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**Flewid's Kayako XMPP Alerting Modification - Installation Instructions**  
Installation Instructions Booklet for Flewid's Kayako Google Talk / Jabber Alerting Modification

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## MODIFICATION BACKGROUND

Not much to it. We wanted a simple way to alert our staff when there were incoming tickets, assignments or other useful information from Kayako. Thus, our creation was born.

## WHO IS FLEWID

Flewid Incorporated established 2002 in Ottawa Canada is a growing force in the Global Creative IT Solutions industry. We are a strong group of young individuals who enjoy putting our skills to work providing solutions to clients in many industries. Together we bring together multiple skills ranging from marketing and advertising to in-depth Windows/UNIX systems administration and programming.

Flewid Incorporated is a little different from regular consulting firms, in that we don't pride ourselves on the mirrored glass office building and designer suits. Instead, we focus on delivering quality solutions at an affordable price to our partners and clients. We are a firm built on remote access and "virtual" users. This allows us to provide solutions around the clock and quickly to our clients. Using this strategy, we have learned the secrets of keeping costs low and benefits high. [Contact Us](#) for more information.

## TECHNICAL REQUIREMENTS

This guide is meant for technical systems administrators. You will need to be familiar with various Linux tools to patch your running installation of Kayako. You will also need to have prior knowledge of MySQL and how to update existing tables, and the logins required to do it. Once you are finished installing Flewid's Kayako XMPP Modification please take the time to read over our usage documentation, or pass it along to the staff that operates Kayako.

## LEGAL STUFF

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## STEP 1 – PRE-REQUISITES

1. For the purposes of this guide, we will assume you already have a functioning web server with the following available:
  - a. Apache 2.x Web Server
  - b. MySQL 5.x Database
  - c. PHP 5.2.X Scripting Language (Apache and CLI Binaries)
  - d. GNU Patch
  - e. PHPMyAdmin or CLI MySQL Access and Passwords
  - f. XMPPHP Library downloaded from their home page
  - g. Kayako Support Suite Owned License installed on your Server
  - h. Kayako must be version **3.20.02**
  - i. At least two existing Jabber/Google Talk Accounts  
(e.g. [support@yourdomain.com](mailto:support@yourdomain.com) & [staffname@yourdomain.com](mailto:staffname@yourdomain.com))
  - j. Access to Staff and Administrator Panels of Kayako Support Suite

## STEP 2 – REQUIRED FILES

1. Now we will have to grab all the required files for this modification to apply successfully to your Kayako installation.
  - a. Download XMPPHP version 0.1beta21
    1. <http://code.google.com/p/xmpphp/>
  - b. Download our Kayako Jabber Modification archive
    1. <http://www.flewid.ca/software/>
  - c. Put both of these files in a temporary directory, like /opt/kayako

## STEP 3 – INSTALL XMPPHP LIBRARY

We will have to put the XMPPHP library in the proper location for our mod to see it;

Let's copy the XMPPHP Library to its final resting place

```
# cd /opt/kayako
# tar xzvf xmpphp-0.1beta-r21.tar.gz
# mv xmpphp /var/www/yourkayakodirectory/includes/
```

Now we are finished with the XMPPHP Library portion of the tutorial.

## STEP 4 – INSERTING THE NEW DATABASE INFORMATION

Now, we'll have to insert the new data to the Kayako database in order for our modification to function. This comes in two parts;

First lets insert the new language phrases:

```
# nano /opt/kayako/mysql-files/swsettings.sql
>> change "YOURDATABASE" to your Kayako Database Name, exit and save file.

# mysql -u root -p
>> insert password
Mysql> use YOURKAYAKODATABASE;
Mysql> source /opt/kayako/mysql-files/swsettings.sql;
Mysql> exit;
```

Now we have to insert a new field to the staff database table.

```
# mysql -u root -p
>> insert password
Mysql> use YOURKAYAKODATABASE;
Mysql> source /opt/kayako/mysql-files/swstaff.sql;
Mysql> exit;
```

That's it for the MySQL setup portion of the installation procedure.

## STEP 5 – INSERTING THE NEW KAYAKO TEMPLATE

Continuing the setup, we'll have to create a new Kayako Template for the Jabber Failure Alerts being sent by email if you have them enabled. This feature is still experimental, but it does not hurt anything to add this template to your installation.

If you need help installing templates to Kayako, please read the documentation that came with your install, or contact Kayako for more information.

We will begin by inserting the new "Email\_JabberReport" template. This template will be used when notifying the system administrator that a jabber message failed to send.

First, copy the file “**jabber\_emailreport\_template.xml**” from the “**xml-templates**” directory of Flewid’s Kayako XMPP Modification home directory.

Now, once you have the **jabber\_emailreport\_template.xml** ready on your desktop to upload to Kayako, perform the following steps;

1. Login to your Kayako Administrator Panel
2. Click on “**Templates**” on the left menu
3. Click on “**Import/Export**” on the sub menu
4. Scroll down to the Importing box
5. Make these selections;
  - a. Template Pack File: **Browse to jabber\_emailreport\_template.xml**
  - b. Merge With: **Default**
  - c. Ignore Version: **No**
6. Now click on the **import** button
7. To verify, or modify your template, again click on “**Templates**” on the left menu
8. Select **Manage Templates**
9. Scroll down to the “**Tickets**” section and expand it
10. Look for “**email\_jabberreport**”. To edit it, click it, and modify.

That’s it for the Kayako XML Template addition. Again, this template is not used unless the failure alerts via email is turned to on in the Administration panel. More on this is mentioned in the Usage Instructions document.

## **STEP 6 – MODIFYING DEFAULT TEMPLATES (OPTIONAL)**

We were not very pleased with the way the alerts looked in our jabber windows, so we changed the default templates to accommodate for jabber sending. This step is optional, and can be completed at any time. If your staff members complain tickets are too hard to read via Jabber then these templates are probably for you. Adding them is easy too.

First, copy all the files from the “alert-templates” directory of Flewid’s Kayako XMPP modification archive to your desktop. This will make the next steps easier.

What we are going to do is replace the default Kayako templates with our own version that checks if it’s an email message, SMS message, or Jabber message. Previously there was only a check if it was SMS. Now we’ll have customizable messages for all three services, bonus!

To incorporate these template modifications, follow the steps outlined below;

1. Login to the administrator panel of Kayako Support suite
2. Click on **Templates** on the left administration menu
3. Click on **Manage Templates**
4. Scroll down to the **Tickets** section of the screen
5. Expand the **Tickets** Section
6. For each of the following templates, paste the contents of the corresponding text file from the *alert-templates* directory of our archive;

```
alert_addnote.txt -> alert_addnote
alert_newreply.txt -> alert_newreply
alert_newticket.txt -> alert_newticket
alert_ticketassign.txt -> alert_ticketassign
alert_ticketmove.txt -> alert_ticketmove
alert_ticketpostdelete.txt -> alert_ticketpostdelete
alert_ticketpriority.txt -> alert_ticketpriority
alert_ticketstatus.txt -> alert_ticketstatus
```

7. After you have pasted and saved each of the templates, we're finished.
8. If there is a problem, you can modify the template, and click on "restore" to restore the original version that you were sent with Kayako Support Suite.

## STEP 7 – APPLYING THE KAYAKO XMPP MODIFICATION PATCHES

Now we're going to want to patch our Kayako installation. Please make a backup of your fresh installation in case something goes wrong. You've been warned.

First, copy the patch file out of our temporary directory to your live kayako directory

```
# mv /opt/kayako/flewid-jabber-mod.patch /var/www/yourdomain.com/
```

Now, apply the patch. If no errors appear, then it worked.

```
# cd /var/www/yourdomain.com/
# patch -p0 < flewid-jabber-mod.patch
```

That's it for the patching of Kayako. We're almost done the install now.

## STEP 8 – COPY NEW JABBER MESSAGE FILE

Last but not least, we have to copy the new Jabber messaging function to our installations include directory.

```
# mv /opt/kayako/functions_jabbergateway.php /var/www/yourdomain.com/includes/
```

Once this is complete, we are finished with the installation of Flewid's Kayako Jabber Modification. Please continue reading the Usage Instructions to finalize and test your setup of the modification.

## ERROR HANDLING

Once this modification has been installed, you may want to enable error reporting. It's highly experimental at this point, and may not work at all. We were successful in our testing of the alerts, and received notifications like the following when Jabber messages were not sent to staff members:

