Kayako Fusion & Case plugin for JFusion

Documentation version 1.8

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CONTENTS

INTRODUCTION

BENEFITS

Kayako's Fusion and Case 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 they have a limited implementation of Single Sign On (SSO). (We will use the word Helpdesk in this document for either Fusion or Case.)

JFusion (www.jfusion.org) provides SSO and SSL for integrated software by means of dedicated plugins for each integration. JFusion is free open source software and plugins are available for many free open source website software like Moodle, phpBBS, Vbulletin, Magento Community version. However integration of commercial software like Kayako's Fusion is left to other (commercial) developers. After installation of this plugin in to JFusion you get:

- **SLO**: a user who logs in to Joomla (JFusions host) gets automatically logged in to Fusion and all other integrations. For clarity we will call the by JFusion plugins supported website software like Fusion "the Integration" in this document.
- **SSO**: The user needs only to register on one site and gets registered on all integrations. Your choice if registration takes place on Joomla or an integration like Fusion.
- User records are synchronized in the background when a user logs on. Thus changes in the common fields of the user record of the registration site (called Master, see below) like password, email, user group, phone, address, full name and more are done on the fly on both sites without any action of the user. When you disable JFusiom, the sites can run independently.
- You don't need to change any Helpdesk code.
- **DSLO**: With additional software, like the Breincoach FUIM module for Fusion, you get DSLO.
- This means a user can login to either the helpdesk or Joomla to get logged in on both.

HOW JFUSION WORKS

To understand how Jfusion works you need to know the difference between the Master website and the Slave website. The Master is the website where the user must register and maintain their profile. The other website(s) will become the slave. You can choose the master from Joomla and all integrations.

The basic operation of JFusion is pretty simple:

1. When a user logs in on Joomla (or a DSLO enhanced integration) the user is authenticated on the Master. If the user is not registered on the Master the login will fail. And of course when the authentication fails the logon with fail as well.
2. When the authentication is successful then the Slave is tested for the presence of a valid user record. If there isn't one, a new user record is created on the slave using the Masters user data.

3. In case there is a valid user record found on the slave, fields with the same purpose are checked and updated if necessary. Most common fields, like username, email, password, user group, etc. are handled.
4. Then the user is logged in on Joomla and the Integrations.

As you can see, when you set the integration as Master the system operates like Kayako's Loginshare. However, the module adds the all-important single logon feature..

If you set the Helpdesk as Master all registration takes place on the Helpdesk and the user data on

ENCRYPTION

Breincoach plugins and modules represent many man-years of work. To protect this we were forced to encrypt our code. Note that all our software for free open source open source integrations is free and open source. Also, we have dedicated much time to the JFusion open source project and are still working on it.

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. Go to JFusions Cpanel and click on the "plugin Manager" icon. Scroll down and choose your installation method. This is the same procedure as the one for Joomla extensions.

TRIAL LICENSE

You can request one (1) trial license for 15 days. The procedure is automated on our support website **breincoach.eu**.

You install the license file, *renamed to* `jf_plg_fusion_key.php`, in the directory

```
For JFusion < 1.8

<joomla>/administrator/components/com_jfusion/plugins/fusion

For JFusion > 1.8

<joomla>/components/com_jfusion/plugins/fusion
```

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 receive a license is automated on our support website **breincoach.eu**.

You install the license file, *renamed to* `jf_plg_fusion_key.php`, in the directory

```
For JFusion < 1.8
```

```
<joomla>/administrator/components/com_jfusion/plugins/fusion
```

```
For JFusion > 1.8
```

```
<joomla>/components/com_jfusion/plugins/fusion
```

It is OK to overwrite the trial key.

FIRST TIME CONFIGURATION

Go to JFusions Cpanel, choose "Configuration". Now start the Fusion wizard:

ID	Name	Options	Description
⊙	dokuwiki	✎ ◐	dokuwiki plugin for JFusion
⊙	efront	✎ ◐	JFusion plugin for eFront 3.x
⊙	elgg	✎ ◐	Elgg 1.5 plugin for JFusion
⊙	fusion	✎ ◐	Fusion
⊙	gallery2	✎ ◐	Gallery2 plugin for JFusion

The wizard will try to get as much configuration settings as possible but needs the path to the fusion directory on the server. The wizard helps you by filling in the path to the directory of the Joomla that hosts JFusion:

What is the full path to the software you want JFusion to integrate?   /home/breintst/public_html/joomla17

Change this path to point to the fusion directory and click "next".

Wizard

Next   Cancel

just pull your settings directly from your config file? Just enter the path to the software and

/home/breintst/public_html/fusion

If you have changed the setting to point to the correct directory you will see this message on top of the screen:

Site	Users	Menus	Content	Components	Extensions	Help

⚠ **Configuration file found! Please make sure they are correct and press the save button.**

Many settings are now filled in correctly. You need to go through all of them and add and/or correct all settings. By hovering your mouse above a settings label you will get help on the setting in question.

Check all settings and when you are done click save.

For more information on this setup and testing the plugin(s) see http://www.jfusion.org/docs

CHANGES TO BE APPLIED TO FUSIONS CONFIGURATION FILE

Fusions configuration file needs a few changes to allow programmatically logins. The file can be found here: <fusion>/__swift/config/config.php.

You need to change the following lines:

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

and

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

UPGRADING

Upgrading is simple, just follow the installation instructions above. You need to go into the plugin editing and save the plugin once after upgrading to make sure all settings are retained.

SUPPORT

For JFusion: www.jfusion.org. Select the support helpdesk.

For this plugin: www.breincoach.eu or contact support@breincoach.eu

SLAVE WITH FUIM INSTALLED

You can use our module FUIM for Fusion as DSLO support. It will then be possible for the user to login in Fusion as well on Joomla.

Alternatively, when FUIM is installed you can disable the login form on Fusion by changing the header template. This way the user has to login via Joomla of another Integration with DSLO support.

FUIM generates a hidden log inform so the JFusion Fusion plugin can find a valid login form. Just change the setting " url to loginform" to `<fusion base url>/index.php?breincoach`