

DeskAlerts 9 Installation Guide

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DeskAlerts Deployment Guide

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1. Pre-face

DeskAlerts System consists of three parts: **Application Server, Database Server and Client Application**. Each part has a set of requirements that must be met in order to function properly. This page provides minimum requirements that you can use as guidelines for your deployment:

Note: DeskAlerts Application Server does not require installing to a dedicated server. You may install it on a server sharing resources with other applications. MS SQL instance also can share a server with other databases.

2. Hardware Requirements

Number of users	1 - 600	600 - 2000	2000 - 10000	10000 - 20000+*	
CPU speed	2GHz (1 core or higher)	3GHz or higher (2 core or higher)	3GHz or higher (4 core or higher)	3GHz or higher (8 core or higher)	
Memory	1GB	2GB or higher	4GB or higher	8GB or higher	
Hard Disk Space	200MB for installation files + 1-2 GB for cache and log files	200MB for installation files + 2-4 GB for cache and log files	200MB for installation files + 4-8GB for cache and log files	200MB for installation files + 8-20 GB for cache and log files	
Client Poll frequency	60 seconds	60 seconds	60 – 120 seconds	120 – 300 seconds	

2.1. Application Server Requirements

2.2. Database Server Requirements

Number of users	1 - 600	600 - 2000	2000 - 10000	10000 - 20000+*
CPU speed	1Ghz	3GHz or higher	3GHz or higher	3GHz or higher
Memory	1GB min, 2GB recommended	2GB min, 4GB recommended	4GB min, 6GB recommended	6GB min, 8GB recommended
Hard Disk Space	1 – 5 GB	5 – 10 GB	10 – 20 GB	20 – 50 GB
Hard Disk Speed	7200 rpm	7200 rpm	10000 rpm	10000 rpm

* – With more than 20000 clients you will need to consider to decrease Client Poll frequency or clustering your DA servers.

The express edition, however, is suitable only for targeting small audiences (<800 end users), if you're planning to cover more, consider MSSQL Standard or Enterprise license.



2.3. Workstation requirements

For Windows OS 256 MB RAM 10 MB free hard drive space

For MAC OS Hardware requirements see <u>here</u>

2.4. Thin clients infrastructure support

DeskAlerts Client software runs on any thin client with support fo MS Windows OS listed in 3.4. Software Requirements

3. Software Requirements

3.1. For Application Server

- Windows Server 2012/2016 (R2 editions are supported)
- Microsoft IIS 7.5 or higher (ASP must be enabled) for Web Server. See details in <u>5.Preinstallation Steps</u>
- Microsoft .NET Framework 4.7.2 or higher.

3.2. For Database Server

Microsoft SQL Server 2008, 2012, 2014 Express, Standard and Enterprise editions are supported. MS SQL Requirements see on Microsoft TechNet for relevant version.

MS SQL Management Studio also should be installed to set proper database permissions and user access level

Note The MS SQL Express Edition, however, is suitable only for targeting small audiences (<800 end users), if you're planning to cover more, consider MSSQL Standard or Enterprise license.

3.3. Workstation configuration

Workstattion configuration should be at least as follows below: Windows OS

- Windows 7 (SP1) /8.1/10
- IE 11 or later.

Macintosh IOS version 10.7.4 (Lion) or later



3.4. Virtualization Requirements

DeskAlerts software runs on any virtual environment. Main requirement is MS Windows based infrustructure as described in <u>3.Software Requirements</u>.

3.5. Thin client Software Requirements

DeskAlerts Client runs in a Remote Desktop Session as usual application. It cannot be installed directly on a thin client.

Note: Each DeskAlerts Client consumes about 33 Kbytes per hour. You can tune this value by setting poll period in Settings of the DeskAlerts Control Panel.

4. Supported browsers

DeskAlerts Control Panel is optimized to work with Internet explorer 11.0 and later. Latest version of Google Chrome is also supported.

5. Pre-installation Steps:

Before installation, you need to take following steps:

- 1. Make sure you installed IIS Role and features as mentioned in 5.1.1. Install Roles and Features
- 2. Make sure you installed MS SQL Server according to general requirements for MS SQL which are published on MS TechNet.
- 3. Create or use a special user in the domain or on your server with IIS and DB.
- 4. Grant that user access to DeskAlerts database (you can make it db owner for the database)
- 5. Open IIS configuration, select the web site where Desk Alerts server is installed, open Authentication properties for that web site:



6. Edit "Anonymous Authentication" settings and set it to the "Specific user". Specify the user that you created in the step 3.



Anonymous user identity	r:	
Specific user:		
		Set
Application pool iden	tity	

	Set Credentials	? X
User name:		
DomainName\	Username	-
Password:		
•••••		
Confirm passw	ord:	

7. Go to IIS Manager and open Application Pools $2 \rightarrow$ Advanced Settings 3

B		I	nternet Infor	mation Services	(IIS) Manager			_ 🗆 X
€ WIN-L7J71B53AF	KL Application Pools 	5						፡ • ⊕ ∞
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>- <mark>⊡</mark> aspnet_client >-@ DeskAlerts	.NET v2.0 .NET v2.0 Classic .NET v4.5 .NET v4.5 Classic .Classic .NET Ap DefaultAppPool	Started Started Started Started Started	v2.0 v2.0 v4.0 v4.0 v2.0 v4.0 v2.0	Integrated Classic Integrated Classic Classic	ApplicationPoolld ApplicationPoolld ApplicationPoolld ApplicationPoolld ApplicationPoolld	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Edit Ap Edit Ap Basic Si Recyclii Advanc	plication Pool ettings ng red Settings
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Idle T	ime-out (minutes)	20)							
ldle T	ime-out Action	T	erminate							
Load	User Profile	Fa	alse							
Maxir	num Worker Proce	sses 1								
Ping I	Enabled	Ti	rue							
Ping	Maximum Respons	e Time I 90	0							
Ping	Period (seconds)	30	0							
Shuto	lown Time Limit (s	econds) 90)							
Startu	ip Time Limit (seco	nds) 90)							
Proce	ess Orphaning									
Rapid	-Fail Protection									
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8. Open ApplicationPoolIdentity properties:

and you should put DeskAlerts Database owner account to User Name text field and its password as mentioned in <u>5.Pre-installation Steps</u>, step 3

Set Credentials ? X
User name:
DeskAlertsDBOwner
Password:
•••••
Confirm password:
••••••
OK Cancel



5.1. For MS Windows Server 2012

5.1.1. Install Roles and Features

In order to install IIS, go to **Server Manager** -> **Add Roles and Features** -> **Server Roles** and add the following roles and features as shown in the screenshot below





6. DeskAlerts Modules Requirements

DeskAlerts includes additional modules to extend solution's functionality.

Module Name	Requirements		
SMS Module	SMS gateway should be available from DA Server via 80 communication port		
Screensaver Module	To run this module please make sure that screen saver is not managed by Group Policy		
Wallpaper Module	To run this module please make sure that Group Policy does not manage wallpapers on a desktop computers		
Video Alerts Module	Make sure that hosts with DA Client has Internet Explorer 11 installed or higher		
RSS Module	Make sure if RSS link available from DeskAlerts Server. Current version of RSS Module supports RSS Feeds without authentication only.		
Active Directory Module	Make sure that AD controllers are available via 389 (636 if LDAPS is used) communication ports		
Mobile Alerts Module	This module uses 2195 communication port (Apple Push) for all devices with IOS		
	(IPhone, IPad, IPod Touch) and port 443 for Android.		

7. Server Installation

With all the pre-requirements met, you can proceed with the installation. Installer comes in zipped archive. Extract your package and you will find these two files inside. Right click on the DeskAlerts.Server.v9.x.x.x, and choose "Run as Administrator". You will be prompted to the License agreement:



Click on **I agree** and then click **Next**. If you use a Trial you will be asked for a Trial key. If you use permanent licensed software this window will be skipped.



Get you trial key from the link specified in the Help section, and enter it in the following window:

DESKALERTS Communication Center	×
Trial	
Your Trial Key	
Help	
Please get your trial key using this link: http://alert-software.com/trial/ and enter in the field above.	it
Install Previous Next	

Click Next and you will be prompted to a window that will check your environment:

DESKALERTS Communication Center		_ X
System Requirements		
Windows Version	6	
IIS Version	8	
Net Framework Version	4.5+	
IIS Features	Installed	
ASP.NET	Installed	
Install Previous	Next	

1

You will see all checkpoints marked with green that means your environment is ready. Click **Next** and you will be prompted to the IIS (Internet Information Services), use the dropdown menu to select a website. Sometimes URL and installation path are reversed and need to be put in their corresponding lines. Note that DeskAlerts URL should contain a server name or IP address accessible from the end user machines. Please refer to the screenshot:



DESKALERTS Communication Center	_ ×
Internet Information Services (IIS) Settings	
Default Web Site	•
Desk Alerts Installation Path	
DeskAlerts URL	
http://DAServerName/DeskAlerts	
Help Please select IIS Site where DeskAlerts application will be installed. Physical fol and URL will be populated automatically, but you can change both if it is requ DeskAlerts can be installed on a dedicated website or share it with other applications.	der ired.
Install Previous Next	

Click **Next** and if your IIS is properly installed you will be prompted to the SQL Server settings window. You need to specify the SQL Host and Database name. Furthermore, you will be prompted to enter your SQL credentials. Please refer to the screenshot:

	incation ce	nter
SQL Server S	ettings	
SQL Host. Exampl	e: yourcompany\se	rverinstance
(local)		
Database Name.	Database will be cr	eated automatically)
DeskAlerts		
🔿 Use windows a	uthentication	 Use SQL authentication
SQL Login		
sa		
SQL Password		
Help		
Specify the comp SQL server instan- be created autom information with check "Use Windo information. Pleas	uter name or IP add te please write this atically. Username a sufficient rights to c wws Authentication" te note that your ac	Iress of the MS SQL Server. When you use as (local)\sqlexpress or (local) Database will and Password: Specify MS SQL account reate a new database. Alternatively you can to use your current logged account count should have sufficient rights to

After you have entered your SQL credentials or have used the Windows Authentication, click **Next**. You will be prompted to the list of modules that are in your package or Trial. Please refer to the screenshot:



IC.	k Modules which need to be installed	
~	Active Directory Integration Module	^
~	Email Module (1	
~	Surveys Module (1	
~	Extended Reports Module	
~	Corporate Screensaver Module	
~	News Feed Module	
~	Corporate Wallpaper Module	
~	Fullscreen Delivery Module	=
~	Scrolling News Ticker Alert Module	
~	Scrolling News Ticker PRO Module	
~	Emergency Notifications Module	
~	Mobile Alerts Module	
~	Video Alerts module	
~	Campaign Module (1	-
•	Approval Workflow Module	
~	Digital Signage module	V

If you want to use custom modules such as SMS Module, you need to click on the checkbox to include it. Then, click **Next**. You will be prompted to the configuration window:

SMS M	odule
URL:	http://gate.iqsms.com/send/
API ID:	http://gate.iqsms.com/send/login=z1472400084613&password=32
Help MS modu DeskAlerts	ule allows sending SMS messages to mobile phones/devices from the Communication Center using SMS Gateways from various provides like
Help SMS modu DeskAlerts Twilio or C parameter	ule allows sending SMS messages to mobile phones/devices from the Communication Center using SMS Gateways from various provides like lickatell. When you choose a provider, you need to find which s they need to send an SMS via REST API. You should be able to locate
Help SMS modu DeskAlerts Twilio or C parameter API url and you should	ule allows sending SMS messages to mobile phones/devices from the Communication Center using SMS Gateways from various provides like lickatell. When you choose a provider, you need to find which s they need to send an SMS via REST API. You should be able to locate d required post parameters in the Gateway Provider's dashboard. Then, d use %mobilePhone% and %smsText% stings to indicate where

We recommend using a custom SMS gateway such as BulkSMS. In order to setup the SMS Module: Replace USERNAME and PASSWORD with your actual username and password for the service. See details <u>here</u> Use the service like this one: <u>http://meyerweb.com/eric/tools/dencoder/</u> to encode your template so it will be a valid URL;



Replace MOBILEPHONE with %mobilePhone% and SMSTEXT with %smsText% so Deskalerts can work with that string.

Note that some gateways may require more settings in order to work (like setting up authentication). In this case, you will be able to set up advances properties and test out your build from the Settings once the product is installed.

After setting up the SMS Module you will be prompted to configure the Email module. You need to enter the SMTP Server address and then choose to use authentication or go on without using one:

SMTP:	smtp.host.ip.address	Port:	25	Use SS
Jser N	ame:			
asswo	ord:			
• Do	o not authenticate	O Use a	authenticati	on
lelp				
lelp -Mail	Module allows sending E-Mail	messages from t	he DeskAle	rts
lelp -Mail ommi eliver	Module allows sending E-Mail unication Center. Email notifica a message, or as a secondary (messages from t tions can be use one, in addition t	he DeskAle d as a prim	rts ary channel to desktop pop-ups.
lelp -Mail ommi eliver IOTE:	Module allows sending E-Mail unication Center, Email notifica a message, or as a secondary o please use valid e-mail address	messages from t tions can be use one, in addition t s.	he DeskAle d as a prim o sending o	rts ary channel to desktop pop-ups.
Help -Mail ommi eliver IOTE:	Module allows sending E-Maii unication Center. Email notifica a message, or as a secondary please use valid e-mail address	messages from t tions can be use one, in addition t 5.	he DeskAle d as a prim o sending o	rts ary channel to desktop pop-ups.
Help -Mail Commi Teliver IOTE:	Module allows sending E-Mail unication Center. Email notifica a message, or as a secondary please use valid e-mail address	messages from t itions can be use one, in addition t s.	he DeskAle d as a prim o sending o	rts ary channel to desktop pop-ups.
lelp -Mail ommi eliver IOTE:	Module allows sending E-Mail unication Center. Email notifica a message, or as a secondary please use valid e-mail address	messages from t itions can be use one, in addition t s.	he DeskAle d as a prim o sending o	rts ary channel to lesktop pop-ups.

After configuring your modules, you are ready to **Install**. You will be prompted to a window that will suggest to start a installation:

DESKALERTS Communication Center	X
Installation Progress	
READY TO INSTALL!	
PLEASE CLICK "INSTALL" BUTTON TO START INSTALLATION!	
Install Previous	

Click Install, and the installation will begin:



	ALERT	S	
Installation Pr	ogress		
Installation started. Please wait			
	Install	Previous	

After the installation is complete, you should click OK and you will be prompted to your DeskAlerts Dashboard: You can log in using the default username and password: admin/admin



8. DeskAlerts Client Installation

After Server installation, you can proceed with building a client. Extract the DeskAlerts Client zip file, provided with your package. Run ClientInstallation.exe to start building your Client application.

After double-clicking on the file, you will be prompted to check your DeskAlerts Server URL (same as the one used during server installation):

	Client/Agent installation builde	r L	_ □	x
DESKALERTS	Enter URL to the server and Validate DeskAlerts server is config	gured		
URL to DeskAlerts server:				
http://DAServerName/D	eskAlerts			
✓ validate server is conf	igured			
Help:				
Enter the URL where the IRL where the If you choose to validate	e DeskAlerts server was installed. e it will check the server is configured.			
-				
)eskAlerts http://www.deska	alerts.com		151	
			-	

Click **Next** and if everything is configured properly, you can proceed with configuration of your modules settings for the Client:

DESKALERTS	Modules and platfo If some options are d include them and you	ms settings sabled that m need to cont	s neans your l act sales@c	license does deskalerts.co	not m
Use Sync-Free Windo	ws Active Directory	Sy	ync Period V	alue	
Use Windows Active [Directory	6	5	hour(s)	Ŷ
Use Novell eDirectory					
Use other LDAP Direc	tame (iiia Onani DAD)				
	tory (like OpenLDAP)				
Build Client/Agent wit	h Computer Name module	support			
Build Client/Agent wit	h Computer Name module h Screen Saver module su	support Iport			
Build Client/Agent wit Build Client/Agent wit Build Windows .msi in:	h Computer Name module h Screen Saver module suj staller	support port			
Build Client/Agent wit Build Client/Agent wit Build Windows .msi ins Build Mac OS X installe	h Computer Name module h Screen Saver module sup staller er	support Iport			
Build Client/Agent wit Build Client/Agent wit Build Windows .msi ins Build Mac OS X installe Build Linux Debian Pac	h Computer Name module h Screen Saver module sup staller er ckage	support Iport			
Build Client/Agent wit Build Client/Agent wit Build Windows .msi ins Build Mac OS X installe Build Linux Debian Pac Help:	h Computer Name module h Screen Saver module su staller er dkage	support port			
 Build Client/Agent wit Build Client/Agent wit Build Client/Agent wit Build Windows .msi ins Build Mac OS X installe Build Linux Debian Pac Help: Make sure the .NET Fra build .msi installer. 	h Computer Name module h Screen Saver module su staller er ckage amework 1.1 or higher is in	support iport	ur computer	, if you want	to
 Build Client/Agent wit Build Client/Agent wit Build Client/Agent wit Build Windows .msi ins Build Mac OS X installe Build Linux Debian Pac Help: Make sure the .NET Fra build .msi installer. DeskAlerts http://www.desk 	h Computer Name module h Screen Saver module sup staller er ckage amework 1.1 or higher is in kalerts.com	support iport	ur computer	, if you want	to
 Build Client/Agent wit Build Client/Agent wit Build Windows .msi insi Build Mac OS X installe Build Linux Debian Pac Help: Make sure the .NET Fra build .msi installer. DeskAlerts http://www.desk 	tory (inc opencode) h Computer Name module sup staller er dkage amework 1.1 or higher is in kalerts.com	support iport	ur computer,	, if you wan	ıt

After you have selected your module support and such, click **Next**. You will be prompted to configure Installation settings for the Client:



ESKALERTS	Install options If some options are disabled that means your license does not include them and you need to contact sales@deskalerts.com
Create desktop shortcu	ıt
Hide uninstall from star	t menu
Hide uninstall from Add	or Remove Programs
Allow alerts on locked s	creens delivery (using service and for Windows Only)
Open URL after update	
http://WIN-L7J71B53AKL	/DeskAlerts/after update.html
a di Alanta Istan Jummi di ada	
eskAlerts http://www.deska	lerts.com

Then, you will be prompted to customize Client interface.

□ Disable tray icon Menu options: □ Hide 'Uninstall' button □ Hide 'History' button □ Hide 'History' button □ Hide 'Options' button □ Hide 'Loobtrusive Mode' button □ Hide 'Unobtrusive Mode' button Poll Period Value □ 10 second(s) ♥ Date in alert window: ● Disable for all acknowledgement alerts ③ Show delivery date □ Enable only for not urgent alerts ○ Don't show any date □ Disable postpone	SKALERTS If so inclu	t interface options me options are disabled that means your license does no de them and you need to contact sales@deskalerts.com
Menu options: Hide 'Uninstall' button Hide 'History' button Hide 'Uninstall' button Hide 'History' button Hide 'History' button Hide 'Options' button Hide 'Exit' button Hide 'Unobtrusive Mode' button Poll Period Value Postpone parameters: 0 second(s) v Date in alert window: Postpone parameters: Show creation date Enable for all acknowledgement alerts Show delivery date Enable only for not urgent alerts Don't show any date Disable postpone	Disable tray icon	
Hide 'Uninstall' button Hide 'History' button Hide 'Hide 'History' button Hide 'Options' button Hide 'Exit' button Hide 'Unobtrusive Mode' button Poll Period Value Poll Second(s) ▼ Date in alert window: Postpone parameters: ③ Show creation date ● Enable for all acknowledgement alerts ④ Show delivery date ● Enable only for not urgent alerts ○ Don't show any date ● Disable postpone	Menu options:	
☐ Hide 'Help' button ☐ Hide 'Options' button ☐ Hide 'Exit' button ☐ Hide 'Unobtrusive Mode' button Poll Period Value 10 second(s) ∨ Date in alert window: Postpone parameters: ③ Show creation date ④ Enable for all acknowledgement alerts ④ Show delivery date ○ Enable only for not urgent alerts ○ Don't show any date ○ Disable postpone	Hide 'Uninstall' button	lide 'History' button
Hide 'Exit' button Hide 'Unobtrusive Mode' button Poll Period Value 10 10 second(s) Date in alert window: Postpone parameters: Show creation date	Hide 'Help' button	ii <mark>d</mark> e 'Options' button
Poll Period Value 10 second(s) Date in alert window: Postpone parameters: Show creation date Image: Enable for all acknowledgement alerts Show delivery date Enable only for not urgent alerts Don't show any date Disable postpone	Hide 'Exit' button	iide 'Unobtrusive Mode' button
10 second(s) V Date in alert window: Postpone parameters: Show creation date Image: Enable for all acknowledgement alerts Show delivery date Enable only for not urgent alerts Don't show any date Disable postpone	Poll Period Value	
Date in alert window: Postpone parameters: Show creation date Image: Enable for all acknowledgement alerts Show delivery date Enable only for not urgent alerts Don't show any date Disable postpone	10 second(s) v	
Show creation date Enable for all acknowledgement alerts Enable only for not urgent alerts Don't show any date Disable postpone 	Date in alert window:	Postpone parameters:
Show delivery date O Enable only for not urgent alerts Don't show any date Disable postpone	O Show creation date	Enable for all acknowledgement alerts
O Don't show any date O Disable postpone	Show delivery date	 Enable only for not urgent alerts
O number has have been been been been been been been be	O Don't show any date	O Disable postpone
THE ALCOHOLD AND A VALUE AND A REPORT OF A REPORT	- and a sub-the second second second	

After that you can **Build** your clients. Once the clients have been built, the directory containing the installer files will open automatically.



Thank you! Your Desk Installation files are lo	cAlerts Client/Agent has been created. ocated at:
lex\Desktop\DeskAle	erts.v9,1.3.3.trial14\DeskAlerts.Client.v9,1.3.3\dient.9.1.3.3\relea
folder:	orget to upload deskalert.cab, deskalert.zip and version.txt to the
http://WIN-L7J71B5	3AKL/DeskAlerts/update/
http://WIN-L7J71B5	33AKL/DeskAlerts/update/