

# Installing Razordesk v3.2 using the embedded MSSQL 2005 Express database



## Quick Start ...

Hate manuals and just want to get your Razordesk installed? The installer has been designed to be easy to use, just make sure you have administrator privileges and that you have an unlock code. If not you will have the opportunity to get a free license key during the installation.

The installer will create an embedded database for you but if you want to use Razordesk with your existing SQL2000 or SQL2005 database system, follow the instructions as appropriate. You will need your SQL 'sa' password.

**Need a little more help? Please read ahead and we'll take you screen by screen...**

## WINDOWS 2003 USERS

**See Appendix A for information regarding setting up the Web Server**

### 1. Step-by-step guide with screen shots

*You will need a Razordesk Unlock code, you should have been provided one when you purchased Razordesk. If you don't have don't worry you will be given an opportunity to get one*

Razordesk runs on your web server but behaves similar to a Windows application. The full power of Razordesk is available to staff and customers with access to Internet Explorer within or external to the organisation. With the simplified web skin you can even embed Razordesk within your own website, all of the HTML you need is provided in the Configuration tab. The optional Email Integration lets users interact via your support email account. The powerful email integration facility supports attachments and allows you to direct specific email addresses to specified accounts and all others to a generic catchall-account.

The Installer must be run from a System Administrator account otherwise certain aspects may fail to be setup correctly. This guide assumes basic knowledge in system administration of a Microsoft Windows Server system and in administering Internet Information Services (IIS5/6). You must have the prerequisite licences for running Microsoft Windows server and IIS.

Note that this installer does not include the third party graphing component (TeeChart) used to generate on-screen graphs. If you would like to purchase this optional extra please purchase a license from [www.razordesk.com](http://www.razordesk.com)

### 2. System requirements

#### IIS5 or IIS6 with Microsoft dot.net version 2

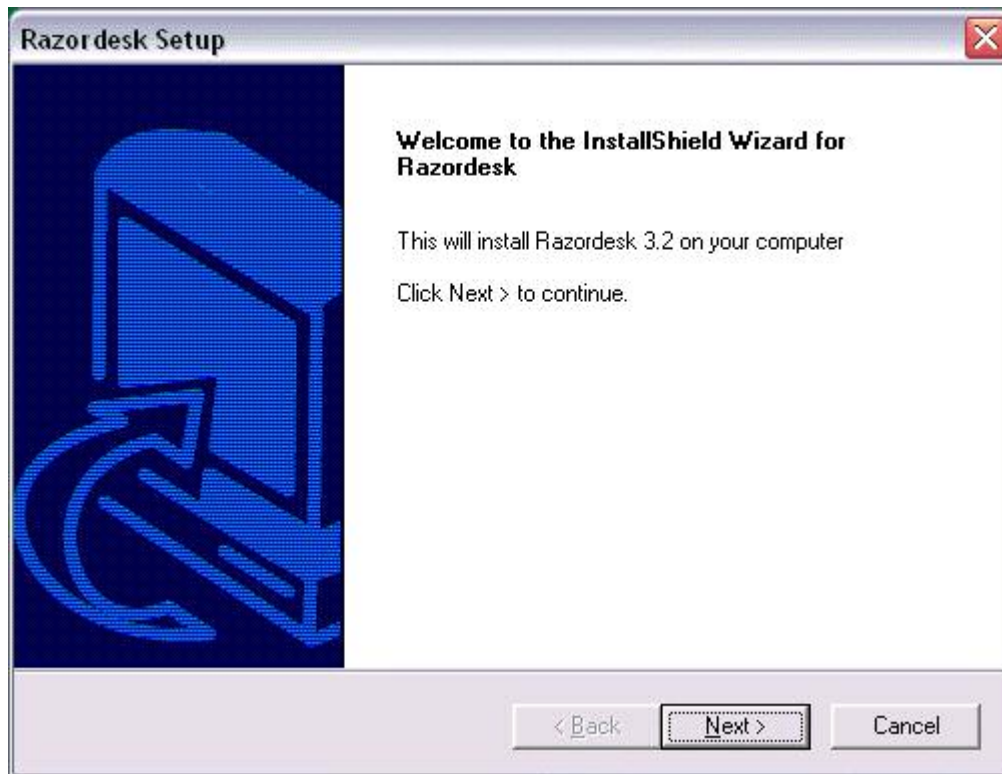
Windows based Web server (Windows 2000 or later) with IIS5 or IIS6 and Microsoft DOT.NET Framework 2 extensions installed (this will likely have been installed as a Microsoft update, Windows 2003 & XP will have DOT.NET 2 installed as standard). The update is free from the Microsoft support website (look for the update file **dotnetfx.exe** for .NET 2).

### 3. Install the Web Components and Database

#### Extract and run the Razordesk Installshield Wizard

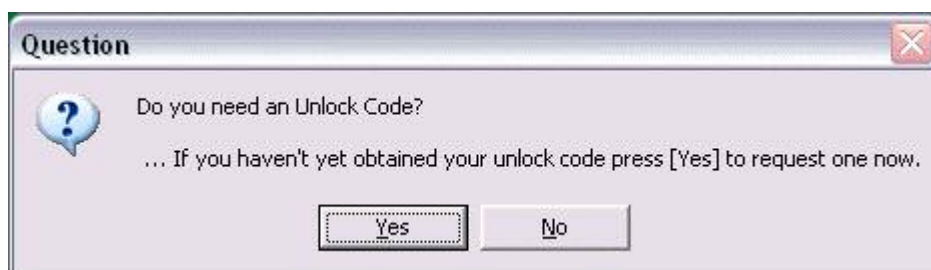
NB: Log in to your web server with an account that has **admin** privileges.

Run the installer then press **Next>**



#### Do you have an Installer Key?

If you need an Installer key press [ Yes ] to get one free. Otherwise press [ No ]



## License Agreement

Please read the license and if you are happy press **Yes**



**Razordesk Setup**

**License Agreement**

Please read the following license agreement carefully.

Press the PAGE DOWN key to see the rest of the agreement.

Terms and Conditions Relating to the provision of Blue Tang Support Desk

1. INTERPRETATION

In this Contract:

"Authorised User" means anyone registered by the Customer with BTWS on the Service as authorised to use the Service.

"BTWS" means Blue Tang Web Systems limited in England No 4037143, Windover House, St Ann Street, Salisbury SP1 2DR.

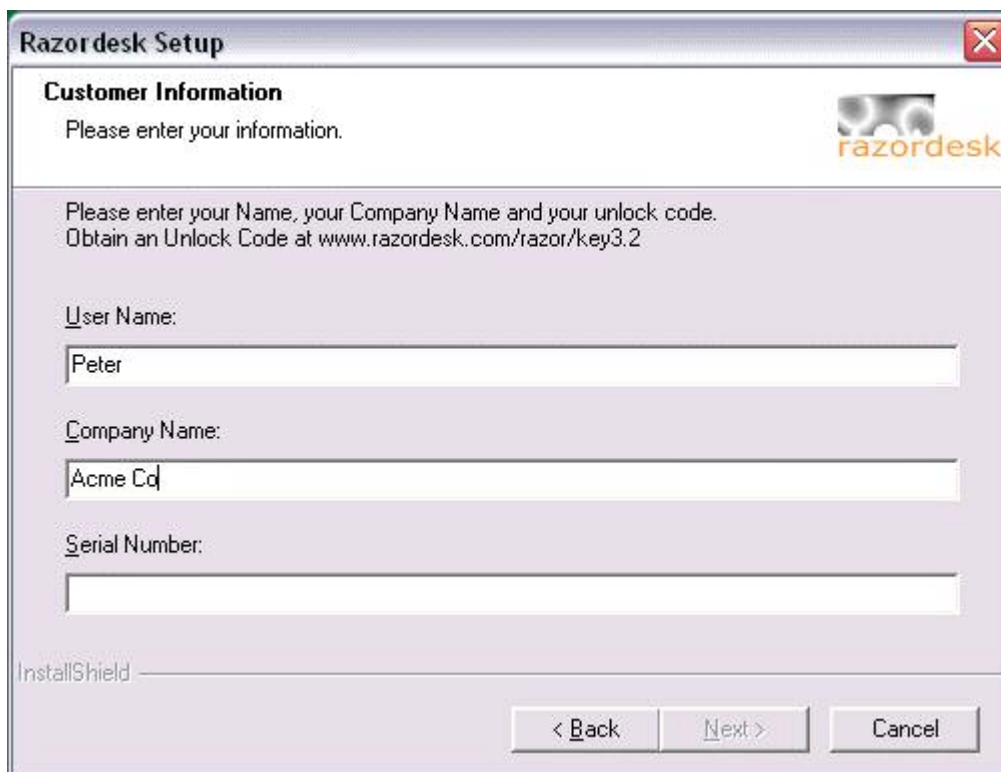
Do you accept all the terms of the preceding License Agreement? If you choose No, the setup will close. To install Razordesk, you must accept this agreement.

InstallShield

< Back Yes No

## Customer Information & Serial Number

Enter your **name** and the name of your **company** as you would to be known on the Razordesk portal. Enter the serial number provided. A free serial number (and license key) can be obtained from [www.Razordesk.com/razor/key](http://www.Razordesk.com/razor/key)



**Razordesk Setup**

**Customer Information**

Please enter your information.

Please enter your Name, your Company Name and your unlock code.  
Obtain an Unlock Code at [www.razordesk.com/razor/key3.2](http://www.razordesk.com/razor/key3.2)

User Name:  
Peter

Company Name:  
Acme Cd

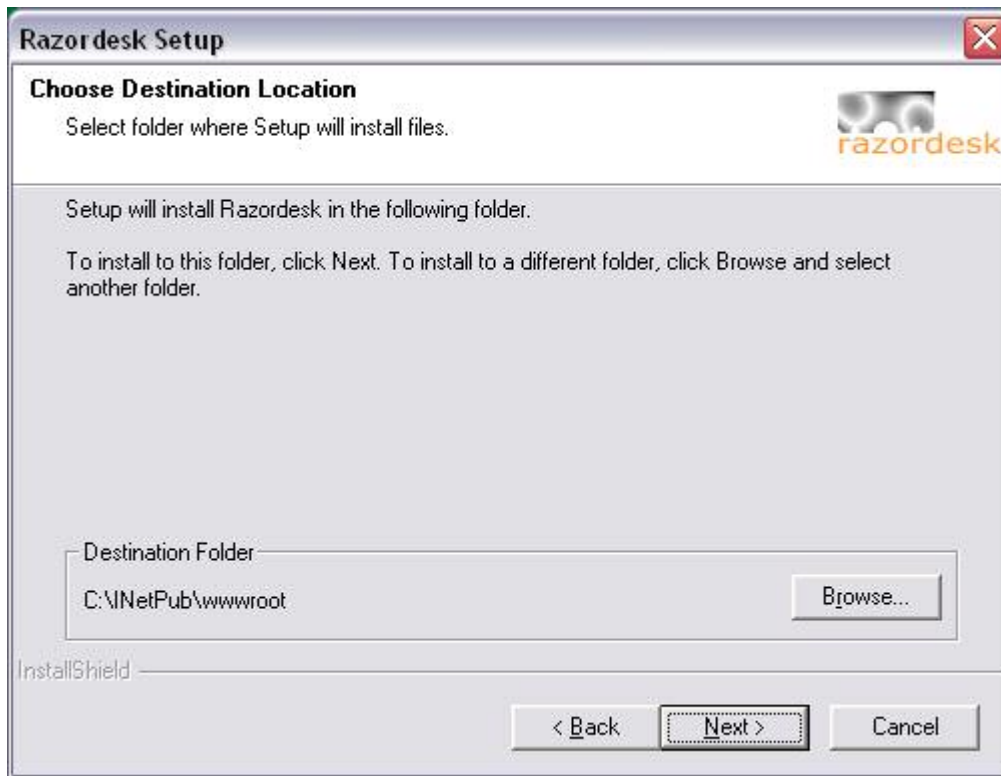
Serial Number:

InstallShield

< Back Next > Cancel

## Choose Destination Location

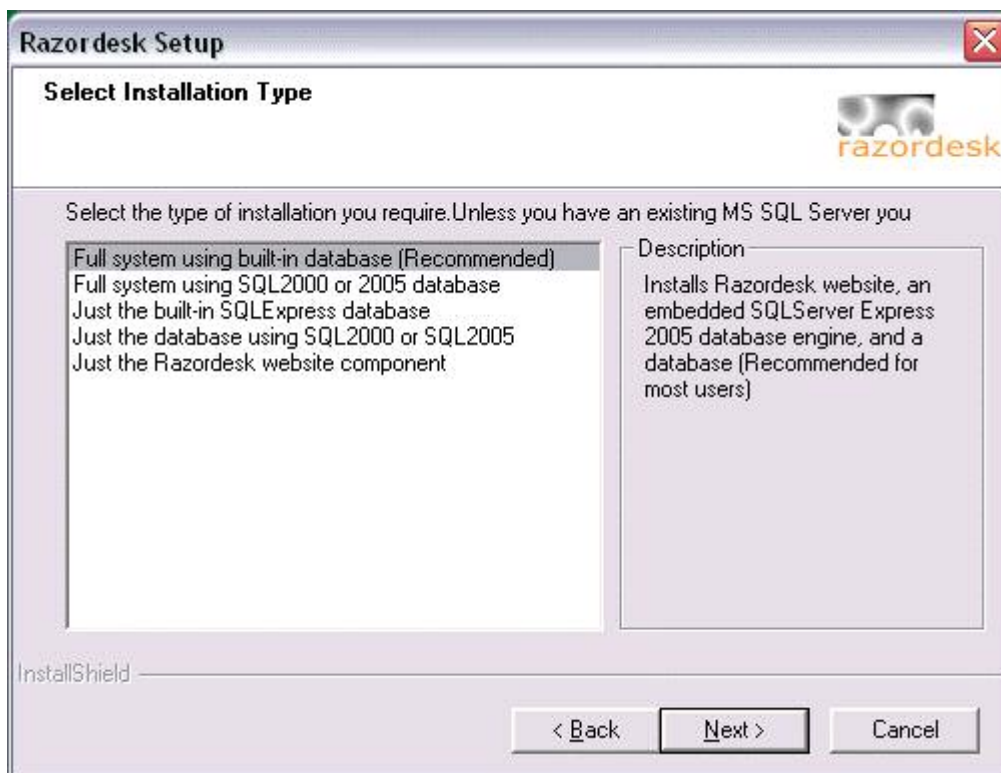
This screen defines the location of the web page files for the default website, these normally reside in **C:\InetPub\wwwroot** but if you prefer to store the web pages elsewhere, enter a suitable location or press Browse. Unless you have a local policy for storing websites elsewhere just press **Next >**



## Setup Type

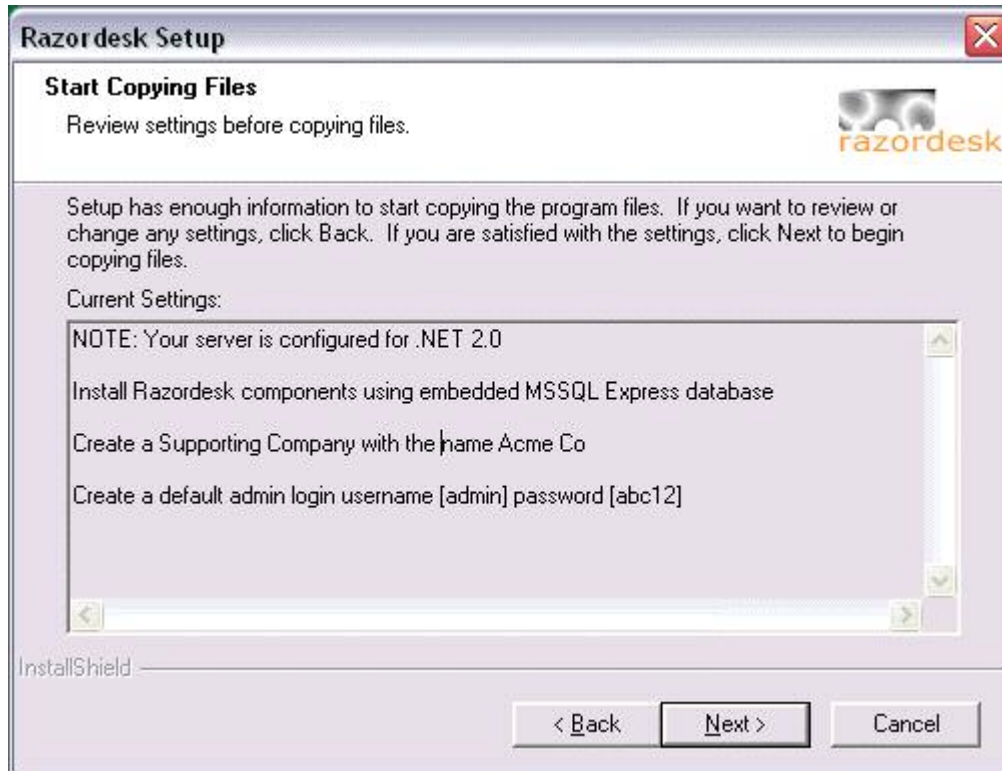
To install Razordesk with the built-in database choose just press **Next >**

If you wish to use Razordesk with your own SQL database choose 'Full system using SQL2000 or 2005 database' and follow the instructions on screen.



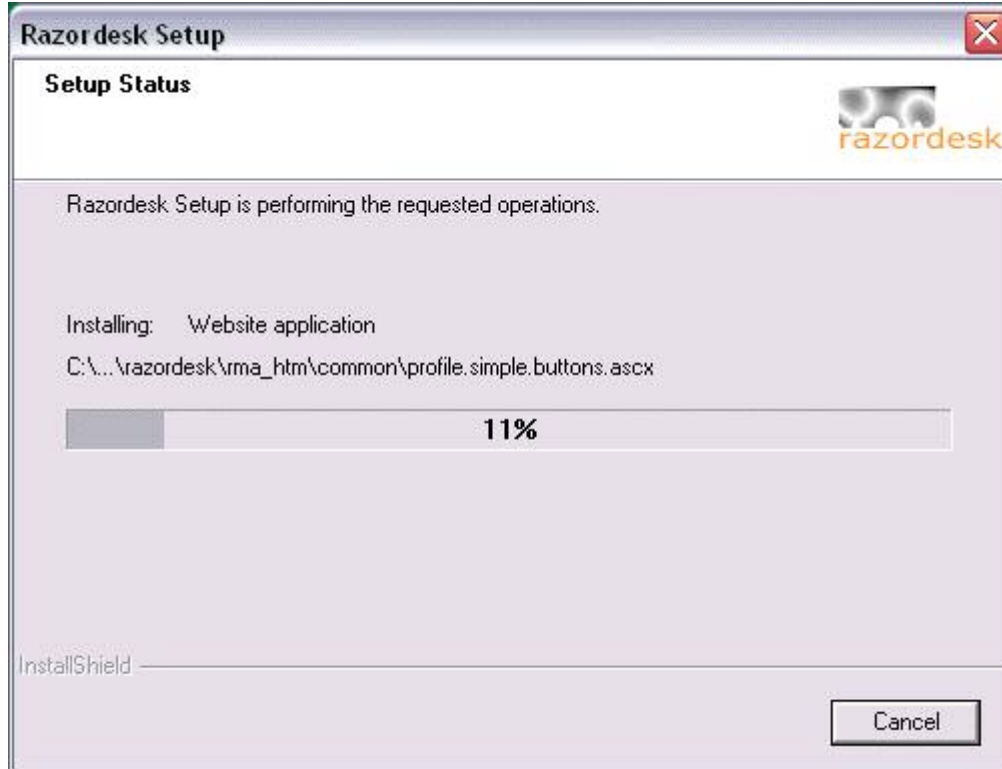
## Start Copying Files

Check the settings and if you are happy with the details press **Next >**



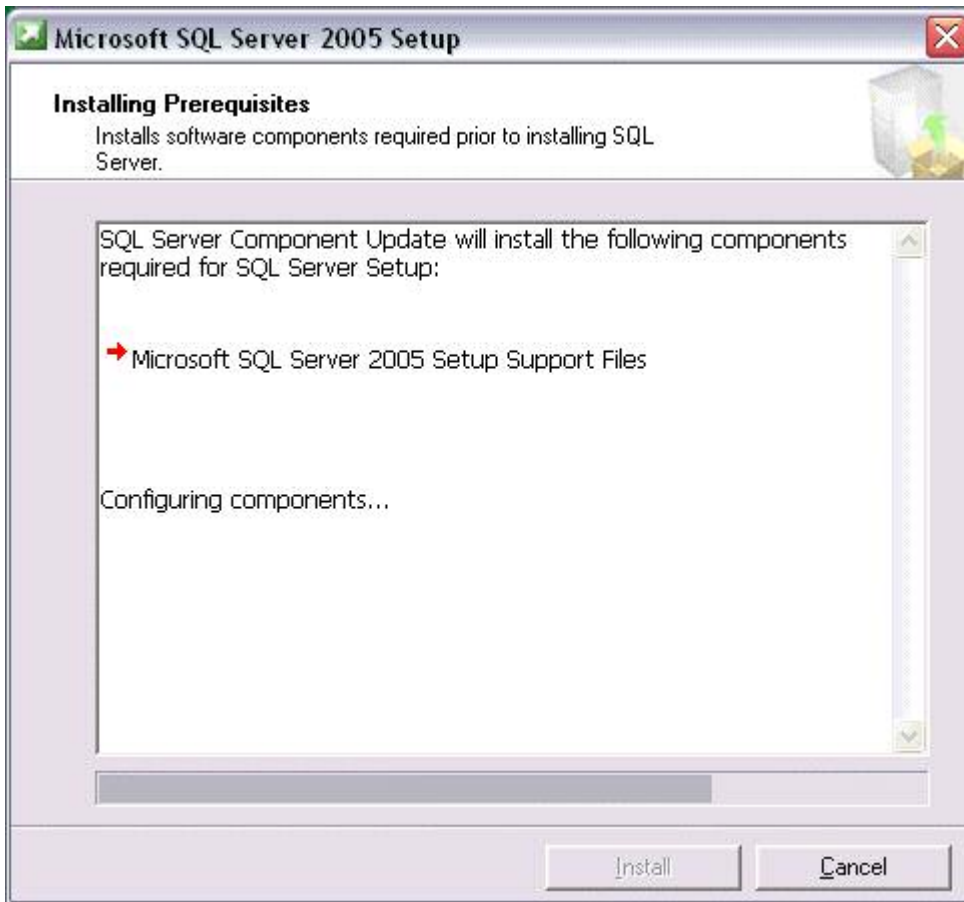
## Copying files

The web components are copied to the selected folder.



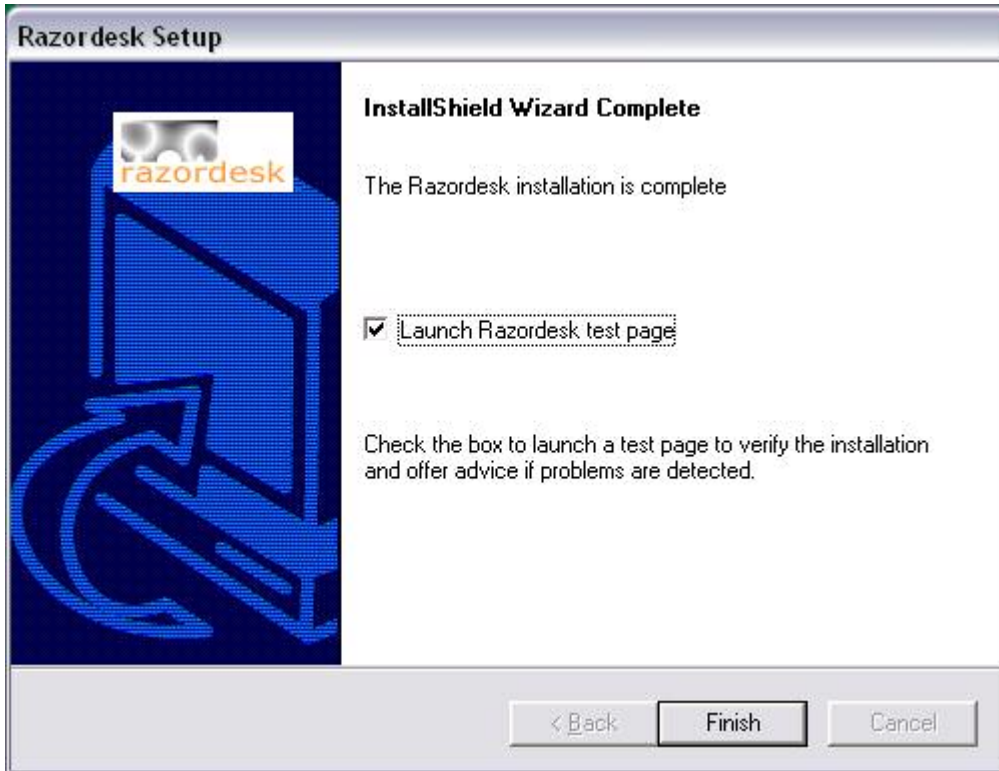
## Installing the Database Components

The database system will now be installed, this may take a few minutes and a number of screens and black DOS boxes will appear and disappear. No input is required by you at this stage but observe the screens for any error messages should they occur.



## Final Page

Congratulations your Razordesk is now configured. Click finish to launch the test page and check that the site opens and that the database is connected correctly. Remember you have 14 days support to ask any questions should you have any difficulties or questions regarding your Razordesk installation.



## 5. Testing your Razordesk set-up

On the web server open a web browser window and enter the address <http://localhost/razordesk/test>

If all is well you will see something like this:

**Razordesk Test Configuration - Windows Internet Explorer**

<http://localhost/razordesk/test/>

**razordesk**

This is the Razordesk Test Page. [View Installation Guide](#)  
For assistance first please refer to the Razordesk FAQs [www.razordesk.com/razor/support](http://www.razordesk.com/razor/support)

Razordesk by Blue Tang Web Systems 0870 321 2481 (UK) +44 207 100 5220 (International) [info@razordesk.com](mailto:info@razordesk.com)

Verifying the Database Configuration:  
**Database connection is OK. Click Here to launch Razordesk now**  
For more information see logs at C:\Razordesk Logs  
(set `Debug_ShowConnectionString` as true in web.config to reveal the full database connection string in the logs)

Version Information  
**Version:** Razordesk v3.2.00.60319A

Your License Configuration

Features managed by Razordesk: license keys!

- Limited Trial license: **EXPIRED**
- Remote access enabled: **NO**
- Concurrent logins: **1**
- TeeChart Charting Enabled: **NO**
- Software Distribution tab: **NO**
- Inbound Email subsystem: **NO**
- Multi-agent support: **NO**
- Trouble Ticket support: **YES**
- 954A Ticket support: **NO**
- Feature Request Ticket support: **NO**
- Sales lead Ticket support: **NO**

KEY	Value
KEY1	AD01X-WK2H-302YV-LVE10
KEY2	
KEY3	
KEY4	
KEY5	
KEY6	
KEY7	
KEY8	
KEY9	

Your licenses dictate how many concurrent users are allowed to use the system and what other features are installed. A trial license once exceeded limits access to Razordesk from the web server itself and by using <http://localhost/razordesk/>.

The unlock code used when you installed Razordesk will dictate the logins. If you have purchased additional users or features you will need to add the license keys from Razordesk: Log in as your system administrator account then go to the Config tab, Select the Licenses option and follow the instructions.

System parameters as set from the Config Tab when logged in as System Admin - This table will be useful if you require help setting up your Razordesk

Key Value	Current Value	Notes
ConfigPath	c:\inetpub\wwwroot\razordesk\bluetang.xml	File path to the main configuration.xml files
SiteSubFolder	razordesk	The subfolder under which the site is stored, normally <b>razordesk</b>
SmtpServer		The SMTP server address (mail server) used for email notifications
AgentName	Razordesk	This should be set to Razordesk unless otherwise advised
AgentId	100	This should be set to 100 unless otherwise advised
AgentDescription		A default strapline used on various pages, this value is overridden by the database
AgentLogo		Use this to specify an alternative log gif for the top left of the screen
Skin	skin_A	The default skin used when 1st logging into your portal
WORKCUBE_LICENSE	workcube.generic	This should be set to Workcube.generic unless advised otherwise
AttachmentDir	c:\razordesk\attachments	A path where attachments are stored
enableEmailNotifications		If you wish to use the outgoing email notification feature, change to TRUE
intervalEmailNotifications	1	The polling period between email notifications, 1 = every 1 minute
DefaultSupportEmail		The return address attached to email notification messages
DefaultSupportPhone		The support phone number attached to the signature on outgoing emails
DefaultSupportMessage		A strapline attached to outgoing email notifications

If you do not find this page at all, it is likely that IIS hasn't been set up correctly, see **FAQs** for possible reasons.

## This test was unable to connect to database.



Your IIS has been configured correctly but for some reason the website isn't communicating with the database. See **Trouble Shooting** for possible reasons. It is possible that the database was not installed properly or the razorlogin wasn't added.

## 6. Running your Razordesk

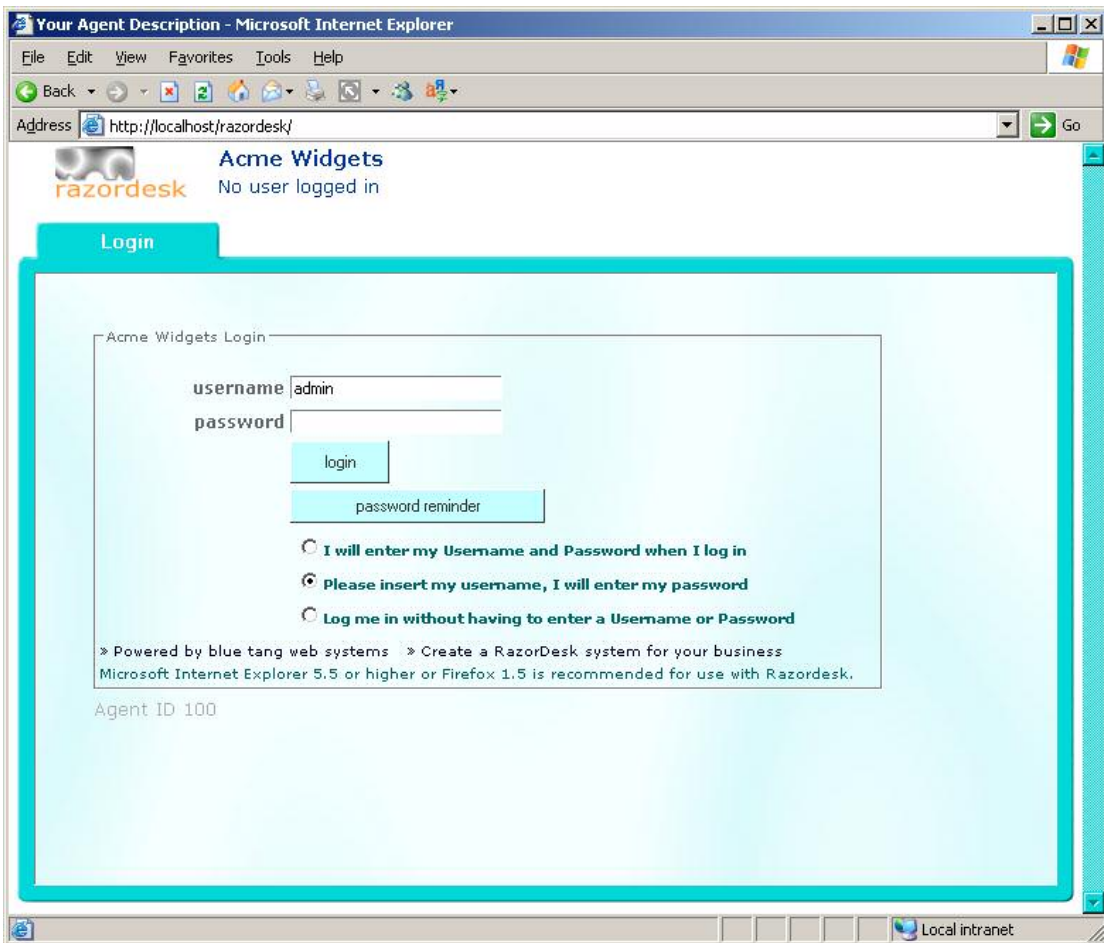
In a browser navigate to address <http://www.yourwebaddress.com/razordesk>

You should be able to view the main login page (see below)

HINT: Don't worry if you experience a delay of a few seconds or more before this page loads. This is the normal behaviour of dot.net web application when accessing a page for the 1<sup>st</sup> time. Subsequent page loads will be much faster.

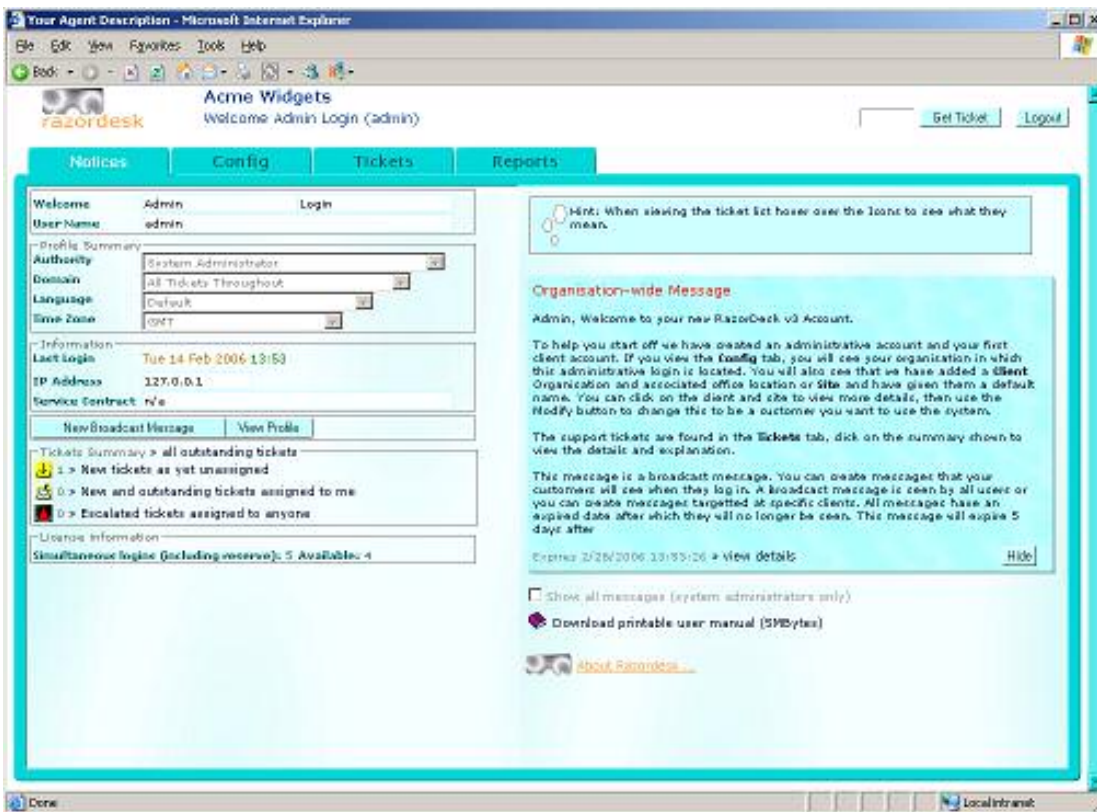
**NOTE:** The trial license allows 14 days access from a remote web browser. After 14 days you are restricted to use from the web server itself via localhost/razordesk. To restore remoter access simply purchase a minimum of 3 concurrent users. A link to the upgrade site is provided when you log in.

### The Login screen

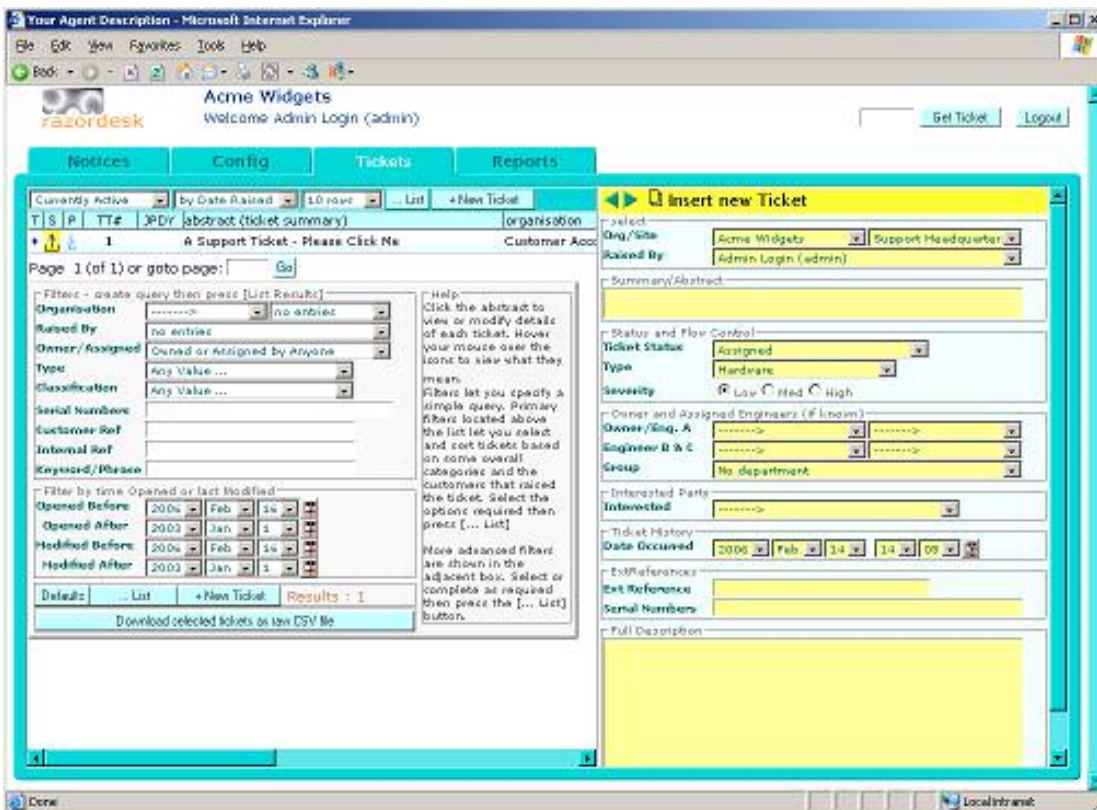


A system administrative will have been created for you. Login with the username **admin** and the password **abc123** – you should be presented with the following screen

The Notices pane, not system broadcast message on the right.



The first example 'trouble ticket' is added for your assistance



## Changing your password

We recommend you change your password now. On the noticed tab, press **View Profile**. Your personal settings will be displayed on the right hand screen. Scroll down on the right screen then press **Modify** (see below)

**User details**

Select  
Organisation: Acme Widgets Support Headquarter:

Required Information  
First/Last: Admin Login  
User Name: admin  
Initials: A  
Password: [redacted]  
Email: [redacted]

Contact Details  
Telephone:  
Mobile:  
Fax:

Main areas of interest  
 Problem or Fault  Change Request  
 A General Comment

Send notification when ticket is  
 Assigned  Modified  Has job note  Is new

Notifications settings  
Email Selections: No email notifications  
SMS Selections: No email notifications

General user options  
 Disable emailed broadcast messages  
 Enable floating page headers

personalisation  
Language/Zone: Default GMT  
Authority: System Administrator  
Profile: All Tickets Throughout  
Skin: Default skin  
Status:  Enabled  Disabled  Deleted

Apply Cancel

Enter your new password where indicated and **Apply**

HINT: If you enter a field incorrectly a red cross will be placed to the right hand side. Move your mouse over the cross to view an explanation of the error.

## 7. How to use your Razordesk

Your installation is now complete. For more information on how to configure and use Razordesk please refer to the user manuals. The **administrators manual** and **user manual** can be downloaded from the Notices pane when you login.

## Trouble Shooting FAQs

### Test Page

**Q1.** I get an error when trying to load the test screen

**A.** The web server has not been configured correctly. Make sure that the Razordesk folder in IIS is configured for Microsoft .NET 2.0 and is correctly configured as an application. Try running the utility WorkCubeIISSetup.exe that you will find in c:\inetpub\wwwroot\Razordesk\bin

**Q2.** On loading the test page I get a largely empty page with a message starting **If you are reading this at the top of the page and you do not see several sections of test data ...**

**A.** Your web server has not been configured to use DOT NET FRAMEWORK 2.0. A dot net framework installer is available at [www.razordesk.com/razor/downloads/dotnetfx2.0.exe](http://www.razordesk.com/razor/downloads/dotnetfx2.0.exe) or can be obtained from the Microsoft website [www.microsoft.com](http://www.microsoft.com)

**Q3.** I can see the test page OK, but it says that the database cannot be connected

**A1.** For some reason the SQL Express database did not install properly, please contact Razordesk support on support@razordesk.com

## APPENDIX A – Windows 2003 Issues

The Internet Information Services (IIS) on Windows 2003 incorporates some higher security settings that may need manual intervention. The installer does its best to initialise IIS as needed but depending on local configuration settings some aspects may fail. These checks will cover most eventualities.

**When you install Razordesk ensure that you are logged in Administrator or that you have admin privileges. First check the FAQs above.**

**Q4.** How do I check that I have Microsoft .NET 2 installed?

**A.** Open IIS (Administrative Tools → Internet Information Services) and then select properties on the Razordesk website. Go to the tab labelled ASP.NET. The ASP.NET Version should be set to 2.0.50727 – if not change it and Apply. If 2.0.50727 is not in the list you don't have .NET 2.0 on your system in which case refer to Q2.

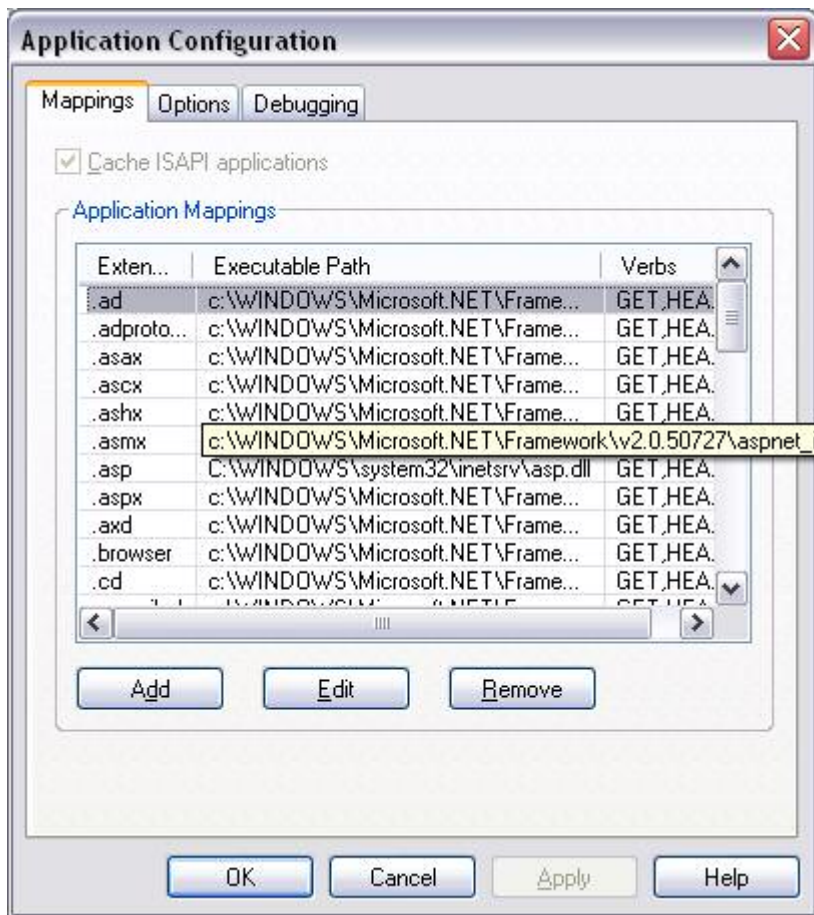
**Q5.** I have DOT.NET Framework 2.0 installed and selected but the test page still says 'page cannot be found' or similar.

**A.** You may need to configure the IIS6 'Web Extensions' to enable ASP.NET 2 (this is a further configuration, in IIS6 on Windows 2003 these are not set up by default).

1. Open IIS Manager, expand the master server node (with the server name), and then select the Web service extensions node.
2. In the right pane of the IIS Manager, click Add a new Web service extension under Tasks.
3. In the Extension name box, type "Microsoft .NET 2 Service"
4. In the Required files box, click Add, and enter:  
`c:\WINDOWS\Microsoft.NET\Framework\v2.0.50727\aspnet_isapi.dll`  
click OK.
5. Set extension status to allowed check box.
6. Click OK to save your changes.

**Q6.** I have done that and still there is no page

- A.** Again in IIS go to the Virtual Directory tab and make sure that the Razordesk website is set up as an application (On the same row as the Application name you should see a text box and a button to the right, it should be labelled [Remove]). If the button says [Create], press it. Also press the Configuration button to launch a popup box:



Ensure that the Extension .aspx appears in the left hand column. If not press [Add] and create a new entry with the extension .aspx and Executable:

`c:\WINDOWS\Microsoft.NET\Framework\v2.0.50727\aspnet_isapi.dll`

Finally within IIS select the Documents tab and add default.aspx in the list if it is not present.

**Q7.** The test page loads but the database says it can't connect.

- A.** The most likely cause if you are using the embedded SQL database is that the installer was unable to set up some file permissions. Open up the properties on the folder c:\Documents and Settings and select the Security tab. If necessary add the user "NETWORK SERVICE" and give it Read/Write and Modify permissions.

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