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SupportPRO SupportDesk Installation Guide

Last Updated 07th August 2007

System Requirements

Linux/Windows
PHP 4.3 or greater
MySQL database server 4.1 or greater
Apache or IIS5/6 Web Server

Other settings

SendMail - (Yes)
PHP safe mode - (OFF)
PHP open_basedir - (OFF)
CURL extension - (Yes)
DOMXML extension - (Yes)

Install Checklist

1. Create a new MySQL database with new user that has full rights to it.
2. Upload SupportPRO SupportDesk files
3. Run install script.
4. Delete install directory.
5. Customize as desired.
6. Test.
7. Go Live!

Installation

Create Database

Create a new MySQL database and new user with full rights to the database.
Check with your server's control panel documentation for details on how to create databases on your system.

Upload files

Unzip the SupportPRO SupportDesk full install zip file with paths in your computer. Upload all files maintaining the directory structure.
OR
Upload the SupportPRO SupportDesk full install zip file and unzip on your server. If you do this, be sure your files are owned by the user who owns the site.

Run the install script

Open a new browser window. Surf to
http://[your_ SupportPRO SupportDesk_domain]/install/install.php (Substitute your domain name for
[your_SupportPRO SupportDesk_domain])

The first screen is Preliminary File/Folder Permission Check

it displays the permission status of the different folders and if any alterations required is displayed under 'Alteration Required' section.Once the proper permissions are given to the folders go to the next step by clicking on the 'Next' button

a. Database Name – name of the database.
b. Database User – user name of the database
c. Database Password – password of the database
d. Hostname – enter the hostname

Once the above information has been entered, click on "Next" to goto step 1

Step 1:

The second screen is the database configuration section,which displays the following details

a. Database Name - name of the newly created database.
b. Database User – specify the database username.
c. Database Password – specify the database password.
d. Hostname – enter the hostname

Click on "Next" to go to the next step 2

Step 2:

It displays the following fields

a. Site Title – Specify the site title here.
b. Logo Url – Upload the site logo image.
c. Email Header – Enter the email header here.
d. Email Footer – Email footer is specified here.

Click on "Next" to go to step 3

Step 3:

Here you should specify the following details

a. Default Language – specify the default language.
b. Language Choice – specify yes/no for site to include the language choice option.
c. Allow automatic locking of tickets – specify whether automatic locking of tickets
                                 needs to be enabled or not.
d. Allow admin to verify templates – admin verification of templates needs to be set or not.
e. Allow admin to verify knowledgebase entries – knowledge base entries needs to be verified
                                     by admin or not.

Click on the "Next" button to go to step 4

Step 4:

It displays the following fields

a. Admin Mail – specify the admin email address
b. Technical Mail – enter the technical email address
c. Escalation Mail – specify the escalation email
d. Mail From Name – enter the from name
e. Mail From Mail – enter the from email address
 f. Mail Reply Name – specify the reply name
g. Mail Reply Mail – enter the reply email address

Click on the "Next" button to go to the final step

Step 5:

The final step is to set email piping

Here you can set email piping On or Off

Here you should specify the following details to set email piping on

Add **path_to_php -q yourinstalldirectory/parser/parser.php** as the forwarder address for your
support mail address.

To use pop3 to fetch mail for your ticket system add
 path_to_php -q yourinstalldirectory/parser/pop3.php as
 "Command to run" in the cron/task manager setting. Set the cron/task manager to run in
every minute.

Click on the "Next" button to finish the SupportPRO SupportDesk installation.

After all the 5 steps are completed you will get the following message

 "Your installation steps have been completed"

Remove or rename and relocate the install directory. This is a security measure,
you don't want anyone surfing to it.