

2009

ManageEngine IT360

Installation Guide

In case you have any queries or request, send us an email to it360-support@manageengine.com.

1. Introduction

ManageEngine IT360 is an integrated business service management solution for enterprises providing you with in-depth visibility into your business IT infrastructure. ManageEngine IT360 covers a wide range of services such as application performance management, in-depth monitoring of performance and availability of network devices, network traffic flow and provide you with real-time network behavior and its impact on your business services. Its ITIL based service desk offers best practices to make sure that your IT Services are available 24x7x365.

Before proceeding with installing ManageEngine IT360, take a look at system requirements.

2. System Requirements

In order to install ManageEngine IT360 you need to ensure that you meet the minimum system requirements in order for ManageEngine IT360 to function effortlessly.

Minimum:

Processor	2 GHz Dual Core Processor
RAM	8 GB
HDD	250 GB
OS	32-bit Windows Server 2003 / 2008 Enterprise Edition
Browsers	IE 7.0 or Firefox 3.x and above

Recommended:

Processor	2 GHz Quad Core Processor
RAM	16 GB
HDD	250 GB
OS	32-bit Windows Server 2003 / 2008 Enterprise Edition
Browsers	IE 7.0 or Firefox 3.x and above

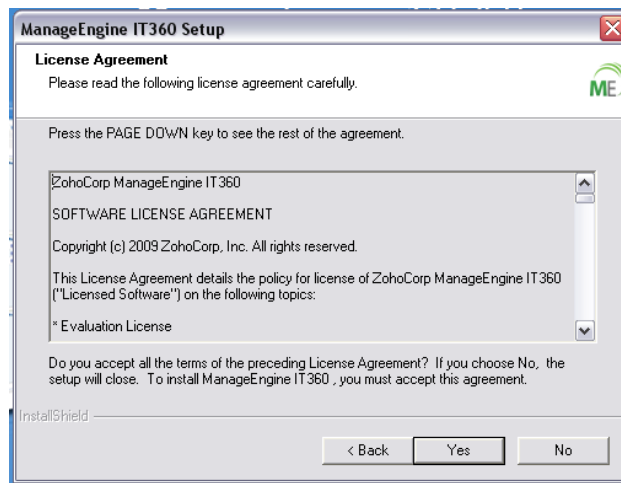
3. Installing ManageEngine IT360

[Download](#) the latest version of ManageEngine IT360 from our website or use the link that has been sent to you via email and save it to your hard disk. Once you have ensured that the system meets the [system requirements](#), you are now ready to install ManageEngine IT360.

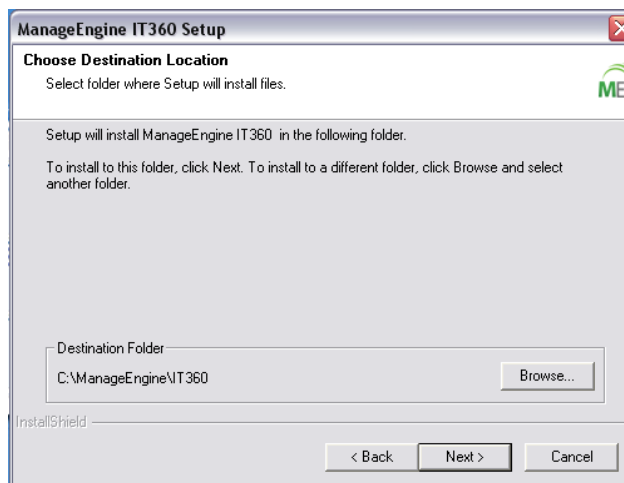
Double click on **exe** file to start the installation process.



Once the installation starts, read through the License Agreement and then click **Yes** to accept it to proceed to installation folder.



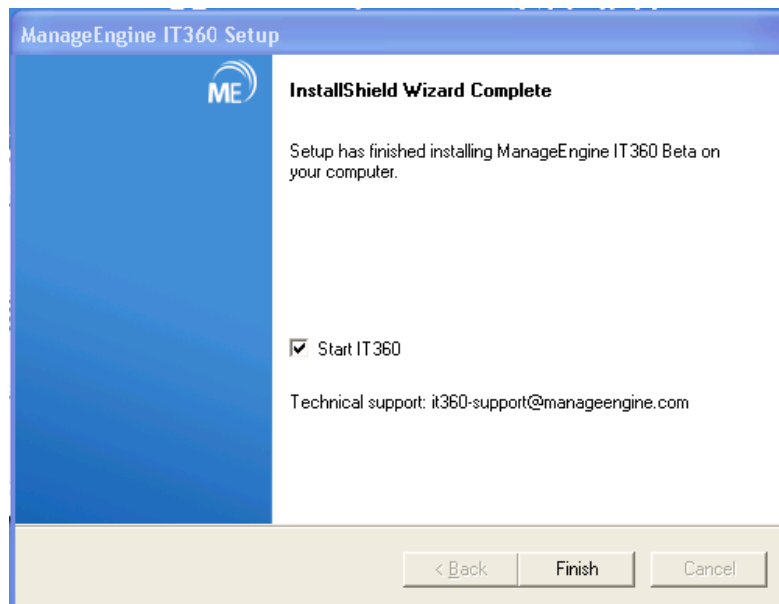
Select your installation folder and then click **Next** to complete installation.



You can also select the port in which you would like to run ManageEngine IT360 server. However, ensure that you have following ports free before continuing installation since some of the components require these ports to function properly.

- 1100, 2001, 8005, 8009, 8100, 8200, 8300, 8400, 32266, 33366, 35566 and 37766

Click **Next** to complete installation. Once installation completes, you are given an option to start ManageEngine IT360 server or click **Finish** to finish the installation.



Note: ManageEngine IT360 is installed as Windows service.

4. Uninstalling ManageEngine IT360

There are three ways to uninstall ManageEngine IT360. You can follow any one of the methods to uninstall the product.

- Uninstall by running the install exe file
- Uninstall through Windows Add/Remove Programs
- Uninstall through Start Menu in Windows

4.1. Uninstall by Running the Install Exe file

Double click on the exe file of ManageEngine IT360

It will ask you if you would like to uninstall ManageEngine IT360 now.

Click **Yes** to proceed with un-installation.

4.2. Uninstall through Windows Add/Remove Programs

Go to your **Control Panel** in Windows system.

Double click on **Add/Remove Programs** option.

It will display the list of programs installed in the system. Select ManageEngine IT360 and click **Uninstall**.

4.3. Uninstall through Start Menu in Windows

Try the following steps:

Start > All Programs > ManageEngine IT360 > Uninstall

All three un-installation methods will remove ManageEngine IT360 from your system. However, the following folder will remain in your Program Files. You would need to manually remove them.

C:\ManageEngine\IT360

In case you face any issue while installing or un-installing the product, kindly contact ManageEngine IT360 support at it360-support@manageengine.com with the error response you get while performing the operation and we will try to respond to you as soon as possible.

5. Reference for ManageEngine IT360

You can also refer to the online help document available in .zip format. You can download it, unzip to a location and use it to configure and utilize ManageEngine IT360. Some helpful references for using ManageEngine IT360 are given below:

- [ManageEngine IT360 Features](#)
- [ManageEngine IT360 Product Overview \(PDF\)](#)
- [Getting Started Guide \(PDF\)](#)
- [Online Help Document \(zip format\)](#)
- [Request Technical Support](#)
- [Request Personalized Demo for ManageEngine IT360](#)
- [ManageEngine IT360 Blog](#)
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System Requirements:

Recommended – 2GHz Quad Core Processor, 16 GB RAM, 250GB HDD, 32-bit Windows 2003/2008 Server Edition; Web client: IE 7.0 & above – Firefox 3.0 & above.

Minimum – 2GHz Dual Core Processor, 8 GB RAM, 250GB HDD, 32-bit Windows 2003/2008 Server Edition; Web client: IE 7.0 & above – Firefox 3.0 & above.