Trial Installation Guide
IAMS NetCare Lite

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Downloading the Agent
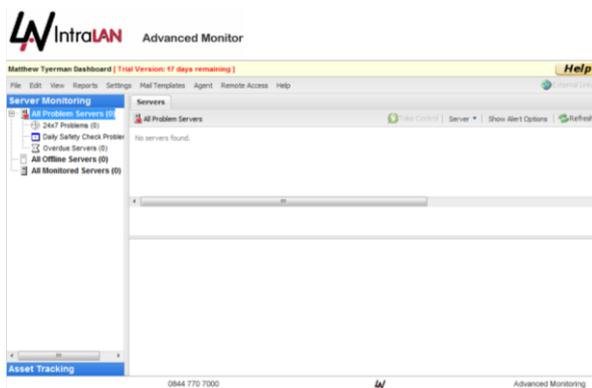
To access your dashboard click on IAMS Dashboard on the top of the www.intralan.co.uk website.

Log-in using the username and password provided to you separately.
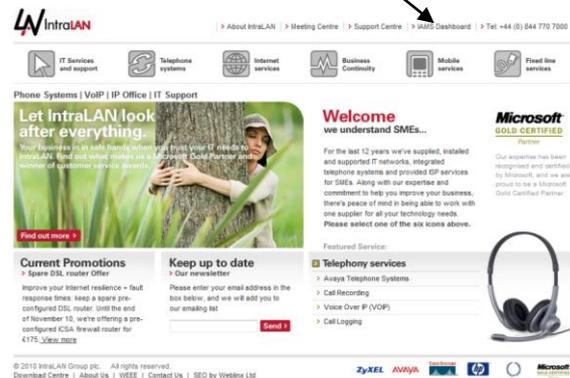
You will be presented with your dashboard (initially empty).

To add a server onto NetCare Lite, you will need to install the Agent onto your server. Click on Agent Select the top Agent (not the RC Agent).

The Agent is ready for download. It is supplied in a Zip file which you will need to extract and save. Save it somewhere on your network accessible to other servers to avoid repeating this step.
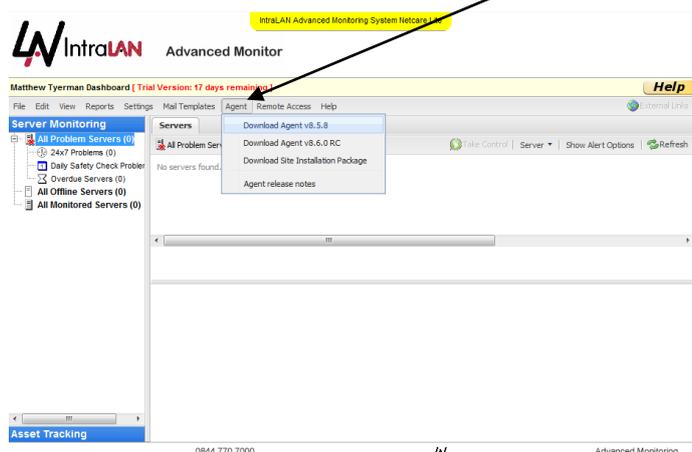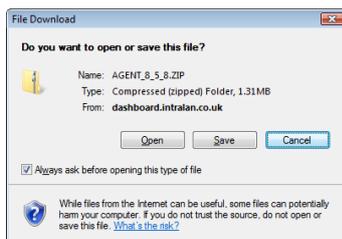
Installing the Agent

Once the download has completed, start the installation by double clicking the AGENT executable file, and selecting the appropriate language (UK English).

Work through the wizard, accepting the License Agreement and selecting the installation location. Once the Agent has installed it will automatically start the configuration routine.

Use your Primary Access Key (Username and Password)

IntraLAN Advanced Monitoring System (IAMS) wizard will now start to take you through the monitoring set-up. Start by entering the server details.
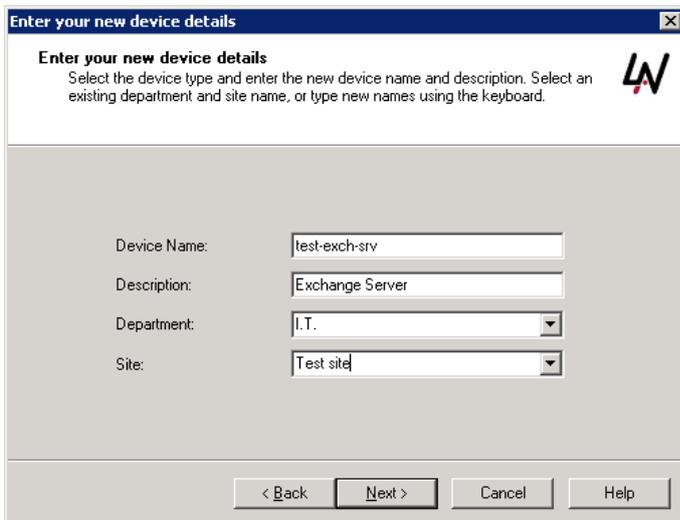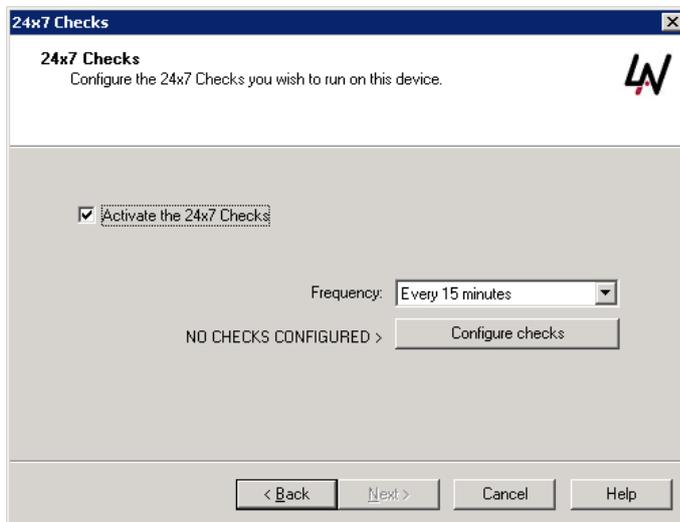
Setting up the checks

Now your server is registered onto IAMS, you need to start to select the checks you'd like to run. There are 2 categories:

1. 24 x 7: These will constantly run the selected checks at intervals you are about to select;
2. Daily: These will run once a day (usually first thing in the morning).

1) <u>24 x 7:</u>
Tick to activate the 24x7 checks and select the frequency:

Select the checks you'd like to implement (see Tip). For further information on each check that you are configuring you can click the Help button for more details.

There is no limit (or cost difference once the free trial finishes) on the number or frequency of checks.

> **Tip:**
> Don't immediately select every check – the results can be overwhelming. Start with the obvious ones:
> - Disk space;
> - Performance;
> - Services
>
> Then add further checks once you're on top of these.

2) <u>Daily checks:</u>
The wizard will now take you to the Daily Checks. Tick to activate and select the run time.

As before, select the checks you would like run each day. For further information on each check that you are configuring you can click the Help button.

Perhaps start with just back-ups and anti-virus?
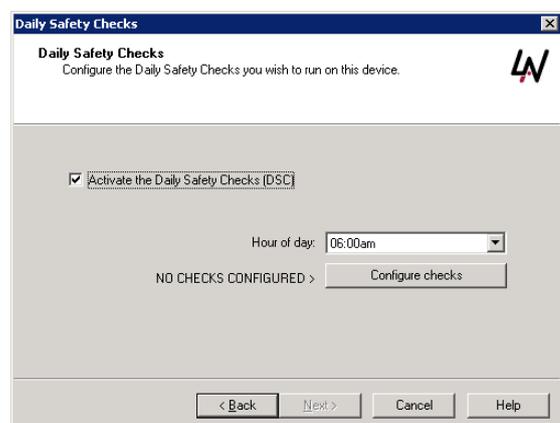
Testing the checks

Once you have selected the 24 x 7 and Daily Check, click Test All Checks. This will run each check to identify any pre-existing faults before starting monitoring.
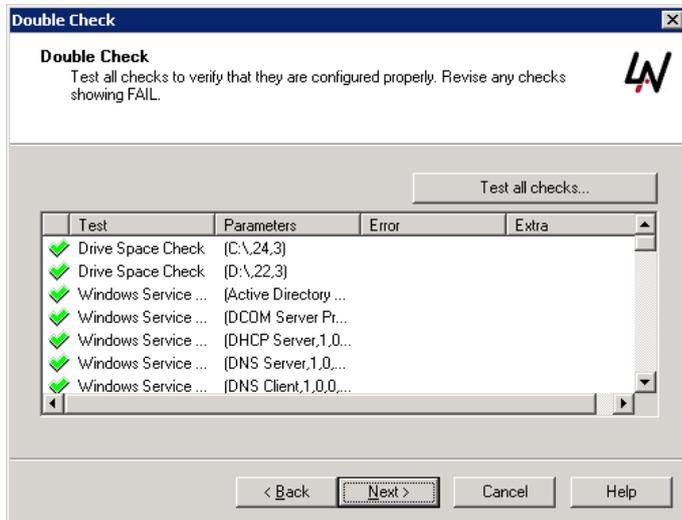
Start monitoring

On completion, the wizard will present you with the Start Monitoring device. On clicking, you will need to enter the Local System Account to run the service:
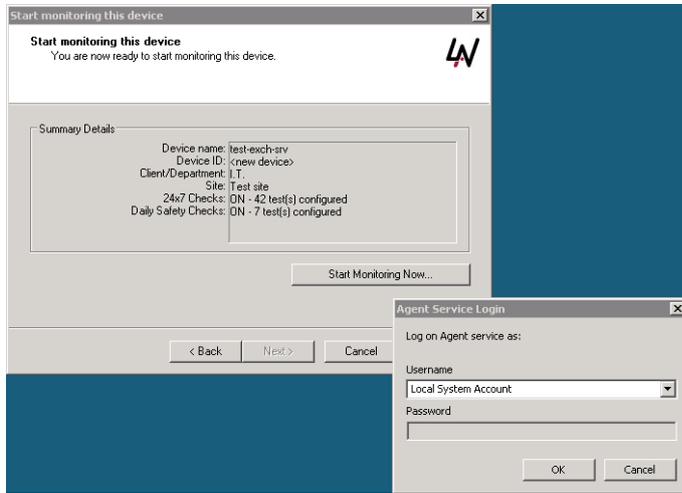
The installation process is now complete. You can now either:

- Repeat the above for each server (if only a handful) –or-
- Use the Site Installation Package (for multiple servers)

You will now be able to view information on this server from within the dashboard. You will need to leave the system for up to an hour before all functionality will work fully.

Setting up user accounts

To provide access to other users in your organisation, you will need to set up their account(s).
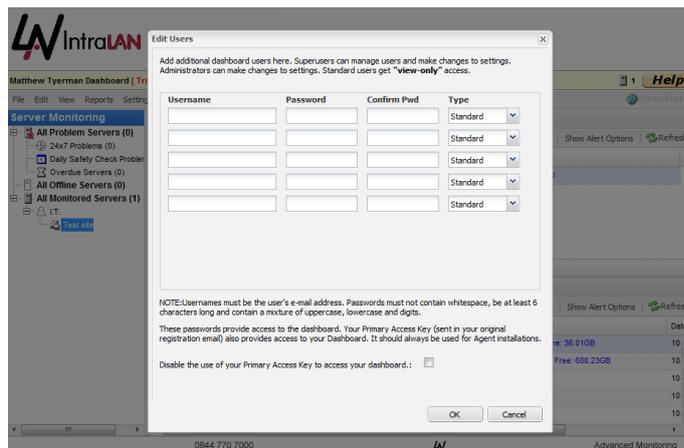
On the Dashboard, click on Settings and select Users.
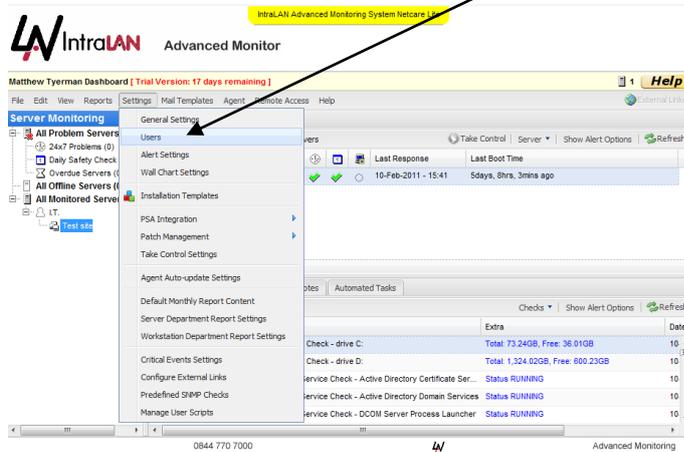
You can add users, usernames must be the user's e-mail address. Passwords must not contain whitespace, be at least 6 characters long and contain a mixture of uppercase, lowercase and digits.


There are three types of user:

1) **SuperUser:** Manage users, add Scripts to the DashBoard, enable Take Control, Patch Management and make changes to settings, manage checks, add Automated Tasks, Clear Checks
2) **Administrator:** Make changes to settings, manage checks, add Automated Tasks, Clear Checks and initiate Take Control sessions or configure Patch Management
3) **Standard:** "View-only" access, download Agents

Adding, removing and editing checks

Subsequent changes can be made either by running the application on the server or from your dashboard.
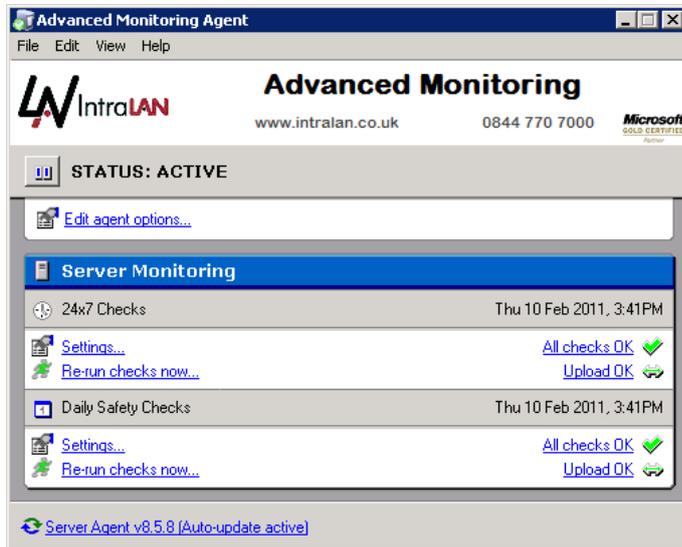
As the Trial nears completion

The trial will be available for 30 days (number of days left are displayed at the top of the dashboard). There are absolutely no charges and you are free to either drop IAMS (please see "Uninstalling IAMS" below) or to continue.

If you wish to continue, then we recommend you contact either your CAM (existing customers) or Phillip Mitchell (new customers). Please see our NetCare brochure which presents the full tariffs.

> Remember that following the initial 3 month period, NetCare Lite is a monthly subscription – you can cancel at any time with a month's notice.

Further help

There is extensive information in the Help section, ideal for more detailed explanation.

Icon-buster

It is important to us that you have a positive experience of IAMS and that you properly explore its functionality. If you have any questions or problems, please contact Matt Tyerman (help-desk manager) on 0844 770 7000.