

# DeskAlerts HTTPS Configuration Guide

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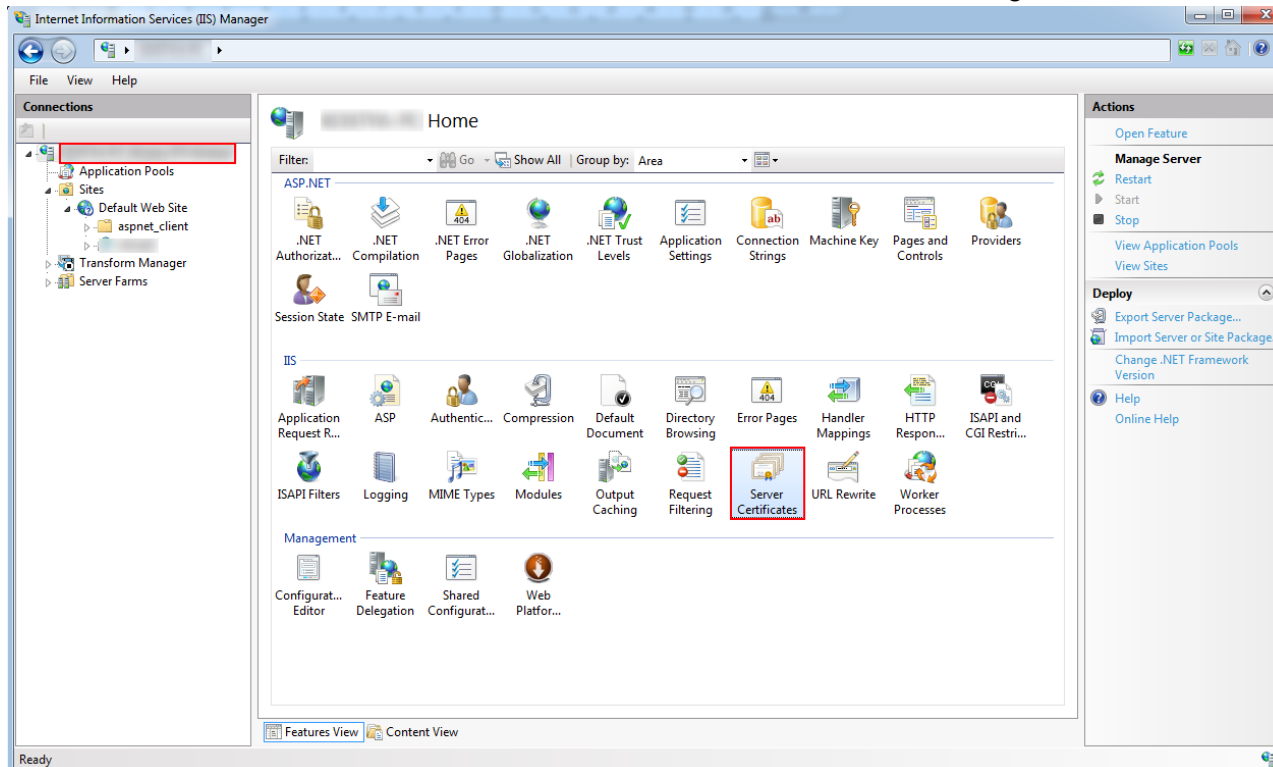
## DeskAlerts solution HTTPS configuration

DeskAlerts client-server software is widely used in HTTPS configuration to protect the sensitive data like employee information and communications that are sent to them. This is achieved by installing a valid SSL certificate on DeskAlerts application server and switching the system into HTTPS mode.

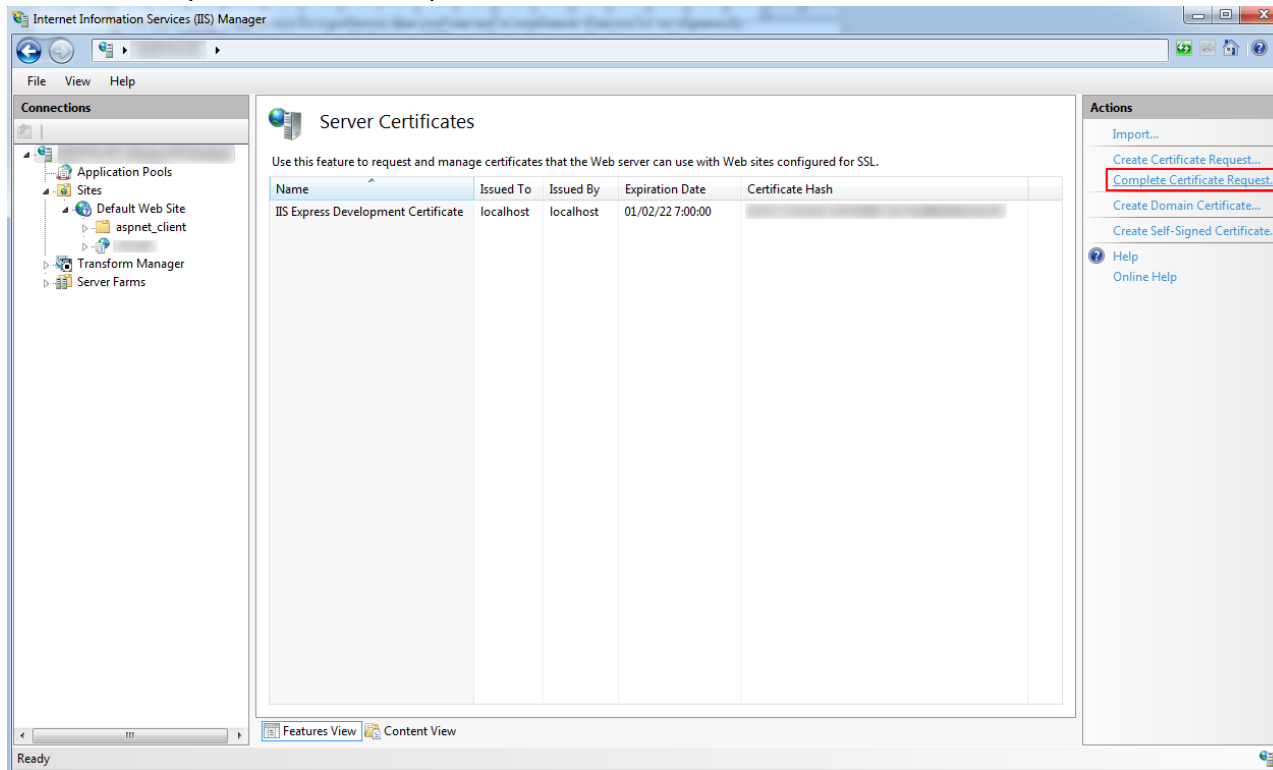
## Installing SSL certificate

Before proceeding with the HTTPS configuration, retrieve the SSL certificate from your security team or Certificate Authority. Typical certificate has .cer file extension.

To install the certificate in IIS, use the “server certificates” feature in IIS Manager:

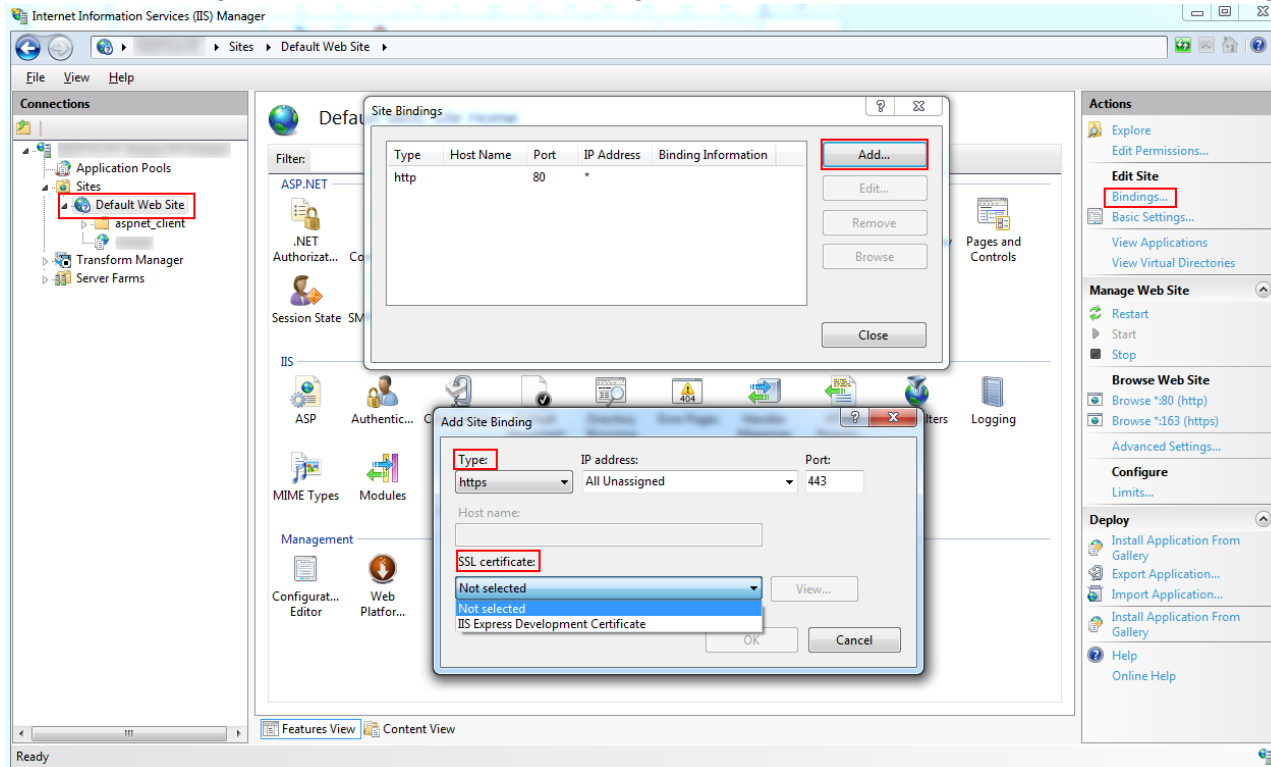


Use the “Complete certificate request...” wizard to install the certificate



Once the certificate with the valid expiration date and issued to the proper server URL is installed, you need to add HTTPS binding to the website running DeskAlerts.

The https binding can be added from the “Bindings...” wizard, available at a site level in IIS Manager:



**Important:** Depending on your security needs, HTTP binding that is already in place can be removed from the server. Note that if you already have any desktop client applications connected to the server via HTTP, disabling the binding will disconnect them.

## Updating the DeskAlerts system for a new protocol

If you already have DeskAlerts solution in place, you will need to readjust both server and clients to use the new HTTPS binding.

To adjust the server parameters, just re-run the server installer and replace the Server URL property with the one containing https:// instead of http://. Make sure that you're providing the server name which certificate is issued to, to avoid potential certificate verification issues.

To update client applications, re-run the ClientInstallation.exe (client builder) on the server and supply updated https:// server URL. The new client applications can be installed on top of the existing ones.