



The SysAidTM Agent

March 2004



Before SysAid can monitor a computer, the computer needs a copy of the SysAid end-user module.

There are several ways to install this module, as described in the Getting Started Guide. The common, easiest way is using the Deployment Tool, which scans the network and automatically installs the module on all machines. This guide will describe a different method. Here, you'll learn how to deploy the module manually by installing the SysAid Agent. Each computer you install the agent on, SysAid will see, enabling administrators to monitor it.

After logging into SysAid, go to "Downloads" in the sidebar. Click on "SysAid Agent", and save the file, which is named SysAidAgent.exe, onto your hard disk.

Execute the file from each computer you wish SysAid to monitor. Each computer can execute the installation remotely, or receive a copy and execute it locally.

When you execute the agent's .exe file, you will enter a setup wizard (figure 1). When you complete the wizard, SysAid will be aware of your computer.

The second screen in the wizard asks you to input your account information (figure 2).

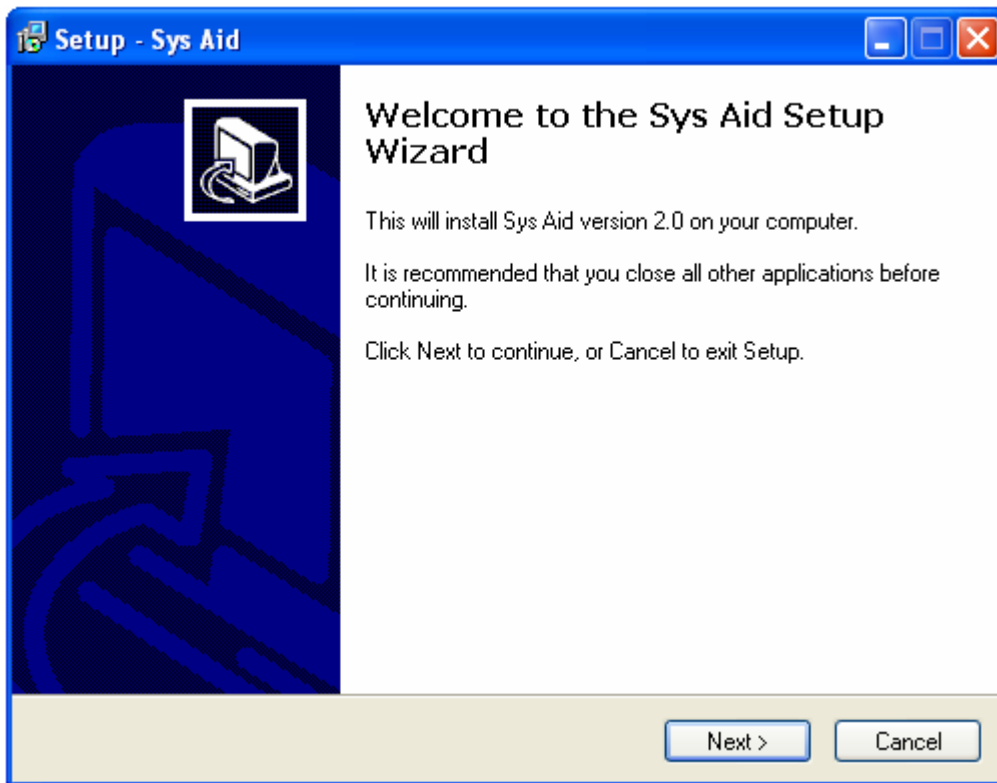


Figure 1

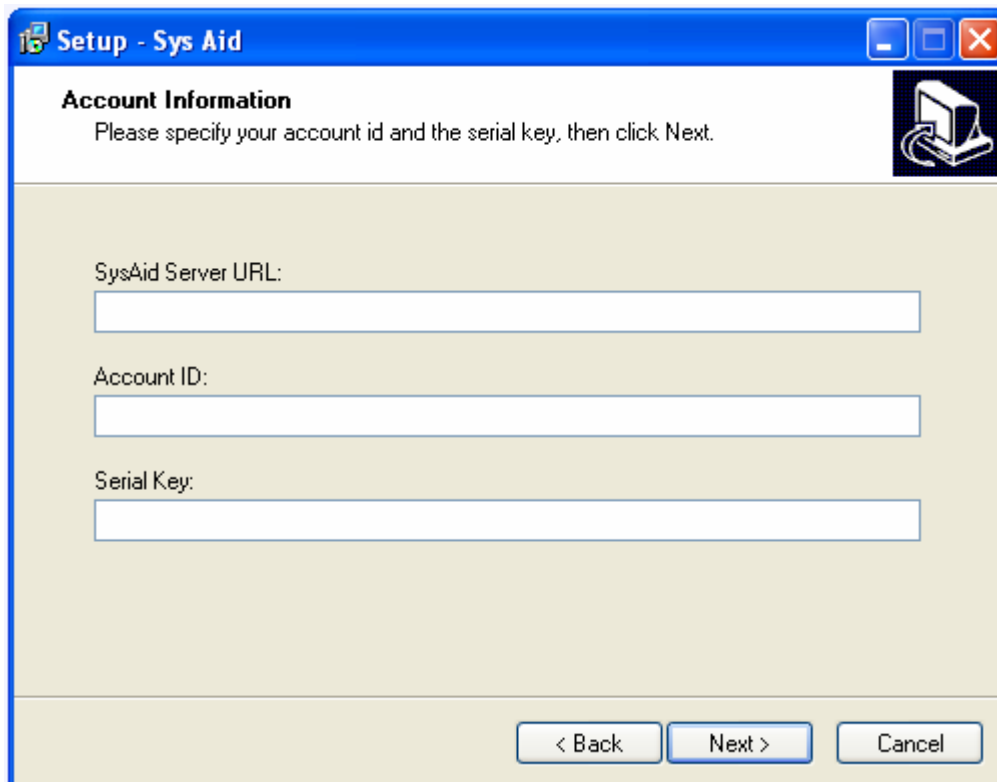


Figure 2



Into the field "SysAid Server URL", input the address of the server SysAid is installed on. For example, if the server has an IP address of 82.166.145.23, input "http://82.166.145.23" into the field.

Into the field "Account ID" input your account ID, which you can see in the top bar of SysAid.

Your Serial Key appears on the Download page in SysAid. Simply copy the key from SysAid, and paste it into the wizard.

If the information is correct, clicking "Next" will take you to the next screen (figure 3).

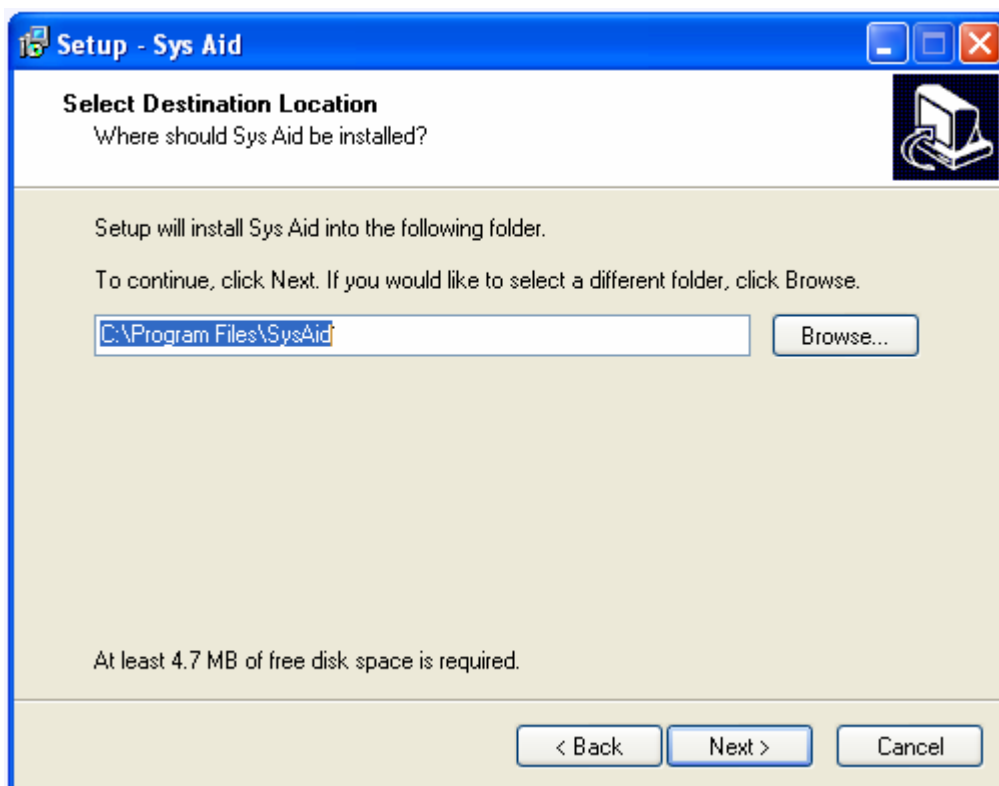


Figure 3



After you select a folder for SysAid, click "Next". You will see a summary of the inputted information, and a chance to edit it (figure 4). If the information is all correct, click "install".

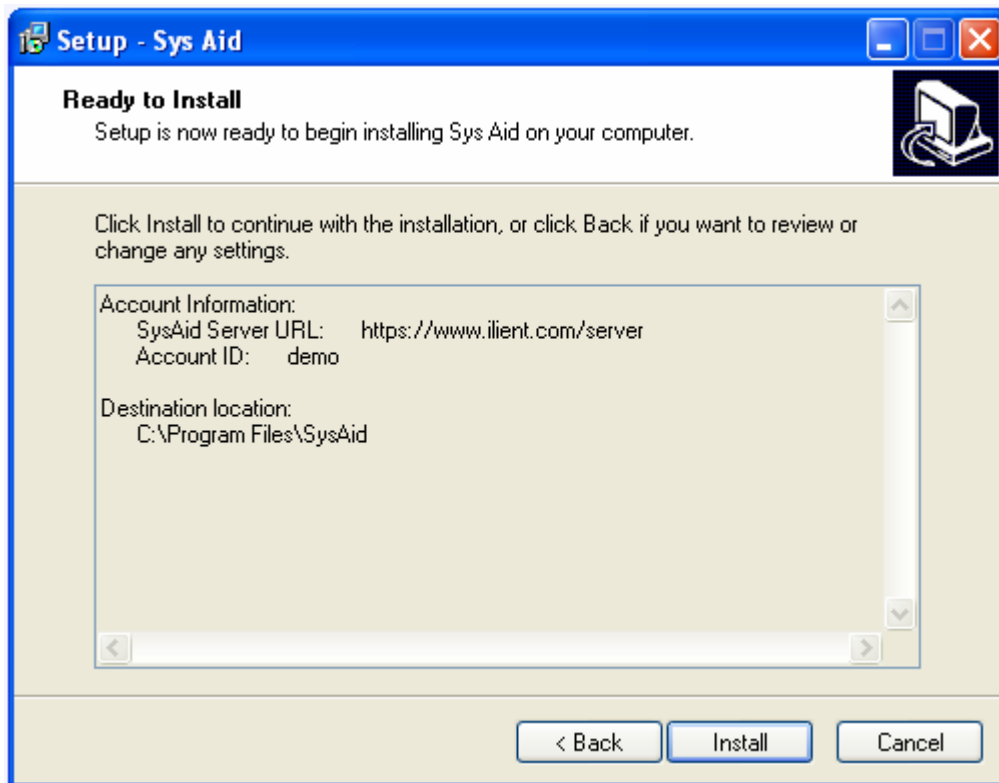


Figure 4

From hereon, SysAid will see your computer.

To learn how to automatically deploy SysAid on all computers in your network, consult the SysAid Deployment Tool guide.

If you have any questions/comments this guide does not address, you may visit our support page at www.ilient.com/contact_support.htm. You may also contact us directly at support@ilient.com, or (if you are a registered user) log into our support account.