



Hardware Quick Start Guide

Important Information About Your New Server

Thank you for purchasing a server from Secure Logiq. Our systems are specifically designed for IP surveillance, combining enterprise-grade hardware with outstanding reliability. We're confident you'll be satisfied with your new machine, but if you encounter any issues, our support team is always available to help.

This guide provides key information to help you get started.

Windows Administrator Password

For Windows Client Operating Systems (Windows 7 / Windows 10):

By default, Secure Logiq does not configure user accounts or passwords on client operating systems.

- If you're connecting the machine to a domain, your domain policies will manage user access.
- If not, we strongly recommend creating a secure administrator account to prevent unauthorised access.

For Windows Server Operating Systems (Server 2016 / Server 2019):

By default, the **Administrator** account password is set to:

Password!

(Capital P, lowercase letters, capital D, exclamation mark)

We strongly recommend changing this password during commissioning for improved security.

Windows Updates

Keeping your operating system up to date is essential—especially if the system is internet-connected.

- By default, Windows Updates are enabled.
- If you do not want the machine to reboot automatically during updates, you can either disable them or set a preferred update schedule.

If you disable automatic updates, we advise running them manually as part of your routine maintenance.

Remote Support Access

To ensure fast and effective technical support, all Secure Logiq machines come pre-installed with **LogMeIn** remote access software.

- This enables our support engineers to access your system remotely if needed.
- Access is protected by the Windows user account and password you set.

If preferred, LogMeIn can be **disabled or uninstalled** at any time.

Logiqal Healthcheck Pro

Real-Time Server Monitoring

All Secure Logiq systems come pre-installed with Logiqal Healthcheck Pro (LHCP) — our in-house hardware monitoring platform.

LHCP enables real-time monitoring of server performance, sending alerts for:

- Abnormal hardware usage
- Temperature issues
- Component failures

It's a powerful, encrypted, GDPR-compliant tool designed specifically for Secure Logiq hardware.

If you don't yet have an LHCP account, register here:

www.securelogiq.com/register-hcpro

All data transmitted is outgoing only, via secure SSL encryption — the same standard used in online banking. No personal or site-specific data is sent through LHCP.



Support Contact Details

Email: support@securelogiq.com

Phone: +44 (0) 20 3475 5743

Address:

Unit B1, Fleming Centre
Fleming Way, Crawley
RH10 9NN, United Kingdom

Opening Hours:

Monday–Friday: 09:00–18:00 (UK time)
Closed on public holidays

After-Hours Help

If you require assistance outside our office hours, please visit our knowledge base:

www.securelogiq.com/knowledge-base

You'll find a wide range of helpful documents, including:

- Server Installation Guides
- Maintenance Procedures
- Troubleshooting Resources
- Full Support Procedures