

Installing LanSupport

Synergy-Pro applications are all web-based solutions that aim to leverage an organizations service automation efforts.

Requirements

Before you begin the installation, ensure that you have carefully gone through the following checklist. Ensure that **all** the software items noted are installed and running. Similarly, at least the minimum hardware requirements must be met and where possible, exceeded.

Hardware	
PC/Server processor	Pentium III 1000mhz and above
PC/Server RAM	256 MB and above
PC/Server free disk space	At least 400mb free
Software	
Operating System	Win 2000/XP/2003 Professional or Server with latest service packs.
Databases	MSDE/MSSQL 7.0/2000
Browser	Internet Explorer 5.0 and above
Web Server	IIS 5.0 and above

Installation Notes

You should also note the following tips **before** you begin your installation:



1. **Confirm IIS is installed.** If you are running Win2000/XP professional, check that **Internet Information Services (IIS)** has been installed. You can verify this by checking for *Installed windows components* in the *Add/Remove Programs* section in *Control Panel*. If IIS is not installed, you can install it by clicking on the adjacent check box. You may require the operating system's original installation CD for this process.
2. **Confirm that IIS is running.** From the start menu locate and open the Internet services manager. Click on the name of the server and all the services running will be displayed. Confirm that the default website is running. If it is not, notify your system administrator who will restart the service for you. In some organizations IIS is disabled for internet security reasons and the system administrator should therefore be involved to ensure that the web service is setup in line with the company security policy.
3. **Confirm that the SQL server is running.** If MSDE/MSSQL 7.0/2000 have been installed, you can confirm that the service is running by locating the *service manager* on the *start* menu under the *Microsoft SQL Server 7.0/2000* menu group. Alternatively, locate the *service manager* on the *start menu* under *Startup*. The legend will help you determine whether the service is running. If it is not, you can start it by clicking on the play button.
4. **Confirm database "sa" password.** The "sa" password for the SQL server will be required for the installation and should be confirmed before hand with the database administrator.
5. **Confirm database location.** If the SQL server is used for other applications, the database administrator should be consulted before installation. The Synergy-Pro database can be located on a different machine from the application.
6. **Server Reboot.** Your Synergy-Pro application may have been packaged with a newer version of MDAC than that on your machine and will update older versions on both Windows 2000 professional and server requiring a reboot. If the application is to be installed on a server used by others in the organization, the installation should be carried out outside working hours. Alternatively, users should be notified of the impending momentary disruption.