

SysAidTM Freeware Installation Guide

Introduction

SysAid free edition is built for organizations with fewer than 100 computers and users. This document will help you install the software.

SysAid is a web application. You need to install the SysAid server, which all clients will access. SysAid includes a web server; you do not need to install one separately.

Clients accessing the help desk will connect to the server via a browser. For asset management, SysAid will deploy “end user modules” on the network’s machines. In either case, only the server needs a SysAid installation.

SysAid Server System Requirements

The minimum requirements for SysAid are:

- OS - Windows: NT, 2K, XP, 2003 , Linux , Mac , Solaris
- CPU - 2 GHz
- RAM - 2 Gb
- Disk Space (for application) - 1Gb (initial installation takes ~300 MB)
- Disk Space (for database) - 1Gb

Begin Installation

To begin installing SysAid go to the **Downloads** page (<http://www.ilient.com/download-helpdesk-software.htm>) click on **Download Freeware Version - FREE**. Double-click on **Download Windows version-SysAidServerFree.exe**.

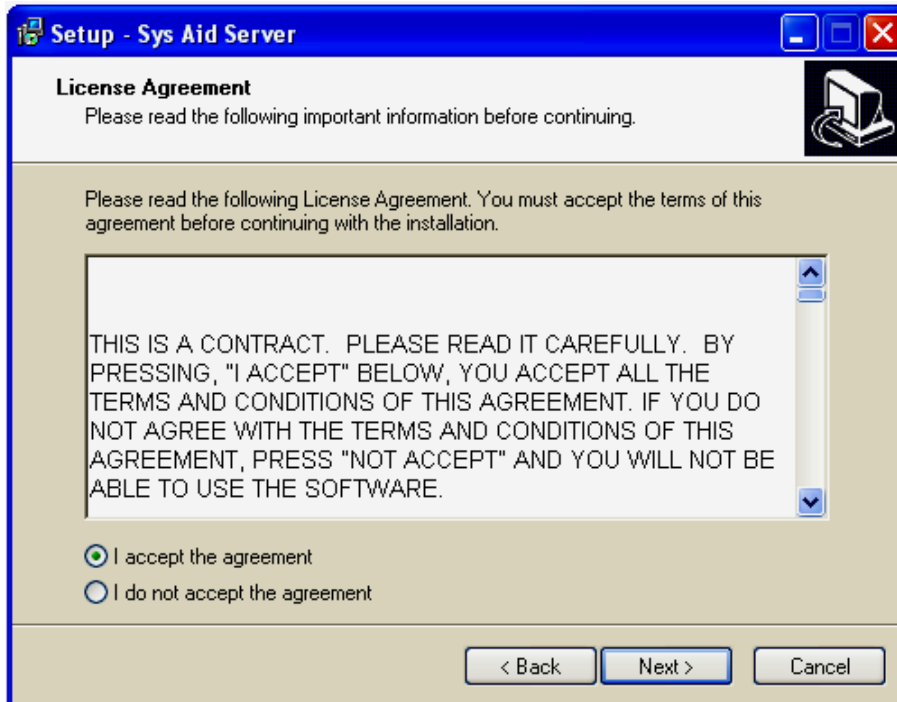
Now, you will be taken to the SysAid setup wizard (Figure 1). To begin installation, close all other applications and click the **Next** button.

Figure 1: Set up wizard



This will take you to the license agreement of SysAid (Figure 2). If you accept the terms of the agreement, select the appropriate button and click **Next**.

Figure 2: License Agreement



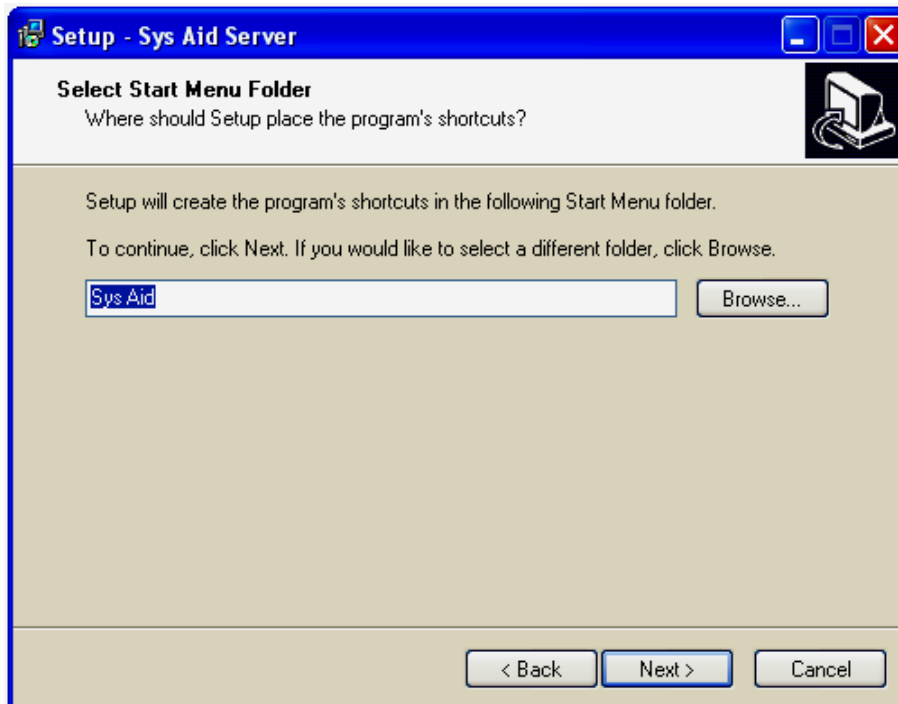
Now, you will be prompted to choose a folder on your computer, where you want the SysAid Server to be installed (Figure 3). The setup wizard will suggest a default, a recommended folder under your **Program Files** folder.

Figure 3: Set up -folder



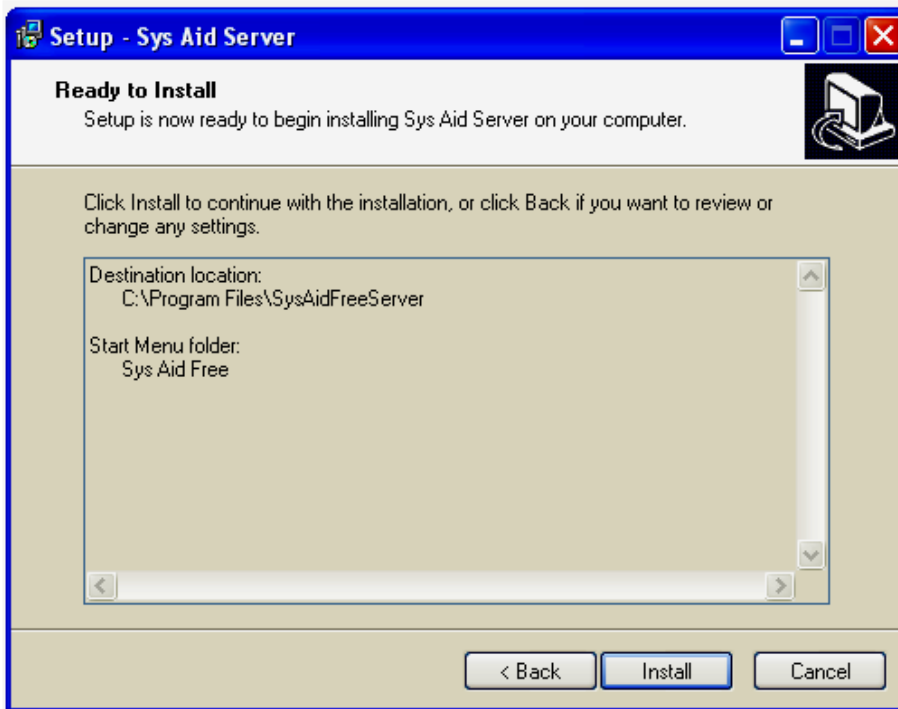
The setup wizard will now let you choose where to place shortcuts to the SysAid Server in your Start menu (Figure 4).

Figure 4: Set up menu folder



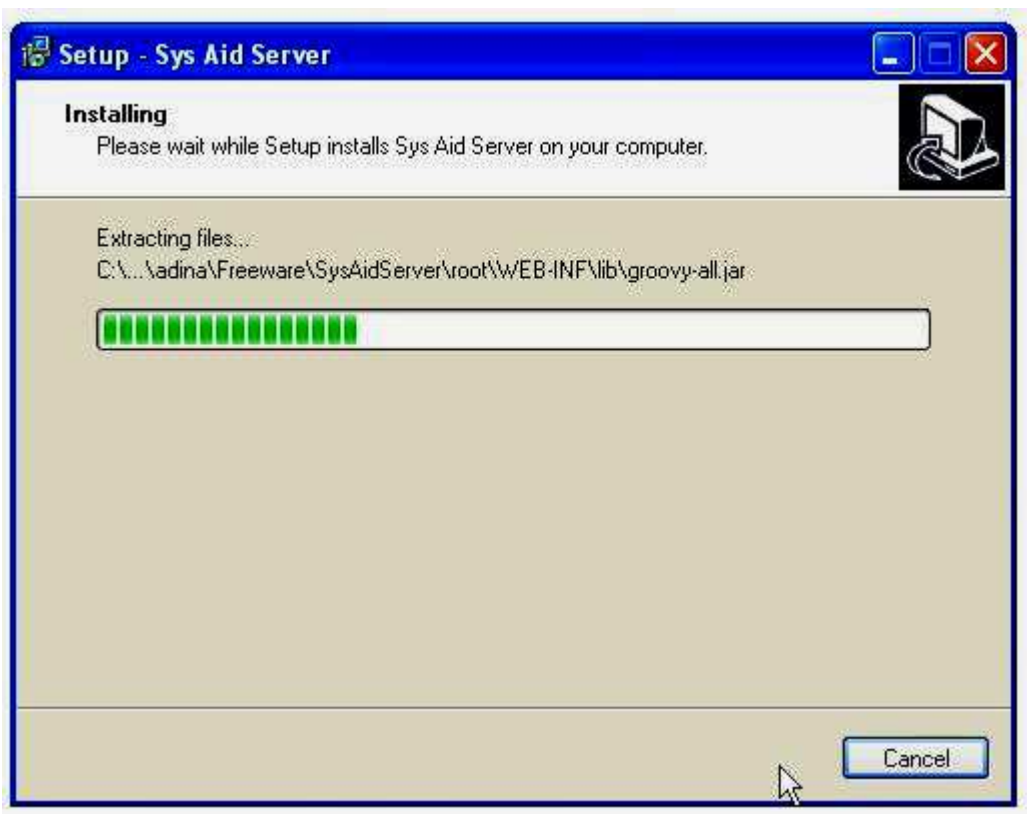
Next, the wizard will show you your settings (Figure 5). You can change the settings or continue by clicking **Install**; the program will install itself.

Figure 5: Ready to install



This may take several moments.

Figure 6: Installing SysAid Freeware



Installing A Database

Next you will be prompted to select a database. Once you have made your selection click **Next**.

Embedded Derby Database- Default

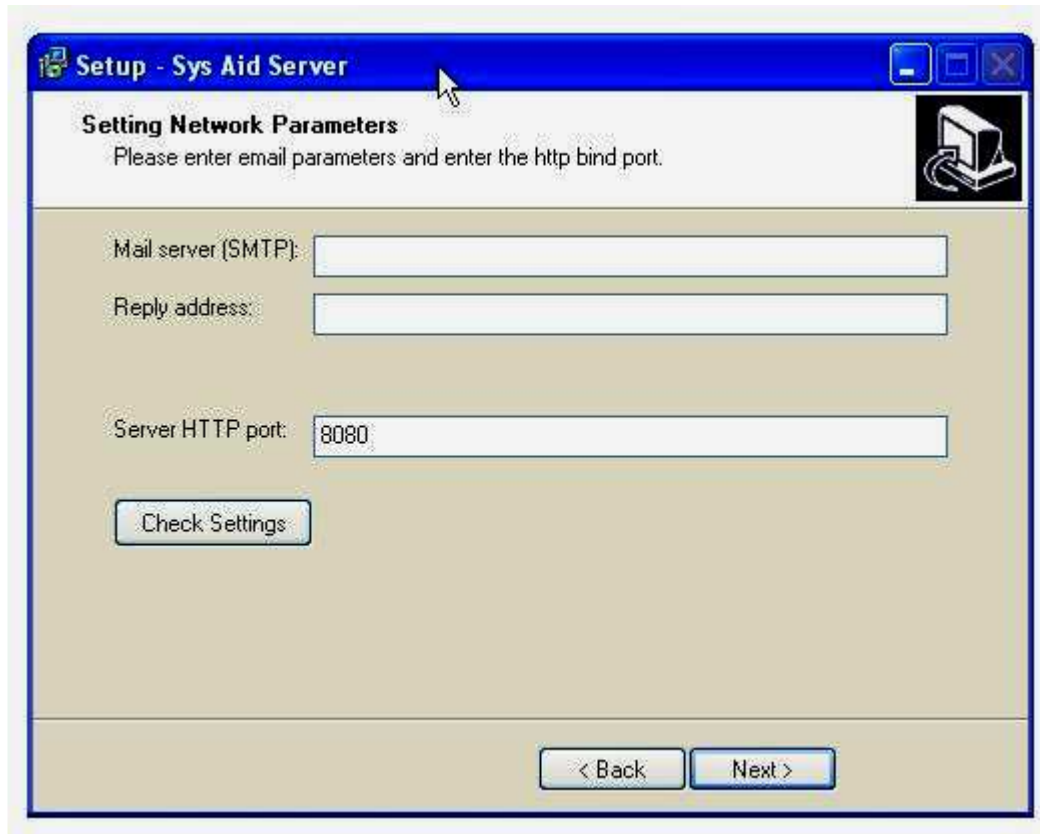
If you plan to use languages other than English, Dutch, French, German, Spanish or Italian (Latin 1, en-iso-8859-1) for example, the Thai or Russian language, during installation you should select the **Derby Database** as it supports UTF-8 encoding.

Setting Network Parameters

On this screen (Figure 8), you will be asked to specify your network parameters. Input your mail server and reply address. SysAid will use your reply address when contacting you.

“Server HTTP port” specifies the port the server will listen on. The default is 8080. You will use this port number when logging into SysAid (this is elaborated upon later).

Figure 7: Setting Network Parameters



After setting these parameters, you will be prompted to check the connection. If the connection is successful, click **Next** and you will move to the next screen.

Initializing Your Account

Now, you will need to input your account details and main administrator details (Figure 9).

Figure 8: Your account details



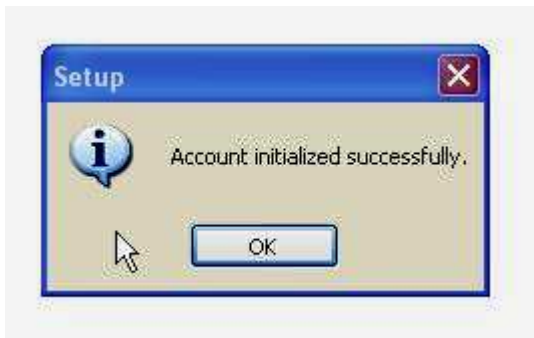
The screenshot shows a Windows-style dialog box titled "Setup - Sys Aid Server". The main heading is "Initializing Account" with a sub-instruction: "Please enter your account details and the main user details." There is a small icon of a computer monitor with a refresh symbol in the top right corner of the dialog. Below the instruction are five text input fields:

- Account ID:
- Serial Number:
- Main User Name:
- Password:
- Re-type Password:

At the bottom of the dialog are three buttons: "< Back", "Next >", and "Cancel".

Your account details (Account ID and Serial Number) will appear as defaults. You will need to input the main administrator details. Choose a user name and a password that is difficult for others to guess. Please make a note of your username and password, since these will be used them later to log into your account. Clicking **Next** will complete the installation.

Figure 9: Pop up box confirming account initialized



Installing SysAid creates a service file on your computer called “SysAid Server”. Once installation has been completed you will see the Completing Set Up screen.

Figure 10: Completing set up screen



Click **Finish** to finally complete installation.

With free support, you will be able to submit service requests to our own help desk. During the end of installation the free support page opens. This should now be completed so that you can receive six months free support.

Figure 11: Sign up for free support

SysAid
IT's That Simple

You've downloaded SysAid...
...Now sign up for free support and updates!

1-800-686-7047

Download Product Demo Prices Community Training **Support** Contact Company Languages

**You've downloaded SysAid...
...Now sign up for free support and updates!**

SysAid offers the best help desk around... But what happens when you need help?
When our FAQ and manuals don't answer your SysAid questions, why not contact our own help desk administrators?
To sign up for six months of free SysAid support, fill out the following form. During these six months, you'll also be eligible for free updates.

Email:

First Name:

Last Name:

Company/Organization (optional):

Get Support and Updates

Question?
Leave a message

Support

- Support Options
- Live Support
- Upgrades
- FAQs
- Troubleshooting Section
- Sign Up for Support**
- Newsletters

Customer Testimonials

"Ilient is great keeping in touch.. If you don't have Help Desk software now, you owe it to yourself and your users to try SysAid!"
Loral R. Johnson, System Admin, Lewes Realty

[More Testimonials](#)

Getting Started

You have finished installing SysAid. How to start using it?

To log into SysAid, open any browser. Input a URI in the following form:

Http://<server IP>:port

“Server IP” refers to the IP address of the server SysAid is installed on. “Port” is the port number SysAid is listening on. If the port is 8080, you do not need to enter it, since browsers assume port 8080 by default. You have specified the port number when installing SysAid.

If you are using the computer SysAid is installed on, you already have a shortcut under your Start menu. You can start SysAid using this shortcut.

At this point, you are the only user in the system. You will now want to add more users, both end users (who can submit service requests) and administrators (who are also authorized to modify the system and other users' details). Most likely, you will also want to add assets (computers, printers, etc.).

To learn how to set up and start using SysAid, please read **Guide 3: Getting Started Guide** http://www.ilient.com/down/getting_started.PDF . This guide contains everything you need to know about taking your first steps with SysAid. You can also read SysAid's help files, which are accessible through the system.

Contact Us

SysAid welcomes your questions, suggestions and any corrections or inaccuracies to this guide. We can be reached via phone and e-mail.

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To contact our support professionals, you may also fill in our online support form at http://www.ilient.com/contact_us.htm