

ieSupportManager Installation Guide.  
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Website: [www.iecomputersystems.ie](http://www.iecomputersystems.ie)

# ieSupportManager

# Installation Guide

## (All Databases)

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# Introduction

The document outlines the steps involved to successfully install the ieSupportManager helpdesk system. Please read all steps carefully as each step has been included for a reason. Most installation issues occur because some steps were skimmed over or were skipped completely.

ieSupportManager uses a database to store and retrieve its relevant data. Therefore, it is necessary to ensure that the required database is correctly configured before installing and configuring ieSupportManager itself. This document outlines the installation steps required depending on the database type that you wish to use with ieSupportManager. ieSupportManager supports the following databases:-

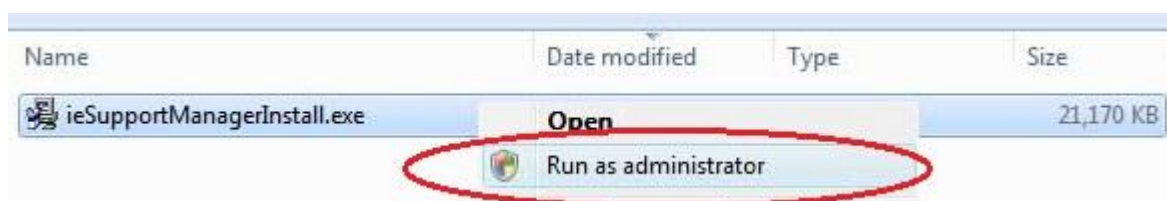
- Microsoft SQL Server 2000
- Microsoft SQL Server 2005
- Microsoft SQL Server 2005 Express Edition (MSDE)
- Microsoft SQL Server 2008
- Firebird

If you intend you evaluate ieSupportManager on a stand-alone PC then Firebird is sufficient. This database allows you use ieSupportManager without incurring any database cost and is included in the ieSupportManager installation routine.

**Important Note for MS SQL Installations:** Although we do not provide the installation steps for the databases themselves (Microsoft SQL Server 2000, Microsoft SQL Server 2005, Microsoft SQL Server 2005 Express Edition –MSDE and Microsoft SQL Server 2008) we do however include some very important and relevant configuration steps necessary for ieSupportManager to install and run correctly. Please visit our website at [www.iecomputersystems.ie/downloads/downloads.htm](http://www.iecomputersystems.ie/downloads/downloads.htm) to download the relevant MS SQL configuration document **prior** to installing ieSupportManager itself.

Before you proceed you will also need to download the latest copy of the ieSupportManager installation routine from our website at [www.iecomputersystems.ie/downloads/downloads.htm](http://www.iecomputersystems.ie/downloads/downloads.htm)

**Installation Permissions:** Before installing ieSupportManager on any machine you must ensure that you are logged into the local machine as the Administrator. If you are installing on Windows Vista, Windows 7 or Windows 2008 Server then you must right click on the ieSupportManagerInstall.exe file and select ‘Run as administrator’ (see below). If prompted by User Account Control click ‘Yes’ to allow the install program to run with full administrator permissions.



# Installing ieSupportManager on a standalone PC

- Run ieSupportManagerInstall.exe (please see important notes above regarding installation permissions)
- Click on 'Install ieSupportManager 2.xx' and click on 'Next'.
- Click on 'Next' on the 'Welcome' screen.
- Read the License Agreement and click on 'I Agree'.
- When prompted for 'What would you like to do?' ensure that both 'Install ieSupportManager client files' and 'Install ieSupportManager data files to server' are checked and click on 'Next'.
- Click on your desired database
- Check that the server name is correct and click on 'Next'.
- Click on 'Next' to accept the default folder of 'C:\Program Files\ieSupportManager' for the program files.
- Click on 'Next' to accept the default folder of 'C:\Program Files\ieSupportManager\Datafiles' for the data files.
- Click on 'Next' to accept the default program manager group of ieSupportManager.
- When prompted with 'Start Installation' click on 'Next'.
- When the installation is complete click on 'Done'.
- Click on 'Finish' to exit the install.
- You should now be able to run and log in to ieSupportManager on your PC by clicking on the ieSupportManager icon on your desktop.
- When prompted for a username use 'administrator', and for the password use 'admin' (**Important Note:** Ensure the caps lock is off as the password is case sensitive, the username will always be in capitals regardless whether caps lock is on or off)
- Click on 'OK'.
- If the ieSupportManager main menu is displayed, you have correctly installed ieSupportManager on your PC (and Firebird if that database type was chosen).
- Exit ieSupportManager.

# Installing ieSupportManager on a server and workstation

This section outlines the steps for installing ieSupportManager on your server and workstations so that it can be accessed by multiple client machines.

## Install ieSupportManager Program and Data Files on the server

- Run ieSupportManagerInstall.exe (please see important notes above regarding installation permissions)
- Click on 'Install ieSupportManager 2.xx' and click on 'Next'.
- Click on 'Next' on the 'Welcome' screen.
- Read the License Agreement and click on 'I Agree'.
- When prompted for 'What would you like to do?' ensure that both 'Install ieSupportManager client files' and 'Install ieSupportManager data files to server' are checked and click on 'Next'.
- Click on your desired database
- Check that the server name is correct and make a note of the server name
- Click on 'Next'.
- Click on 'Next' to accept the default folder of 'C:\Program Files\ieSupportManager' for the program files.
- Click on 'Next' to accept the default folder of 'C:\Program Files\ieSupportManager\Datafiles' for the data files.
- Click on 'Next' to accept the default program manager group of ieSupportManager.
- When prompted with 'Start Installation' click on 'Next'.
- When the installation is complete click on 'Done'.
- Click on 'Finish' to exit the install.
- You should now be able to run and log in to ieSupportManager on your PC by clicking on the ieSupportManager icon on your desktop.
- When prompted for a username use administrator, and for the password use admin, and click on 'OK'.
- If the ieSupportManager main menu is displayed, you have correctly installed ieSupportManager on your PC (and Firebird if that database type was chosen).
- Exit ieSupportManager.

Once you have your server configured correctly and working, you can now configure your workstation to access the ieSupportManager data files on it. The following steps must be followed on each required workstation.

## Install ieSupportManager Program Files on a workstation

- Run ieSupportManagerInstall.exe (please see important notes above regarding installation permissions)
- Click on 'Install ieSupportManager 2.xx' and click on 'Next'.
- Click on 'Next' on the 'Welcome' screen.
- Read the License Agreement and click on 'I Agree'.
- When prompted for 'What would you like to do?' ensure that only 'Install ieSupportManager client files' is checked and click on 'Next'.
- Click on your desired database
- Enter the server name as noted above in the space provided and click on 'Next'.
- Click on 'Next' to accept the default folder of 'C:\Program Files\ieSupportManager' for the program files.
- Click on 'Next' to accept the default program manager group of ieSupportManager
- When prompted with 'Start Installation' click on 'Next'.
- When the installation is complete click on 'Done'.
- Click on 'Finish' to exit the install.

## **Final Check (optional, but recommended)**

At this stage both the client and server should be configured correctly. However, as a final check to ensure that everything is installed correctly, you should reboot all machines.

- Shut down the client machine and power it off.
- Reboot the server but do not log back in.
- Power back on the client machine and see if you can still run ieSupportManager, even though the server has not been logged in.
- Log into the server and see that you can still run ieSupportManager on the server.

# Installing ieWebAdmin on a client machine

You only need to install ieWebAdmin if you are going to be running the ieSupportManager web front end. Before you install ieWebAdmin on a machine, you must ensure that the machine in question is currently running ieSupportManager (see installation steps above), as the ieWebAdmin program files need to be installed to the same directory as an existing copy of ieSupportManager. As ieWebAdmin is an additional module that allows you to administer the web front end, you can install it on as few or as many client machines as you require. It does **not** have to be installed on every machine currently running ieSupportManager. Only ieSupportManager administrators will have access to it, so it is probably best to only install it on their machines.

## Install ieWebAdmin

- If the PC is running Windows 2000, Windows XP or windows Vista, first ensure that you are logged into the local machine as the Administrator.
- Run ieSupportManagerInstall.exe (please see important notes above regarding installation permissions)
- Click on 'Install ieWebAdmin 2.xx' and click on 'Next'.
- Click on 'Next' on the 'Welcome' screen.
- Read the License Agreement and click on 'I Agree'.
- Click on 'Next' to accept the default folder of 'C:\Program Files\ieSupportManager' for the program files.
- When prompted with 'Start Installation' click on 'Next'.
- When the installation is complete click on 'Done'.
- Click on 'Finish' to exit the install.
- You should now be able to run and log in to ieWebAdmin by clicking on the ieWebAdmin icon on your desktop.
- When prompted to logon use the administrator name and password that you would normally use for ieSupportManager, and click on 'OK'.
- If the ieWebAdmin main menu is displayed, you have correctly installed the ieWebAdmin program files.
- We now need to set up a default web profile for your web users.
- Click on Security / Web Profiles and click on 'New'.
- For the description type in Web Users and click on 'Save'.
- Leave all other settings as they are and click on 'Close'.
- We now need to set up a test user for testing. You can delete this user at a later stage.
- Click on Security / Web Users and click on 'New'.
- For the user name enter TESTUSER and for the password enter TEST.
- Select the profile Web Users from the profile drop down list.
- Select any customer from the customer drop down list and click on 'Save'.
- Exit ieWebAdmin.

If you would like to install the ieWebAdmin program files on more than one machine then just repeat the above instructions. This will install the program files, set up the ODBC connection and create the icons on your desktop and programs menu.

# Installing ieWebSupport on your web server

You only need to install ieWebSupport if you are going to be running the ieSupportManager web front end. Before you install ieWebSupport on your web server you need to ensure the following:-

- a) Your web server is running IIS.
- b) You have successfully configured ieSupportManager on your web server (see installation steps above).

## Install ieWebSupport

- First ensure that you are logged into the local machine as the Administrator.
- Run ieSupportManagerInstall.exe (please see important notes above regarding installation permissions)
- Click on 'Install ieWebSupport 2.xx to web server' and click on 'Next'.
- Click on 'Next' on the 'Welcome' screen.
- Read the License Agreement and click on 'I Agree'.
- Click on 'Next' to accept the default folder of 'c:\inetpub\wwwroot\ieWebSupport'
- You will then be prompted for the location of your existing copy of ieSupportManager. The install procedure needs to know this as it needs to ensure that it is included as part of the path environment variable on your web server. If setup has correctly detected this directory (usually 'C:\Program Files\ieSupportManager') click on 'Next'. Otherwise click on 'Browse' to select the correct directory before clicking on 'Next'.
- If the install procedure prompts you to 'Modify Path ?', just click on 'Yes'. Your ieSupportManager directory will be added to your path, and the install will exit to allow this change to take affect. If this happens run ieSupportManagerInstall.exe again and continue as before.
- When prompted with 'Start Installation' click on 'Next'.
- When the installation is complete click on 'Done'.
- Click on 'Finish' to exit the install.

## Important Installation Notes Regarding IIS7.0

If you receive the following error then you must enable the 32-Bit Application setting for the Classic .NET AppPool (steps described below)

```
Server object error 'ASP 0196 : 80040154'
```

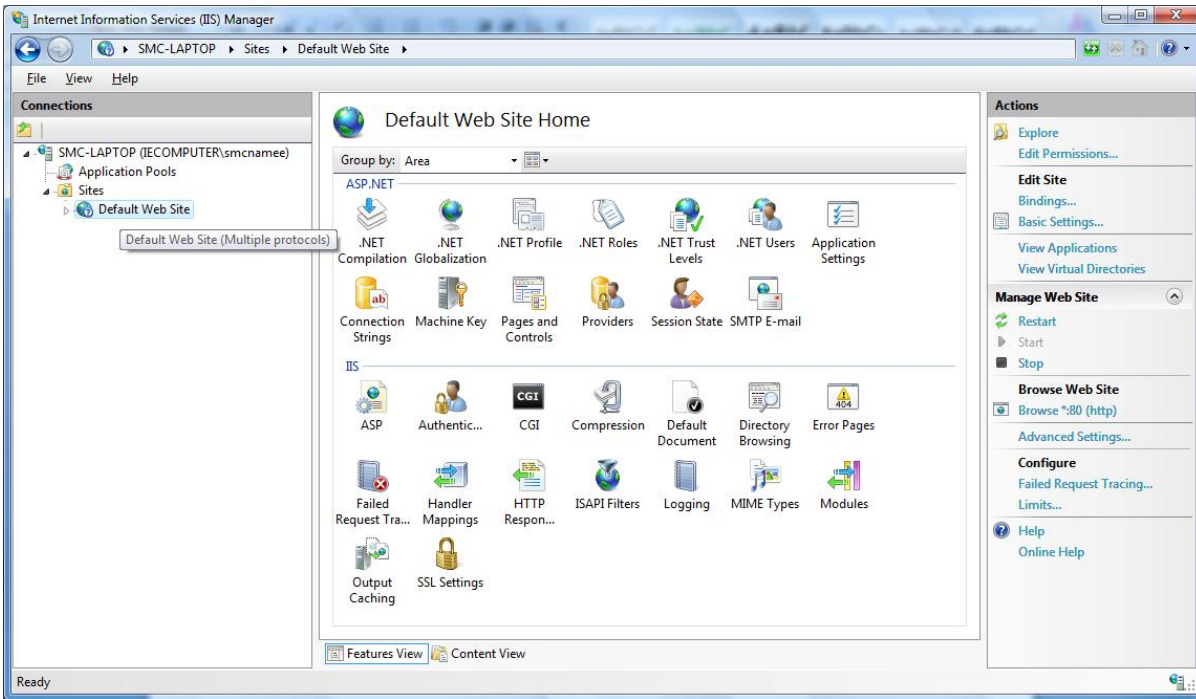
```
Cannot launch out of process component
```

```
/ieWebSupport/ieLogonJS.asp, line 17
```

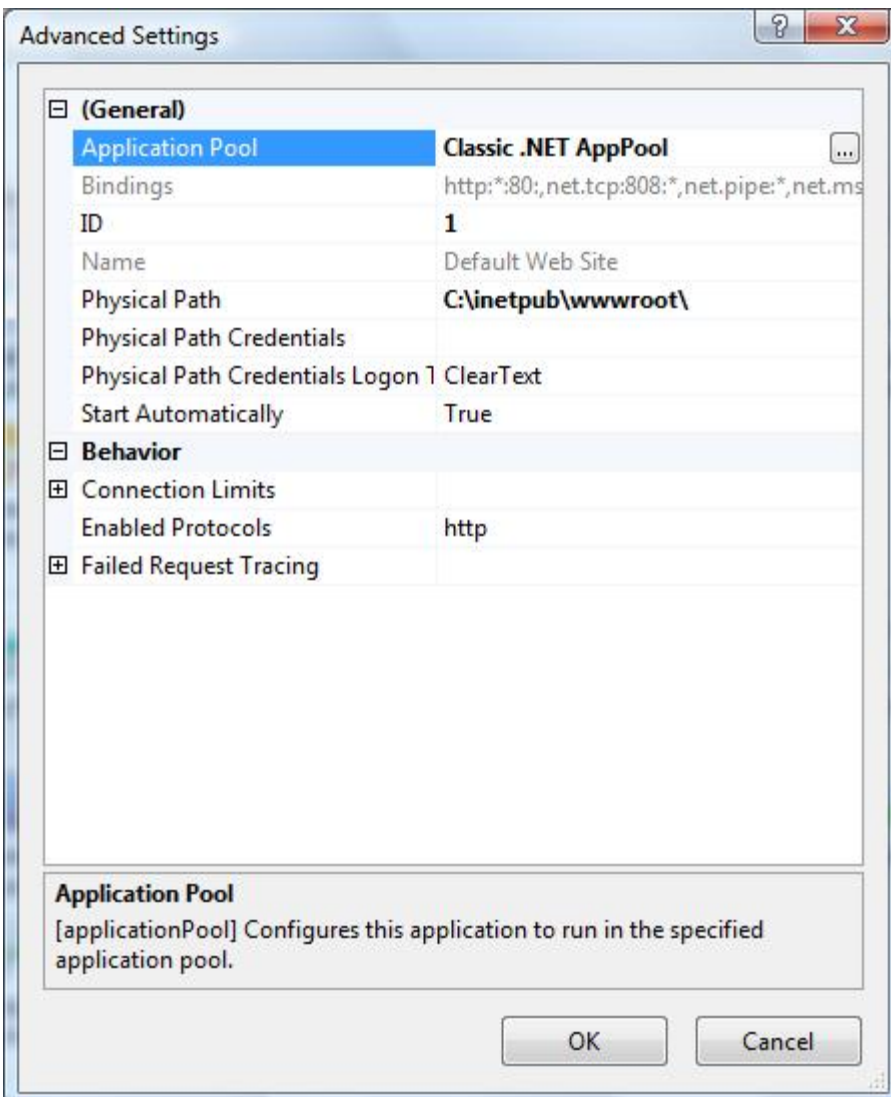
Only InProc server components should be used. If you want to use LocalServer components, you must set the AspAllowOutOfProcComponents metabase setting. Please consult the help file for important considerations.

To resolve the above issue then please step through the following instructions:-

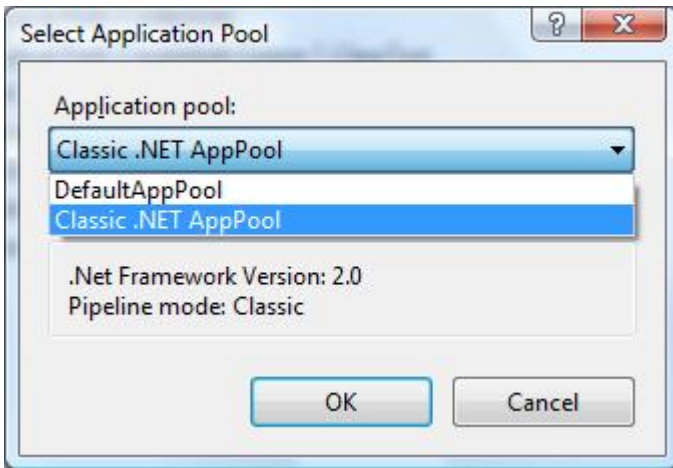
1. Select IIS Manager from Control Panel, Administrative Tools
2. Highlight 'Default Web Site' on left-hand side menu
3. Select 'Advanced Settings' on right-hand side menu (see example screen below)



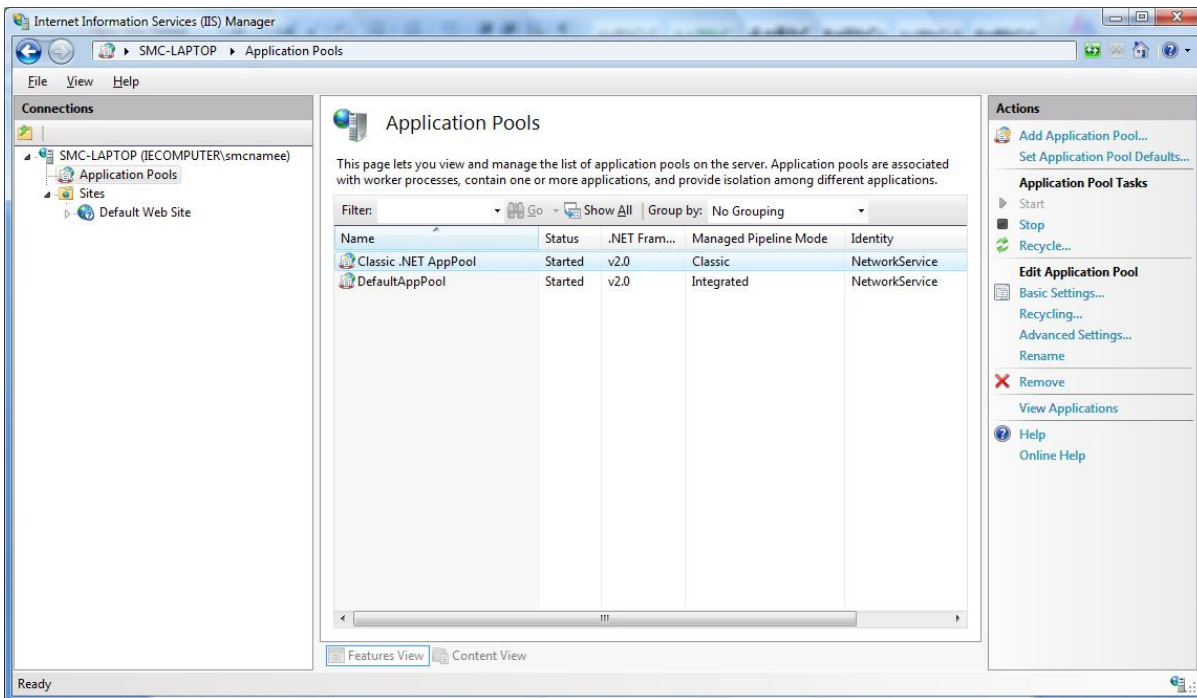
4. Check that the application pool is set to 'Classic .NET AppPool' (see example screen below)



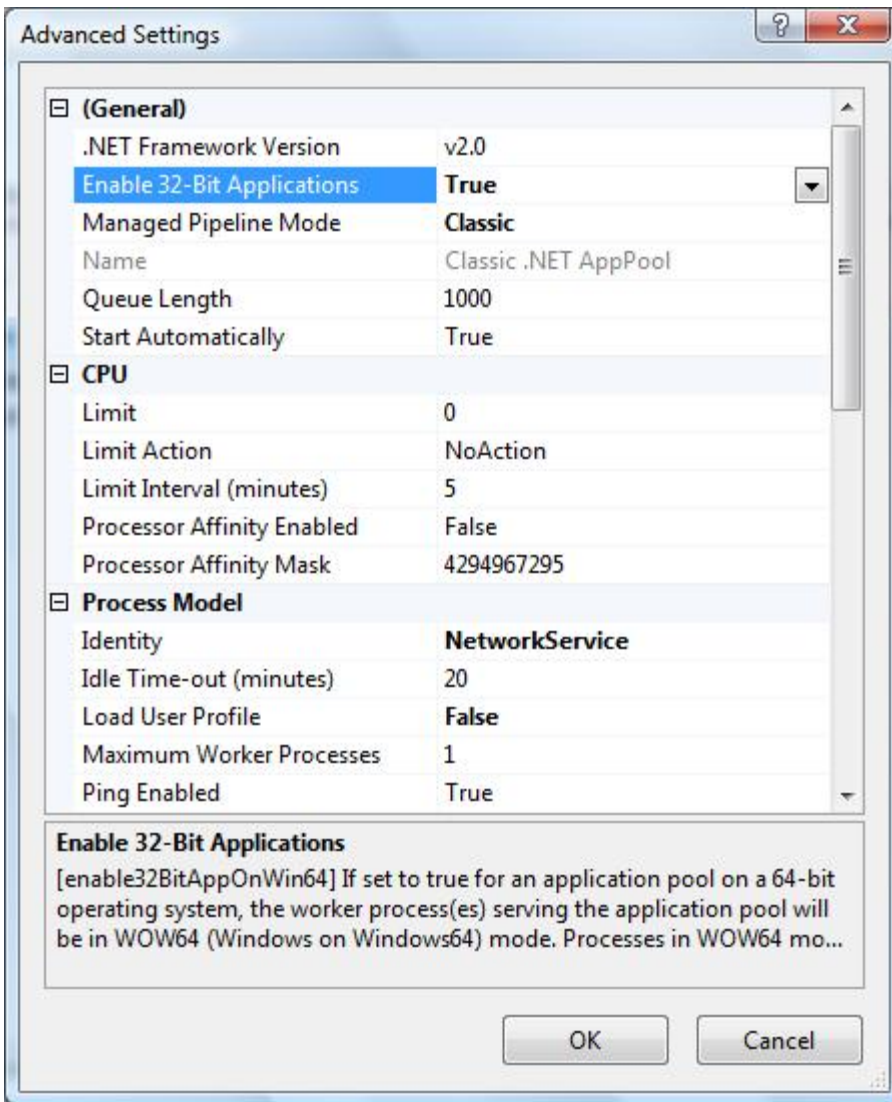
5. If not then click on the button to the right on the application pool setting
6. Hit the drop-down arrow and select 'Classic .NET AppPool'



7. Click Ok
8. Click Ok
9. Next highlight 'Application Pools' on the left-hand side menu



10. Highlight 'Classic .NET AppPool' and then click on 'Advanced Settings' on right-hand side menu
11. Ensure that the setting for 'Enable 32-Bit Applications' is set to 'True' (see example screen below)



12. If it is not set to 'True' then select 'True' from the drop-down list
13. Click Ok
14. You can now test the ieSupportManager web front end via the follow steps

## Checking the web server

- Go to your web server and bring up your web browser.
- Let us presume your web server name is fred, type <http://fred/ieWebSupport/ielogon.asp> in the address bar and click on 'Go'.
- If the ieWebSupport logon screen is not displayed you may have to stop and restart IIS or alternatively reboot the web server and try again.
- If the ieWebSupport logon screen is displayed, type in the username 'TESTUSER' and the password 'TEST' (or whatever you set up above) and click on 'Login'.
- If everything is set up correctly, the initial ieWebSupport page should be displayed with the customer name you selected above and a menu across the top.
- Click on 'Log Off' and then close your web browser.
- If the initial ieWebSupport menu screen is not displayed you may have to stop and restart IIS or alternatively reboot the web server and try again.

## Checking your web clients

- Go to any other machine on your network and bring up your web browser.
- Type <http://fred/ieWebSupport/ielogon.asp> in the address bar as described above and click on 'Go'.
- If the ieWebSupport logon screen is displayed, type the username 'TESTUSER' and the password 'TEST' (or whatever you set up above) and click on 'Login'.
- As above, the initial ieWebSupport page should be displayed with the customer name you selected and a menu across the top.
- Click on 'Log Off' and then close your web browser.

# Installing Email Notifications

The ieSupportManager Email Notifications module should be installed on **ONE** machine only, preferably the same server that is hosting the ieSupportManager database. Whichever machine is chosen, ieSupportManager must be configured on the machine first (see installation steps above). For the Email Notifications to be effective it should be running continuously, hence the reason to install it on a server.

- First ensure that you are logged into the local machine as the Administrator.
- Run ieSupportManagerInstall.exe (please see important notes above regarding installation permissions)
- Click on 'Install Email Notifications 2.xx to web server' and click on 'Next'.
- Click on 'Next' on the 'Welcome' screen.
- We recommend that the 'Install the Email Notifications as a service' box remains unticked and this will install the email notifications as an application. This will allow better interaction with the desktop. If necessary you can tick this box and the email notifications will then be installed as a service.
- Click on 'Next' to accept the default folder of 'C:\Program Files\ieSupportManager' for the program files.
- When prompted with 'Start Installation' click on 'Next'.
- When the installation is complete click on 'Finish'.
- Click on 'Finish' to exit the install.

# Installing Email Logger

The ieSupportManager Email Logger module should be installed on ONE machine only, preferably the same server that has is hosting the ieSupportManager database. Whichever machine is chosen, ieSupportManager must be configured on the machine first (see installation steps above). For the Email Logger to be effective it should be running continuously, hence the reason to install it on a server.

- First ensure that you are logged into the local machine as the Administrator.
- Run ieSupportManagerInstall.exe (please see important notes above regarding installation permissions)
- Click on 'Install Email Logger 2.xx to web server' and click on 'Next'.
- Click on 'Next' on the 'Welcome' screen.
- We recommend that the 'Install the Email Logger as a service' box remains unticked and this will install the email logger as an application. This will allow better interaction with the desktop. If necessary you can tick this box and the email logger will then be installed as a service.
- Click on 'Next' to accept the default folder of 'C:\Program Files\ieSupportManager' for the program files.
- When prompted with 'Start Installation' click on 'Next'.
- When the installation is complete click on 'Finish'.
- Click on 'Finish' to exit the install.

# Install License Files (registered users only)

For ieSupportManager itself and each optional module all registered users must install the relevant license files. These license files must be installed on each PC/server that has the relevant module installed. The modules are:-

- ieSupportManager itself
- ieWebSupport
- ieWebAdmin
- Email Logger
- Email Notifications

Therefore on each relevant PC/server you may need to run the license file several times depending on the modules installed on that PC/server. Each time select the relevant license file you wish to install.

- Ensure that the relevant module is not running on this PC/Server
- Run ieSupportManagerLicenseFiles200x.exe.
- Select the required language
- Select the relevant license file you wish to install.
- Click on 'Next'.
- When prompted for the current location of ieSupportManager, click on 'Next' to accept the default folder of 'C:\Program Files\ieSupportManager'.
- When prompted with 'Start Installation' click on 'Next'.
- When the installation is complete click on 'Finish'.
- Now run the relevant module, and click on 'Help/About...' to check that the license file is installed.

# Applying Updates

From time to time we release updates to ieSupportManager incorporating new features, improvements, bug fixes etc. You can check the latest available version numbers on the home page of our website. The latest version of the full ieSupportManager install itself (ieSupportManagerInstall.exe) can always be downloaded from the downloads page. This install will also update any existing earlier version of ieSupportManager that may be installed on a machine, to the latest version, while still leaving all your existing data intact.

Once you have downloaded the latest copy of the full ieSupportManager install from our website (ieSupportManagerInstall.exe), you **must** first update your server before updating any of your client machines.

## IMPORTANT:

In order to run v2.x of ieSupportManager you will need to ensure that you first have v2 compatible license files. Your existing v1.x license files are **NOT** compatible with v2.x

If you install ieSupportManager v2.x and you do not have v2 compatible license files, ieSupportManager will revert back to an evaluation copy.

If you have a current annual license or you have a current annual support contract for ieSupportManager then you are entitled to v2 compatible license files free of charge. Please contact us ( full details at [www.iecomputersystems.ie/contactus.htm](http://www.iecomputersystems.ie/contactus.htm) ) to obtain your v2 compatible license files. You **must** obtain the v2 compatible license files **prior** to upgrading to v2.x of ieSupportManager and its associated modules.

All other customers who have previously purchased ieSupportManager and do not have a current annual support contract please contact us ( full details at [iecomputersystems.ie/contactus.htm](http://iecomputersystems.ie/contactus.htm) ) to enquire about upgrading to v2.x of ieSupportManager.

## Update ieSupportManager on your server

- Ensure that you are logged into the server as the Administrator.
- Now ensure that all your users are out of the system.
- Run ieSupportManagerInstall.exe (please see important notes above regarding installation permissions)
- Click on 'Update existing ieSupportManager to 2.xx' and click on 'Next'.
- Click on 'Next' on the 'Welcome' screen.
- Read the License Agreement and click on 'I Agree'.
- When prompted for 'What would you like to do?' ensure that 'Install ieSupportManager client files' is checked and click on 'Next'. (Note, the 'Install ieSupportManager data files to server' should be greyed out).
- Click on 'Next' to accept the default folder of 'C:\Program Files\ieSupportManager' for your existing ieSupportManager install.
- Click on 'Next' to accept the default program manager group of ieSupportManager.
- When prompted with 'Start Installation' click on 'Next'.
- When the installation is complete click on 'Done'.
- Click on 'Finish' to exit the install.
- You should now be able to run and log back in to ieSupportManager on your server by clicking on the ieSupportManager icon on your desktop.
- After you enter your username and password, you may see a message saying 'Applying Updates'. You **must** wait until this is complete. The update time will vary depending on the size and the configuration of the database. When finished the main menu is displayed.
- Click on 'Help/About...' and ensure that the version number has been updated correctly.
- Exit ieSupportManager.
- Proceed to 'Update ieSupportManager on your client machines' below.

If an error occurs while the database updates are being applied, a message box will be displayed saying 'Database update failure. Please view db\_updates.log for details'. A file db\_updates.log will have been created in the ieSupportManager folder on the machine that you have just logged in on. You can open this file (e.g. using Notepad) to see exactly what the error was, but if that does not help resolve the issue, you can email the file to us, full contact details can be found at [www.iecomputersystems.ie/contactus.htm](http://www.iecomputersystems.ie/contactus.htm)

## Update ieSupportManager on your client machines

Once your server has been updated and you can log into and run ieSupportManager on it, you can then update all your existing client machines. Do **not** update your client machines unless you have updated your server first as described above.

- First ensure that you are logged into the local machine as the Administrator.
- Run ieSupportManagerInstall.exe (please see important notes above regarding installation permissions)
- Click on 'Update existing ieSupportManager to 2.xx' and click on 'Next'.
- Click on 'Next' on the 'Welcome' screen.
- Read the License Agreement and click on 'I Agree'.
- When prompted for 'What would you like to do?' ensure that 'Install ieSupportManager client files' is checked and click on 'Next'. (Note, the 'Install ieSupportManager data files to server' should be greyed out.)
- Click on 'Next' to accept the default folder of 'C:\Program Files\ieSupportManager' for your existing ieSupportManager install.
- Click on 'Next' to accept the default program manager group of ieSupportManager.
- When prompted with 'Start Installation' click on 'Next'.
- When the installation is complete click on 'Done'.
- Click on 'Finish' to exit the install.
- You should now be able to run and log back in to ieSupportManager on your client machine by clicking on the ieSupportManager icon on your desktop.
- Click on 'Help/About...' and ensure that the version number has been updated correctly.
- Exit ieSupportManager.

Repeat the above on **ALL** machines currently running ieSupportManager.

## Update ieWebAdmin on all relevant machines

If you are running ieWebAdmin, you can also update your current version to the latest version by using the same full ieSupportManager install (ieSupportManagerInstall.exe) that you downloaded above.

- As before, ensure that you are logged into the local machine as the Administrator.
- Run ieSupportManagerInstall.exe (please see important notes above regarding installation permissions)
- Click on 'Update existing ieWebAdmin to 2.xx' and click on 'Next'.
- Click on 'Next' on the 'Welcome' screen.
- Read the License Agreement and click on 'I Agree'.
- Ensure that the 'Existing ieSupportManager folder' is correct and click on 'Next'.
- When prompted with 'Start Installation' click on 'Next'.
- When the installation is complete click on 'Done'.
- Click on 'Finish' to exit the install.
- You should now be able to run and log back in to ieWebAdmin on your client machine by clicking on the ieWebAdmin icon on your desktop.
- Click on 'Help/About...' and ensure that the version number has been updated correctly.
- Exit ieWebAdmin.

Repeat the above on all machines (including your server) that are currently running ieWebAdmin.

## Update ieWebSupport on your Web Server

If you are running the web front end, ieWebSupport, you can also update your current version to the latest version by using the same full ieSupportManager install (ieSupportManagerInstall.exe) that you downloaded above. When applying the ieWebSupport update you will need to temporarily stop your web services to allow the updated DLLs to be copied on.

- As before, ensure that you are logged into the local machine on your Web Server as the Administrator.
- Click on Start / Run and type in 'cmd' and click on 'OK' to open a DOS window.
- Type 'net stop w3svc' and press 'Enter'.
- When the 'World Wide Web Publishing Service' has been stopped successfully, run ieSupportManagerInstall.exe (please see important notes above regarding installation permissions)
- Click on 'Update existing ieWebSupport to 2.xx' and click on 'Next'.
- Click on 'Next' on the 'Welcome' screen.
- Read the License Agreement and click on 'I Agree'.
- Ensure that the 'Existing ieWebSupport folder' is correct and click on 'Next'.
- When prompted with 'Start Installation' click on 'Next'.
- When the installation is complete click on 'Done'.
- Click on 'Finish' to exit the install.
- Now click back on your DOS window and type 'net start w3svc' and press 'Enter'.
- Once the 'World Wide Web Publishing Service' has restarted successfully, you should now be able to open your browser and log back in to ieWebSupport.
- Click on 'About ieWebSupport' in the menu and ensure that the version number has been updated correctly.

## Update Email Notifications

If you are running the email notifications module, you can also update your current version to the latest version by using the same full ieSupportManager install (ieSupportManagerInstall.exe) that you downloaded above.

- As before, ensure that you are logged into the machine that is running the email notifications module as the Administrator.
- If email notifications was installed and is running as an application then you must quit out of the application (ensure that there is no icon in the system tray, if there is then right click on the icon and select 'Shutdown ieMail Server' and confirm by clicking yes). If email notifications was installed and is running as a service then stop the service by clicking on 'Start', 'Run', now type in 'services.msc' and press Enter, right click on 'ieSupportManager Email Notifications' and select 'Stop'.
- Run ieSupportManagerInstall.exe (please see important notes above regarding installation permissions)
- Click on 'Update existing Email Notifications to 2.xx' and click on 'Next'.
- Click on 'Next' on the 'Welcome' screen.
- Read the License Agreement and click on 'I Agree'.
- Ensure that the 'Existing ieSupportManager folder' is correct and click on 'Next'.
- When prompted with 'Start Installation' click on 'Next'.
- When the installation is complete click on 'Done'.
- Click on 'Finish' to exit the install.
- If email notifications was installed and is running as an application double click the email notifications icon on your desktop, otherwise restart the service by clicking on 'Start', 'Run', now type in 'services.msc' and press Enter, on the list select and right click on 'ieSupportManager Email Notifications' and select 'Start'.
- If the email logger was installed and is running as an application then within the application click on 'Help/About...' and ensure that the version number has been updated correctly. This feature is not available if installed and running as a service.

## Update Email Logger

If you are running the email logger module, you can also update your current version to the latest version by using the same full ieSupportManager install (ieSupportManagerInstall.exe) that you downloaded above.

- As before, ensure that you are logged into the machine that is running the email notifications module as the Administrator.
- If the email logger was installed and is running as an application then you must quit out of the application (ensure that there is no icon in the system tray, if there is then right click on the icon and select 'Shutdown ieMail Logger' and confirm by clicking yes). If the email logger was installed and is running as a service then stop the service by clicking on 'Start', 'Run', now type in 'services.msc' and press Enter, right click on 'ieSupportManager Email Logger' and select 'Stop'.
- Run ieSupportManagerInstall.exe (please see important notes above regarding installation permissions)
- Click on 'Update existing Email Logger to 2.xx' and click on 'Next'.
- Click on 'Next' on the 'Welcome' screen.
- Read the License Agreement and click on 'I Agree'.
- Ensure that the 'Existing ieSupportManager folder' is correct and click on 'Next'.
- When prompted with 'Start Installation' click on 'Next'.
- When the installation is complete click on 'Done'.
- Click on 'Finish' to exit the install.
- If the email logger was installed and is running as an application then double click the email logger icon on your desktop, otherwise restart the service by clicking on 'Start', 'Run', now type in 'services.msc' and press Enter, on the list select and right click on 'ieSupportManager Email Logger' and select 'Start'.
- If the email logger was installed and is running as an application then within the application click on 'Help/About...' and ensure that the version number has been updated correctly. This feature is not available if installed and running as a service.

# Uninstalling ieSupportManager from a machine

If the PC is running Windows 2000, Windows XP or windows Vista, first ensure that you are logged into the local machine as the Administrator.

Click on Start / Programs / ieSupportManager / Uninstall ieSupportManager and follow the prompts to uninstall ieSupportManager.

If you want, you can check the following to ensure that ieSupportManager was correctly uninstalled:-

- Check for a C:\Program Files\ieSupportManager directory. If it exists delete it and all it's sub-directories.
- Click on Start / Search / For Files or Folders and search for a file named supporta.pbd.
- If this file is found, what directory is it in? Is it another copy of ieSupportManager? If so, delete this directory and all of its sub-directories as well.
- Click on Start / Run and type in regedit and press enter to start up the Registry Editor.
- If any of the following keys exists, right click on them and select Delete from the submenu

Key
HKEY_CURRENT_USER\Software\ieComputerSystems\ieSupportManager
HKEY_CURRENT_USER\Software\ieComputerSystems\ieWebAdmin
HKEY_CURRENT_USER\Software\ODBC\ODBC.INI\ieSM_Support
HKEY_LOCAL_MACHINE\Software\ieComputerSystems\ieSupportManager
HKEY_LOCAL_MACHINE\Software\ieComputerSystems\ieWebAdmin
HKEY_LOCAL_MACHINE\Software\ODBC\ODBC.INI\ieSM_Support

- If any of the following values exists, right click on them and select Delete from the submenu

Key	Value
HKEY_CURRENT_USER\Software\ODBC\ODBC.INI\ODBC Data Sources	ieSM_Support
HKEY_LOCAL_MACHINE\Software\ODBC\ODBC.INI\ODBC Data Sources	ieSM_Support

- Click on Registry / Exit to exit the Registry Editor.
- Click on Start / Programs. If ieSupportManager is still listed on your list of programs, right click on it and select 'Delete' from the submenu. Click on 'Yes' when prompted.
- If there is an ieSupportManager icon on your desktop, right click on it and select 'Delete' from the submenu. Click on 'Yes' when prompted.
- If there is an ieWebAdmin icon on your desktop, right click on it and select 'Delete' from the submenu. Click on 'Yes' when prompted.

At this stage ieSupportManager should be fully removed from your machine.

# Uninstalling ieWebSupport from a machine

If the PC is running Windows 2000, Windows XP or windows Vista, first ensure that you are logged into the local machine as the Administrator.

Click on Start / Settings / Control Panel / Add Remove Programs. Highlight ieWebSupport and click on 'Remove'. Follow the prompts to uninstall ieWebSupport.

If you want, you can check the following to ensure that ieWebSupport was correctly uninstalled:-

- Check for a C:\inetpub\wwwroot\ieWebSupport directory. If it exists delete it and all it's sub-directories.
- Check for a C:\inetpub\wwwroot\SupportASP directory. If it exists delete it and all it's sub-directories.
- Check for a C:\winnt\system32\ieComputerSystems\ieWebSupport directory. If it exists delete it and all it's sub-directories.
- Click on Start / Search / For Files or Folders and search for a file named ielogan.asp
- If this file is found, what directory is it in? Is it another copy of ieWebSupport? If so, delete this directory and all of its sub-directories as well.
- Click on Start / Search / For Files or Folders and search for a file named iewebsup.dll
- If this file is found, what directory is it in? Is it another copy of ieWebSupport? If so, delete this directory and all of its sub-directories as well.
- Click on Start / Run and type in regedit and press enter to start up the Registry Editor.
- If any of the following keys exists, right click on them and select 'Delete' from the submenu

Key
HKEY_CURRENT_USER\Software\ieComputerSystems\ieWebSupport
HKEY_LOCAL_MACHINE\Software\ieComputerSystems\ieWebSupport

- Click on Registry / Exit to exit the Registry Editor.

At this stage ieWebSupport should be fully removed from your machine.

# Frequently Asked Questions

## Default user name and password

**Q)** I have downloaded and installed ieSupportManager and when I run it, it prompts me for a user name and password. What username/password should I use?

**A)** The default user name = ADMINISTRATOR and the default password = admin

Please note that the user name will always be in capitals, but that passwords are case sensitive. You are advised to change this to something else as soon as possible. Also, if the system has previously been installed then please contact your system administrator for your own unique name and password.

## Interbase Support

**Q)** We currently use Interbase as the underlying database for ieSupportManager but the latest version doesn't mention anything about Interbase support, what should I do?

**A)** Interbase has known issues on Windows 2003 servers and/or machines with dual processors. As a result we have decided to move away from Interbase and use Firebird and Microsoft SQL instead. You can still use the latest versions of ieSupportManager on Interbase but with more and more PCs with dual processors and Windows 2003 servers in place then some issues may occur. If you wish to convert from Interbase to Firebird (or Microsoft SQL) then please email us for details.

## DBCCode 18452

**Q)** I have just installed ieSupportManager on my server but when I try to log into it I am getting the following error : Could not connect to database DBCode 18452.

**A)** From the list of SQL Server error codes :-

*Error 18452 : Login failed for user '%ls'.*

*Reason: Not associated with a trusted SQL Server connection.*

If you go into the SQL server enterprise manager and right click on your server and select properties from the submenu. Then go to the security tab and ensure that Authentication is set to SQL Server and windows, and click on OK

## DBCCode 18456

**Q)** I have just installed ieSupportManager on my server but when I try to log into it I am getting the following error : Could not connect to database DBCode 18456.

**A)** From the list of SQL Server error codes :-

*Error 18456 : Login failed for user '%ls'.*

*Explanation : You do not have permission to log in to the server.*

*Action : Contact a member of the sysadmin fixed server role to request login permission.*

This means that the 'iesmuser' login has not been set up properly. Please refer the 'Create the iesmuser login' section of the relevant installation guide for your version of MS-SQL ( see our downloads section at [www.iecomputersystems.ie](http://www.iecomputersystems.ie) ). You need to ensure that the user name and password are set up exactly as described, and that both 'Public' and 'db\_owner' are checked on the 'Database Access' tab in MS-SQL2000 or the 'User Mapping' option in MS-SQL 2005 onwards.

## License file not installed

**Q)** We have a licensed copy of ieSupportManager running on a number of machines and it runs fine. However I have just installed it on a new machine and it appears to be an evaluation copy with a limit of *nn* calls. Why is this?

**A)** The license file needs to be installed on every machine that will run the system. Please contact your system administrator who should have the license file for you to install.

## Unable to browse data files folder (Firebird only)

**Q)** I have downloaded and installed ieSupportManager on my server and it runs fine. However I am trying to install ieSupportManager on my client machines and when prompted to input the location of the ieSupportManager data file, I am unable to see the folder on the server where they reside. The installation only allows me to browse files on the client machine and will not display the network folders even though they are shared. Why is this?

**A)** This is a known issue with Windows and browsing shares across workgroups (as opposed to domains) and it is not just confined to our install routine. However the work around below should get you sorted.

Run the client install as normal. When prompted for the location of the data files just click on next. You should get a message saying 'Continue Install?'. Click on 'Yes' and continue the install as normal. This will install the client files and set up the ODBC connections. You will however need to manually change two ODBC settings as follows:-

- On the client machine, click on Start / Settings / Control Panel / ODBC ( if you are using Windows 2000 or Windows XP click start / Settings / Control Panel / Administrative Tools / Data Sources (ODBC) or if you are using a 64 bit PC or server then you need to click on Start / Settings / Control Panel / View 32-bit Control Panel Items / Data Sources (ODBC)) and click on the System DSN tab.
- Click on 'ieSM\_Support' and then on 'Configure' and you will see that the database name is set to something like c:\program files\iesupportmanager\datafiles\support.fdb.
- Let us presume that your server name is FRED.
- Change the database name to fred:c:\program files\iesupportmanager\datafiles\support.fdb
- Note the colon ":" after fred, and c: is the actual drive on that server, as opposed to a mapped network drive.
- Do **NOT** use \\fred\program\_files\ieSupportManager..... which is the UNC path. This will work on the server (but is not recommended) but will not work on the client.
- Click on 'OK' to save.
- Click on 'OK' to close the ODBC Data Source Administrator.
- Now try and run ieSupportManager again on the client to check that the ODBC changes that you just made are correct.
- If it runs ok then the client is configured properly to use TCP/IP. If not check the spelling of the directory names.

If you do put **fred:** in front of the settings on any one machine then you should do it on all your machines (including the server), as the Firebird ODBC driver uses this to determine which network protocol to use, and Firebird is more efficient if all machines are using the same network protocol.

## Changing servers (Firebird only)

**Q)** We currently have ieSupportManager installed and working on our server with multiple client machines attached. However we will shortly be changing servers (and server names). How can we migrate our existing data to our new server?

**A)** The first step is to install both Firebird and ieSupportManager on your new server as per the section 'Installing ieSupportManager on a Server' above. Once this is working (all be it with the demo database) and you have ensured that nobody is currently using ieSupportManager do the following:-

- Exit ieSupportManager on your new server.
- Copy the support.fdb file from the datafiles directory on your existing server to the datafiles directory on your new server.
- Run ieSupportManager on your new server and check that it is now running correctly with your existing data.

Once ieSupportManager is running on your new server with your existing data:-

- Rename support.fdb to support.fdl on the old server so that no client machines accidentally log in to the wrong server.
- Now on every client machine, you need to replace the old server name with the new server name in the Database Name field of the ODBC DSN (This presumes that the directory name is the same).
- Click on Start / Settings / Control Panel / ODBC ( if you are using Windows 2000 or Windows XP, Start / Settings / Control Panel / Administrative Tools / Data Sources (ODBC) or if you are using a 64 bit PC or server then you need to click on Start / Settings / Control Panel / View 32-bit Control Panel Items / Data Sources (ODBC)) and click on the System DSN tab.
- Click on 'ieSM\_Support' and then on 'Configure' and you will see that the database name is set to something like oldserver:c:\program files\iesupportmanager\datafiles\support.fdb.
- Change the database name to newserver:c:\program files\iesupportmanager\datafiles\support.fdb
- Note the colon ":" after newserver, and c: is the actual drive on that server, as opposed to a mapped network drive.
- Do **NOT** use \\newserver\program\_files\ieSupportManager..... which is the UNC path. This will work on the server (but is not recommended) but will not work on the client.
- Click on 'OK' to save.
- Click on 'OK' to close the ODBC Data Source Administrator.
- Now try and run ieSupportManager again on the client to check that the ODBC changes that you just made are correct.
- If it runs ok then the client is configured properly to see the new server. If not check the spelling of the directory names.

## Moving from stand-alone to Client/Server (Firebird only)

**Q)** I currently have ieSupportManager installed and working fine on a stand-alone PC. I now want to move it to a server so I can access it from other machines. How can I do this without losing my existing data?

**A)** The first step is to install both Firebird and ieSupportManager on your server as per the section 'Installing ieSupportManager on a Server' above. Once this is working (all be it with the demo database) :-

- Exit ieSupportManager on your server.
- Copy the support.fdb file from the datafiles directory on your stand-alone PC to the datafiles directory on your server.
- Run ieSupportManager on your server and check that it is now running correctly with your existing data.

Once ieSupportManager is running on your server with your existing data intact, you just need to configure your client machines as per the section 'Installing ieSupportManager on a client machine' above

## Contact Us

If having consulted this installation guide and you still cannot find the solution to your problem then please do not hesitate to contact us, full details can be found at [www.iecomputersystems.ie/contactus.htm](http://www.iecomputersystems.ie/contactus.htm)