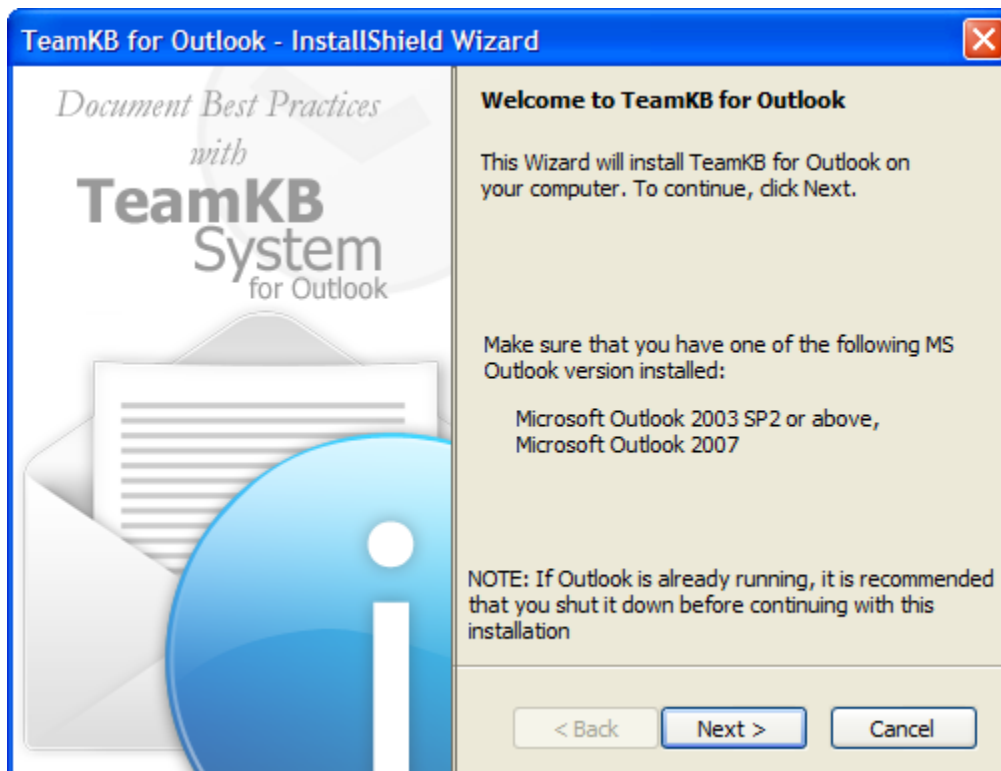


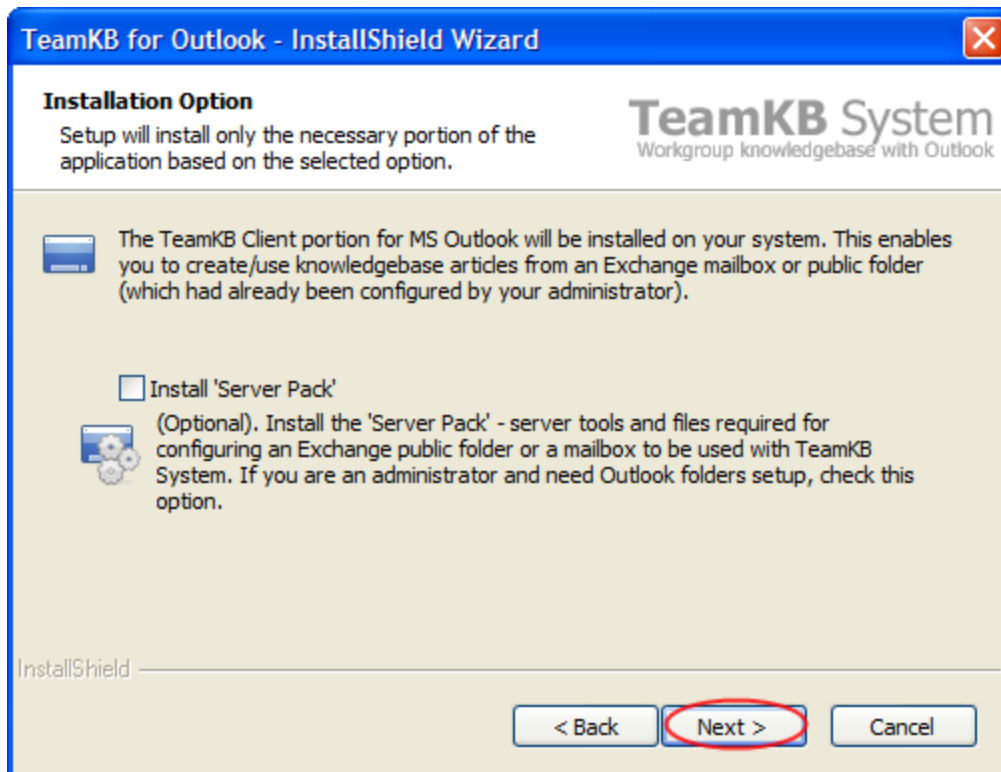
Client Installation only

The client installation only mainly consists of an Outlook add-in that has all the logic and functionalities of the knowledge base application. It needs to be installed by all staffs that will be using the knowledge base articles in Outlook. Before you continue the installation, it is recommended that Microsoft Outlook is shutdown if running already.

Step 1. Run the setup.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. Leave the default setting in the 'Installation Option' dialog and click Next.



Step 3. 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).

TeamKB for Outlook - InstallShield Wizard

Customer Information
Please enter your information.

TeamKB System
Workgroup knowledgebase with Outlook

User Name:
Nash J

Company Name:
AssistMyTeam

Install this application for:

Anyone who uses this computer (all users) 1

Only for me (Nash J) 2

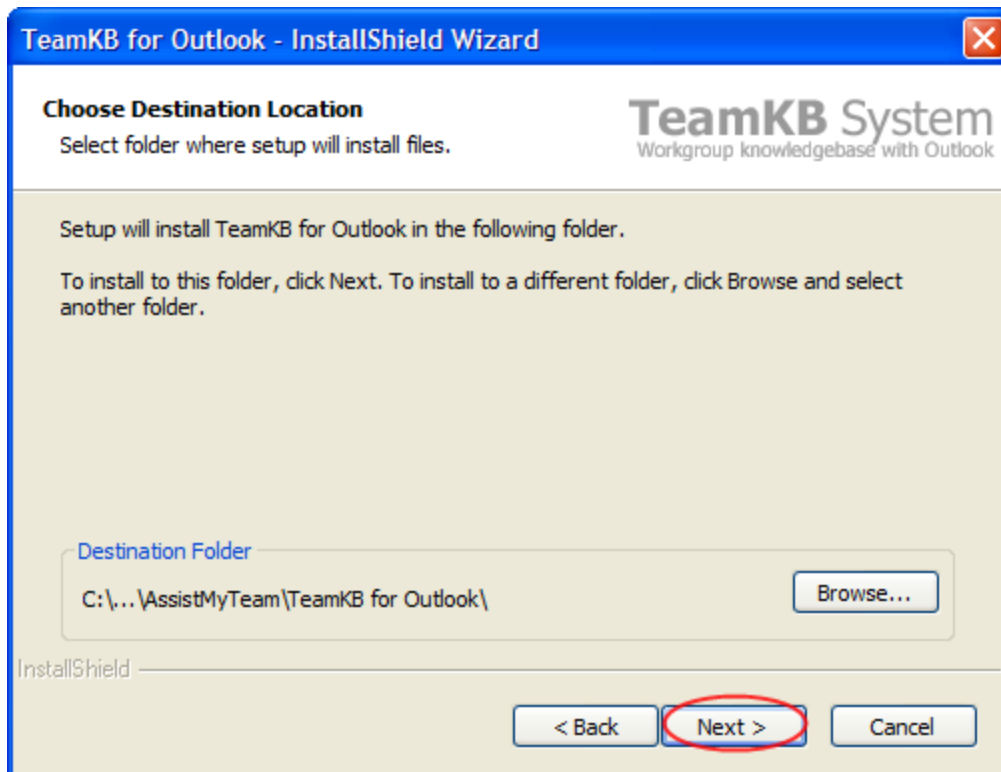
InstallShield

< Back Next > Cancel

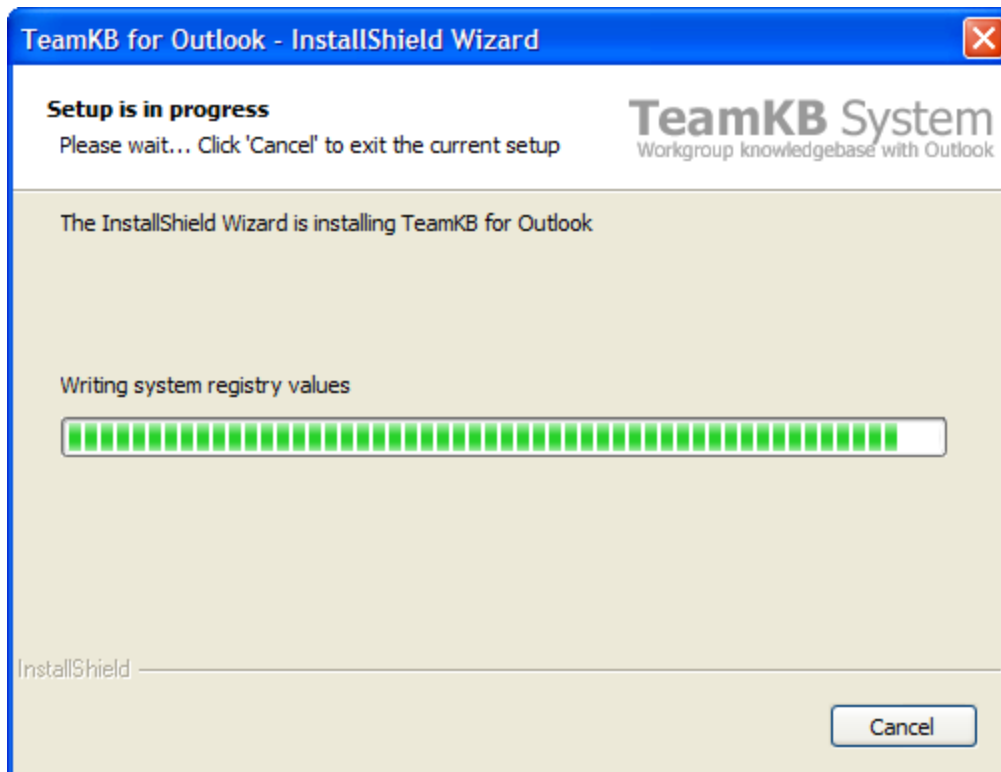
1 - The application will be installed for all users of the system i.e., every user in that particular system will be able to use the installed application. This requires local administrative rights on the part of the current user. Also, note that, the application will be installed under the Program Files folder by default. (e.g. *C:\Program Files\AssistMyTeam\TeamKB for Outlook*). The add-in will be registered under the machine registry hive (e.g. HKEY_LOCAL_MACHINE).

2 - The application will be installed only for the current user (yourself). With this option, the application will be installed under the user's application data subfolder by default (e.g. *C:\Documents and Settings\Username\Application Data\AssistMyTeam\TeamKB for Outlook*). The add-in will be registered under the local registry hive (e.g. HKEY_CURRENT_USER). With this option, the application can be used only by the current user. If another user in the same system needs to use the application, the client tool needs to be installed for that particular user in the same sequence.

Step 4. 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 5. 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 6. Click 'Finish' to end the installation wizard.



Now start Microsoft Outlook. If the client installation was successful, you will see a new menu item 'TeamKB' (after help menu). If your KB manager/administrator had already configured an exchange folder to use with TeamKB, you can now start using TeamKB knowledge base in Outlook.

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

