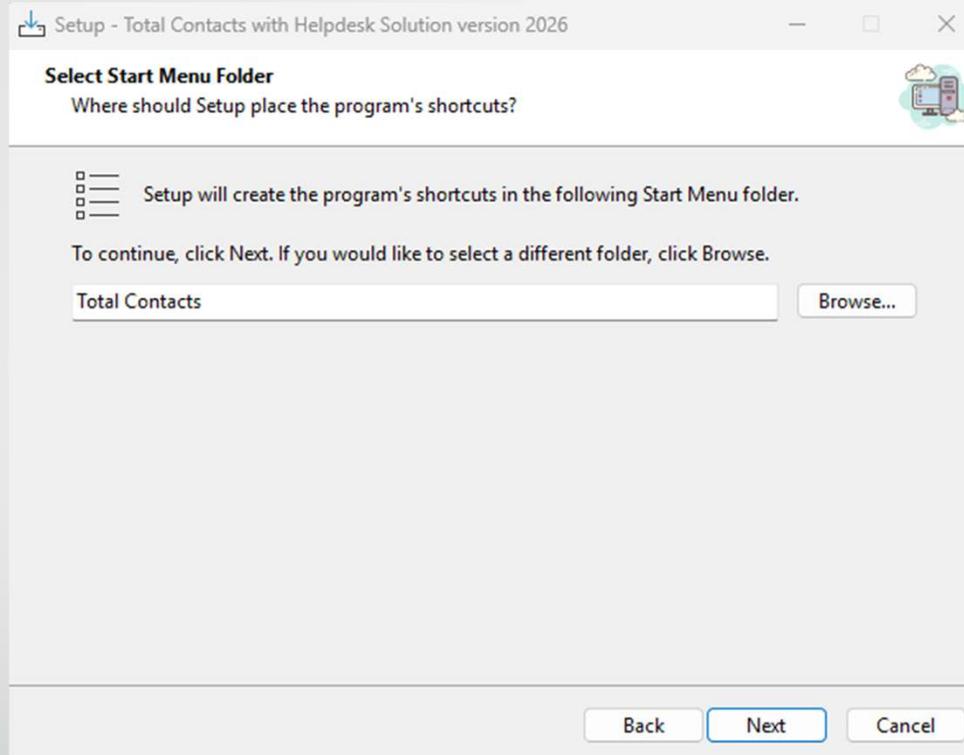
That start menu folder will default, but you can change location if you like. Click <next> to confirm the install folder and the startup folder.
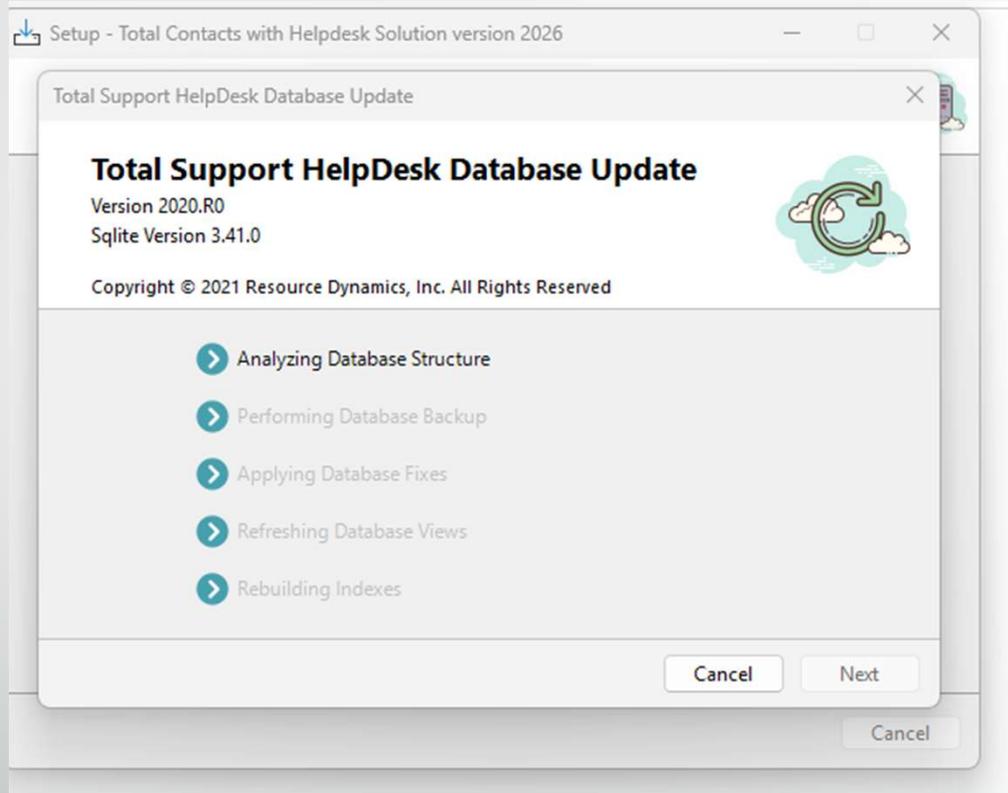
The final installation screen will prompt you to install the Service Monitor and if there is no client installed on the host, will include a client installation. We do recommend installing a client on the host for troubleshooting if needed.

If the service has not been installed, you can browse to the main server directory (ex: \Program Files (x86)\HelpDesk\server) and run the TSHDDB.exe. This MUST be installed and running on the host server for any users to log into the software and for the software 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.

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.)

DO NOT MOVE or CHANGE the location of these files or database. The application will only read/write/edit to this location on the host server.

NOTE: If you run the full install on another computer, you will create another instance of HelpDesk and will cause major issues when clients attempt to connect. Run the full installer only on the host server.

Congratulations!!!
You completed the main installation

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

customerservice@resource-dynamics.com

We are available Monday-Friday 8am-4pm EST
Excluding scheduled holidays