

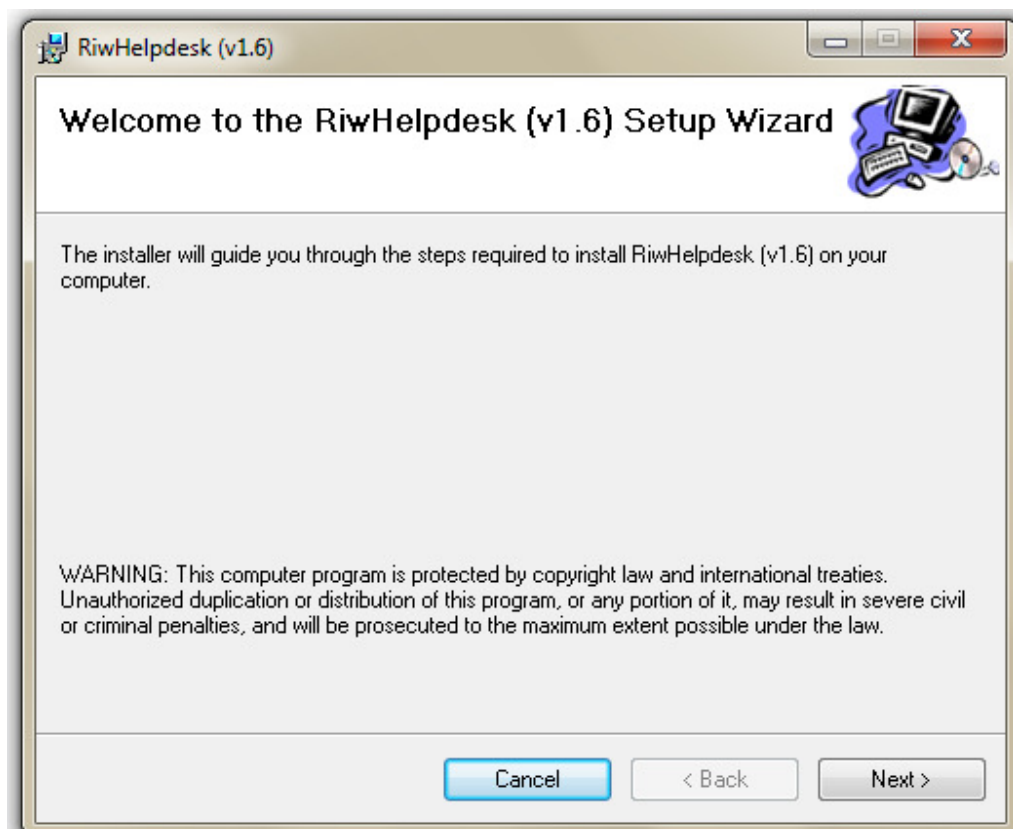
1. Step 1

a. Double Click On Setup File to Run Setup

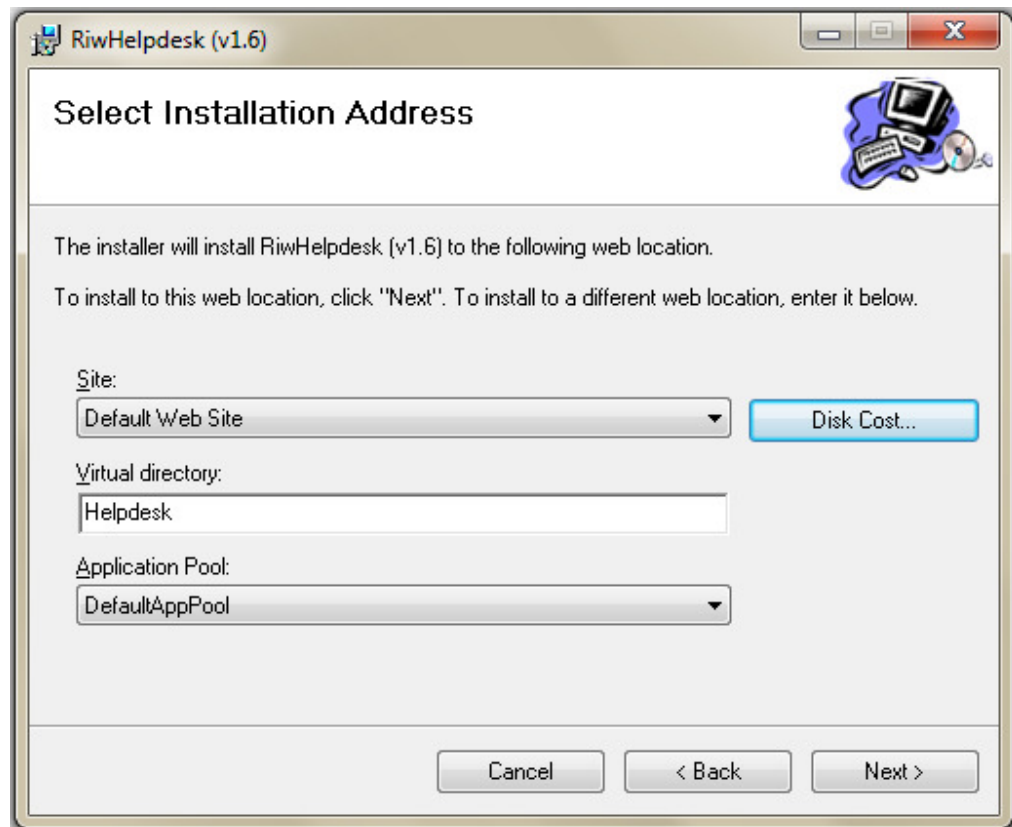
Name	Type	Compressed size	Password ...	Size
SqlCompability	File folder			
Helpdesk.msi	Windows Installer Package	51 880 KB	No	
setup.exe	Application	184 KB	No	

2. Step 2

a. Click Next to Continue Setup

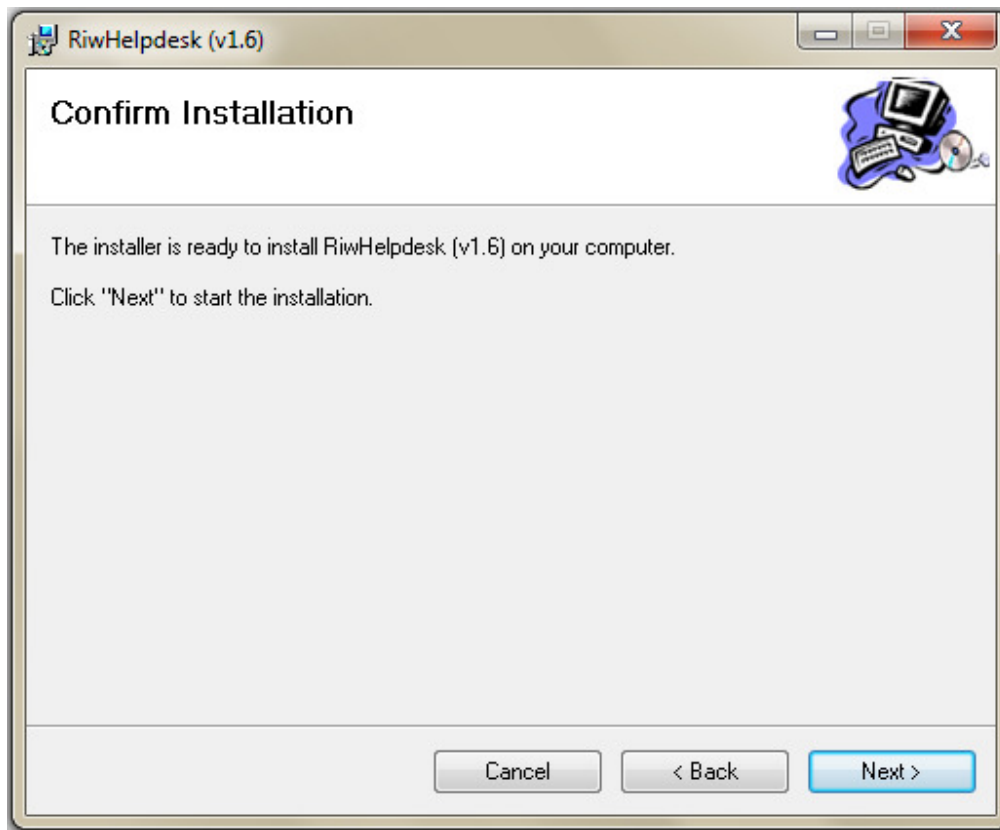


### 3. Step 3

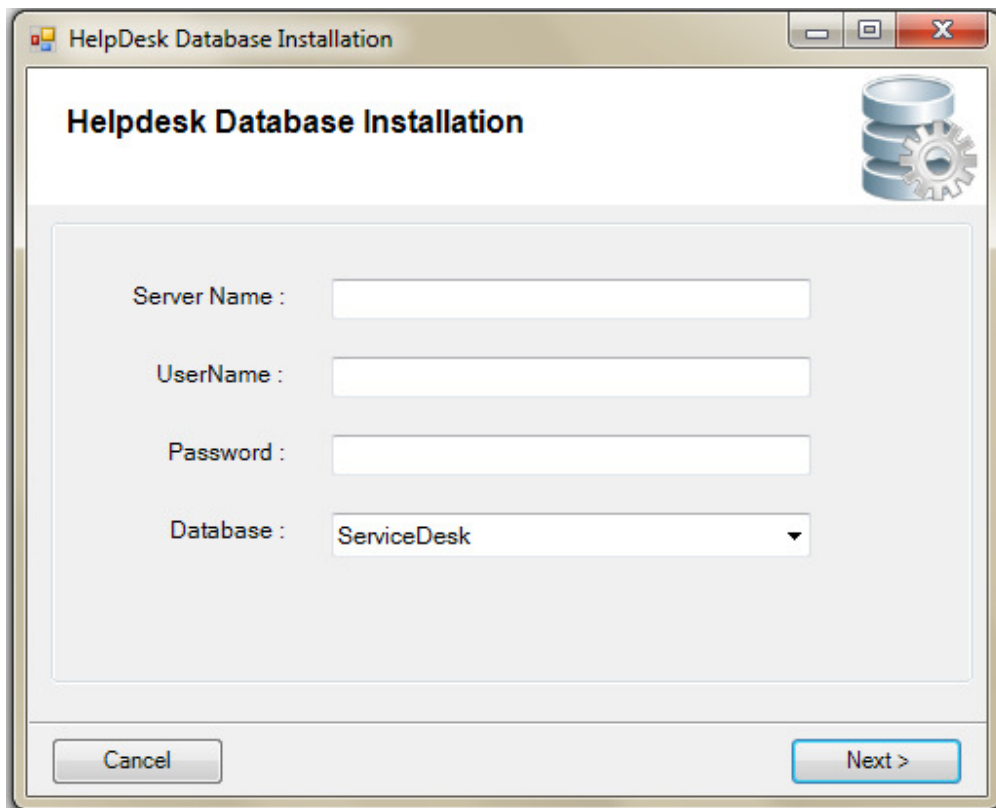


- a. Click Next to continue Setup.

#### 4. Step 4



### 5. Step 6



- a. Enter SQL Server Name in Server Name Text Box.

Server Name :

- b. Enter SQL Server User Name in Username Text Box.

UserName :

c. Enter SQL Server Password in Password Text Box.

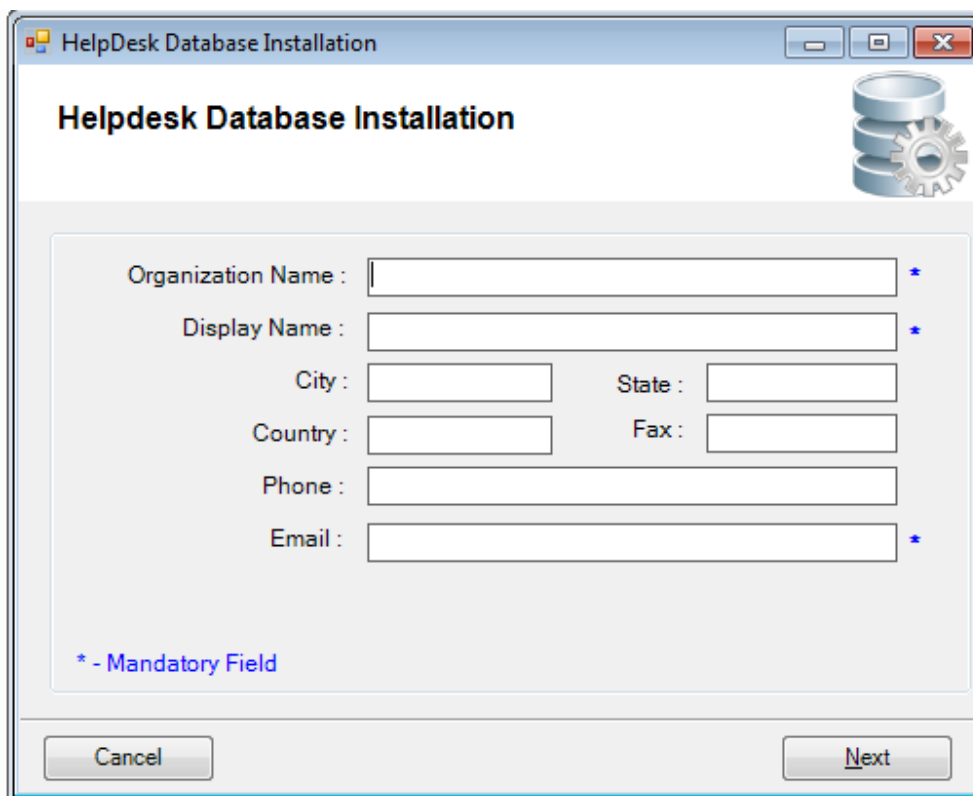
Password :

d. Enter Database Name In Database Combo Box.

Database :

e. Click Next to complete DB Setup.

### 6. Step 7



HelpDesk Database Installation

**Helpdesk Database Installation**

Organization Name :  \*

Display Name :  \*

City :  State :

Country :  Fax :

Phone :

Email :  \*

\* - Mandatory Field

Cancel Next

- a. Enter Organization Name in Organization Name Text Box.

Organization Name :  \*

- b. Enter Display Name in Display Name Text Box.

Display Name :  \*

- c. Enter Email in Email Text Box.

Email :  \*

- d. Click Next to Complete Organization Detail.

### 7. Step 8

a. Enter User Name In UserId Text Box.

b. Enter Password In User Password Text Box.

- c. Enter Confirm Password In Confirm Password Text Box.

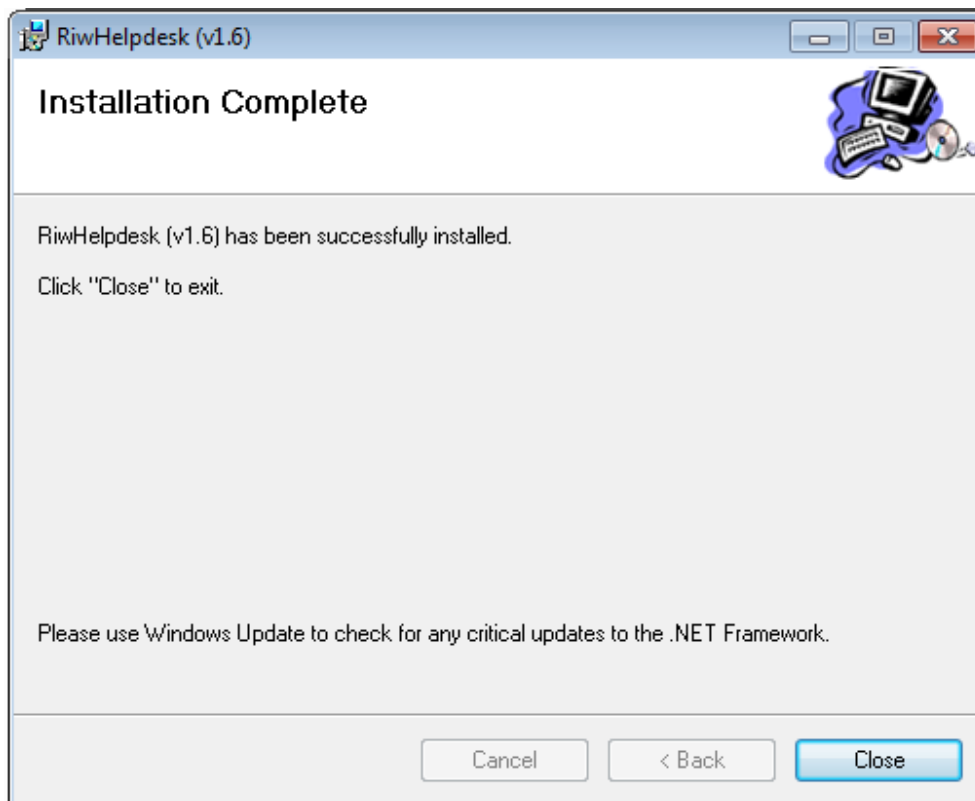
Confirm Password :  \*

- d. Enter Email In Email Text Box.

Email :  \*

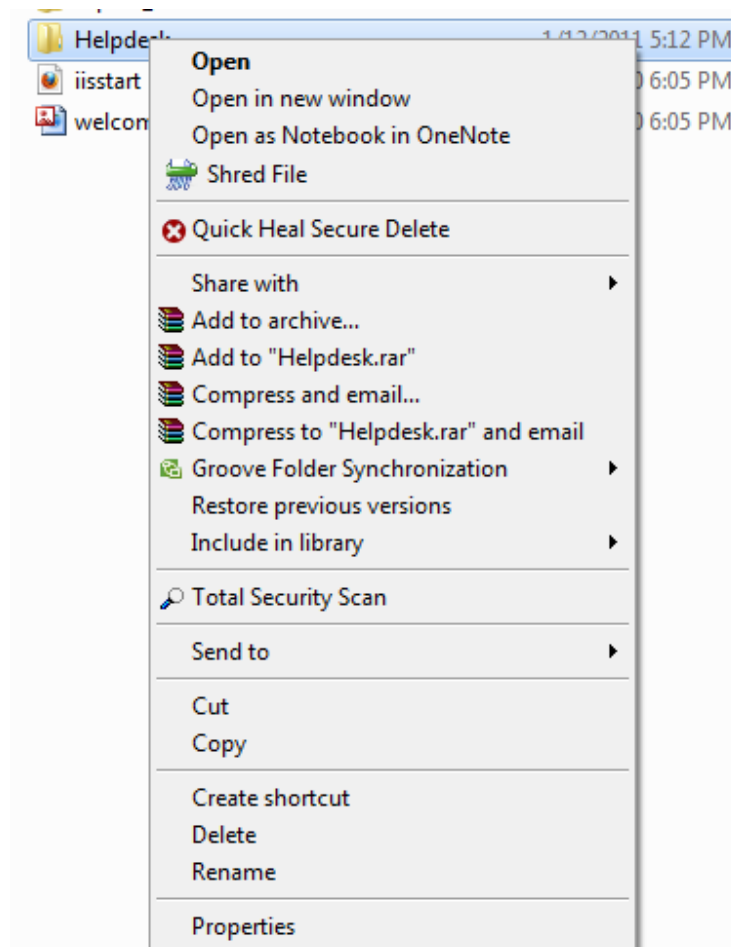
- e. Click Next to Complete Login Detail.

## 8. Step 9

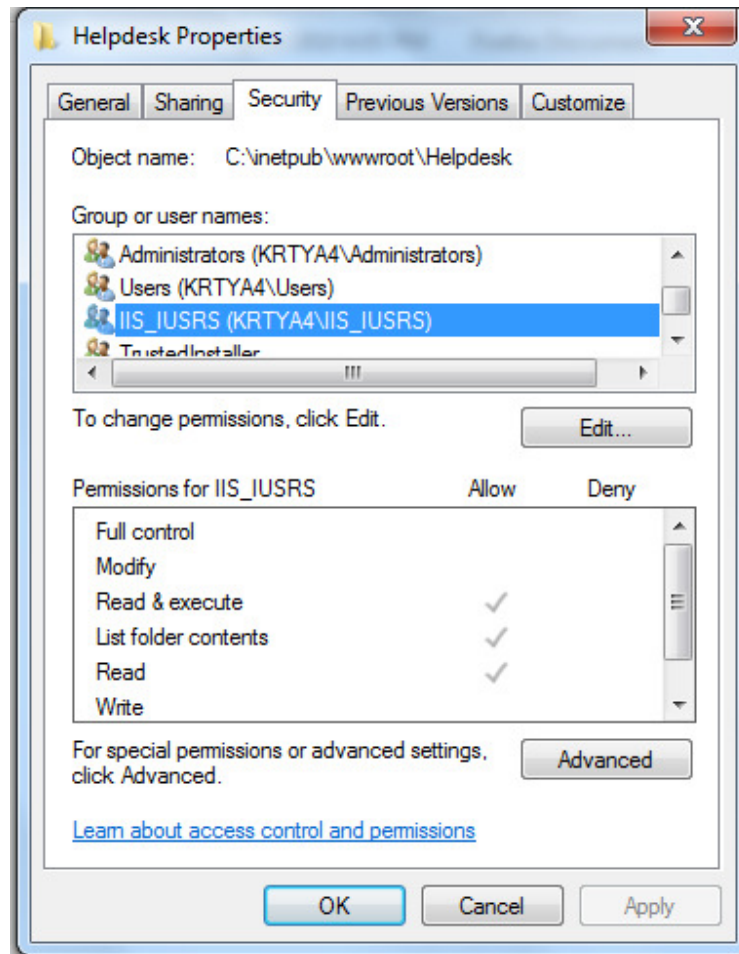


- a. Click Close to Complete Set up of Helpdesk.

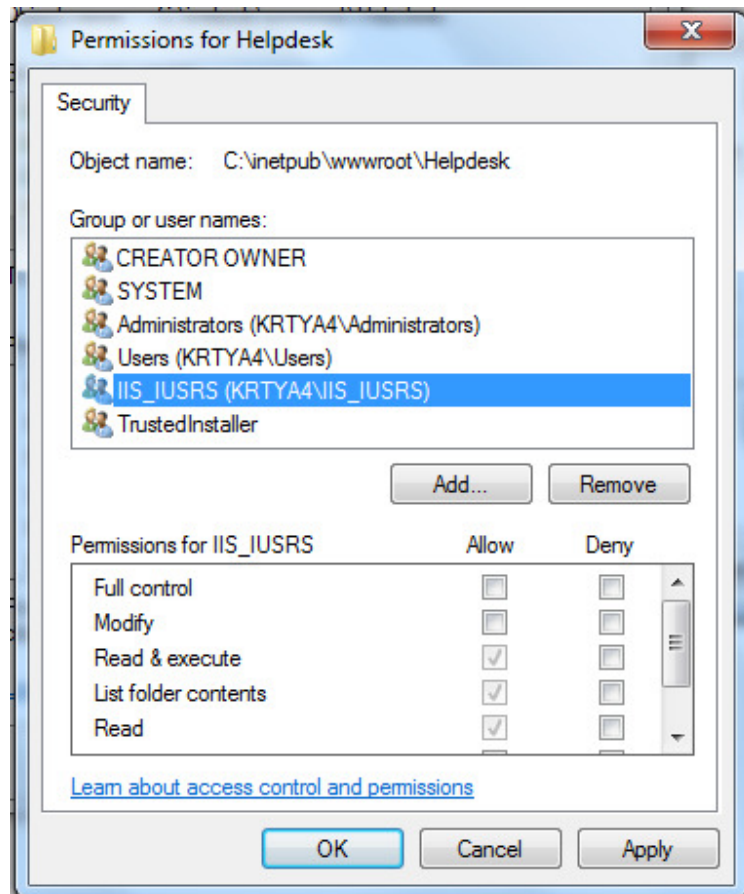
9. Step 10 –(After Setup Give Permission to HD)
  - a. Open Folder where Your Hd Is Stored(..\inetpub\wwwroot)
  - b. Right Click on Your Hd Folder and Select Properties option.



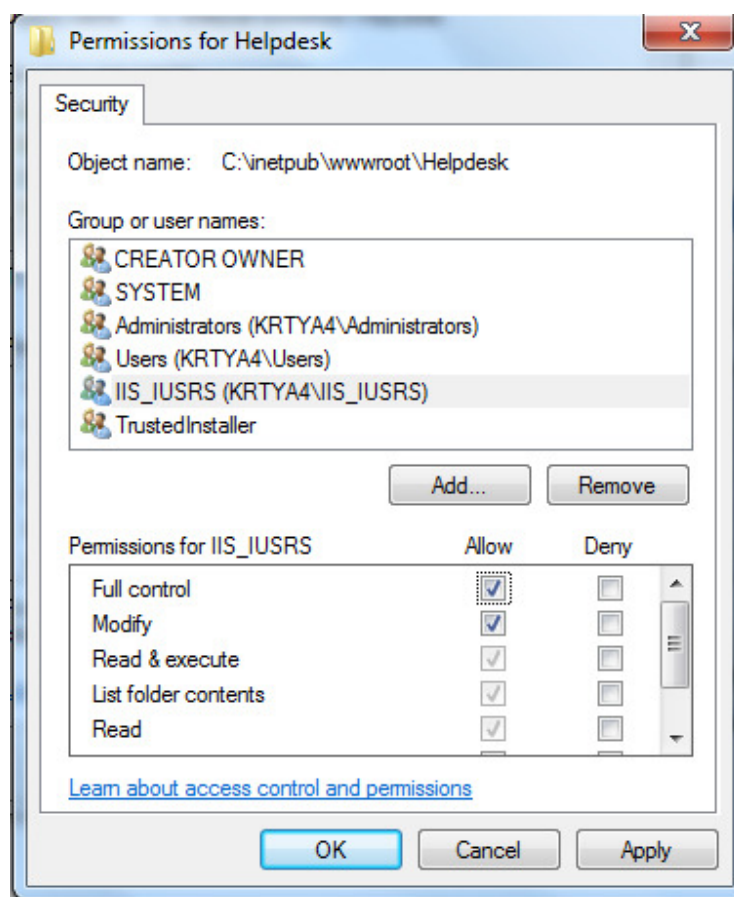
c. Select Security Tab and click Edit button to Give Permission.



d. Select IIS Users For Group or User names list.



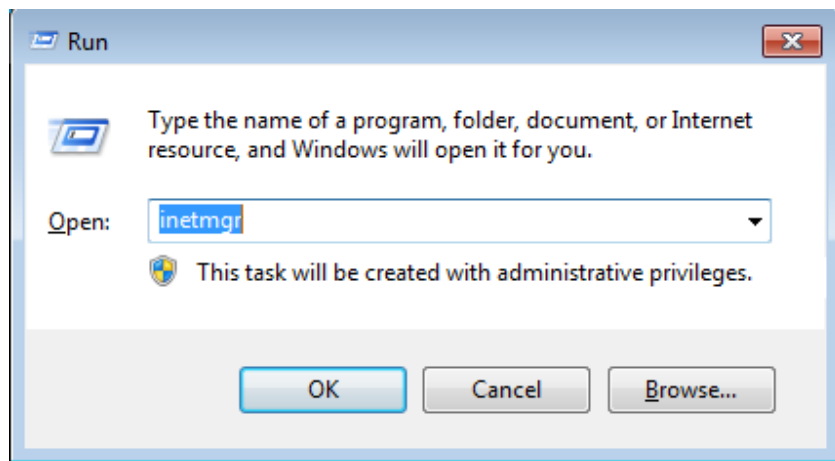
- e. Tick Allow option of Full Control in Permissions for IIS\_IUSRS List.



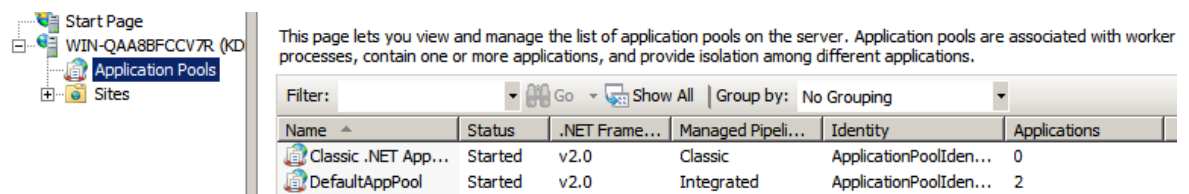
- f. Click Apply and then ok to give Full Permission.

10. Step 11 –(If 64 Bit Machine then Use This Step )

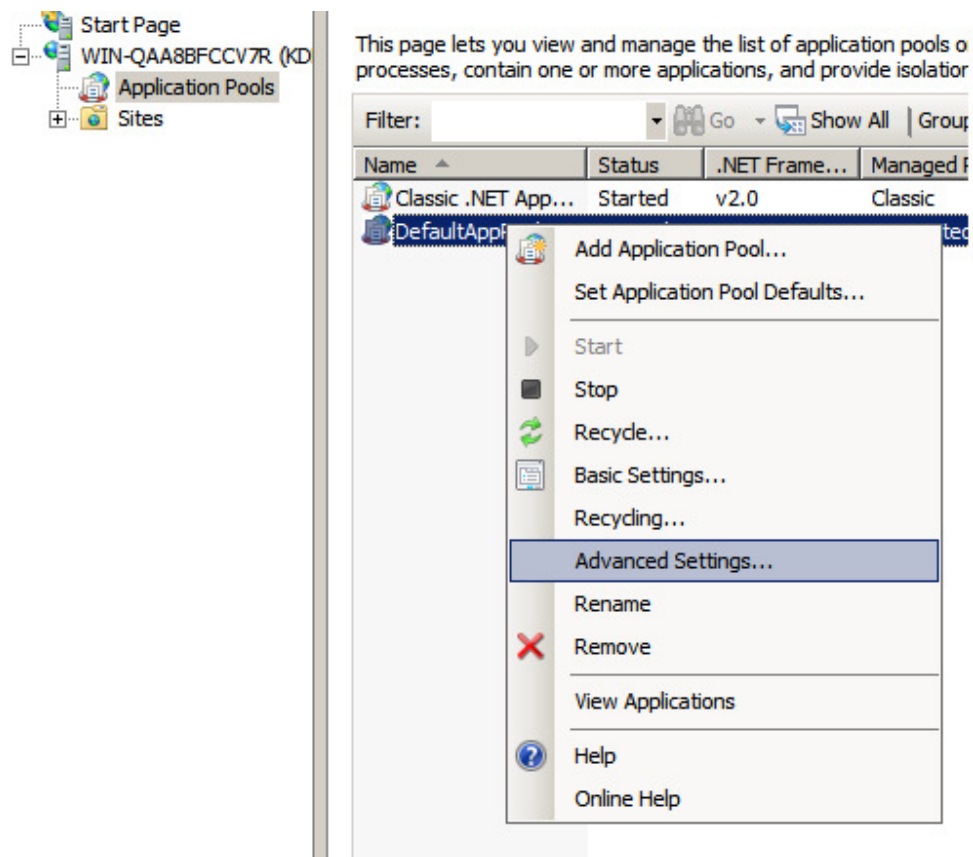
- a. Open Run (window + R) and write inetmgr in it then press ok button.



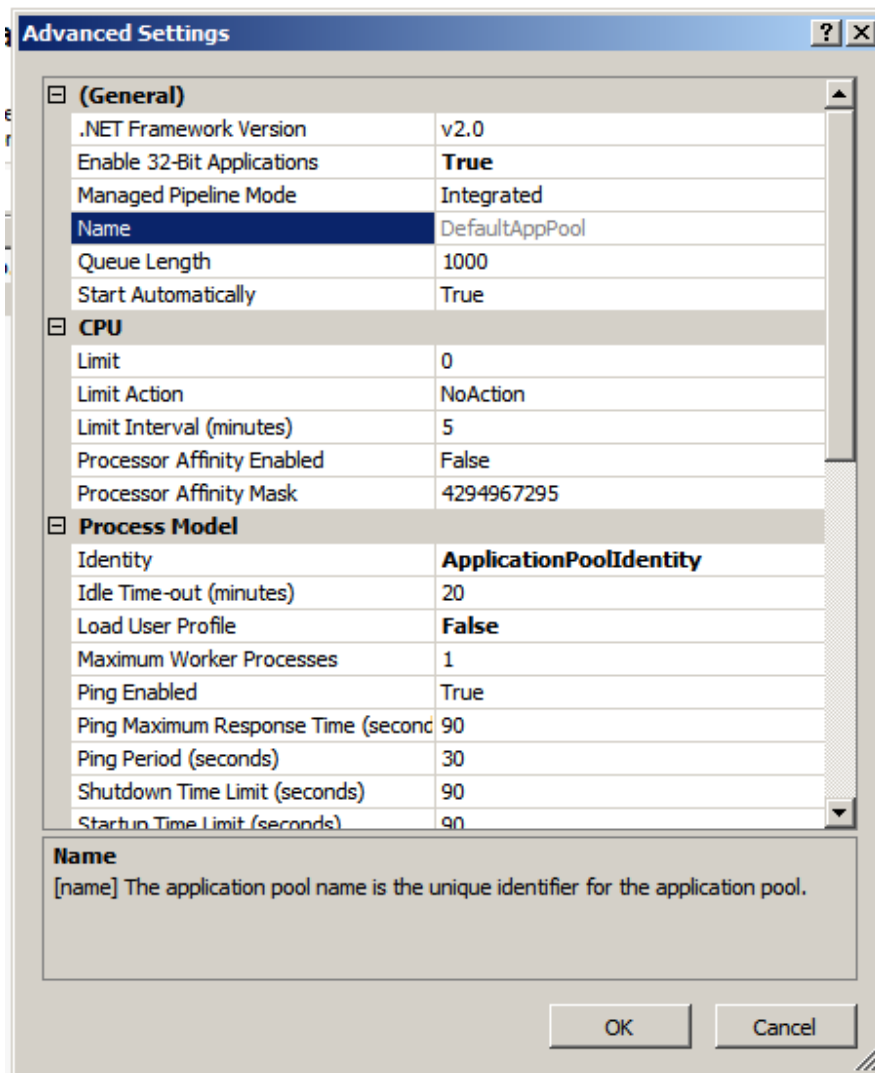
- b. Select Application Pools Option.



- c. Right Click on DefaultAppPool Option and Select Advance Setting Option.



- d. Set Enable – 32 Bit Application Property to True In General List.



e. Click Ok to Save Setting.