# 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.

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

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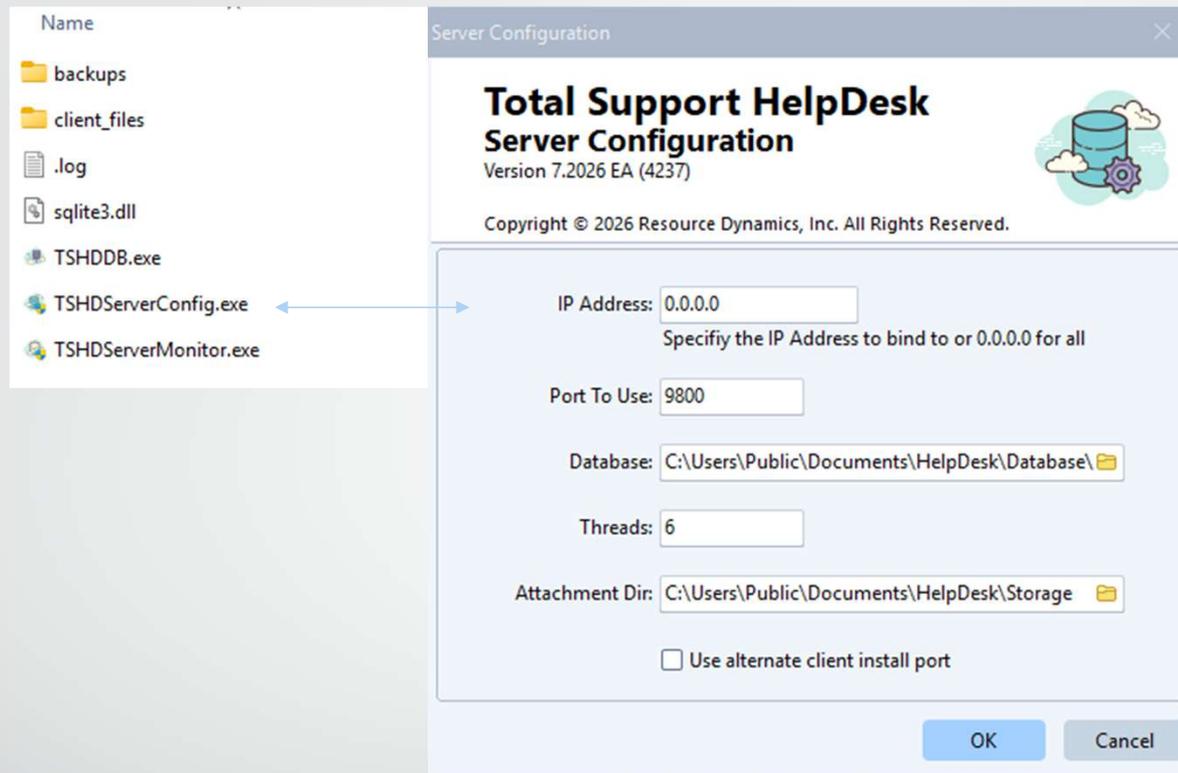
The TSHD.exe is the main executable, but should never be ran directly and is used with version 6 only.

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

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