

WSTrust

everything HelpDesk 9.3.x by GroupLink integration

system integrator documentation

Introduction

This document describes integration of WSTrust and everything HelpDesk by GroupLink.

Requirements

- Installed and running WSTrust Server.
- Installed and running everything HelpDesk, version 9.3.x
- Both WSTrust and eHelpDesk must use same LDAP tree with same base DN set.

Installation

There is comfortable installation script available for installation on Linux platform. You must assign “run” permissions for installation script file `inst_wstrust_ehelpdesk_1.2.bin` (e.g., `chmod + x inst_wstrust_ehelpdesk_1.2.bin`) and run it (`./inst_wstrust_ehelpdesk_1.2.bin`). Script must be run on the server where the everything HelpDesk 9.3.x is installed.

Then follow installation script instructions:

Enter or confirm your everything HelpDesk tomcat directory (default path is `/usr/local/GroupLink/everything_HelpDesk/tomcat`).

Enter or confirm your everything HelpDesk `tomcat/webapp/` subdirectory name (default name is `ehelpdesk`).

Enter or confirm IP address and port where the server part of WSTrust is available (default address is `http://127.0.0.1:8485`).

Now the information about successful connection to the WSTrust server should be displayed. Then the installation is done and You have to restart everything HelpDesk service (typically by running `/etc/init.d/GLtomcat restart`).