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# **iScripts SupportDesk Installation Guide**



**Last Updated 25th January 2013**

## **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)  
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 iScripts 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 iScripts SupportDesk full install zip file with paths in your computer. Upload all files maintaining the directory structure.

OR

Upload the iScripts 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://\[your\\_iScripts\\_SupportDesk\\_domain\]/install/install.php](http://[your_iScripts_SupportDesk_domain]/install/install.php) (Substitute your domain name for [your\_iScripts\_SupportDesk\_domain])

Fill out the following sections:-

### 1) File Permissions

iScripts SupportDesk requires that some of the folders have write permission. Please provide write permission for the listed files manually or provide the FTP username / password and the application will do it for you.

### 2) Database Details

Database Name – enter the name of the database

Database User – specify the database username.

Database Password – database password.

Host Name – specify the hostname here

### 3) Site Details

Site Name – specify your site's name

License Key – enter your license key

#### 4) Administration Details

Admin Email - enter the administrative email address

Click on “**Continue**” button.

If the installation is successful you will get the following message:-

***Congratulations! The Installation Process was completed successfully!***

In addition, the link to the administrative portal along with the login credentials will be displayed.