



# Nynox - The Help Desk System

## Install

Version 1.0.0

### Revision History

Date	Version	Description	Author
02/02/2008	1.0.0	Installation instruction	Nynox



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# 1 Nynox installation instruction

## 1.1 Required files

Description	File
Nynox Help Desk WAR package	nynox-x.x.x.war
Nynox Help Desk Database set up scripts	nynox-database-script-x.x.x.zip
Nynox Help Desk Deployment Database configuration scripts.	nynox-database-deployment-script-x.x.x.zip

## 1.2 Database

1. Using your own chosen database technology, create nynox database and write down the DATABASE\_NAME, USER\_NAME and password.
2. Download and unzip the Nynox Help Desk Database set up scripts zip file - nynox-database-script-x.x.x.zip.
3. Execute the appropriate database create scripts for your chosen database technology using the appropriate database tool. For example, for MySQL database execute the content of the file "Database DDL & Population Scripts\MySQL\DDL\Nynox DDL - MY SQL(Create).sql". This will create tables and database structures required.
4. Execute the appropriate record creation database scripts for your chosen database technology using the appropriate database tool. For example, for MySQL database execute the content of the file "Database DDL & Population Scripts\MySQL\SqlScript\NynoxSqlScript-MY SQL.sql". This will create records required.
5. Now tables and initial required records are created.

## 1.3 JEE War file deployment and configuration

1. Place the Nynox Help Desk WAR package deployment WAR file, nynox-x.x.x.war, in the deployment directory of the application server. JEE server will expand the war file.
2. Change the directory to "WEB-INF\classes".
3. Replace the **nynox.jocl**, **persistences.xml** and **DefaultIDGenerator.xml** files with the content of Nynox Help Desk Deployment Database configuration scripts. Use the appropriate scripts of your chosen database.
4. Under "WEB-INF\classes" directory, locate "**nynox.jocl**" and "**persistences.xml**" files and change the following default entry values to the specific ones;

HOST\_NAME = the IP address/host name of the machine on which the designated database server is running.

PORT\_NAME= the port number of the database server at which the service is running/listening.

DATABASE\_NAME = the name of the database schema.

USER\_NAME = the user name used to access the database.

PASSWORD = the password used to access the database.

5. After finishing the above steps, log in to the system with the default username (sysadmin) and the password (administrator).
6. Restart the JEE nynox application.

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## 1.4 Running the application

1. After finishing the above steps, go to the application URL. For example <http://hostname/nynox-x.x.x>
2. Log in to the system with the default username (sysadmin) and the password (administrator).
3. Immediately change the default password of the sysadmin user.