



# DefendX Software Control-QFS® End User Support Infrastructure™ Installation Guide Version 8.6

*This guide details the method for installing DefendX Software End User Support Infrastructure™ from an administrator's perspective. Upon completion of the steps within this document, DefendX Software End User Support Infrastructure will be installed within your enterprise community. This Installation Guide applies to all DefendX Software Control-QFS® editions.*



## Table of Contents

Table of Contents.....	2
Executive Summary.....	3
Requirements .....	4
Hardware Specification .....	4
Software Specification .....	4
Installation.....	5
About DefendX Software .....	15
DefendX Software Professional Services.....	15
Legal & Contact Information.....	16

## Executive Summary

DefendX Software End User Support Infrastructure™ (DefendX Software EUSI™) is an integrated component of DefendX Software Control-QFS®. DefendX Software EUSI contains several utilities to aid network administrators in informing users about what constitutes a quota violation and to assist users with fixing the problem.

This document is a guide to successful installation and setup of DefendX Software End User Support Infrastructure. It will take you about 30 minutes to complete the steps outlined here.

## Requirements

### Hardware Specification

Your hardware should be appropriate for the services running on the machine. If the system is used only for file and print, DefendX Software recommends the following:

- 1 GHz CPU
- 1 GB RAM
- 150 MB free disk space

### Software Specification

DefendX Software recommends the following:

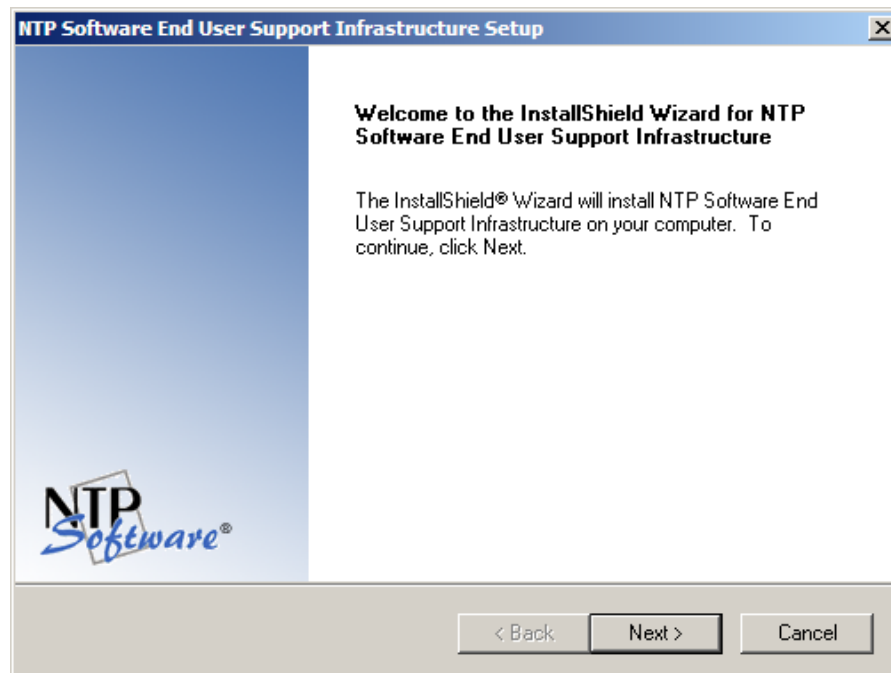
- Microsoft Windows Server® 2008 64-bit or later
- Microsoft .Net 2.x Framework
- Microsoft Internet Information Services (IIS 6.0 or later)
- Microsoft Active Server Pages (ASP and ASP.NET 2.0)

## Installation

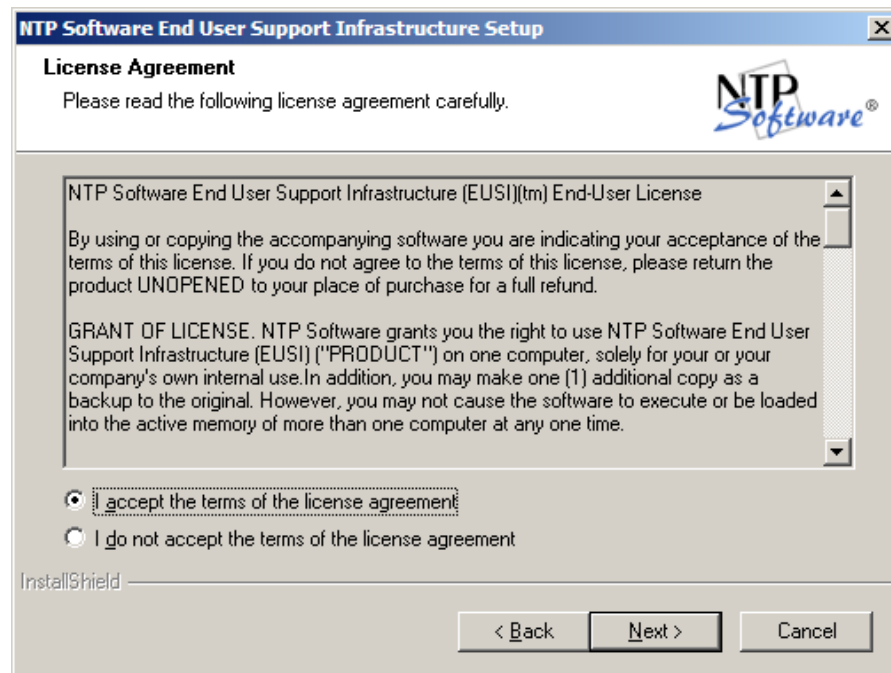
Before you start the installation process, it is highly recommended that you verify that the installation server meets the requirements listed in the *Requirements* section of this document. DefendX Software End User Support Infrastructure installation is easy. A few minutes after the end of the installation, your system will be up and running; there is no need to reboot.

To install DefendX Software End User Support Infrastructure, follow the prompts to install the various components:

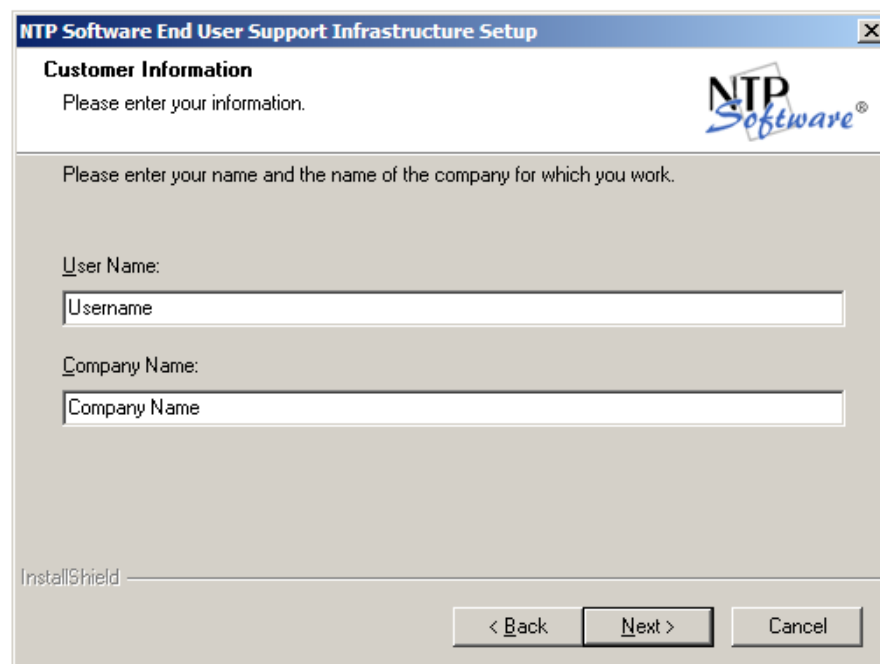
1. Log on to your Windows computer using an account with administrator privileges.
2. Run the DefendX Software EUSI setup file.
3. In the **DefendX Software End User Support Infrastructure setup welcome** dialog box, click the **Next** button to continue.



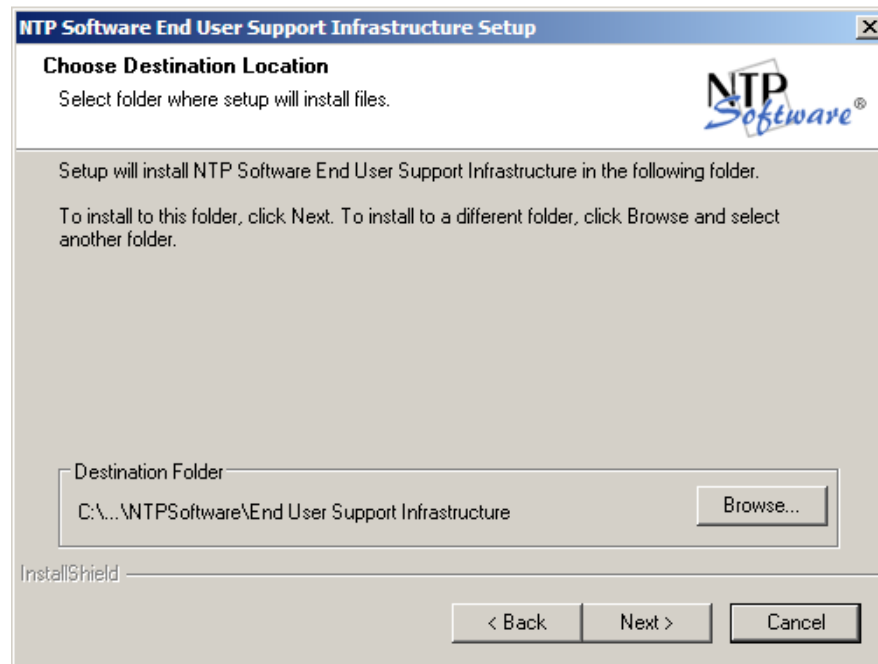
4. In the **License Agreement** dialog box, select **I accept the terms of the license agreement** and then click the **Next** button. If you do not agree to the terms, click **Cancel** to exit the installation.



5. In the **Customer Information** dialog box, enter your user name and company name and then click the **Next** button.

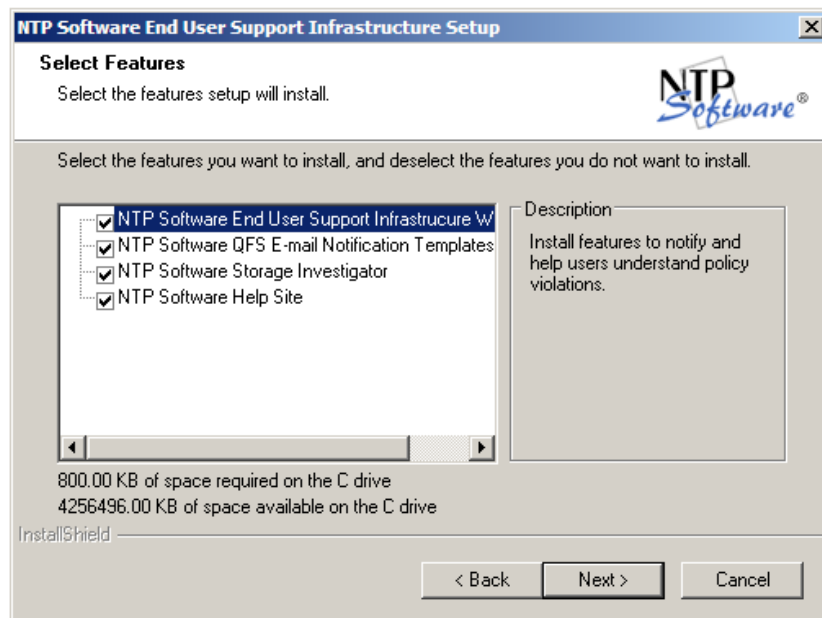


6. In the **Choose Destination Location** dialog box, browse to the desired destination or click the **Next** button if the default destination location is appropriate for you.



7. In the **Select Features** dialog box, choose the features you want to install and then click the **Next** button to continue.

**NOTE:** If you do not want to install any of the features listed previously, clear the check box next to that feature.





8. In the **Serial Number** dialog box, you are prompted to enter the DefendX Software End User Support Infrastructure production version serial number.

**NOTE:** If you enter alphabetic characters in lowercase, they are automatically converted to uppercase as you type.

If you are installing an evaluation version, select the **Install Evaluation Version** check box, and then click **Next**.

NTP Software End User Support Infrastructure Setup

**Serial Number**  
Enter the serial number for Storage Investigator

Enter your serial number for NTP Software Storage Investigator.

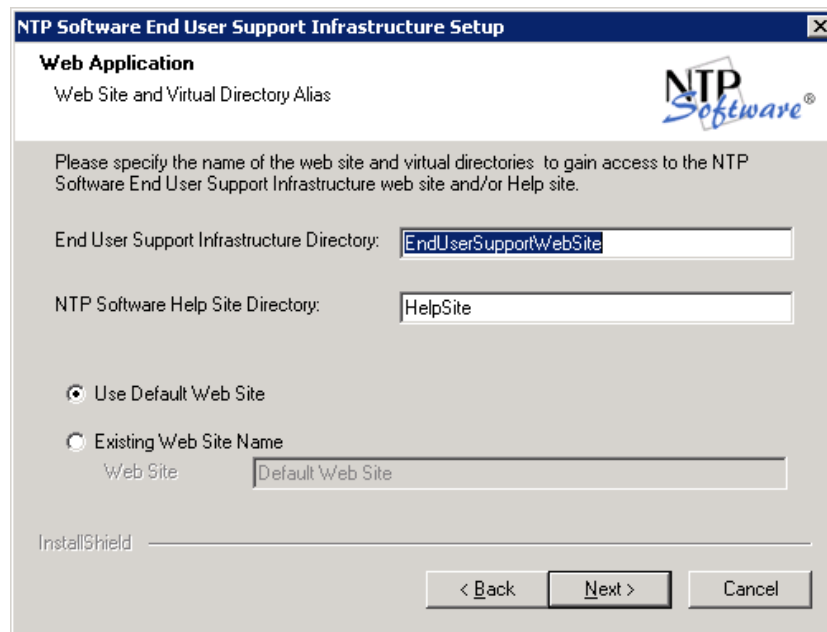
☐ Install Evaluation Version  
☒ Install Production Version

Serial Number: PRODUCTION KEY

InstallShield

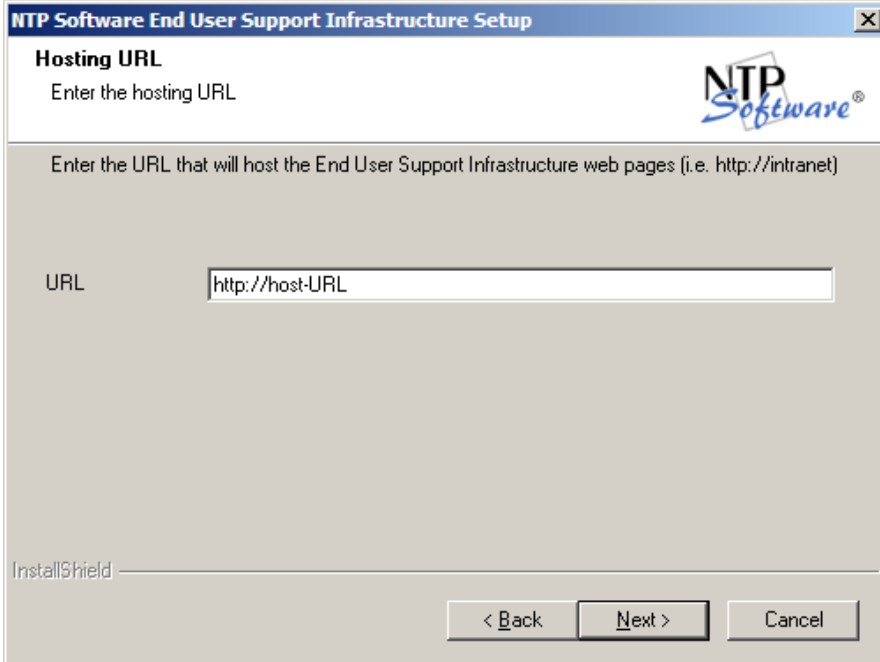
< Back   Next >   Cancel

9. In the **Web Application** dialog box, you are prompted to enter the DefendX Software End User Support Infrastructure website and DefendX Software Help Site virtual directories. You can choose to use the default website or to specify an existing website name. Click the **Next** button to proceed.



The screenshot shows a Windows-style dialog box titled "NTP Software End User Support Infrastructure Setup". The "Web Application" tab is selected, with the subtitle "Web Site and Virtual Directory Alias". The NTP Software logo is in the top right. The main text reads: "Please specify the name of the web site and virtual directories to gain access to the NTP Software End User Support Infrastructure web site and/or Help site." There are two text input fields: "End User Support Infrastructure Directory:" containing "EndUserSupportWebSite" and "NTP Software Help Site Directory:" containing "HelpSite". Below these are two radio buttons: "Use Default Web Site" (selected) and "Existing Web Site Name". Under the "Existing Web Site Name" option is a text field labeled "Web Site" containing "Default Web Site". At the bottom left is the "InstallShield" logo. At the bottom right are three buttons: "< Back", "Next >", and "Cancel".

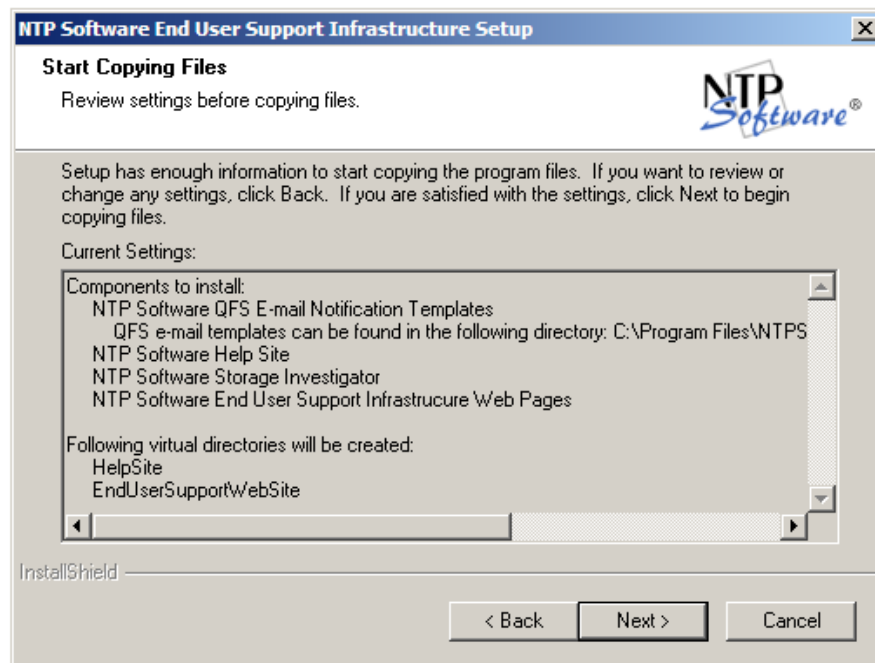
10. In the **Hosting URL** dialog box, enter the website address that will host the DefendX Software End User Support Infrastructure web pages. Click the **Next** button to proceed.



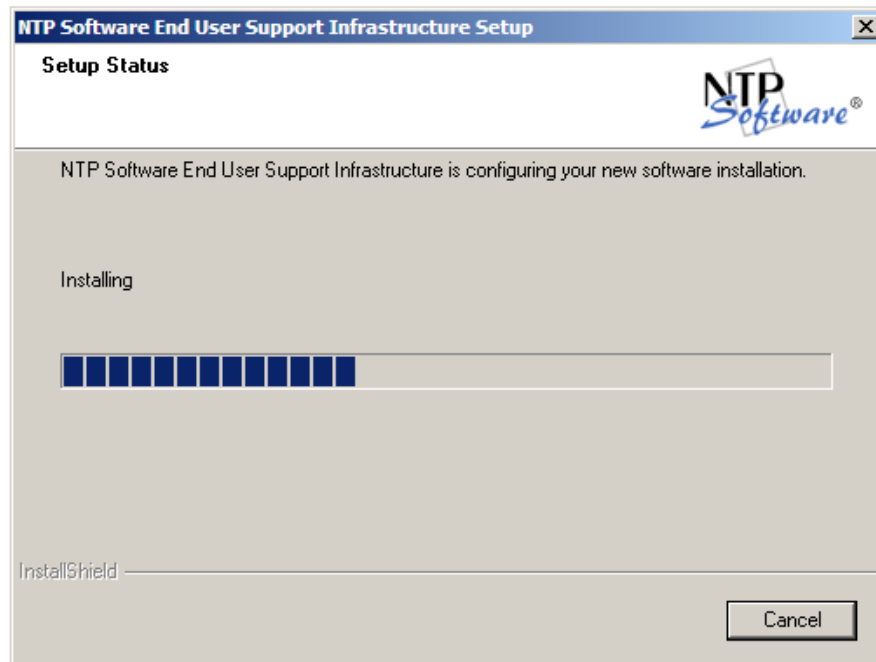
The image shows a Windows-style dialog box titled "NTP Software End User Support Infrastructure Setup". The dialog has a blue header bar with the title and a close button. Below the header, the text "Hosting URL" is displayed, followed by the instruction "Enter the hosting URL". To the right of this text is the "NTP Software" logo. Below this, there is a larger instruction: "Enter the URL that will host the End User Support Infrastructure web pages (i.e. http://intranet)". A text input field is provided with the label "URL" to its left. The field contains the text "http://host-URL". At the bottom of the dialog, there is a progress bar labeled "InstallShield" and three buttons: "< Back", "Next >", and "Cancel".

11. Click the **Next** button in the **Start Copying Files** dialog box that appears (assuming that the destination paths are correct). DefendX Software End User Support Infrastructure setup begins transferring files to the specified locations. Click the **Next** button to proceed.

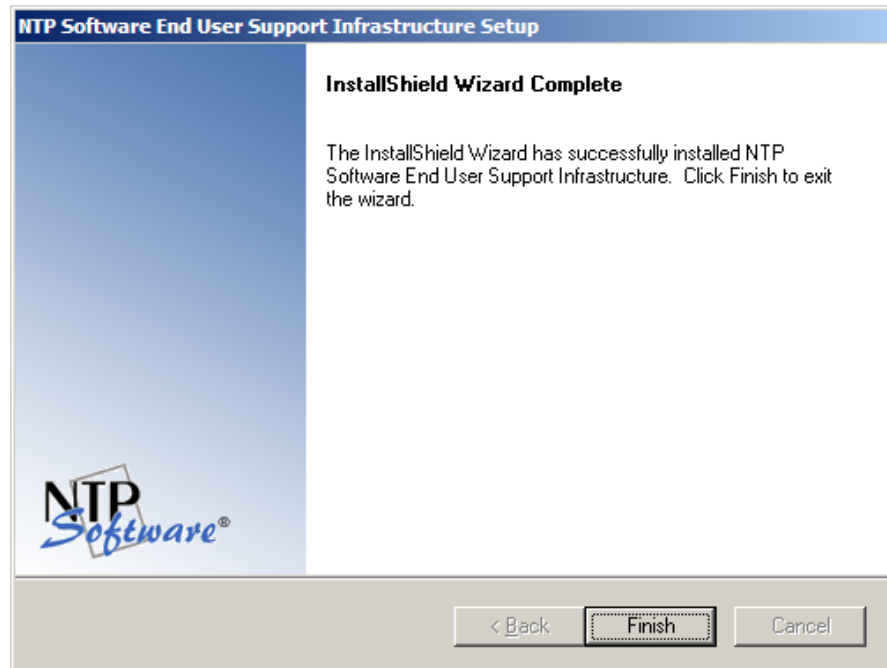
**NOTE:** The setup takes a few moments to configure your new software installation.



12. DefendX Software End User Support Infrastructure setup begins transferring files to the specified locations.



13. When the files installation is complete, click **Finish**. With this step, DefendX Software End User Support Infrastructure installation is complete.



## About DefendX Software

DefendX Software helps organizations secure their critical business files and maximize the value of their enterprise file storage resources. From comprehensive intelligence, modeling, costing and chargeback to seamless file movement, protection and archiving, DefendX provides industry-leading capabilities to eliminate waste and align the value of files with the storage resources they consume. With DefendX, important file locations and the users who access them can be monitored to provide governance, protect against theft and enforce compliance policies. For more than 20 years, DefendX Software has been helping public and private sector customers around the world save money and eliminate risk every day.

## DefendX Software Professional Services

DefendX Software's Professional Services offers consulting, training, and design services to help customers with their storage management challenges. We have helped hundreds of customers to implement cost-effective solutions for managing their storage environments. Our services range from a simple assessment to in-depth financial analyses.

For further assistance in creating the most cost-effective Storage Management Infrastructure, please contact your DefendX Software Representative at 800-390-6937.

## Legal & Contact Information

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