

Some Help

Simple Help Desk Software for IT Support Departments



Installation Instructions

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1. Overview

1.1. Introduction

Some Help is a simple help desk software application (written in Access) for IT support departments.

1.2. System Requirements

On each PC on which you want to run Some Help, you must have Access 2000 installed. The database has been optimised to run on a screen resolution of 1024x768.

1.3. Support

FAQs, common issues and problems are listed at www.somehelp.net. No phone support is provided with Some Help.

But bugs and suggestions for enhancements can be reported to support@somehelp.net.

2. Installation

2.1. Overview

2.1.1 Installation Files

SomeHelp is delivered with two setup files:

- o dbsetup.exe
- o clientsetup.exe

The purpose of these are detailed below.

These will install three files:

- o somehelp_be.mdb: The database (file) which contains all your data.
- o somehelp.mde: The program file which runs SomeHelp.
- o somehelp.pdf: The SomeHelp guide/help manual.

2.1.2 Installation Steps

There are three steps to fully installing SomeHelp:

1. Run dbsetup.exe: This installs the database, the file which contains your data
2. Run clientsetup.exe: This installs the client program on your PC, the program which runs SomeHelp
3. Run somehelp.mde: This finishes the installation and sets the basic configuration

For network installations: After running step (2) on the first workstation then you must run step (3) before installing the client programs on other PCs. Once you have fully completed step (3) on one workstation, then you can install the client program on other PCs which should also have access to the database; you don't need to repeat step (1) again.

2.2. Step 1: Installing the Database

First, you need to install the database - the ‘back-end’ file which holds your data. You only need to do this once.

- o Run dbsetup.exe.
- o You will then be presented with the “Welcome to the SomeHelp setup wizard” screen. Click Next.
- o You now need to define where you want to store the database file. If you are running SomeHelp on a network then you will want to store the file on your server. You can either type in the path or, if you have already created the appropriate directory, then click on Browse and point to it. Click Next.
- o You will now see the “Ready to Install” screen. Click on Install.
- o If the database installs successfully then you will soon see a screen informing you of that. Click on Finish.

2.3. Step 2: Installing the Client Program

Now, you need to install the client program on your first PC.

- o Run clientsetup.exe.
- o You will then be presented with the “Welcome to the SomeHelp setup wizard” screen. Click Next.
- o You now need to define where you want to store the client file. This should be on your PC’s local hard disk. If you want to install it with your other Program Files, then click on Browse and then click on the Program Files folder on your C: drive and click on OK. Alternatively, you can type in the path. Click Next.
- o You will now see the “Select Start Menu Folder” screen. This will default to Setup and you can accept this default unless you want to change it. Click Next.
- o You will now see the “Ready to Install” screen. Click on Install.
- o If the client program installs successfully then you will soon see a screen informing you of that. Click on Finish.

Now you must link the client to the database.

2.4. Step 3: Run SomeHelp For The First Time

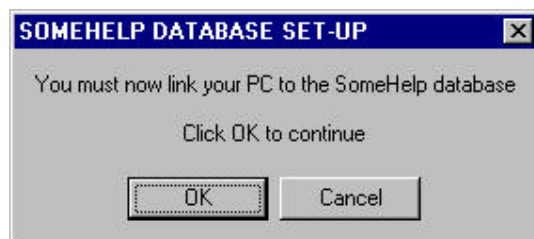
For Standalone and Network Users

The first time you use SomeHelp you will need to finish the initial installation and set the basic configuration. This is very simple. (For the information of more technical users, this is simply linking the front-end and the back-end).

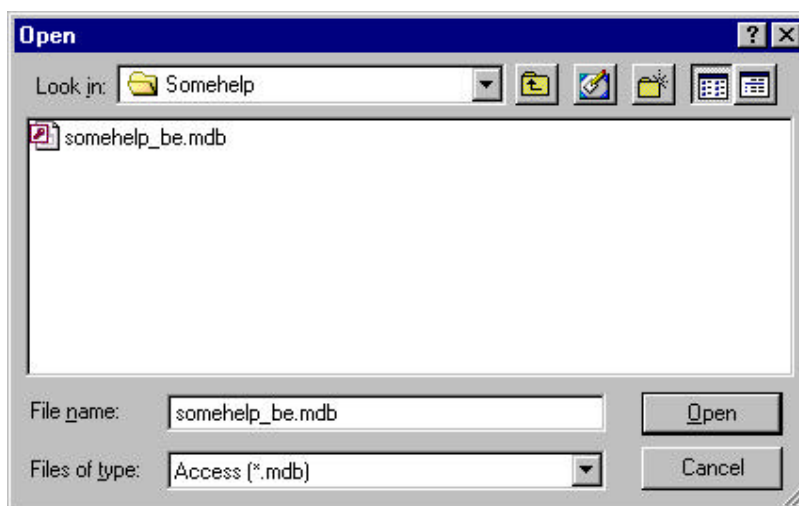
- o To run SomeHelp, click on the Start Menu and Programs and click on the new SomeHelp icon. You should now see the following screen:



- o Click on OK.
- o You will then be presented with the SomeHelp License Agreement. Click on 'I Agree' if you agree to the agreement details.
- o You will then be presented with the following dialog box:



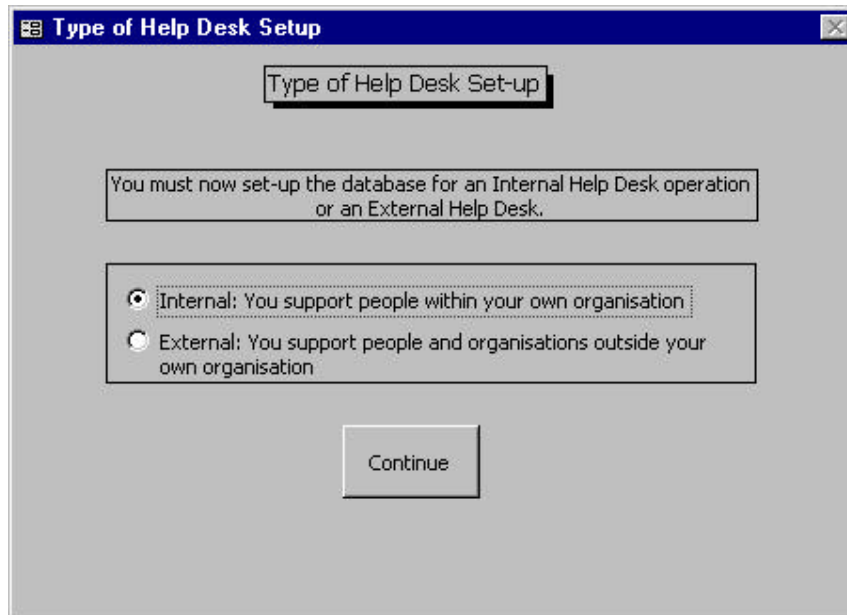
- o Click OK to continue.
- o You now have to tell SomeHelp where the SomeHelp database is; i.e. the directory where you installed the somehelp_be.mdb file in Step 1 above. Click on the 'Look in' box on the presented dialog box and navigate to and select somehelp_be.mdb file. For example:



- o Click on Open.
- o The software will now take a few seconds to set-up the system. The time taken will depend on the speed of your PC and/or network.
- o When the linking process has completed you will be presented with the following dialog box:



- o Click on OK.
- o You now need to set-up the database for an 'Internal' help desk operation, or an 'External' help desk. The following screen will therefore be displayed.



- o Select 'Internal' if you support people within your organisation. Select 'External' if you support people and organisations outside your own organisation. Then click on Continue. If, after you do this, you decide that you should have selected the other type, then you can change the type provided you logon with the Admin username.

Congratulations. You have now installed SomeHelp.

For Network Users Only

After you have installed SomeHelp on one workstation and successfully logged on to that PC (below), then you can install it on other PCs on your network.

2.5. Logging On The First Time

You should now see the Some Help sign-in screen. The first time you logon, use the following user name and password:

- o User name: Admin
- o Password: Admin

You will be able to change the password at a later time.

Once you have logged on you should see the main Call List screen.

2.6. Recommended Steps to Setup The Database Initially

The following is a recommended way to setup the database after the initial installation:

- i) Change the Admin password
- ii) Add Database Users
- iii) Add Support Staff
- iv) Add Problem Categories
- v) Define how you want to calculate Elapsed Days for reporting and analysis
- vi) Optionally, add values to the following tables (you can add values to these tables now and/or as you enter data in Calls/Callers):
 - o Caller Types
 - o Contact Method
 - o Problem Sub-Categories
 - o Priority
 - o Status
 - o OS List
 - o Office Version List
 - o How Resolved
 - o Department or Organisation details (depending on whether you are running an Internal or External help desk)
 - o User Defined Fields.
- vii) You can consider changing the field names now for the key fields which are user definable, or you can do this at a later stage as you get to know your requirements.
- viii) You could also add Callers at this point too; or you can add Callers as Calls are taken from new Callers.

You can now add New Calls.

2.7. Installing SomeHelp on a Test System Initially and Then Going Live Later

If you would like to initially test SomeHelp on one PC and then go live later on your network – but still keep all the codes you've entered in the tables - then you should follow this process.

- i) Initially install SomeHelp on your PC and test it as required.

When you are ready to go live:

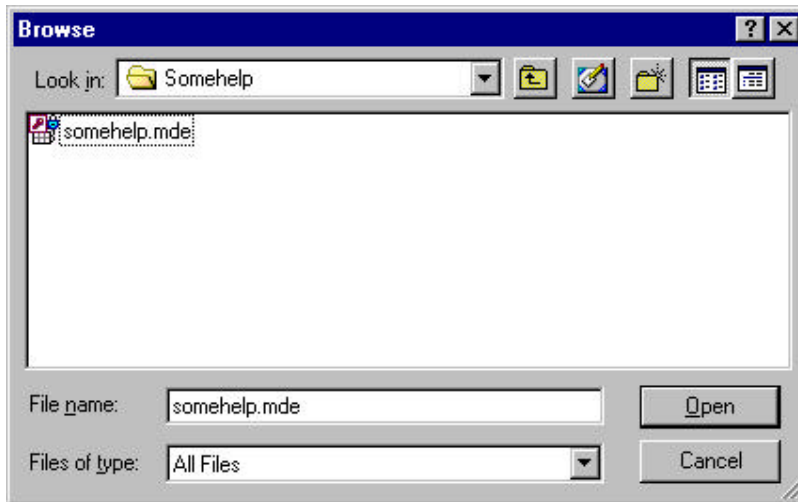
- i) Delete all the Calls from your test system.
- ii) Delete somehelp.mde from your computer(s).
- iii) Copy the somehelp_be.mdb file onto your shared network drive.
- iv) In Windows Explorer, go to the Windows folder on your local hard disk and find the file somehelp.txt. Delete this.

- v) Now run clientsetup.exe which you originally downloaded and re-install SomeHelp, linking it now to the new location of your somehelp_be.mdb file.

2.8. Optionally Create a Shortcut on Your Desktop

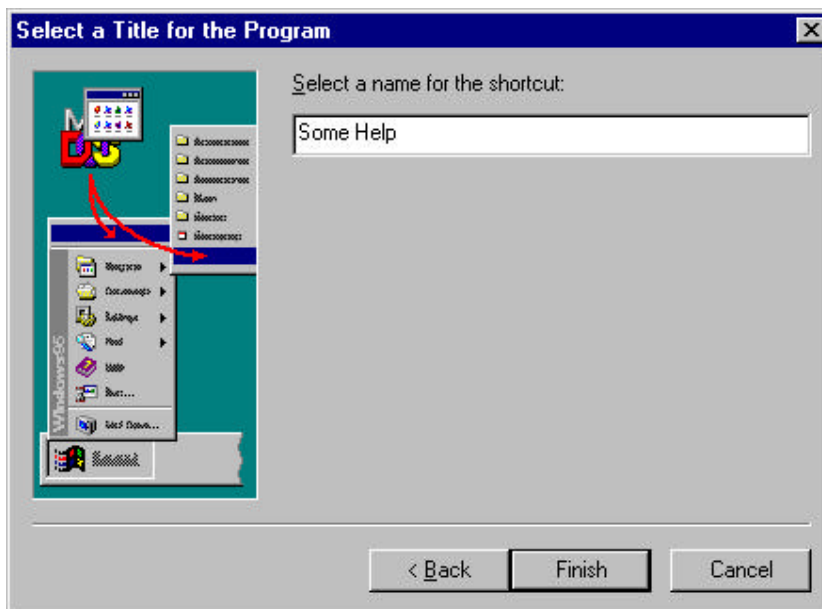
To create a shortcut on your Windows desktop to SomeHelp, follow these instructions:

- o Right click on your desktop and select New, Shortcut
- o Click on Browse and select c:\somehelp\somehelp.mde, thus:



(Note you should be creating a short-cut to somehelp.mde, *not* somehelp_be.mdb.)

- o Click on Open.
- o Click on Next.
- o On the 'Select a Title for the Program' dialog box, enter SomeHelp, thus:



- o Click on Finish.