Helpdesk Over Web – Installation Guide

1. Introduction

This document specifies the installation procedure for the Helpdesk Over Web System.

2. System Specification

The system has been implemented using open source technologies and should be platform independent. To date, testing has been undertaken using Apache (v2.0.4) as the web server, MySQL4 as the database platform and Linux (RedHat 9) as the base operating system. All PHP code is written to PHP4 standards.

This document assumes that the base operating system and web/database server are correctly configured for the intended environment. If a trial of HOW is required, the IBServer package (available via http://ibsoftware.d2digitalmedia.com/ibserver/) permits quick installation of the necessary components on a Windows platform.

3. Setup Script

A setup script is provided in the root directory of the distribution. This script is a series of SQL commands that will create a database, configure the necessary tables and insert default values for a variety of settings and options. The recommended method of running the script is to access a MySQL command line and enter:

> SOURCE <pathtoscriptfile>
>
> *Where <pathtoscriptfile> is the full path to the script location.*

If command line server access is not available, or any commands fail (e.g. due to different server versions), open the script file using a text editor and manually input each of the commands.

4. File Installation

The files are provided in ZIP archive format, in the necessary directories to enable the system to function. Simply copying the extracted files into /how/ on the web server should ensure a successful

installation (although it may be necessary to add an additional virtual host if alternative port hosting is required).

5. Configuring MySQL User

To enable the PHP script database access to function correctly, it is necessary to create a MySQL user account with appropriate access privileges. This account must be able to perform all operations on the 'howdb' database. The default account name is 'howdbuser' and no password is set.

For security reasons, it is advisable to set a password. This should be specified in the MYSQL_CONNECT.PHP file found in the /how/includes directory.

6. Testing Setup

A successful installation can be proven in the following ways:

- **Test Local Access**: browse to http://localhost/how on the server.
- **Test Network Access**: browse to http://<servername>/how from another client.
- **Test Database Access**: login to the system using the administrator username/password.

Administrator Username : admin
Administrator Default Password : admin

6. Next Steps

Once logged in, configure the following settings by following the appropriate menu options (all linked from Helpdesk Configuration under System Functions).

1. System Settings (configure organisation name, helpdesk telephone number, helpdesk email address and default call severity option).
2. Useful Links (printed in the solutions knowledgebase area)
3. Asset Types (add/amend the defaults as necessary)
4. Call Status Categories (add/amend the defaults as necessary)
5. Call Severity Categories (add/amend the defaults as necessary)
6. Fault/Knowledgebase Categories (add/amend the defaults as necessary)

See the Quick Start Guide and User Manual for further configuration options.