The current version for Installation and Update of MAC OS X C-Monitor client can be always found in the section <u>Download</u> [1].

1ER MONITOR

The installation is carried out through a standard *.PKG* package. For Mac OS X, installations are often performed by distributing the program directly in the form of application package, which is copied to the selected place, usually to */Applications.* We've decided not to use this option, because C-Monitor client is a system application and it needs to be registered as a service, and is constanly running in the background, for which we need to copy files into system directories

The installation is launched by double-clicking on the package file, which is displayed on the next image, and it consists of several steps.

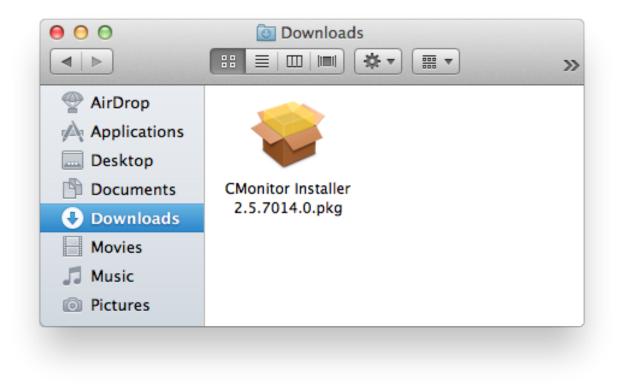


Image: Stiahnutý inštalačný balíček

In the first step of the installation, it's necessary to enter login data of a user with admin authorizations.



00	🥪 Install CMonitor							
	Welcome to the CMonitor Installer							
Introduction								
License	You will be guided through the steps necessary to install this software.							
Destination Select	install this software.							
Installation Type								
Installation								
Summary								
	Go Back Continue							

Image: Prvé okno po spustenej inštalácii

Mac OS X since version 10.7 and higher, doesn't contain standardly pre-installed Java. After C-Monitor client installation, the Java installer will run automatically. If it doesn't start for any reason, you must log out the user, and then login again.



	To open "CMonitor GUI," you need a Java runtime. Would you like to install one now?						
	Note: Use of this software is subject to the Software License Agreement applicable to the software you are downloading. A list of Apple SLAs may be found here: <u>http://www.apple.com/legal/sla/</u>						
	Not Now Install						

Image: Po zdetekovaní chýbajúcej Javy sa zobrazí výzva na jej inštaláciu

If there's not yet a valid C-Monitor license on the given computer, then the registration process will run automatically after the installation is completed.

The registration runs in three steps.

After the initial screen, you must enter login information to the CM sever, where the C-Monitor's installation is going to be registered.





Image: Výzva C-Monitora na registráciu klienta na serveri



CM Server URL cmportal.eu Login cmuser Password •••••••	C Monitor	Product Registration
CM Server URL cmportal.eu Login cmuser Password ••••••	Withitton	Version 2.5.7011.22
Login cmuser Password ••••••		step 1/3
Login cmuser Password ••••••	CM Server URL	cmportal.eu
	Login	
Cancel	Password	
Cancel		
		Cancel Login
Concel	Cancel	Denvious
Cancel Previous Next	Cancel	Previous

Image: Prihlásenie na CM portál

In the second step, you'll select the customer and the computer's designation (CM-ID).



000	Product Registration	
CMonit	Version 2.5.7011.22	
	step 2/3	ł
CM Server	sm.se.sk	
Customer	IT Services, s.r.o. \$	
Computer type	Desktop \$	
Computer ID	SEA PC 08 🔻 🎯	
Cancel	Previous	

Image: Registrácia C-Monitora pod konkrétnym zákazníkom

In the third step, you'll fill out additional registration information, such as user name, email, tel. contact etc.



000	Product Registration
CMonitor	Version 2.5.7011.22
	step 3/3
License type	Desktop STANDARD \$
Priority	Normally used (e.g. workstation)
User of this computer	Jan Novak
Email	jan.novak@email.com
Phone number	
Computer location	
Cancel	Previous Register

Image: Doplňujúce položky pre registráciu PC

When the registration is completed, it's good to verify the function of communication between the C-Monitor client and the CM server.

Correct communication can be verified either by looking into C-Monitor's logs, or through CM portal.

1. Verification of functional communication by looking into C-Monitor client's logs

The log files are saved in the directory */var/log/cmonitor*. To view these logs, you may use the application *Console*.



00	Cmonitor.0.log								
WARKER W7756 Hide Log List Move to Ti	cash Clear Display Reload Ignore Sender Filter	×							
/Library/Logs	07.04.2012/16:58:05 INFO HttpThread: req:0/0k/Communication established. 07.04.2012/16:58:06 INFO HttpThread: req:1/0utbox/0k								
▼ /var/log	07.04.2012/16:58:36 INFO HttpThread: req:2/0k								
	07.04.2012/16:59:07 INFO HttpThread: req:3/0k								
▼ cmonitor	07.04.2012/16:59:37 INFO HttpThread: req:4/0k								
cmonitor.0.log	07.04.2012/17:00:07 INFO HttpThread: req:5/0k								
cmonitor.0.log.lck	07.04.2012/17:00:37 INFO HttpThread: req:6/0k 07.04.2012/17:01:07 INFO HttpThread: reg:7/0k								
online_system_info.0	07.04.2012/17:01:37 INFO HttpThread: req:8/0k								
	07.04.2012/17:02:07 INFO HttpThread: req:9/0k								
online_system_info.0	07.04.2012/17:02:37 INFO HttpThread: req:10/0k								
apache2	07.04.2012/17:03:08 INFO HttpThread: req:11/0k								
	07.04.2012/17:03:38 INFO HttpThread: req:12/0k								
CDIS.custom	07.04.2012/17:04:08 INFO HttpThread: req:13/0k								
▶ cups	07.04.2012/17:04:38 INFO HttpThread: req:14/0k 07.04.2012/17:05:08 INFO HttpThread: req:15/0k								
	Size: 6 K8								

## Image: Zobrazenie Logov C-Monitora

If the communication is functional, the log displays messages such as:

- 22.11.2010/17:29:56 INFO HttpThread: req:1/Ok
- 22.11.2010/17:30:02 INFO HttpThread: req:2/Ok
- 22.11.2010/17:30:07 INFO HttpThread: req:3/Ok
- 2. Verification of functional communication of C-Monitor client on CM portal

Search the newly-registered computer on CM portal, in the section *Admin zone -> Computers ->* find it through the upper filter, e.g. by entering the CM-ID which has been generated at the client's registration. For a running computer, the identifier of online connection will be highlighted in blue.

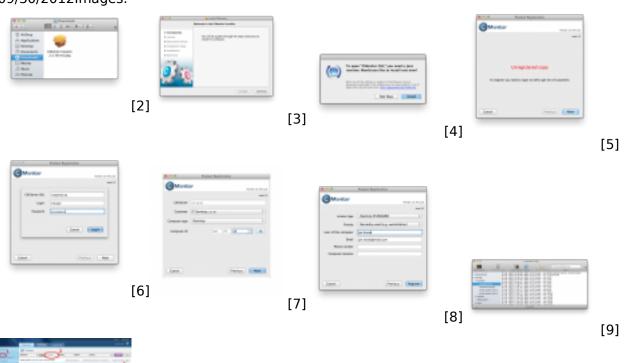
		Admin a	zóna	Prehlladanie a Vyhodnotenie	Custor	ner Desk					<b>7</b> Po Op	moc 👩 O erátor: Vlado	C
Havné menu	3	Po	čítače			2							
Addarosici Počítače Addarosily a evidencia HW	Spol	ečnosť		Počitač & Uniestrebie	compc06	Positivatef	Operator		Licencia			lfadať	×
Použivatelia	Zozn	am poči	tačov ( zobrazer	a 1 položka z celkov	ého počtu \$1 ]	Ex	ditovať označené	Odin	italovať C-Mo	onitor z označený	ch Zmaza	ť označené	<b>a</b> 9
Mőj profil Zákaznicke kontá	х	ld	CM-ID počítača	Meno počítača v sieti	Umiestnenie počitača	Používateľ	Spoločnosť	Aktuálny stav	Licencia	Posl. odoslaný email do CM	Post of li spojenie s CN	<b>3</b>	
Použivatelská história Admin. nástroje		6318	COMPON	cmonitor-ubil			TestCompany - vyvoj CM LINUK	Funktný	Server / Desktop PREMIUM	23. Nov 2010 18:08:17	23. Nov 2010 19:24:59	Pretted	Editova
Initabice a skripty C-Image nastavenie Udržavanie PC													
C-Monitor klient													
Nastavenia C-Monitora na PC													

Image: Zobrazenie online spojenia na CM portáli

The installation package, as well as the upgrade package, may be downloaded in the



## section <u>Download</u> [1]. Date: 09/30/2012Images:



[10]

## Links

[1] https://customermonitor.co/download

[2] https://customermonitor.co/sites/default/files/Install%2001%20Ready.png

- [3] https://customermonitor.co/sites/default/files/Install%2002%20Start.png
- [4] https://customermonitor.co/sites/default/files/Instalacia%20Javy.png
- [5] https://customermonitor.co/sites/default/files/RegStep1.png
- [6] https://customermonitor.co/sites/default/files/RegStep1Pass.png
- [7] https://customermonitor.co/sites/default/files/RegStep2\_0.png
- [8] https://customermonitor.co/sites/default/files/RegStep3.png
- [9] https://customermonitor.co/sites/default/files/Prezeranie%20logov.png
- [10] https://customermonitor.co/sites/default/files/Overenie%20funkcnosti\_0.png