

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:	<i>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.</i>
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2. Hardware Requirements

2.1. Application Server 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

2.2. 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 [here](#)

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 [5.Preinstallation Steps](#)
- 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

<i>Note</i>	<i>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.</i>
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3.3. Workstation configuration

Workstattan 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 infrastructure as described in [3.Software Requirements](#).

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:	<i>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.</i>
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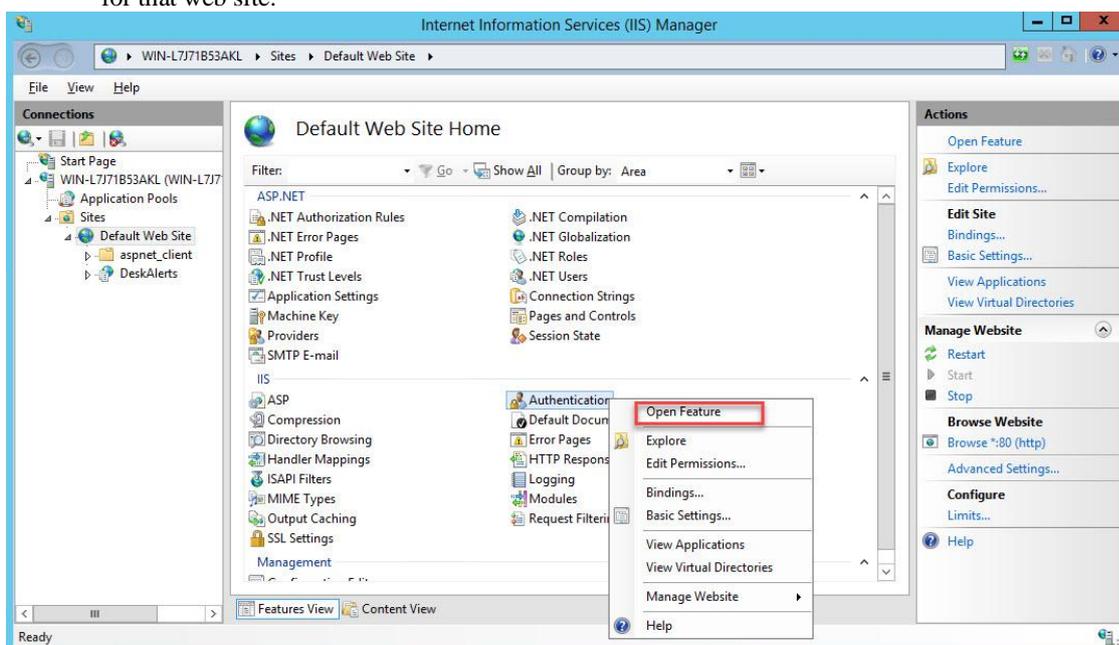
4. Supported browsers

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

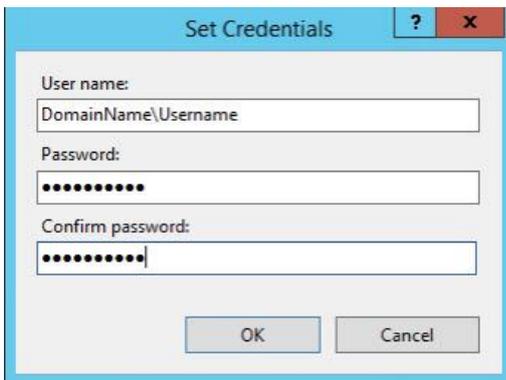
5. Pre-installation Steps:

Before installation, you need to take following steps:

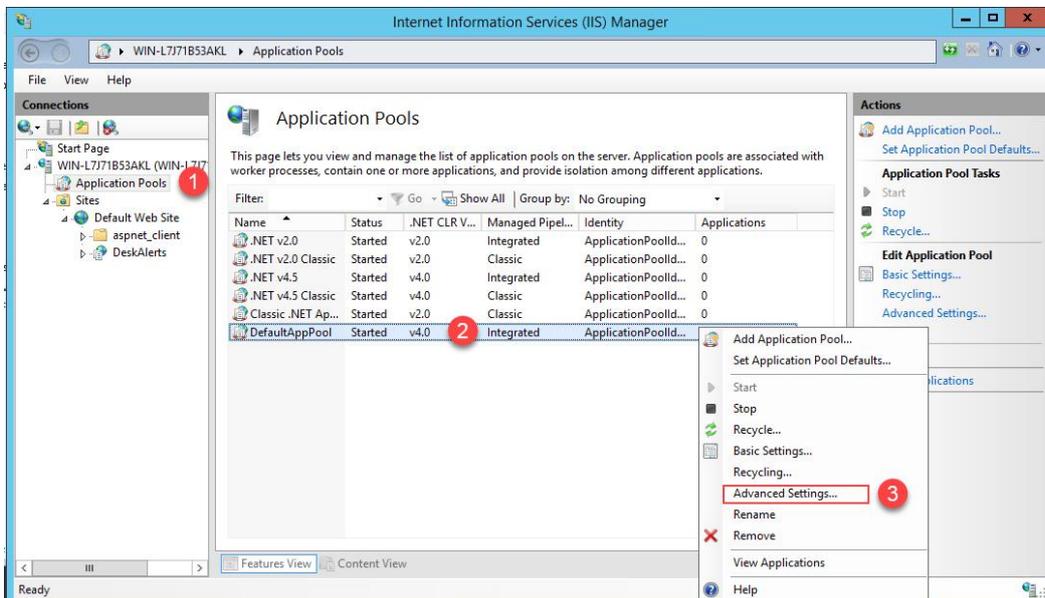
1. Make sure you installed IIS Role and features as mentioned in [5.1.1. Install Roles and Features](#)
2. Make sure you installed MS SQL Server according to general requirements for MS SQL which are published on MS TechNet.
3. Create or use a special user in the domain or on your server with IIS and 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:



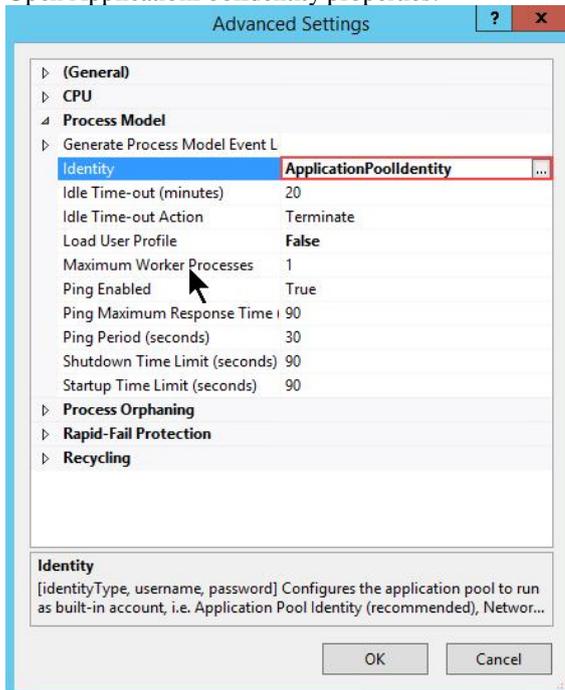
6. Edit “Anonymous Authentication” settings and set it to the “Specific user”. Specify the user that you created in the step 3.



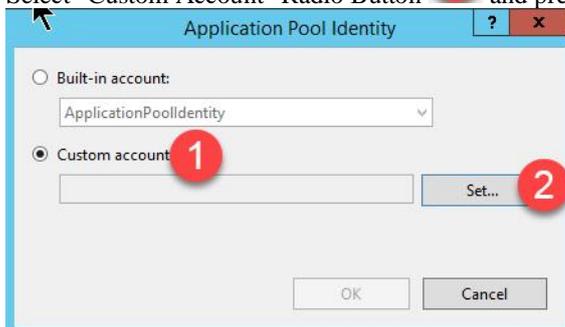
7. Go to IIS Manager and open Application Pools **1** → Default Application Pools **2** → Advanced Settings **3**



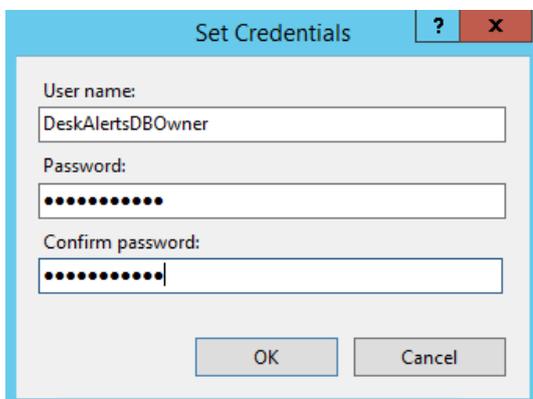
8. Open ApplicationPoolIdentity properties:



Select "Custom Account" Radio Button **1** and press "Set" button **2**



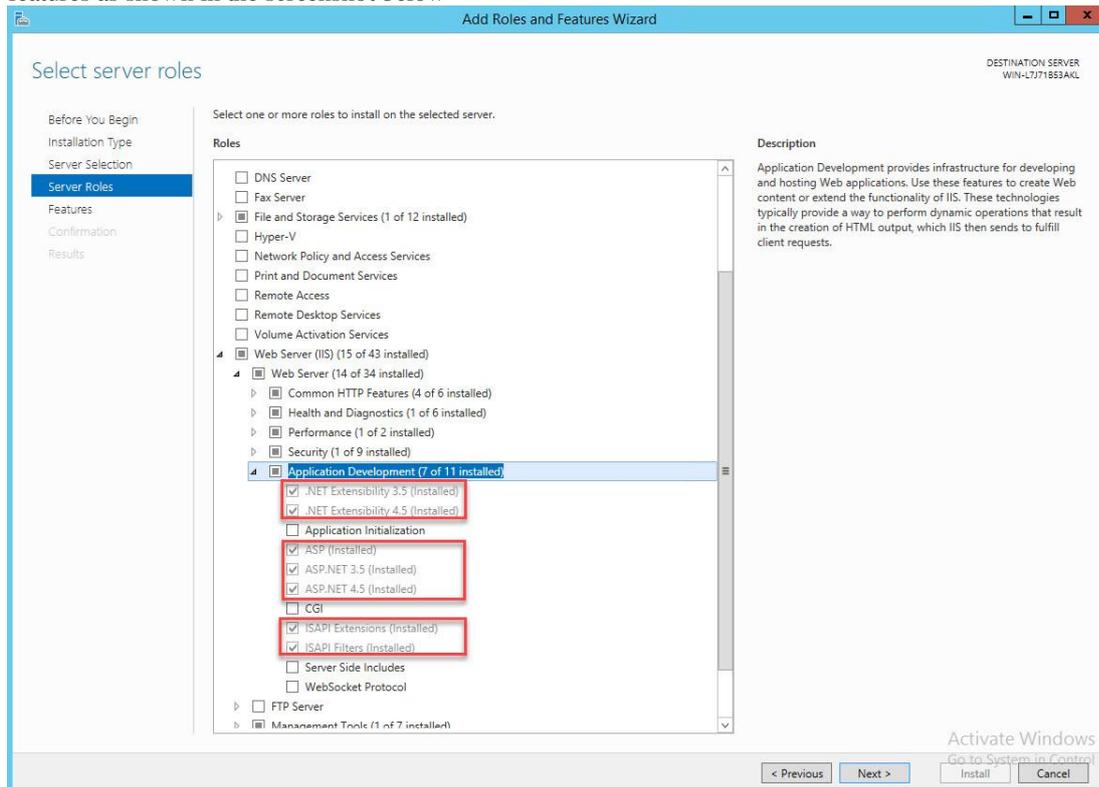
and you should put DeskAlerts Database owner account to User Name text field and its password as mentioned in [5.Pre-installation Steps, step 3](#)



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



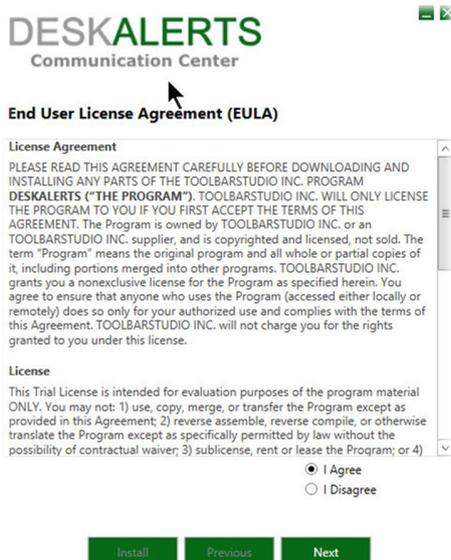
6. DeskAlerts Modules Requirements

DeskAlerts includes additional modules to extend solution's functionality.

Module Name	Requirements
<i>SMS Module</i>	SMS gateway should be available from DA Server via 80 communication port
<i>Screensaver Module</i>	To run this module please make sure that screen saver is not managed by Group Policy
<i>Wallpaper Module</i>	To run this module please make sure that Group Policy does not manage wallpapers on a desktop computers
<i>Video Alerts Module</i>	Make sure that hosts with DA Client has Internet Explorer 11 installed or higher
<i>RSS Module</i>	Make sure if RSS link available from DeskAlerts Server. Current version of RSS Module supports RSS Feeds without authentication only.
<i>Active Directory Module</i>	Make sure that AD controllers are available via 389 (636 if LDAPS is used) communication ports
<i>Mobile Alerts Module</i>	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 your 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 it in the field above.

Install Previous Next

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

DESKALERTS
Communication Center

System Requirements

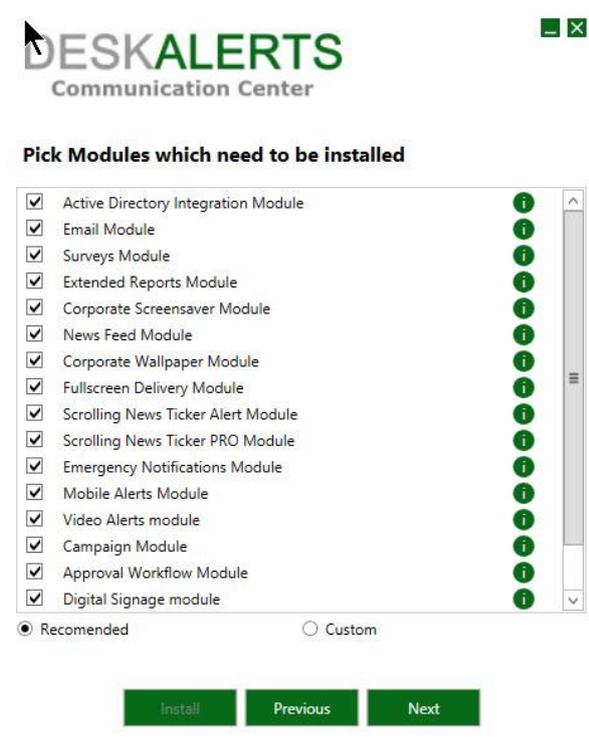
Windows Version	6	✓
IIS Version	8	✓
Net Framework Version	4.5+	✓
IIS Features	Installed	✓
ASP.NET	Installed	✓

Install Previous Next

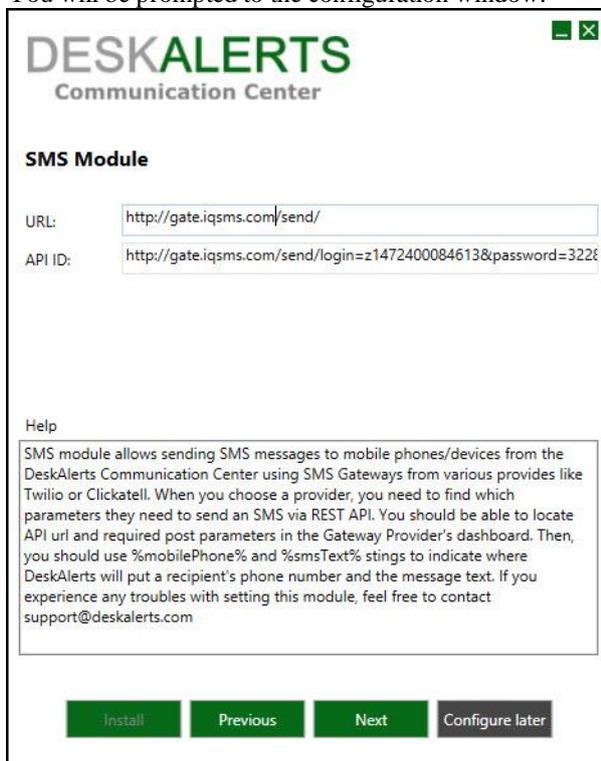
You will see all checkpoints marked with green that means your environment is ready. Click **Next** and you will be prompted to the IIS (Internet Information Services), use the dropdown menu to select a website. Sometimes URL and installation path are reversed and need to be put in their corresponding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

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:

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:



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:



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 [here](#). Use the service like this one: <http://meyerweb.com/eric/tools/dencoder/> 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 advanced 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:



The screenshot shows the 'Email Module' configuration window in the DeskAlerts Communication Center. The window title is 'DESKALERTS Communication Center'. The 'Email Module' section contains the following fields and options:

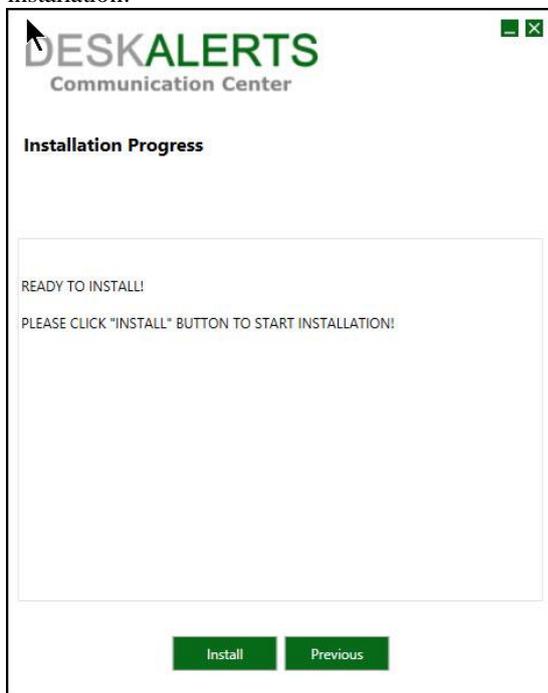
- SMTP: smtp.host.ip.address (text input)
- Port: 25 (text input)
- Use SSL
- User Name: (text input)
- Password: (text input)
- Do not authenticate
- Use authentication

Below the configuration fields is a 'Help' section with the following text:

E-Mail Module allows sending E-Mail messages from the DeskAlerts Communication Center. Email notifications can be used as a primary channel to deliver a message, or as a secondary one, in addition to sending desktop pop-ups. NOTE: please use valid e-mail address.

At the bottom of the window are four buttons: 'Install', 'Previous', 'Next', and 'Configure later'.

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

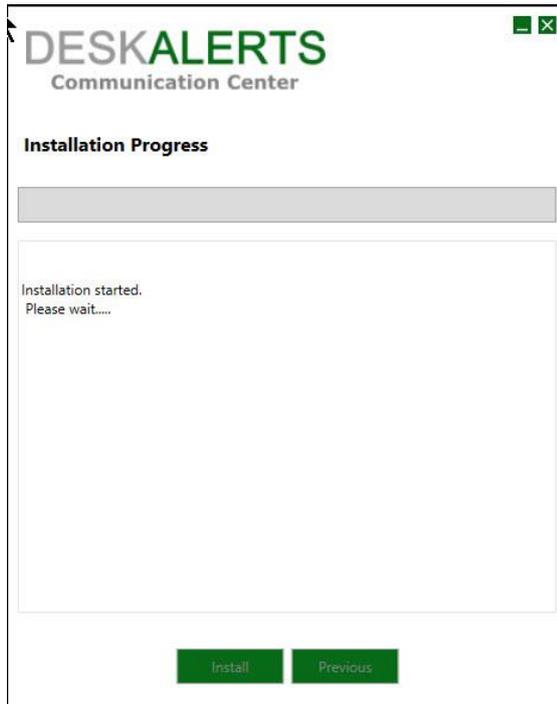


The screenshot shows the 'Installation Progress' window in the DeskAlerts Communication Center. The window title is 'DESKALERTS Communication Center'. The 'Installation Progress' section contains the following text:

READY TO INSTALL!
PLEASE CLICK "INSTALL" BUTTON TO START INSTALLATION!

At the bottom of the window are two buttons: 'Install' and 'Previous'.

Click Install, and the installation will begin:



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):

The screenshot shows a window titled "Client/Agent installation builder" with the DeskAlerts logo. The main heading is "Enter URL to the server" with the subtext "and Validate DeskAlerts server is configured". Below this, there is a text input field containing "http://DAServerName/DeskAlerts". A checkbox labeled "validate server is configured" is checked. A "Help:" section contains the text: "Enter the URL where the DeskAlerts server was installed. If you choose to validate it will check the server is configured." At the bottom, there is a URL field with "http://www.deskalerts.com" and two buttons: "Next >" and "Cancel".

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

The screenshot shows the same window titled "Client/Agent installation builder" with the DeskAlerts logo. The main heading is "Modules and platforms settings" with the subtext "If some options are disabled that means your license does not include them and you need to contact sales@deskalerts.com". Below this, there are several options with checkboxes: "Use Sync-Free Windows Active Directory", "Use Windows Active Directory" (checked), "Use Novell eDirectory", "Use other LDAP Directory (like OpenLDAP)", "Build Client/Agent with Computer Name module support", "Build Client/Agent with Screen Saver module support", "Build Windows .msi installer" (checked), "Build Mac OS X installer" (checked), and "Build Linux Debian Package". To the right, there is a "Sync Period Value" section with a text input field containing "6" and a dropdown menu set to "hour(s)". A "Help:" section contains the text: "Make sure the .NET Framework 1.1 or higher is installed on your computer, if you want to build .msi installer." At the bottom, there is a URL field with "http://www.deskalerts.com" and three buttons: "< Back", "Next >", and "Cancel".

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



Then, you will be prompted to customize Client interface.



After that you can **Build** your clients.

Once the clients have been built, the directory containing the installer files will open automatically.

