



DapperDesk

Solutions That Work

Help Desk Solutions
Requirements

WebSite Creations

22 W. Bryan St., Suite 220
Savannah, Georgia, USA 31401
Tel: 888.368.7873 Fax: 800.858.1536
Email: info@dapperdesk.com

<http://www.dapperdesk.com>

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Installation Pre-Requisites

What is necessary for Dapper Desk to work on a web server?

One of the greatest features about the Dapper Desk help desk software is its installation flexibility. While some of our competitor's products will only work on certain web servers,



Dapper Desk was created to be platform independent. This means that if you have a web server, setup with some basic requirements, you will be assured that it will work on your server. We even guarantee the installation of Dapper Desk will work if you allow our technicians to install it.

In order to understand what is required for installation, let us first explore how Dapper Desk works.

Operational Overview

Dapper Desk is a browser based utility. That means that the administrative, customer service reps and clients will use a web browser to interface the software each time they use it. The only exception to this rule is for the client if the client sends in an email to the help desk for support. In this case, they never need to visit the Dapper Desk interface. Instead, they will use their email program (any email program that sends and receives email).

The functional parts of Dapper Desk are written in a language called PHP (<http://us2.php.net/manual/en/intro-whatcando.php>). PHP is a powerful programming language that is dependable, secure and easy to use. PHP code can interface with a client's web browser and also, server side objects such as a database.



A database is a program that stores information. Dapper Desk uses the MySQL database to store its information in. Because we use a database to store information, information retrieval, archiving and editing is made quick and easy.

It is important to note that, aside from the initial installation, there will never be any additional software required to use Dapper Desk. Your customers and customer service reps will not need to download and install anything. Once you have Dapper Desk installed, you need only give your customers and customer service reps the web address to your help desk in order for them to use it. (In the case of client's who will send emails for support, they will only need your help desk email address).

General Requirements

Dapper Desk is programmed using PHP and MySQL. It requires that [PHP](#) and [MySQL](#) be installed on your web server. Dapper Desk has been installed and tested on Linux, Windows and Solaris web servers, however, Dapper Desk will work fine on any web server which has PHP and MySQL installed.

Tested Server Operating System

- Windows NT/98/ME/2000/2003/XP/Vista
- Linux (RHEL, Debian, Ubuntu, SuSE, Mandriva (Mandrake))
- Solaris
- Others? Yes, if MySQL and PHP are installed, Dapper Desk will work fine

Web Server Software

- Apache 1.3.X and Apache 2.X.X
- IIS 4.0 and higher
- Others? Yes, if it serves web pages, it will work with Dapper Desk.

Additional Software

The following software is normally installed on many web servers and you will usually not have to worry about it.

- POP Email software or IMAP email software (does not need to be on same server)
- SMTP email software (does not need to be on same server)

If you are not sure if POP, IMAP or SMTP are installed, ask yourself these questions?

1. Does my web site display web pages?
2. Can I receive email?
3. Can I send email?

Configuration of PHP and MySQL

Dapper Desk requires that you have PHP and MySQL pre-installed. Installation of PHP and MySQL is not included in the price of Dapper Desk. We will install PHP and MySQL at your request. There is an additional cost for this service of \$75.00 for PHP installation and \$75.00 for MySQL installation. If you choose to install and configure PHP and/or MySQL yourself, be aware that there are specific configurations required.

PHP Configuration Options

- BCMATH Enabled
- IMAP Enabled
- MySQL Enabled

```
-- Magic Quotes Set To "On"
-- Register Globals Set To "On"
-- Safe Mode Set To "Off"
-- Display Errors = Off
-- SMTP/Sendmail Configured For Your Server In php.ini
-- magic_quotes_runtime = Off ; will corrupt attachments when on
-- allow_url_fopen = Off
-- open_base_dir = "/your/exact/directory" (where web php files are
located)
-- disable_functions = "exec, system, passthru, readfile, shell_exec,
escapeshellarg, escapeshellcmd, proc_close, proc_open, ini_alter, dl, popen,
parse_ini_file, show_source, curl_exec"
```

MySQL Configuration Options

```
-- MySQL 4/5
-- Grant ONLY the following permissions SELECT, INSERT, UPDATE, DELETE
-- Strict Mode off in my.ini (See example below)
```

Wrong

```
#sql-mode="STRICT_TRANS_TABLES,NO_AUTO_CREATE_USER,NO_ENGINE_SUBSTITUTION"
```

Correct

```
sql-mode="NO_AUTO_CREATE_USER,NO_ENGINE_SUBSTITUTION"
```

Is It Really That Simple To Install?

We will not use the word simple, because, the ease or difficulty of installation is relative to your familiarity with the various server software that is required to run Dapper Desk. However, installation is basically as we describe it in this paper.



What If I Am Not Able To Install It Myself?

We offer free installation of the Dapper Desk software. In fact, we highly recommend that you allow us to install it for you. All we would need is web access to your server via SSH, Remote Desk Top or some similar method of access.

MySQL and PHP installation are not part of the free installation offer. We will install PHP and/or MySQL on your server for \$75.00 each (\$75.00 for PHP and \$75.00 for MySQL).

How Long Does Installation Take?

Normally, the following guidelines are helpful

- Dapper Desk Web File & Database Installation and Testing (3 Hours)
- PHP Installation and Config (2-3 Hours)
- MySQL Installation and Config (2-3 Hours)

Note, there are several factors that may impact these general timelines and installation may take longer in some cases.

Does It Matter If I Have My Own Web Server or a Shared Hosting Server?

Yes, it matters a bit. Dapper Desk will usually work on either case. However, if you are in a shared hosting environment, that is, your web site is shared on a public web server with other web sites, then you will need to present our requirements to your web host and ask them if their server config meets our requirements. If you have your own web server, then this is not an issue.

Summary

Two of the most important points made in this paper are (1) Dapper Desk will work on any web server which runs PHP and MySQL and (2) Installation is free of charge. If you decide to do the installation yourself, you can be assured that our technical staff will be here to help you each step of the way.

To contact us about Dapper Desk, please use the following info.

Email: info@dapperdesk.com
Telephone: 888.368.7873 Extension 3 (U.S. and Canada)
Telephone: 912.572.4167 (Outside U.S. and Canada)
Web Site: <http://www.dapperdesk.com>
Online Demo: <http://www.dapperdesk.com/hd/loginc.php>