

**Hi Life Help Desk by Sai Software Consultants, Inc.  
Shareware Agreement & Order Information  
February 8, 1995**

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**1. Introduction:**

Thank you for downloading the Hi Life Help Desk. By reading the remainder of this document, we hope that you will experience a happy and exciting "test drive".

The Hi Life Help Desk software includes many of the same features and functionality included in other software costing several thousands of dollars, but at only a fraction of the cost.

**Help Desk Features:**

- Client / Server architecture currently supports Microsoft Sql Server and Gupta SqlBase databases.
- Tracking and logging of problem calls.
- Assistance with assigning a problem call to an appropriate technician.
- Online access to problem workstation hardware & software configuration. (When used with PC-ScanR).
- Supports concurrent problem logging from multiple help desks. (When used with Microsoft Sql Server or an upgraded version of the Gupta SqlBase database.)
- Multi-level application security.
- Technician notification by pager (when used with PC-Anywhere), internal Hi Life e-mail, or any external e-mail system that supports MAPI messaging, such as Microsoft Mail.
- Quick look-up and query processing is supported on most of the major data entry screens.
- Built-in "knowledge base" functionality to quickly solve recurring problems. (Knowledge base information must be manually maintained by the Help Desk staff.)

**Help Desk Benefits:**

- Reduce overall response time from receipt of problem to final resolution.
- Reduce phone tag between the Help Desk operator and the assigned technicians.
- Help Desk operators now have the ability, with use of the knowledge base, to immediately resolve minor problems over the phone.
- Optimization of technician time.
- Identify and isolate educational training needs.
- Eliminate stacks of paper, job tickets, and loose notes.
- Improve overall Help Desk productivity.

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**2. Computing Requirements:**

Hi Life was designed as a true Client / Server software system which makes use of SQL relational databases for storage and Windows graphical user interface screens for running the software.

Included in this distribution package are all of the required program files, along with a free copy of the Gupta single-user, multi-tasking, SqlBase Windows database engine. Please note the following limitations:

- A. This free version of the SqlBase database engine will allow you to store a maximum of only 5 Mb. of data. When you register your software we will provide you with additional purchase order information for upgrading your database engine.
- B. This version of the Hi Life Help Desk software will allow a maximum of 25 "Problem Logs" to be entered. When you register your software we will provide you with the unlimited version of the software along with the user manual.

Windows Client / Server applications are extremely resource intensive and can easily bog down older 386 PC's with slower processors and limited memory. Therefore, the **minimum computer configuration** required to run this application includes:

- A. A 486 / 33 PC, with 8 Mb. of RAM, and 100 Mb. of Hard Disk space.
- B. Microsoft Windows 3.1, and DOS 5.0

The **recommended computer configuration** includes:

- A. A 486 / 66 PC, with 16 Mb. of RAM, and 200 Mb. of Hard Disk space.
- B. Microsoft Windows 3.1, and DOS 6.2 running Microsoft MemMaker.

Network Note:

Although this application is "network enabled", the installation notes included in this documentation assume that the "limited demo" application software and database engine will both be installed locally on the PC workstation. Therefore, there is no requirement for any particular network cabling or network software.

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**3. Shareware Information:**

The Hi Life Help Desk software is Shareware, (not "Freeware"), and if you use this software regularly we strongly encourage you to comply with your legal obligation by registering it at the completion of your 30 day evaluation "road test". With registration you will receive the following additional benefits:

- A. The current "unlimited" version of the Hi Life Help Desk software.
- B. A comprehensive printed user manual.
- C. Eligibility for product support.
- D. Purchase order information for upgrading the free SqlBase database engine.

Please refer to the Shareware license agreement located in this document.

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**4. Product Support:**

Although we hope your use of our software will be enjoyable and trouble-free, we understand that problems may arise. In most cases your problems may be resolved by referring to the online help facility and the user manual.

In the event that you need to contact us for additional technical support, you may contact us with your problem via e-mail on CompuServe and the Internet at the address listed below, or by Fax. Please note that technical support will be provided only if you have registered your software, and that technical support will be charged to your credit card at a rate of \$50 per incident, except for problems that we can identify as "software bugs".

CompuServe address:	76231, 2722
Internet address:	saisoft@phoenix.phoenix.net
Fax number:	(713) 358-8952

In your e-mail or fax, the following required information must be included:

- A. The name and phone number (either personal name or business name) that was used to register your software.
- B. The person we should contact when responding to the problem.
- C. The contact person's phone number (including area code), and e-mail address or fax number.
- D. A description of the problem, including the complete sequence of steps that led up to the problem.
- E. Your credit card type, and credit card number.

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**5. Order Form:**

TO: Sai Software Consultants, Inc.  
2313 Timber Shadows, Suite 200  
Kingwood, TX 77339  
Fax: (713) 358-8952

FROM: Name: \_\_\_\_\_  
Company: \_\_\_\_\_  
Address: \_\_\_\_\_  
City: \_\_\_\_\_  
State / Zip: \_\_\_\_\_  
Country: \_\_\_\_\_  
Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Today's Date: \_\_\_\_\_

User Seats:

1 to 5 ..... at \$250 each: Seats \_\_\_\_\_ x \$250 = \_\_\_\_\_

6 to 10 ..... at \$200 each: Seats \_\_\_\_\_ x \$200 = \_\_\_\_\_

Greater than 10 ("Site License") ..... Please write or call for pricing.

Shipping & Handling:

(1st class mail) US & Canada \$7.50 / seat \_\_\_\_\_

Outside US & Canada \$15.00 / seat \_\_\_\_\_

Texas mailing addresses please add applicable state tax \_\_\_\_\_

Total Enclosed U.S. Funds U.S.\$ \_\_\_\_\_

MasterCard \_\_\_\_ or VISA \_\_\_\_ Expiration Date \_\_\_\_\_

Card Number: \_\_\_\_\_

Card Holder's Signature: \_\_\_\_\_

TERMS:

MasterCard, VISA, Check or Money Order drawn on a U.S.A. bank in U.S.A. funds. Corporate Purchase orders (Net 30 days) accepted for software from large corporations within the USA & Canada. ALL LICENSES ARE PREPAID ONLY. ALL ORDERS OUTSIDE OF THE UNITED STATES AND CANADA MUST BE PREPAID. Please make remittance payable to: Sai Software Consultants, Inc. Prices and terms subject to change without notice.

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  - C. LIMITED WARRANTY. Sai Software warrants that the Software will perform substantially in accordance with the accompanying documentation for a period of ninety (90) days from the date Sai Software receives payment.

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- K. **ENTIRE AGREEMENT.** This Agreement together with any Sai Software confirmation letter constitute the entire agreement between Company and Sai Software which supersedes any prior agreement, including any prior license from Sai Software, or understanding, whether written or oral, relating to the subject matter of this Agreement. The terms and conditions of this Agreement shall apply to all orders



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submitted to Sai Software and shall supersede any different or additional terms on purchase orders from Company.

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**7. Installation Instructions:**

Please note that the Hi Life Help Desk software can be installed in a variety of configurations depending on the number of users, backend database brand, network type, and database server platform. However the following installation instructions should be used for a single user configuration where both the Hi Life Help Desk software and the Gupta SqlBase database engine will be installed on the same physical PC.

- A. Create a TEMP directory off the root of your C: drive, and move the downloaded HELPDESK.ZIP file into your TEMP directory.
- B. Create a HELPDESK directory off the root of your C: drive.
- C. Create a SQLBASE directory below the HELPDESK directory on your C: drive.
- D. Create a HILIFE directory below the SQLBASE directory on your C: drive.
- E. After completing the previous steps, your directory structure should be as follows:  
  
C:  
C:\TEMP  
C:\HELPDESK  
C:\HELPDESK\SQLBASE  
C:\HELPDESK\SQLBASE\HILIFE
- F. In the TEMP directory, unzip the HELPDESK.ZIP file. After this step is completed, five files will have been extracted; 1) the README.WRI document, 2) EXE.ZIP, 3) SQLBASE.ZIP, 4) HILIFE.ZIP, and 5) HILIFE.INI. The original HELPDESK.ZIP download file can be backed up and deleted at this point.
- G. Move the EXE.ZIP file from the C:\TEMP directory to the C:\HELPDESK directory. Unzip the EXE.ZIP file and then delete the EXE.ZIP file.
- H. Move the SQLBASE.ZIP file from the C:\TEMP directory to the C:\HELPDESK\SQLBASE directory. Unzip the SQLBASE.ZIP file and then delete the SQLBASE.ZIP file.
- I. Move the HILIFE.ZIP file from the C:\TEMP directory to the C:\HELPDESK\SQLBASE\HILIFE directory. Unzip the HILIFE.ZIP file and then delete the HILIFE.ZIP file.
- J. Move the HILIFE.INI file from the C:\TEMP directory to the C:\WINDOWS directory.
- K. Modify your Autoexec.Bat file to include a Path for C:\HELPDESK\SQLBASE.
- L. Create a new Windows program icon for the Hi Life Help Desk to execute program name C:\HELPDESK\

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SAIMN001.EXE.

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M. Now you can re-boot your computer, and you are all set to run the Hi Life Help Desk.

N. Double-click on your new Hi Life icon. In a few seconds a user login dialog box will be displayed. For the user name enter: LIFEUSER. For the user password enter: LIFEUSER. You're now on your way to improving the productivity and efficiency of your Help Desk.

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**8. Known Problems and Miscellaneous Notes For Version 2.3:**

1. \*\*\* IMPORTANT \*\*\*
  - a. Please doublecheck and make sure the directory names you created are spelled exactly correctly.
  - b. Please doublecheck and make sure the ZIP files have been deleted from the HELPDESK, SQLBASE, and HILIFE directories.
  - c. If the previous steps have not been performed correctly, then the Help Desk program will not be able to open the database, and other errors may occur. Thank you.
2. On the initial login screen, after typing the user login id and password and pressing the Logon pushbutton, the hourglass "wait" indicator will occasionally not turn off by itself. If the login process appears to be taking an unusually long time, simply move your mouse and this will turn off the hourglass.
3. When saving a new "log request", the system will be able to remember the "Help Desk Group Name" automatically for the next entry if the user first goes to the "User Preferences / Screen Preferences" screen and saves his system preferences. This will create a record for the current user where certain preference information can be stored. Note that if the current user has not been setup as a "Help Desk Operator" on the "Help Desk Utilities / Help Desk Profile" screen, then no Help Desk names will be displayed on the "Help Desk Group Name" drop-down combo-box.
4. On the Advice screen, the Query menu option will try to find all of the known problems that you have previously stored in the database on the Advice screen and which match the value of the current Call Category that is displayed on the Advice screen. If you are not getting any results displayed after running a query, then try erasing the current Call Category value that is displayed on the Advice screen, and try the Query option again.
5. When creating new users on the "System Administration / User Maintenance" screen, the login id for that new user will be his "User ID" code that was entered on this screen, and the password will be the same as the login id.