

# MANUAL DE TÉCNICO – HELP DESK

## **REQUISITOS PREVIOS:**

Tener instalado un Servidor de Aplicaciones con:

- Apache 2.2 o superior.
- PHP 5.3 o superior.
- MYSQL 5.1.x.

Nota: Navegadores actualizados, no existe incompatibilidad con ningún sistema operativo.

A continuación se detalla los pasos para la instalación y restauración de la base de datos del Help Desk, basado en SugarCRM Comunity Edition. Nota: Manual realizado en Windows 7 con servidor de aplicaciones XAMPP.

#### 1. Configuraciones Previas del Servidor de Aplicaciones.

En la ubicación de la instalación del servidor de aplicaciones se encuentra un archivo de nombre **php.ini**, en XAMPP se encuentra en C:\xampp\php\, una vez encontrado el archivo lo abrimos con cualquier editor de texto.

Ubicamos las siguientes líneas y las dejamos como se muestra:

- error\_reporting = E\_NOTICE | E\_DEPRECATED
- max\_execution\_time = 120
- memory\_limit = 512M
- post\_max\_size = 60M
- upload\_max\_filesize = 10M

#### 2. Instalamos SugarCRM Comunity Edition 6.5.12

Tenemos que contar con el archivo .zip original de SugarCE-6.5.12.zip, una vez que tengamos el archivo .zip, procedemos a descomprimir dentro de la carpeta de nuestro servidor de aplicaciones. En el caso de XAMPP dentro de C:\xampp\htdocs\helpdesk.



Ingresamos a cualquier navegador web, con la siguiente dirección.

http://localhost/helpdesk/sugar/install.php nos mostrará una pantalla como la siguiente.



e	Sugar Setup Wizard: Welcome to the SugarCRM 6.5.12 Set	up Wizard - Mozilla Firefox	- 🗆 🗙
Sugar Setup Wizard: Welcome to the Su +	<u>u</u> ua		
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		Help	
	SUGARCOMMUNITY EDITION.	<b>SUGARCAM</b>	
	Welcome to the SugarCRM 6.5.12 Setup Wizard		
		A DECEMBER OF CONTRACTOR OF CO	
	Choose your language: English (US)		
		Next	

Nos muestra la pantalla de Bienvenida de SugarCRM, damos clic en Next.

•	Sugar Setup Wizard: Are you ready to install? - Mozilla Firefox	-	□ ×	
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Cugar Setup Wizard: Are you ready to ins +				
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	<ul> <li>Norm of the sublacture and you would mix to use to use to noise the used to use to use the sublacture and you would mix to use the sublacture and you would mix to use. If you provide the name of an existing database, the tables in the database will be dropped during installation when the schema for the Suprad database is defined.</li> </ul>			^
	<ul> <li>If you do not already have a database, the name you provide will be used for the new database that is created for the instance during installation.</li> </ul>			
	Database administrator user name and password     The database administrator should be able to create tables and users and write to the database.     You might need to contact your database administrator for this information if the database is not located on your local computer and/or if you are not the database administrator.			
	Sugar database user name and password     The user may be the database administrator, or you may provide the name of another existing database user     User     User outdlike to create a new database user for this prupose you will be able to provide a new useranne and nassword divino the installation process. and the user will be created during installation			
	For the Custom setup, you might also need to know the following:			
	<ul> <li>URL that will be used to access the Sugar instance after it is installed. This URL should include the web server or machine name or IP address.</li> </ul>			
	<ul> <li>[Optional] Path to the session directory if you wish to use a custom session directory for Sugar information in order to prevent session data from being vulnerable on shared servers.</li> </ul>			
	[Optional] Path to a custom log directory if you wish to override the default directory for the Sugar log.			
	<ul> <li>[Optional] Application ID if you wish to override the auto-generated ID that ensures that sessions of one Sugar instance are not used by other instances.</li> </ul>			
	Character Set most commonly used in your locale.			
	For more detailed information, please consult the Installation Guide.			
	Back Next			

En la pantalla tenemos información sobre SugarCRM CM, damos clic en Next.



Aceptamos los términos de la licencia y damos clic en Next.

۲	2	ugar Setup Wizard: Installation Options - Mozill	a Firefox	- • ×
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			Help	
	SUGARCOMM	UNITY EDITION.	SUGARCRM.	
	Installation Options			
	Choose Install Type			
	O Typical Install	Requires minimum information for the installation	. Recommended for new users.	
	Custom Install	Provides additional options to set during the insta also available after installation in the admin scree users.	liation Most of these options are ns. Recommended for advanced Back Next	

Escogemos Custom Install y damos clic en Next.

•	Sugar Setup Wizard: Database Type - Mo	zilla Firefox	- 🗆 🗙
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Jugal Secup Wizard: Database Type		Strate C 8 + Google	2 4 8
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		Help	
	SUGAR COMMUNITY EDITION.		
	Database Type		
	Specify Database Type		
	What type of database will be used for the Sugar instance you are about to inst	all?	
	MySQL (mysqli extension)		
		Back Next	

Nos muestra las bases de datos disponibles, como es la versión comunitaria nos muestra solo MySQL. Damos clic en **Next**.

	<u>Help</u>
SUGARCOMMUNITY EDITION.	<b>SUGAR</b> CRM
Database Configuration	
* Required field	
Provide Database Name	
Name of the database that will contain the data for the Sugar instance	you are about to install:
* Database Name	helpdesk
Name of web server or machine (host) on which the database is loca	ted ( such as localhost or www.mydomain.com ):
* Host Name	localhost
Provide Database User Information	
The username and password of a database administrator who can c to the database is necessary in order to set up the Sugar database.	reate database tables and users and who can write
* Database Administrator Username	root
Database Admin Password	
For security purposes, you can specify an exclusive database user to able to write, update and retrieve data on the Sugar database that will database administrator specified above, or you can provide new or ex	connect to the Sugar database. This user must be be created for this instance. This user can be the isting database user information.
Sugar Database Username	Same as Admin User 👻
Choose Demo Data	
Populate Database with Demo Data?	No 👻
	Back Next

Ingresamos los datos del nombre de la base datos en este caso llenamos con los siguientes datos:

- Database Name: helpdesk
- Hostname: localhost
- Database Administrator Username: root
- Database Admin Password:

Damos clic en Next.

	<u>Help</u>
SUGARCOMMUNITY EDITION.	SUGARCRM.
Site Configuration	
* Required field	
Identify Administration User	
Enter the URL that will be used to access the Sugar instance after installation. Th the URLs in the Sugar application pages. The URL should include the web serve	he URL will also be used as a base for er or machine name or IP address.
* URL of Sugar Instance http://localhost/helpdesk/sugar	
Enter a name for your system. This name will be displayed in the browser title ba	ar when users visit the Sugar application.
* System Name SugarCRM	
Select collation (sorting) settings for your system. This settings will create the tat case your language doesn't require special settings please use default value.	oles with the specific language you use. In
* Collation Settings	
After installation, you will need to use the Sugar admin user (default username = Enter a password for this administrator user. This password can be changed aft another admin username to use besides the default value provided.	admin) to log in to the Sugar instance. er the initial login. You may also enter
* Sugar Application Admin Name admin	
* Sugar Admin User Password	
* Re-enter Sugar Admin User Password	
	Back Next

Ingresamos la contraseña del usuario **admin**, en este caso la clave es **macgyver**, después clic en **Next**.



Dejamos todo por defecto y damos clic en Next.

	<u>Help</u>
SUGARCOMMUNITY EDITION.	SUGARCRM.
Perform Setup	
Creating Sugar configuration file (config.php)	
Creating Sugar application tables, audit tables and relationship metadata Creating the database helpdesk on localhostdone	
Creating default Sugar data	
Creating default users done Creating default scheduler jobs done	
The setup of Sugar 6.5.12 is now complete!	
Total time: 10.014225006104 seconds. Approximate memory used: 21640432 bytes.	
	Next

Esperamos que finalice la instalación y después damos clic en Next.

ning: Your PHP configuration should be changed to allow files of at least 6MB to be uploaded.		
		<u>Help</u>
SUGARCOMMUNITY E	EDITION.	<b>SUGAR</b> CRM
Install Language Packs		
To use a language in Sugar other than the de this time. You will be able to upload and insta to skip this step, click Next.	efault language (US-English), you can upload a all language packs from within the Sugar applic	and install the language pack at cation as well. If you would like
Language Pack		
Uplead a Language Pack Examinar. No se ha seleccionado ringún arch	hivo Upload	
The following language packs are ready to be	e installed:	
Name Version Date Put	ublishedUninstallable Description	
The following language packs have been ins	stalled:	
Name Version Date Publishe	edUninstallable Description	
none		
		Next

En las configuraciones del idioma dejamos vacío y damos clic en Next.

	User Name: Password: Log In	
	♥ Forgot Password?	
© 2004 <u>ONV Affers General Public License v</u> SugarCRM is a trademark of SugarCP	Server response time: 1.70 seconds. 4-2013 SugarCRN Inc. The Program is provided AS IS, without warrafty, Licensed under AQP terrston_3 as published by the Free Software Foundation, including the additional permission is a M, Inc. All other company and product names may be trademarks of the respective companie provembly C UNDER FORM	x3. forth in the source code header. with which they are associated.

Con esto finalizamos la instalación de SugarCRM, y nos muestra la pantalla de Login. Nos ingresamos al sistema con el usuario: admin y la contraseña: macgyver.

Recordar contraseña 🔻	ecification			
Provide the email ac emails from Sugar, a	count that will be used to send er is sent from the specified email a	mails, such as the assignment notification ccount.	is and new user passwords. Users will receive	
Choose your Email p	provider:			
Gmail	Yahoo! Mail	Microsoft Exchange	Other	
SMTP Server: Use SMTP Authentii	cation?	198.24.138.171	SMTP Port 26	
SMTP Username:		elpdesk@imbauto.com.ec		
SM P Password: Allow users to use to Clear Send Te	his account for outgoing email:( est Email	3		
			< Back Continue	

Configuramos el correo electrónico que va a manejar el HelpDesk. Y damos clic en **Continue**.

-			
First Name:		Last Name: *	Administrator
Email Address: *	helpdesk@imbauto.com.ed		
Office Phone:		IM Type.	-none- 💟
MODIIE:		IM Name:	
Primary Address:			
City:		State:	
Postal Code:		Country:	

Terminamos la configuración de los datos del administrador. Y damos clic en Next.

īme Zone: (1)	America/Guayaquil (GMT-5:00)	~	
Date Format: 🖲	12/23/2010 ¥	Time Format: (1)	11:00pm 💌
Currency: (1)	US Dollars : \$ V		
Currency Significant Digits:	2 🗸	Example:	\$123,456,789.00
Decimal Symbol: 🖲		1000s separator: ④	
Jame Display Format: 🛈	Dr. David Livingstone 💌		

Configuramos la zona horaria y damos clic en Next.

You	are ready to use Sugar!	
What	: would you like to do next? <u>Start Using Sugar</u> Go directly to the application Home page.	
	Import Data Import data from external sources into the application.	
ł	Create Users Create new user accounts for people to use to access the application.	
	View and Manage Application Settings Manage advanced settings, including default application settings.	
×	Configure the Application Use Studio to create and manage application fields and layouts.	
9	Visit Sugar University Find training materials and classes that will help you get started as a system administrator or end user of the application.	

Damos clic en Finish.

### 3. Restaurar Help Desk y Base de Datos.

Para realizar la restauración del Help Desk, necesitamos los siguientes archivos:

- Helpdesk.rar
- Helpdesk.sql

En la carpeta de nuestro servidor de aplicaciones renombramos la carpeta helpdesk por cualquier otro nombre y extraemos el archivo helpdesk.rar y nos debe quedar una carpeta de la siguiente manera.

ⓒ ◯ ♥ 🕌 ► Equipo ► Disco local (C:) ► xampp ► htdocs ►											
Archivo Edición Ver Herramientas Ayuda											
Organizar 🔻 🔚 Abrir 🛛 Incluir en biblioteca 🔻 Compartir con 🔻 Grabar 🛛 Nueva carpeta											
🎽 🎽 Favoritos	Nombre	Fecha de modifica	Тіро	Tamaño							
🎽 〕 Descargas	鷆 forbidden	25/11/2013 10:27	Carpeta de archivos								
👹 📃 Escritorio	鷆 restricted	25/11/2013 10:27	Carpeta de archivos								
Sitios recientes	🎍 helpdesk	25/11/2013 10:34	Carpeta de archivos								

Después procedemos a restaurar la base de datos, ingresamos a <u>http://localhost/phpmyadmin</u>, y eliminamos la base de daos de nombre helpdesk y después volvemos a crear la base de datos con el mismo nombre helpdesk que va a estar vacía.

🖉 🚵 localhost / 127.0.0.1   php 🛛 🗙				
← → C 🗋 localhost/p	hpmyadmin/	☆ =		
👯 Aplicaciones 🗀 SoporteFeliz	🖄 Mis Competencias   🗋 Portal Discover 🚫 Portal Interdin 🗋 Intermático del Ban 🗋 ML COURIER1.1	🗋 Medidor de Velocid 🚸 Administración Glo »		
phpMyAdmin	🗐 127.0.0.1			
@ @ @ @	🕢 Bases de datos 📃 SQL 🐁 Estado actual 📼 Usuarios 🗮 Exportar 📑 Importar	Configuración Sincronizar Vás		
(Tablas recientes) 🔻	Configuraciones generales	Servidor de base de datos		
G cdcol	Cotejamiento de la conexión al servidor	Servidor: 127.0.0.1 via TCP/IP     Programa: MySQL		
helpdesk		Versiones de programa: 5.5.27 - MySQL Community Server     (GPL)		
<ul> <li>information_schema</li> <li>mysql</li> </ul>	Configuraciones de apariencia	• Versión del protocolo: 10 • Usuario: root@localhost		
performance_schema	🖉 Idioma - Language 👩 : 🛛 Español - Spanish 🔹 🔹	Conjunto de caracteres del servidor: UTF-8 Unicode (utf8)		
<ul> <li>phpmyadmin</li> <li>sugarcrm</li> </ul>	🧇 Tema: pmahomme 🔻	Sanvidar wah		
i test	Tamaño de fuente: 82%			
i webauth	🥟 Más configuraciones	Apache/2.4.3 (Win32) OpenSSL/1.0.1c PHP/5.4.7     Versión del cliente de base de datos: libmysql - mysqlnd 5.0.10		

Después damos clic en la pestaña importar, luego damos clic en examinar y escogemos el archivo helpdesk.sql

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🛨 Eavoritos	Nombre	Fecha de modifica	Тіро	
Descargas	helpdesk (1).sql	05/12/2013 01:55 a	Archivo SQL	
E Escritorio	helpdesk (2).sql	12/12/2013 01:48 a	Archivo SQL	Exportar 📑 Importar 🥜 Configuración 🥼 Sincronizar 🔻 Más
Sitios recientes	helpdesk (3).sql	26/01/2014 10:37	Archivo SQL	
Dropbox 🗉	helpdesk.sql	04/12/2013 10:31	Archivo SQL	
	는 Hoja de vida para mantenimiento de Pc.rar	14/12/2011 12:27	WinRAR archive	
🔚 Bibliotecas	🔁 hoja_respuestas.pdf	15/03/2013 02:42	Adobe Acrobat D	
Documentos	i horario (1).xlsx	14/09/2012 03:38	Hoja de cálculo d	
🔚 Imágenes	HORARIO SITEMAS_2013.xlsx	27/03/2013 08:50 a	Hoja de cálculo d	
Música	M horario.xlsx	14/09/2012 03:31	Hoja de cálculo d	
Vídeos	i horarios.xlsx	19/09/2012 02:16	Hoja de cálculo d	iplo: .sql.zip
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🛤 Equipo	hp_CLJ_2600n_Full_Solution-v20110217-5	11/12/2013 11:23 a	Aplicación	- Comby
🚢 Disco local (C:) 🔻	<		÷	
Nom	bre: helpdesk.sql	<ul> <li>Todos los archi</li> </ul>		
		Abrir 🚽	Cancelar	
¢				se ha acercado al límite de tiempo PHP. (Esto podria ser un buen método para importar

Y con ello queda restaurado el sistema Help Desk por completo.