



**Active Servicedesk  
New Installation Guide**

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## 1 Introduction

This document serves as a guide to installing a new instance of Active Servicedesk.

## 2 Downloading the latest version

The link below will take you the downloads page on the Latitude Software website, <http://www.latitudesoftware.co.za/downloads/>.

Complete the form with the necessary information and ensure that Active Servicedesk is ticked under Product Interests. Click Submit.

 **Latitude software**  
Automating IT Asset Management

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### downloads

In order to obtain a free, obligation free evaluation copy of our software please complete ALL the fields and submit the form below. Please ensure to use a valid email address to guarantee successful delivery of the download link.

Company

Name

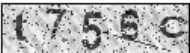
Contact number

Email

Product Interests  
 Desktop Auditor  
 Active Asset Manager  
 Active Servicedesk ← Ensure this is ticked

Number of computers on your network

Security check

Enter the code below in this box  


### contact us

To find out more please [contact us](#)

Figure 1: Download Screen

Confirmation will be displayed with a message stating you will receive an email with a link to the download.

Opening the email received from [info@latitudesoftware.co.za](mailto:info@latitudesoftware.co.za) with subject “Latitude Software download instructions” will provide a link as shown in Figure 5. Click on the Active Servicedesk link to download the setup file (randomly named .zip file e.g. 03446795a13fb73a34b1c735e2cb1660.zip).

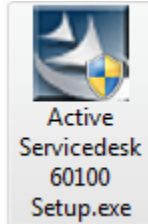


*Figure 2: Download instructions email*

Extract the .zip file and save the Active Servicedesk (version) Setup.exe to a location accessible by the Active Servicedesk server.

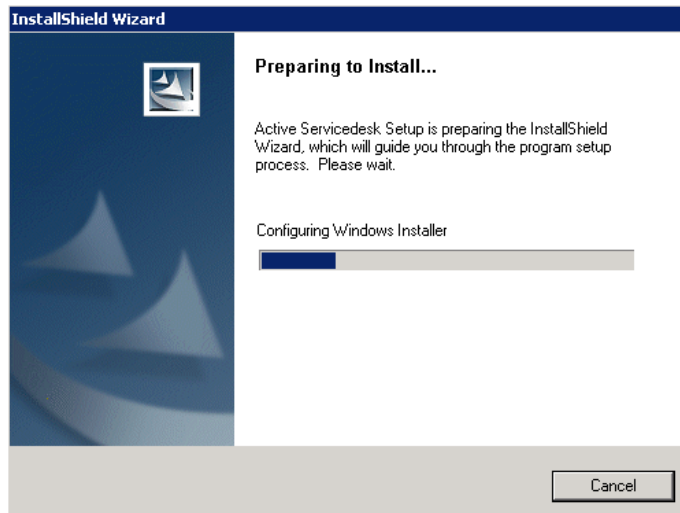
### 3 Installing Active Servicedesk

On the web server which has IIS installed, run the installation file (Active Servicedesk (version) Setup.exe) downloaded in Section 2 above.



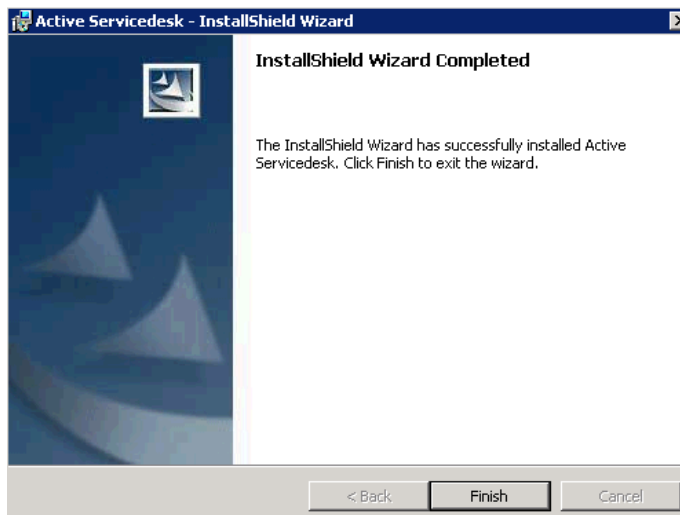
**Figure 3: Setup File**

This will launch the Install Shield which will install all the Active Servicedesk application files.



**Figure 4: Launch Install Shield**

On completion of the install shield click Finish.



**Figure 5: Install Shield completed**

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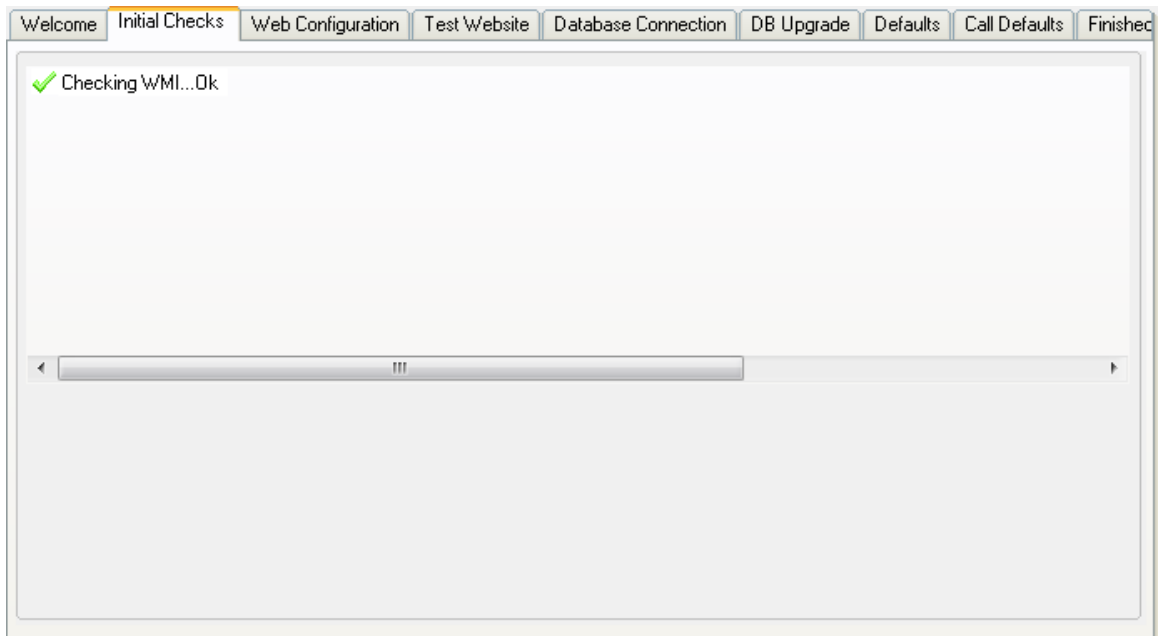
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The Active Servicedesk Setup Wizard will launch automatically. Select the option to “Create a new site (this option will configure both php and IIS)”. Click Next.



**Figure 6: Setup Wizard**

Initial system requirement checks will be done and error messages (if any) will be displayed.

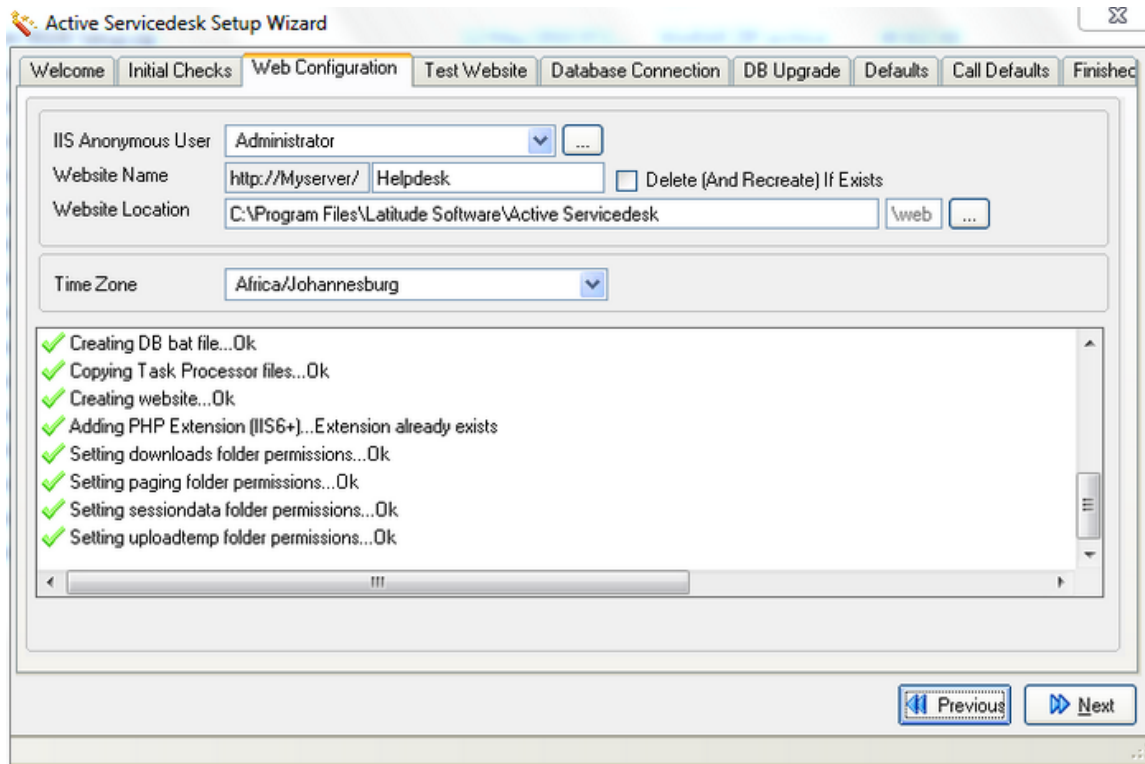


**Figure 7: Initial Checks**

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Click the ellipsis (...) button next to the IIS Anonymous User dropdown, to automatically find and load the [IUSR](#) (built-in anonymous user account). (Please note that IIS 6 uses IUSR\_MACHINENAME). This is required for the ServiceDesk to work.

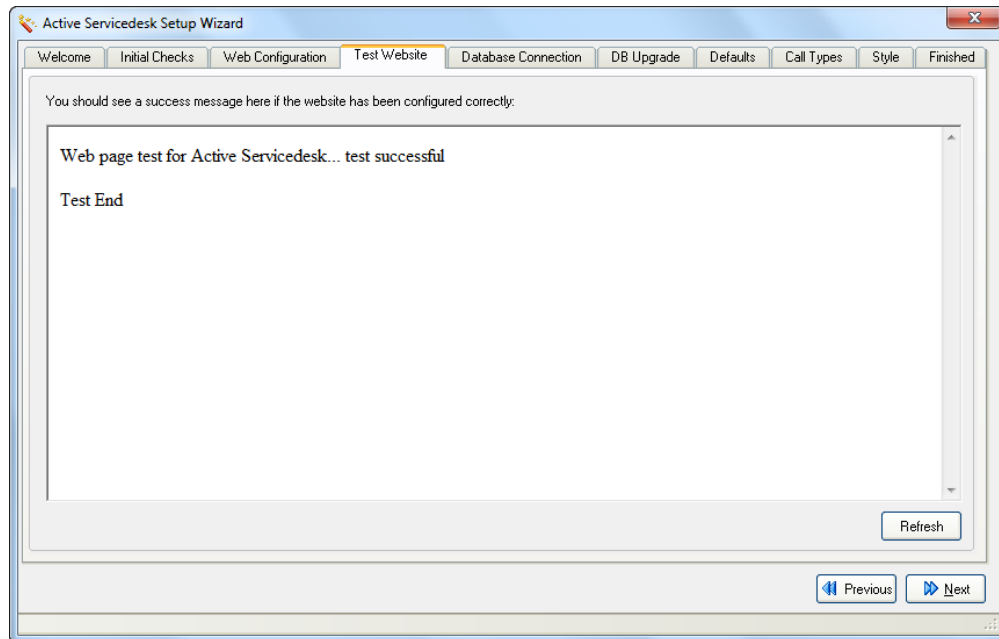
Give your website a name. Select a location for the website files. Select the relevant timezone. Click Next.



**Figure 8: Web configuration**

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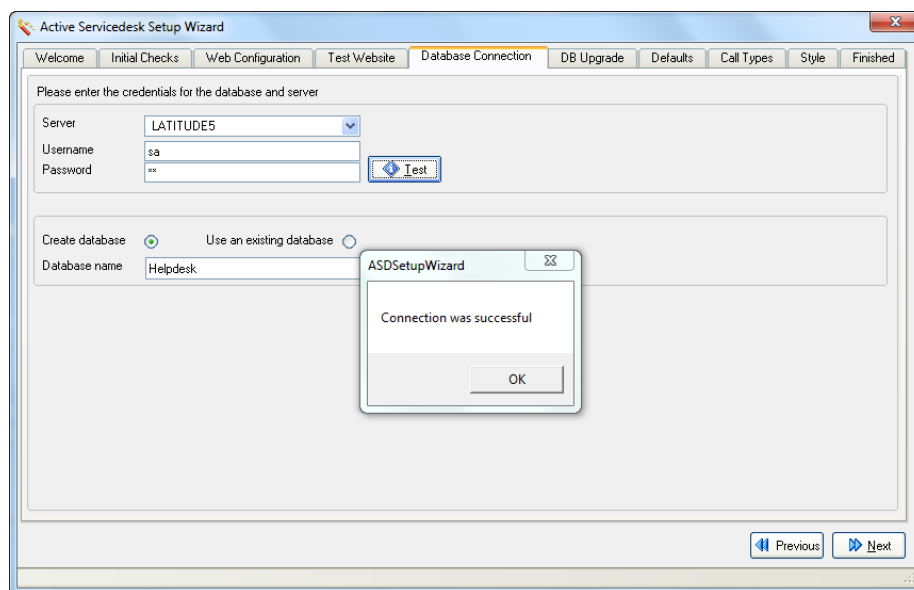
When the files have successfully copied, the Website created and the necessary permissions granted, without failure, the below confirmation will be displayed. If any errors are encountered, they will be displayed with required corrective action. Click Next.



**Figure 9: Successful Website creation**

Click Next.

Enter the credentials required to connect to the SQL Server, and give the name of the new database for Active Servicedesk to utilise. Test the connection. If successful, click Next.

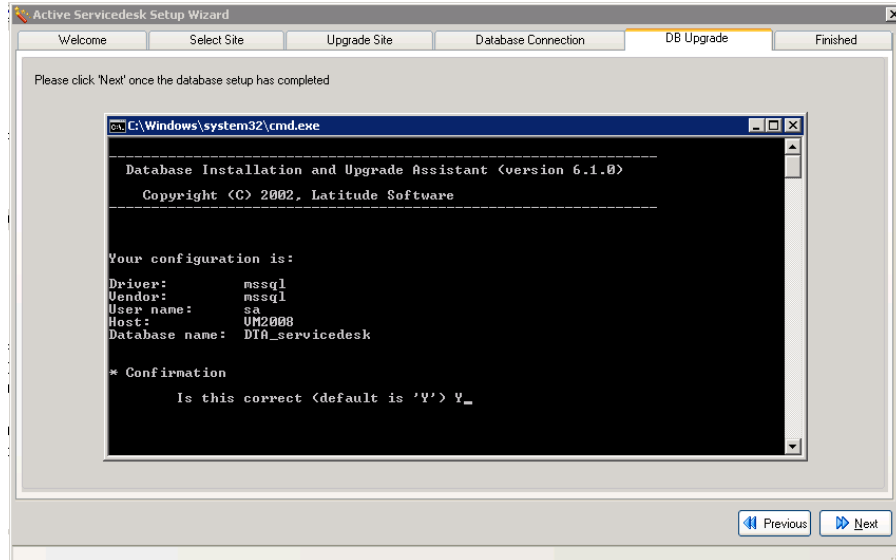


**Figure 10: Database connection**



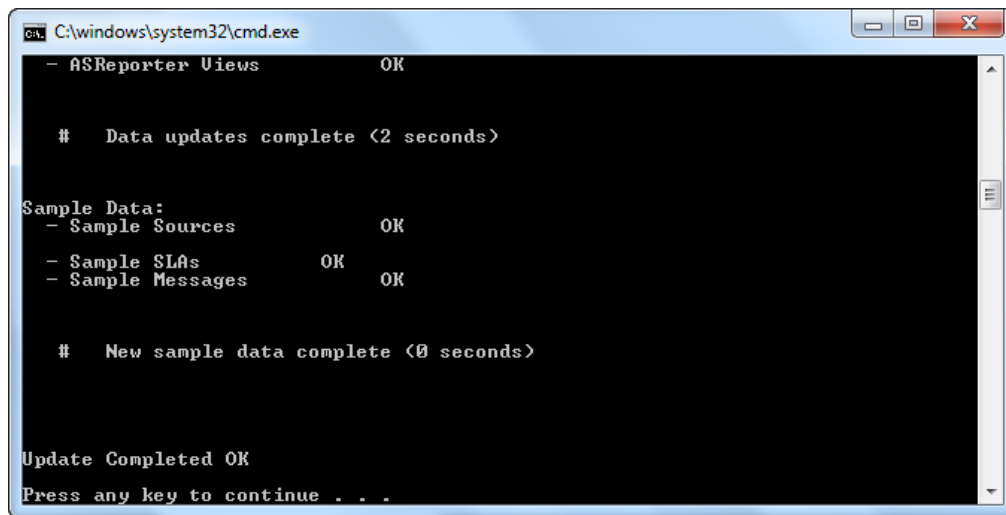
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The Database Installation Assistant will open in a command line window. Confirm the details displayed, and Enter <Y> or just press <Enter>.



**Figure 11: Database Installation Assistant**

The Database Upgrade Assistant will create the database. When complete, you will be prompted to continue. Press any key. Click Next.



**Figure 12: Database creation completed**

Click Next.

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Some default settings can be configured during installation, or any time after installation has been completed.

The SMTP mail server configuration will enable outbound email from Active Servicedesk. Additional default Users can also be created (a system user admin exists by default), by entering a User ID, Name, Email address, Application password and selecting default Group membership. To configure these later, untick the two checkboxes. Click Next.

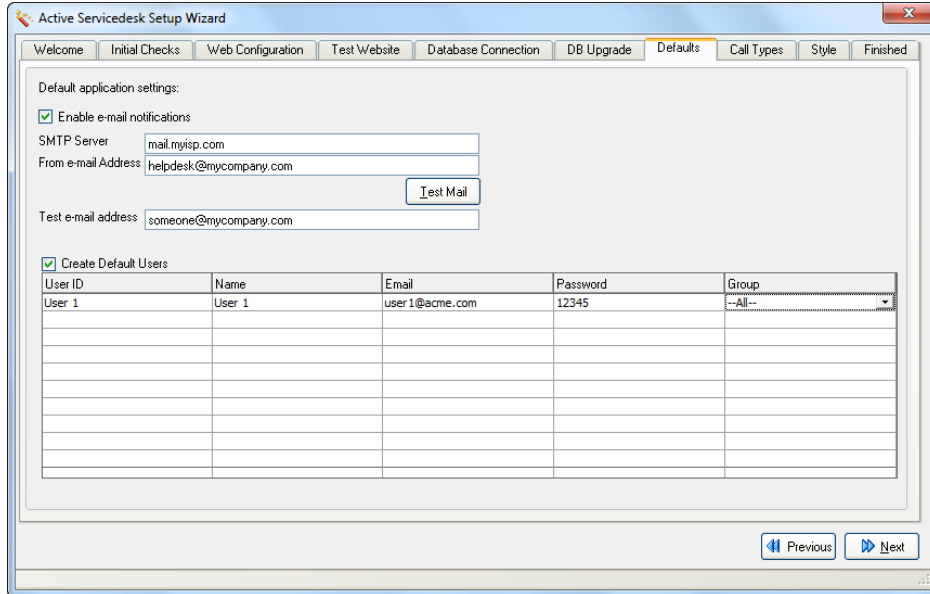


Figure 13: Configure Defaults

Default Call Types can also be selected at installation time enabling the system to be fully functional from the outset. Select the applicable Application version, and the desired default call types. Click Next.

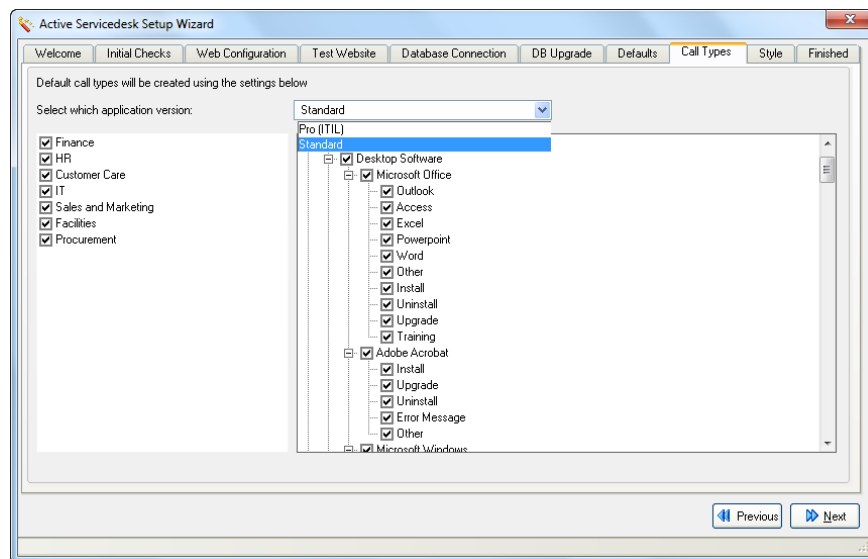
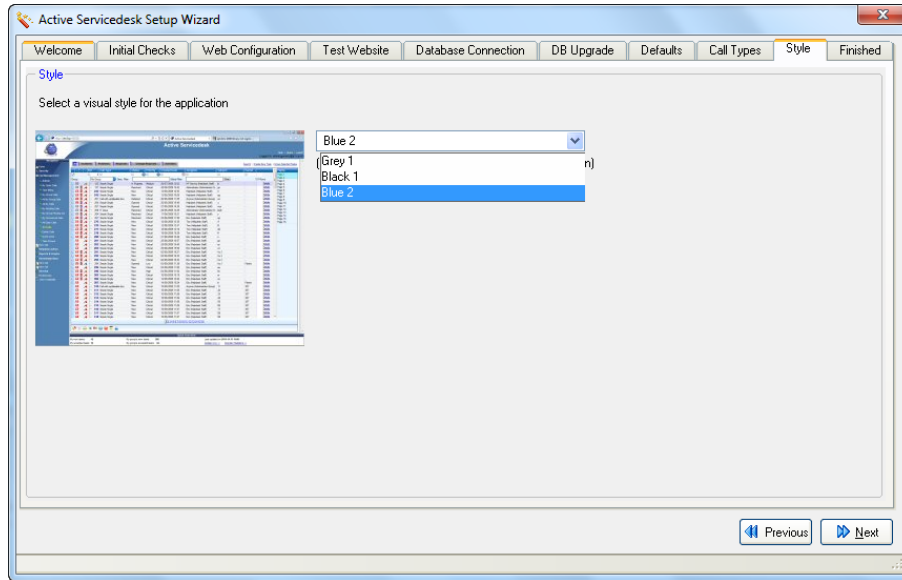


Figure 14: Default Call Types

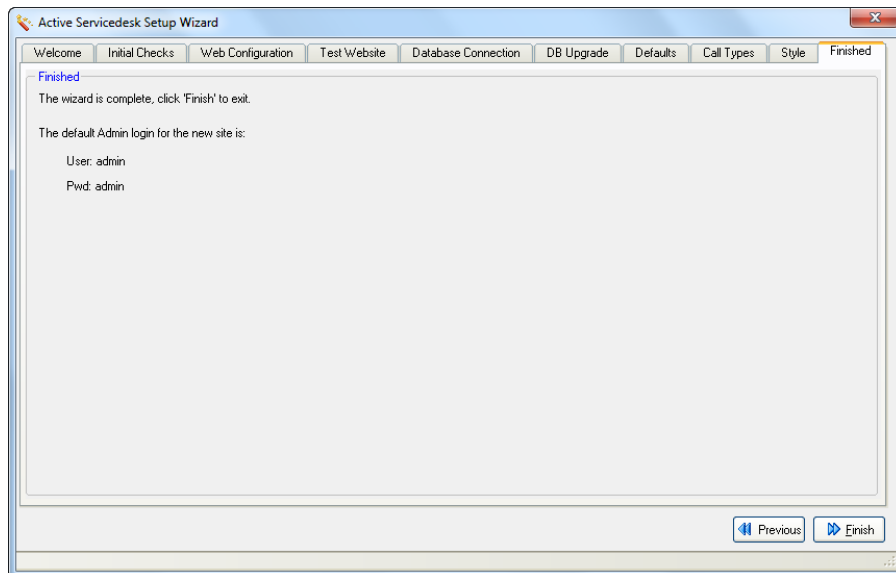
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Active Servicedesk has a number of skins (colour schemes – styles) that can be applied to the appearance of the application. Three of these are configurable at installation time. Select the style of your choice. Click Next.



**Figure 15: Style**

The default logon credentials will be displayed. Click Finish.



**Figure 16: Finish**

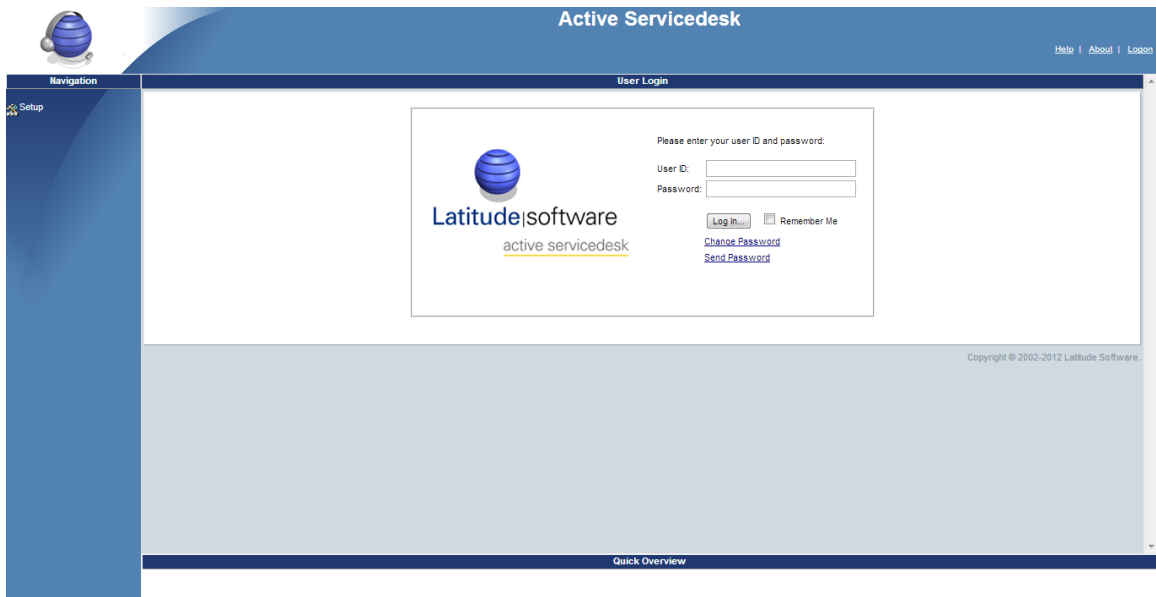
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When you have pressed the finish button your new Active Servicedesk website will start automatically.

Alternatively - Open a web browser and point to <http://servername/activeservicedesk> URL  
Login with 'admin', with the password 'admin' (or the credentials you entered in the wizard).  
Active Servicedesk is now functional. You should be able to start logging calls.



**Figure 17: Login to Website**