

2017

WebAPI Install Guide

act4support

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Act4Work.com

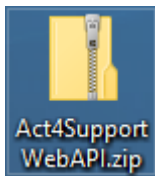
1/4/2017



Act4Support - WebAPI Install Guide

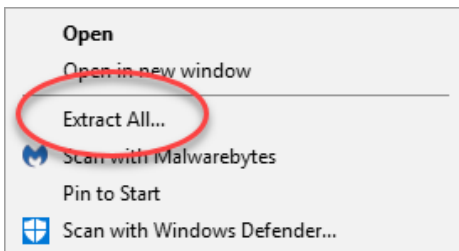
Complete these steps to install Act4Support WebAPI

1. Download and save the WebAPI Zip file to your computer

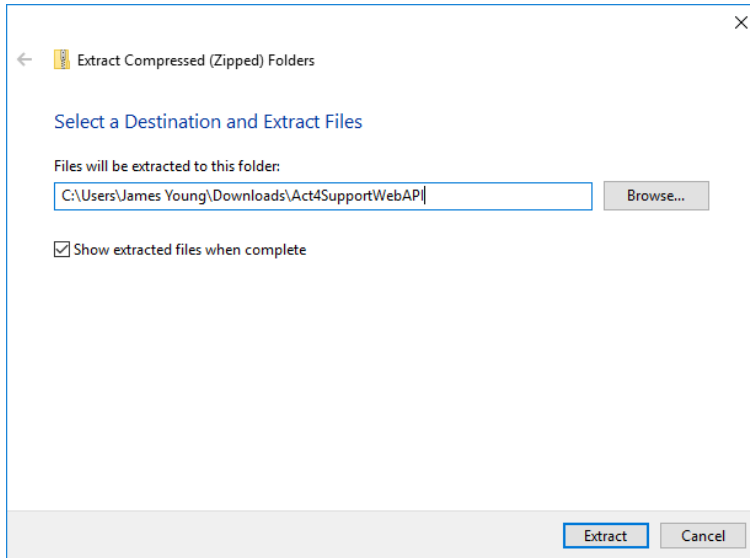


*(Note: After downloading, ensure the file is not **Blocked** by your AV or Windows Security. Right click on the file, Select **Properties** and click **Unblock** at the bottom of the screen, and then click **Apply**)*

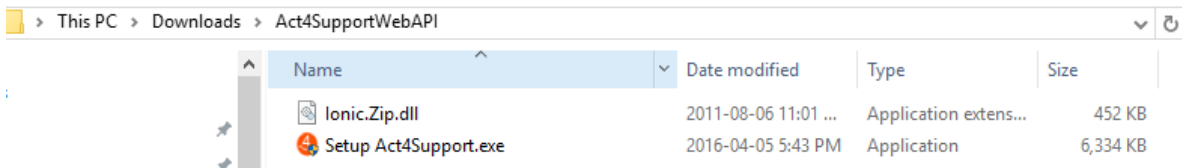
2. Right click on the File and select Extract All:



3. Save to file location > **Click Extract**



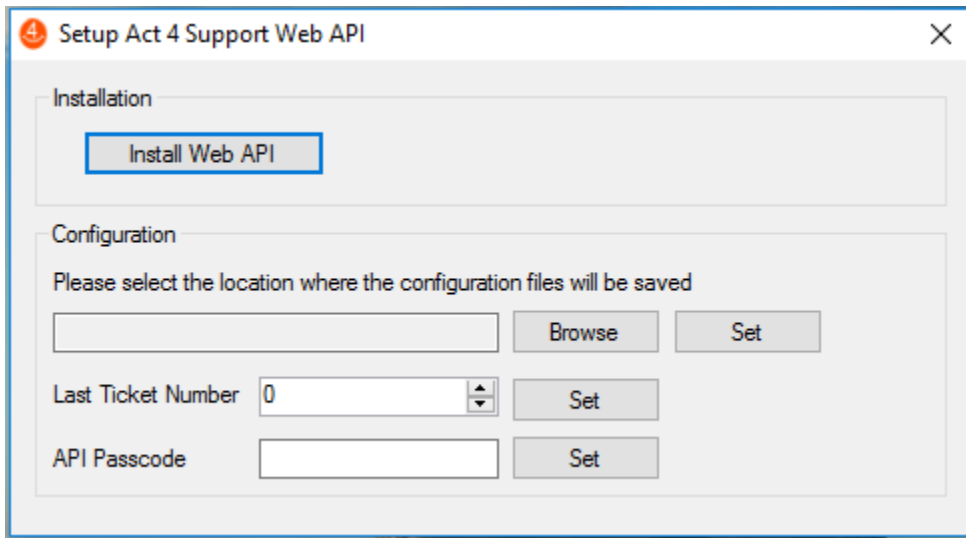
4. A new folder will be created with the Setup file to launch the installation
 - a. If you have any issues running the installation **Right Click** on the file and choose **“Run as Administrator”**




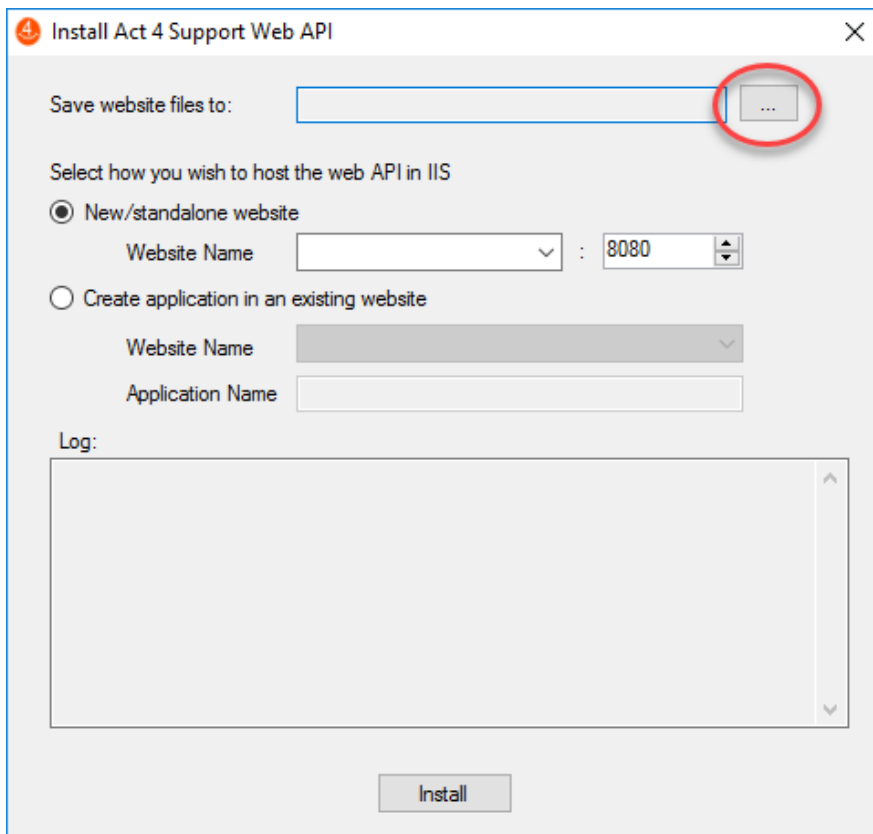
5. Double Click **Setup Act4Support.exe**



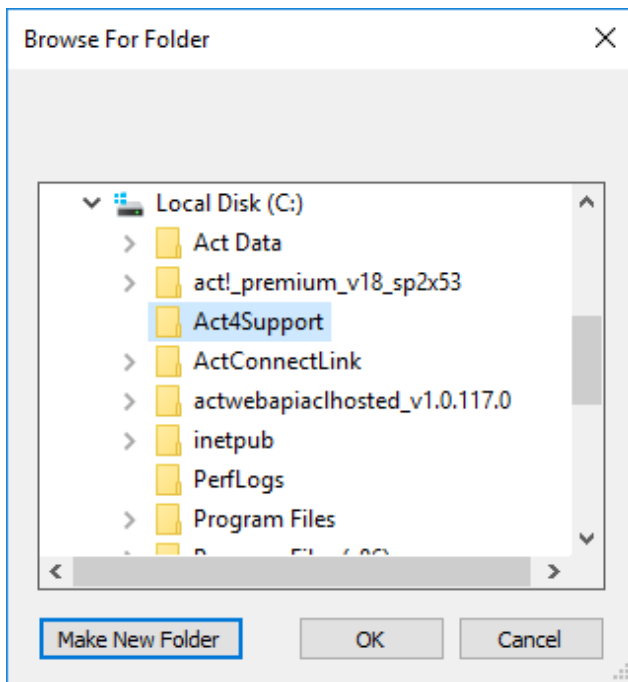
- 6. Click **Install Web API** button



- 7. Beside the "Save website files to: Click the  box



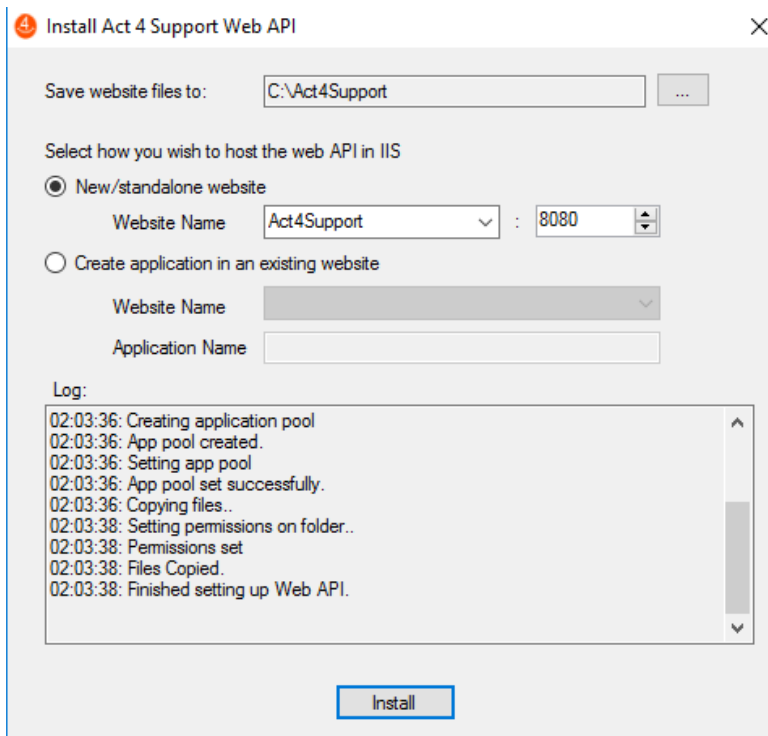
8. Browse for folder – (if a folder does not exist, create one IE. C:\Act4support)



9. Click **OK**

10. Select how you wish to host the Web API:

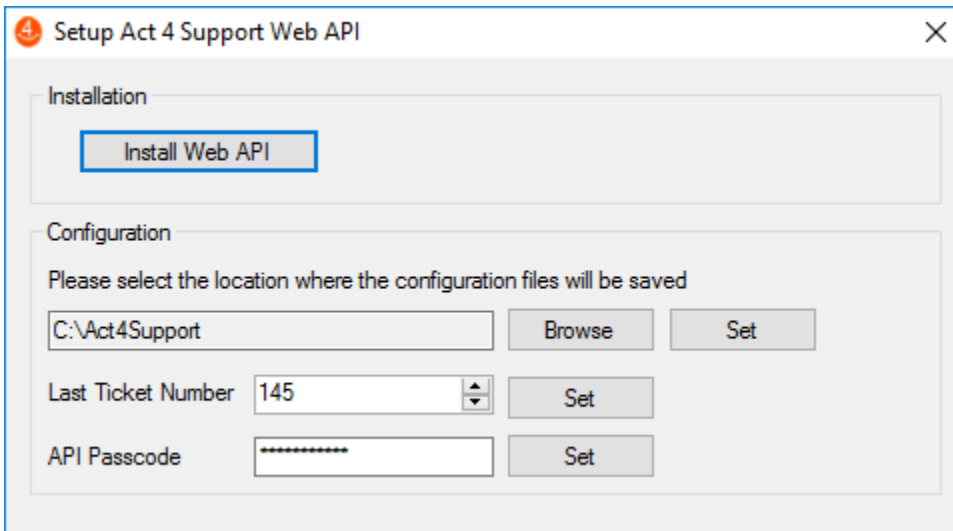
(Check with your Administrator if you will be using an existing Website or not)



11. Click **Install**

12. Configuration:

- a. Select the Location where the configuration Files will be saved: Click **Set**
- b. Set the Last Ticket Number: Click **Set**
- c. Set API Passcode: Click **Set**



13. Click **OK**

