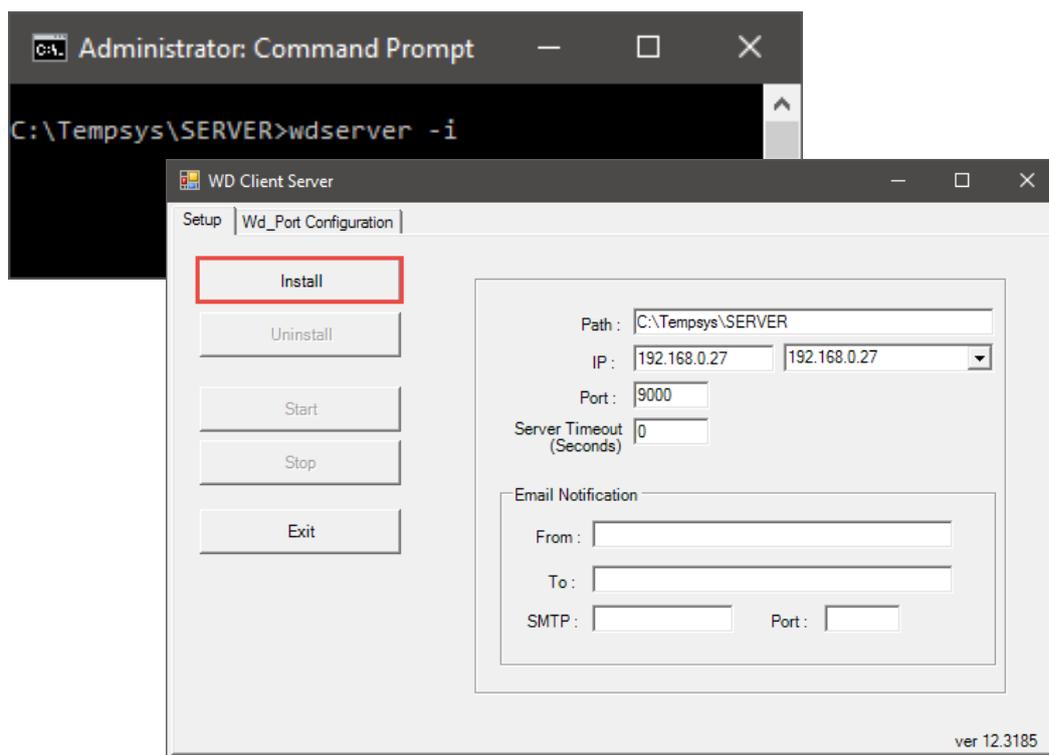# Installing the WdServer Service (WorkDESK version 12.3009 +)

If you are running WorkDESK version 12.3008 or earlier, please refer to the SMG System Managers Guide located in the tempsys\help folder for instructions on how to stop and un-install the WdServer service. The instructions outlined below will only work with the new WdServer service made available in WorkDESK version 12.3009 or later.

Microsoft .Net Framework 3.5 or 4 must be installed on the Server before the WdServer Service can be installed/started.

The WdServer service can only be installed using the "WorkDESK Client Server" GUI screen and you must have elevated privileges (administrator rights) to be able to install the WdServer service as it will be running as a Windows service.

1. From the Windows Start button select All Programs (or Programs) → Accessories
2. Right click on "Command Prompt" and select "Run As Administrator"
3. Change directories to the tempsys\server folder
4. Type: **wdserver -i** and press enter to start the "WorkDESK Client Server" GUI

5. Before installing the WdServer service you must configure some basic information to be used by the WdServer service when a connection is established. On the Setup screen, fill out the right side of the "WorkDESK Client Server" GUI screen by entering the following information.
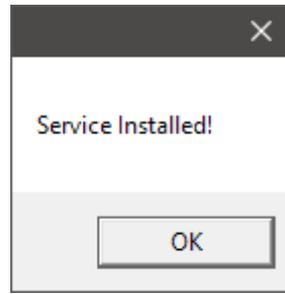
Parameter	Comment
Path*	Enter the path to WdPort.exe (this will be the installation location\server folder (i.e. C:\Tempsys\Server).
IP*	This is the IP address of the Server where WdPort.exe is located.

Port*	Enter the port number that WdServer will 'listen' on for WorkDESK and WeBKit user connections.
Server Timeout (Seconds)	The timeout value in seconds (leave as 0 unless instructed by WorkDESK Support to enter a specific value).
Email Notifications:	
From	Not currently used
To	Not currently used
SMTP	Not currently used
Port	Not currently used
*** Parameters marked with an * must be filled in	

6. Once all required parameters have been entered on the Setup screen, click on the 'Wd_Port Configuration' screen and fill out the listed options, then click **Save**.

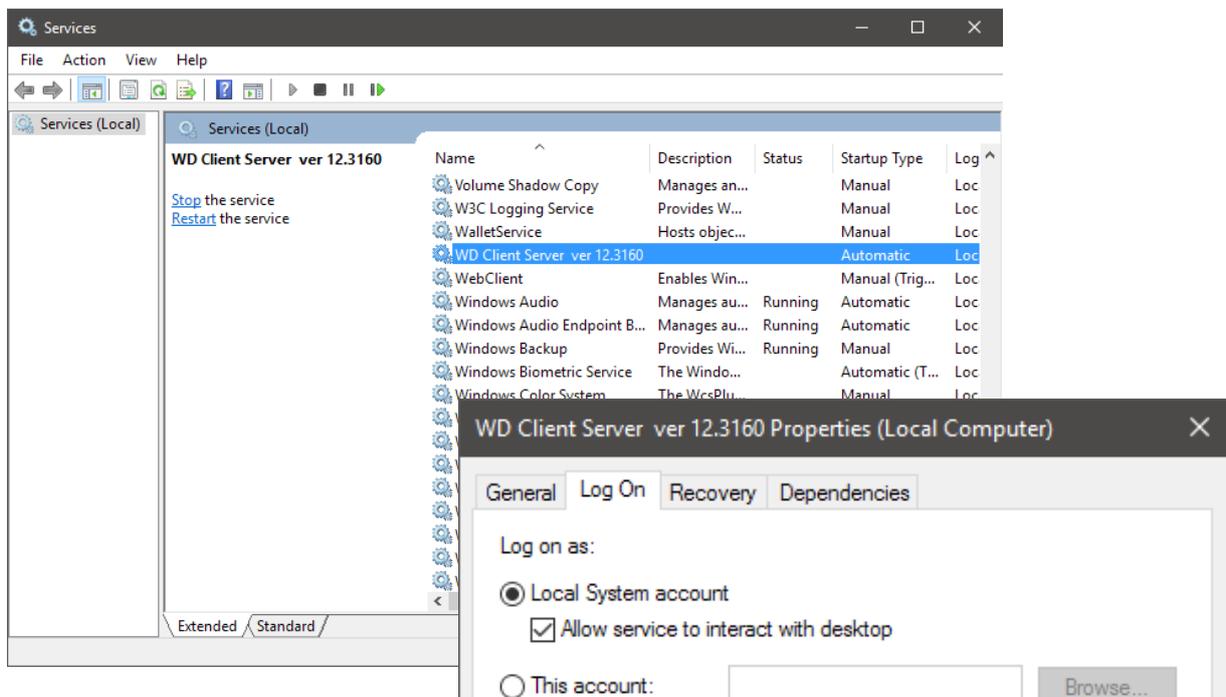| Parameter	Comment
TDATA *	Enter the path to the installation folder (i.e. D:\WorkDESK\Tempsys). This is the location where the data files are located.
TSPL *	Enter the path to the Spool directory in the installation folder (i.e. D:\WorkDESK\Tempsys\Spool).
TLOCK *	Enter the path to the installation folder (i.e. D:\WorkDESK\Tempsys).
TTXT *	Enter the path to the Text directory in the installation folder (i.e. D:\WorkDESK\Tempsys\Text).
TBMP *	Enter the path to the BMP directory in the installation folder (i.e. D:\WorkDESK\Tempsys\BMP).
TPRT *	Enter the path to the Newprt directory in the installation folder (i.e. D:\WorkDESK\Tempsys\Newprt).
TSMS	If using an SMS Modem, enter the path to the WDSMS folder (i.e. C:\wdsms).
TRECV	If running as a Branch / Head Office system, enter the path to the Transmit directory in the installation folder (i.e. D:\WorkDESK\Tempsys\Transmit).
TLOGOUTVAL (mins)	Enter in minutes the number of minutes before idle user sessions are close (i.e. 15 minutes).
TBREAKSIZE	Enter 3.
*** Parameters marked with an * must be filled in	

7. Move back to the Setup screen, and click the **Install** button to install the WdServer service.
8. If the WdServer service installs successfully the below "Service Installed!" message will appear on the screen. Click the **OK** button to close the message.

Service Installed!

OK

9. The WdServer service will now be running as a Windows service but must manually be started before it will accept any connections via WorkDESK or WeBKit. **You must complete Step 10 below before starting the WdServer service**. Refer to the "Starting WdServer Service" section for details on starting the WdServer service.

Allow Service to interact with desktop.....

10. Before you can start the WdServer service, you must check to see if the properties of the Windows service has been set to 'interact with the desktop', using the Services console. To open the Services console, refer to the "How to open the Microsoft Windows Services console screen" section at the end of these instructions.

In the Services console locate the "WorkDESK Client Server" service entry, right click and select Properties. Select the 'Log On' tab and select the "**Allow service to interact with desktop**" check **box if it is not already selected (showing a tick). Once you have selected the check box click the Apply** button, followed by the **OK** button, else just click the **Exit** button to close the Properties window.
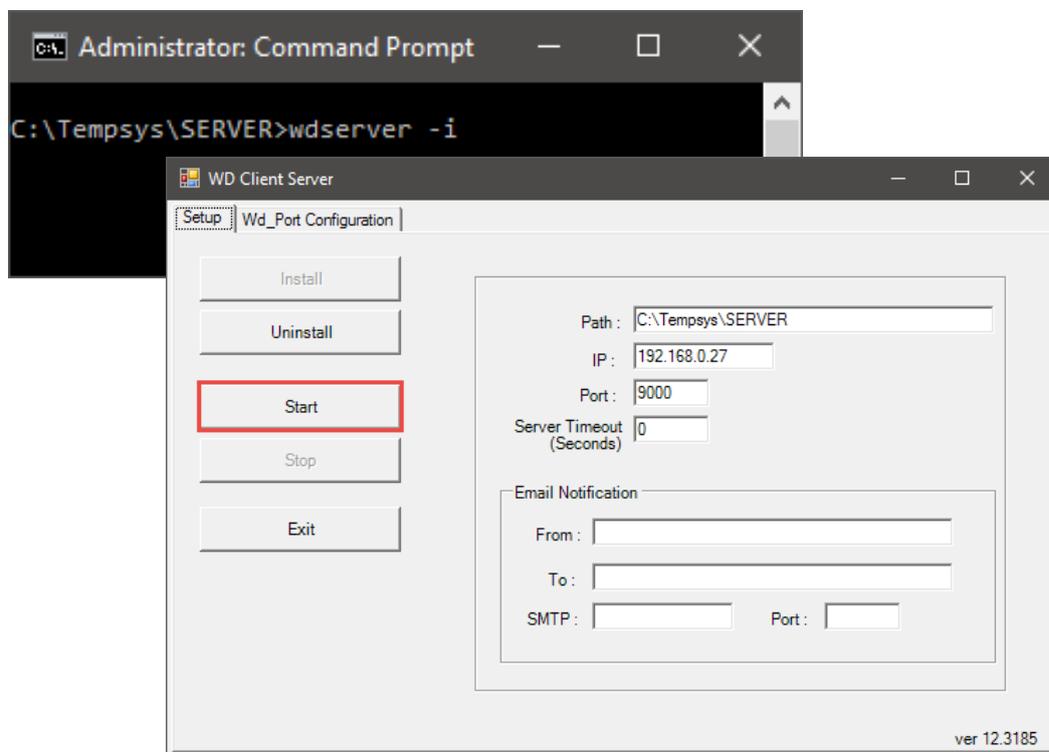
You can now start the WdServer service following the instructions on the next page.
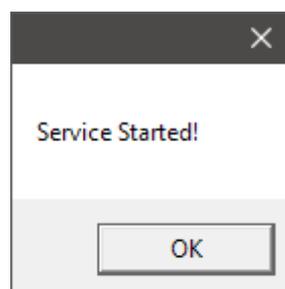
Starting the WdServer Service

The WdServer service can be started using the "WorkDESK Client Server" GUI screen and /or Services console screen provided with your Operating System. These instructions outline starting the service using the "WorkDESK Client Server" GUI screen.

Before the WdServer service can be started the service must have previously been installed. Refer to the "Installing the WdServer Service" section for details on installing the service.

1. From the Windows Start button select All Programs (or Programs) → Accessories
2. Right click on "Command Prompt" and select "Run As Administrator"
3. Change directories to the tempsys\server folder
4. Type: **wdserver -i** and press enter to start the "WorkDESK Client Server" GUI

5. To start the WdServer service, click the **Start** button.
6. If the WdServer service starts successfully the below "Service Started!" message will appear on the screen. Click the **OK** button to close the message.
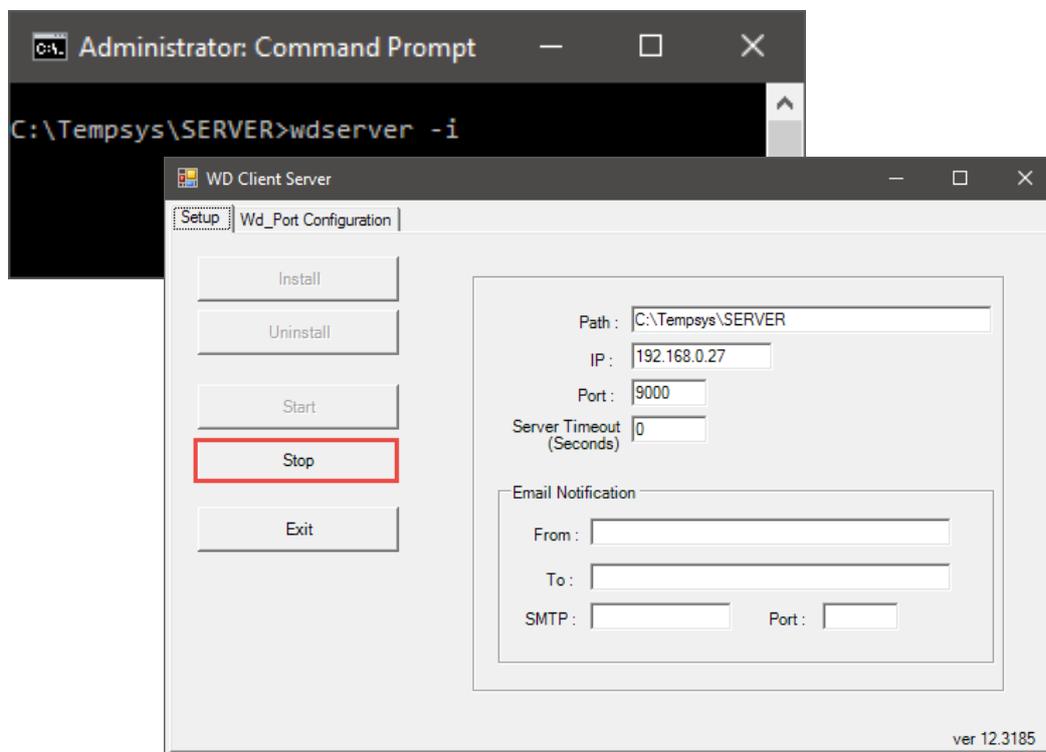

7. The WdServer service will now be running and able to accept connections via WorkDESK or WeBKit.
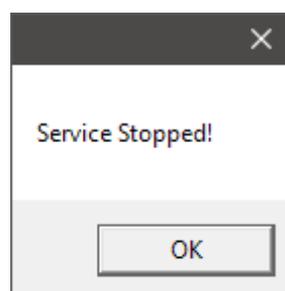
Stopping the WdServer Service

The WdServer service can be stopped using the "WorkDESK Client Server" GUI screen and /or Services console screen provided with your Operating System. These instructions outline stopping the service using the "WorkDESK Client Server" GUI screen.

If the "WorkDESK Client Server" GUI screen has been left open for any length of time it's a good idea to close it and re-open before trying to stop the WdServer service.

1. From the Windows Start button select All Programs (or Programs) → Accessories
2. Right click on "Command Prompt" and select "Run As Administrator"
3. Change directories to the tempsys\server folder
4. Type: **wdserver -i** and press enter to start the "WorkDESK Client Server" GUI

5. To stop the WdServer service, click the **Stop** button.
6. If the WdServer service stops successfully the below "Service Stopped!" message will appear on the screen. Click the **OK** button to close the message.
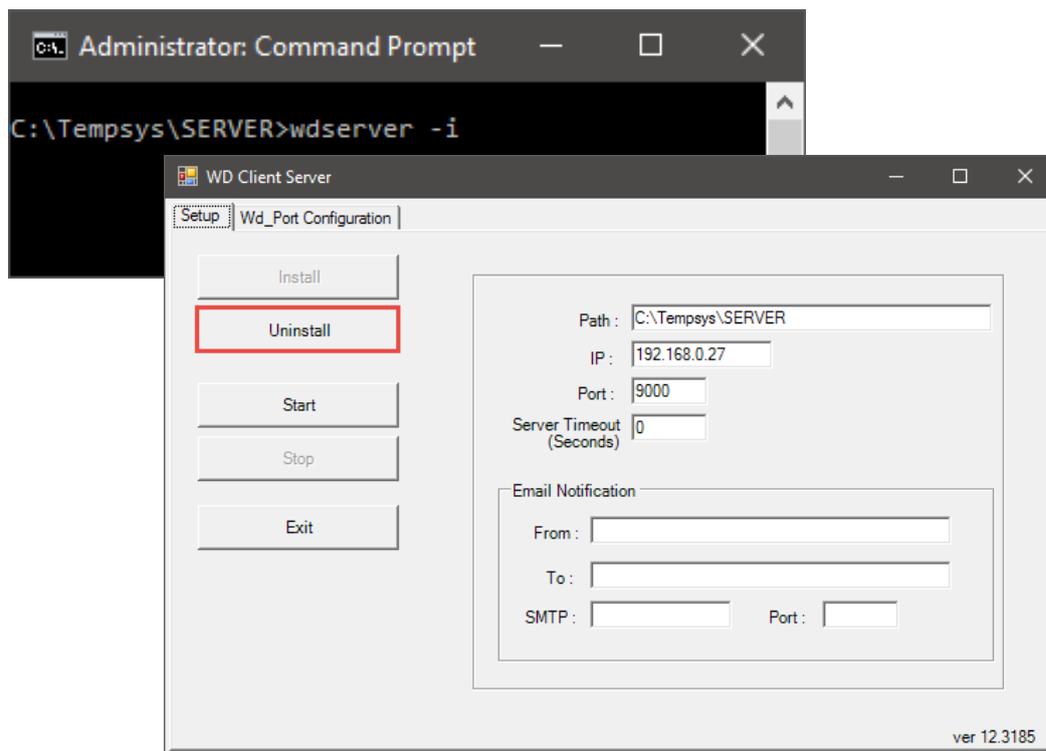

7. The WdServer service will now be stopped and will not be accepting connections via WorkDESK or WeBKit.
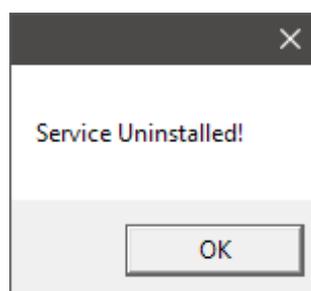
Uninstalling the WdServer Service

The WdServer service can only be un-installed using the "WorkDESK Client Server" GUI screen.

The WdServer service must be in the stopped state before it can be uninstalled. Refer to the "Stopping the WdServer Service" section for details on stopping the service.

1. From the Windows Start button select All Programs (or Programs) → Accessories
2. Right click on "Command Prompt" and select "Run As Administrator"
3. Change directories to the tempsys\server folder
4. Type: **wdserver -i** and press enter to start the "WorkDESK Client Server" GUI

5. To un-install the WdServer service, click the **Uninstall** button. Note that if the **Stop** button is enabled, it means the WdServer service is still running. The service needs to be stopped before it can be un-installed.
6. If the WdServer service un-installs successfully the below "Service Uninstalled!" message will appear on the screen. Click the **OK** button to close the message.

7. After uninstalling the WdServer service always close and re-open the "WorkDESK Client Server" GUI screen prior to re-installing the WdServer service.

How to open the Microsoft Windows Services Console Screen

To open the Services console follow the appropriate path outlined below for your Server/Computer where you are trying to install WdServer.

- **Under Windows 2012 Server/ Windows 10 or 8.1 Computers**
    - Right-Click on Start: Select → Control Panel → Administrative Tools → Services
    - Left-Click Start → Type 'services.msc' and press enter

- **Under Windows 2008 Server/Windows 7 Computers**
    - Select Start → Control Panel → System and Security → Administrative Tools → Services
    - Select Start → Search programs and files and type 'services.msc' and press enter

- **Under Windows 2003 Server /Windows XP Computers**
    - Select Start → Control Panel →Performance and Maintenance → Administrative Tools → Services
    - Select Start → Run and type 'services.msc' and press enter