

SARANGSoft



SysExpertez V3.5

Installation Guide

(December 2018)

You can install SysExpertez either from the

- Installation disk (CD) of the boxed product, purchased from SARANGSoft (or authorized partner / reseller) or
- Digital download from SARANGSoft website (<http://sarangsoft.com/product/SysExpertez>) or an approved download / distribution site on the Internet

Installation of SysExpertez consists of two separate parts –

1. Installation of '*SysExpertez Web Service, Database and Administrator Console*' and
2. Installation of '*SysExpertez Administrator Console*'.

You can install these two either on the same computer or on different computers.

NOTE: You will also need to install '*SysExpertez Agent*' on every client computer (that you want to monitor / manage) in your network. That installation process is described in the "**SysExpertez Client Agent Installation Guide**" document.

Minimum System Requirements

Installing '*Web Service & Database*' and '*Admin Console*' Together

- Processor (CPU): x86 or x64 at least dual-core at 1.6 GHz or faster
- Hard Disk Free Space: 10 GB or more
- RAM:
 - Minimum 2GB for Windows 7 / Windows 8.1 / Windows 10 (4GB recommended)
 - Minimum 4GB for Windows Server 2008 (R2) / 2012 (R2)
- Operating System: Windows Server 2008 or higher (recommended), or Windows 7 or higher
- Other Software:
 - Internet Information Service (IIS) version 7.0 or higher
 - SQL Server (Express) 2008 or higher
 - .NET Framework 4.0

NOTE: '*SysExpertez Web Service and Database*' can be installed on a computer running non-server Operating System (Windows 7 or higher), provided IIS 7.0 (or higher) and SQL Server Express 2008 (or higher) are installed in it.

Installing '*Admin Console*' Only

- Processor (CPU): x86 or x64 at 1.2 GHz or faster
- Hard Disk Free Space: 100 MB
- RAM: At least 2 GB for Windows 7 / 8.1 / 10; at least 4 GB for Windows Server 2008 / 2012
- Operating System: Windows 7 or higher, or Windows Server 2008 or higher
- .NET Framework 4.0

NOTE: Although both the components of *SysExpertez* can be installed in the same computer, we recommend installing those in two different computers, mainly for keeping the application's backend database in a separate computer to avoid unwanted access by any user.

Installing SysExpertez 'Web Service , Database and Administrator Console'

Please follow the step-by-step guide below to install '*SysExpertez Web Service & Database and Administrator Console*'.

Before starting the installation process, it is recommended to close all non-essential applications running on that computer.

Step 1: The Opening Dialog

1. Insert the *SysExpertez* Installation CD in your CD/DVD-ROM Drive. The Auto-run functionality of Windows runs the *Setup* file automatically and the first dialog of installation appear.
2. Click 'Next' to continue to the next step – the 'License Agreement' dialog.

Step 2: "License Agreement" Dialog

The 'License Agreement' dialog shows the License Agreement text for using *SysExpertez*. Please read through this. If you accept the terms and conditions, please click "I accept the terms of the license agreement" option, and then click 'Next'. Initially, the dialog appears with the 'Next' button inactive. It will be activated only after selecting the "I accept the terms..." option.

You can print a hard copy of the 'License Agreement' by clicking the 'Print' button. You can go back to the previous step by clicking on the 'Back' button, or may cancel the installation by clicking on 'Cancel'.

Step 3: Selecting the Installation Path

In the next dialog, you can choose the installation path for the application. The dialog appears with a default path. You can choose to install it in any other location by clicking the 'Browse...' button. Click 'Next' to proceed to the next step.

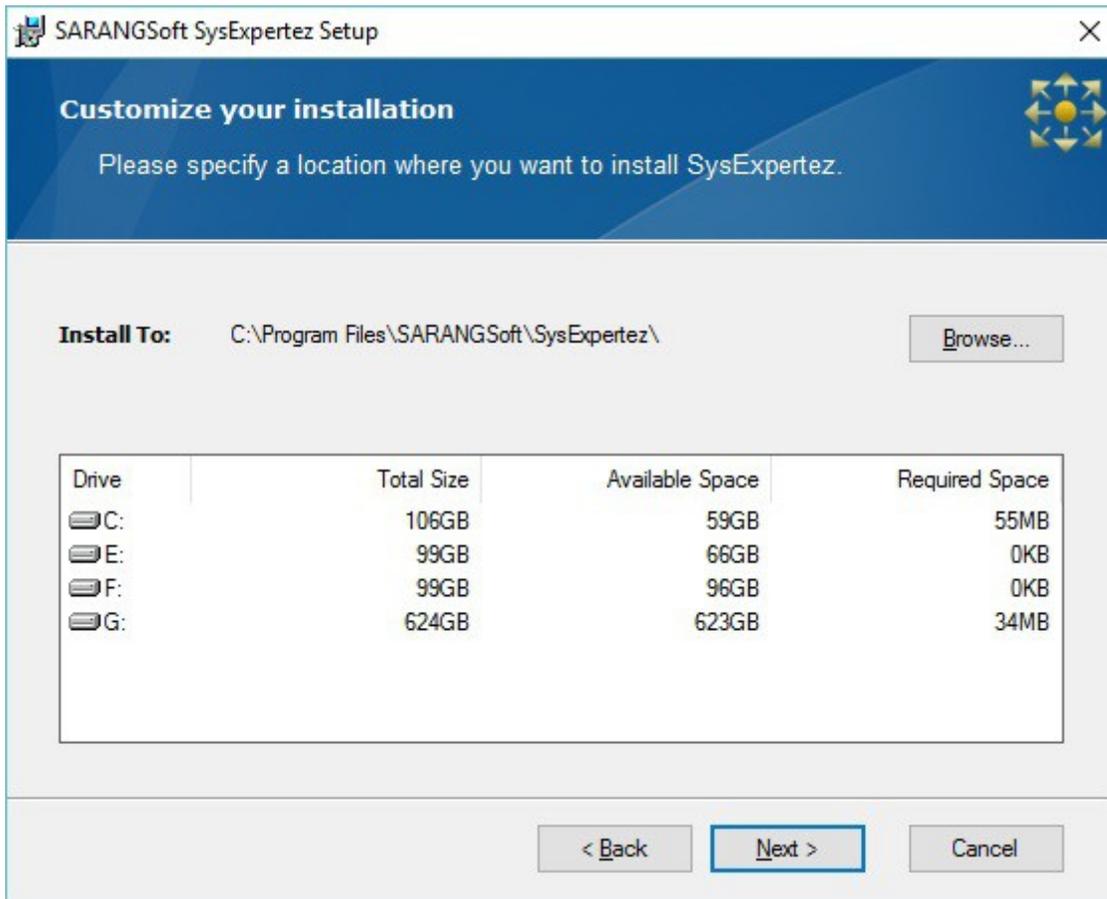


Figure 1: Choosing the path for installing SysExpertez.

Note: During the installation of SysExpertez Server, SysExpertez finds a drive having the largest free space among all drives, to keep some important files. These files are - *installSettings.xml*, *SysExpertez Agent msi (32 bit & 64 bit)* and *SysExpertez database for both mdf & ldf*. The above screenshot shows drive G: having the largest free space and the aforesaid files will be copied in this drive.

Step 4: Selecting the Feature(s)

This dialog (Figure 2) appears with two radio-button options having the following features. Select the option depending upon how you want to install SysExpertez.

- *Web Service, Database and Administrator Console:* This will install '*Web Service, Database and Administrator Console*' in the computer.
- *Administrator Console:* This will install the '*Administrator Console*' (called '*Admin Console*'), which is the user interface for SysExpertez and enables the administrator to interact with SysExpertez.

Depending on your requirements, select these options.

For installation of SysExpertez Server, Database and Administrator Console altogether, we will select the first option.

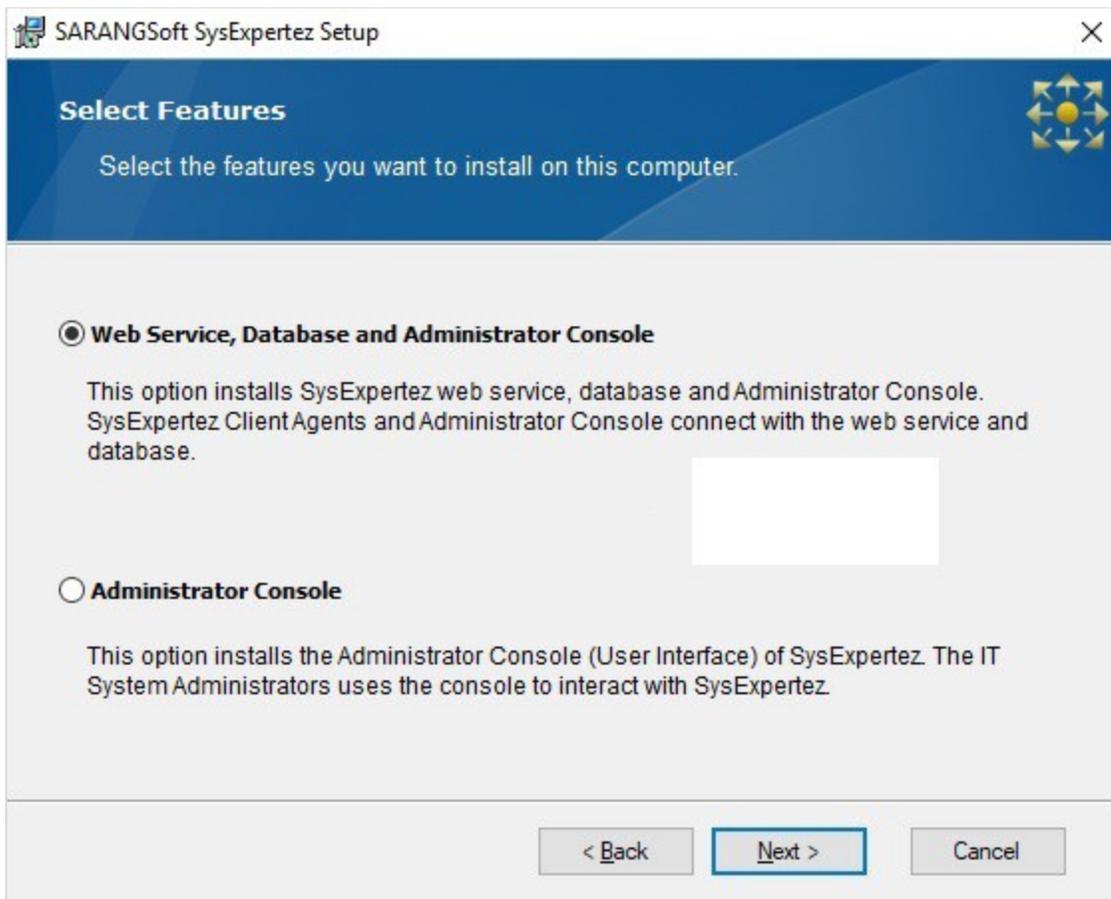


Figure 2: 'Select Features' dialog. Selecting the first option will install 'Web Service & Database and Administrator Console' in that computer. The second option will install only the 'Administrator Console'.

Step 5: Specify the Location to Extract *SysExpertez Client Agent Setup*

In this dialog (Figure 3) you can specify the location where the *Client Agent* installer will be extracted. Two .msi files (for 32-bit and 64-bit Windows) and a XML file for the Agent software will be placed at this location. Later on you can install the Agent software in other computers from that location, either manually (generally for Windows Workgroups) or via a Group Policy Object (for Active Directory domain networks).

Click the 'Browse...' button to specify the location. Click 'Next' to continue.

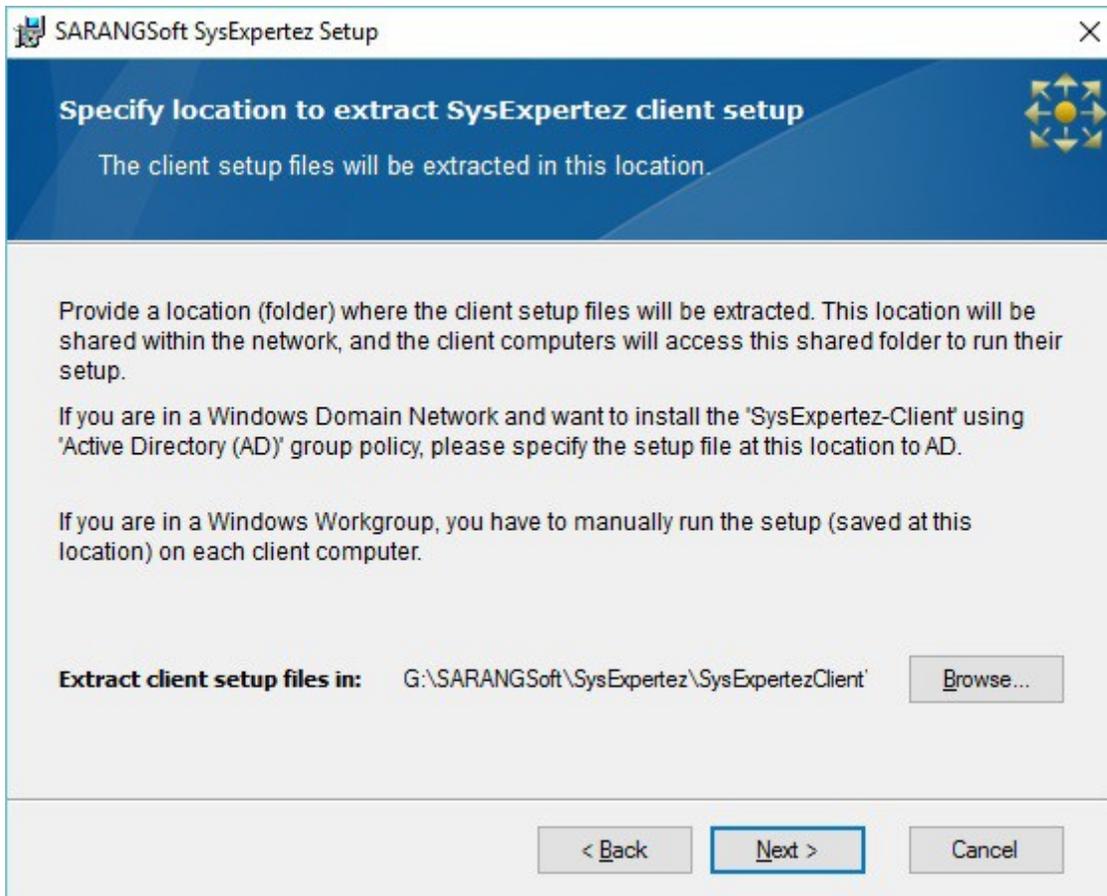


Figure 3: Specify the location to extract the installation files of 'SysExpertez Agent' installer.

Step 6: Specify Database Information

SysExpertez uses SQL Server (Express) as its database backend. In the next dialog (Figure 4), you can specify the database information as follows.

1. Specify the SQL Server instance in the 'Server Name' edit box. SQL Server might have separate instances (different working environments) created for different applications installed in the computer that uses SQL Server as the database. Specify the instance name to use for SysExpertez database.
2. Specify the *Username* and *Password* for logging into the database.
3. Specify the location to store the SysExpertez database. In the 'Store Database in' section, click on 'Browse...' to select the location.
4. Click 'Next' to proceed to the next step.

NOTE: To simplify installation of SQL Server, SARANGSoft provides a free tool *SQL Server Install Assistant*. You can download it from <http://sarangsoft.com/product/sysexpertez> to install SQL Server in your PC. Feel free to use it to install and configure SQL Server for any application.

The screenshot shows a Windows-style dialog box titled "SARANGSoft SysExpertez Setup". The main heading is "Specify database information" with a sub-instruction: "Provide the information required for connecting to SQL Server." The dialog contains several input fields: "Server Name" with the text "localhost\sqlexpress", "Username" with "sa", and "Password" which is masked with dots. Below these fields is a note: "The SQL Server instance must be configured for SQL Server authentication or Mixed Mode authentication. Specify it in the format 'LocalHost\<Instance Name>'." A second section prompts the user to "Specify a location where the SQL Server database for SysExpertez will be stored. Please make sure that the corresponding disk drive has enough free space for all future database storage requirements (e.g., 10 GB is safe)." The "Store database in:" field contains "G:\SARANGSoft\SysExpertez\Data\" and has a "Browse..." button next to it. At the bottom, there are three buttons: "< Back", "Next >" (which is highlighted with a blue border), and "Cancel".

Figure 4: Specify SysExpertez (SQL Server) database information.

Step 7: Specify 'USB Port Control' Options

You can remotely control the setting of USB ports (on / off) of client computers via SysExpertez. However, you are not *required* to choose this option. If you would like to avail this functionality, turn on the "Allow remote configuration of client USB ports" option in this dialog (Figure 5). Click 'Next' to proceed to the next step.

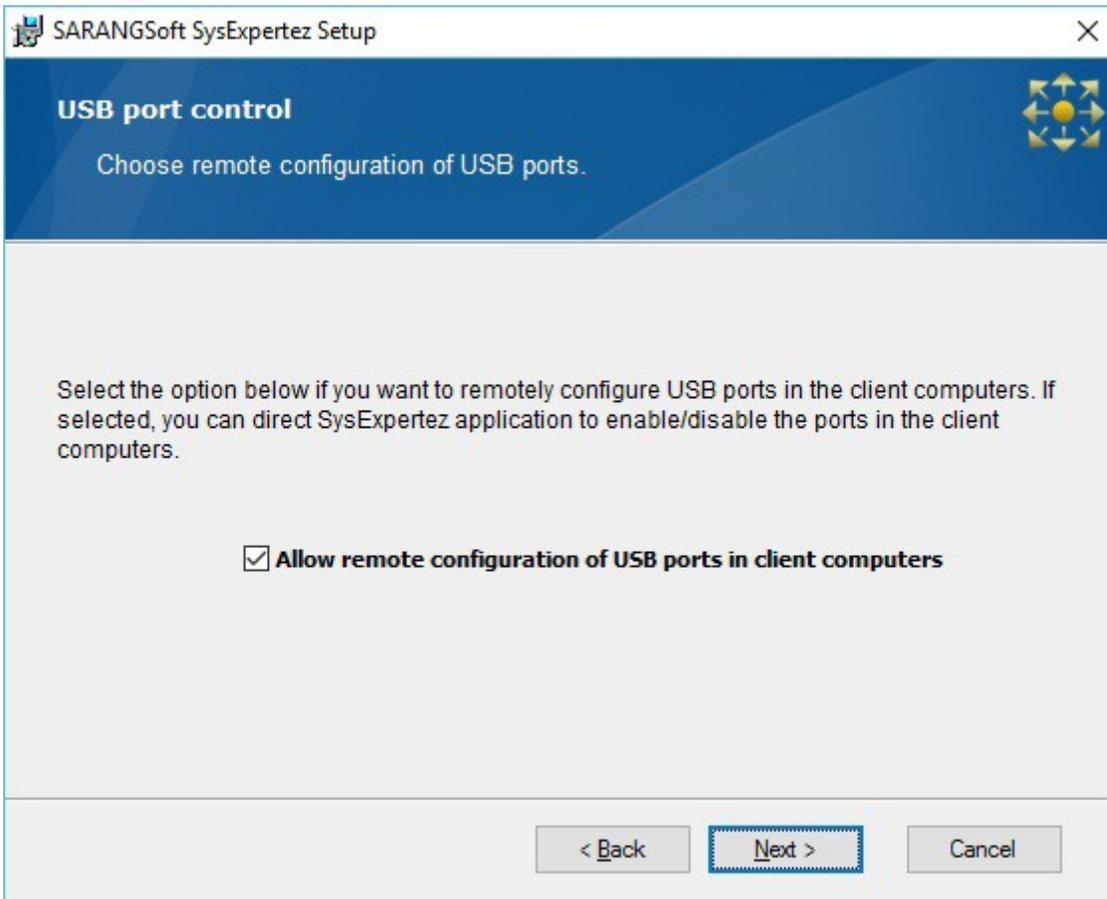


Figure 5: Selecting the 'USB port control' option.

Step 8: Create an Administrator Account to Login

In this step you can create the Administrator's account for logging into SysExpertez. Provide the *Username* and *Password* in the corresponding edit boxes (see Figure 6). Click on the 'Next' button to go to the next step.

SARANGSoft SysExpertez Setup

SysExpertez Administrator

Specify an administrator account name to be used for running SysExpertez.

Please provide the user name and password in the corresponding boxes below, using which the administrator will log into SysExpertez.

Username: administrator

Password:

Confirm Password:

< Back Next > Cancel

Figure 6: Provide the Administrator's account information.

Step 9: Provide the 'Common Name' (CN) of this Computer

SysExpertez Web Service uses the 'https' protocol for secured transfer of data between the server and clients. For that you need to provide the 'Common Name' (CN) of the security certificate (SSL / TLS) that is bound to the 'Default Web Site' of this computer. If the 'Default Web Site' is not 'https' enabled, please bind a certificate to make it 'https' enabled (see Figure 7).

After that, click on the 'Install' button to start the software installation.

Please refer to our companion guide document **"Setting Up https for SysExpertez Server"** for details on the following topics.

1. Steps to Get Your Common Name / Subject Name
2. How to Bind Default Web Site with https
3. Scenarios where a trusted certificate is needed from a CA

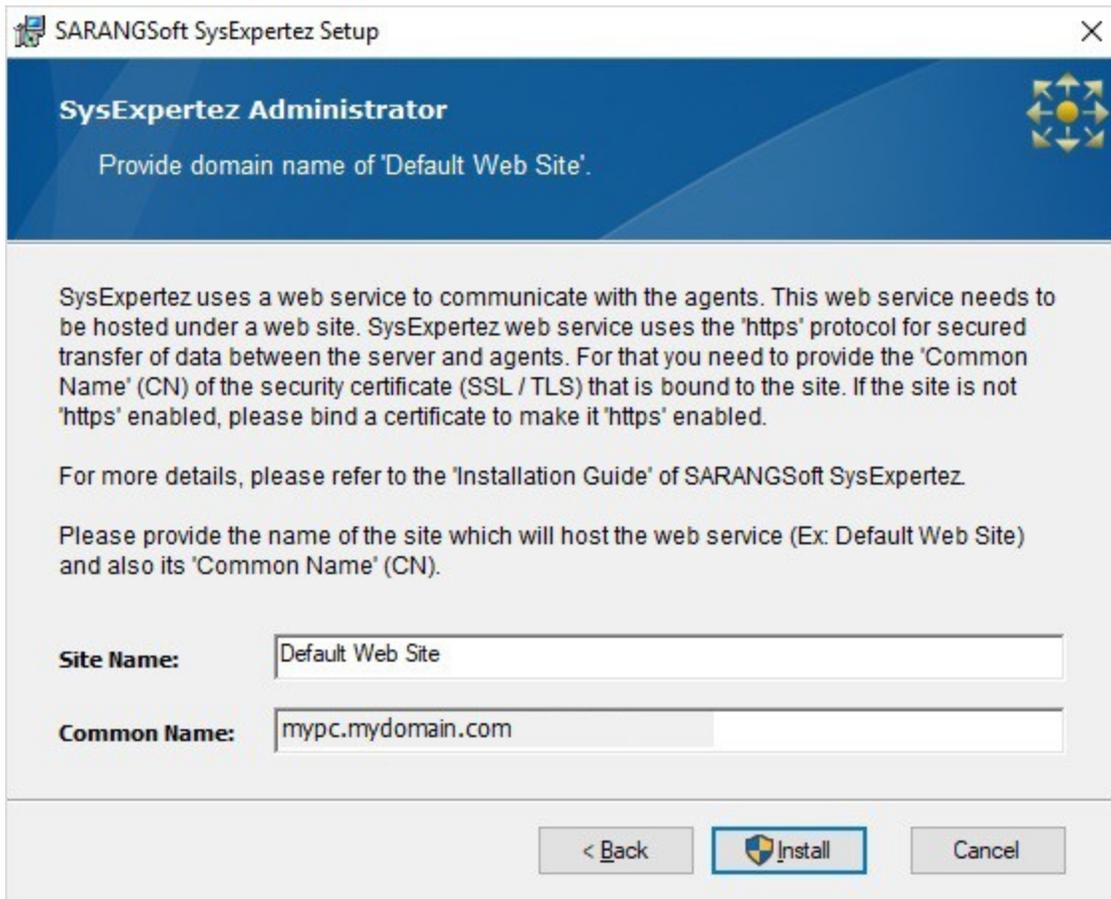


Figure 7: Provide the 'Common Name' (CN) of this computer

Step 10: Installation Progress

You can see the progress of 'SysExpertez' installation (Figure 8). You may also cancel the process by clicking on the 'Cancel' button.

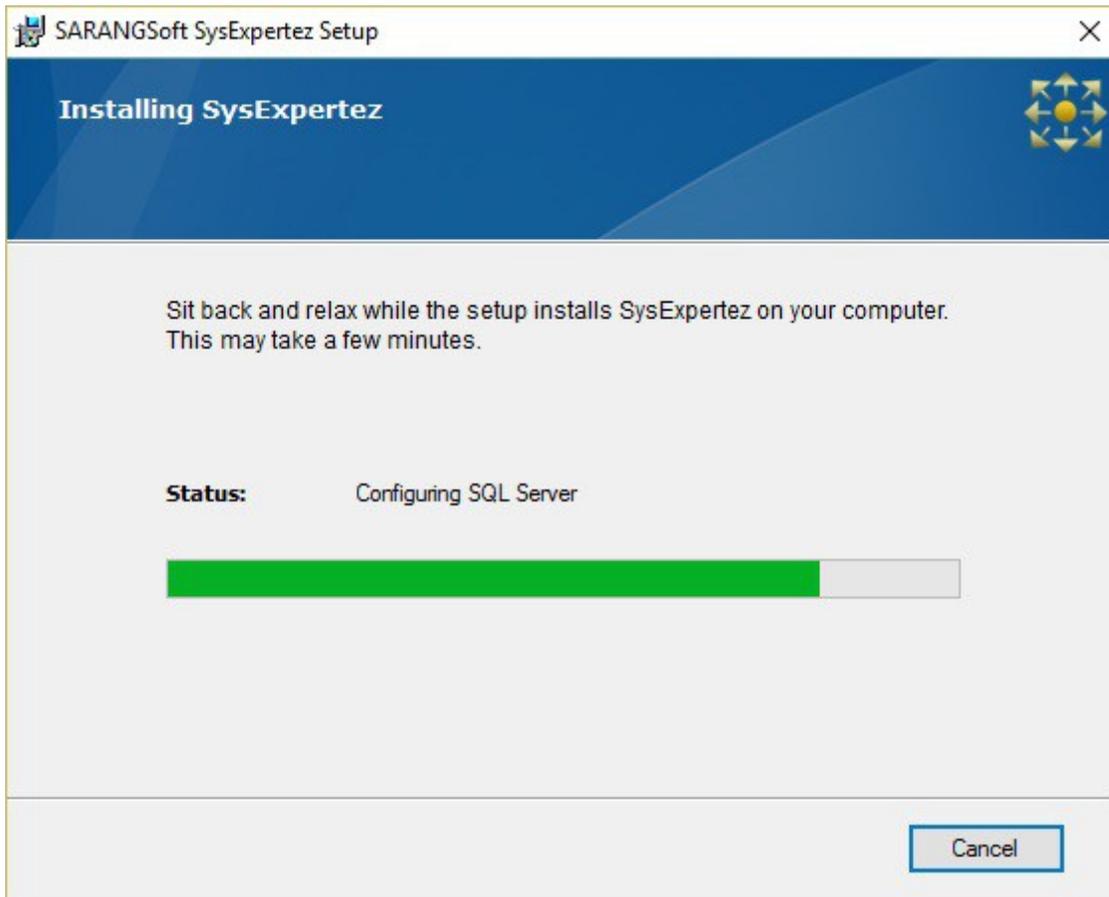


Figure 8: Progress of SysExpertez installation.

Step 11: 'SysExpertez successfully installed' Dialog

After the installation is completed, this dialog (Figure 9) appears, informing that SysExpertez has been successfully installed. Click 'Next' to proceed.

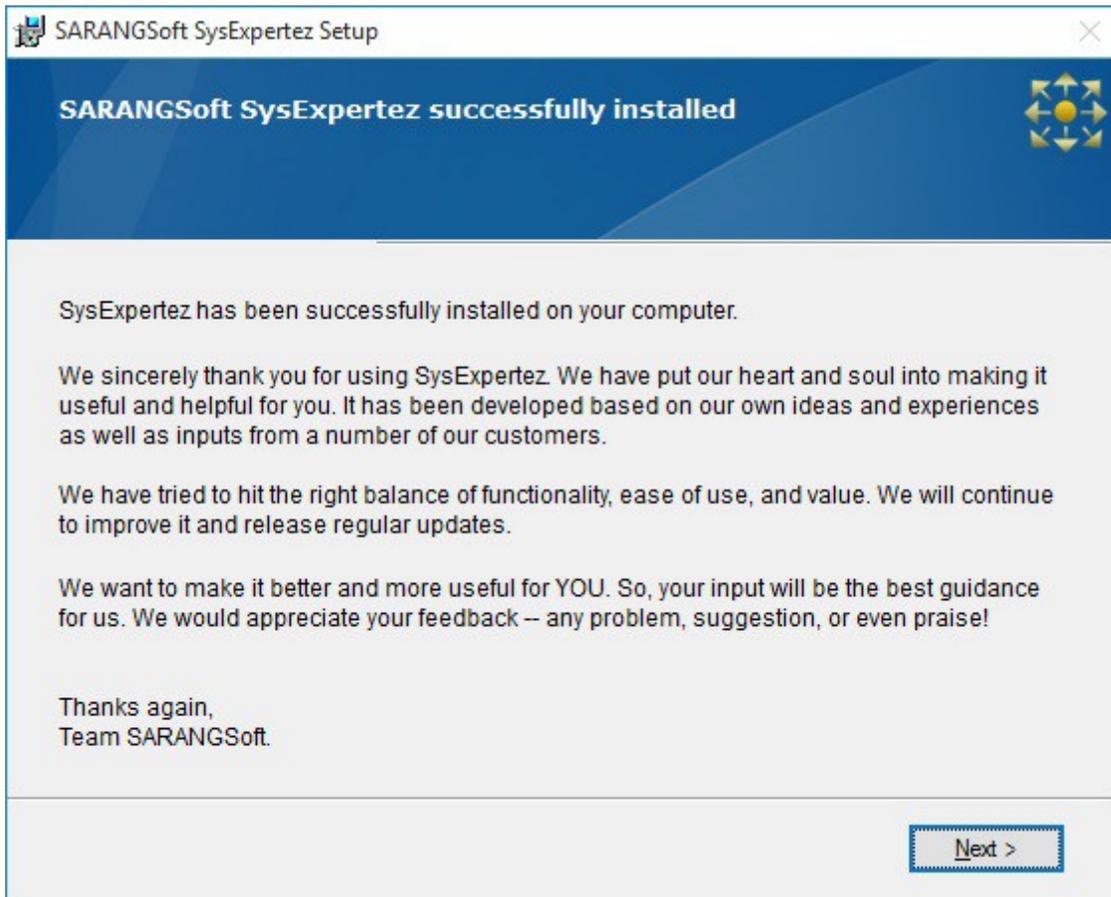


Figure 9: The dialog that informs about - SysExpertez successfully installed.

Step 12: Finishing the Installation Process

This is the last step (Figure 10) of SysExpertez installation, which actually finishes the installation process. In this step, you will see two radio-button options.

- Close setup: Finishes and closes the setup. Later on, you can run SysExpertez from the installed program list, as you normally do to run any Windows application.
- Close setup and run SysExpertez: Finishes and closes the setup, and then runs SysExpertez.

Choose any one of these options and click 'Finish'.

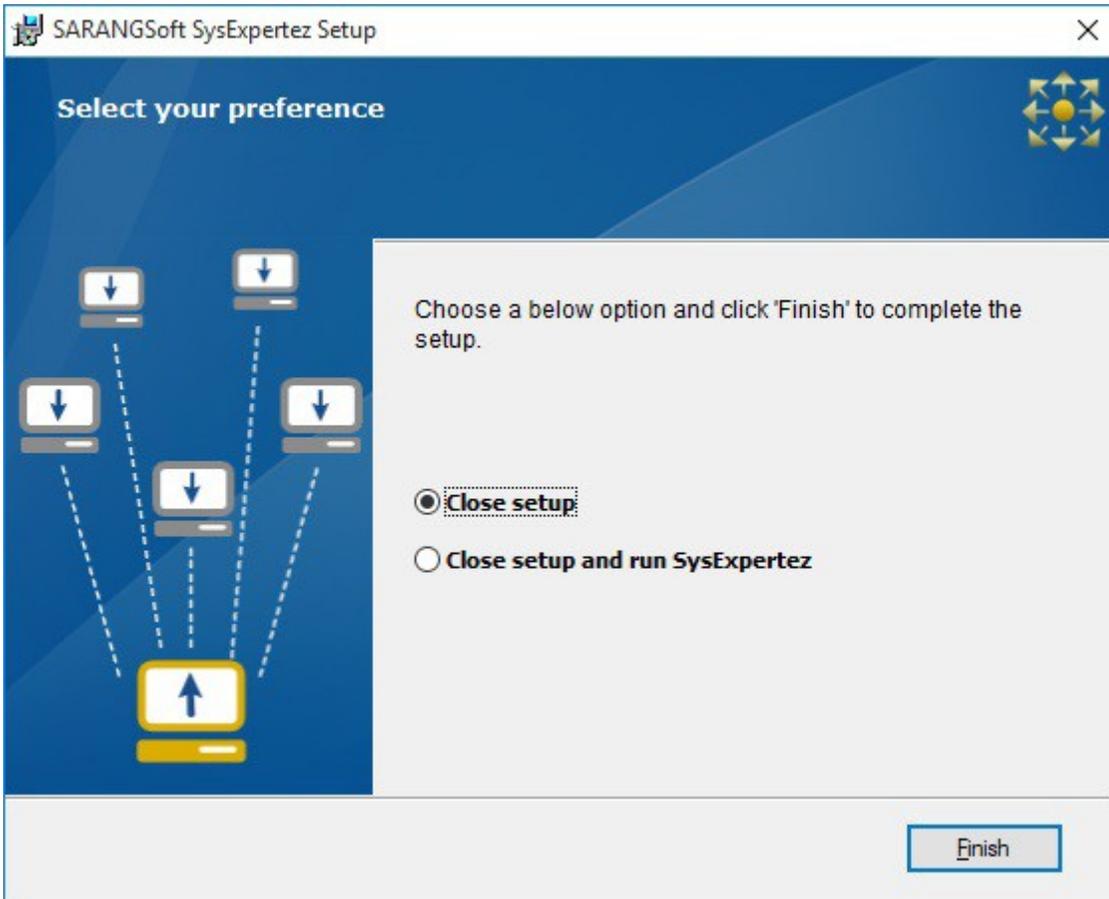


Figure 10: Finishing the installation process.

Installing SysExpertez 'Admin Console' only

Before installing the 'Admin console', make sure that the SysExpertez 'Service and Database' has been successfully installed on a suitable computer. Since the 'Admin Console' (User Interface) interacts with SysExpertez 'Service and Database', it is a must to install SysExpertez 'Service & Database' first, and then the 'Admin Console'. During installation of 'Admin console', it will ask for the server address (IP address or name) of the computer, in which SysExpertez 'Service and Database' has been installed.

Before starting the installation, it is recommended to close all non-essential applications.

The steps for installing the 'Admin Console' are as follows.

Step 1: The Opening Dialog

1. Insert the 'SysExpertez Installation' CD in your CD/DVD-ROM Drive. The *Autorun* feature will run the Setup file automatically, and the first dialog will appear.
2. Click 'Next' to continue to proceed. It will open the 'License Agreement' dialog.

Step 2: "License Agreement" Dialog

The 'License Agreement' dialog shows the License Agreement for using SysExpertez. Please read through this. If you accept the terms and conditions, please click "I acept the terms of the license agreement" option, and then click 'Next'. Initially, the dialog appears with the 'Next' button inactive. It will be activated only after you select the "I accept the terms..." option.

You can print a hard copy of the 'License Agreement' by clicking the 'Print' button. You can go back to the previous step by clicking on the 'Back' button, or may cancel the installation by clicking on 'Cancel'.

Step 3: Customizing the Installation Path

In the next dialog (Figure 11), you can choose the installation path for the application. The dialog appears with a default path. Install it in any other location by clicking the 'Browse...' button. Click 'Next' to proceed to the next step.

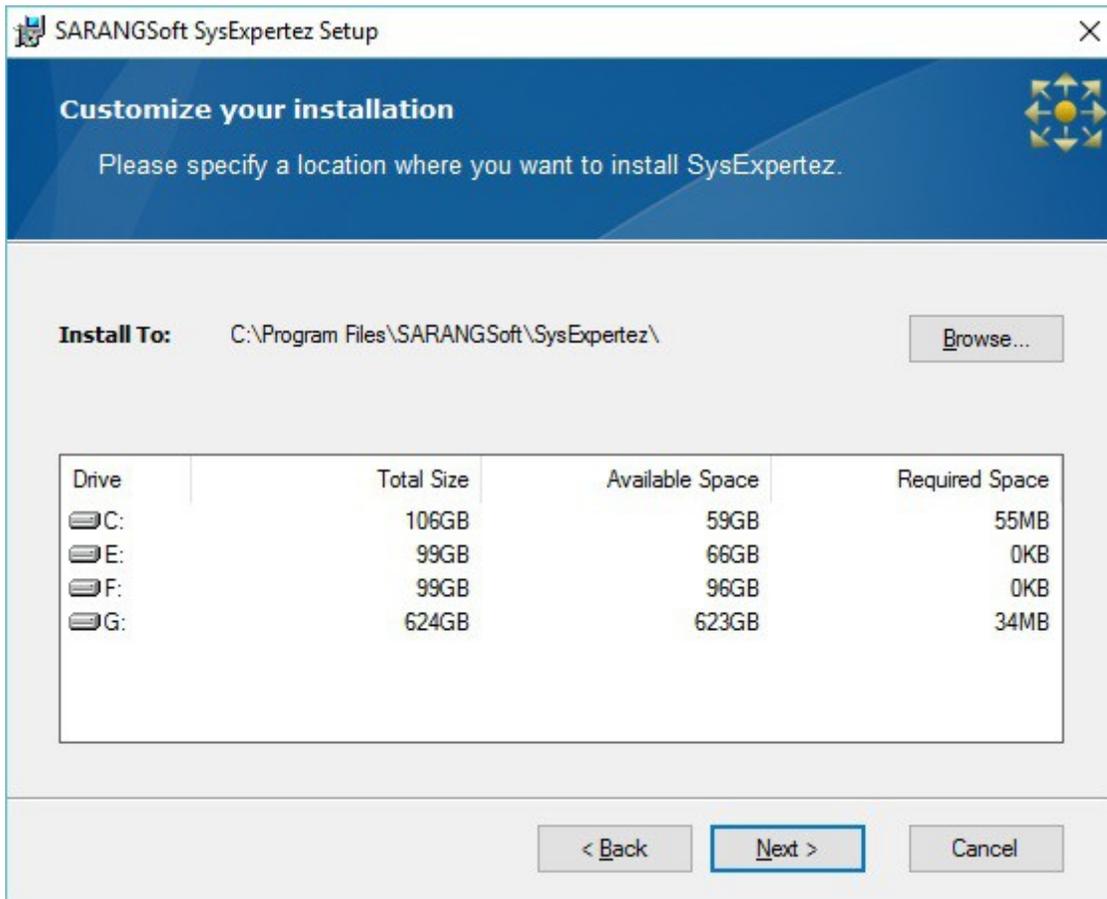


Figure 11: Choosing the path for installing SysExpertez.

Step 4: Selecting the feature(s) you need

This dialog (Figure 12) appears with two radio button options having the following features. Select the option depending upon how you want to install SysExpertez.

- *Web Service, Database and Administrator Console*: This will install 'Web Service, Database and Administrator Console' in the computer.
- *Administrator Console*: This will install the 'Administrator Console' (called 'Admin Console'), which is the user interface for SysExpertez and enables the administrator to interact with SysExpertez.

For this installation, select the option - 'Administrator Console' (see Figure 12).

NOTE: The system requirements for installing the 'Admin Console' have been mentioned at the beginning in this document.

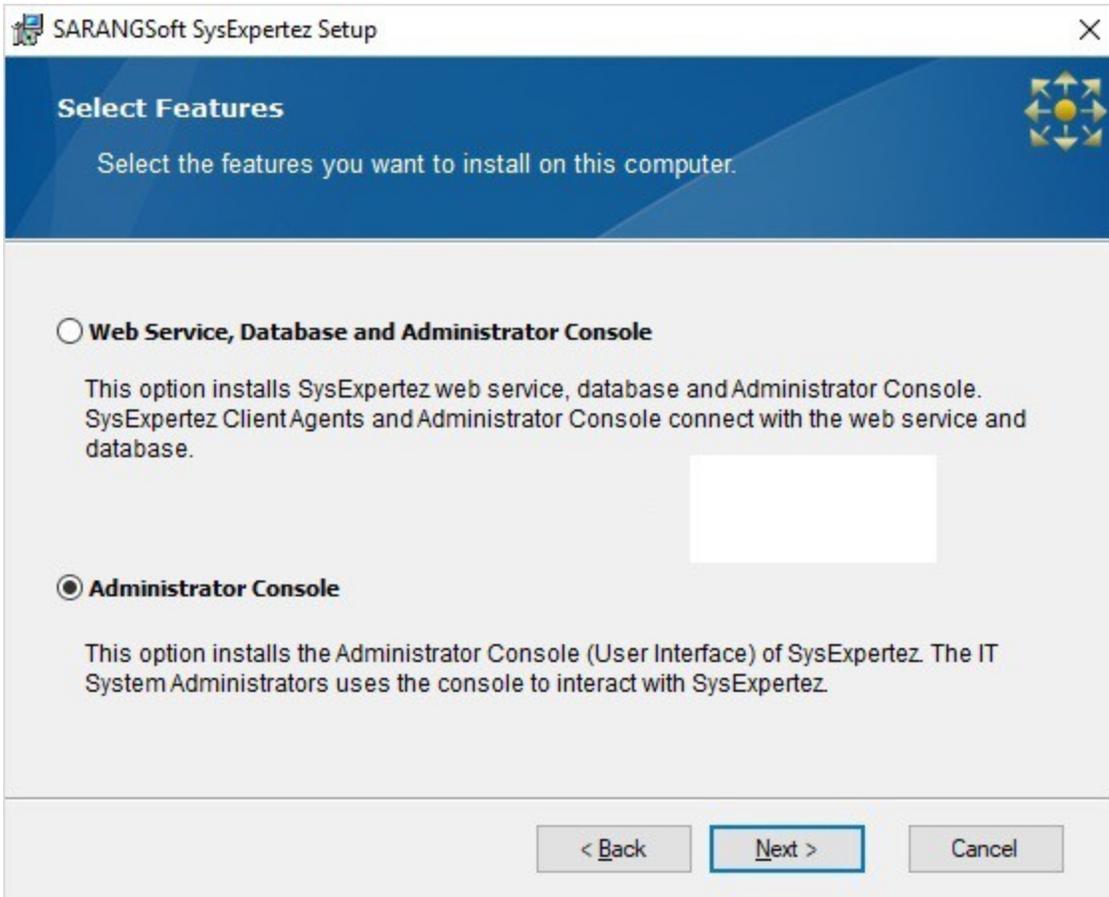


Figure 12: Select the option - 'Administrator console' for this setup.

Step 5: Connect with 'Web Service and Database'

In the next dialog (Figure 13) provide the server address (IP address or name) of the server, where the 'Service and Database' has been installed. *Admin Console* will establish connection with the server using this address.

Click 'Install' to start the installation. You may press 'Back' button to go back to the previous step.

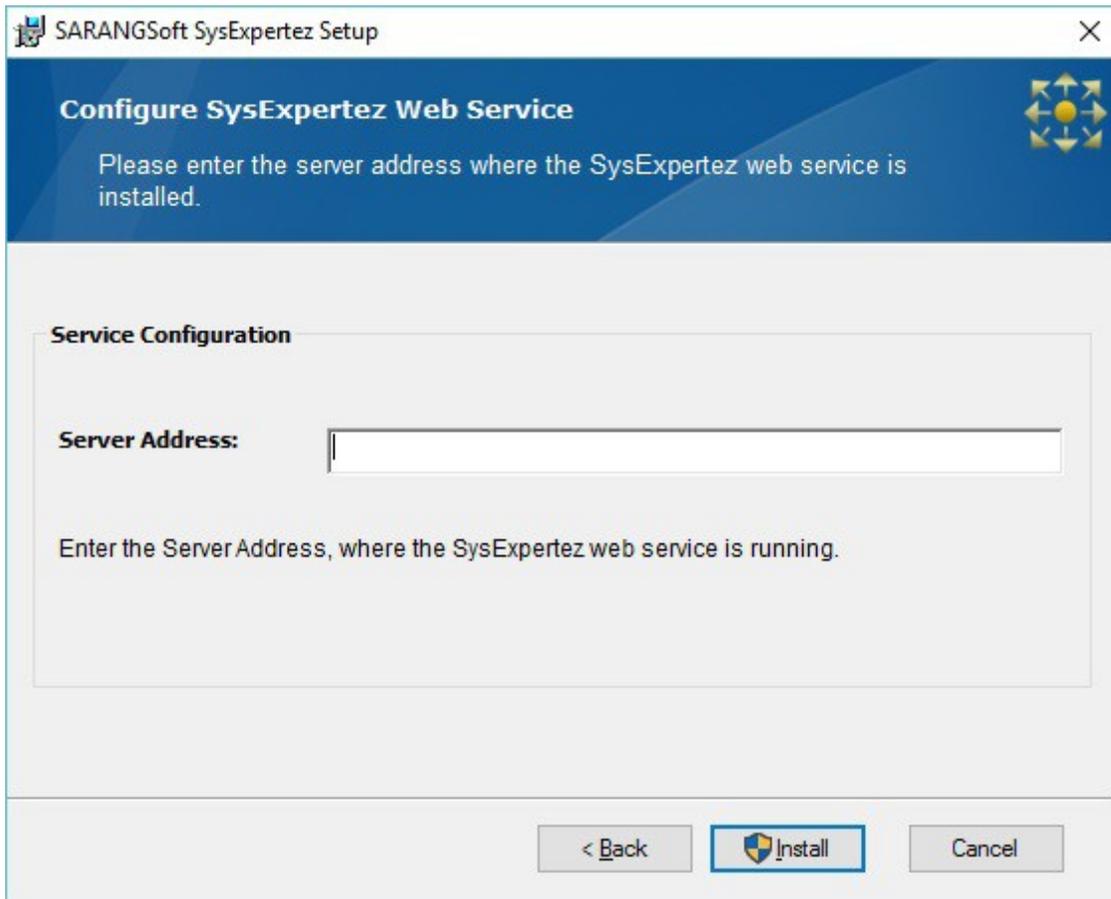


Figure 13: Server address for SysExpertez 'Service and Database'.

Step 6: Installation Progress

In this step you see the progress of *SysExpertez Admin Console* installation. You may cancel the process by clicking on the 'Cancel' button (see Figure 8).

Step 7: 'SysExpertez successfully installed' dialog

After the installation is completed, this dialog (Figure 14) appears, informing that *SysExpertez Admin Console* has been successfully installed. Click 'Next' to proceed.

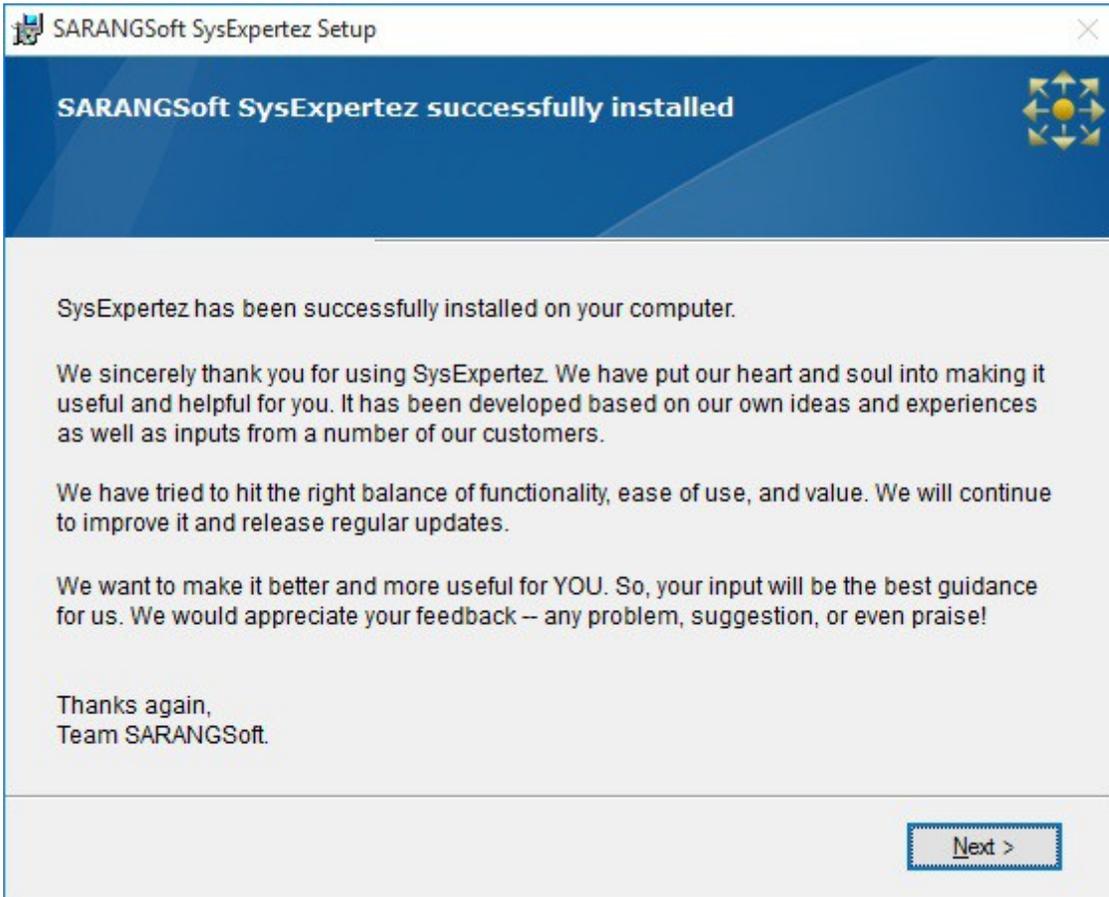


Figure 14: Dialog informing *SysExpertez Admin Console* has been successfully installed.

Step 8: Finishing the Installation Process

This is the last step (Figure 15) of *SysExpertez Admin Console* installation, which actually finishes the process. Here you will see the following two radio button options:

- **Close setup:** Finishes and closes the setup. Later on, you can run *SysExpertez Admin Console* from the program list, as you normally do to run an application.
- **Close setup and run SysExpertez:** Finishes and closes the setup, and then runs *SysExpertez Admin Console*.

Choose the suitable option and click 'Finish'.

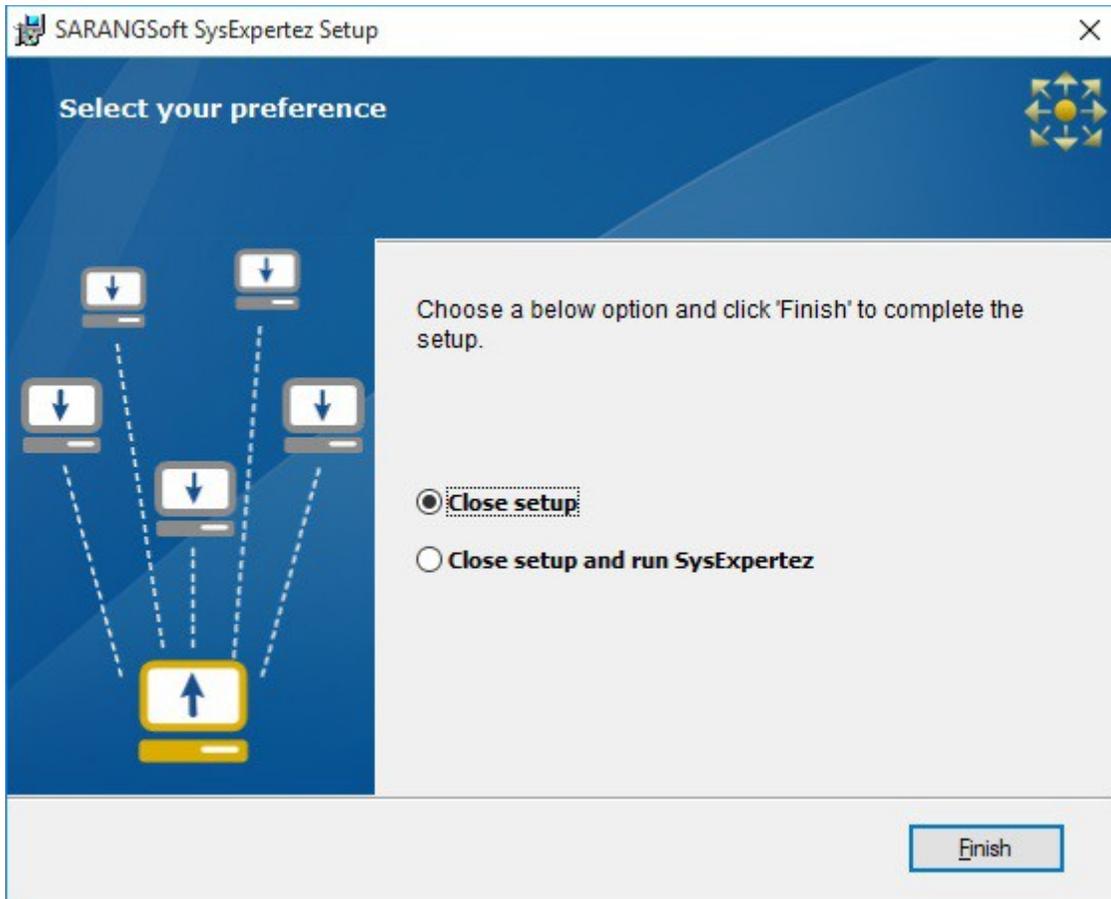


Figure 15: Finishing the installation process.