



c360 Customer Portal Remote Install Assistance

The c360 Customer Portal Remote Install Assistance offering provides the technical assistance necessary to get the c360 Customer Portal up installed and running. This offering includes 5 technical support incidents for follow-up assistance beyond the guided installation. Using a remote access tool, c360 Solution support professionals work with your internal personnel to successfully complete all necessary installation steps. Remote access tools enable c360 Solution support professionals to install the c360 Portal Components on any server that can access to the internet via HTTP.

Remote Install Assistance includes the installation of the following c360 Portal Components:

1. c360 Portal CRM User Interface
2. c360.Portal.ActivityMonitor COM+ Application
3. c360 Portal Database
4. c360 Portal Web Services Interface
5. c360 Portal User Interface

Upon completion of the remote installation process, the following functionality will be present and verified:

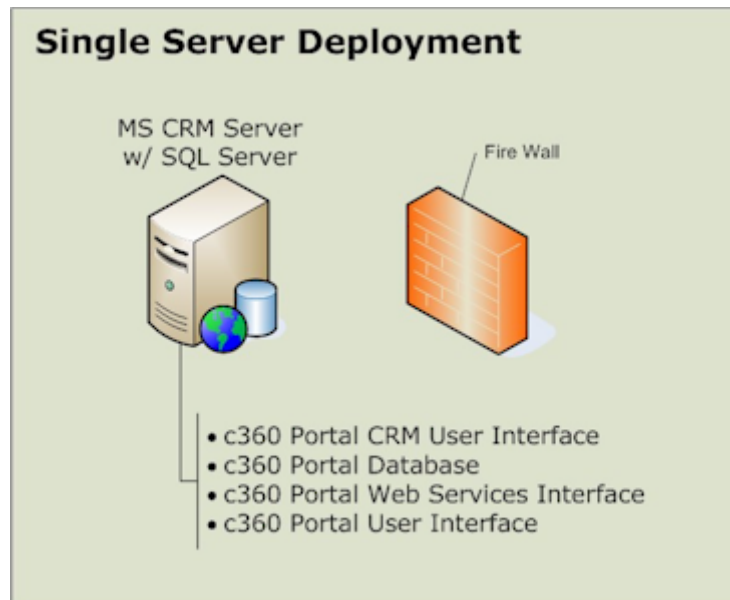
1. Ability to invite CRM Contact to join the Portal
2. Portal User can accept invitation and log into the Portal
3. Portal User can edit the corresponding Contact record in CRM
4. Portal User can create and view service cases
5. Portal User can create and view CRM Activities against a service case
6. Notification emails are sent to the Portal User in response to CRM Activities created on a service case by a CRM User
7. Notification emails are sent to the CRM User in response to CRM Activities created on a service case by a Portal User
8. Ability to selectively publish KB Articles to the Portal
9. Ability for a Portal User to search KB Articles via the Portal

Deployment Scenarios

There are four deployment scenarios supported by c360 Solutions.

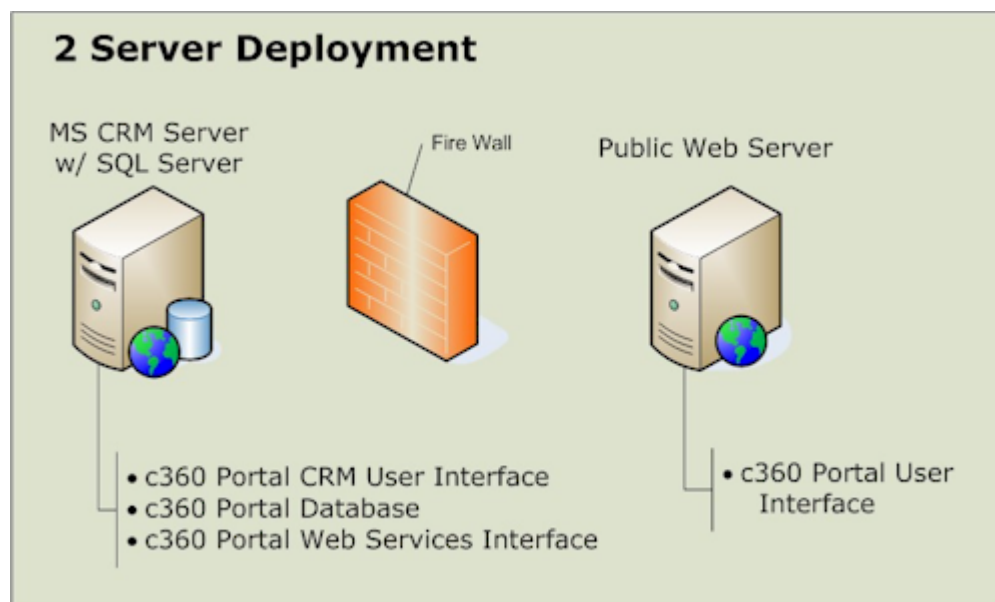
Single Server Deployment

In a single server deployment, all three setups are run on the same physical machine.



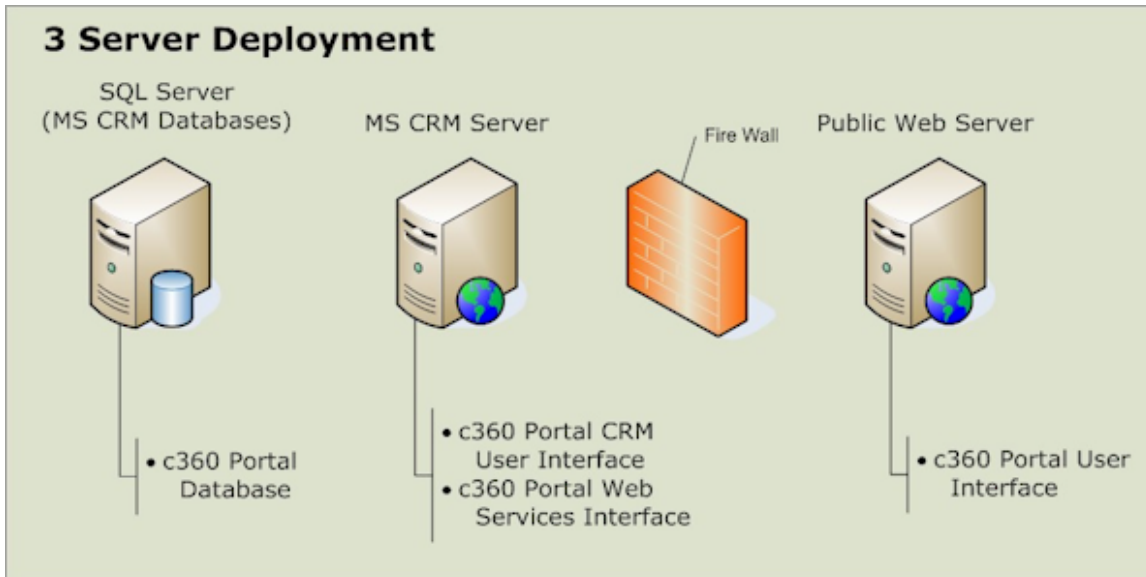
Two-Server Deployment

In a two server deployment scenario, the c360 Portal User Interface is installed on a machine outside the corporate LAN while the remaining components are installed on a single server on the LAN behind a firewall.



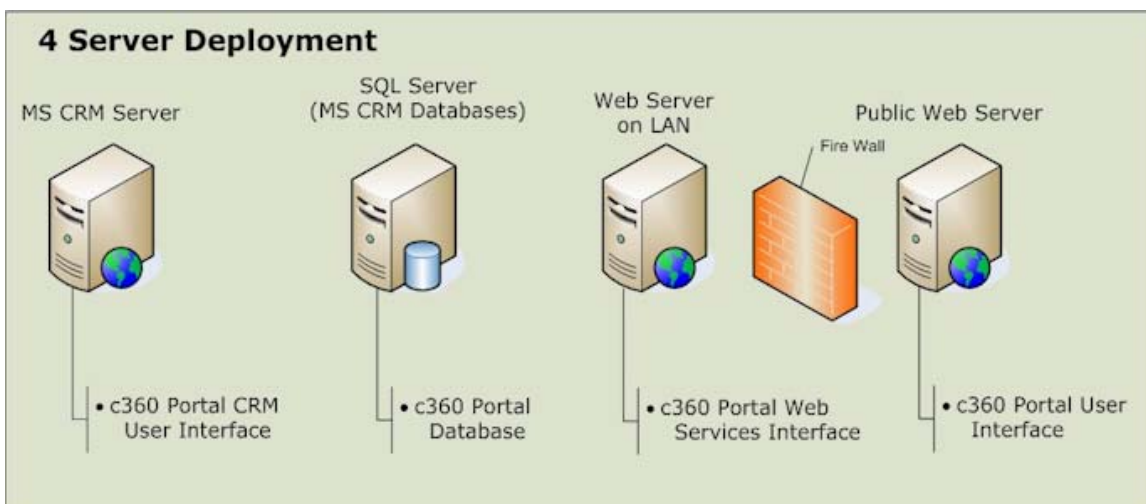
Three-Server Deployment

In a three server deployment scenario, the c360 Portal User Interface is installed on a machine outside the corporate LAN. The c360 Portal CRM User Interface and the c360 Portal Web Services Interface are installed on a web server on the LAN. The 'c360 Portal Database' created by the c360 Portal CRM User Interface setup exists on a separate SQL Server machine.



Four-Server Deployment

In a four server deployment scenario, the c360 Portal User Interface is installed on a machine outside the corporate LAN while the remaining c360 Portal components are each installed on separate servers inside the LAN.





Prerequisites

In order for the Remote Install Assistance process to run smoothly, a working environment is required prior to starting.

The following items are required:

- Functioning installation of Microsoft CRM
- Server machines up to date with latest Microsoft Security Updates
- A login with Domain Administrator privileges
- Server machines able to access the internet via HTTP
- Propagated DNS Entries for the Public Web server

The Remote Install Assistance does not include:

- Troubleshooting of network communication issues between servers
- Administration or configuration of public web server
- Customization of Header and Footer of c360 Portal User Interface
- Configuring the SMTP server
- Configuring of a firewall settings

Information

For more information on the Customer Portal Remote Install Assistance, contact c360 Solutions at:

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