

Installation Best Practice



We have moved to a new documentation platform. This section is no longer supported. For the up-to-date information, see [Installation best practice](#).

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Preconditions

Before installing Intelligent Automation Cloud – Express or Business, make sure that:

- Your PC meets [system requirements](#).



Note that the system requirements specify **free RAM**, not the total amount of RAM.

- Ports 15100, 15110, 15280 are opened for external usage inside your network, while ports 15410-15423, 15444, 15580, 15306 are closed to any external interaction.
- Port 8200 should be opened for incoming connections from local machines.
- Make sure that none of these ports are used or blocked by other applications.
- All unnecessary applications are closed to free up memory usage, if possible.

Installation Procedure



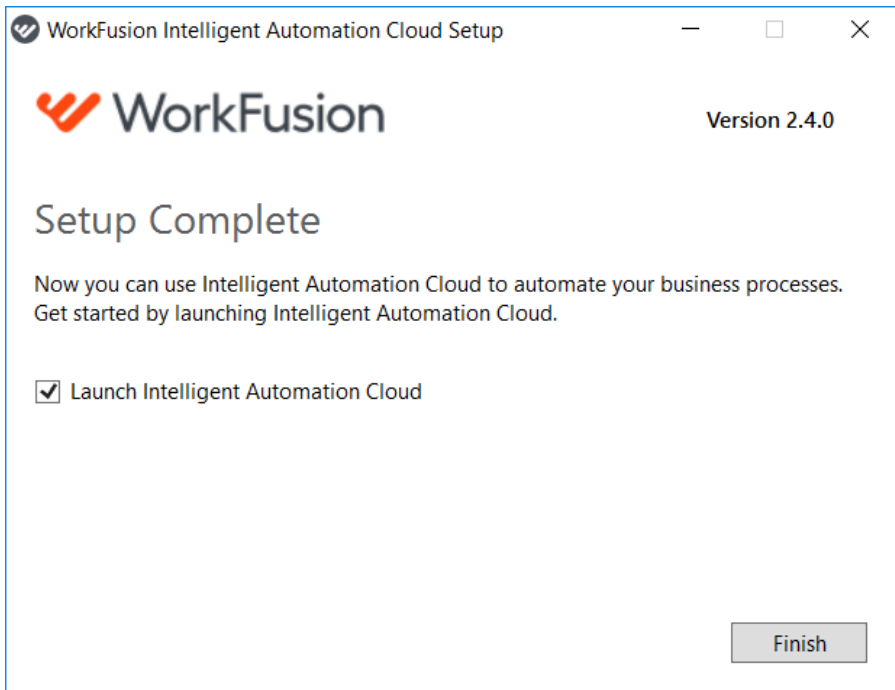
Follow instructions in [Intelligent Automation Cloud Express/Business Installation](#) to install Express Edition or Business Edition. Please run the installation file **As administrator**.



To create multiple users, view instructions [here](#).

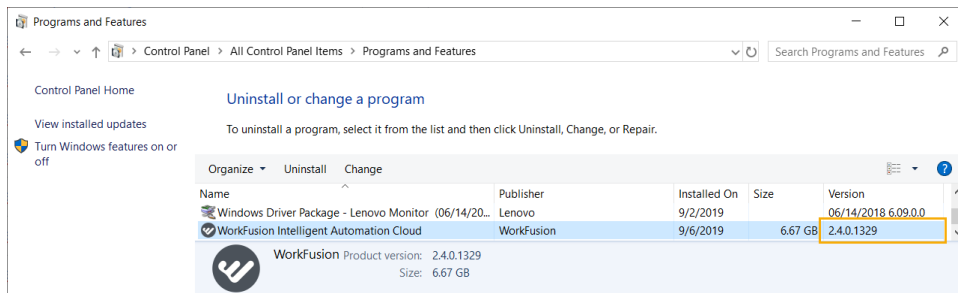
Results

In case of a successful installation, you should see the following message.



If you have any issues during the installation process, do as follows.

1. Check our [installation troubleshooting guide](#). Find the issue you have faced and follow the instruction to fix it.
2. If it didn't help, collect the following information:
 - a. Intelligent Automation Cloud – Express or Business – version and [installation type](#) (go to **Control Panel > All Control Panel Items > Programs and Features**)



- b. screenshot of your system properties

The screenshot shows the Windows System control panel page. The breadcrumb navigation is: Control Panel > All Control Panel Items > System. The page title is "View basic information about your computer".

Windows edition

- Windows 10 Pro
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System

Processor:	Intel(R) Core(TM) i5-7200U CPU @ 2.50GHz 2.71 GHz
Installed memory (RAM):	16.0 GB (15.9 GB usable)
System type:	64-bit Operating System, x64-based processor
Pen and Touch:	No Pen or Touch Input is available for this Display

Computer name, domain, and workgroup settings

Computer name:	WF1370
Full computer name:	WF1370
Computer description:	
Workgroup:	WORKGROUP

Windows activation

- Windows is activated [Read the Microsoft Software License Terms](#)
- Product ID: 00330-50821-33513-AAOEM

- c. screenshot of the error you get
 - d. installation logs as described in the [Installation logs](#) article
3. Send this information to our customer service with the issue description.