HelpDeskZ Documentation

Release 2.0

Jan 19, 2021

WELCOME TO HELPDESKZ

ONE

WELCOME TO HELPDESKZ

HelpDeskZ is a free PHP based software which allows you to manage your site's support with a web-based support ticket system.

HelpDeskZ is developed with CodeIgniter PHP framework 4

SERVER REQUIREMENTS

- PHP version 7.2 or newer is required

- **intl** extension, **mbstring** extension and **imap** extension installed.

- MySQL (5.1+) via the *MySQLi* driver

FRESH INSTALLATION

Note: Be sure that your server meets the *HelpDeskZ requirements*.

3.1 Configuration file

- Unzip the HelpDeskZ script package.

- Browse to directory **/hdz/app/Config/** and rename the file **Helpdesk.new.php** to **Helpdesk.php**.

- Edit this file and complete the required information (Site URL, database information, etc).

3.2 Install it!

- Connect with FTP to the *public folder* of your server.

- Upload all HelpDeskZ in the directory that you will install it (domain directory or subdomain).

- Open **/install** in your browser, for example http://support.mysite.com/install (modify your URL).

- The HelpDeskZ setup script will run. Click INSTALL HELPDESKZ and follow the instructions through installation wizard.

- Now it's time to setup your help desk! Open the staff panel in your browser, for example: http://support.mysite.com/staff Use the login details that you entered in the installation process.

- Take some time and get familiar with all the available settings. Most should be self-explanatory.

- Thanks for using HelpDeskZ!

Note: If you want to make a new installation again, then be sure you removed the file **/hdz/writable/cache/instal.config** to unlock the installation wizard.

UPGRADING FROM PREVIOUS VERSION

Please read the upgrade notes corresponding to the version you are upgrading from.

4.1 Upgrading from 1.x to 2.0

Note: v2.x was rewritten from scratch so the attachments from tickets will be lost in this new version.

The upgrade process is very simple and just follow these steps:

4.1.1 Configuration file

- Unzip the HelpDeskZ script package.
- Browse to directory **/hdz/app/Config/** and rename the file **Helpdesk.new.php** to **Helpdesk.php**.
- Edit this file and complete the required information (Site URL, database information, etc).

4.1.2 Update your site

- Upload all files of v2.x to your HelpDeskZ directory.
- Open **/install** in your browser, for example http://support.mysite.com/install (modify your URL).
- The HelpDeskZ setup script will run. Click UPGRADE HELPDESKZ and follow the instructions through upgrade wizard.
- Now it's time to setup your help desk! Open the staff panel in your browser, for example: http://support.mysite. com/staff
- Take some time and get familiar with all the available settings. Most should be self-explanatory.
- Thanks for using HelpDeskZ!

HELPDESKZ REPOSITORIES

The HelpDeskZ is an **open source** project and repository is hosted in Github

EMAIL PIPING

HelpDeskZ supports email piping, this allows the auto-creation of tickets from incoming emails to a set email address.

6.1 Email configuration

- In Staff Panel, go to Setup -> Email addresses.
- Add a new email address or edit the email for Piping configuraiton.
- Go to **Incomming** tab and select **Pipe**

6.2 Email forwarding

- In your hosting panel, go to email forwarding.
- Enter the email address that you configured in your staff panel.
- For destination, select Pipe
- Enter the path to pipe.php, for example /public_html/helpdeskz/pipe.php

Note: To make it work correctly, verify that pipe.php has executable permissions (CHMOD 755)