

Install Guide

Works Across Sites and Apps

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Grammarly

Install

Tutorial how to setup Live Helper Chat. You can also use available snapshot on [DigitalOcean](#)

Requirements

If you are running wordpress site it's 99.9% chance Live Helper Chat will work just fine.

- Download zip - <https://github.com/remdex/livehelperchat/archive/master.zip>
- Minimum PHP 7.2
- Mysql 5.7 >= OR MariaDB 10.2.3 >=
- Apache/Nginx
- For Laravel version please go to https://github.com/LiveHelperChat/livehelperchat_laravel

```
# Optional but recommended
php-pipredis
php-imap
php-pecl-redis4
php-pecl-igbinary
php-geos
php-fpm
php-opcache

# Required
php-json
php-cli
```

 Live Helper Chat



Search

```
php-pdo
php-pecl-zip
php-mysqlnd
php-mbstring
php
php-bcmath
```

Folders permissions


- After you gave permission to write to cache folder. You should see the following window. If you see strange error instead of install make sure that
 - Your browser is pointing to index.php/site_admin/install/install URL
 - You gave recursive write permission to cache folder.

Try to change owner to apache user or the user under which you are running http server.



```
chown apache:apache -R cache/  
chown apache:apache -R var/  
chown apache:apache settings/  
chmod -R 755 cache/
```

After that you should see something like his



Installation

You will need to grant write permissions on any of the red-marked folders. You can do this by changing its username to your web server's username or by changing permissions with a CHMOD 777 on the displayed files/folders.

Checking folders permission

I can write to "cache/cacheconfig" directory	Yes
I can write to "cache/translations" directory	Yes
I can write to "cache/userinfo" directory	Yes
I can write to "cache/compiledtemplates" directory	Yes
I can write to "settings/" directory	No
I can write to "var/storage" directory	No
I can write to "var/userphoto" directory	No
I can write to "var/storageform" directory	No
I can write to "var/storageadmintheme" directory	No
I can write to "var/botphoto" directory	No
I can write to "var/bottrphoto" directory	No
I can write to "var/storageinvitation" directory	No
I can write to "var/storagedocshare" directory	No
I can write to "var/storagetheme" directory	No
I can write to "var/tmpfiles" directory	No
Is the php_curl extension installed	Yes
Is the mbstring extension installed	Yes
Is the php_pdo extension installed	Yes
Is the gd extension installed	Yes
Is the json extension detected	Yes
Is the bcmath extension detected	Yes
Minimum 5.4 PHP	Yes

Next

Now just give permission to write to required folders/files

```
chmod 755 settings/  
chmod -R 755 var/storage  
chmod -R 755 var/userphoto  
chmod -R 755 var/storageform  
chmod -R 755 var/storageadmintheme  
chmod -R 755 var/botphoto  
chmod -R 755 var/bottrphoto  
chmod -R 755 var/storageinvitation  
chmod -R 755 var/storagedocshare  
chmod -R 755 var/storagetheme  
chmod -R 755 var/tmpfiles
```

After that all items should be green.

Database settings

On next screen you should see similar window. Database has to be precreated.



Installation step 2

Database settings

Username	<input type="text"/>
Password	<input type="password"/>
Host	<input type="text" value="127.0.0.1"/>
Port	<input type="text" value="3306"/>
Database name	<input type="text"/>

[Next](#)

Application initial settings

These settings you can fill up according to your needs.



Installation step 3

Initial application settings

Admin username*	<input type="text" value="admin"/>
Admin password*	<input type="password" value="....."/>
Admin password repeat*	<input type="password" value="....."/>
E-mail*	<input type="text" value="remdex@gmail.com"/>
Your name	<input type="text" value="Remigijus"/>
Your surname	<input type="text" value="Kiminias"/>
Default department*	<input type="text" value="default"/>

[Finish installation](#)

Install completed




Installation was completed

Installation is complete. You can start by adding users and departments. [Login here](#)

Logging to application

After clicking [Login here](#) you should be presented with login window.





Please login

Username

Password

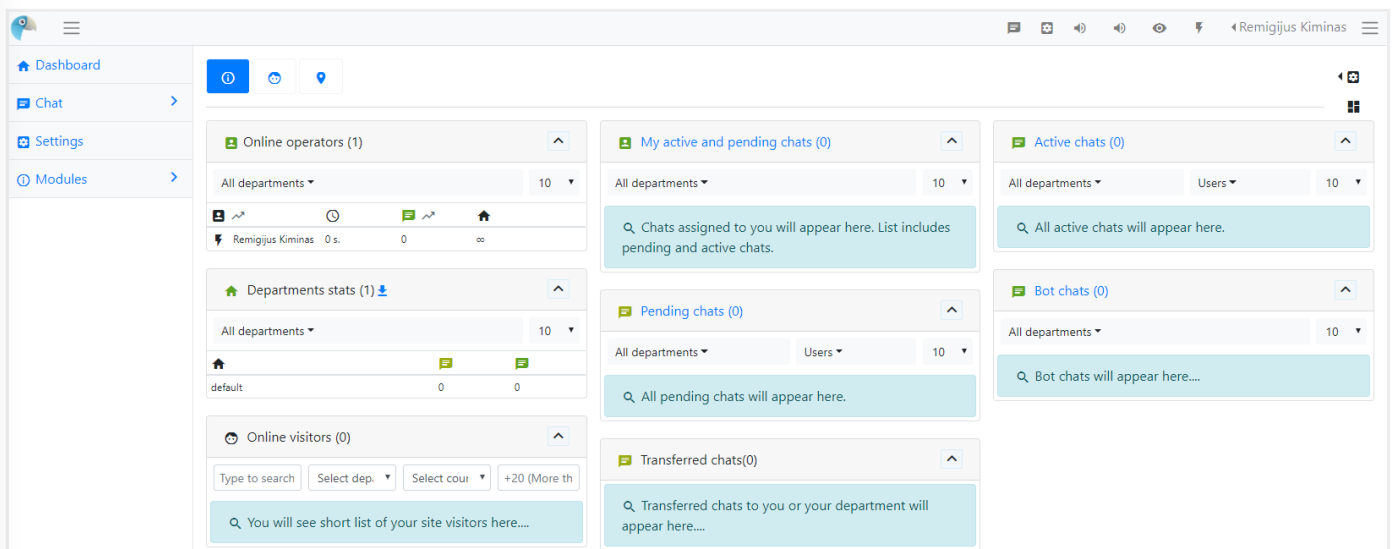
☐ Remember me

[Login](#) [Password reminder](#)


Install url is always `index.php/site_admin/user/login`

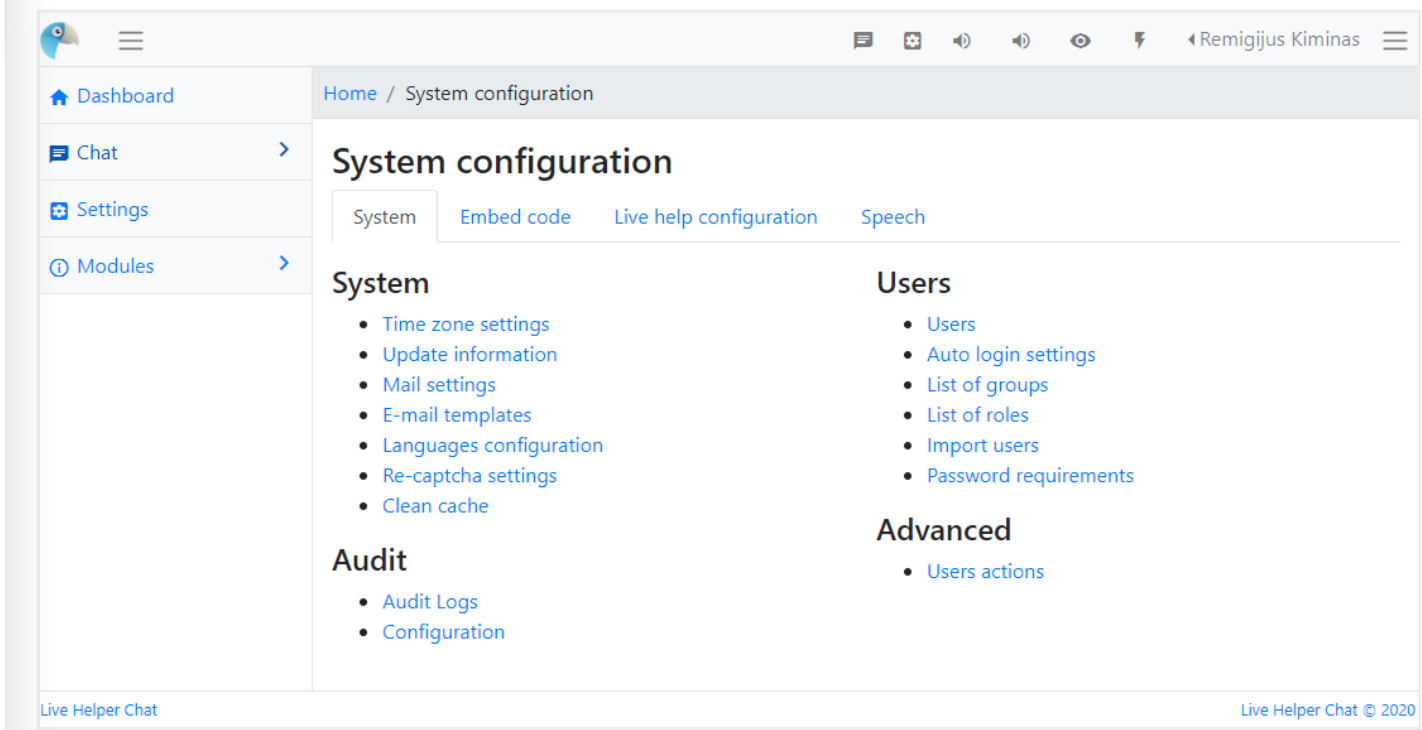
Dashboard page

This is the main application window.



Generating embed code

Now click on Settings icon  on top menu. You should see this window.



Navigate to

Embed code -> Widget embed code (new)

You should see window like this



HTML code (beta)

General **Design**

☐ On each refresh start new chat. Usefull in embed mode.

☒ Show a 'leave a message form' when there are no online operators

☐ Check for operator invitation messages

☐ Disable proactive invitations

For what domain you are generating embed code?

example.com

Widget embed/click mode

widget (default)

Widget position

Default

Department

Any default

Choose preferred http mode

Based on site (default)

Choose a language

eng

Operator ID

To what operator chat should be assign

Survey at the end of chat

no survey

☐ Try to detect language automatically

Copy the code from the text area to the page where you want your status to appear

```
<script>var LHC_API = LHC_API||{};
LHC_API.args = {mode:'widget',lhc_base_url:'//install.livehelperchat.com/index.php/',wheight:450,wwidth:350,pheight:520,pwidth:500,leaveamessage:true,proactive:false};
(function() {
var po = document.createElement('script'); po.type = 'text/javascript'; po.async = true;
var date = new Date();po.src = '//install.livehelperchat.com/design/defaulttheme/js/widgetv2/index.js?'+" "+date.getFullYear() + date.getMonth() + date.getDate();
var s = document.getElementsByTagName('script')[0]; s.parentNode.insertBefore(po, s);
})();
</script>
```

Static URL. You can send this url to your customers

//install.livehelperchat.com/index.php/chat/start

To have proactive enabled check ☐ Check for operator invitation messages

Embed code should be similar to this. If you copy this code change `install.livehelperchat.com/index.php` to your install path.

```
<script>var LHC_API = LHC_API||{};
LHC_API.args = {mode:'widget',lhc_base_url:'//install.livehelperchat.com/index.php/',wheight:450,wwidth:350,pheight:520,pwidth:500,leaveamessage:true,proactive:false};
(function() {
var po = document.createElement('script'); po.type = 'text/javascript'; po.async = true;
var date = new Date();po.src = '//install.livehelperchat.com/design/defaulttheme/js/widgetv2/index.js?'+" "+date.getFullYear() + date.getMonth() + date.getDate();
var s = document.getElementsByTagName('script')[0]; s.parentNode.insertBefore(po, s);
})();
</script>
```

For more information and trouble shooting see [integration article](#).

Proactive invitation setup

Navigate to

System configuration -> Live help configuration -> Pro active chat invitations

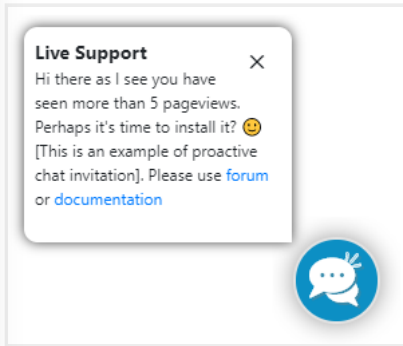
Here is demo configuration which we have on [demo.livehelperchat.com](#). Some things it does:

- Message to user is send after he spends 20 seconds on page or have more than 2 pageviews.
- We show random profile from online operators
- Also we have to delayed messages there. Delayed messages can be also configured in autor responder sections.

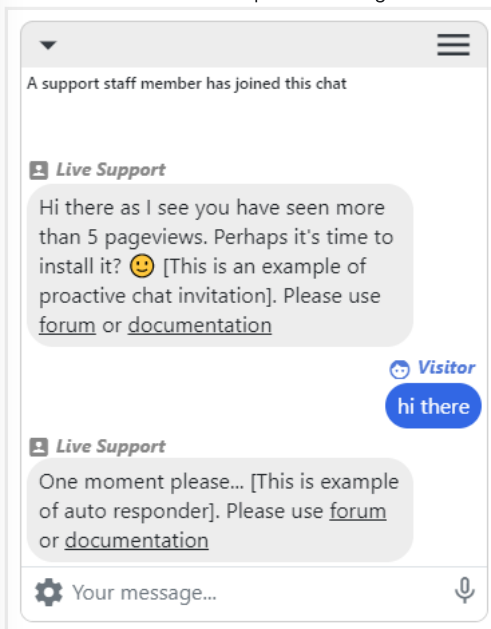


- Also we have there long auto delayed message 40 seconds. If during that period no one accepts a chat message is shown that all operators are busy.

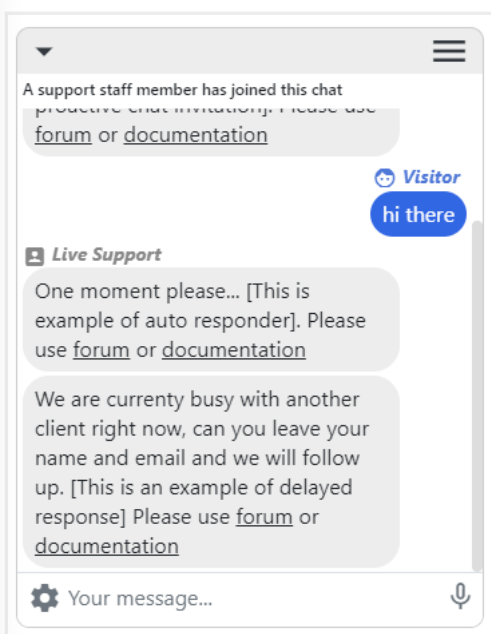
You can see proactive invitation setup on our demo installation.



And here is instant auto response message.



Here goes automatic auto response message.



Further reading

- [How to remove index.php from URL?](#)

- Wondering how to setup automatic online/work hours?
- Need automatically change operator status to offline/online?
- Want to rebrand it according to your site style?
- Don't know how to use screen sharing?
- Try windows app or chrome extension
- My users loose chat session then they navigate through the site, duplicate online users records

My widget does not load?

Try to add this in your `.htaccess` file in root folder `lhc_web`. If this folder does not exists just place `.htaccess` in the same folder where `index.php` file exists. It has to be placed in Live Helper Chat folder not a website.

```
AddType application/wasm .wasm
```

```
<Files ~ "\.(gif|jpe?g?|png|bmp|swf|css|js|svg|otf|eot|ttf|woff|woff2|swf|mp3|ogg|wasm|map|wav|pdf|ico|txt)$">
  Header always Set Access-Control-Allow-Origin "*"
  Header always Set Access-Control-Allow-Methods: "GET, POST, OPTIONS, PUT, DELETE"
  Header always Set Access-Control-Allow-Headers: "Origin, X-Requested-With, Content-Type, Accept, API-Key, Authoriza
</Files>
```

Chat was closed by an operator/visitor, but visitor starting chat again opens an old chat?

Most likely you have enabled Chat configuration -> Misc -> Reopen chat functionality enabled

[More information](#)

Install from command line

It's also possible to install from command line.

Copy `install-cli.php` script to root folder (`lhc_web` if you pulled from github)

```
cp cli/install-cli.php install-cli.php
```

Copy default `example.settings.ini` to `settings.ini`. Don't forget to modify them.

```
cp cli/example.settings.ini cli/settings.ini
```

Install Live Helper Chat

```
php install-cli.php cli/settings.ini
```

Installation under sub-folder


If you are running wordpress site and have nice URL, you might need to allow access to Live Helper Chat subfolder. `.htaccess` could look like.

```
RewriteEngine On
# Previous rules
RewriteRule ^lhc_web/.*$ - [L]
# Afterward rules
```



How to login?

In order to login point your browser to directory where application is installed. URL address should look like
`http://<your_domain>/index.php/site_admin/`

 [Edit this page](#)

Last updated on **11/30/2021** by **Remigijus Kiminas**

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[Integrating live helper chat HTML into site »](#)

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