

The current version for Installation and Update of MAC OS X C-Monitor client can be always found in the section [Download](#) [1].

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 constantly 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.

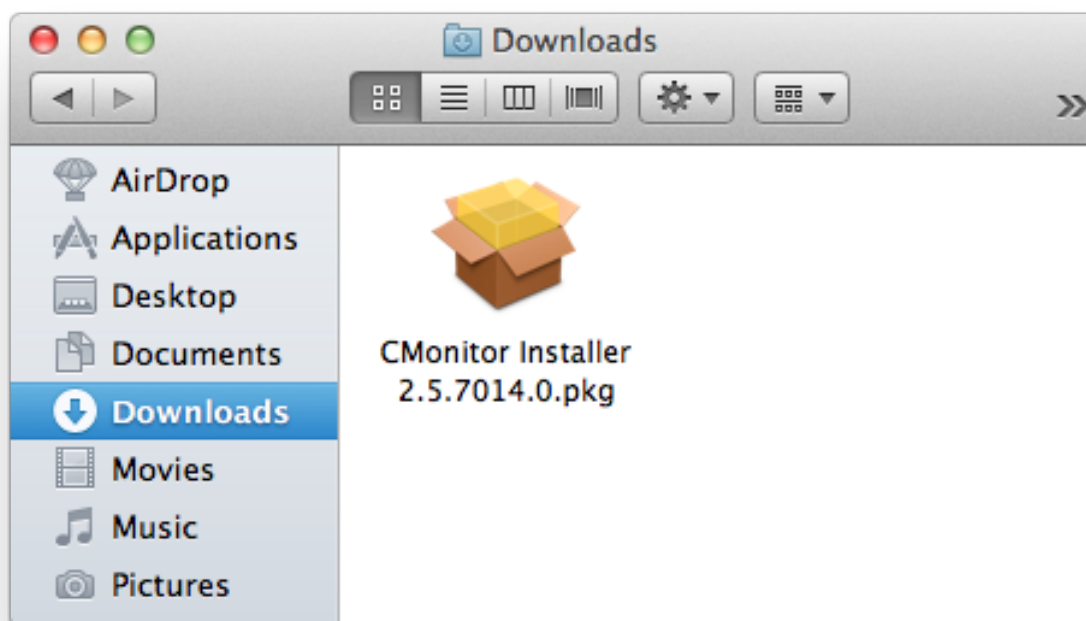


Image: Stiahnutý inštalačný balíček

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

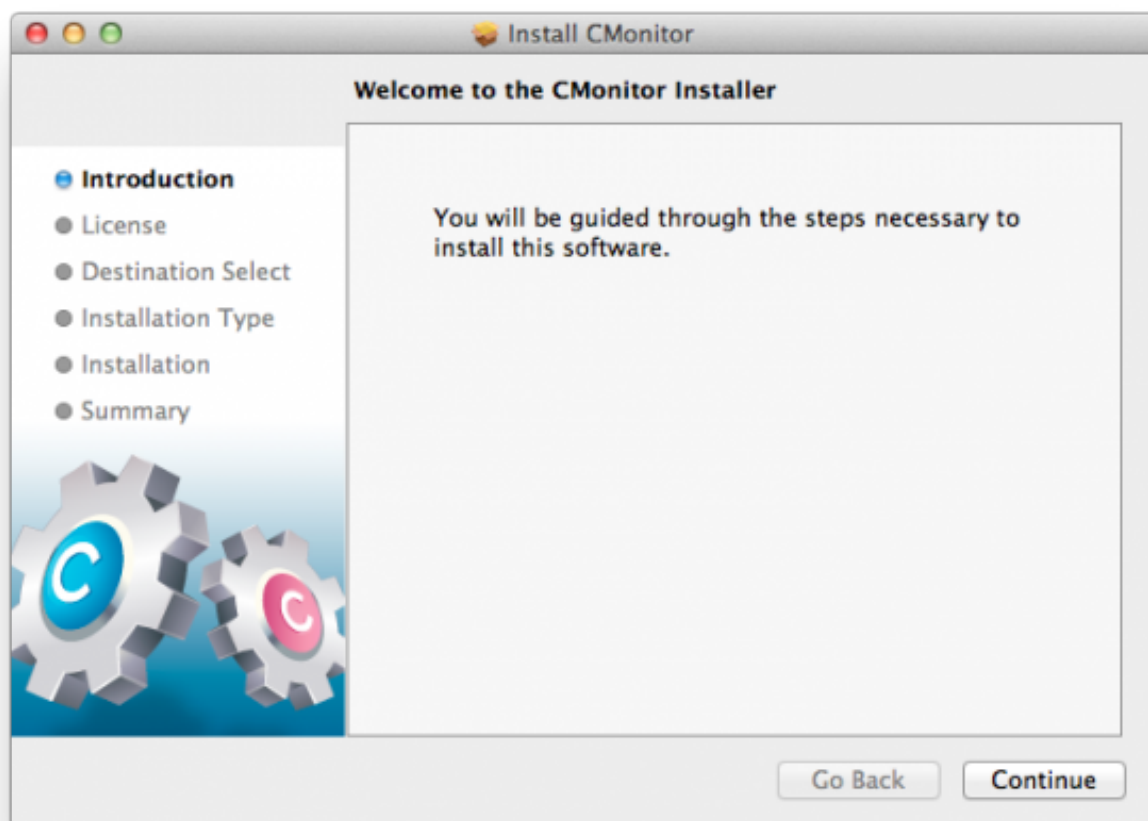


Image: Prvé okno po spustenej inštalácii

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.

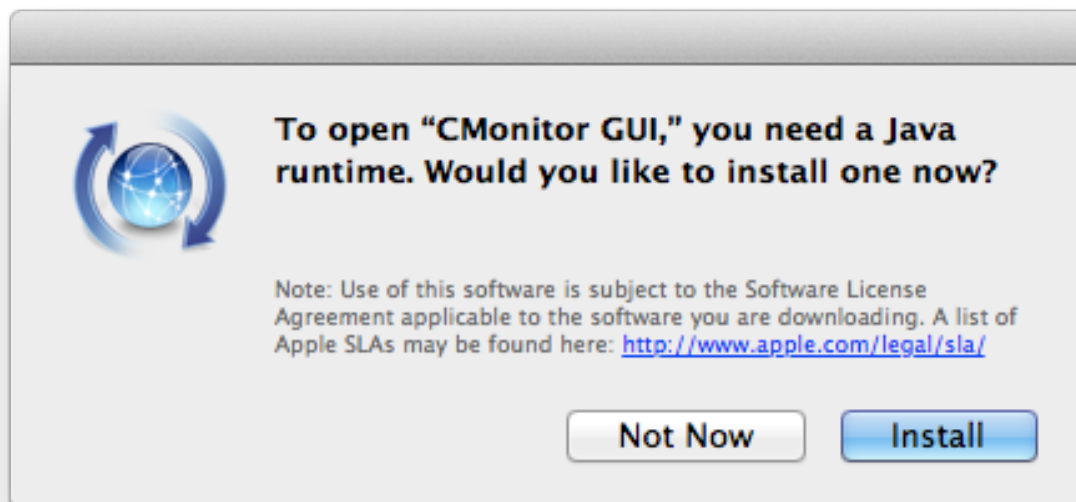


Image: Po zdetekovaní chýbajúcej Javy sa zobrazí výzva na jej inštaláciu

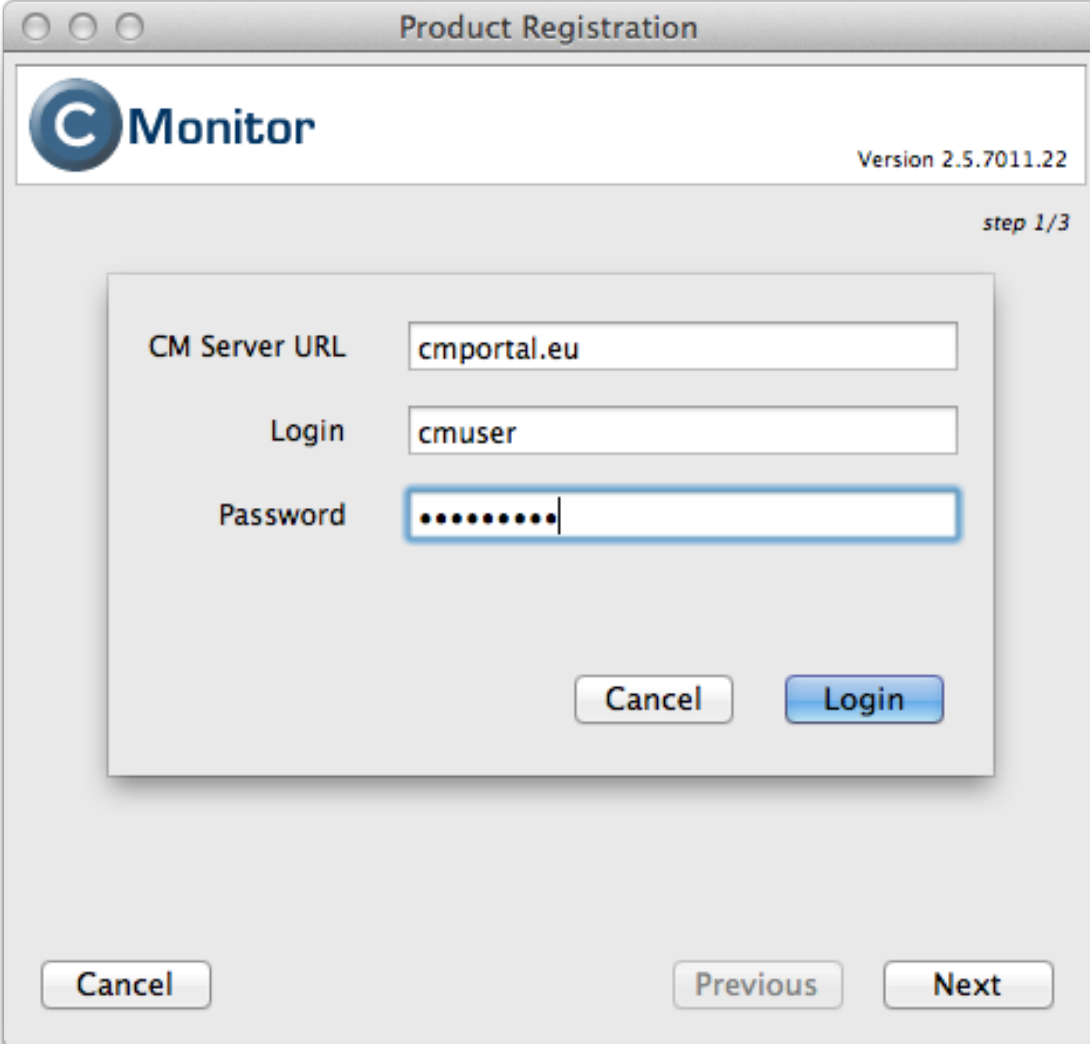
If there's not yet a valid C-Monitor license on the given computer, then the registration process will run automatically after the installation is completed.

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



The image shows a 'Product Registration' dialog box for 'Customer Monitor'. The window title is 'Product Registration'. Inside the window, the 'Customer Monitor' logo is on the left, and 'Version 2.5.7011.22' is on the right. Below the logo, it says 'step 1/3'. The main area contains a smaller dialog box with three input fields: 'CM Server URL' with the value 'cmportal.eu', 'Login' with the value 'cmuser', and 'Password' with a masked password '.....'. Below these fields are 'Cancel' and 'Login' buttons. At the bottom of the main window are 'Cancel', 'Previous', and 'Next' buttons.

Product Registration

C Monitor Version 2.5.7011.22

step 1/3

CM Server URL

Login

Password

Cancel Login

Cancel Previous Next

Image: Prihlásenie na CM portál

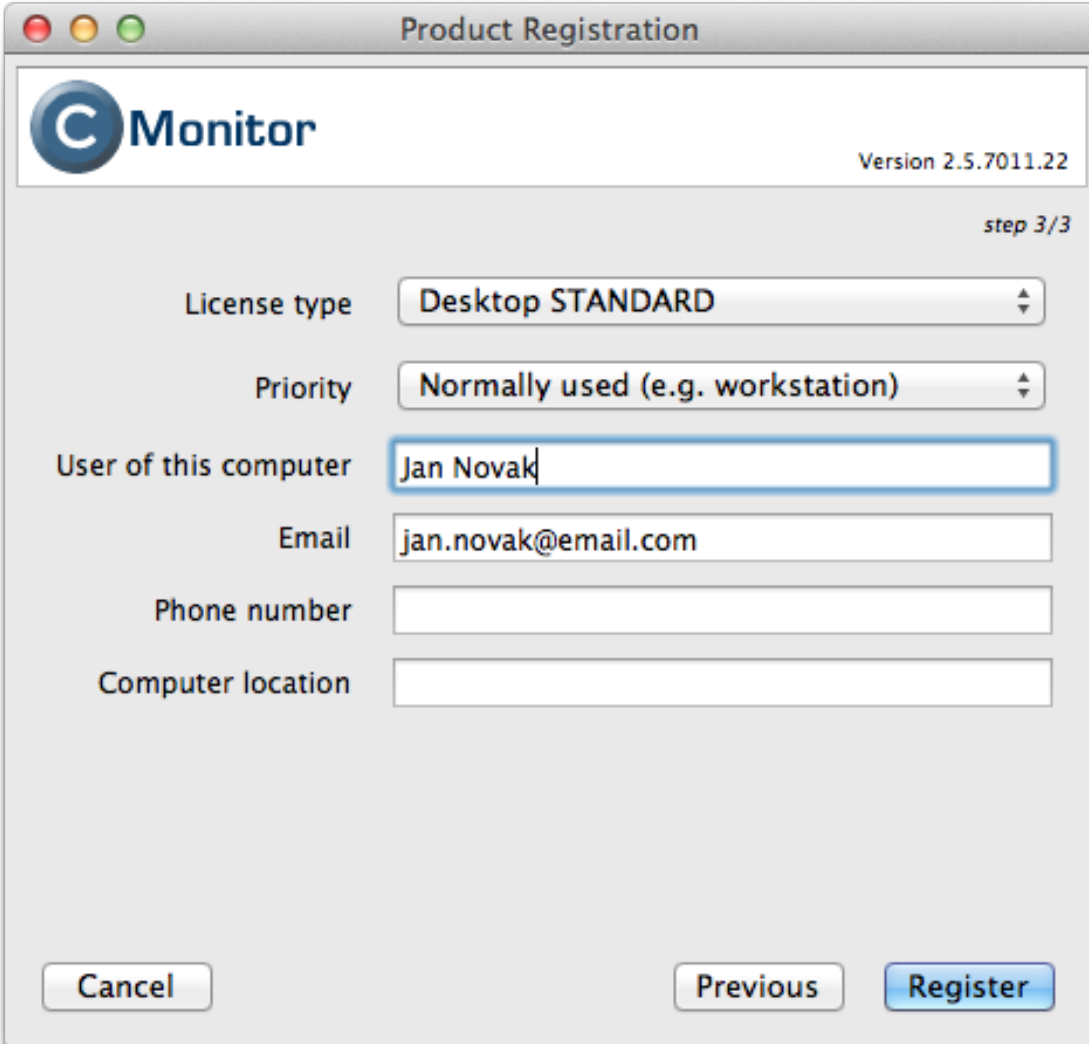
In the second step, you'll select the customer and the computer's designation (*CM-ID*) .

The screenshot shows the 'Product Registration' window for C-Monitor, version 2.5.7011.22. It is at 'step 2/3'. The window contains the following fields and controls:

- CM Server:** A text input field containing 'sm.se.sk'.
- Customer:** A dropdown menu showing 'IT Services, s.r.o.'.
- Computer type:** A dropdown menu showing 'Desktop'.
- Computer ID:** A section with three buttons: 'SEA', 'PC', and a dropdown menu showing '08'. There is also a refresh icon button to the right.
- Navigation:** At the bottom, there are three buttons: 'Cancel', 'Previous', and 'Next'.

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.



The screenshot shows a 'Product Registration' window for C-Monitor, version 2.5.7011.22, at step 3/3. The window contains the following fields and controls:

- License type:** A dropdown menu set to 'Desktop STANDARD'.
- Priority:** A dropdown menu set to 'Normally used (e.g. workstation)'.
- User of this computer:** A text input field containing 'Jan Novak'.
- Email:** A text input field containing 'jan.novak@email.com'.
- Phone number:** An empty text input field.
- Computer location:** An empty text input field.
- Buttons:** 'Cancel', 'Previous', and 'Register' (highlighted in blue) are located at the bottom.

Image: Doplnujúce 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*.

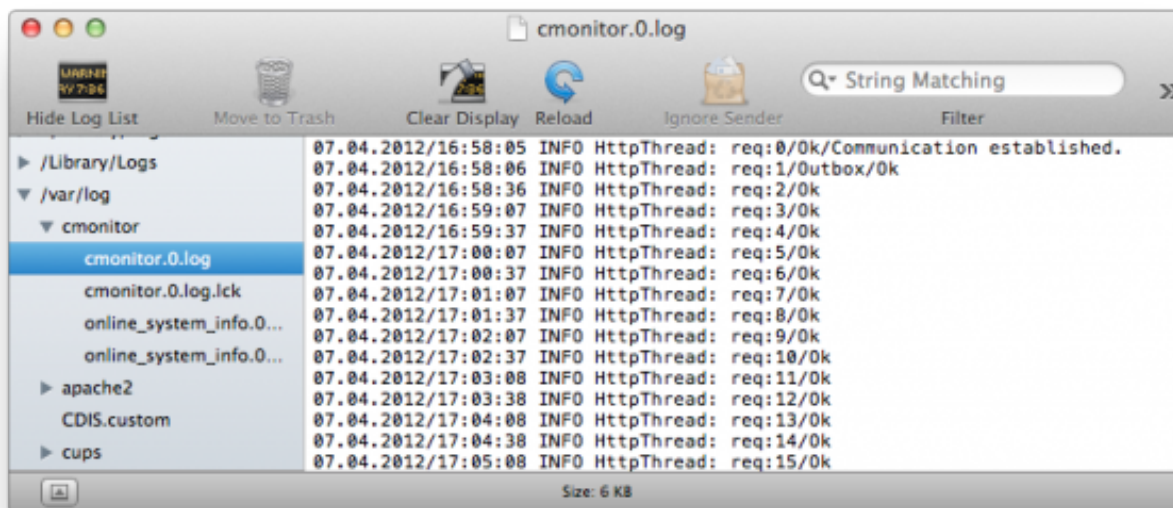


Image: Zobrazenie Logov C-Monitora

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.

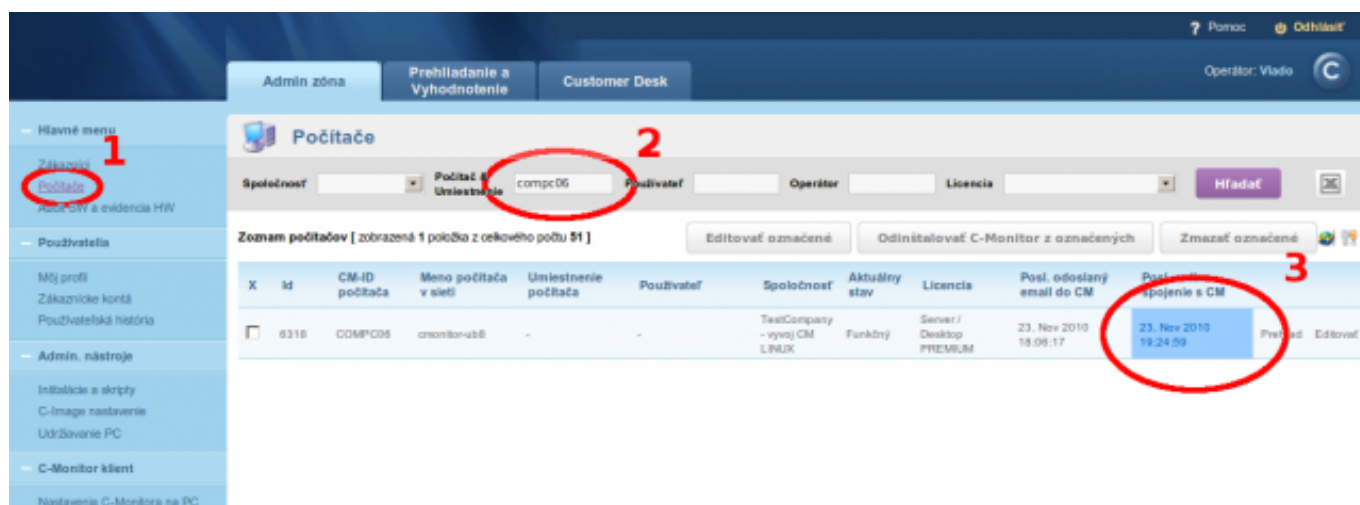


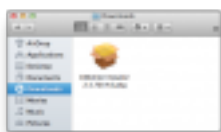
Image: Zobrazenie online spojenia na CM portáli

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

section [Download](#) [1].

Date:

09/30/2012 Images:



[2]



[3]



[4]



[5]



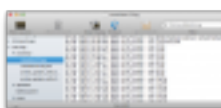
[6]



[7]



[8]



[9]



[10]

Links

[1] <https://www.customermonitor.eu/download>

[2] <https://www.customermonitor.eu/sites/default/files/Install%2001%20Ready.png>

[3] <https://www.customermonitor.eu/sites/default/files/Install%2002%20Start.png>

[4] <https://www.customermonitor.eu/sites/default/files/Instalacia%20Javy.png>

[5] <https://www.customermonitor.eu/sites/default/files/RegStep1.png>

[6] <https://www.customermonitor.eu/sites/default/files/RegStep1Pass.png>

[7] https://www.customermonitor.eu/sites/default/files/RegStep2_0.png

[8] <https://www.customermonitor.eu/sites/default/files/RegStep3.png>

[9] <https://www.customermonitor.eu/sites/default/files/Prezeranie%20logov.png>

[10] https://www.customermonitor.eu/sites/default/files/Overenie%20funkcnosti_0.png