



Eclipse Professional Installation Preparation

We are looking forward to installing your Eclipse Professional system. In order to simplify this process, the following information explains what is required, the installation and training program (at a glance) and information about the logistics.

If you have any questions in regards to your installation, please contact Tech Solutions Technical Support at (805) 370-0288 or by e-mail to: support@eclipseservice.com

Installation Preparation

Your Eclipse Professional system will be installed on a server, and client software will be installed on any Windows or Macintosh computers that you wish to use as clients. If you have purchased Eclipse NET, additional web software will be installed on your server and your server must be able to be seen from a web browser either on your Intranet (if you are using a VPN), or via the Internet.

Server Setup

Your server should be available and configured as follows:

- Windows NT Server v4 Service Pack 6 or greater, or
- Windows 2000 Server SP1 installed
- At least 256mb of RAM (we suggest RAM sizing at 64mb / user in excess of 5 concurrent users on top of the 256mb of RAM)
- If you are having Eclipse NET installed, add another 256mb of RAM for web users
- Processor should be at least an Intel P2-466. Eclipse will NOT make use of multiple processor servers, so additional processors will not have a great deal of improved performance with Eclipse
- At least 2GB of hard disk space should be available for Eclipse.
- We suggest that the server be setup with a boot volume of at least 5GB of space, and at least one other volume for applications and data.



- Server disk should be configured for NTFS
- Network software for TCP/IP should be installed. The server **MUST** have a static IP address.
- Eclipse will work fine on multi-homed servers (ie. servers with multiple network adapters), but if this is going to be the case, please let us know in advance as we have to make a small change to the software for this, if you are running Eclipse NET.
- Access to a separate network volume or separate physical disk drive to make copies of your data files for backup.
- Tape based backup system
 - Ideally DLT or DAT based, with at least 8GB of space available
- The server should be externally accessible, either via the Internet or via a modem with a dedicated phone number.

- The server should have the following software installed:
 - Backup software – we suggest Veritas Backup Exec or ArcServe
 - PCAnywhere 9.2 or greater (required for remote Tech Support by Tech Solutions)
 - If you are having Eclipse NET installed:
 - Adobe Acrobat version 4.0 or greater should be installed
 - Microsoft IIS should be installed with the the web server enabled on port 80 (important)

Workstation setup

Your workstations can be any 32bit Windows operating system computers (ie. Windows95, Windows98, NT Workstation, ME, Windows 2000, etc.) or any MacOS version 9.x based Macintosh. All workstations should be able to see the Windows 2000 server. No special Macintosh services are required to be installed on the server to support Macintosh clients as we install software for this.

Workstations should have the following hardware configuration:

- At least 64mb of RAM installed (more is preferred)
- Screen resolution of at least 800 x 600 pixels
- Access to printers

Web User Setup

If you are running Eclipse NET, any user who has either Netscape Navigator version 4.7 or better, or Internet Explorer version 4 or better should be fine with Eclipse. We suggest that all browser users have Adobe Acrobat reader installed on their computers. This can be downloaded from www.adobe.com free of charge.

Web Server Integration

If you are having Eclipse NET installed, then it is likely that you will need to integrate the pages that Eclipse NET serves into your web site. This may require custom graphics to be built for the Eclipse functions that look similar in color and context with your existing web site. Your web site developers should consult with Tech Solutions in regards to this in advance. Your system can be installed with stock graphics that comes with Eclipse NET, however it may look awkward in contrast to your site.

If you have your web designers/master available during your Eclipse Installation, we can explain what is required to change the default Eclipse NET pages so that they can be cohesively fitted into your web site strategy.

Logistics of the Installation

Normal Eclipse Professional/NET installations take approx. 2 days. The first day is technical where our system engineer will setup the software and configure your server correctly. They will also meet with your system administrator to setup the preferences for your Eclipse system. This takes about half a day to do.

If you have data that is being converted into Eclipse, the data conversion can be done either off-site at our offices, or on-site. We realize that the time sensitivity to data conversions can be an issue, so our system engineer is equipped to do the conversion for you onsite as the final part of the installation. The second half of the first day is typically allocated to data conversion.

Day 2 of the installation focuses on training. Our trainer will work with your staff and your brand new installation of Eclipse, explaining how to use it, and how to manage it. Training breaks your users into four groups:

1. Call center operators
2. Technicians
3. Administrators
4. Management



Often Administrators and Management are trained in parallel with Call Center operators and Technicians. This means that the system engineer may play an active role in training, however the training process is managed solely by our on-site trainer.

After installation technical support

Following your installation and training, we realize that you are going to have a lot of questions. All Eclipse Professional systems come with a minimum of 90 days of free technical support.

Our support program is based on one person at your organization being the support contact for us. This person (or someone designated by this person) should be our contact point. All support inquiries can be made as follows:

Telephone support: (805) 370-0288
E-Mail Support: support@eclipseservice.com

As we will have PCAnywhere software installed on your server, we can either dial-in or via the Internet access your server and remotely install software upgrades, look at the system, etc. if required

Support is available during business hours, Monday to Friday, except public holidays. Our business hours are: 8:30am to 6:00pm Pacific Standard Time, USA.