

Execetra Live Support - Installation Guide

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1 System Requirements

Please make sure your web host meets the following requirements.

Operating System: Linux or Windows

Web Server: Apache or IIS

Scripting Language: PHP 5.0 or above

Database: MySQL 5.0 or above

2 Getting Started

- Unzip the Exextra Live Support zip file to your local computer.
- Upload all files in the Upload folder (not the folder itself) to the web server and place them in the destination directory. (for example: www.your_site.com/livesupport)
- Make sure the following files/directories have “write” (777) permission set:
 - **inc/config.php**
 - **images/onlineoffline**
 - **admin/images**
 - **admin/operator_photos**
- In your web browser, go to the destination directory containing the Exextra Live Support files and add /install.php to start the installation wizard.
(for example: www.your_site.com/livesupport/install.php)

3 Installation Wizard

- Fill in your database details, system settings and license key and click on the install button.

Exectra Live Support - INSTALLATION

DB Hostname:	<input type="text"/>
DB Username:	<input type="text"/>
DB Password:	<input type="text"/>
DB Name:	<input type="text"/>
Company Name:	<input type="text"/>
Admin Login Username:	<input type="text"/>
Admin Password:	<input type="text"/>
Confirm Admin Password:	<input type="text"/>
Admin Email:	<input type="text"/>
System Language:	English <input type="button" value="v"/>
License Key:	<input type="text"/>
<input type="button" value="Install"/>	

DB Hostname: Your database hostname. (Usually localhost)

DB Username: Your database username.

DB Password: Your database password.

DB Name: Your database name.

Company Name: Your company name (will be displayed in the chat window)

Admin Login Username: Choose a admin username.

Admin Password: Choose a admin password.

Confirm Admin Password: Confirm admin password.

Admin Email: Your support/contact email.

System Language: Choose language.

License Key: Your license key... (You find your license key in the Exectra Live Support folder)

Congratulations! Your installation is now complete.

To access the admin panel just add /admin onto the end of your website URL.
(for example: www.your_site.com/livesupport/admin)

IMPORTANT: After the installation has finished, please remove or rename the install.php file.