

# Help Desk Ultimate

## Installation manual

To install the extension follow the instructions below:

- 1) Backup your web directory and store database
  - Get the Help Desk Ultimate name and version in your Marketplace account:  
Login to Magento Marketplace with the username and password you used to purchase the Help Desk Ultimate extension;
  - Enter the My Purchases section: **Your name (top-right corner of the page) > My Profile > My Purchases;**
  - Find Help Desk Ultimate and click **Technical details**.
- 2) Copy the provided component name and version in order to update your composer.json file.

**Note:** We advise you to use the latest version of our extension.

- 3) Update your composer.json file:

- Open the root Magento directory on your server and send Composer the following command:

```
Composer require <help_desk_ultimate>:<version>
```

- 4) At the Composer request, enter your Magento marketplace credentials (public key - username, private key - password).
- 5) Make sure that Composer finished the installation without errors.
- 6) Flush store cache, log out and log in the backend again.

The Help Desk Ultimate extension is now installed and ready for work.

Use Magento [Dev Docs](#) for more details.

## Migrating tickets from Magento 1

Read carefully and consider this information of top priority. Otherwise it might result in an accident data loss.

The version 1.2.0 of Help Desk Ultimate for Magento 2 introduces the ticket migration tool. The tickets accumulated with Help Desk Ultimate for Magento 1 can be flawlessly migrated to Magento 2.

To migrate the tickets, follow the steps below:

1. **[Magento Data Migration Tool](#) is required to be installed prior to starting the migration.**

The migration script relies heavily on the Magento Data Migration tool. Understanding how it works will be useful during the migration process.

2. **Backup the Magento 2 databases before the migration to have an opportunity to revert any changes.**

Ticket migration might involve rewriting database tables, backup is advised.

3. **Tickets can only be migrated from the M1 Help Desk Ultimate 3.x.x version. If you have the previous versions installed, do not attempt migrating tickets on your own.**
4. **Department website is defined by the Magento 1 extension settings. Store and Website IDs should concur.**  
If departments are set to all store views, then they will be assigned to all Magento 2 store views.
5. **Department gateway password cannot be migrated.**
6. **Ticket statuses are migrated according to the following pattern:**  
*New + Open > Open;*  
*Closed > Solved;*  
*Waiting for a customer > Pending.*
7. **Ticket priorities are migrated according to the following pattern:**  
*Urgent + ASAP > High;*  
*To do > Normal;*  
*If Time > Low.*
8. **Order information related to the ticket will only be migrated if there is an order with the same `increment_id` in the Magento 2 database.**
9. **Help Desk agents in the migrated tickets are identified by an email address. If there are no admin users created with the same Magento 2 email address, then the migrated tickets will have the name of the Help Desk agent. However, these tickets will not be assigned to an agent.**
10. **Customer information is migrated in full, except for the cases when there are no customers with the same email address on the Magento 2 store.**
11. **Help Desk Ultimate for Magento 1 tickets can contain HTML tags that will be deleted upon migration.**
12. **Tickets deleted from Magento 1 cannot be transferred to Magento 2.**

1. Install the Data Migration Tool [following the instructions](#).

2. Copy the contents of the `data-migration-tool/` folder in the installation package of Help Desk Ultimate for Magento 2 to the `vendor/magento/data-migration-tool/` folder.

3. Navigate to `vendor/magento/data-migration-tool/etc/aw_hdu3/` and open `config.xml` for edit.

More information on tag values can be found in the [Magento Data Migration Tool configuration instructions](#).

**<source>** - the database from which you will migrate tickets.

**<destination>** - the database to which you will migrate tickets.

4. Copy the `media/aw_hdu3/` folder with ticket attachments of Help Desk Ultimate for Magento 1 to the `pub/media/tmp/aw_hdu3/` folder of Help Desk Ultimate for Magento 2

If there are no attachments, create an empty `pub/media/tmp/aw_hdu3/` folder.

If there is no `pub/media/tmp/aw_hdu3/` folder, the migration process will be canceled with a warning message "*Attachments folder does not exist!*"

5. Run the migration process from the console:

```
bin/magento migrate:data -r vendor/magento/data-migration-  
tool/etc/aw_hdu3/config.xml
```

6. Ticket migration is completed.

## Set up cron

If you have already configured cron jobs for your Magento installation then you can skip this step. Read the following instructions on setting cron job for your Magento store: [Magento user guide](#).

Generally it would be enough to run in SSH console of your server:

```
crontab -e
```

And insert the following line:

```
*/3 * * * * php -c <ini-file-path> <your Magento install dir>/bin/magento  
cron:run  
*/3 * * * * php -c <ini-file-path> <your Magento install dir>/update/cron.php  
*/3 * * * * php -c <ini-file-path> <your Magento install dir>/bin/magento  
setup:cron:run
```

Don't forget to confirm saving request when exit.