

INSTALLATION DOCS

SUPPORT BOARD SAAS

Thank you for joining the reseller program! Complete the steps below to start your new business with us.

1. Download Support Board from CodeCanyon to activate your license. Do not install this version.
2. Download the Support Board Cloud version from <https://board.support/synch/saas.php> and upload it on your server.
3. In the root directory, where the Support Board files have been uploaded, create a new folder named "custom". Upload logo, icon, and the logo with dimensions of 512 x 512 px in PNG format into this folder. Enter the logo and icon URLs in the *config.php* file. Refer to the next points for further guidance.
4. Import the *sb_cloud.sql* MySQL file into your desired database. Enter the database name in the CLOUD_DB_NAME constant of your *config.php*. The *sb_cloud.sql* file can be found in the downloaded package.
5. Rename the file *script/config_.php* to *config.php*, edit it and enter the information mentioned in the *docs-resellers.pdf* file.
 - a. The constant *SUPER_PASSWORD* must be hashed. To generate a hash for your password, visit <https://board.support/docs/files/password.php?p=123456>. Replace 123456 with your password.
 - b. If the database URL is not *localhost* use the constant *define('CLOUD_IP', 'YOUR DB IP OR URL')*.

- c. The constant *ENVATO_PURCHASE_CODE* must be the Envato purchase code.
 - d. The constant *SB_CLOUD_KEY* must be a random string, it is used as a password.
 - e. The constant *SB_CLOUD_PATH* must be the server path of the Support Board installation.
 - f. There are several constants that have been commented out as they are not mandatory. Feel free to utilize them as needed. For instructions on finding the values to enter, refer to the *docs-resellers.pdf* and our docs at <https://board.support/docs/>.
 - g. You can find the PDF in the downloaded package.
6. Edit the file *manifest.json* and replace *AAA* with the brand name and update the icon URL. Replace *icon.png* with the full URL of your brand icon. The icon size must be 512x512px.

SERVER SETUP

On your server you need to complete the steps below.

CROSS-ORIGIN

You need to enable Cross-Origin Resource Sharing. Check the docs at <https://board.support/docs/#cross>.

In Plesk, you can do it in this way: *Plesk > Websites & Domains > example.com > Hosting & DNS > Apache and nginx settings > Additional nginx directives* and insert: *add_header Access-Control-Allow-Origin "*";*

CRON JOB

You need also to create a cron job, executed at least one time every 30 minutes. The cron job just run/execute this URL: `[YOUR-SUPPORT-BOARD-URL]/account/api.php?action=cron`.

In Plesk, you can do it in this way: *Plesk > Websites & Domains > example.com > Scheduled Tasks > Add Task > Fetch a URL:*

`[YOUR-SUPPORT-BOARD-URL]/account/api.php?action=cron`.

Replace `[YOUR-SUPPORT-BOARD-URL]` the URL of your installation.

MYSQL DATABASE ROOT USER

You have to create a MySQL user with root privileges. The user must have privileges to create new databases and new users. Use these MySQL commands: `CREATE USER 'super_user_db'@'localhost' IDENTIFIED BY '12345678'; GRANT ALL PRIVILEGES ON *.* TO 'super_user_db'@'localhost'; GRANT GRANT OPTION ON *.* TO 'super_user_db'@'localhost'; FLUSH PRIVILEGES;`

Replace `12345678` with a strong password and `localhost` with the MySQL URL if different from localhost. Replace `support_board_user` with the database user, or leave it like now. The database user and password must be entered into the config.php file. Constants `CLOUD_DB_USER` and `CLOUD_DB_PASSWORD`.

In Plesk, you can do it in this way:

1. You need to access your server via SSH/command line. With Windows, you can use Putty.
2. Install the *SSH Terminal extension* and in *Plesk > Tools & Settings > SSH Terminal* run the command `"cat /etc/psa/.psa.shadow"`, copy the hash, enter Putty, and use it with the command `"mysql -uadmin -p'HASH'"`. Replace `HASH` with the hash. Docs at <https://support.plesk.com/hc/en-us/articles/213375129-How-to-connect-to-a-MYSQL-server-on-a-Plesk-for-Linux-server-using-a-MYSQL-admin-password-in-plain-text>
3. Execute the MySQL commands mentioned above in Putty.

In cPanel, you can do it in this way:

1. You need to access your server via SSH/command line. With Windows, you can use Putty.
2. On Putty run command `cat /root/.my.cnf`, then run `mysql -uroot -p'PASSWORD'` (replace *PASSWORD* with the password shown from previous command).
3. Execute the MySQL commands mentioned above in Putty.

REDIRECT

The root folder of your domain must point to `script/admin.php`. Edit the file `.htaccess` and uncomment the last row `"#RewriteRule ^/?$ script/admin.php [L]"` (remove the #).

PAYMENT GATEWAT

To integrate payments and membership purchases, set the desired payment gateway in the `PAYMENT_PROVIDER` constant, then uncomment and complete the related constants. Afterward, go to the super admin area to manage memberships. For instructions on finding the values to enter, refer to the *docs-resellers.pdf*.

FINISH

You're done. The installation is complete and you can access the super admin area from `/account/super.php` with the email and password you entered in the *config.php* file.

Edit emails, settings, and memberships from the super admin area.

INFORMATION

- If you get a 500 server error try to edit the .htaccess file and remove the <IfModule mod_deflate.c>.... </IfModule> code part. Leave only the last part.
- You can have up to 3 installations: one on the live server, one for development on the same server, and one on localhost. The development version on the live server must be on a subdomain.
- To update Support Board, you need to manually download it again from <https://board.support/synch/saas.php>. Then, upload and replace all files on your server, except for the /script/config.php file. By completing these steps, Support Board will be successfully updated. You can check change log at <https://board.support/changes>.
- Users can purchase credits for OpenAI or Google services from their account page in the membership area. These credits are used whenever the services are utilized. Support Board automatically calculates the credit usage, which is approximately double the original costs charged by OpenAI or Google.

We do not provide free support or assistance with the installation. For a fee of 150 USD, you can hire us to install it for you. Your server must be a dedicated server or VPS and must have Plesk installed.

