

SLAmonitor

Version 2.0

Installation and Configuration Guide

Last updated - November 2006

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Overview

SLAmonitor enhances the Service Level Agreement management features of our core products. These enhancements include the calculations based on Support Hours, Deferred time and the ability to perform escalations through Email, full audit and reporting ability.

This installation procedure is designed to be applied to version 6.8 (or later) of sitehelpdesk, sitehelpdesk-IT, or sitewebdesk.

Refer to separate Administration Guide once installed.

SLAmonitor can be installed on the web server running sitehelpdesk or any other networked PC/Server with an ODBC connection to the database. Please contact sitehelpdesk.com for further information.

Visit <http://www.sitehelpdesk.com/prices> for prices or email sales@sitehelpdesk.com for a written quotation.

If you have any questions then please contact support@sitehelpdesk.com.

Installation Procedure

1. Backup

As a precaution, as some of the files will be replaced, it is good practice to backup your existing \sitehelpdesk folder (and sub folders) before installing SLAmonitor.

2. Configure Email Delivery

Email can be delivered by two methods – SMTP or MAPI. SMTP relies on the IIS SMTP Service on the web server and MAPI uses Microsoft Outlook.

SMTP

This option requires least configuration and is the same method of delivery as the automated email notifications for operators.

The IIS SMTP Service should be installed on the web server and configured as described in *Outbound Email Integration (SMTP)* document

MAPI

This option requires that Outlook be configured and running at all times in order to generate email. A benefit of using Outlook is that you are able to view/manage emails that have been sent (in Sent Items)

To configure MAPI: -

- Create a Windows NT account or identify an existing account. Ensure that this account has privilege to log onto the web server and that the password does not expire.
- Create an exchange mailbox or use existing. Ensure that the NT account has access to the mailbox.
- Log onto the Web Server with the new account
- Install Outlook 2000 on the web server. Ensure that when installing the CDO (Collaborative Data Objects) option is checked.
- Create a new outlook profile using the new mailbox

For SLAmonitor to send email alerts by MAPI, Outlook must be started and connected to the required mailbox.

- Ensure that Outlook is open (if using MAPI)
- Click on \Tools\SLAmonitor.exe to start
- Enter the DSN name (ODBC connection) to the database
- Select whether Access or SQL database
- Enter Refresh time (this is the time between updating SLA calculations)
- Click on Start

3. Extract Files

Extract the files from the installation package into the \sitehelpdesk folder. Replace any existing files

4. Test Email

Run the \Tools\SLAmonitor.exe to load up the application. If you receive any missing component (OCX) errors then refer to the Registering OCX section.

Click on the Test Email button, enter a valid email address and click on OK. A failure or success message will be displayed.

If using MAPI then ensure that Outlook is open and using the new mailbox.

5. Configuration Settings

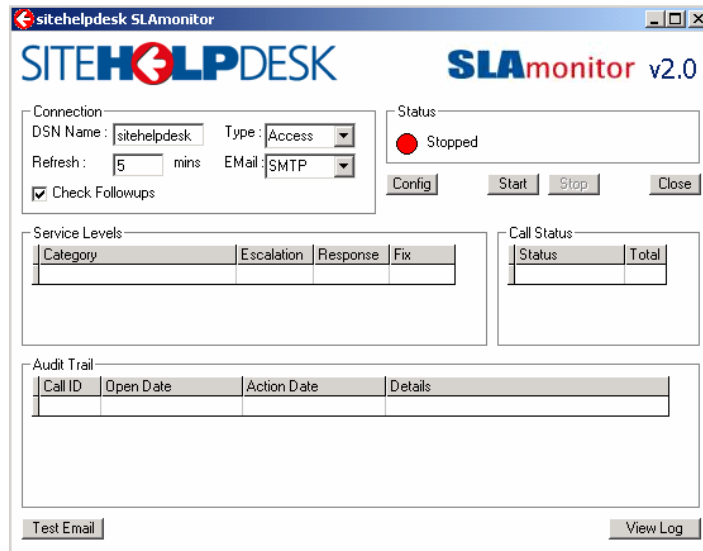
SLAmonitor can use the default email address as specified in sitehelpdesk and also the call field labels. Copy the \sitehelpdesk\cnconst.inc file to the folder containing SLAmonitor.exe.

Starting and running SLAMonitor

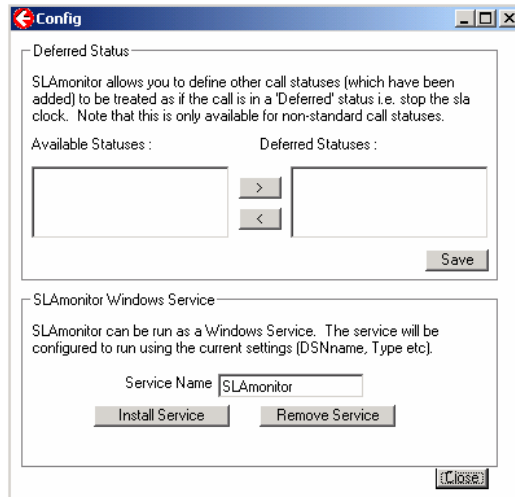
Once started then SLAMonitor will run automatically and continuously update SLA statistics and send email alerts.

You may leave this open on the server desktop, a monitoring desktop, or run SLAMonitor as a Windows service

To launch SLAMonitor execute the SLAMonitor.exe file (by default in \sitehelpdesk\tools\ folder).



Update the DSN Name, Database Type, Refresh Rate and Email format as required. Click Start to run interactively or click on Config for further options.



You may move any additional Status that has been defined for use as a deferred call status (refer to the SLAMonitor Administration Guide for more information about how this affects SLA calculations).

Running as a Service

Running as a service allows you to define the service name. Once you are happy with your SLAMonitor configuration set up you may click on the Install Service button.

Running from desktop

In order for the application to run interactively the PC must remain logged on (although it can be locked).

SLAmonitor can be automatically configured and started by additional parameters: -

SLAmonitor.exe /autostart {dsnname} {dbtype} {refresh} {mailtype}

Where:-

{dsnname} = name of System DSN to connect to database (sitehelpdesk by default)

{dbtype} = type of database either SQL or Access

{refresh} = refresh rate for SLAmonitor to recalculate statistics and send alerts

{mailtype} = email delivery type either SMTP or MAPI

Registering OCX

If you receive any missing component errors when starting/running SLAmonitor then it is likely that the web server is missing some required components.

The component key files are included in the \Tools folder. To register the files:-

- Open up windows explorer
- Locate the OCX files in \sitehelpdesk\tools
- Right click the file(s) and select Open With
- Select Microsoft(C) Register Server
- If it is not available then click on Other. Browse to WINNT\SYSTEM32 and select REGSVR32.EXE

This will register the component. If you received a message about any other missing components then please contact support@sitehelpdesk.com