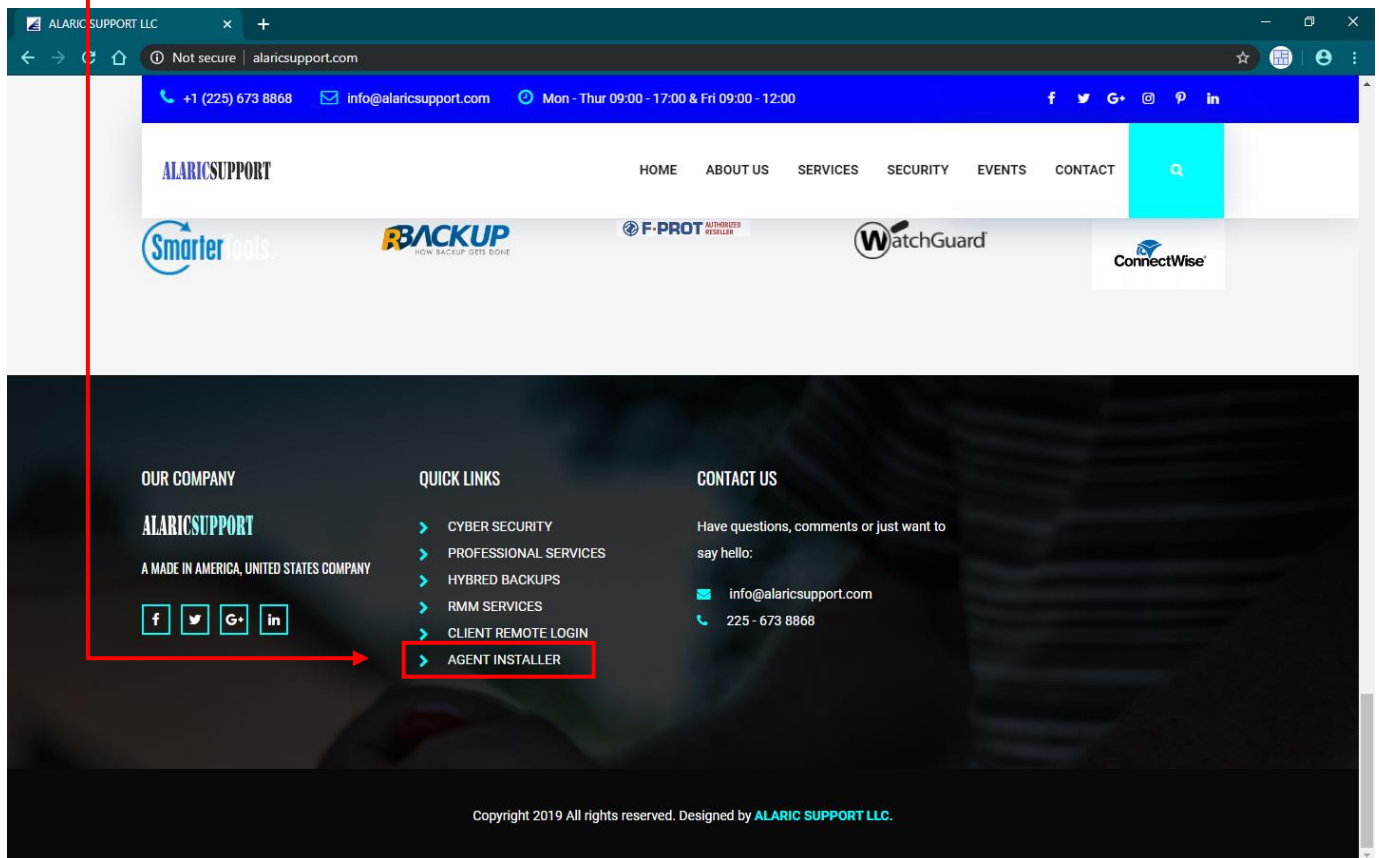
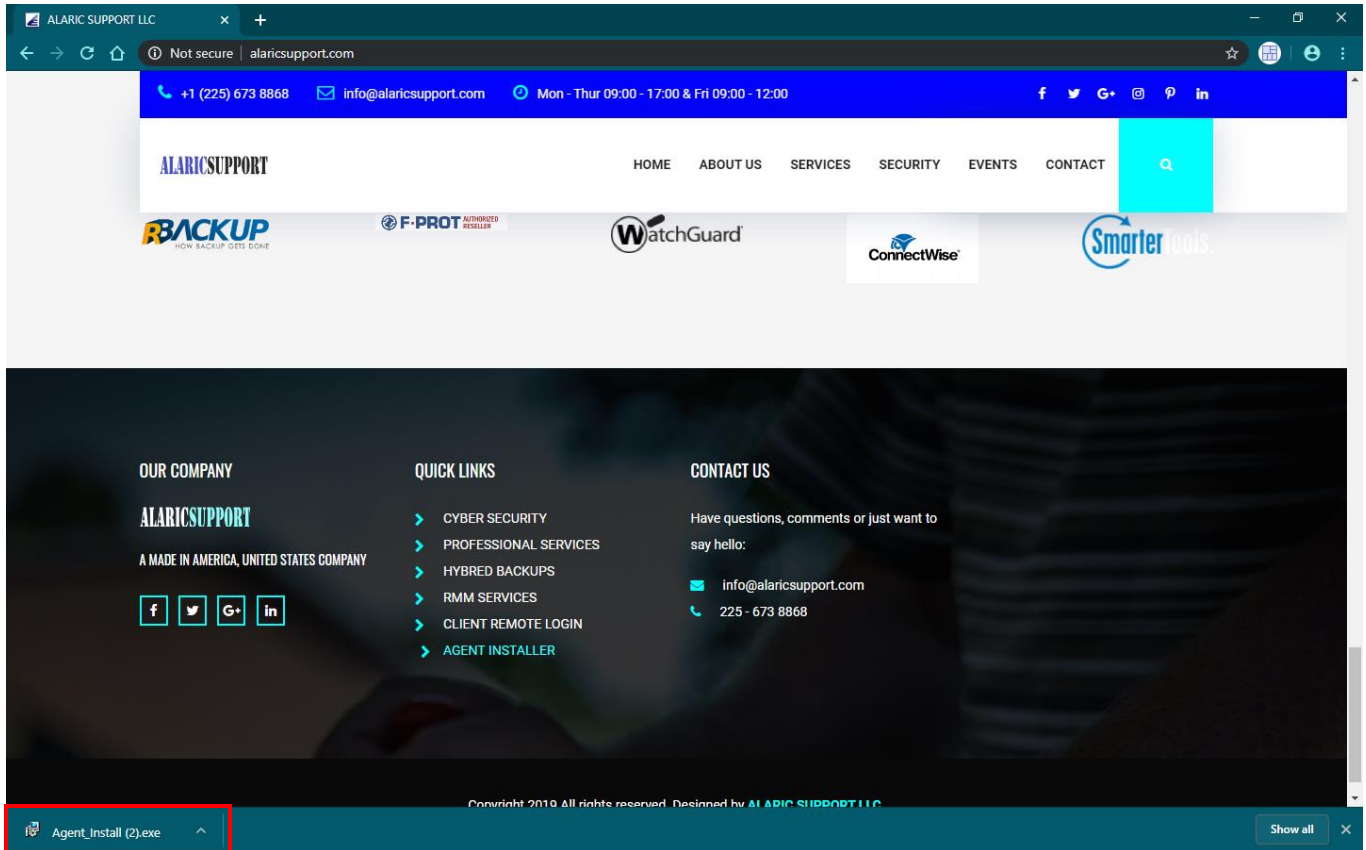


How to Install Alaric Agent

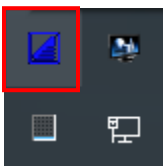
- Open your browser (Google Chrome, Edge, Internet explorer, etc.)
- Go to www.alaricsupport.com
- Scroll to the very bottom of the page
- Under the “QUICK LINKS” section select “AGENT INSTALLER”



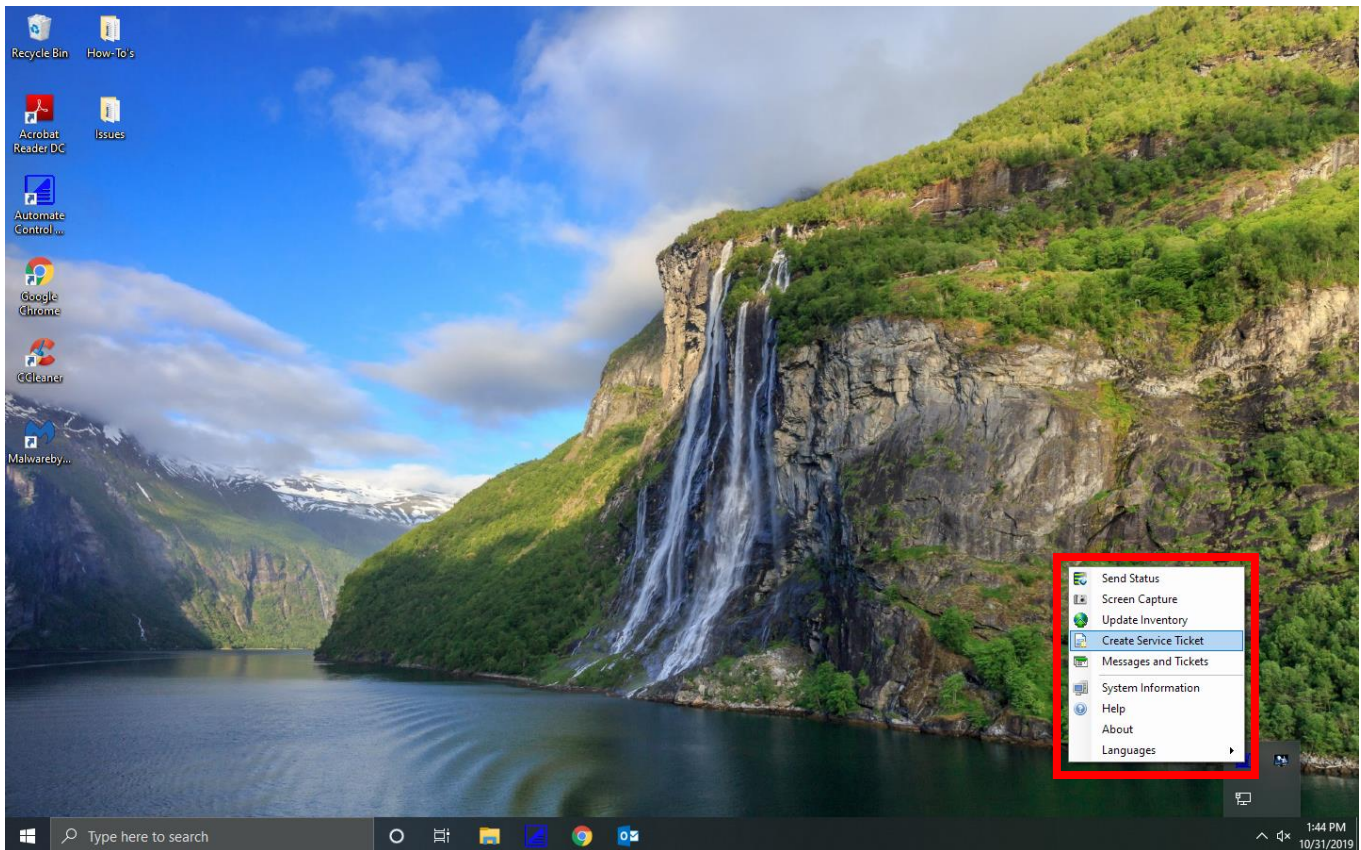
- Once the download is complete, click on the download and if it may ask for permission to run. If so, allow it and the Agent will install in the background.



- When the install is complete a box will come up saying “Installation Complete”. It will still take a few minutes to start working.
- To know if the agent is working, go to the bottom right corner of your desktop and click on the upward facing arrow.



- If the Alaric Icon is there and all options are available, the agent is running properly.
- If the Icon is not there, or if some of the options are greyed out, the Agent may need to be restarted.

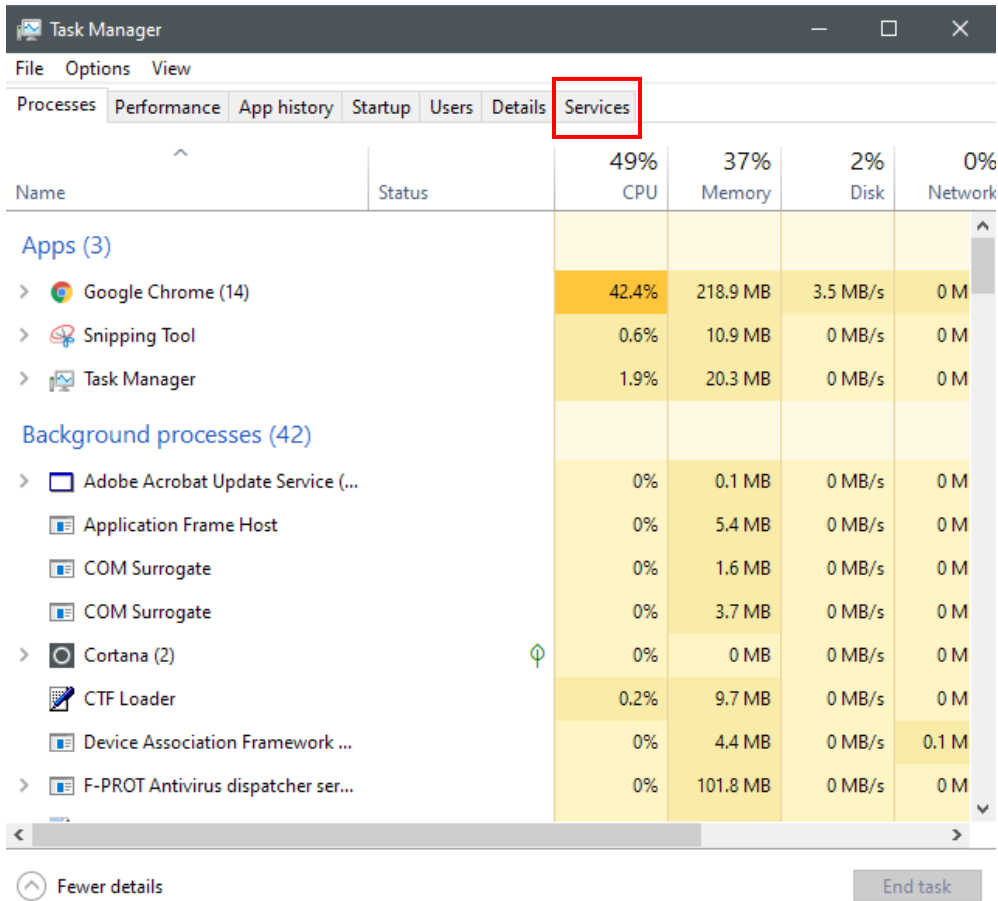


Restarting the Agent:

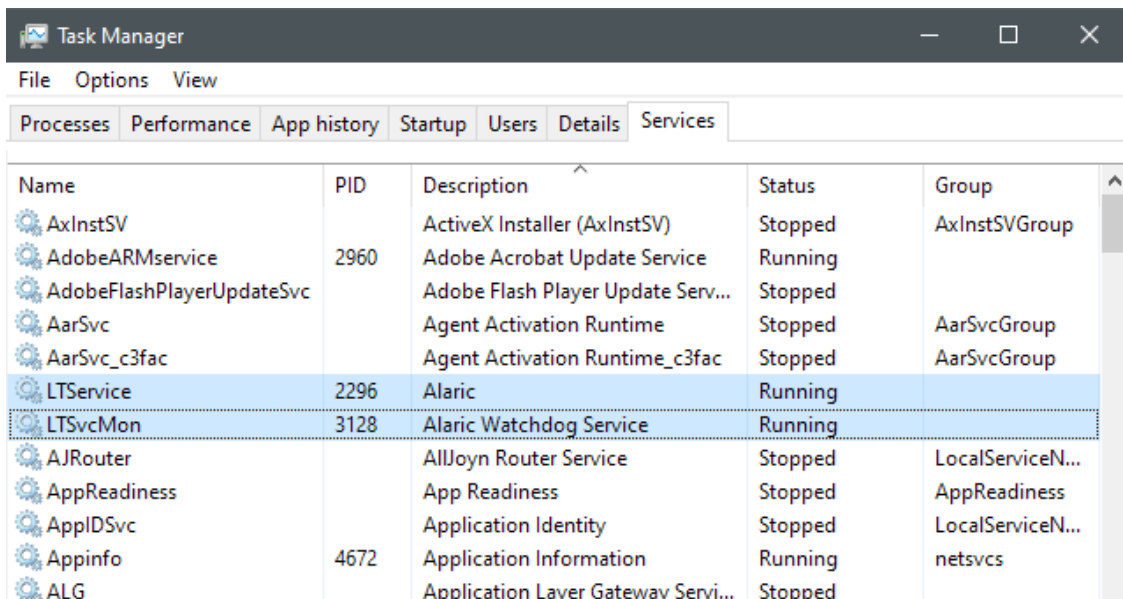
- Press the “Ctrl” “Alt” and “Delete” keys on the keyboard.
- Once the screen Security Options screen shows up click “Task Manager” (Should be the last option)
- Once the task manager comes up, if it says “More details” at the bottom click on the arrow next to it.



- Once the task manager expands, select the “Services” tab at the top.



- Now look for the services named “LTService” and “LTSvcMon”.



- Right click on one of the two and select restart. Repeat for the other.

FINALLY REBOOT YOU COMPUTER....

After completing these steps the Alaric icon should now show all options and be working properly. It is recommended that you call Alaric at (225) 673-8868 to inform a technician that your agent has been installed in case there are any problems so that they can be addressed immediately.