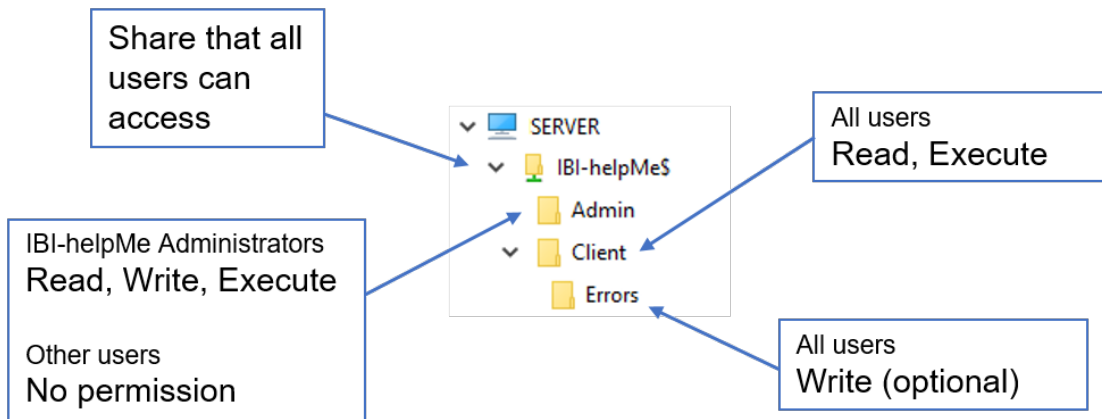


# Installation

## Overview

The following illustration gives an overview of the recommended directory structure and the recommended directory permissions of IBI-helpMe on a central share, which can be accessed by all IBI-helpMe users.





## Unpack

IBI-helpMe is delivered in a zip archive which contains a "Ready to use" folder structure. The contents must be unpacked in a user-defined location (<Installation Location>). The best place is a shared folder on a central server to which all the clients in your network have access.

The UNC-path of the <Installation Location> could look like this, for example:

```
\\SERVER\IBI-helpMe$\
```



Please observe the information about [Windows Security](#).



## Permissions

The following permissions should be set in the subfolders of the <Installation Location>:

Subfolder	Permissions
<b>Admin (and all subfolders)</b>	<b>IBI-helpMe Administrators</b> Read, Write, Execute  <b>Other users</b> No permission
<b>Client (and all subfolders)</b>	<b>All users</b> Read, Execute
<b>Client\Errors</b>	If problems occurring in the IBI-helpMe Client should be logged, all users in this subdirectory need write permission



## Installation Client Computer

The Client computer does not need an installation in the traditional sense. All you have to do is to make sure the `IBI.helpMe.Client.exe` is running.

The IBI-helpMe Client **does not** need a .NET Framework or a Java Virtual Machine.

### Standard installation

`IBI.helpMe.Client.exe` is located in the following folder:

```
<Installation Location>\Client\
```

The IBI-helpMe Client can be started via a Login Script, a Group Policy or an Autostart Group.

For certain purposes it is possible to adjust the behavior of the IBI-helpMe client by specifying [start parameters](#).

### Local installation

If required, the IBI-helpMe Client can be distributed locally to any computer, e.g. via a software distribution system. The configuration file can also be distributed locally. If configuration adjustments are to be applied without delay, it's recommended to store the configuration file on a central share.

When starting a locally installed IBI-helpMe Client, it may be necessary to specify the start parameters [Configuration](#) and [ErrorLogPath](#).



## Installation Admin Computer

Der IBI-helpMe Admin wird zur Konfiguration des IBI-helpMe Clients verwendet. Damit der IBI-helpMe Admin gestartet werden kann, muss auf dem Rechner das entsprechende .NET Framework (weitere Details in den [System requirements](#)) installiert sein.

The IBI-helpMe Admin is used to configure the IBI-helpMe Client. In order to start the IBI-helpMe Admin, the corresponding .NET Framework must be installed on the computer (see [system requirements](#) for further details).

### Standard installation

To run the IBI-helpMe Admin use the `IBI.helpMe.Admin.exe`. It is located in the following folder:  
<Installation Location>\Admin\

### Local installation

If required, the IBI-helpMe Admin can be distributed locally to any computer on which IBI-helpMe is to be configured, e.g. via a software distribution system. In this case, the configuration file should be accessible from a central location, so that adjustments can be applied without delay by the IBI-helpMe Clients.