

SupportSmith v2.0

Quick Setup Guide
2009

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1 Quick Setup Guide

If this is the first time you run a SupportSmith v2.0, we suggest you to follow this guide step by step:

1. Install and Configure the SupportSmith Server
2. Install and Configure an Agent
3. Install Support Tools
4. Try the first Support Session
5. Install On-Demand Agent Creator

- Required Setup files:

- Server
SupportSmith v2 Server.msi
- Supporter Tools
SupportSmith v2 Support Tools.msi
- Pre-Installed Agent
SupportSmith v2 Agent.msi
- On-Demand Agent Creator
SupportSmith v2 On-Demand Agent Creator.msi
- License files (.xml and .txt)
Get yours! Apply for a 30-day free evaluation License on our website.



Get registered at:

www.supportsmith.com

- After Setup, files can be found at:

- Start > Programs > SupportSmith v2
- C:\Program Files\SupportSmith v2
- C:\Documents and Settings*user*\Application Data\Cybele Software\SupportSmith v2\
- C:\Documents and Settings*user*\My Documents\Cybele Software\SupportSmith v2\

- General System Requirements:

- Intel Pentium or equivalent processor
- OS: Windows XP, Windows Vista.
- CPU: 128MB of RAM (256MB recommended)
- Free hard-disk space: Server 10MB; Supporter 15MB; PreInstalled Agent 25MB ; On-Demand Agent 5MB.

- Configuration Information you will be required:

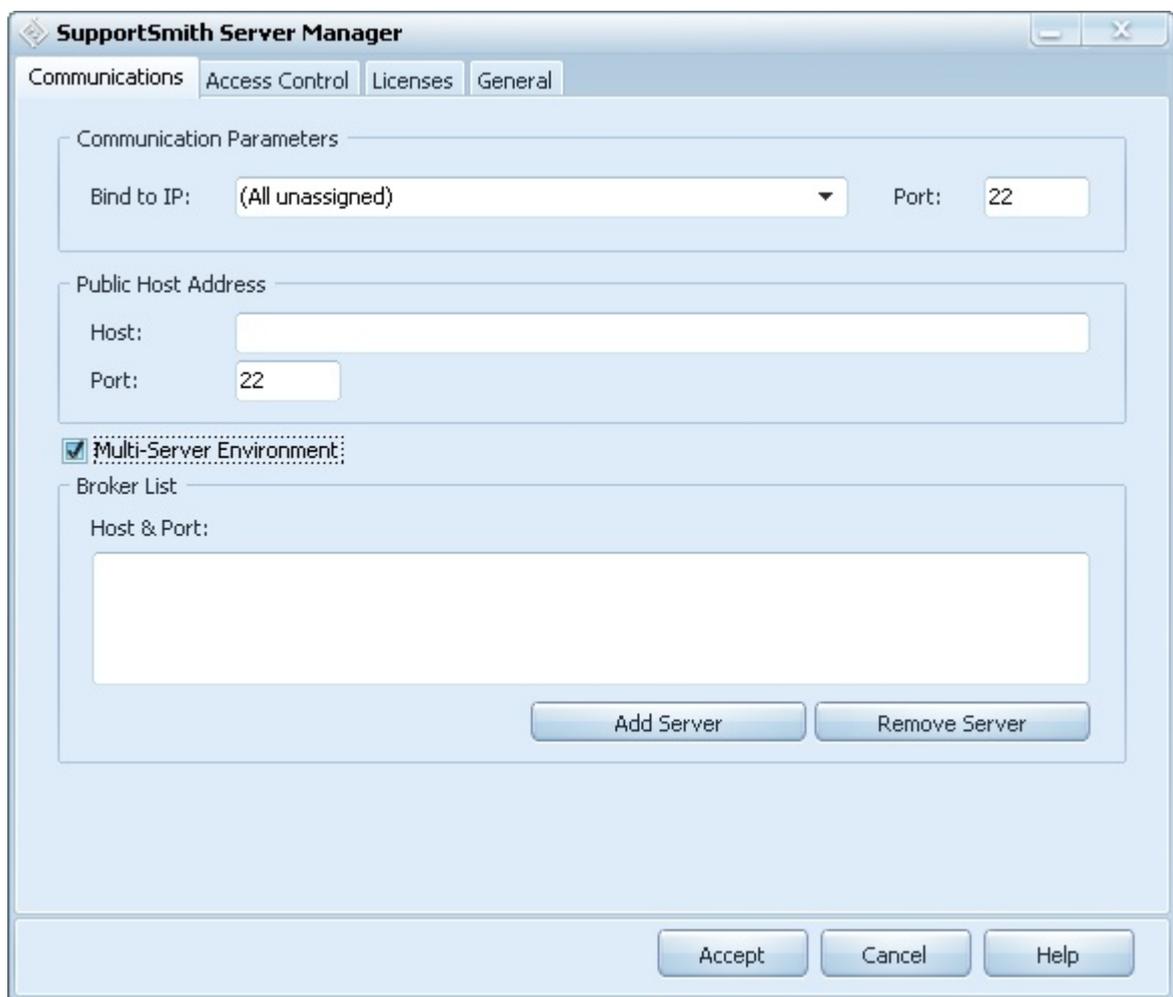
- Private IP/URL & Port to access the server (for network access)
- Public IP/URL & Port to access the server (for external access)
- Proxy settings (if applies)
- Domain, User and Password (to test Login as Technician)

- Got questions? Email us! support@cybelesoft.com

1.1 Install and Configure the SupportSmith Server

Run SupportSmith v2 Server.msi setup and proceed with the installation. At finish, start the SupportSmith Server Manager from the Start/Programs menu:

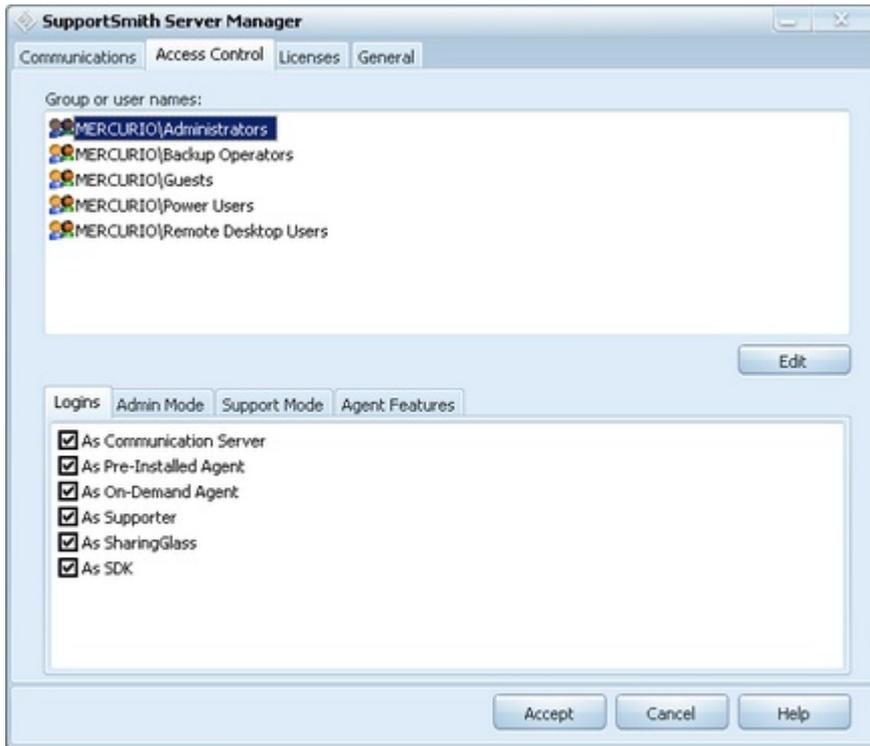
1. Enter the public host address and port:
This is the internet IP or DNS name of your server. It is required for Agents or Support Tools running outside your company.



2. Add the License File.
Load the .xml License file we sent you (no matter if it is a trial or a registered license) and save the changes.



3. Set the access permissions.
Click on Edit to add your domain users/groups with access rights. Then select them and determine the Login mode for each one.



1.2 Install and Configure an Agent

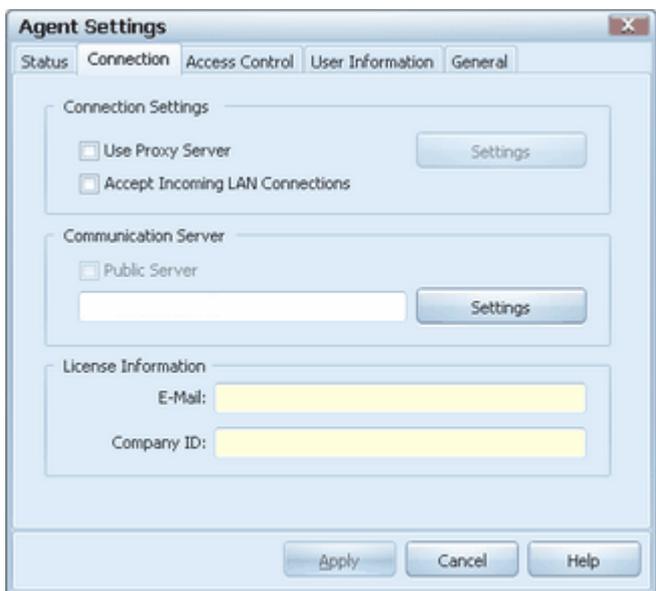
Run SupportSmith v2 Agent.msi setup and proceed with the installation. At finish, start the Agent Manager from the Start/Programs menu to configure the Connection Settings:

1. Server

Enter the host address and port, along with a valid DOMAIN\User and Password.

2. License information

Enter the Email & CompanyID you'll find on the .txt license file.



1.3 Install Support Tools

Run the Support Manager Setup at the Supporter's PC and proceed with the installation. At finish, start the Support Manager from the Start/Programs menu, this will launch the page to configure the Connection Settings:

1. Server

Enter the host address and port, along with a valid DOMAIN\User and Password.

2. License information

Enter the Email & CompanyID you'll find on the .txt license file.



1.4 Trying the first Support Session

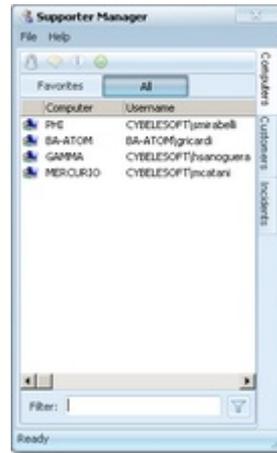
After following these steps, you are ready to provide and receive Remote Support:

- a. Accessing the remote PC through the Support Manager.

Login Screen



Supporter Manager



1. Launch the Supporter Manager.
Login to the Support Manager (DOMAIN\User and Password).
 2. Select a Computer to start a remote session.
- b. Requesting Support from the Pre-Installed Agent's menu at the remote PC.
1. Make a right click over the Agent's icon at the tray bar.
 2. Click on Get Help.
 3. Go to the Support Manager, open the tab for Customers with opened support requests and start the remote session.

1.5 Install On-Demand Agent Creator

Run On-Demand Agent Creator setup and proceed with the installation.
At finish, start the Agent Creator from the Start/Programs menu:

1. Create your own On-Demand Agent and run it.
2. Go to the Support Manager, open the tab for Customers with opened support requests and start the remote session.