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# The ultimate integrated WHMCS helpdesk solution

**For Kayako Fusion and FUIM Version 2.x.x**

**Documentation version 1.0**

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# CONTENTS

## INTRODUCTION

Fusion, Kayako's flagship, is a sophisticated helpdesk system 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.
- Plugin system. 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 1.5, Joomla 1,6 and higher, Magento and WHMCS are part of the release. In beta phase we find Wordpress, osCommerce (2 and 3),OscXT, OscZen, OscMax, OscSEO, Moodle and Efront. Under consideration a bulletin system, myBB, Vbulletin, phpBB3 and more. Because of our experience with JFusion we can convert JFusion plugins quickly into an integration class of FUIM.
- DSLO: With additional software, f.i. the Breincoach WHMCS DSLO support module for FUIM you get DSLO. This means a user can login to either the integration (f.i. WHMCS) 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.
- Note that the software also works with Kayako's Engage and Resolve.

*This documentation is for our WHMCS DSLO support module, to be installed under WHMCS. You also need to install our Fusion Ultimate Integrated Module (short name FUIM) under Kayako's 4th generation helpdesk system, Fusion or Resolve. 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 install this module and FUIM thereafter.*

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

## INSTALLATION

### UPLOADING AND INSTALL

Installation is simple. Just unpack the archive WHMCS_fuim_2_x_x .zip and upload the result to the WHMCS root directory. Make sure that the directories are writable. After uploading the directory structure created should become:

```
<whmcs root>/modules/addons/brein_whmcs_dslo
                whmcs_fuim_key.php
                whmcs_dslo_helper.php
                hooks.php
                brein_whmcs_dslo.php
                brein_magic.php
```

### CONFIGURATION
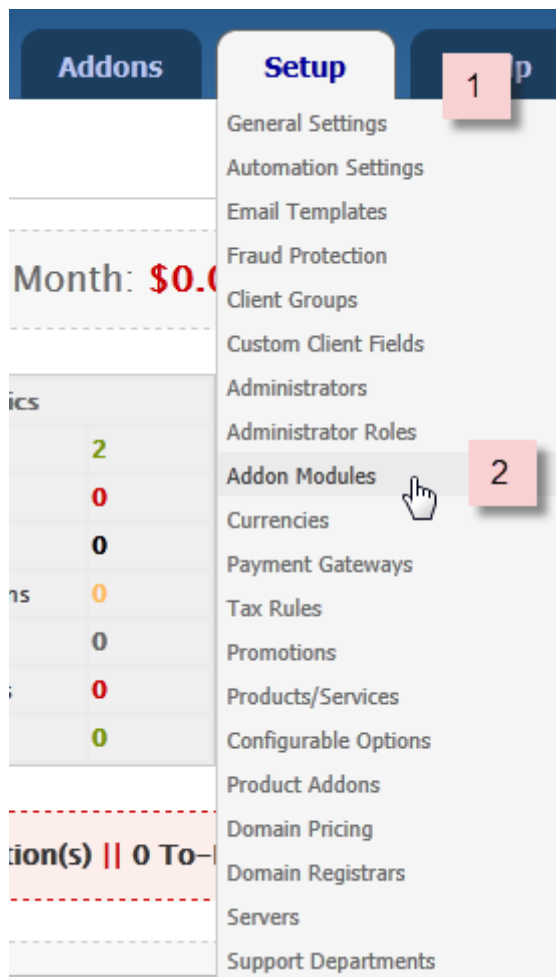
Log in as admin and go to whmcs admin panel.
1. Click on
2. Click on Addon Modules

## Breincoach DSLO module

| | | |
|---|---|---|
| Module Enabled | no ▾ | Switches D... |
| Full URL to Host | http://www.breinco... | |
| Debugging on | no ▾ | Switches d... |
| HTTP Authorization Method | any ▾ | H... |
| HTTP Auth Username | hwevers | |
| HTTP Auth Password | ●●●●●● | |
| Cookie Domain | .breincoachtest.com | Cookie D... |

Find the Breaincoach DSLO module on this screen.

We are now going to configure the module.

We will take you through the form section by section:

We will take you through the form section by section:

| | | |
|---|---|---|
| Module Enabled | no ▾ | Switches DSLO support on or off |
| Full URL to Host | http://www.breincoachtest.com/fusion | Full URL to Kayako |
| Debugging on | no ▾ | Switches debugging output on or off |

1. Module enabled: For now set this to **NO**.
2. Full URL to host. This should point to your kayako installation root.
3. Module mode. Leave at **Maste**r. Never set WHMCS to Slave.
4. Debug mode: Only set to On when you have problems with this module logging in to the helpdesk.

| | | |
|---|---|---|
| HTTP Authorization Method | any ▾ | HTTP authorisation (note: gssnegotiate == kerberos) |
| HTTP Auth Username | hwevers | The username to supply when the server asks for HTTP authorization |
| HTTP Auth Password | ●●●●●● | The password to supply when the server asks for HTTP authorization |

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

| | | |
|---|---|---|
| Cookie Domain | .breincoachtest.com | Cookie Domain used by Kayako |
| Cookie Path | / | Cookie Path used bt Kayako |
| Cookie Lifetime | 1800 | Cookie Lifetine in seconds, set same as Kayako |
| Secure Cookies | no ▼ | Whether to use secure cookies, set same as Kayako |
| HTTP-only Cookies | no ▼ | Whether to use HTTP-only cookies, set same as Kayako |

1. Cookie Domain: See example above. You must set these items exactly the same is in Kayako. Again, the domain should look like `.yourdomain.com`. <mark>The point at the beginning is mandatory!</mark> In our example setup we assume you have WHMCS installed in the web root and the helpdesk in the subdirectory `fusion`. 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 of that of the helpdesk. These are seconds, so 1800 is 30 minutes. We prefer **3600**, one hour
4. Secure cookies: set to the same as the helpdesk setting.
5. HTTP-only cookies: set to the same as the helpdesk setting.

| | | |
|---|---|---|
| Brute Force Login | yes ▼ | Wheter to Use Brute-force login. See documentation |
| Login Path | / | Part of login URL after 'Full URL to Kayako' |
| Login Form: Form ID | LoginForm | ID of Kayako's login Form |
| Login Form: Namefield ID | scemail | ID of username (email) field of Kayako's Loginform |
| Login Form Password ID | scpassword | ID of password field of Kayako's Loginform |
| Login Form: Action path is relative | no ▼ | Whether Kayako's loginform action parameter has a relative path |
| Login: Post Hidden | yes ▼ | Whether to post data from hidden fields when logging in |
| Login: Post Button Info | yes ▼ | Whether to post the button if=nformation when logging in |

1. Login type:  Set **to Brute Force**.
2. Login Path: must be **/**
3. Login form, ID: **LoginForm**. Only change if you have a customized form in the helpdsks CSS.

4. Login form username field ID: **scemai**l. 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 helpdsks CSS.
6. Login form, action field has relative path: **NO**.
7. Login form post hidden fields: **yes.**
8. Login form post buttons inf: **yes.**

| Logout Type | URL ▼ | Type of logout action |
|---|---|---|
| Logout Path | index.php?/breincoach/Breincoach/Logout | Part of logout URL after 'Full URL to Kayako |
| Logout Form: Action path is relative | no ▼ | Whether Kayako's loginform action parameter has a relative path |
| Logout URL: Fields to Post | | Fielddata to post when using URL–type logout |

9. Logout type: **URL.**
10. Logout path: `index.php?/breincoach/Breincoach/Logout.`
11. Logout form action field path relative: **NO**.
12. Logout URL postfields string: **leave empty**.

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 WHMCS 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);
```

In Fusion's admin: **panel/settings/security**:
1. Set the default session inactivity expiration to the desired value (These are seconds, 216000, the default, this is  60 minutes)
2. Set Cookie domain to .yourdomain.xxx  (note the dot in front of the domain)

3. Set cookiepath to the path of your software (like "/support" if Fusion is installed in a subdirectory support of your website.

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 WHMCS 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. <mark>This step is mandatory!</mark>

## TRIAL LICENSE

You can request one (1) trial license for 15 days. The procedure will be automated soon on our new support website **breincoach.eu**. Until we go live contact *info@breincoach.eu* and request a trial license. Rename the keyfile `to whmcs_fuim_key.php` and install the license file in the directory

`<WHMCS root>/modules/addons/brein_whmcs_dslo`

## 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. The procedure to pay with Paypal and reveive a license will be automated soon on our new support website **breincoach.eu**. Until we golive pay the amount due with Paypal to our account paypaL@breincoach.eu writing the domain to be licensed in the comment box. Make sure to let us know about the payment and licensed domain via info@breincoach.eurequest a license via our email address: *info@breincoach.eu* You install the license file, renamed to `whmcs_fuim_key.php`, in the directory

`<WHMCS root>/modules/addons/brein_whmcs_dslo`

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
3. If you want to integrate more than WHMCS And the helpdesk then, If Joomla is also part of the setup, you can use the open source component for Joomla by JFusion (www.jfusion.org). We have been part of this projec t from its early days and continue to sponsor it by devoting much of our free time. Breincoach sells Kayako Helpdesk v4 plugin for JFusion. See our website for more details or contact us at info@breincoach.eu.