

System Requirements

This page includes useful information on the supported operating systems as well as the software and hardware requirements that are needed to install and use SupportPro.

An active license with valid support and updates coverage is required to download and install SupportPro. Our [Free Trial](#) is the easiest way to try SupportPro. Owned licenses include 6 months from date of purchase and monthly licenses include lifetime support and updates.

SupportPro simply requires PHP and MySQL, thus it is possible to install and run it in a vast majority of systems. Below is a list of supported operating systems; we cannot provide support for operating systems that are not listed.

- CentOS
- Debian
- Red Hat Enterprise Linux
- Ubuntu

Windows support is available via Docker deployment methods.

PHP version **8.1.0 - 8.2.x** is supported.

For assistance on installing a new version of PHP, please contact your hosting provider or server administrator.

Required

- BCMath
- Ctype
- cURL
- DOM
- FileInfo
- GD (*requires libpng and libjpeg*)
- Hash
- Iconv
-  - 12.0.5 and above
- JSON
- Mbstring
- OpenSSL
- PDO (with MySQL Client Driver 5.6.0+ or  5.0.9)
- Tokenizer
- XML (with libxml2 version 2.7.0 or above)

PHP extensions differ depending on your server, your host and other system variable. For assistance on installing missing extensions, please contact your hosting provider or server administrator.

Your PHP configuration must adhere to the following settings:

- **zlib.output_compression Disabled**
Gzip output compression is handled by the web server. PHP's zlib output compression should be disabled to prevent files from being compressed multiple times.
- **allow_url_fopen Enabled**
To use Gravatar and other SupportPro features,  must be enabled in your PHP configuration.
- **IPv6 Support**

If your server has IPv6 networking support, this should be enabled by default. However, if not please ensure you have the php-sockets extension enabled and PHP has been compiled with the --enable-ipv6 flag.

- **PNG & JPG Support**

If the XXXXXXXXXX has been manually compiled, please ensure the --with-png-dir and --with-jpeg-dir flags are provided.

- **Disabled functions**

If you're running under a particularly strict environment, please ensure that the following functions are not listed under the disable_functions directive: ini_set

- **Memory Limit**

A minimum of 128 MB addressable memory is required to install and use SupportPro. We recommend at least 256 MB.

For assistance on modifying your PHP configuration, please contact your hosting provider or server administrator.

The following directories (and directories within recursively) must be writable by the PHP/Web Server process.

- addons/
- bootstrap/cache/
- config/
- storage/

We recommend setting the above directories to *755 permissions*.

```
chmod 755 /path/to/directory
```

You may also need to adjust the owner and group of the directories to be the web server user, for example:

```
chown -R www-data:www-data /path/to/directory
```

If you're using CentOS, it has SELinux enabled by default which has measures in place to prevent httpd from writing to files, beyond the normal file permissions. You need to apply `httpd_sys_rw_content_t` to the directories:

Right click on the folder containing the SupportPro files, click *Properties* and then the *Security* tab. Click *Edit...* and then *Add...*, enter IUSRS and click *Check Names*. Click *OK*, and check the *Full Control* checkbox in the permissions. Do the same for the IIS_IUSRS group too.

MySQL Server **5.7 and 8.0** supported. MariaDB **10.2 - 10.11** also supported.

For day to day use, the following database privileges are required.

- DELETE
- FLUSH TABLES
- INSERT
- LOCK TABLES
- SELECT
- UPDATE

For installing and upgrading the system, as well as activation and deactivation of plugins, the following additional privileges are required.

- ALTER
- CREATE
- DROP
- INDEX

We recommend the following MySQL configuration directives are changed:

- **myisam_recover_options** - we recommend greater than 20 MB to ensure large emails and embedded images are correctly handled.

For assistance on modifying your MySQL configuration, please contact your hosting provider or server administrator.

HTTP Request Verbs

Please ensure your web server is configured to allow HTTP DELETE, GET, OPTIONS, POST and PUT requests. If using Apache and have **mod_rewrite** enabled you may need to update your web server configuration to permit the verbs.

SupportPro supports Apache, nginx and IIS web server.

Apache is supported out of the box.

On nginx, please create a new virtual host for SupportPro. The below is an example virtual host but will need editing for your specific

environment (paths may vary):

supportpro.conf

```
server {    listen 80 default_server;    listen [::]:80 default_server;
    server_name _;    # enable gzip    gzip on;    gzip_comp_level 6;    gzip_min_length 500;    gzip_proxied any;    gzip_types text/plain text/css text/javascript application/json application/javascript;
    gzip_vary on;    # add security headers    add_header X-Frame-Options SAMEORIGIN always;    add_header X-Content-Type-Options nosniff always;    add_header X-XSS-Protection "1; mode=block" always;    add_header Referrer-Policy strict-origin-when-cross-origin always;    add_header Strict-Transport-Security max-age=31536000 always;    # disable request entity max size.    # https://nginx.org/en/docs/http/nginx_http_core_module.html#client_max_body_size    client_max_body_size 0;
    root /var/www/supportpal;    index index.php;    # Hide Nginx version    server_tokens off;    # Remove index.php from GET requests.
    set $user_request 0;    if ($request_method = GET) {        set $user_request "GET";    }    if ($request_uri ~* "^(.*)/index.php/?(.*)$") {        set $user_request "${user_request}-index.php";    }    if ($user_request = "GET-index.php") {        return 301 $1$2;    }
# Send all requests to SupportPal.    location / {        try_files /notexistent @backend;    }    # Allow direct access to asset files, if they don't exist show SupportPal 404 error page.    location ~* "(css|gif|ico|je?pg|js|png|swf|txt|eot|ttf|woff|woff2|svg|map)$" {        try_files $uri $uri/ @backend;    }    # Allow direct access to resources/assets files, if they don't exist show SupportPal 404 error page.    location resources/assets/ {        try_files $uri $uri/ @backend;    }    # All SupportPal requests must be sent through index.php.    location @backend {        rewrite ^(.*)$ /index.php last;    }
    location ~ .php($|/) {        include snippets/fastcgi-php.conf;
        # With php-fpm:        fastcgi_pass unix:/var/run/php/php7.0-fpm.sock;    }}
```

On IIS, please create a web.config file in the root of your installation directory with the below contents:

Required Extension(s)

The is required for the below web.config file to function correctly, otherwise a 500.19 error is likely to be shown when visiting SupportPro (see).

Please replace the follow constants in the below code snippet:

- <supportpal_base_url> with your installation base URL
- <absolute_path_to_php_cgi.exe> with the absolute path to your PHP cgi executable

web.config

```
<?xml version="1.0" encoding="UTF-8"?><configuration>
  <system.webServer>
    <staticContent>
      <remove fileExtension=".woff" />
      <remove fileExtension=".woff2" />
      <remove fileExtension=".json" />
      <mimeMap fileExtension=".woff" mimeType="application/x-font-woff" />
      <mimeMap fileExtension=".woff2" mimeType="application/font-woff2" />
      <mimeMap fileExtension=".json" mimeType="application/json" />
    </staticContent>
    <rewrite>
      <rules>
        <rule name="Add trailing slash to base" stopProcessing="true">
          <match url="^$" ignoreCase="false" />
          <conditions logicalGrouping="MatchAll">
            <add input="{URL}" pattern="[/]" />
          </conditions>
          <action type="Redirect" url="<supportpal_base_url>/" />
        </rule>
        <rule name="Remove index.php" stopProcessing="true">
          <match url="^index.php/(?.*$)" ignoreCase="false" />
          <conditions logicalGrouping="MatchAll">
            <add input="{REQUEST_METHOD}" pattern="GET" />
            <add input="{URL}" pattern="^.*\/index.php" />
          </conditions>
          <action type="Redirect" url="<supportpal_base_url>/" />
        </rule>
      </rules>
    </rewrite>
  </system.webServer>
</configuration>
```

```

pe="Redirect" redirectType="Permanent" url="<supportpal_base_url>/{R:
1}" appendQueryString="true" />
<rule name="Allow assets" stopProcessing="true">
<match url="^" ignoreCase="false" />
logicalGrouping="MatchAll">
<add input="{REQUEST_FILENAME}" matchType="IsFile" ignoreCase="false" />
<add input="{URL}" pattern="(resources/assets/|.(css|gif|ico|
je?pg|js|png|swf|txt|eot|ttf|woff|woff2|svg|map)$)" />
</conditions>
<action type="None" />
</rule>
<rule name="Rewrite all else to index.p
hp" stopProcessing="true">
<match url="^" ignoreCa
se="false" />
<action type="Rewrite" url="index.ph
p" />
</rule>
</rules>
<outbound
Rules>
<rule name="fix content-type" preCondition="PHP
Request">
<match serverVariable="RESPONSE_CONTENT_
TYPE" pattern="text/html; charset=UTF-8,([^\s]+/.+)$" ignoreCase="true
" />
<action type="Rewrite" value="{R:1}" />
</rule>
<preConditions>
<
preCondition name="PHPRequest">
<add input="{R
EQUEST_URI}" pattern="*.php" />
</preCondition>
<preCondition name="ResponseIsHtml1">
<add input="{RESPONSE_CONTENT_TYPE}" pattern="^text/html" /
>
</preCondition>
</preConditions>
</outboundRules>
</rewrite>
<handlers>
<remove name="WebDAV" />
<remove name="PHP-php" />
<remove name="ExtensionlessUrlHandler-Integrated-4.0" />
<add name="ExtensionlessUrlHandler-Integrated-4.0" path="*."
verb="DEBUG,DELETE,GET,HEAD,OPTIONS,POST,PUT" type="System.Web.Handl
ers.TransferRequestHandler" resourceType="Unspecified" requireAccess=
"Script" preCondition="integratedMode, runtimeVersionv4.0" responseBuf
ferLimit="0" />
<add name="PHP-php" path="*.php" verb="DEB
UG,DELETE,GET,HEAD,OPTIONS,POST,PUT" modules="FastCgiModule" scriptPr
ocessor="<absolute_path_to_php_cgi.exe>" resourceType="Either" requir
eAccess="Script" />
</handlers>
<httpErrors errorMode="
Detailed" />
<modules>
<remove name="WebDAVModule"
/>
</modules>
</system.webServer>
<system.web>
<a
uthentication mode="Forms" />
</system.web></configuration>

```

Outbound port 443 access to licensing.SupportPro.com and

marketplace.SupportPro.com

Hardware requirements are dependent on the number of users and expected workload. Your exact needs may be more or less, depending on your workload. Your workload is influenced by factors such as - but not limited to - how many active users and operators there are and the frequency of tickets and replies.

For deployments with a lot of active users, or a large database (several hundred thousand records), we recommend to use separate servers for your web server and database; this ensures the database has dedicated resources and can ensure consistent performance.

In a fresh installation, SupportPro uses minimal space (approximately 100 MB). The database and storage/ directory is where you'll see most growth. The storage/ directory includes things like caches, attachments, and log files.

We recommend using solid state drives for all deployments, particularly database servers, as this dramatically improves the responsiveness of SQL queries.

We recommend a minimum of 4 vCPU on all servers.

The following is the recommended minimum memory hardware guidance:

- Web server: 2 GB RAM - allows up to 50 concurrent staff
- Database server: 4 GB RAM

We also recommend having at least 2 GB of swap on your server, even if you currently have enough available RAM. Having swap will help reduce the chance of errors occurring if your available memory changes. We also recommend configuring the kernel's swappiness setting to a low value like 10 to make the most of your RAM while still having the swap available when needed.

SupportPro is tested against the browsers listed below. Other browsers and older browser versions may still work, but we will not provide support or fixes for these products.

JavaScript must be enabled in the web browser for the most feature rich experience. If JavaScript is disabled some functionality will not work correctly.

Browser	Supported Version(s)
Chrome	latest 2 versions
Edge	latest 2 versions
Firefox	latest 2 versions
Safari	latest 2 versions

The interface is designed with mobile first in mind. We recommend a device width of 360px or above, any device with a width smaller than this will still work but may have visual defects and won't offer the best user experience.

Online URL: <https://docs.supportpro.vn/article/system-requirements-1.html>

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