DeskAlerts 9 Installation Guide
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DeskAlerts Deployment Guide

Contents
1. Pre-face
2. Hardware Requirements
   2.1. Application Server Requirements
   2.2. Database Server Requirements
   2.3. Workstation requirements
   2.4. Thin clients infrastructure support
3. Software Requirements
   3.1. For Application Server
   3.2. For Database Server
   3.3. Workstation configuration
   3.4. Virtualization Requirements
   3.5. Thin client Software Requirements
4. Supported browsers
5. Pre-installation Steps:
   5.1. For MS Windows Server 2012
      5.1.1. Install Roles and Features
6. DeskAlerts Modules Requirements
7. Server Installation
8. DeskAlerts Client Installation
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

2.1. Application Server Requirements

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

2.2. Database Server Requirements

<table>
<thead>
<tr>
<th>Number of users</th>
<th>1 – 600</th>
<th>600 – 2000</th>
<th>2000 – 10000</th>
<th>10000 – 20000+*</th>
</tr>
</thead>
<tbody>
<tr>
<td>CPU speed</td>
<td>1Ghz</td>
<td>3GHz or higher</td>
<td>3GHz or higher</td>
<td>3GHz or higher</td>
</tr>
<tr>
<td>Memory</td>
<td>1GB min, 2GB recommended</td>
<td>2GB min, 4GB recommended</td>
<td>4GB min, 6GB recommended</td>
<td>6GB min, 8GB recommended</td>
</tr>
<tr>
<td>Hard Disk Space</td>
<td>1 – 5 GB</td>
<td>5 – 10 GB</td>
<td>10 – 20 GB</td>
<td>20 – 50 GB</td>
</tr>
<tr>
<td>Hard Disk Speed</td>
<td>7200 rpm</td>
<td>7200 rpm</td>
<td>10000 rpm</td>
<td>10000 rpm</td>
</tr>
</tbody>
</table>

* – 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

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

Workstation 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: | 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.
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.

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

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:

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

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 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:

![Email Module Configuration](image)

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

![Installation Progress](image)

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):

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

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.
Thank you! Your DeskAlerts Client-Agent has been created. Installation files are located at:

[Path to installation files]

For updates do not forget to upload deskalertcab, deskalertap, and version.txt to the folder:

[Path to updates folder]

DeskAlerts: [www.deskalerts.com]