

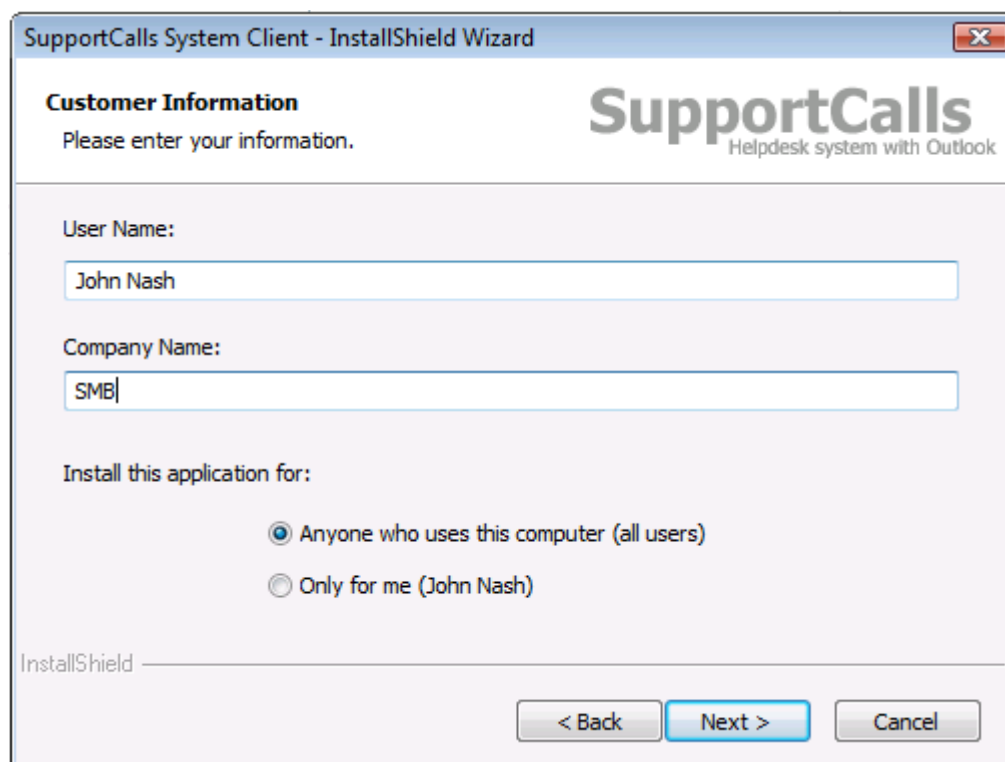
## Client Installation

The client installation mainly consists of an Outlook add-in that has all the logic and functionalities of the helpdesk application. It needs to be installed by all technicians who will be working with the SupportCalls helpdesk in Outlook. Before you continue the installation, it is recommended that Microsoft Outlook is shutdown if running already.

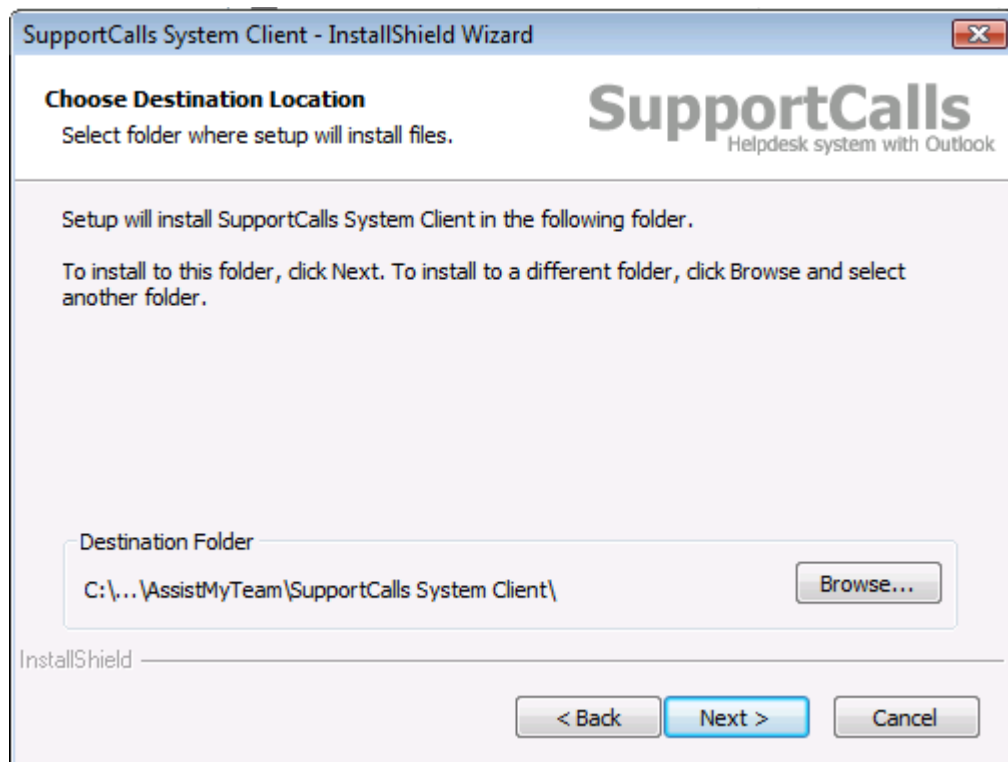
**Step 1.** Run *the SupportCallsClientSetup.exe* to start the installation. Click Next to Continue. If Outlook 2003 or later is not installed, the setup wizard will not be able to proceed. Please also ensure Outlook is shutdown (if already running or active in the task manager) as the setup has to install an Outlook add-in.



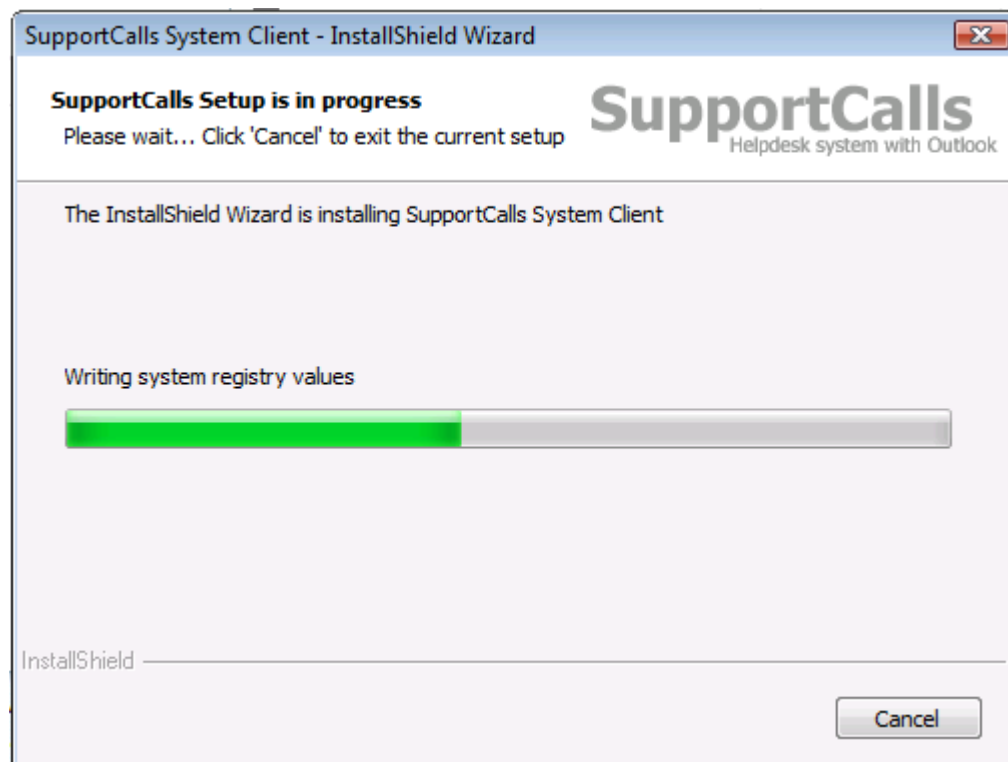
**Step 2.** In the 'Customer Information' dialog, you will be prompted to select if the application has to be installed for all users or only for yourself (current user).



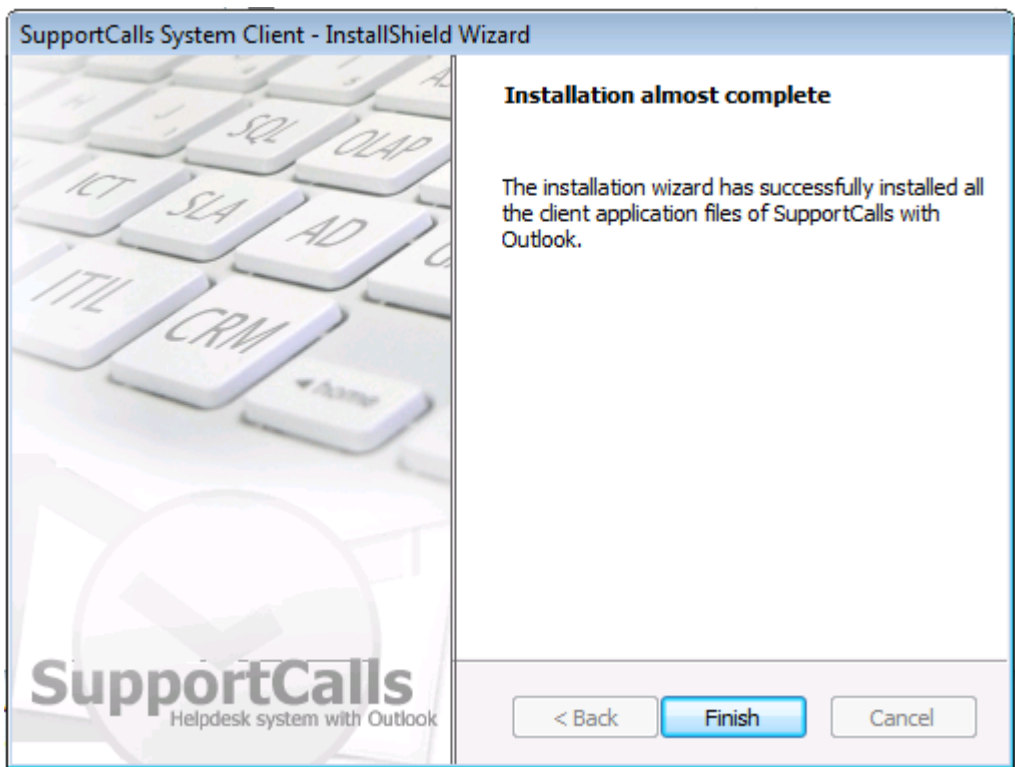
**Step 3.** Select the appropriate destination folder where the application files will be installed. If you change the default folder path, please make sure you have appropriate permission.



**Step 4.** Once you have verified the previous steps, click Next to continue the files extraction. It may take a few minutes to complete the whole copying process.

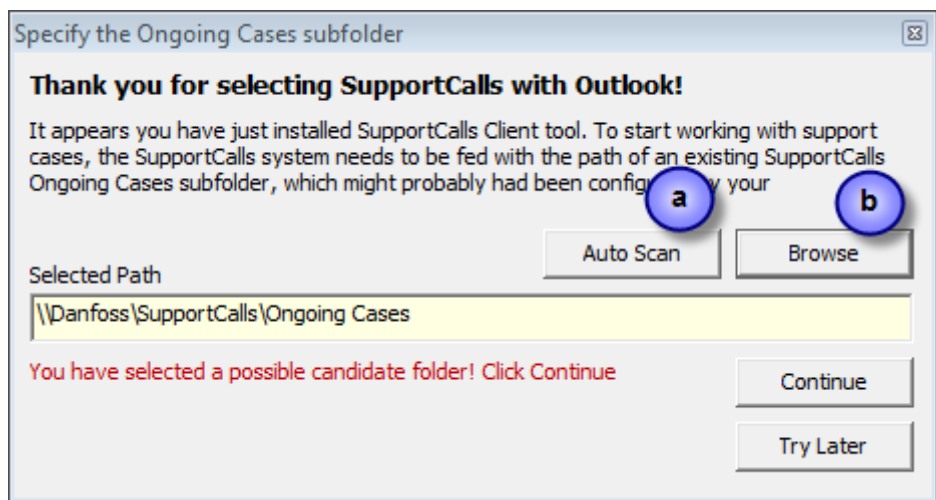


Step 5. Click 'Finish' to end the installation wizard.



Now start Microsoft Outlook. If the client installation was successful, you will see a new menu item 'SupportCalls' (after help menu).

Step 6. The final step of the client installation is linking up the SupportCalls Client with a configured SupportCalls 'Ongoing Cases' subfolder. When you start Outlook, You will be given the option to select the existing 'Ongoing Cases' SupportCalls subfolder, to link up the SupportCalls Client with the existing SupportCalls folders and database.



Either you can **auto scan (a)** to search for the first available 'Ongoing Cases' subfolder. If you already know the location of the existing SupportCalls folders, you can simply click the '**Browse (b)**' button to specify the 'Ongoing Cases' subfolder from your Outlook. Once you have selected the path to the Ongoing Cases subfolder, click 'Continue'.

The screenshot below lists all the client files that are installed on the system.

 SupportCallsClient.dll	6/25/2010 10:32 PM
 SupportCase	3/18/2009 12:24 PM
 SupportCase	4/5/2008 2:10 AM