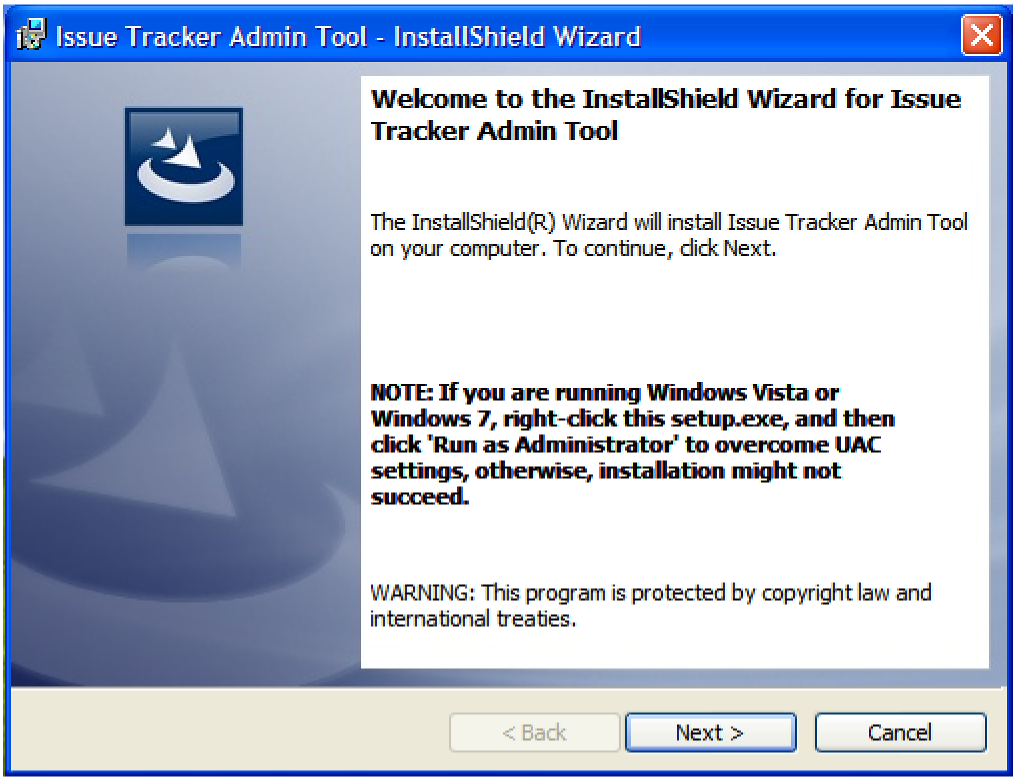
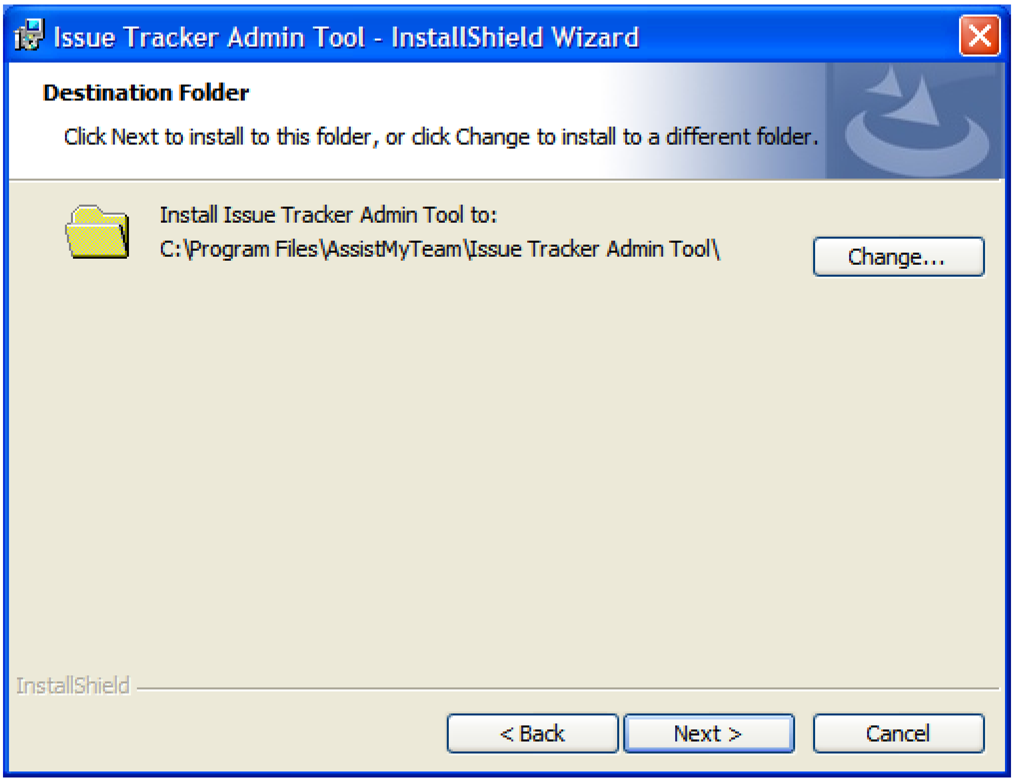
Admin Installation and Configuration

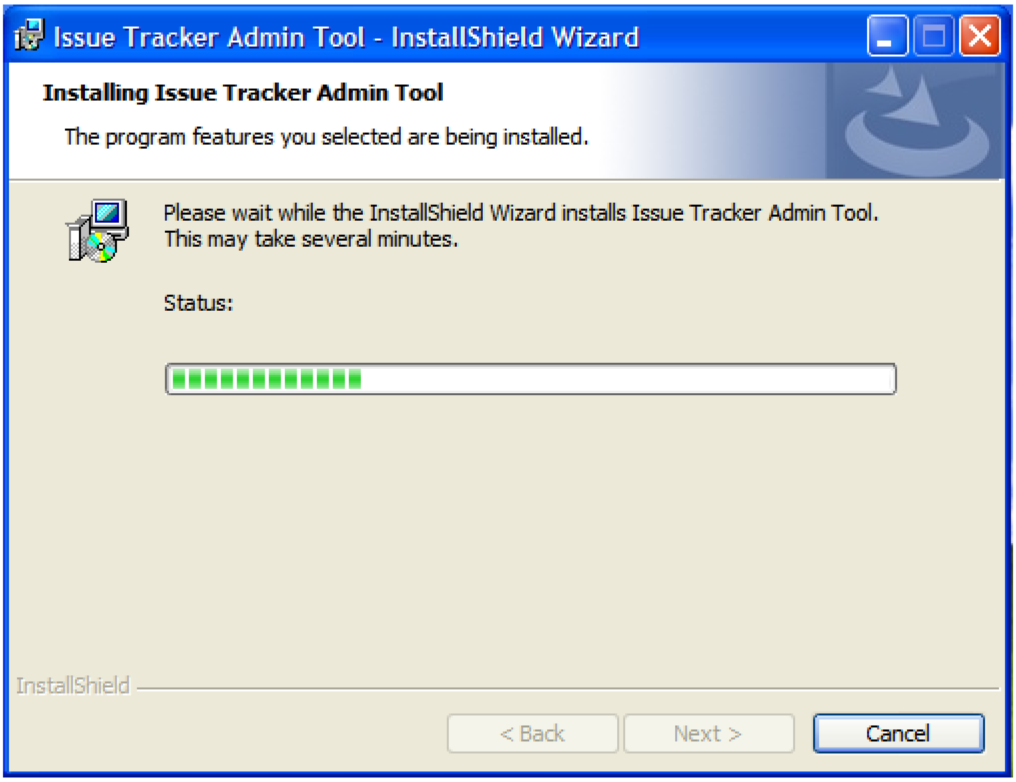
Step 1. Run the *IssueTrackerManagerSetup.exe* to start the installation. Click Next to Continue. If Outlook 2003 (SP2 or above) or later is not installed, the setup wizard will not be able to proceed. Please also ensure Outlook is shutdown (if already running or active in the task manager) as the setup has to install an Outlook add-in.



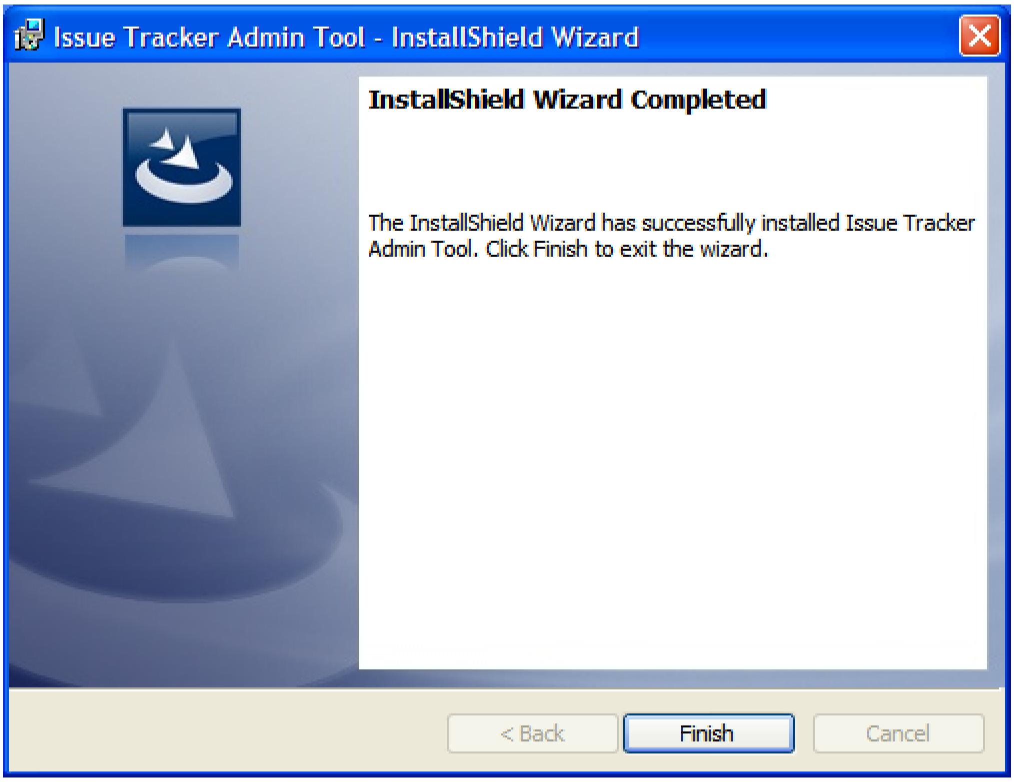
Step 2. Select the appropriate destination folder where the application files will be installed. If you change the default folder path, please make sure you have appropriate permission. (Note: by default, it will be installed under your program files folder)



Step 3. 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 4. Click 'Finish' to proceed to the server configuration in Microsoft Outlook. This ends the files installation process in your system.

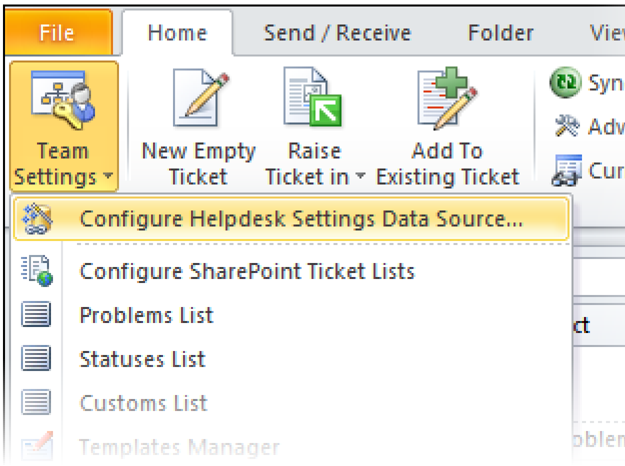


Administrative Configuration – setup Helpdesk Settings Data Source

The next step is to choose a SharePoint site, under which, a new list titled '*TeamIssueTrackerSettings*' would be created, to store the metadata and mapping settings as performed by the administrator.

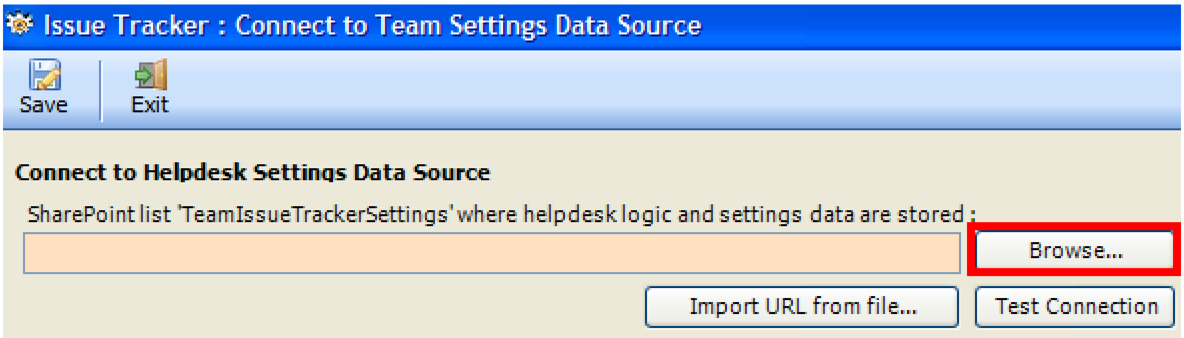
Why store the helpdesk settings in a special SharePoint list?
Because your helpdesk staffs can be scattered in different geographical locations, and might not have access to the company's local network remotely, using a network database or shared folder won't be feasible. Instead, in Issue Tracker system, the helpdesk configuration and settings data are stored in a special SharePoint list (having the name '*TeamIssueTrackerSettings*') which is accessible to all helpdesk staffs, on the local network, WAN or via the WWW.

In short, this list will act as a **Helpdesk Settings data source**, and other technicians with their Issue Tracker User add-in would connect to it.

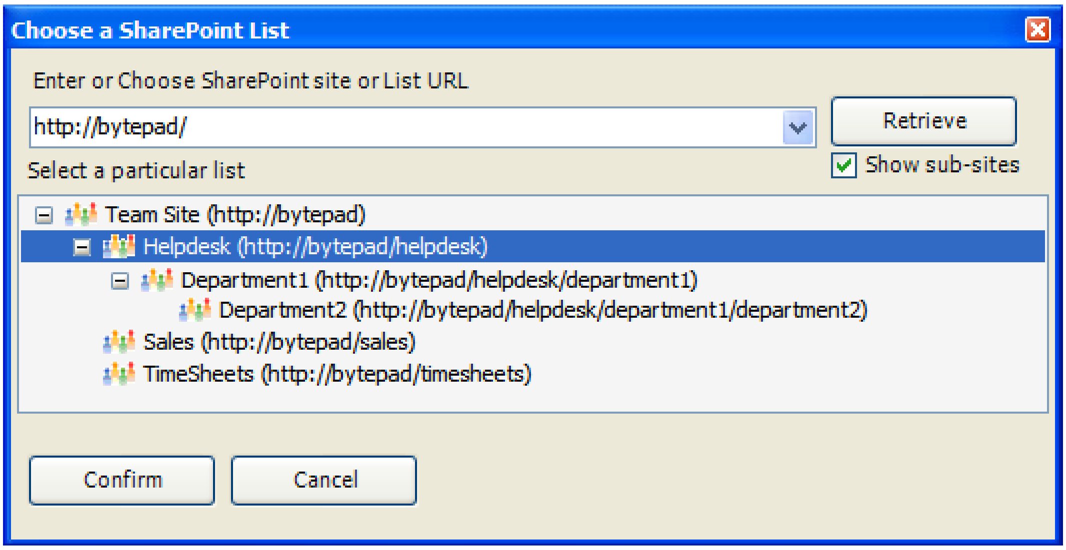


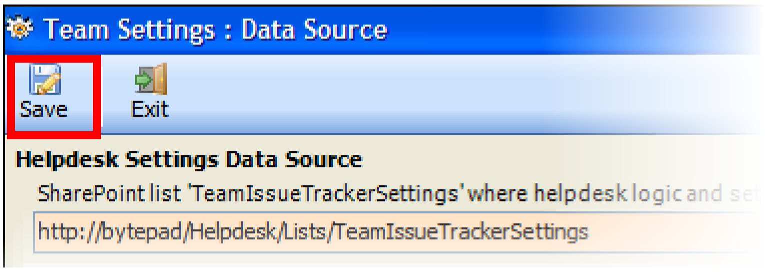
*Start Outlook and you would be automatically prompted w 'Helpdesk Settings Data Source...' panel. If it is not visible, invoke it from **Team Settings > Configure Helpdesk Settin Source...***

Click 'Browse...' to specify the SharePoint site where the 'TeamIssueTrackerSettings' list will be created (or located, in case it is already been configured or created previously).



Enter the SharePoint URL site to show all available sub-sites and lists. Select the particular site to which the Settings list would be created, and then click 'Confirm'





Once you click 'Save', this helpdesk settings list will be automatically created in the chosen SharePoint site, when the manager configures the admin tool the first time. Issue Tracker Technician add-in installed on the helpdesk staff's system would then connect to it and retrieve the helpdesk logic and settings data to the local system automatically.

NOTE*: There are other administrative configurations that you would need to undertake. These options are available in the 'Team Settings..' drop down menu of the Issue Tracker toolbar or ribbon in Outlook.*

For more references and helps on performing these administrative configurations, refer to the PDF Help Manual, which can be invoke from ***the Issue Tracker toolbar or ribbon > Help > Help Topics****.*

You can also download the full PDF help manual directly from this link:
http://www.assistmyteam.net/downloads/Manuals/IssueTrackerTeamHelp.pdf