

ESCON

LIVEHELP

HELPDESK

SUPPORTPORTAL

INSTALLATION GUIDE

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Escon Products Installation Guide

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1. Overview

The Escon Installation Guide provides the details necessary to prepare for and install your Escon software – LiveHelp, HelpDesk and SupportPortal. Information such as system requirements, license information, and recommendations for web server and browser settings are included in this guide.

1.1. Additional Help Guides

The Administration Guide is available to help you customize each of your Escon software instances. Lastly, a User's Guide is available as a resource for your Escon software, both part of this distribution.

You can visit Escon support page, too, at <http://escon.e-supportportal.com/>.

2. System Requirements

1.2. Web Browser Machine

Any platform on which some of certified browsers are installed (see below). No software needs to be installed on the web browser machine.

Certified browsers

- Internet Explorer 6.0, 7.0
- Firefox 1.x, 2.0
- Netscape Navigator 7.x, 8.x
- Opera 8.0, 9.0

Option

- Windows client to use liveAlert application

1.3. Web Server Machine

Hardware Requirements

- A 1.0 GHz Intel Pentium III-compatible (or faster) processor is required. A 2.0 GHz (or faster) Intel Pentium 4-compatible dual core processor or 2.8 GHz (or faster) Intel Pentium 4-compatible single core processor is recommended.
- A minimum of 256 MB of RAM is required. 1 GB of RAM is recommended.
- Between 3 and 4 MB of disk space to install Escon products. Your actual disk space usage depends on how many records (issues) you have and how much data you enter in each record and how much file attachments are used.

Operating System

- RedHat Enterprise 2, 3, 4, 5
- SUSE Linux 9, 10
- Windows 2000, 2003 Server
- Solaris (x86,SPARC) 8, 9, 10
- FreeBSD 4.8 or above
- HP-UX 10 or above
- AIX 5 or above

Web Server Software

- Apache 1.3.9 or above
- Internet Information Server 5.0 or above
- Sun ONE Web Server 6.0 SP2

Databases

- MySQL 4.1, 5.x

Escon products has been tested with the versions noted above, and may work with others. Please let us know what variations are working for you by sending a note through our internal Support Center <http://escon.e-supportportal.com>.

3. Installation

Escon Products requires that a supported web server and database server installed prior to running the Setup (installation) program. Most or all of this software may already be installed. The sections below describe installation procedure, how to verify that the appropriate software is installed, and how to download and install the software, if necessary.

It takes less than 5 minutes to Install, Configure and have software running. You would need access to your web server (FTP/Shell) and a browser of your choice to carry out the installation.

1.4. Installation Procedure

Follow the steps given below to install and set up the Escon Software application:

1. Download the software installation file and unzip it to a temporary folder.
2. Upload or copy **Install.php** and **Install.zip** to your web server home directory or subdirectory - eg.
 - /home/users/pub/www/support/ - Linux/Unix (Apache),
 - C:\inetpub\wwwroot\support -> /localhost/support/ - Windows (IIS, Apache)

 **Note for Windows installation:** Extract **Install.zip** in the same web server home directory. If you don't, the message should appear: "Unzip of install.zip failed. Please, manually extract install.zip and set read permissions on all files to all". After extracting, continue with installation.

3. Start your favorite the web client (eg Internet Explorer or Firefox) and **open install.php** to begin the installation process - eg:
 - <http://www.yourdomain.com/support/install.php>
 - <http://localhost/support/install.php>
 - <http://192.168.0.1/helpdesk/install.php>
4. As soon as you log in the configuration wizard home page is displayed. Follow the instructions and provide in the wizard accurate information to successfully install software:
 - **A) EULA:**

Read carefully End User License Agreement (EULA) and if you agree, select "Accept license agreement" check box and click on the "Next" button.
 - **B) Database settings:**

You should provide accurate database parameters for MySQL database server:

 - MySQL Server: Enter MySQL Database Hostname or IP address. E.g. "yourdomain.com", "localhost", "dbserver.yourcompany.com", "192.168.0.2".
 - MySQL username: Enter MySQL username, which has rights to create database/tables, and it is probably the root user. If you are using non-root user, be sure it has permissions to create new database and import data.
 - MySQL password: Enter the database password for the above MySQL username. If your database username does not have a password, please leave this field blank.
 - Database name: Enter a database name, E.g. "helpdesk", "support". Note: The Installation wizard will create a new database with this name! Don't use currently installed database name with your data!
 - Install demo data: It's strongly recommended selecting this check box so installation wizard can install some demo data. You can delete those data later.
 - **C) Application settings:**

You should provide the application-related parameters:

- **Site name:** Enter the name of your support site, e.g. "MyCompany Support Center", "MyCompany Help Desk", etc. You can change this title later through the application Configuration.
 - **Application URL:** Provide the URL at which software would be available once installed. E.g. <http://www.yourdomain.com/support>, <http://localhost/support/>.
 - **Administrator login name:** Default login name is admin. You can change administrator login name later and add another administrator user, too.
 - **Administrator password:** Enter administrator password. You should enter the strong password.
 - **Your name:** Administrator's name.
 - **Support email:** Enter the corresponding support email, e.g. "support@yourdomain.com". You can change this setting later through the application Configuration.
- **C) Installation:**

Click on the "Install" button to complete the installation.
5. After you confirm the above details, the application is installed. On successful installation, the final screen is displayed. You can check success of the installation by reading installation messages:

Connecting to database...
 Connected!
 Database created!
 Selecting database...
 Selected!
 Installing demo data...

Success!

6. Point your web browser to URL you specified in installation (e.g. <http://www.yourdomain.com/support>, <http://localhost/support>) and start to using the software.

- **Note:** Do not forget to remove installation package (install.zip and install.php) from your public server directory.

For configuring the application, you should check Configuration Guide available at Escon Public Downloads <http://escon.e-supportportal.com>.

1.5. Setting PHP.ini variables

If you have access to PHP.ini file, you could set the following variables in order to achieve better application performance:

Parameter	Description	Recommended Value
session.auto_start	Required by the application	0
post_max_size	Largest mail attachment size acceptable	16M
upload_max_filesize	Same as post_max_size	16M
max_execution_time	Script timeout	180
max_input_time	Same as max_execution_time	60
memory_limit	Set it to double of post_max_size	32M

1.6. Contacting Escon

One of the value propositions of Escon to its customers is excellent support. During the evaluation phase, the support program is extended to users free of charge. For support, please use the Request form at <http://escon.e-supportportal.com>. A support person will contact you shortly.

Alternatively, you can submit your feedback from the software product by clicking the Feedback link at the top right corner just above the header tabs after logging in to the application. Your feedback will be sent to the Support Team and they will get in touch with you. Do not forget to provide your e-mail ID or your contact information for the team to get in touch with you.

4. Attachments

1.7. Configuring your web server and dns

Option 1: Whole hostname

You run "mysite.com" and you want Escon software to have a whole hostname all to itself (good for you!). Therefore you put into install.php the url:

```
"http://supportportal.mysite.com"
```

You need to first make sure you actually create the DNS entry for "supportportal.mysite.com" and that it points at your webserver.

Next, configure your webserver so that / points at /path/to/your/supportportal/install/htdocs. For example, if you're running Apache and you've installed the Escon software in /usr/local/supportportal, your httpd.conf for Apache might look like:

```
<VirtualHost *>
ServerName supportportal.mysite.com
DocumentRoot /usr/local/supportportal/htdocs
</VirtualHost>
```

Option 2: Specific path

You run "www.mysite.com" and host all sorts of company information on that site. You decided that you want the Escon software stuff to be available at http://www.example.com/supportportal/, so that's what you told install.php. You have Escon software installed in /usr/local/supportportal, and your Apache config for www.mysite.com already has an entry like:

```
DocumentRoot /usr/local/www/data
```

So you do:

```
cd /usr/local/www/data
ln -s /usr/local/supportportal/htdocs supportportal
```

Now any access to http://www.mysite.com/supportportal/ will be hitting the Escon software. You could also do this in the Apache config itself with:

```
Alias /support/ /usr/local/supportportal/htdocs/
```

In either case, make sure for the Escon software directory you have full override permissions and PHP turned on:

```
AllowOverride any
```

1.8. Remote Database Configuration

By default Escon products supports **MY SQL database**. If you are using a remote MySql server and do not want to use the inbuilt server the:

1. Select **Server Type** as MySql server. This opens the database wizard page.
2. Specify the Host Name, Port, User Name & Password.
3. Click **Test** button and check the availability of the connection.
4. Once the **Connection is Established**, **Save** the details and start the server.

MY SQL Connection Resolution

Verify the following,

- Check if the MY SQL server is running.
- Check if the server name or the port number is misspelled or incorrect.
- If the MY SQL server is running in a remote machine then there may be a firewall blocking the port number you have entered.
- If none of the above mentioned issues matches then contact your system administrator.