

# HELP DESK PORTAL INSTALLATION GUIDE



v.2.8

Installation Guide

This document describes installation of TargetProcess Help Desk Portal application and common problems with resolutions.

PREREQUISITES .....	2
SERVER REQUIREMENTS .....	2
CLIENT REQUIREMENT .....	3
PREREQUISITES INSTALLATION .....	3
STEP 1. IIS INSTALLATION.....	3
STEP 2. .NET FRAMEWORK 2.0 INSTALLATION.....	3
STEP 3. WSE 3.0 INSTALLATION .....	3
TARGETPROCESS HELP DESK PORTAL INSTALLATION.....	4
INSTALL HELP DESK PORTAL.....	4
CONFIGURING HELP DESK PORTAL MODE .....	6
TROUBLESHOOTING.....	7
OTHER.....	7

### IMPORTANT NOTES:

- **TargetProcess Help Desk Portal requires .NET Framework 2.0**, it does not work on .NET 1.1. TargetProcess will not install if there is no .NET 2.0 on the server
- **IIS must be installed before .NET Framework 2.0**. Otherwise you may have problems and should run `aspnet_regiis -i` to resolve them
- **Web Services Enhancements 3.0 (WSE)** must be installed on server

## Prerequisites

### Server Requirements

---

- Windows 2000/2003/**XP Pro** (Home edition does not support IIS)
- Internet Information Server (IIS 5 or higher)
- WSE 3.0 Can be downloaded from Microsoft web site (<http://www.microsoft.com/downloads/details.aspx?FamilyID=018A09FD-3A74-43C5-8EC1-8D789091255D&displaylang=en>)
- .NET framework 2.0.  
Can be downloaded from Microsoft web site (<http://www.microsoft.com/downloads/details.aspx?FamilyID=0856eacb-4362-4b0d-8edd-aab15c5e04f5&displaylang=en>)

## Client Requirement

---

Web browser:

- Internet Explorer 5.5+
- FireFox 1.0+

**Note:** you must set your browser to allow cookies and enable JavaScript.

## Prerequisites Installation

If you don't have environment installed, software should be installed in the following order:

1. Install IIS from your Windows Install CD
2. Install .NET Framework 2.0

**Note:** IIS must be installed before .NET Framework 2.0.

## Step 1. IIS Installation

---

If you use Windows XP Pro you can install IIS 5.1 from the Windows XP Pro installation CD.

1. Open **Add/Remove Windows Components** in **Add/Remove Programs** in the **Control Panel**.
2. Mark check box for **Internet Information Services (IIS)**

## Step 2. .NET Framework 2.0 Installation

---

Download installer from

<http://www.microsoft.com/downloads/details.aspx?FamilyID=0856each-4362-4b0d-8edd-aab15c5e04f5&displaylang=en>

Run it and follow standard installation process.

## Step 3. WSE 3.0 Installation

---

Download installer from

<http://www.microsoft.com/downloads/details.aspx?FamilyID=018A09FD-3A74-43C5-8EC1-8D789091255D&displaylang=en>

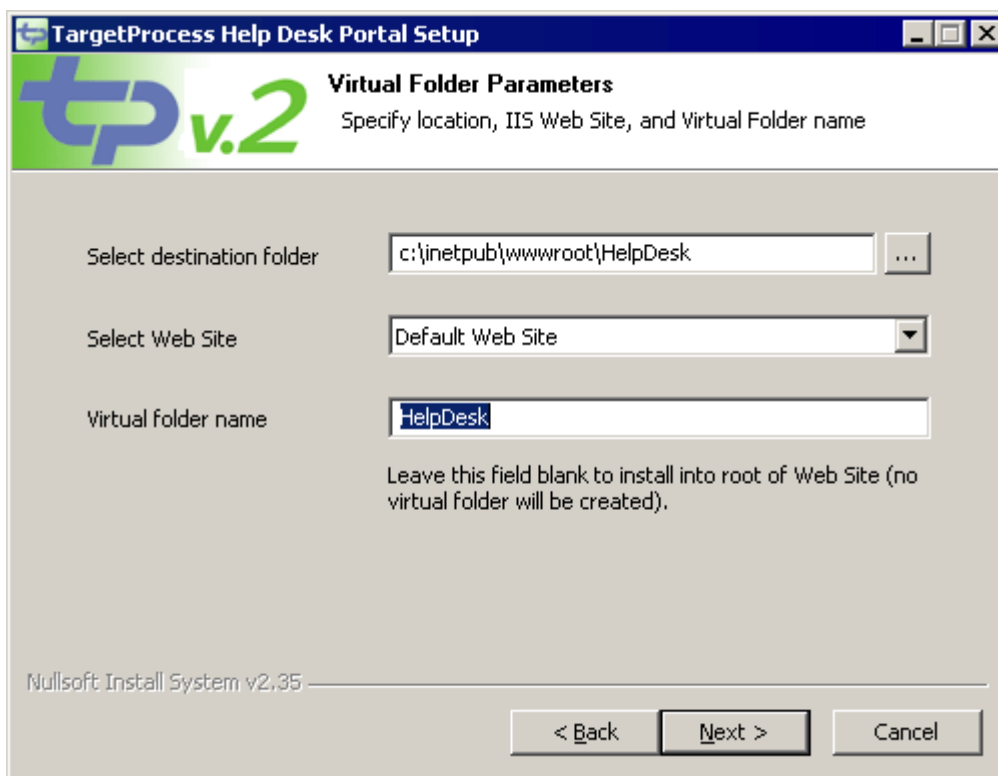
Run it and follow standard installation process.

# TargetProcess Help Desk Portal Installation

## Install Help Desk Portal

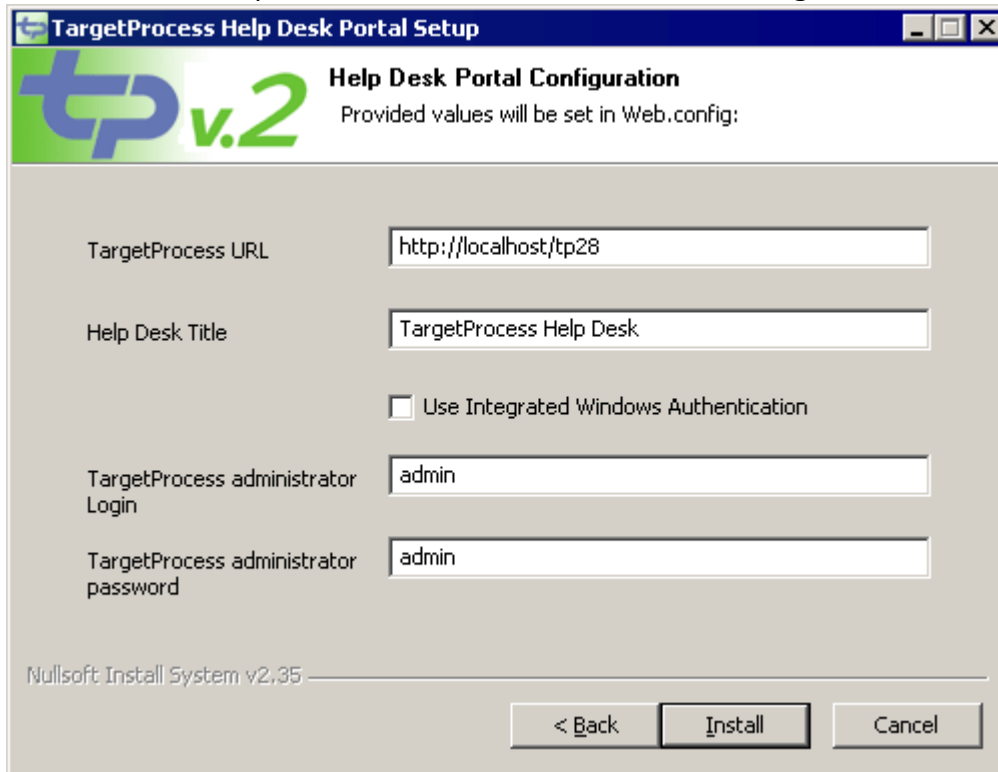
Unpack **TargetProcess\_HD\_Portal\_xxx.zip** into any folder

1. Run **TargetProcess\_HD\_Portal\_xxx\_setup.exe**
2. Click Next
3. TargetProcess automatically detects default IIS wwwroot folder and set default installation values. You may leave them as is and click Next



4. Specify the following parameters
  - a. TargetProcess URL – URL of TargetProcess application. It may be installed on another server. For example, <http://targetprocess.yourdomain.com>
  - b. Help Desk Title – Title of Help Desk Portal. It will be visible on all portal pages

- c. TargetProcess Administrator Login / Password – Help Desk Portal users Web Services to connect to TargetProcess application. You should specify login and password of **Administrator user from TargetProcess**.



The screenshot shows a Windows-style dialog box titled "TargetProcess Help Desk Portal Setup". The main heading is "Help Desk Portal Configuration" with a sub-note: "Provided values will be set in Web.config:". The dialog contains several input fields and a checkbox:

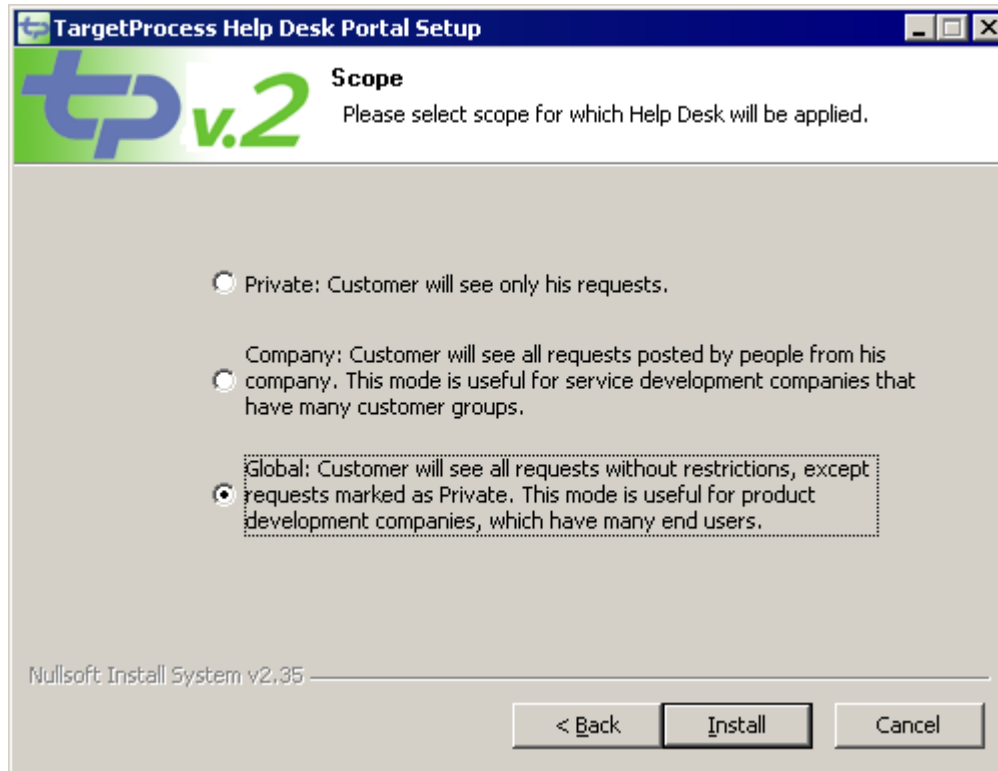
- TargetProcess URL:** http://localhost/tp28
- Help Desk Title:** TargetProcess Help Desk
- Use Integrated Windows Authentication
- TargetProcess administrator Login:** admin
- TargetProcess administrator password:** admin

At the bottom, there are three buttons: "< Back", "Install", and "Cancel". The footer text reads "Nullsoft Install System v2.35".

## 5. Specify Help Desk Portal mode

There are 3 modes for Help Desk Portal that defines requests visibility and people access:

- **Private:** Customer will see only his requests.
- **Company:** Customer will see all requests posted by people from his company. In this mode each requester should be bind to Company and each product should be bind to Company as well. In this case, when adding new request, only products for related company will be available. **This mode is useful for service development companies that have many customer groups.**
- **Global:** Customer will see all requests without restrictions, except requests marked as Private. **This mode is useful for product development companies, how have many end users.**



6. After several seconds Help Desk Portal will be installed.
7. Open web browser and type <http://localhost/HelpDesk>

## Configuring Help Desk Portal Mode

To change mode, open [help desk portal root]/wwwroot/Web.config file. Find Scope key.

```
<appSettings>
  <add key="TargetProcessPath" value="http://localhost/tp27svn/" />
  <add key="AdminLogin" value="firefalcon" />
  <add key="AdminPassword" value="falcon" />
  <add key="ActiveDirectoryMode" value="false" />
  <add key="Title" value="TargetProcess Help Desk" />
  <add key="Scope" value="Global" />
</appSettings>
```

You may set Global, Private or Company values here.

## Troubleshooting

---

- 1) Make sure .NET 2.0 is selected for HelpDesk virtual folder after installation.
- 2) Go to TargetProcess2 folder in IIS Admin, go to Services subfolder, Properties, Directory Security, allow anonymous access and deselect Basic authentication and Windows integrated authentication.

## Other

---

Please, email to **[support@targetprocess.com](mailto:support@targetprocess.com)** if any problems with installation.  
Visit support forum at <http://support.targetprocess.com>

If you have any questions about TargetProcess, just contact us:

Email: [info@targetprocess.com](mailto:info@targetprocess.com)

Web: <http://www.targetprocess.com>