



Breincoach

Wolfhezerweg 40
6874 AE Wolfheze
The Netherlands

Website: breincoacheul

email: info@breincoach.eu

phone: +31-6-925529

VAT: NL019512259B02

KVK: 9181632

Bank: Paypal: paypal@breincoach.eu

Bank: ING

Account name: H.J. Wevers

IBAN: NL55INGB0755033353, BIC: INGBNL2A

Account nr: 755033353

The ultimate integrated OpenCart helpdesk solution

For Kayako Fusion and FUIM Version 4.60.x

Documentation version 1.0

17 April 2014

CONTENTS

Contents	2
Introduction	3
Installation overview	5
Installation	7
Uploading and install.....	7
Configuration	7
Additional configuration of FUIM	11
Additional configuration of Kayako's Fusion.....	12
Updating the module	12
Trial License.....	12
Paid License.....	12
Appendix A: FAQ	13

INTRODUCTION

Fusion and Case!, Kayako's flagships, are sophisticated helpdesk systems and used to support many websites. There are two problems that stands in the way of a superb user experience. There is no Single Log On (SLO) available and there is only a limited implementation of Single Sing On (SSO).

The Fusion Ultimate Integration solution (short name FUIM) addresses these problems by means of an easy to install Fusion Module. After installation you get:

- SLO: a user who logs in to Fusion gets automatically logged in to the supported website. For clarity we will call the supported website "the Integration" in this document.
- SSO: The user needs only to register once and gets registered to the other site. Your choice if registration takes place on the Fusion or the Integration.
- User records are synchronized in the background when a user logs on. Thus changes in the user record like password, user group or full name are done on the fly on both sites without any action of the user. When you disable this module, the sites can run independently.
- You don't need to change any Fusion or integration code. Just a small adaption of one of the CSS files of fusion is needed to make the module work.
- Integrations are supported by means of an open source plugin system. You can easily program your own by changing a few lines in the existing plugins. Many plugins will be available, at this moment plugins for Joomla 2.5, Joomla 3,0 and higher, Magento, WHMCS , Moodle, OpenCart, Zencart ,osCommerce & clones are part of the current release.
- DSLO: With additional software, f.i. the Breincoach Opencart DSLO support module for FUIM you get DSLO. This means a user can login on either the integration or Fusion to get logged in on both. This is important for e-commerce websites where the client can register and login during the checkout process without losing the basket. We have DSLO modules for Magento, WHMCS, Moodle and OpenCart available at the moment. Joomla DSLO is supported by the Fusion plugin of the open source JFusion component.

This documentation is for our OpenCart DSLO support module, to be installed as an extension into OpenCart. You also need to install our Fusion Ultimate Integrated Module (short name FUIM) under Kayako's 4th generation helpdesk system, Fusion or Case!. Please read the FUIM documentation first to get an understanding of how the combination of the two modules work and what configuration options are, then continue reading this document.

All our software need **loncube** installed on the server where you run your software. Almost all hosts have this enabled by default.

NOTE: **OpenCart** installs php.ini files into its root and admin directories. In some cases this will disable the Ioncube installation provided by your host. Here are the steps to solve this:

1. In many sites Ioncube is enabled by default.
2. In some sites you need to ask your hosting provider to enable Ioncube for your site.
3. In some cases, if your hosting provider says your site is Ioncube enabled and still you are seeing Ioncube error for your OpenCart, then backup and delete the php.ini file from your OpenCart front-end directory and admin directory.
4. For some sites Ioncube is enabled but you need to edit php.ini file for every working directory. In that case follow the instructions below:

- a. Download your required loader from <http://www.ioncube.com/loaders.php>, unzip and then upload it to your public_html/ioncube folder (i.e. upload ioncube_loader_lin_5.3.so to your public_html/ioncube folder).
- b. Edit your frontend and administrator php.ini If a php.ini file does not exist, create a new one.
- c. Put the following two lines in that php.ini file for a linux server (change "/path/to/public_html/" according to your site)

```
zend_extension_dir=/path/to/public_html/ioncube
zend_extension=/path/to/public_html/ioncube/ioncube_loader_lin_5.3.so
```

- d. Done

INSTALLATION OVERVIEW

In this overview we give you the steps needed to achieve a full integration of OpenCart and the Helpdesk. In this type of integrations we can only have one point where users can register and edit their profiles. We call this the master system and the other system becomes the slave. Although the software can handle an integration where either Fusion or OpenCart can be the master we strongly (actually very strongly!) advise to make OpenCart the master site.

The steps to create the integrated site are as follows:

1. Install OpenCart. Put it in your root directory.
2. Install the helpdesk in a subdirectory, let's assume you have chosen <root>/support.
3. Set Kayako's (Fusion cq. Case!) cookie domain to .yourdomain.com, Set the cookie path to / (forward slash)
4. Thus, if your helpdesk site is on www.myshop.com/support or at support@myshop.com your cookie domain should be set to .myshop.com.
5. Change the helpdesk configuration file: In the file <fusion root>/__swift/config/config.php change the line:

```
define('SESSION_IPCHECK', false);  
to  
define('SESSION_IPCHECK', true);
```

And uncomment the line

```
define('ENABLE_FORWARDED_IP', true);
```

6. Test both sites, they should work individually perfectly before we can move on to integrate them.
7. Now install FUIM into the helpdesk. See the FUIM manual on how to handle this.
8. Configure FUIM by using the configuration wizard provided by FUIM. In almost 100% of all cases the configuration will be ok.
9. Subscribe (create) a new user into OpenCart. Check if you can login and logout as this user.
10. Now enable FUIM and enable debugging in FUIM.
11. Make sure you are logged out of OpenCart. Both as a user and as an administrator. Never test the setup when logged in as administrator.
12. Got to the helpdesk frontend and try logging in as the user you just created in OpenCart. Note that you DID NOT create the user in the helpdesk.
13. If all goes well you will be logged in and find your profile created automatically.
14. Go, in the same browser (new tab) to the OpenCart frontend. You should be logged in.
15. Return to the helpdesk and log out.
16. Refresh the tab you used in pt. 14. You should find yourself logged out as well.
17. So far so good. We are going to test the DSLO module. Install the DSLO module (see below)
18. Go to the helpdesk administrator panel, and run the Breincoach DSLO setup wizard.
19. Go to the OpenCart admin panel and enable the DSLO module and the debugging.
20. Logout. Go to the OpenCart frontend. Log in as the user created.
21. Access in the same browser (new tab) the helpdesk frontend. You should be logged in.
22. Log out of OpenCart and check if you are logged out of the helpdesk as well.
23. If all is well disable the debugging you enabled in both sites.

24. To complete your helpdesk you should disable registration in the helpdesk (disable the registration widget, or create a new one pointing to the OpenCart registration page). You can make the helpdesk look the same as the OpenCart site by changing the template. An option is to remove the login form on the helpdesk completely and offer access to registered users through a (menu) link in OpenCart. Or do as some users of this software who have created a login/registration header the same for both sites. Get creative!

INSTALLATION

UPLOADING AND INSTALL

Installation is simple. Just unpack the archive ocart_fuim_1_x_x .zip and upload the result in the upload directory to the OpenCart root directory. Make sure that the directories are writable.

If you are using vqmod then you are done.

If not:

1. In directory catalog/controller/account
 - a. Rename login.php to login.bak
 - b. Copy brein_login.php to login.php
 - c. Rename logout.php to logout.bak
 - d. Copy brein_logout.php to logout.php
2. In directory system/library
 - a. Rename session.php to session.bak
 - b. Copy brein_session.php to session.php

Note that you need to do this after every update of either OpenCart or the DSLO module.

CONFIGURATION

Dashboard | Catalog | **Extensions** | Sales

Home :: [Modules](#)

Modules

Module Name	Action
Account	[Edit] [Uninstall]
Affiliate	[Edit] [Uninstall]
Amazon Payments button	[Install]
Banner	[Edit] [Uninstall]
Bestsellers	[Install]
Breincoach OpenCart DSLO support -- Settings	[Install]
Carousel	[Edit] [Uninstall]

Log in as admin and go to the OpenCart admin panel.

1. Click on Extensions
2. Click on Install

1. After installation the “Install” link has changed to an “Edit” link and an “Uninstall link. Click on “Edit”.
2. You will see the screen below. Ignore the license warning, we will take care of that later on.
3. Note that the DSLO wizard in FUIM already configured the DSLO module for you. Just check and adjust if needed. In 99,9% of the cases the DSLO wizard has the this configuration set correctly.

We will take you through the form section by section:

1. Module enabled: For now set this to **NO**.
2. Debug enabled: Only set to On when you have problems with this module logging in to the helpdesk.
3. Full URL to host. This should point to your kayako installation root.

Module cURL settings

1. HTTP authorization. Only needed when you have protected the directories of the helpdesk during development phase.

Cookie Domain	<input type="text" value=".breincoachtest.com"/>
Cookie Path	<input type="text" value="/"/>
Cookie Lifetime	<input type="text" value="21600"/>
Secure Cookies	<input type="checkbox"/>
HTTP-only Cookies	<input type="checkbox"/>

1. Cookie Domain: See example above. You must set these items exactly the same as in Kayako. Again, the domain should look like `.yourdomain.com`. **The point at the beginning is mandatory!** In our example setup we assume you have OpenCart installed in the web root and the helpdesk in the subdirectory `fusion46`. If you want to avoid trouble then do not use subdomains. If you must, and you have no experience, then contact us for (extra) support.
2. Cookie path: the default `/` will be fine.
3. Cookie lifetime. Should be the same as that of the helpdesk. These are seconds, so 1800 is 30 minutes. The Kayako default is **21600**, six hours. We prefer to set the time as long as the cookie expiry time of OpenCart. If you do make sure that you set the same time here and in the helpdesk admin setup.
4. Secure cookies: set to the same as the helpdesk setting.
5. HTTP-only cookies: set to the same as the helpdesk setting.

Module Login settings

Brute Force Login	<input checked="" type="checkbox"/>
Login Path	<input type="text" value="index.php?/breincoach"/>
Login Form: Form ID	<input type="text" value="LoginForm"/>
Login Form: Namefield ID	<input type="text" value="scemail"/>
Login Form Password ID	<input type="text" value="scpassword"/>
Login Form: Action path is relative	<input type="checkbox"/>
Login: Post Hidden	<input checked="" type="checkbox"/>
Login: Post Button Info	<input checked="" type="checkbox"/>

1. Login type: **Check**.
2. Login Path: must be `index.php?/breincoach`

3. Login form, ID: **LoginForm**. Only change if you have a customized form in the helpdesks CSS.
4. Login form username field ID: **scemail**. Only change if you have a customized form in the helpdesks CSS.
5. Login form, password field ID:**scpassword** Only change if you have a customized form in the helpdesks CSS.
6. Login form, action field has relative path: **Uncheck**.
7. Login form post hidden fields: **Check**.
8. Login form post buttons inf: **Check**.

Module Logout settings

Logout Type	URL
Logout Path	index.php?/breincoach/Breincoach/Logout
Logout Form: Action path is relative	<input type="checkbox"/>
Logout URL: Fields to Post	

9. Logout type: **URL**.
10. Logout path: `index.php?/breincoach/Breincoach/Logout`.
11. Logout form action field path relative: **Uncheck**.
12. Logout URL postfields string: **leave empty**.

Kayako Database settings

Kayako database host	localhost
Kayako database name	
Kayako database username	
Kayako database password	
Kayako database prefix	sw

13. You can ignore the Kayako database settings. They are here for future enhancement of the DSLO module (like synchronizing admin's). Kayako's database is not used at the moment.

So far so good, that completes the configuration. Please **save**.

Maybe you are wondering about all these configuration items. The reason is that the module can be configured for many changes in the Helpdesk CSS and can even be used for other software than Kayako's helpdesk.

ADDITIONAL CONFIGURATION OF FUIM

When you use this module the best setup is to have OpenCart as Master and the helpdesk as Slave.

ADDITIONAL CONFIGURATION OF KAYAKO'S FUSION

In the file <fusion root>/__swift/config/config.php change the line:

```
define('SESSION_IPCHECK', false);  
to  
define('SESSION_IPCHECK', true);
```

and uncomment the line

```
define('ENABLE_FORWARDED_IP', true);
```

In Fusion's admin: **panel/settings/security**:

1. Set the default session inactivity expiration to the desired Set Cookie domain to .yourdomain.xxx (note the dot in front of the domain)
2. Make sure that these security values are exactly the same as the ones you have set in the DSLO plugin configuration panel. Note that Fusion uses seconds for inactivity and Jfusion uses minutes.

UPDATING THE MODULE

You install an update of the OpenCart DSLO module in exactly the same way as installing the original. Unzip the module and upload, overwriting the existing files.

Then go to the Modules setup screen, check if all settings are correct and save the settings. **This step is mandatory!**

TRIAL LICENSE

You can request one (1) trial license for 15 days from our website **breincoach.eu**. Rename the keyfile to `ocart_fuim_key.php` and install the license file in the directory

```
<OpenCart root>/system/config
```

PAID LICENSE

You need a paid license to run this software. The license is bound to your domain and has no time restrictions. A local test host is also licensed with no additional costs. Multi domain licenses are available. You can request and pay on our website **breincoach.eu**. You install the license file, renamed to

`ocart_fuim_key.php`, in the directory

```
< OpenCart root>/system/config
```

It is OK to overwrite the trial key.

APPENDIX A: FAQ

1. Logging in to a website in the background takes some time The delays are acceptable and depend mainly on the server the software is running on
2. The websites must be on the same domain. The system depends on cookies and for security reasons a program or browser cannot set cookies for another domain