Blesta Integration

Replace Blesta support components (tickets and knowledgebase) with those of SupportPro.

The Blesta integration is compatible with Blesta v5.

Please find the latest version of the integration at the ▮▮▮▮▮▮▮▮ (under Other Downloads, click the Integrations section), account login required.

1. Take a backup of your Blesta installation (we recommend both files and database).
2. Copy the included support_center folder to your Blesta plugins folder.
3. Visit **Settings** -> **Plugins** in your Blesta admin area. Click the **Available** tab, find the SupportPro plugin and click **Activate**.
4. Once the page has reloaded, click the Manage button for the SupportPro plugin, and fill in the values for the configuration options. Each option should have a description that will explain the option further. Only the 'Help Desk URL', 'API Token' and 'Brand ID' are required options, and you can use the 'Validate Authentication' button to confirm the details are correct.
5. Once you have saved the configuration, the page should reload with the status showing as Active - this is when you know that the integration is working.
6. If you are using any custom fields for users within Blesta, please set up the same fields within SupportPro using the same name. These will be used for mirroring user information

between Blesta and SupportPro.

7. Finally disable the Blesta Support Manager plugin to avoid duplicate links in the client area.

1. Take a backup of your Blesta installation (we recommend both files and database).

2. Copy the included support_center folder to your Blesta plugins folder.

3. Visit **Settings** -> **Plugins** in the Blesta admin area and press the **Upgrade** button on the SupportPro Integration row, verify that the version is correct after the page reloads. We recommend to check for any new configuration options that may be included in the new version of the integration.

Online URL: https://docs.supportpro.vn/article/blesta-integration-287.html