



How to install Artologik HelpDesk 3

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During installation, the set-up program will give you detailed information on which information is required. If you want further information, you will find it in the FAQ in the Installation section at the Artologik web site: www.artologik.net.

Please Note: You must be working at the computer you wish to install the software on. You can make a remote installation e.g. through a VNC or a Terminal Server.

To install the program you need administrator rights on the computer. Additionally, a web server must be installed on the computer. The web server software that we recommend is IIS 4 (or later versions) or Apache Web Server for Windows.

The operative system on the web server should be Windows NT 4, Windows 2000 or Windows Server 2003.

If you are using Windows Server 2003 you need to do some additional settings, for instructions see separate document.

It is strongly recommended that you exit all Windows programs before running the set-up program. Click Cancel to quit the set-up and close any programs you have running. Open the installation program once more and click Next to continue the set-up program.

1. Select Installation Language

The installation instructions will be displayed in the language you select.

2. License Agreement for HelpDesk

To install HelpDesk you must agree to the terms of the license agreement. Click Accept to accept the license agreement and continue the set-up. Decline if you do not accept the license agreement and abort the set-up. You will find the license agreement enclosed with this document (Enclosure no 1).

3. Existing Artologik Database

If you already have an Artologik software installed, you can only connect this new HelpDesk installation to the existing Artologik database if the Artologik products have the same version number (3.x).

If the Artologik software has version number 2.x or earlier you cannot make a co-installation.

Please note that if you install your Artologik Softwares with separate databases, you must also select separate installation directories. To create a new directory you must exit the set-up program.

You will be asked if you want to install HelpDesk to an existing database. Select Yes to use the same database. If your other Artologik product is a no. 2 version (or earlier) you have to make separate installations.

Co-installations are necessary in order to coordinate login routines and user directories between different Artologik products.

4. Select Destination Location

The set-up program suggests a destination directory for the installation of HelpDesk. If you want to install the program into a different directory, click Browse and select the directory where you want to install it. You can choose not to do the installation by clicking Cancel and exit the set-up program. For security and practical reasons the program file should not be placed under the webroot of the web server.

(e.g. c:\inetpub\wwwroot\).

5. Select Type of Database

If you do not have any other Artologik products or if you want to use another type of database you select the type of database here. Demo examples can only be selected for Microsoft Access. Note: Demo examples should not be installed in a Freeware version since it contains more users than the Freeware license allows.

You can use Microsoft Access or Microsoft SQL Server. Select the alternative you prefer. If you choose to install with Microsoft Access you can do the installation with or without demo examples. (You can choose to have demo examples in your installation. The demo examples are fiction data about organizations, users and information in the software. They work as examples to make it easier to get a picture of how to work the software.) If you choose Access with demo examples you will in the next step be asked to select language for the demo examples (English, German, French or Swedish).

Note: If you select MS SQL database, the database must already be located on the database server. Additionally, you will need a connection, a System DSN, between the web server of the computer you are installing the program on and the database. The database connection uses ODBC. An ODBC is created automatically for Access, but the database connection for the SQL database has to be created manually in the control panel. If you do not have a database or a database connection prepared, you must exit the set-up program and do this.

Database Connection

1. In Windows 2000 and 2003 you create a database connection in the start menu; Start/ Settings/ Control Panel/ Administrative Tools/ Data Sources (ODBC). In Windows NT you will find the ODBC in the Control panel; Start/ Settings/ Control Panel/ ODBC.
2. On the tab System DSN you click Add and then select Microsoft SQL Server as the driver you want to connect the data source to.
3. Click Finish and enter in the new window: Name of data source, Description and which server the database is placed in (that you want to connect to).
4. Select SQL server authentication and state the Database User and Password for the database on the MS SQL server. This user must be a DBO (database owner). Do not use the "sa-user" for this connection. If you do not have this information, please contact the person responsible for the computer network of your organization.
5. If the right database is not indicated as the standard database, select another name. Then click Next until you reach the Finish button. Click the button and test the connection.
6. Open the set-up file again and enter the information for the new database under the heading Database Information.

If you use the Access database the ODBC is created automatically, providing there are correct ODBC drivers. If not, you must exit the set-up program and install MDAC2.5 (or later versions) on the computer before you can continue the Artologik installation. You can download the latest ODBC drivers from www.microsoft.com.

6. Database Information

If you select Access as the type of database:

- State a name for the data source, i.e. which System DSN to be used. A connection to the database (a System DSN) with this name will be created.

The set-up program suggests "Artologik" as the name of this System DSN. You can use this name for the first Artologik installation, but if you install several Artologik programs, you have to change this name on the other installation.

If you select MS SQL as type of database:

- Indicate which data source (System DSN) to use and the user name and password for the ODBC connection.

7. State Language for Demo Examples

If you have chosen to install with Microsoft Access, with demo examples, you will now be asked to select a language for the demo examples. Select English, German, French or Swedish.

8. Web Address

Indicate the web address (URL) on which Artologik is located. (The address indicated here must be an address to this web server.)

You must indicate the directory for which the program is located on the web site. For example:

`http://www.domainname.com/directory`

Note! You cannot end the name with a slash (/).

Keep this address noted because this is where you navigate to log in and use the software. If you do not know the domain name of the server, you can indicate the IP number instead. To run the program for a test limited to your own computer, you can use the address: `http://127.0.0.1/your_directory`.

9. Web Server Set-up

If you are using Microsoft Personal Web server or Microsoft Internet Information Server, you can let the set-up program map the directories automatically. If you want to locate the program on the web server root (e.g.: `http://www.domainname.com`) or use another web server than IIS, e.g. Apache Web Server, you must do the mapping manually. (See Enclosure no 2)

If you are using Windows Server 2003, you need to make further settings, see special document.

10. Start Set-up

You are now ready to install HelpDesk. Click Next to start set-up. A message will inform you when HelpDesk has been installed.

11. Finish Installation

Click Finish to complete set-up.

After the installation you will be sent directly to the address where the program has been mapped. A browser will be opened automatically and you will enter the login site of the program.

The following is temporary login information for HelpDesk. Log in with:

User Name: admin

Password: adminmaster

Be sure to change the password later on!

Notice! If you make an upgrade, you must use your own login accounts, the same as you used before the upgrade.

12. Registration

In order to make the program work for more than five days, you must run the registration program. This program will be e-mailed to you as soon as you register. If you cannot open e-mail containing EXE files, you can log in to <http://www.artologik.net> and get the key from there.

13. Uninstallation

If you would like to relocate the program and install it somewhere else in the network, you must uninstall the program before installing it again. Always make a copy of the database before you start. To uninstall in Windows 2000, Windows NT and Windows Server 2003, you enter the Start menu and select Settings and then Control Panel. Open Add/Remove Programs. Select the program you want to remove and click Add/Remove. Select automatic removal, click Finish and wait until the operation is completed.

Then make a new installation where you want it and save the copy on the database. In Access, you only have to exchange the file in the directory Database and on the SQL server you can run a restore of your database copy, or simply redirect the database connection to the former database. Remember to change the database information in the directory, as well.

The Artologik products can be located on a web site with anything from total to very restricted access. See Enclosure 3 of this document to study four different login procedures, which you can use when you integrate HelpDesk into the network of your organization.

We hope you enjoy Artologik HelpDesk!

Enclosure no 1

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Enclosure no 2

Manual Mapping

If you want to do the mapping of the directory manually, you do this in Start/ Settings/ Control Panel/ Administrative Tools/ Internet Information Service /Internet Services

1. Go to the location where you want to place the files.
2. Right-click and select New Virtual Directory, click Next.
3. State alias, for instance Artologik, and click Next.
4. Find the directory, select it and click Next.
5. Enter the Permission Level, click Next and then Finish.
6. Repeat step 1-5 for every directory you want to map.
7. To modify a path, right click on the folder and select Properties. In the field Local path, browse to the correct folder and click OK when done.

Information about the level of Web permission that is needed for the directories of all Artologik products can be found on www.artologik.net.

Mapping instructions for programs on the web server

HelpDesk

Physical directory	Virtual directory	Web permission
<Artologik installdir>/Artologik/wwwroot	<Artologik path>	(Read)
<Artologik installdir>/Artologik/cgi-bin	<Artologik path>/cgi-bin	(Execute)
<Artologik installdir>/Artologik/applets	<Artologik path>/applets	(Read)
<Artologik installdir>/Artologik/utilities	<Artologik path>/utilities	(Read)
<Artologik installdir>/Artologik/stylesheets	<Artologik path>/Artologik/stylesheets	(Read)
<Artologik installdir>/HD/wwwroot	<Artologik path>/HD	(Read)
<Artologik installdir>/HD/cgi-bin	<Artologik path>/HD/cgi-bin	(Execute)
<Artologik installdir>/HD/images	<Artologik path>/HD/images	(Read)
<Artologik installdir>/HD/upload	<Artologik path>/HD/upload	(Read)
<Artologik installdir>/HD/attachments	<Artologik path>/HD/attachments	(Read)
<Artologik installdir>/HD/stylesheets	<Artologik path>/HD/stylesheets	(Read)
<Artologik installdir>/HD/help	<Artologik path>/HD/help	(Read)

<Artologik installdir> is the directory where Artologik was installed, e.g.
C:\InetPub\Artologik\

<Artologik path> is the virtual path that was set during the installation, e.g.
http://127.0.0.1/HD or http://127.0.0.1

Directory Permission

The level of permissions is inherited and most of the times this will be OK for the Artologik installation. If you encounter problems, we recommend you to check the level of permissions in the Artologik directory. Make sure that the permissions for the Internet user follows the Artologik instructions that the table below describes.

Below are the permissions that must be set for the Internet user on the directories, to make the program work properly. The files in the directory need to have the same level of rights as the directory itself. The files in the directories must have the same permission as the directories.

HelpDesk

Directory	Permission	Advanced Permission
<Artologik installdir>/database	(CHANGE)	(RWXD) (RWD)
<Artologik installdir>/Artologik/wwwroot	(READ)	(RX) (R)
<Artologik installdir>/Artologik/cgi-bin	(READ)	(RX) (RX)

<Artologik installdir>/Artologik/plugin	(READ)	(RX) (RX)
<Artologik installdir>/Artologik/applets	(READ)	(RX) (R)
<Artologik installdir>/Artologik/utilities	(READ)	(RX) (R)
<Artologik installdir>/Artologik/templates	(READ)	(RX) (R)
<Artologik installdir>/Artologik/stylesheets	(READ)	(RX) (R)
<Artologik installdir>/Artologik/logs	(CHANGE)	(RWXD) (RWD)
<Artologik installdir>/HD/upload	(CHANGE)	(RWXD) (RWD)
<Artologik installdir>/HD/attachment	(CHANGE)	(RWXD) (RWD)
<Artologik installdir>/HD/logs	(CHANGE)	(RWXD) (RWD)
<Artologik installdir>/HD/wwwroot	(READ)	(RX) (R)
<Artologik installdir>/HD/cgi-bin	(READ)	(RX) (RX)
<Artologik installdir>/HD/images	(READ)	(RX) (R)
<Artologik installdir>/HD/stylesheets	(READ)	(RX) (R)
<Artologik installdir>/HD/templates	(READ)	(RX) (R)
<Artologik installdir>/HD/help	(READ)	(RX) (R)
<Artologik installdir>/HD/temp	(CHANGE)	(RWXD) (RWD)

<Artologik installdir> is the directory where Artologik was installed, default Webserver Internetlibrary.

The directory Artologik\plugin only exists if you have any plugins installed. The directory Artologik\logs only exists if you are using version 3.2 or later.

Enclosure no 3

Login Routines

Administrators can select different methods for giving the user access to the login function of the Artologik products. There are four alternative ways of handling the login procedure. You control this by making settings for the web server.

1. Standard Login

When you install an Artologik program on a web server, the set-up program sets up a standard login procedure. This procedure is based on the assumption that the web server settings allow anonymous access. This means that the normal login procedure and user identification of Artologik is used. The Artologik user always gets a personal user name and password which are registered by the administrator. When you log in a unique and secret ID is created. This ID is used for as long as you are logged in. Every time you do something in the program, access is ensured through this secret ID. This is how it works when you, e.g. have a network with access for everyone, but you still want to limit access to the Artologik product. If you want to offer access to the Artologik programs via the Internet, this is a good method with a high level of security.

2 .Standardlogin without product list

If you are using one Artologik program, you will not need to use the page where you select a program after login. Do like this to skip the product list after login:

1. Open the file <Artologik installdir >\Artologik\wwwroot\default.htm where <Artologik installdir > is the folder where you installed your Artologik program.

2. Change “AGS_Login.exe” to “AGS_Login.exe?LaunchApp=<PRODUCT>”. Replace <PRODUCTS> with the product code of the program concerned. Please note that the system is sensitive to upper and lower case letters and that the brackets should not be used for the search path or the product code. Use one of the following application codes:

Program	Application Code
EZbooking	EZ
TIME	TIME
ProjectManager	PM
EmailResponse	EMR
HelpDesk	HD
Query&Report	QR
WebPublish	PUB

3. Login with Identification through Network Login ID

The Artologik programs may be installed in a network where anonymous access is not allowed, and the user must log in with his/her user name and password to gain access. In this case, Artologik will take the user name and try to match it to Artologik’s list of registered user names. If this user name has not been registered, you end up at the normal login field where you can log in using the personal user name and password for this Artologik product. In this way, you will be able to raise security by having login in two stages with different user names, one for the network and one for Artologik. Having the same user name for Artologik as for the network is one way of making the procedure easier, since you are then only required to log in once. As in the former case, the administrator registers the user name and password. This routine requires Microsoft Internet Information Server, version 4 and that you have enabled server access with network identification.

4. Direct Access to the Programs

If you want to use the Artologik programs as an integrated part of your web site, you can create direct links to the programs by using the following formula for linking:

[http://www.domain.nu/artologik-mapp/cgi-bin/AGS_Login.exe?LaunchApp="applicationcode"](http://www.domain.nu/artologik-mapp/cgi-bin/AGS_Login.exe?LaunchApp=)

Use the following application codes and insert them into the link above:

Program	Application Code
EZbooking	EZ
TIME	TIME
ProjectManager	PM
EmailResponse	EMR
HelpDesk	HD
Query&Report	QR
WebPublish	PUB

When you create direct links, you have to log in the first time you are going to enter the program. The browser will then keep your login ID until you have closed the program down completely. This means that you do not have to log in more than once per session. If you use network identification, you will be able to go straight into the program, without having to log in.