HelpSTAR®*2010*
Help Desk Technology

Installation Procedures

Contents

Part 1 - Deployment Server and Database Setup

Deployment Server Installation Prerequisites:

- Microsoft .Net Framework 3.5 is required for the installation of HelpSTAR2010. When installing HelpSTAR components from another machine, you will either be prompted to download the required setup files from the Internet or to use setup files from a location on the network.

- Windows Installer must be updated to Version 4.5 prior to installing the application. It is recommended to do this beforehand as this update requires a reboot of the server. For more information, visit the link below:
  http://support.microsoft.com/kb/942288

- Ensure that SQL Server is installed prior to the installation. Supported versions are:

  - SQL Server 2005 (Express, Standard, Workgroup or Enterprise Edition)

  - SQL Server 2008 (Express, Standard, Workgroup or Enterprise Edition)

  - SQL Server 2008 R2 (Express, Standard or Enterprise Edition)

  - 64-Bit versions are supported

- During installation of SQL Server, note the mode selected for authentication (Windows Authentication or SQL). If using SQL authentication, the SA password will be required to create the HelpSTAR database.

- SQL Server FullText Search Service must be started on the database server for the use of the HelpSTAR Search Engine functionality.

Deployment Server Installation:

1. On the server that will be hosting the HelpSTAR2010 application, run the evaluation file.

2. When prompted, enter the installation password. Click **OK.**
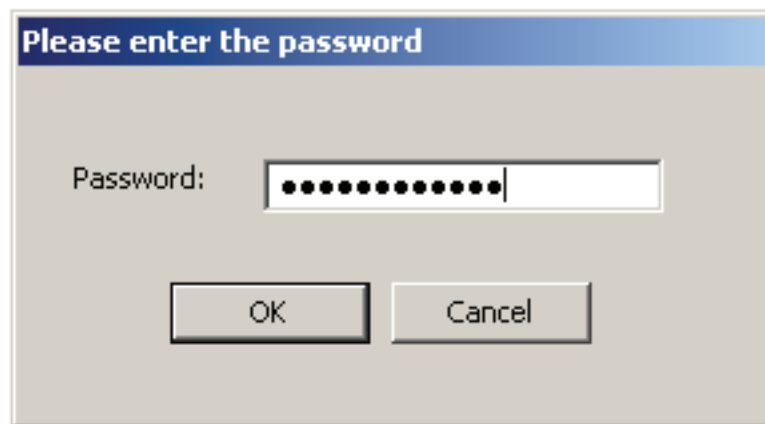
3. To proceed with the installation, review and agree to the license agreement terms.

4. Specify the location in which HelpSTAR2010 Deployment Server files will reside. A default location will be provided (C:\HelpSTAR\). This can be altered by clicking on the Browse button. Click **Next.**

5. A confirmation will appear upon successful completion of the Deployment Server installation.

Database Setup for SQL Authentication:

1. Upon completion of the Deployment Server installation, the HelpSTAR database setup will begin. A prompt to "Add ODBC Database Source Name" will appear (as shown below).

2. Enter the name of the database server.

3. Select "With SQL Server authentication using a default login" for the authentication mode on the database server.

4. Click on **OK** when all information has been entered.

5. Enter the SA password when prompted to do so. Click **OK**. At this point, data source information can also be edited by clicking on **Edit.**
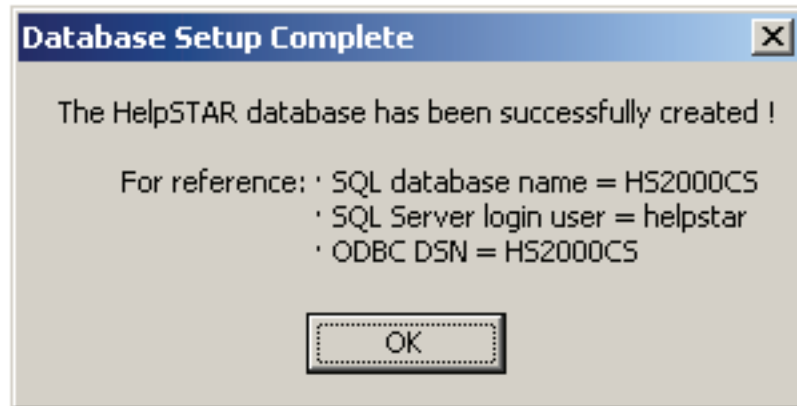
6. The database setup will proceed. A prompt confirming database creation has been completed will appear.

Database Setup Complete ✕

The HelpSTAR database has been successfully created !

For reference: · SQL database name = HS2000CS
· SQL Server login user = helpstar
· ODBC DSN = HS2000CS

OK

7. Click on **OK** to exit the database setup

8. Upon completion, you will be prompted to activate HelpSTAR.

Database Setup ✕

ⓘ Database HS2000CS has been successfully created. Now you will be prompted to activate HelpSTAR.

OK
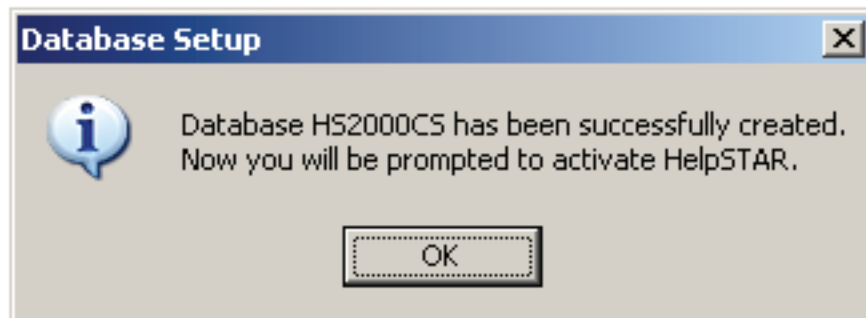
9. Enter your user and company information. This user will be added as the first Power User in HelpSTAR. Click on **OK** when this information is entered.

10. Once you have added your first Power User, the installation will attempt to download and extract files for Microsoft .Net Framework 3.5. Click on **OK** to proceed.

11. If no Internet access is detected, you will receive the following prompt listing alternate ways to install Microsoft .Net Framework 3.5. Click on Finish to exit the Deployment Server installation.

Database Setup for Windows Authentication:

1. Upon completion of the Deployment Server installation, the HelpSTAR database setup will begin. A prompt to "Add ODBC Database Source Name" will appear (as shown below).
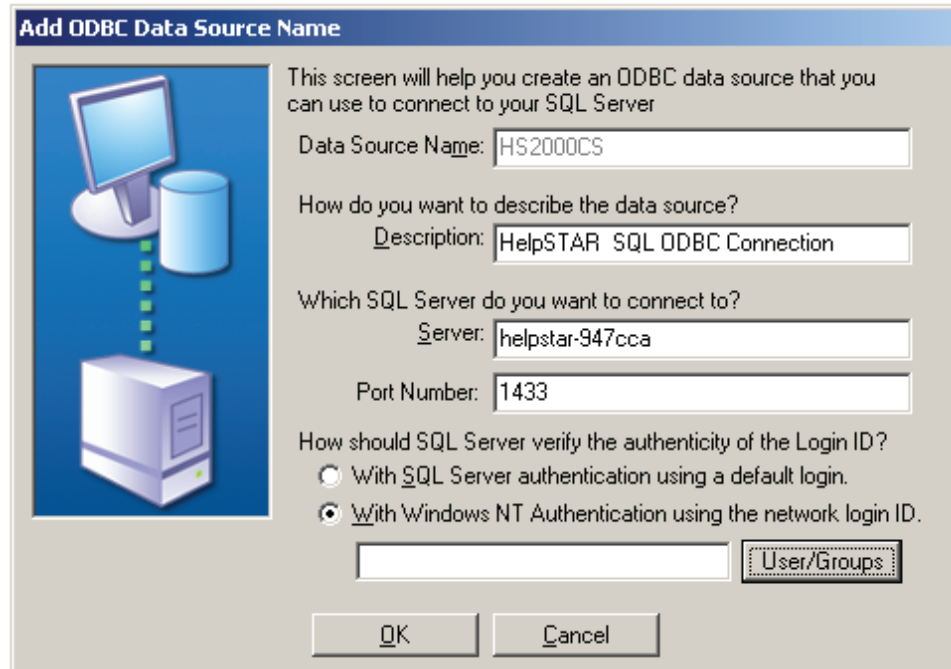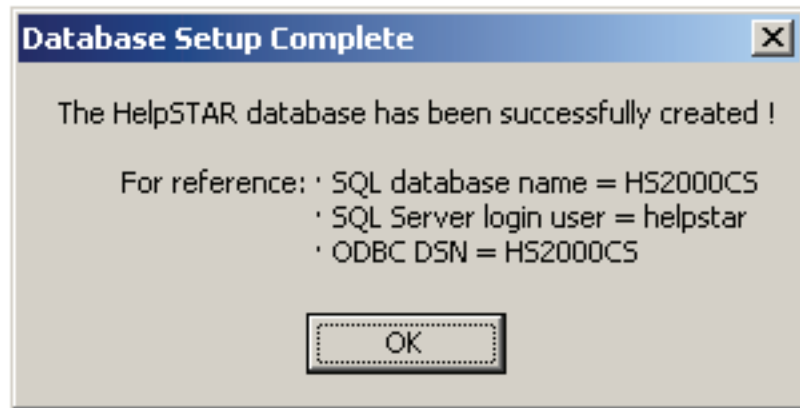

2. Enter the name of the database server.

3. Select the "With Windows NT Authentication using the network login ID" option. You will be prompted to select a group to be authenticated to the database.
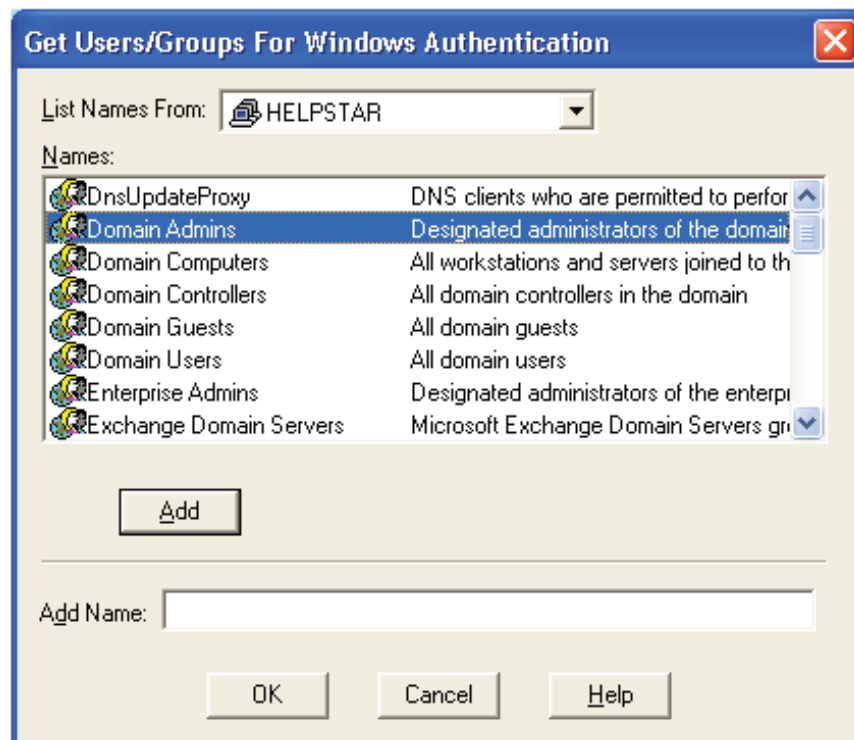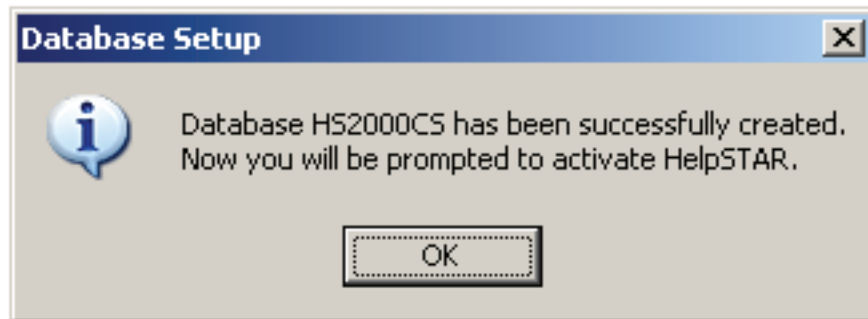

4. Click on **OK** when the user or group has been selected.

5. The database setup will proceed. A prompt confirming database creation has been completed will appear.

Database Setup Complete ☒

The HelpSTAR database has been successfully created !

For reference: • SQL database name = HS2000CS
• SQL Server login user = helpstar
• ODBC DSN = HS2000CS

OK

6. Click on **OK** to exit the database setup.
7. *Upon completion, you will be prompted to activate HelpSTAR.*

Database Setup ☒

ⓘ Database HS2000CS has been successfully created.
Now you will be prompted to activate HelpSTAR.

OK

8. Enter your user and company information. This user will be added as the first Power User in HelpSTAR.

9. Once you have added your first Power User, the installation will attempt to download and extract files for Microsoft .Net Framework 3.5. Click on **OK** to proceed.

10. If no Internet access is detected, you will receive the following prompt listing alternate ways to install Microsoft .Net Framework 3.5. Click on **Finish** to exit the Deployment Server installation.

Part 2 - Windows Client Installation

The Windows Client is the workstation-based interface that you will access to work in and administer HelpSTAR.

Windows Installer must be updated to Version 4.5 prior to installing the Windows Client. It is recommended to perform this installation prior to attempting the Windows Client installation on the deployment server or any workstation at this requires a reboot of the machine. For more information, visit the link below:

http://support.microsoft.com/kb/942288

Windows Client Installation:

1. Upon completion of activation, you will be prompted to install HelpSTAR's Windows Client.

2. Specify if Microsoft .Net Framework 3.5 setup files should be used from a location on the network or downloaded from the Internet. Click Yes to proceed with the framework installation.

3. Specify the location in which HelpSTAR2010 client files will reside. A default location will be provided (C:\Program Files\). This can be altered by clicking on the Browse button. Click Next.

4. A confirmation will appear upon successful completion of the Windows Client installation.

Notes:

- Upon completion of the installation of the Windows Client, you will be prompted to select other HelpSTAR components for installation. The installation will proceed to install components. You will also have the option to install components later using the instructions outlined in the following sections.

- It is recommended that you download Microsoft .Net Framework 3.5 locally to the HelpSTAR server. (Example: C:\temp). When the Windows client or any HelpSTAR component is installed from another machine, the framework set up files will be available locally from the HelpSTAR server. If the setup files are not present on the HelpSTAR server, an attempt will be made to download directly from the Internet. This may cause a delay in installation.

Part 3 - Web Portal Installation

Web Portal Installation Prerequisites:

- Microsoft .Net Framework 2.0 is required for this installation.

- Internet Information Services 6.0 or 7.0 must be installed prior to running this installation.

- A domain user account will be required during installation. Ensure that the domain user account has a password that does not expire.

Note: Instructions provided below presume that the web server and the database server reside on the same domain.

Web Portal Installation:

1. On the server that will host HelpSTAR's Web Portal, navigate to the HelpSTAR Deployment Server folder (\HelpSTAR\HLPSTRCS\).

2. Click on the Install.exe file.

3. Check the Web Portal option and then click Next.

4. Specify the location in which HelpSTAR2010 Web Portal files will reside. A default location will be provided (C:\HSNET\). The location can be altered by clicking on the Browse button. Click Next.

5. Select the Web Site under which the IIS Virtual Directory will be created.

6. Enter the name of the Virtual Directory you wish to create.

7. Specify the Web address where the Web Portal will reside. Options include:

   ◦ IP address of the Web server.

   ◦ Machine name of the Web server.

   ◦ All host header names inside the Web site.

   ◦ Other such as another IP address or URL that points to the Web server.

8. Click Next when finished with the above entries.

9. On this screen, you will be prompted to select the following options:

   ◦ Login Page Language

      a. Select the languages that should be made available to the users of the Web portal.

      b. Select the default language presented to the end users on the Web portal.

   ◦ Active Directory - If users have been imported from Active Directory, selecting this option allows you to set a login bypass for the Web interface. This allows a user to automatically login into the Web portal interface using the same login used for the machine they are currently logged in to.

   ◦ Items Visible to End Users - specify the fields available to end users when logging a new request.

10. Click Next when finished with the above options.

11. Specify the domain user account being used for the Web portal. Click Next to complete the installation.
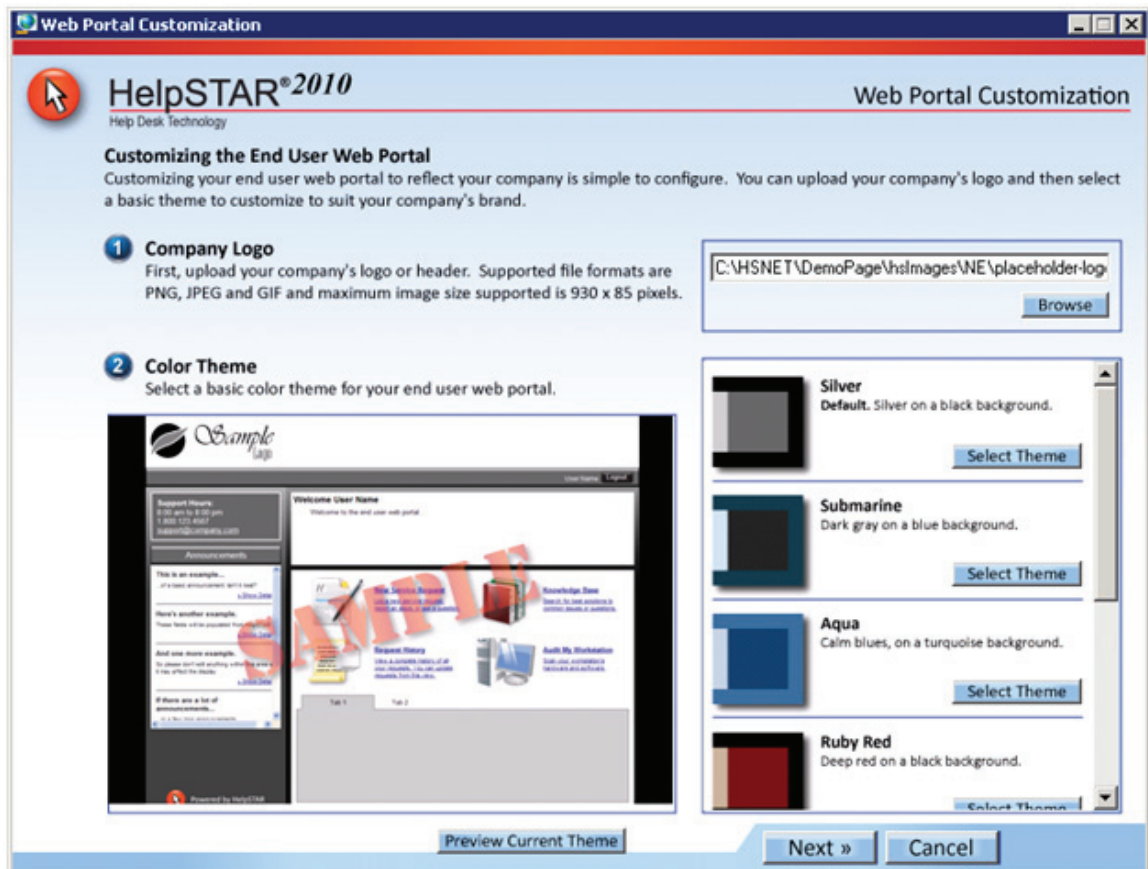
12. A confirmation will appear upon successful completion of the HelpSTAR Web Portal installation.

Part 4 - Web Portal Customization

HelpSTAR will allow you to customize the look and feel of your .Net Web Interface. Once the Web Portal installation is complete, options to customize the Web Portal will be launched (as shown below).


You can complete your customizations at this stage. However, should you decide to customize or modify the theme of your web portal at a later time, you can launch the customization options from the following location:

\HSNET\WebUIThemeCustomize.exe

Note: For Internet Explorer, it is recommended to upgrade version 7.0 or higher to view the best quality of your customizations.

To complete your customizations, perform the following:

1. **Company Logo** - Upload your company logo to your Web Portal. Click on the **Browse** button to locate your image file. Click on the **Open** to insert the image.
   Note: this image must not exceed 930 x 85 pixels.
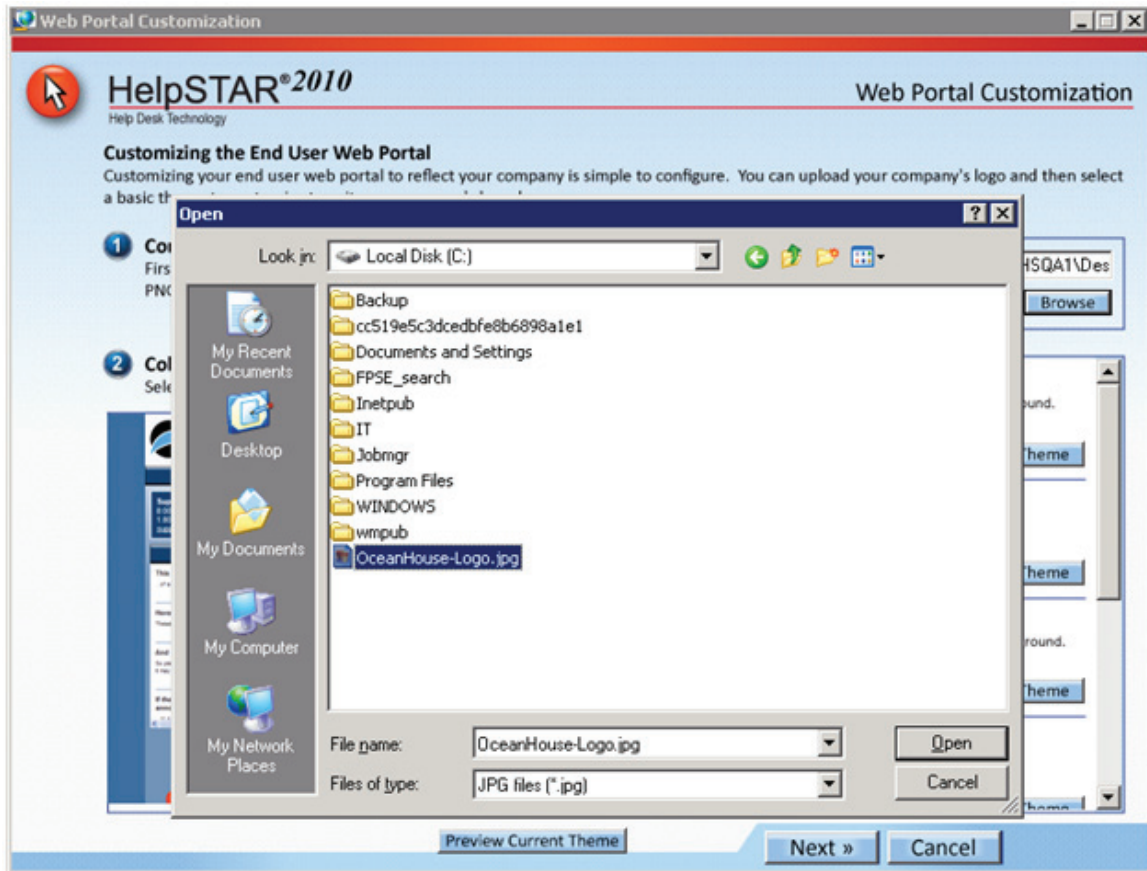
2. Color Theme - Select a basic color theme to match your company logo. Scroll through available options and click on the Select Theme button for your desired theme.

Preview Current Theme - Select the Preview Current Theme button to view how your theme will appear on the Web Portal.   Click on the Return to Customization Options button to return to the customization options.
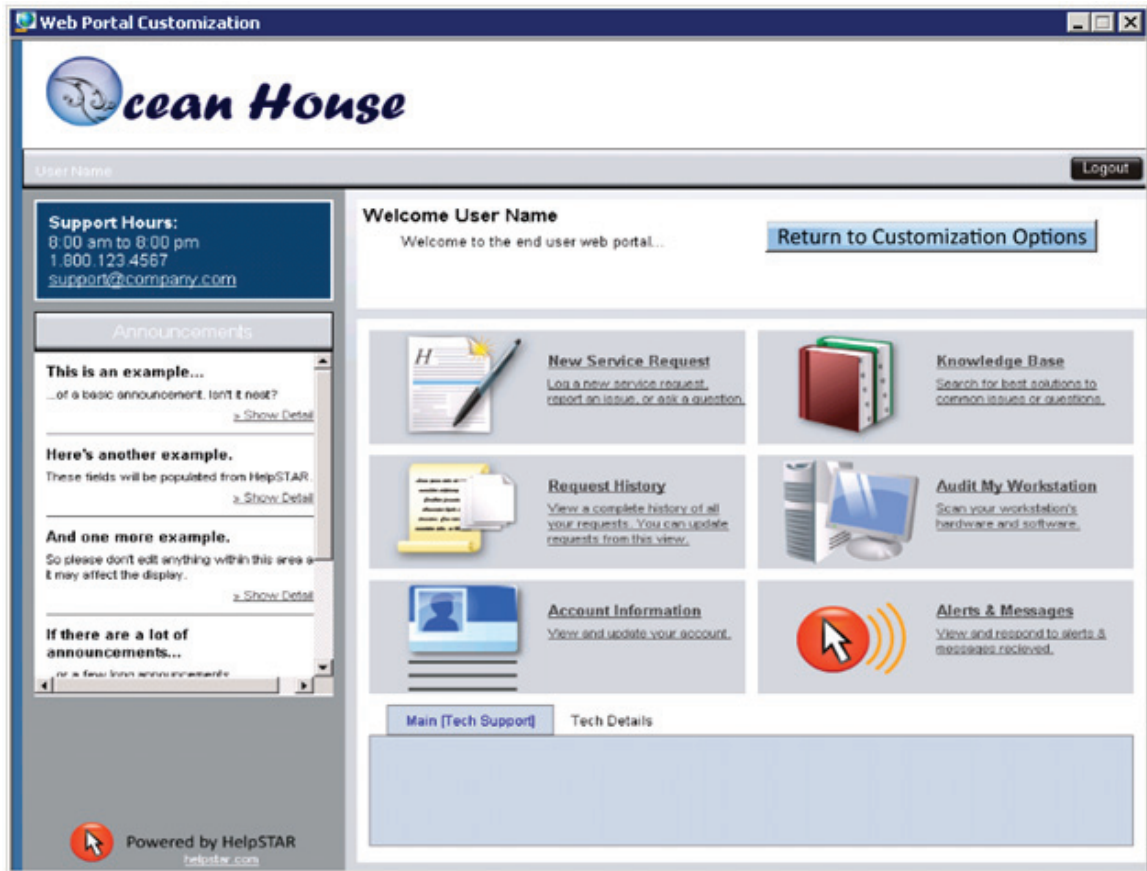
Once you have returned back to the customization options, click on Next to continue with available options.

3. Advanced Color Options - Further customization options for the main/background color of your web portal can be performed at this step. Select advanced colors to further match your company theme or logo.

4. Service Desk Details - Click on the Support Hours button to enter the available hours of support, contact phone number and URL for the help desk.

HTML Viewer - Modifications made to your Web Portal will be reflected immediately. This viewer will allow you to preview the options selected for your customization. Click on Enlarge View to preview your Web Portal on a larger window.

Click on **Finish** to exit the designer.

Part 5 - Attachment Functionality

HelpSTAR's Attachment Functionality allows users to add files to any of HelpSTAR's objects.

1. Navigate to the HelpSTAR Deployment Server folder (\HelpSTAR\HLPSTRCS\).

2. Click on the **Install.exe** file.

3. Check the Attachments option and click **Next.**

4. Specify the location in which Attachment files will be stored. The options for Attachment storage are:

   ◦ **Windows Folder** - A default location will be provided (C:\HelpSTAR\HLPSTRCS) if selecting to store attachments in a Windows folder. The subfolder \Modules\Attachments will be created in this folder.   This option will only be available if running the Attachments installation from the machine hosting the database. The location can be altered by clicking on the Browse button.

   ◦ **In Database** - This option is not available if using SQL 2005/2008 Express as your backend database.

5. Click **Next** when the storage location has been selected.

6. A confirmation will appear upon successful completion of HelpSTAR's Attachments Functionality installation.
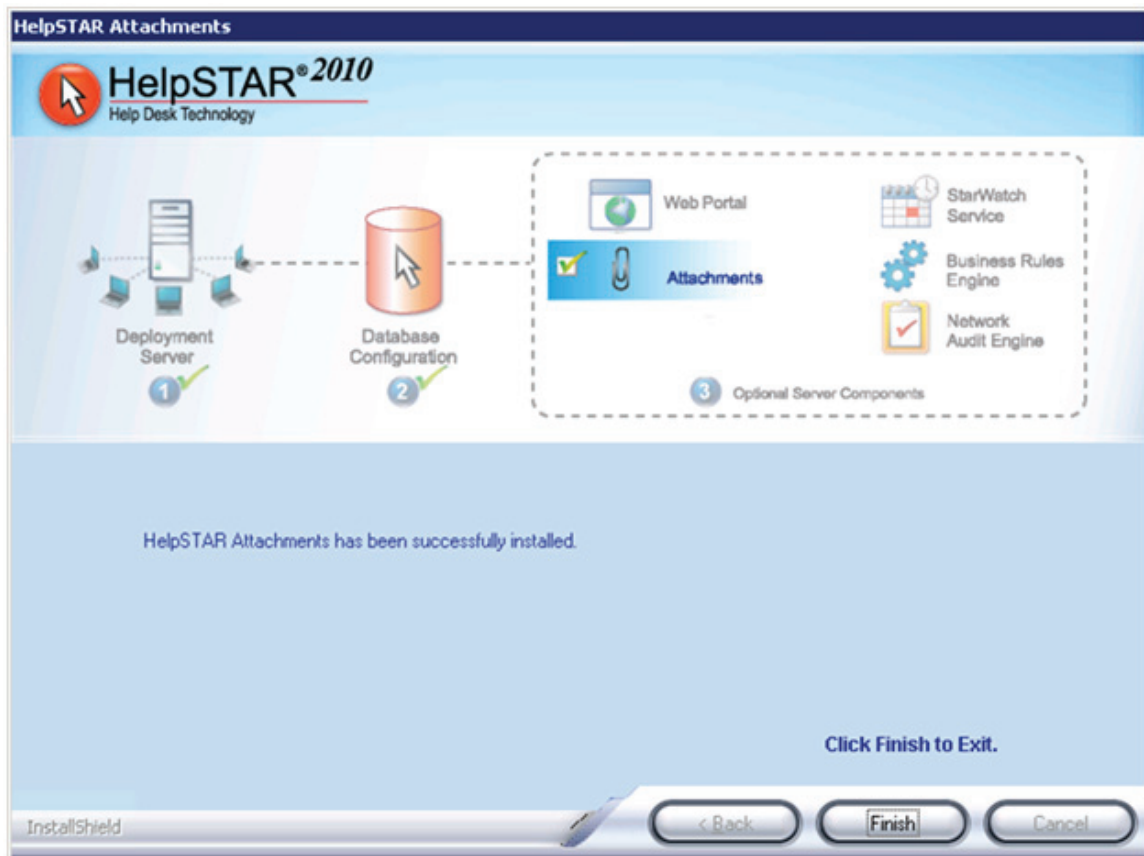
Notes Regarding Attachments Storage:

- When running the Attachments installation from the SQL server you are given the option of storing attachments in a Windows folder or in the database. If you run the Installation from any other machine, only the option to store attachments in the database is enabled.

- If you elect to store Attachments in the SQL database then they will be included whenever you back up or move your database. However, the size of your database will increase proportionately with the use of attachments. If you elect to store Attachments in the \Attachments folder then they will not affect the size of your HelpSTAR database. However, to preserve these attachments you must ensure that this folder is continually backed up.

- If using SQL Server 2005/2008 Express, the database option is disabled and storage for attachments must be in a Windows folder.

Part 6 - StarWatch Service

HelpSTAR's StarWatch service is a background component that is required for many of the monitoring activities that affect workflow. These activities include generating alerts, automatic email updates, processing incoming/outgoing emails, request scheduling and Active Directory import/synchronization.

**HelpSTAR StarWatch Installation Prerequisites:**

- A domain user account will be prompted for the installation of the HelpSTAR StarWatch service. This service will run under this user account. If using the MAPI protocol, the user entered should be the user associated with the mail account.

1. On the server in which you want to install the StarWatch Service, navigate to the HelpSTAR Deployment Server folder (\HelpSTAR\HLPSTRCS\).

2. Click on the **Install.exe** file.

3. Check the StarWatch Service option and click **Next.**

4. Specify the location in which StarWatch Service files will reside. A default location will be provided (C:\HelpSTAR\HLPSTRCS). The location can be altered by clicking on the **Browse** button. In the location specified, the subfolder \Modules\StarWatch will be created in this folder. Click **Next.**

5. Specify the domain user under which the StarWatch service should be running.
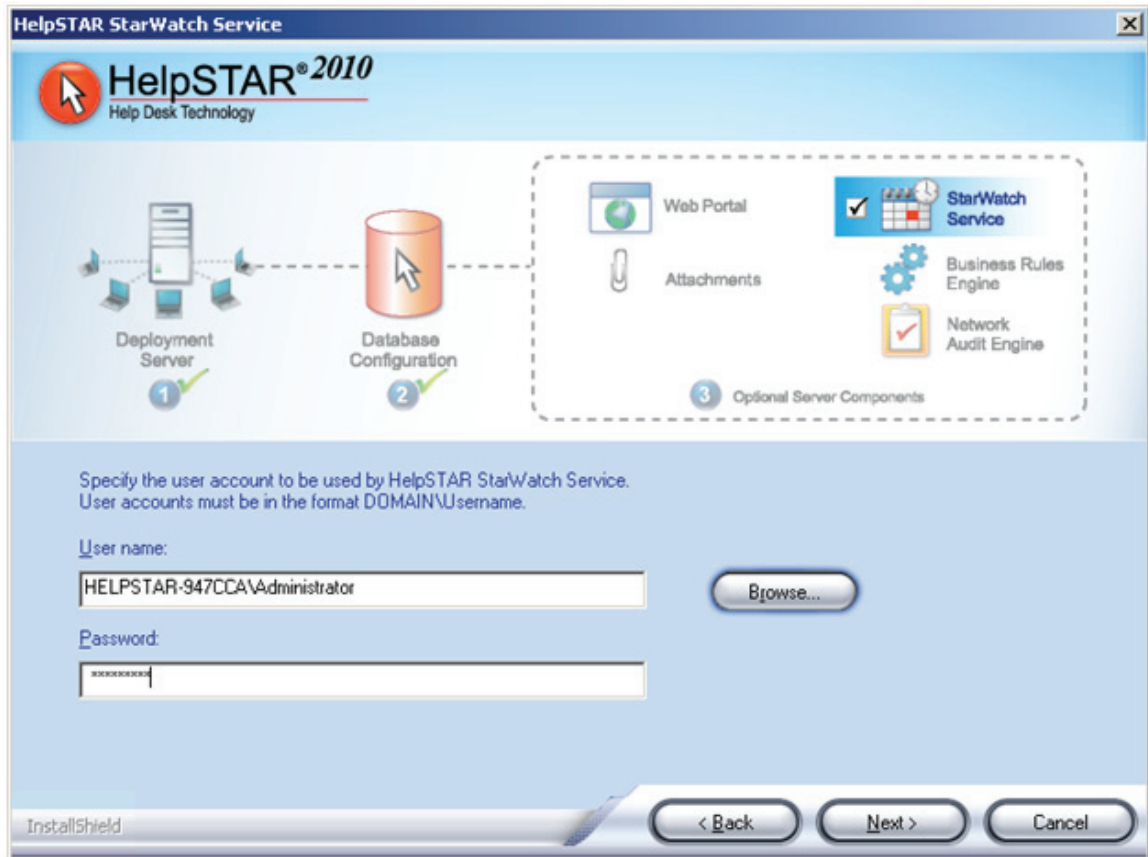
6. A confirmation will appear upon successful completion of the StarWatch Service installation.
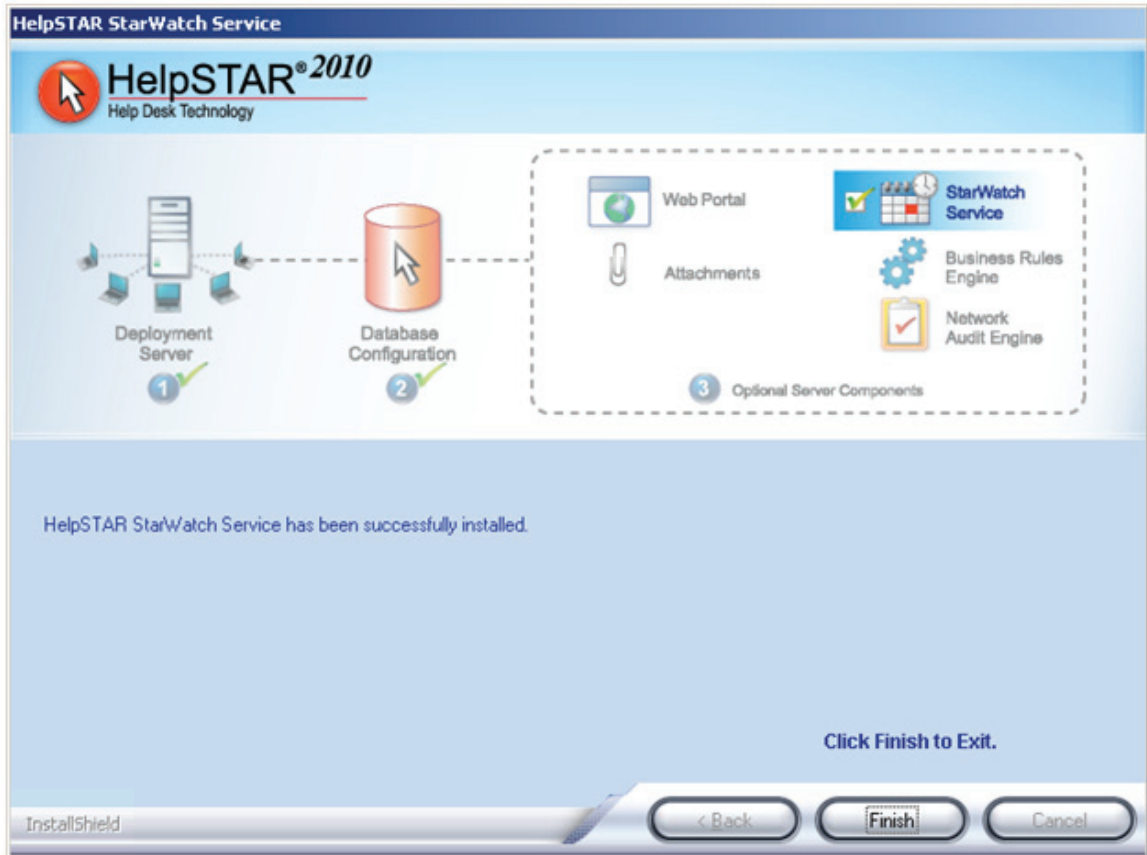
Part 7 - Business Rules Engine

HelpSTAR's Business Rules Engine is a required service for the use of HelpSTAR's Business Rules functionality.

1. On the server in which you want to install the Business Rules Engine, navigate to the HelpSTAR Deployment Server folder (\HelpSTAR\HLPSTRCS\).

2. Click on the **Install.exe** file.

3. Check the Business Rules Engine option and click **Next.**

4. Specify the location in which Business Rules Engine files will reside. A default location will be provided (C:\HelpSTAR\HLPSTRCS). The location can be altered by clicking on the Browse button. In the location specified, the subfolder \Modules\RuleService will be created. Click **Next.**

5. If using NT authentication, you will be prompted to specify the domain account that this service will be run under.

6. A confirmation will appear upon successful completion of the Business Rules Engine installation.

Part 8 - Network Audit Engine Installation & Configuration

Using the Network Audit Service, you can remotely collect detailed hardware and software information about the machines on the networks you manage. This information is automatically stored in the HelpSTAR database.

Network Audit Engine Installation Prerequisites:

- The Network Audit Engine must be run as a domain user that has administrative rights on the machines being audited. If Windows Authentication is used, this domain administrator must be authenticated to the database.

Network Audit Engine Installation:

1. On the server in which you want to install the Network Engine, navigate to the HelpSTAR Deployment Server folder (\HelpSTAR\HLPSTRCS\).

2. Click on the Install.exe file.

3. Check the Network Audit Engine option and click Next.

4. Specify the location in which Network Audit Engine files will reside. A default location will be provided (C:\HelpSTAR\HLPSTRCS). The location can be altered by clicking on the Browse button. In the location specified, the subfolder \Modules\AuditService will be created. Click Next.

5. You will be prompted to specify the domain account that this service will be run under.

6. A confirmation will appear upon successful completion of the Network Audit Engine installation.

Client Audit Add-In Installation & Configuration

Prerequisites:

In order for the Client Audit Add-In to perform on each of the workstations in which it is installed, the following prerequisites must be met:

- The HelpSTAR Audit Service must be installed on the application server.
- The user logged into the workstation must be a local administrator on the machine and must be able to connect directly with the HelpSTAR database.

Notes:

- The Client Audit Add-In service does not have to be installed on the machine hosting the HelpSTAR Audit Engine Service.
- In order for the Client Audit Add-In to perform at scheduled intervals, a discovery schedule must be configured.

1. On the machine in which the Client Audit Add-In service will be installed, navigate to the following location on the HelpSTAR Deployment server:
\HelpSTAR\HLPSTRCS\Install\

2. Launch the file **hsauditclientcs.exe.** Click **Next** when prompted.

3. Specify the location in which the Client Audit Add-In files will reside. A default location will be specified (C:\HelpSTAR\HLPSTRCS). The location can be altered by clicking on the Browse button. Click Next when complete.

4. A confirmation prompt will appear upon successful completion of the Client Audit Add-In Installation.
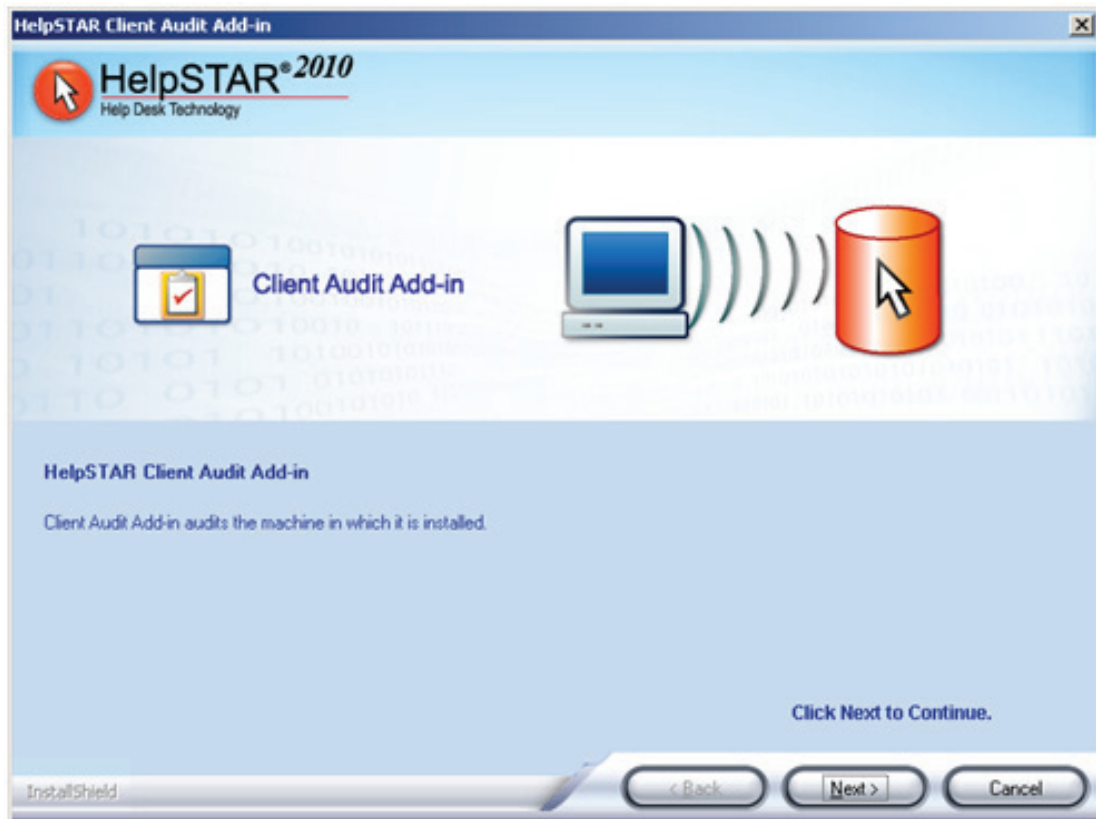
- Once installed the service must be started in order for the add-in to audit at a configured schedule. This can be found in the services consoles as shown below:
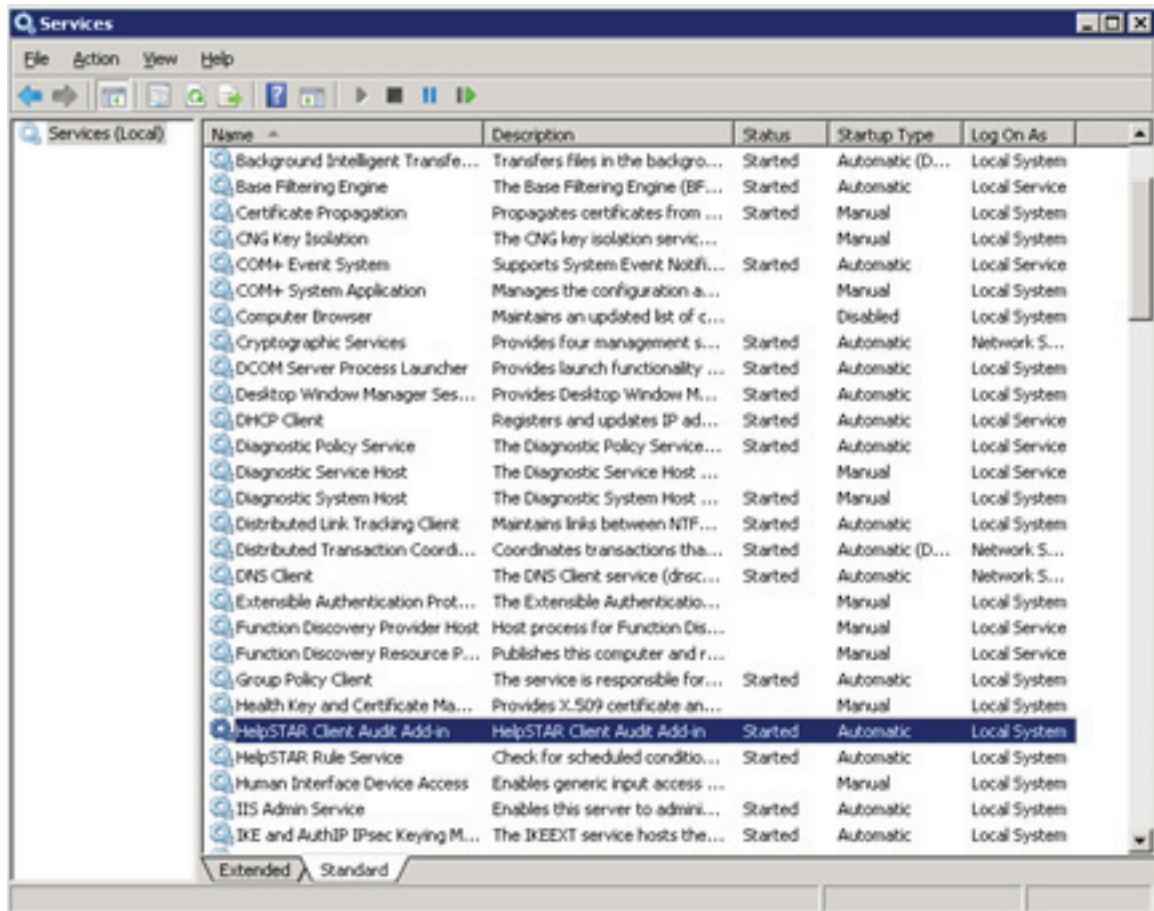
Part 9 - Importing Users from Active Directory

If your organization has implemented Active Directory Services, HelpSTAR can be configured to import groups of users and related fields from Active Directory.

Active Directory Tips

- Prior to starting the Active Directory import, determine how users should be imported from Active Directory. For example, determine if users should be split into teams or OUs based on their Organizational Units or if they should be imported to a main OU for now.

- A unique identifier is the field that HelpSTAR will look for when importing distinct users. Select a unique identifier that will have unique values in Active Directory. For example, "name" or "email" would be good fields in which to import users as these fields are rarely duplicated.

Import Settings:

1. In HelpSTAR, click on Active Directory Sync icon on the HelpSTAR Customization Tab. The following screen will appear:

2. Select the Domain Type: Trusted Domain (LDAP) or Forest (Global Catalog).
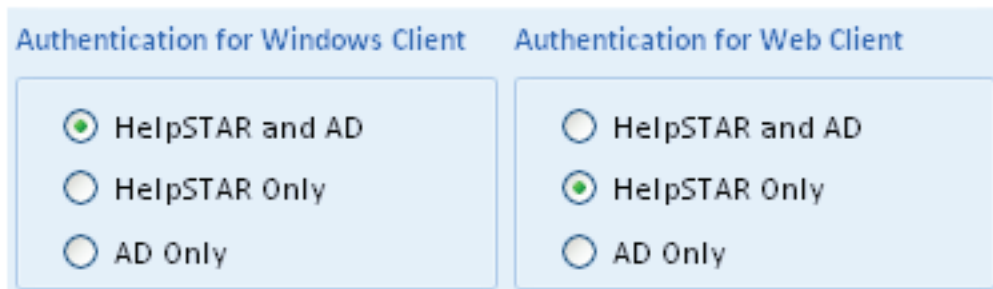
Domain Type

○ Trusted Domains (LDAP)
◉ Forest (Global Catalog)

3. Select how you would like users to login to HelpSTAR. Note that if Active Directory authentication is selected, HelpSTAR will automatically log the user in as the user they have logged into the workstation as.

Authentication for Windows Client

◉ HelpSTAR and AD
○ HelpSTAR Only
○ AD Only

Authentication for Web Client

○ HelpSTAR and AD
◉ HelpSTAR Only
○ AD Only

4. To import from specific Organizational Units or Groups in Active Directory and import users to Teams based on their Organizational Unit, perform the following:

- Click on the **Edit** button in the "Import Users from the following Active Directory Groups/Unit" section.

- Your Active Directory Tree Structure will appear. Select the desired Organizational Units, Groups or Containers and then click **OK**.

Active Directory Organizational Units/Containers/Groups to Import   ✕

☐ 🌐
  ☐
    ☐ Domain Controllers
    ⊞ ☐ Employees
    ⊞ ☑ Workstations
    ⊞ ☐ Groups
    ☐ Servers
    ☐ System
    ⊞ ☐ Users

[Ok] [Cancel]
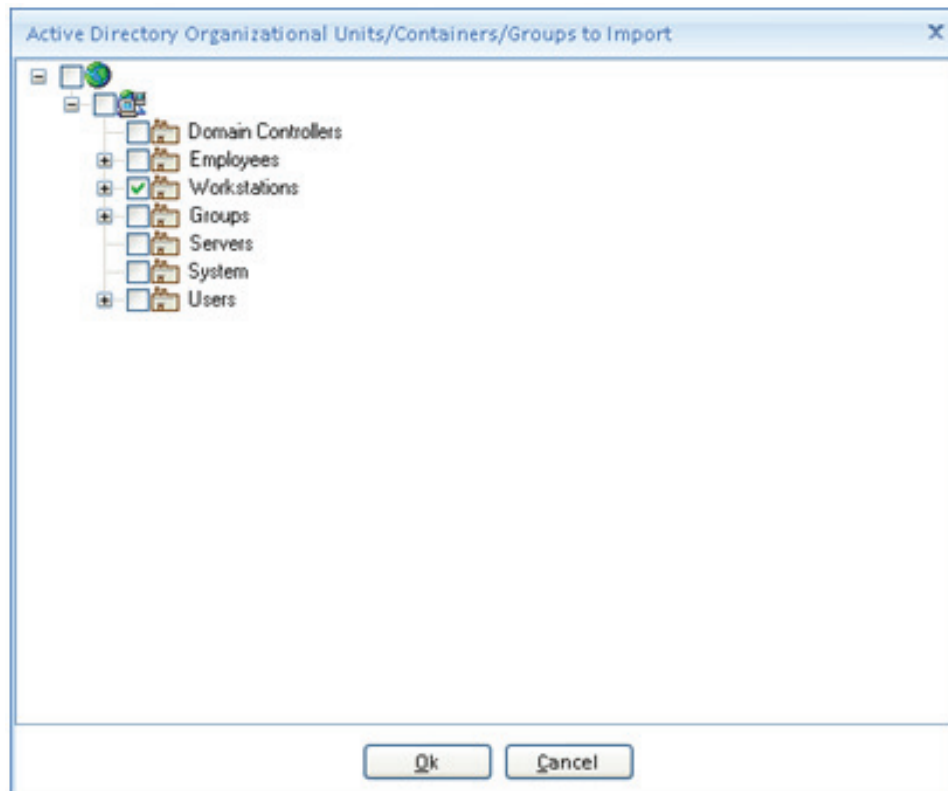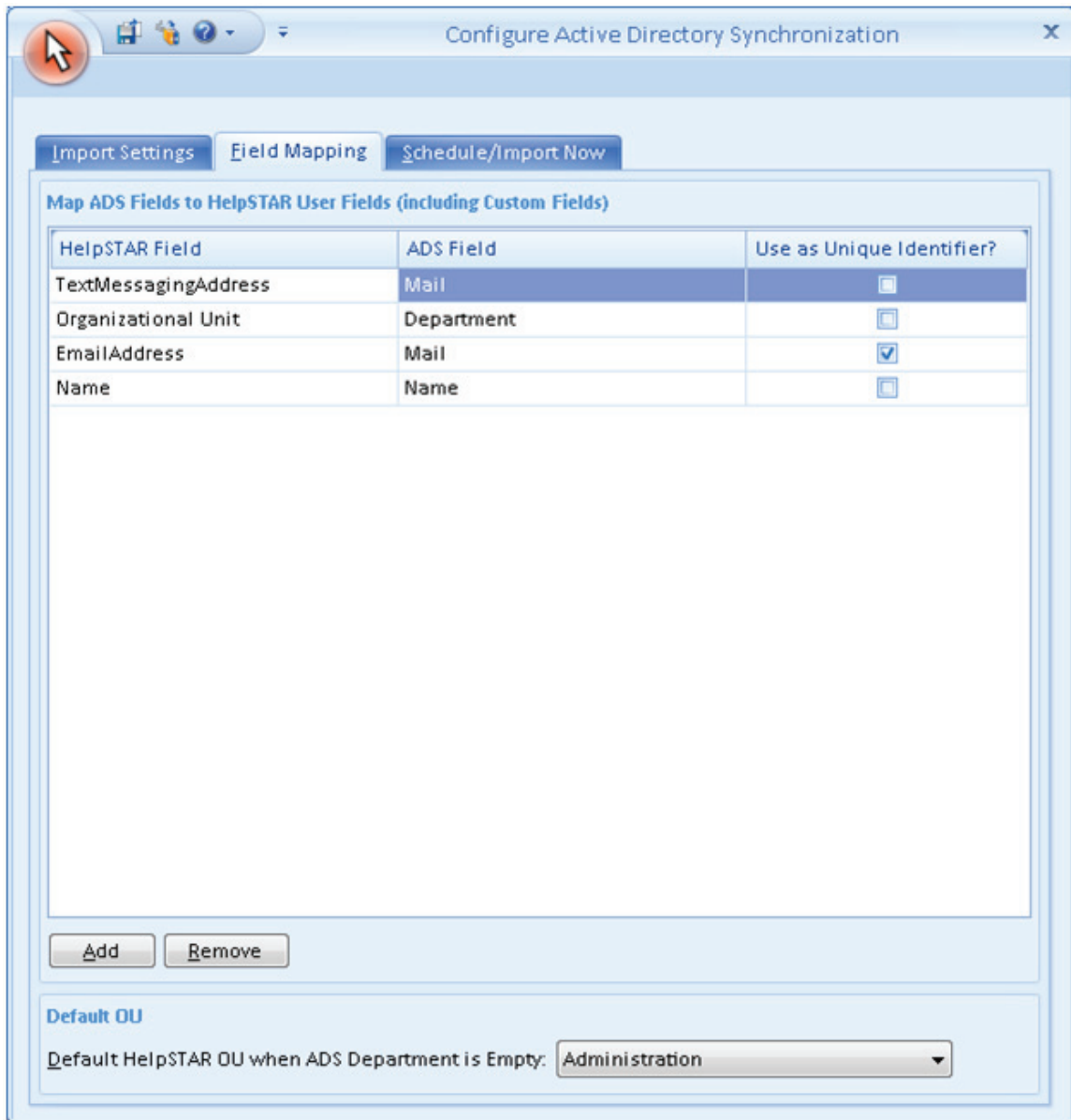
- ◦ Once a specific Organizational Unit has been selected, you can select a specific Team to import users to. Double click on the blank **Select Team** field next to the Organizational Unit added. Options available are:

    a. Create a New Team (based on the Organizational Unit name)

    b. Select a previously added Team in HelpSTAR.
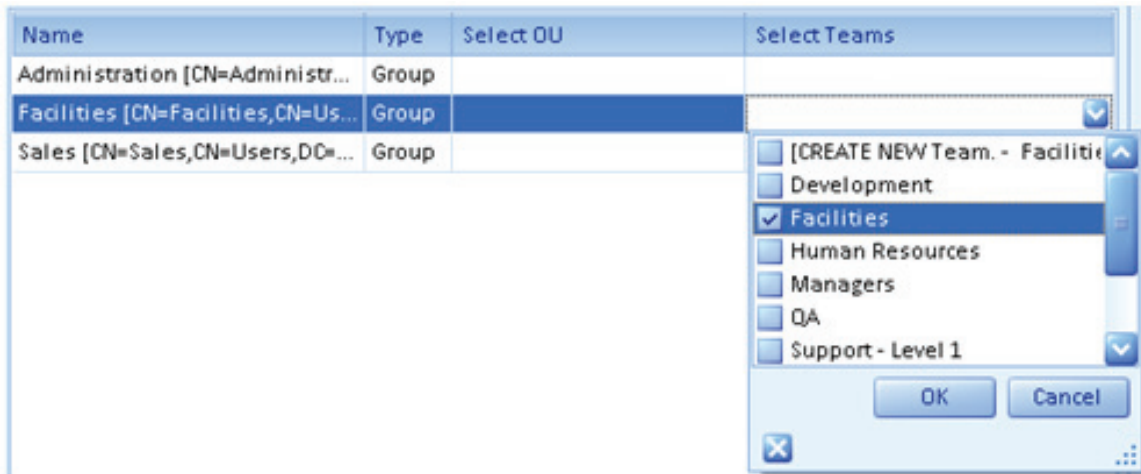
Field Mappings:

If you want to import data regarding users other than name into HelpSTAR, perform the following:

1. Click on the **Field Mapping** tab. The following screen will appear:
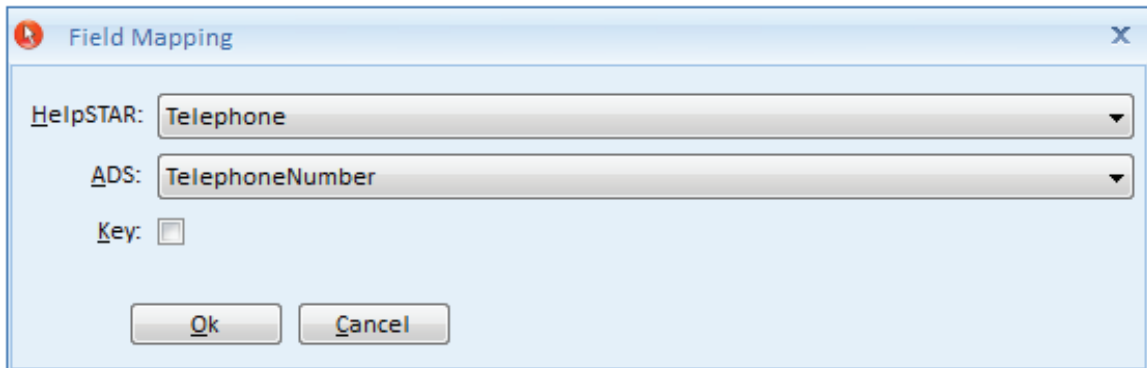
2. Click on **Add** button in the "Map ADS fields to HelpSTAR User Fields" section. The following prompt will appear:

3. Select the field to be filled in from the HelpSTAR drop-down box.
4. Select the field to be imported from Active Directory in the ADS drop-down box.
5. Click **OK** when complete.
6. Add additional fields if necessary.
7. In the "Default Organizational Unit" section, select a OU that users will be associated with if their department field in Active Directory is not populated.

Schedule/Import Now

To import users immediately or to configure a scheduled interval to import users, select the Scheduled/Import Now tab. The following screen will appear:

To import users immediately, click on the **Import Now** button as shown below:

At this point, your users will be imported into HelpSTAR. Prompts will appear to update you the status of the import. Once users have been imported, you will receive a confirmation prompt.

To schedule a regular interval in which users should be imported, configure a desired schedule in the Import Schedule section as shown below:

Part 10 - System Email Configuration

System Email allows HelpSTAR to process incoming email requests, send reply messages, notify requesters of updates to their open requests and send outgoing request details. You can add multiple email accounts so that users can submit requests to different addresses. For example, all email received by your helpdesk, itsupport@ yourorganization.com, will be processed by HelpSTAR.

System Email Prerequisites:

- Ensure that there are no emails in the inbox of the mail account being used for System Email. As soon as System Email is started, all emails in the inbox will be processed.

MAPI

- To configure System Email, you must be logged into the machine with the HelpSTAR StarWatch service installed as the user attached to the mailbox.

- The user attached to the mailbox must be a local administrator for the machine where StarWatch is installed.
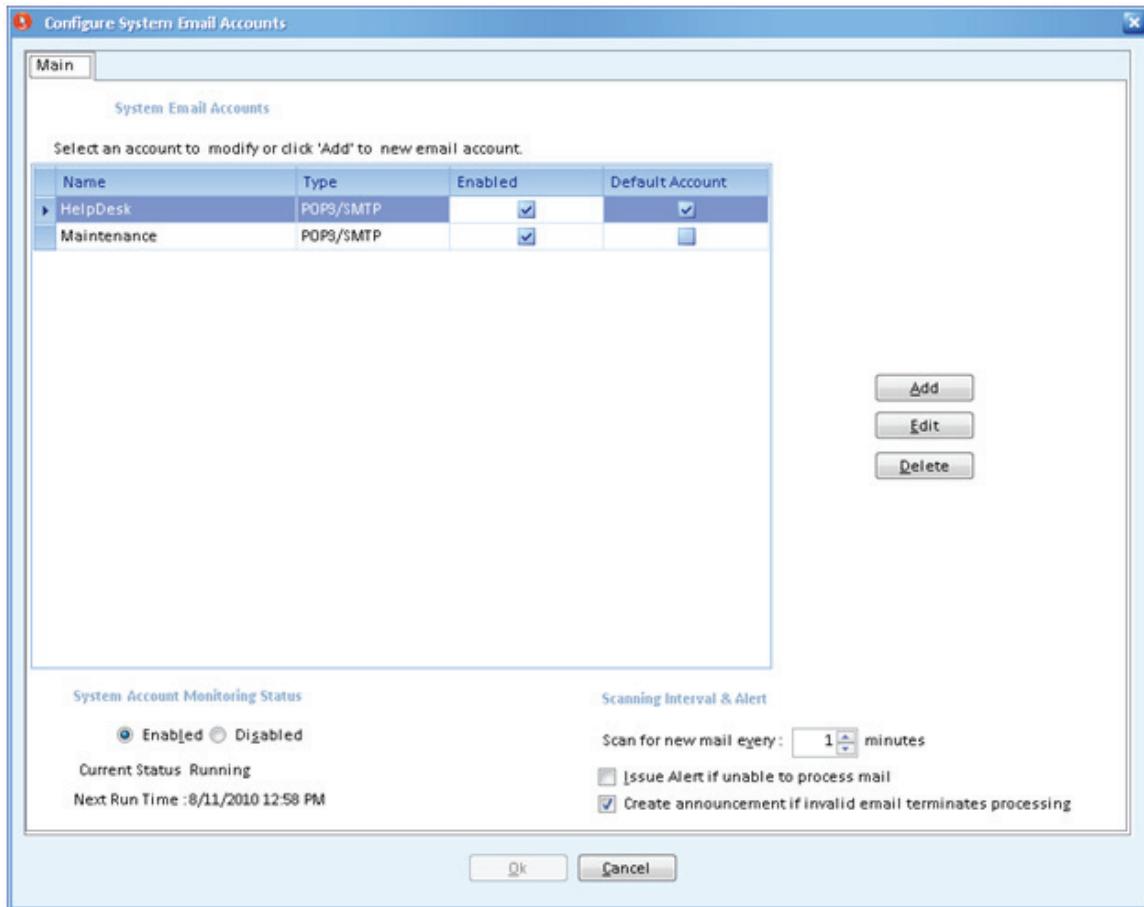
GroupWise

- Outlook and an Outlook connector for GroupWise must be installed and configured on the machine where the HelpSTAR StarWatch Service is installed.

- A password must be set for the mailbox in GroupWise and must be stored in a GroupWise profile. Upon launching Outlook, you will not be prompted for a password if a password has been configured correctly in a GroupWise profile.

- System Email settings for the GroupWise should be configured using the same user account that is given the "run as" privileges for the HelpSTAR StarWatch service.

Lotus Notes (IMAP)

- Lotus Notes should be configured to allow either an IMAP or POP3 connection from the server where the HelpSTAR StarWatch service is installed.

- IMAP or POP3 must be enabled on the mail server.

- Lotus Notes must be configured to allow SMTP connections for sending outgoing mail from HelpSTAR.

- System Email settings for Lotus Notes should be configured using the same user account that is given the "run as" privileges for the HelpSTAR StarWatch service.

System Email for SMTP/POP3

1. Open the server's Services console (Start > Run > Type in Services.msc > Press Enter).

2. Stop the HelpSTAR StarWatch Service.

3. In HelpSTAR, click on **System Email Account** on the HelpSTAR Customization tab. The following window will appear:

4. Click on the **Add** button to add a mail account used for System Email. The following window will appear:

5. Select the POP3/SMTP option in the Mail Server Type section.

6. In the **Account Information** section, enter the settings for the mail account.

7. Using the Dispatch Folder button, select a default location for requests submitted to this email address.

8. In the **Server Information** section, enter in the details for the mail server. If your mail server employs SSL authentication, check the **Enable SSL** option when entering the POP3 and SMTP servers.

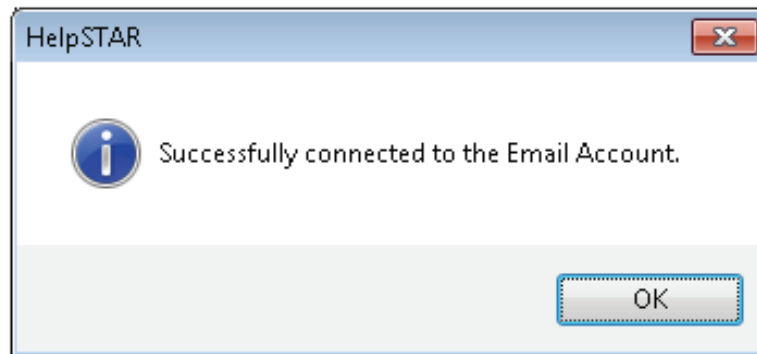POP3 Settings | SMTP Settings

POP3 Server: localhost

POP3 Port: 110

☐ Require logon using Secure Password

☐ POP3 Server requires authentication

☐ Enable SSL over POP3

9. In the **Properties** section, the following options are available:

    a. Option to process emails from users that have email disabled in their user properties.

    b. Find user options - link an email to a service request via email address, then display name or vice versa.

    c. If you want a copy of failed messages be sent to you or another user; enter an email address for notifications.

    d. Create text log files for incoming and outgoing emails.

10. To ensure settings are correct, click on **Test Account Settings**. If successfully connected, a prompt will appear saying "Successfully Connected to Mail Account".

HelpSTAR

ⓘ Successfully connected to the Email Account.

OK

11. When settings have been entered and verified, click on **Save** to save settings and exit this window. You will return to the original window.

12. In the "System Account Monitoring Status" section, check **Enable** to start System Email.

System Account Monitoring Status

◉ Enabled ◯ Disabled

Current Status Running

Next Run Time : 8/11/2010 12:58 PM

13. In the "Scanning Interval & Alert" section, specify the time interval in which System Email should scan for incoming emails.

Scanning Interval & Alert

Scan for new mail every : [1 ▲▼] minutes

☐ Issue Alert if unable to process mail
☑ Create announcement if invalid email terminates processing

14. Click on **Finish** to save settings.

15. Return to your Services console and start the HelpSTAR StarWatch Service.
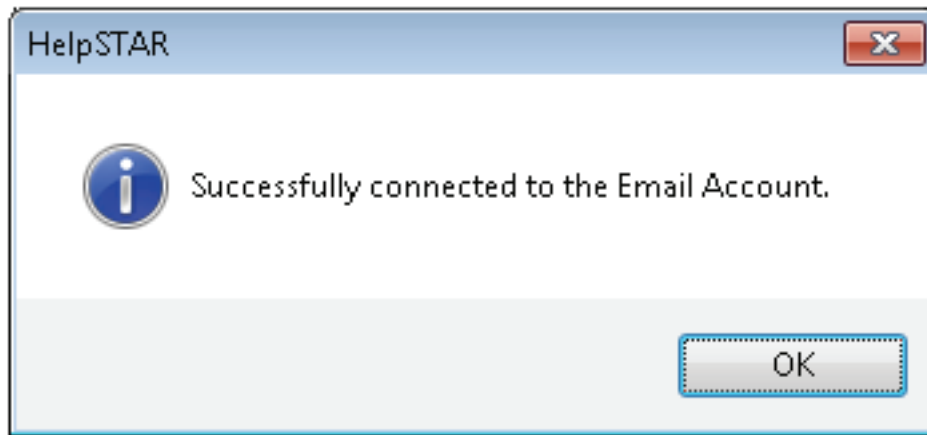
System Email for MAPI

1. Open the server's Services console (Start > Run > Type in Services.msc > Press Enter).

2. Stop the HelpSTAR StarWatch Service.

3. In HelpSTAR, click on **System Email Account** on the HelpSTAR Customization tab. The following window will appear:
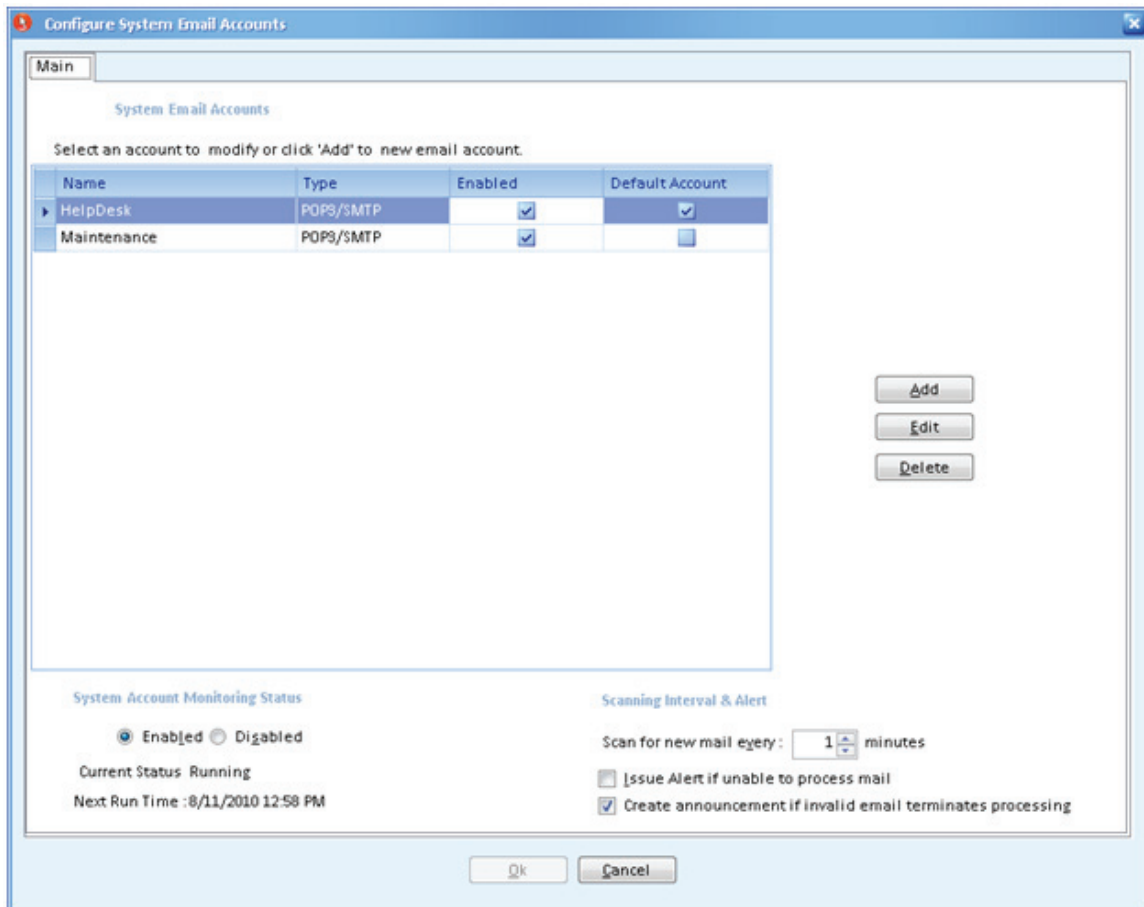
4. Click on the **Add** button to add a mail account used for System Email. The following window will appear:
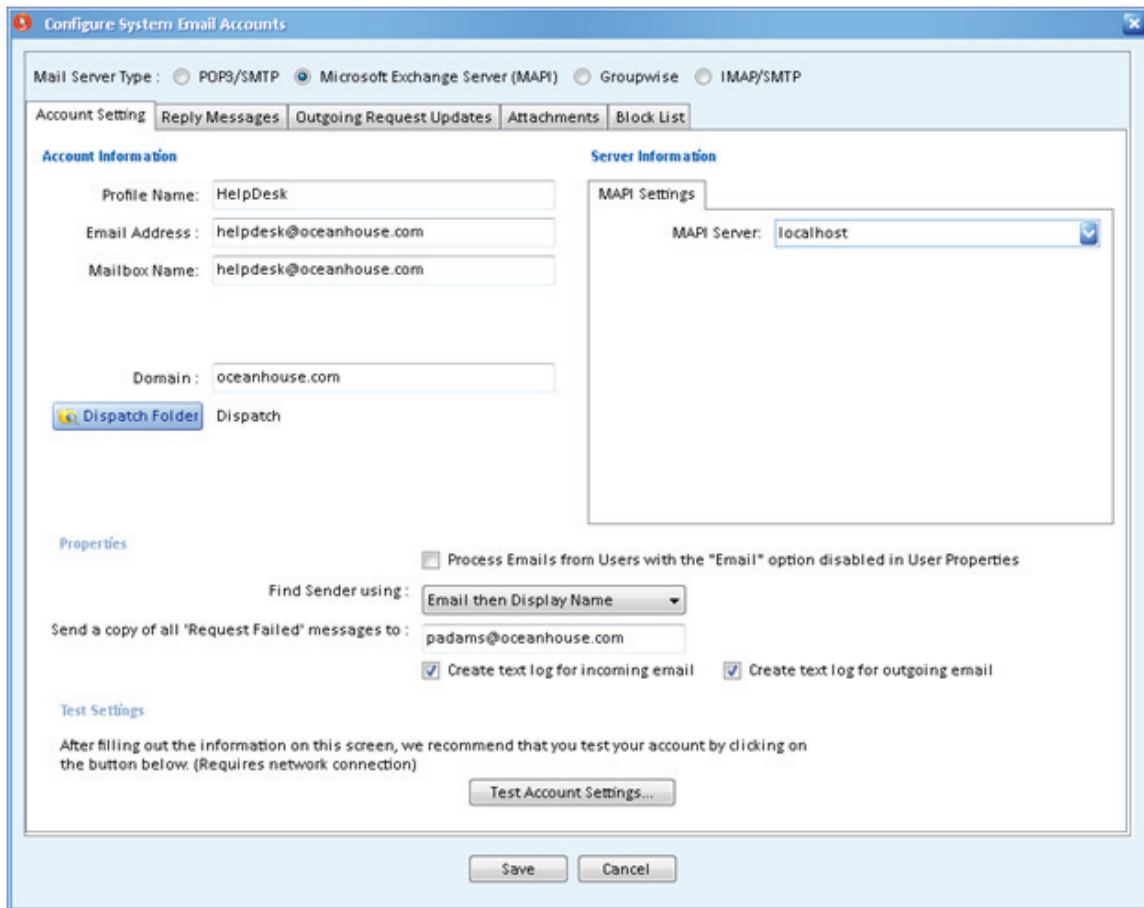
5. Select the MAPI option in the Mail Server Type section.

6. In the **Account Information** section, enter the settings for the mail account.

7. Using the Dispatch Folder button, select a default location for requests submitted to this email address.

8. In the **Server Information** section, enter in the details for the mail server.

9. In the **Properties** section, the following options are available:

   a. Option to process emails from users that have email disabled in their user properties.

   b. Find user options - link an email to a service request via email address, then display name or vice versa.

   c. If you want a copy of failed messages be sent to you or another user; enter an email address for notifications.

   d. Create text log files for incoming and outgoing emails.

10. To ensure settings are correct, click on **Test Account Settings**. If successfully connected, a prompt will appear saying "Successfully Connected to Mail Account".

11. When settings have been entered and verified, click on **Save** to save settings and exit this window. You will return to the original window.

12. In the "System Account Monitoring Status" section, check **Enable** to start System Email.

13. In the "Scanning Interval & Alert" section, specify the time interval in which System Email should scan for incoming emails.

14. Click on **Finish** to save settings.

15. Return to your Services console and start the HelpSTAR StarWatch Service.

System Email using GroupWise

1. Open the server's Services console (Start > Run > Type in Services.msc > Press Enter).

2. Stop the HelpSTAR StarWatch Service.

3. In HelpSTAR, click on **System Email Account** on the HelpSTAR Customization tab. The following window will appear:
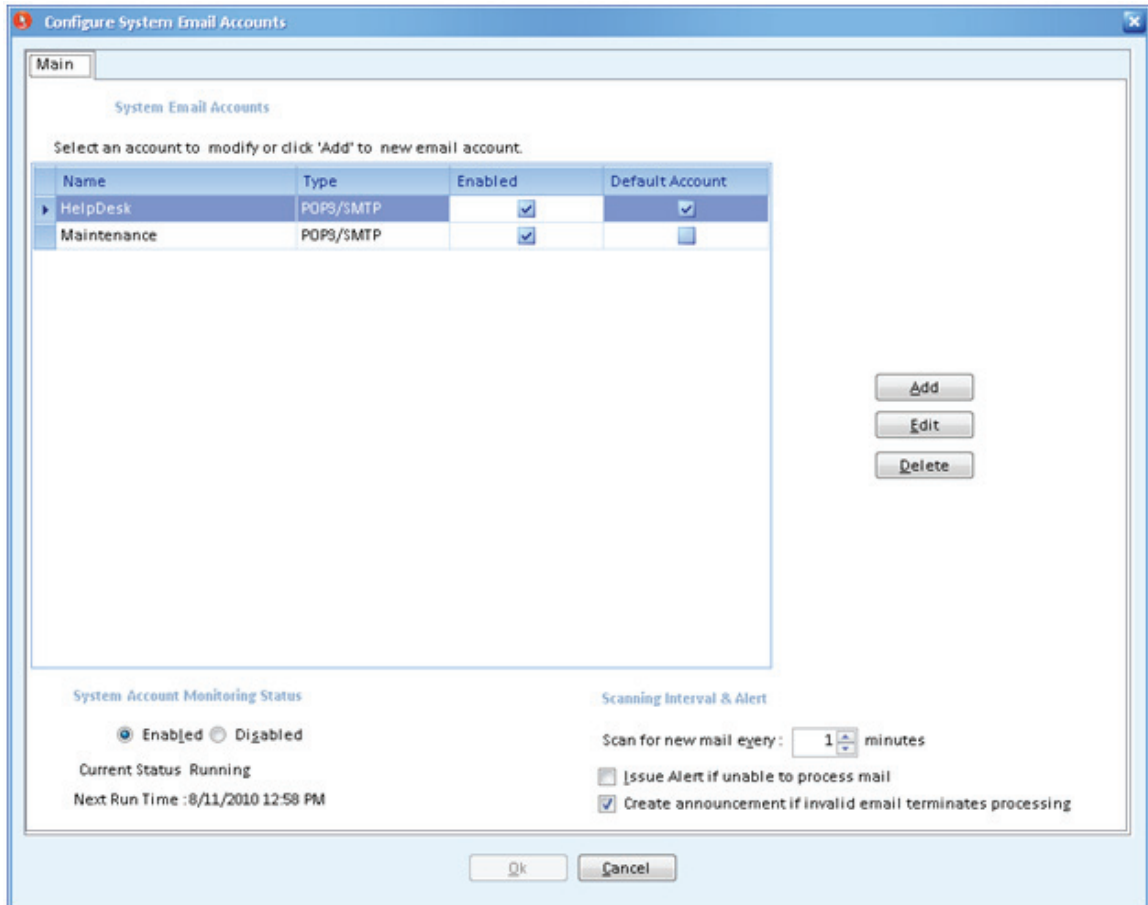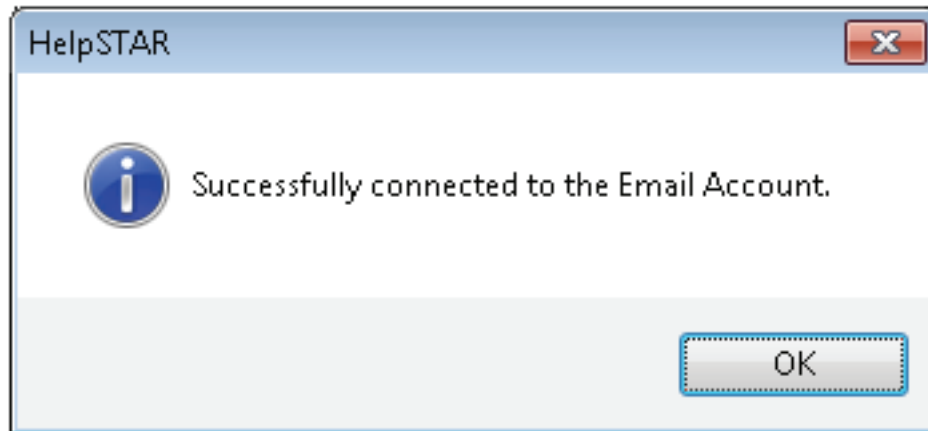

4. Click on the **Add** button to add a mail account used for System Email. The following window will appear:
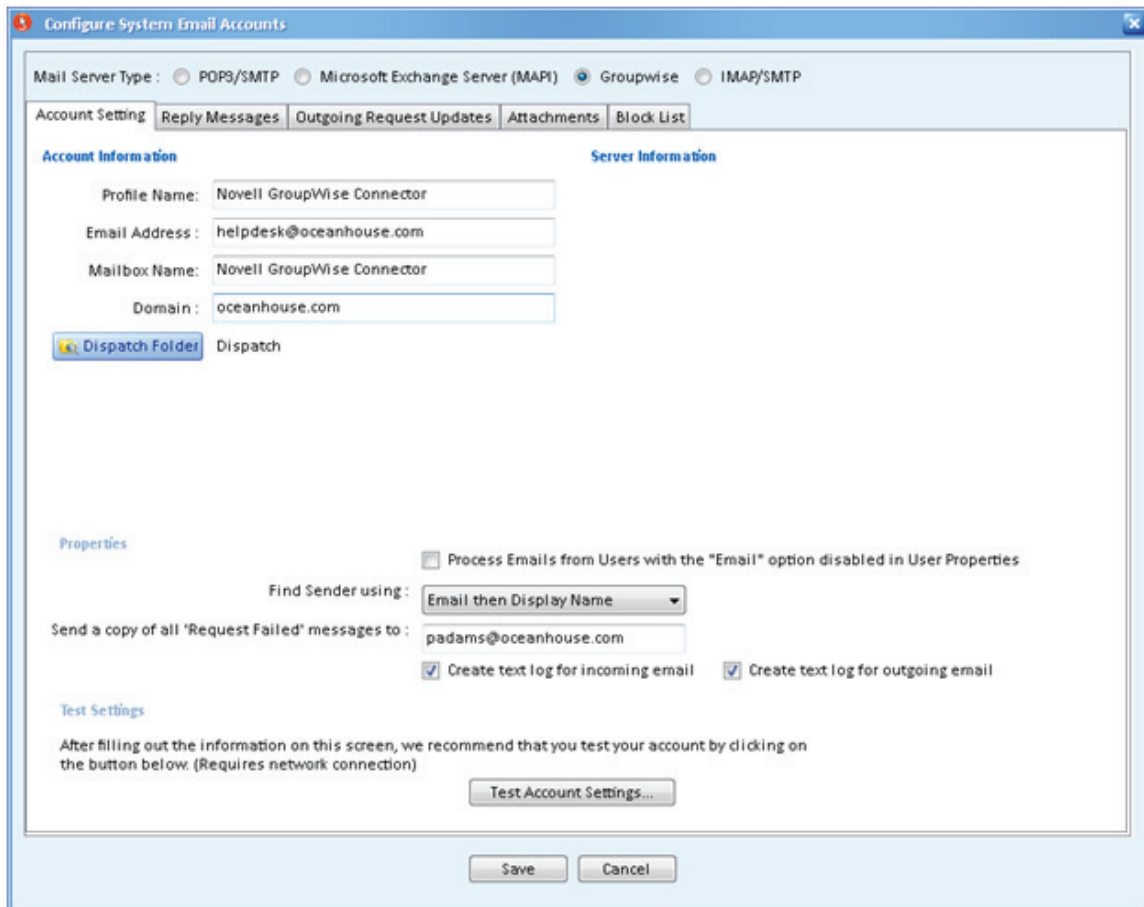
5. Select the GroupWise option in the Mail Server Type section.

6. In the **Account Information** section, enter the settings for the mail account.

7. In the **Server Information** section, enter in the details for the mail server.

8. In the **Properties** section, the following options are available:

     a. Option to process emails from users that have email disabled in their user properties.

     b. Find user options - link an email to a service request via email address, then display name or vice versa.

     c. If you want a copy of failed messages be sent to you or another user; enter an email address for notifications.

     d. Create text log files for incoming and outgoing emails.

9. To ensure settings are correct, click on **Test Account Settings**. If successfully connected, a prompt will appear saying "Successfully Connected to Mail Account".

10. When settings have been entered and verified, click on **Save** to save settings and exit this window. You will return to the original window.

11. In the "System Account Monitoring Status" section, check **Enable** to start System Email.

12. In the "Scanning Interval & Alert" section, specify the time interval in which System Email should scan for incoming emails.

13. Click on **Finish** to save settings.

14. Return to your Services console and start the HelpSTAR StarWatch Service.

System Email using IMAP/SMTP

1. Open the server's Services console (Start > Run > Type in Services.msc > Press Enter).

2. Stop the HelpSTAR StarWatch Service.

3. In HelpSTAR, click on **System Email Account** on the HelpSTAR Customization tab. The following window will appear:

4. Click on the **Add** button to add a mail account used for System Email. The following window will appear:

5. Select the IMAP/SMTP option in the Mail Server Type section.

6. In the **Account Information** section, enter the settings for the mail account.

7. In the **Server Information** section, enter in the details for the mail server. If your mail server employs SSL authentication, check the **Enable SSL** option when entering the IMAP and SMTP servers.

8. In the **Properties** section, the following options are available:

    a. Option to process emails from users that have email disabled in their user properties.

    b. Find user options - link an email to a service request via email address, then display name or vice versa.

    c. If you want a copy of failed messages be sent to you or another user; enter an email address for notifications.

    d. Create text log files for incoming and outgoing emails.

9. To ensure settings are correct, click on **Test Account Settings**. If successfully connected, a prompt will appear saying "Successfully Connected to Mail Account".

10. When settings have been entered and verified, click on **Save** to save settings and exit this window. You will return to the original window.

11. In the "System Account Monitoring Status" section, check **Enable** to start System Email.

12. In the "Scanning Interval & Alert" section, specify the time interval in which System Email should scan for incoming emails.

Scanning Interval & Alert

Scan for new mail every : [1 ▲▼] minutes

☐ Issue Alert if unable to process mail

☑ Create announcement if invalid email terminates processing

13. Click on **Finish** to save settings.

14. Return to your Services console and start the HelpSTAR StarWatch Service.

Additional Resources

Technical Specifications:

http://www.helpstar.com/help-desk-resources/helpstar2010-techspecs.asp