Support Board

INSTALLATION DOCS

SUPPORT BOARD SAAS

Thank you for joining the SAAS program! Complete the steps below to start your new business with us.

1. Download Support Board from CodeCanyon and open the *saas.zip* package. Extract and upload the files to your server.
2. Rename the file *script/config_.php* to *config.php*, edit it and enter the following information:
    a. The *SUPER_EMAIL* constant is required and it can be your email address, the *SUPER_PASSWORD* constant is required and it is must be hashed. To generate a hash for your password, visit https://board.support/docs/files/password.php?p=123456. Replace *123456* with your password. You will use these login details to enter the super admin area of Support Board.

    b. If *CLOUD_DB_NAME, CLOUD_DB_USER, CLOUD_DB_PASSWORD, CLOUD_DB_HOST, CLOUD_URL* constants are related to the MySQL database used by Support Board and are required.

        i. You have to create a MySQL user with root privileges. The user must have privileges to create new databases and new users. Use these MySQL commands to create it: *CREATE USER ‘super_user_db’@'localhost' IDENTIFIED BY '12345678'; GRANT ALL PRIVILEGES ON *.* TO 'super_user_db'@'localhost'; GRANT GRANT OPTION ON *.* TO 'super_user_db'@'localhost'; FLUSH PRIVILEGES;*

1. Replace *12345678* with a strong password and *localhost* with the MySQL URL if different from localhost. Replace *support_board_user* with the database user, or leave it like now. The database user and password must be entered into the config.php file. Constants *CLOUD_DB_USER* and *CLOUD_DB_PASSWORD*.
2. In Plesk, you can do it in this way:
    a. You need to access your server via SSH/command line. With Windows, you can use Putty.
    b. Install the *SSH Terminal extension* and in *Plesk > Tools & Settings > SSH Terminal* run the command "*cat /etc/psa/.psa.shadow*", copy the hash, enter Putty, and use it with the command “*mysql -uadmin -p'HASH'*”. Replace *HASH* with the hash. Docs at https://support.plesk.com/hc/en-us/articles/213375129-How-to-connect-to-a-MySQL-server-on-a-Plesk-for-Linux-server-using-a-MySQL-admin-password-in-plain-text
    c. Execute the MySQL commands mentioned above in Putty.
3. In cPanel, you can do it in this way:
    a. You need to access your server via SSH/command line. With Windows, you can use Putty.
    b. On Putty run command *cat /root/.my.cnf*, then run *mysql -uroot -p'PASSWORD'* (replace *PASSWORD* with the password shown from previous command).

ii. Execute the MySQL commands mentioned above in Putty.

iii. If the database URL is not *localhost* use the *CLOUD_IP* constant and add the DB URL or IP there.

iv. Import the *sb_cloud.sql* MySQL file into the database. The file can be found in the downloaded package.

c. The *ENVATO_PURCHASE_CODE* constant is required it must be the Envato purchase code. It must be the one of an Extended License.

d. The *SB_CLOUD_KEY* constant is required and it must be a random string, it is used as a password.

e. The *SB_CLOUD_PATH* constant is required and it must be the server path of the Support Board installation.

a. The *SB_CLOUD_MEMBERSHIP_TYPE* is required and it must have one of the following values: *messages-agents, messages, users, agents.*

   i. Messages and agents count: Your customers will buy messages quotas and agents quotas and the cost is linked to both the number of messages sent and the number of registered agents and admins.

   ii. Messages count: Your customers will buy messages quotas and the cost is linked to the number of messages sent. If a customer with an active membership upgrade to a new membership, the messages count doesn't restart, it remains the same. The membership tier is based only on the number of messages sent each month. All messages are counted: chat messages from agents and users, direct messages, messages from users and agents, messages from the chatbot.

   iii. Users count: Your customers will buy users quotas and the cost is linked to the number of registered users.

   iv. Agents count: Your customers will buy agents quotas and the cost is linked to the number of registered agents and admins.

   v. When the monthly message count exceeds the subscription quota(only for messages count) or the agents count(only for agents count) or the users count(only for users count system), or the membership is expired and not renewed, the admin area is disabled. The chat still works and receives messages, only the admin area is disabled. No messages are lost.

vi. To offer unlimited agents set the quota to 9999.

vii. How will your users purchase your membership plans? Once the installation is complete, everything will be ready and the users will be able to purchase your membership plans immediately. They will only need to register an account and purchase a plan from their account area.

viii. The free quota is available only in the free plan. When the customer buys a paid membership, and the membership quota is reached, the account is suspended.

ix. The free plan quotas cannot exceed 100 messages a month, 1 agent, 10 users. There is a minimum quota related to the plan price. If you set a quota larger than the maximum quota for the plan price, the maximum quota will be used instead. To view the maximum quota, visit https://board.support/docs/files/saas_quota.txt. To change this behaviour you have to edit the source code.

x. You can manually renew a customer's subscription from the super admin area: open the edit customer window, and under *Membership* select *Manual membership renewal*.

xi. You can manually assign credits to a customer from the super admin area: open the edit customer window, and under *Credits* enter the amount.

f. The *SB_CLOUD_BRAND_LOGO, SB_CLOUD_BRAND_LOGO_LINK, SB_CLOUD_BRAND_ICON, SB_CLOUD_BRAND_ICON_PNG* constants are related to your logo and icon and are required. In the root directory, where the Support Board files have been uploaded, create a new folder named *custom*. Upload logo, icon, and the logo with dimensions of 512x512 px in PNG format into this folder and enter the URLs in the constants.

g. The *SB_CLOUD_MANIFEST_URL* constant is required and must be a URL point to the *manifest.json* file.

    i. Edit the manifest.json file and replace *AAA* with the brand name and update the icon URL. Replace *icon.png* with the full URL of your brand icon. The icon size must be 512x512px.

h. The *CLOUD_PUSHER_, CLOUD_PUSHER_KEY, CLOUD_PUSHER_SECRET, CLOUD_PUSHER_CLUSTER* constants are related to Pusher and are required.

    i. Register to Pusher at https://pusher.com.

    ii. Create a new *channel* and click the left menu *App Keys*.

i. The *CLOUD_SMTP_HOST, CLOUD_SMTP_HOST, CLOUD_SMTP_USERNAME, CLOUD_SMTP_PASSWORD, CLOUD_SMTP_PORT, CLOUD_SMTP_SENDER, CLOUD_SMTP_SENDER_NAME* constants are related to the SMTP and are required.

    i. You can use any SMTP server but make sure it works correctly and emails are not sent to SPAM folder. Some of the best providers are https://sendgrid.com and https://www.smtp.com.

j. The *ONESIGNAL_APP_ID, ONESIGNAL_API_KEY* constants are related to OneSignal and are required.

    i. Register an account at https://onesignal.com and follow the docs at https://board.support/docs/#push.

    ii. As *Path to service worker files* and *Service worker registration scope* enter /.

k. The *OPEN_EXCHANGE_RATE_APP_ID* constant is related to Open Exchange and is required.

    i. Register an account at https://openexchangerates.org and get the *App ID* from the *App IDs* area.

l. There are several constants that have been commented out as they are not required. Feel free to utilize them as needed. For instructions on finding the values to enter, refer to our docs at https://board.support/docs/.

PAYMENT GATEWAY

To integrate payments and membership purchases, set the desired payment gateway in the *PAYMENT_PROVIDER* constant, then uncomment and complete the related constants. Afterward, go to the super admin area to manage memberships. The accepted values are *stripe*, *rapyd, verifone, yoomoney, razorpay, manual.* Each gateway requires specific constants to be configured. See the details below for more information.

Stripe

1. Stripe is available only in the countries listed at https://stripe.com/global. If your country is not listed use one of the other payment gateways listed below.
2. Register a Stripe account at https://dashboard.stripe.com/register.
3. Activate your account at https://dashboard.stripe.com/account/onboarding
4. Visit https://dashboard.stripe.com/webhooks/ and add an end point, in *Endpoint URL* enter *https://your-domain/account/stripe.php* (replace *your-domain* with your domain of point 1). Listen for the following events: *checkout.session.async_payment_failed, checkout.session.async_payment_succeeded,checkout.session.completed, checkout.session.expired, invoice.paid, invoice.payment_failed, payment_intent.succeeded*.
5. Create a new product at https://dashboard.stripe.com/products/. Enter the product name and add a new price for each Support Board subscription you want to offer to your customers. Each price must have the following settings:
   a. Pricing model: *Standard pricing*

   b. Tax code: *Software as a service (SaaS)*
   c. *Recurring*
   d. Billing period: all values except “custom” are supported
   e. Include tax in price: *No*

6. Save the product and open it. Copy the product ID(E.g., *prod_KeiX3uOIziW5UH)* and assign it to the *STRIPE_PRODUCT_ID* constant. Use only 1 product ID.
7. Get the secret key from https://dashboard.stripe.com/apikeys and assign it to the *STRIPE_SECRET_KEY* constant.
8. Set the *STRIPE_CURRENCY* constant to the currency code used in Stripe (e.g., *usd*).
9. White Label option: If you want to offer the option to hide your brand from the chat widget, create a second product with 1 price and assign the product ID to the *STRIPE_PRODUCT_ID_WHITE_LABEL* constant.
10. To create the memberships, follow the following steps:
    a. Go to https://dashboard.stripe.com/products and select the product.
    b. Add the prices within the product, ensuring each price follows the specified settings mentioned earlier.
    c. Navigate to the Support Board super admin area to view the newly added prices. Finish the membership setup and save the changes.

Razorpay

1. Register a Razorpay account at https://razorpay.com.
2. Go to *Account & Settings* > *Webhooks* and add a new Webhook. Enter *https://your-domain/account/razorpay.php* (replace *your-domain* with your domain). Listen for the following events: “Payment Completed”. Activate the following events: *payment.authorized, subscription.charged*.

3. Go to *API Keys & Plugins* and generate a new *Key ID* and *Key Secret* pair and assign them to the *RAZORPAY_KEY_ID* and *RAZORPAY_KEY_SECRET* constants.

4. Set the *RAZORPAY_CURRENCY* constant to the currency code used in Razorpay (e.g., *usd*).

5. To create the memberships, follow the following steps:

   a. Go to https://dashboard.razorpay.com/app/plans and new plans. Each plan is a membership. The Billing Frequency must be *1 month* or *1 year*.

   b. Navigate to the Support Board super admin area to view the newly added plans. Finish the membership setup and save the changes. To disable a plan, set the *quota* to *-1*.

YooMoney

1. Register a merchant profile at https://yookassa.ru/.
2. Create a store and under *Integrations > API keys* you will find the *Secret Key*. Under the *Store settings* you will find the *Shop ID*. Assign them to the YOOMONEY_KEY_SECRET and YOOMONEY_SHOP_ID constants.

3. Set the YOOMONEY_*CURRENCY* constant to the currency code used in YooMoney (e.g., *usd*).

4. From the left menu click *Integration > HTTP notifications*. As *URL for notifications* enter *https://your-domain/account/yoomoney.php* (replace *your-domain* with your domain). Listen for all the events and save the changes.

5. Create the memberships from the Support Board super admin area.

Rapyd

1. Register a Rapyd account at https://www.rapyd.net/.

2. Activate and verify your account.
3. Go to https://dashboard.rapyd.net/developers to get *Secret key* and *Access key*. Assign them to the RAPYD_SECRET_KEY and RAPYD_ACCESS_KEY constants.
4. Set the RAPYD_*CURRENCY* constant to the currency code used in Rapyd (e.g., *usd*).
5. Go to https://dashboard.rapyd.net/developers and in Webhooks URL enter *https://your-domain/account/rapyd.php* (replace your-domain with your domain). Listen for the following events: *Payment Completed.*
6. Go https://dashboard.rapyd.net/settings/checkout-page, click the *link* icon and as enter *https://your-domain/account?tab=membership* (replace *your-domain* with your domain) as *Fallback URL*.
7. Get the currency symbol of your Support Board cloud business from https://en.wikipedia.org/wiki/ISO_4217#Active_codes (send us the code field).
8. Set the RAPYD_COUNTRY to your country code. Get the main country code of your from https://en.wikipedia.org/wiki/List_of_ISO_3166_country_codes (send use the ISO 3166-1 alpha-2 code field).
9. Currently, Rapyd does not support recurring payments, so your customers will need to manually renew their Support Board Cloud subscription, it won't be automatic.
10. Create the memberships from the Support Board super admin area.

Manual

1. Use the manual payment mode only when no other payment gateway is available. This mode enables adding membership plans, but payments and activations are not processed.
2. You must manually activate the membership from the super admin area.

3. You can renew an expired membership from the super admin area. To do so, open the customer profile panel and select the *Manual membership renewal* option under *Membership*.
4. Provide a link to redirect users when they attempt to purchase a membership or other items, along with the currency code you want to display.

Server Setup

On your server you need to complete the steps below.

Cross-origin

You need to enable Cross-Origin Resource Sharing. Check the docs at https://board.support/docs/#cross.

In Plesk, you can do it in this way: *Plesk > Websites & Domains > example.com > Hosting & DNS > Apache and nginx settings > Additional nginx directives* and insert: *add_header Access-Control-Allow-Origin "*";*

Cron Job

You need also to create a cron job, executed at least one time every 30 minutes. The cron job just run/execute this URL*: [YOUR-SUPPORT-BOARD-URL]/account/api.php?action=cron*.

In Plesk, you can do it in this way: *Plesk > Websites & Domains > example.com > Scheduled Tasks > Add Task > Fetch a URL*: *[YOUR-SUPPORT-BOARD-URL]/account/api.php?action=cron*.

Replace *[YOUR-SUPPORT-BOARD-URL]* the URL of your installation.

Redirect

The root folder of your domain must point to script/admin.php. Edit the file .htaccess and uncomment the last row "#RewriteRule ^/?$ script/admin.php [L]" (remove the #).

Finish

You're almost done. The installation is complete and you can access the super admin area from */account/super.php* with the email and password you entered in the *config.php* file.

1. To activate the apps, navigate to *Settings*, and click the *Update Now* button.
2. Edit emails, settings, and memberships from the super admin area.
3. See the section below for details about the optional configuration.

WhatsApp

Optional. Required only if you want to allow users to use the WhatsApp integration in automatic sync mode.

1. Follow the docs at https://developers.facebook.com/docs/whatsapp/solution-providers/get-started-for-tech-providers and you will get the App ID, App Secret and the Embedded Signup Configuration ID. Assign them to the *WHATSAPP_APP_ID, WHATSAPP_APP_SECRET, WHATSAPP_CONFIGURATION_ID* constants. The

Webhook Secret Key is set by you and must match the value of the *WHATSAPP_VERIFY_TOKEN* constant.

2. The webhook URL must be https://[your-domain]/account/whatsapp.php. Replace *[your-domain]* with the URL of Support Board. The only webhook field to activate is *messages.*

3. Get the Facebook App Access Token from https://developers.facebook.com/tools/explorer. Under *User or Page* select *App Token.* Assign it to the *WHATSAPP_APP_TOKEN* constant.

4. From the menu on the left side, click *App review > Permissions and Features* and request *Advanced Access* for *whatsapp_business_messaging*.

5. From the menu on the left side, click *Facebook Login for Business > Configurations*. Add a new configuration. As *Choose login* variation select *WhatsApp Embedded Signup*. As *Choose token expiration* select *Never*. Under Select Asset Task Permissions select *VIEW_PHONE_ASSETS, VIEW_TEMPLATES*. Under *Choose permissions* select the following permissions: *whatsapp_business_messaging*. Copy the *Configuration ID*, it is the Embedded Signup Configuration ID.

6. Your app must be submitted for review and approved by Meta. You can use the text at https://board.support/docs/files/facebook-review.txt and a video like https://board.support/docs/files/fb_whatsapp_review.zip for the review process. To send and receive messages you have to make the synchronization with a Facebook user that has all of the following settings:

    1. It is an admin of the app. You can add a user as an admin from https://developers.facebook.com/. From the left menu click *App roles > Roles* and add the user ID.

    2. It has *Full control* of the *Business portfolio* selected during the synchronization. You can grant full control to your user from https://business.facebook.com/. From the left menu click *Users > People*. Invite the Facebook user that own the app.

3. It has *Full control* of the *WhatsApp account* selected during the synchronization. You can grant full control to your user from https://business.facebook.com/. From the left menu click *Account > WhatsApp Accounts,* select the correct WhatsApp account and click *Add*. You might also need to click the *Assign people* button and assign yourself to the newly created account.
4. It has access to the app. You can add access to the app from https://business.facebook.com/. From the left menu click *Account > Apps* and add the Facebook app, then select the app, click *Assign people*, and add the user to the app with *Full control*. If the app is not listed, click *Add > Request access to an App ID* and add your app. You may have to reconnect WhatsApp from *Support Board > Settings > WhatsApp > Cloud API settings > Reconnect.*

We can also create the app for you and get it approved for 150 USD.

Messenger and Instagram

Optional. Required only if you want to allow users to use the Messenger integration in automatic sync mode.

1. Register a new account at https://developers.facebook.com/ or login with your existing account.
2. Create a new app, as app type select *Other*, then select *Business*. Enter a name, do not select any *Business portfolio*. Get *App ID* and *App Secret* from the menu on the left side. Click *App Settings > Basic*. Assign them to the *MESSENGER_APP_ID* and *MESSENGER_APP_SECRET* constants.
3. Set the app to *Live mode*.
4. From the menu on the left side, click *Add product* and select *Messenger*.

7. Click on *Configure* in the *Configure webhooks* section. Enter *https://your-domain/account/messenger.php*. Replace *your-domain* with the URL of Support Board. As *Verify Token* enter a strong password, it must match the value of the *MESSENGER_VERIFY_TOKEN* constant. In *Webhook Fields* select the following: *inbox_labels, message_deliveries, message_echoes, message_reactions, message_reads, messages, messaging_account_linking, messaging_handovers, messaging_optins, messaging_policy_enforcement, messaging_postbacks, messaging_referrals.*

5. From the menu on the left side, click *Add product* and select *Facebook Login for Business*.
6. From the menu on the left side, click *Facebook Login for Business > Configurations*. Add a new configuration. As *Choose login* variation select *General*. As *Choose access token* select *User access token*. Under *Choose permissions* select the following permissions: *business_management, instagram_basic, instagram_manage_messages, pages_manage_metadata, pages_messaging, pages_read_engagement, pages_show_list*.
7. From the menu on the left side, click *Facebook Login for Business > Configurations*. Copy the *Configuration ID*, it is the *Embedded Signup Configuration ID*. Assign it to the *MESSENGER_CONFIGURATION_ID* constant.
8. From the menu on the left side, click *Facebook Login for Business > Settings*. In the *Valid OAuth Redirect URIs* area enter *https://your-domain/account/messenger.php*. Replace *your-domain* with the URL of Support Board. In the *Allowed Domains for the JavaScript SDK* area enter the URL of Support Board and enable the *Login with the JavaScript SDK* option.
9. From the menu on the left side, click *App review > Permissions and Features* and request *Advanced Access* for *public_profile, business_management, pages_manage_metadata, pages_show_list, pages_messaging, instagram_manage_messages, instagram_basic, pages_read_engagement, Business Asset User Profile Access*.
10. From the menu on the left side, click *Add product* and select *Instagram Graph API.*

11. From the menu on the left side, click *Messenger > Instagram settings* and in the *Webhooks* area enter *https://your-domain/account/messenger.php* as *Callback URL*. Replace *your-domain* with the URL of Support Board. As *Verify Token* enter the same password previously used in the *MESSENGER_CONFIGURATION_ID* constant. Click *Edit Subscriptions* and select the following: *messages, messaging_postbacks, messaging_seen, messaging_handover, message_reactions, standby.*

12. From the menu on the left side, click *App settings > Basic* and complete *Business verification* and *Access verification*. You must be verified on both.

13. Get the Facebook App Access Token from https://developers.facebook.com/tools/explorer. Under *User or Page* select *App Token.* Assign it to the *MESSENGER_APP_TOKEN* constant.

14. Your app must be submitted for review and approved by Meta. You can use the text at https://board.support/docs/files/facebook-review.txt and a video like https://board.support/docs/files/fb_whatsapp_review.zip for the review process. To test Instagram, create a new Facebook developer account and add it as an administrator of your app from *App roles > Roles*. Then login to Instagram with the new Facebook account using the *Login with Facebook* option, and send a message to the synced Instagram Channel to see it in Support Board. If the *Login with Facebook* is not available or you already registered an Instagram account, visit https://accountscenter.instagram.com/ and under *Profile* add your Facebook developer account.

    We can develop the app, integrate it with Support Board, and have it approved for 150 USD.

Google

Optional. Required only if you want to allow users to use the Google integration in automatic sync mode.

1. Follow the docs at https://board.support/docs/#google-sync and assign the values to the *GOOGLE_CLIENT_ID, GOOGLE_CLIENT_SECRET, GOOGLE_REFRESH_TOKEN* constants.
2. You have also to submit the app for review and get approved for the live mode.
3. Users will have to purchase Support Board credits to use the automatic sync mode. Support Board automatically calculates the credit usage, which is approximately double the original costs charged by Google. For example, if a user buys $10 worth of credits, your Google cost will be around $5, meaning you'll earn a $5 profit.

OpenAI

Optional. Required only if you want to allow users to use the OpenAI integration in automatic sync mode.

1. Get the API KEY from https://platform.openai.com/api-keys and assign it to the *OPEN_AI_KEY* constant.
2. Users will have to purchase Support Board credits to use the automatic sync mode. Details at https://board.support/docs/#cloud-credits. Support Board automatically calculates the credit usage, which is approximately double the original costs charged by OpenAI. For example, if a user buys $10 worth of credits, your OpenAI cost will be around $5, meaning you'll earn a $5 profit.

Twilio for SMS

Optional. Required only to send SMS notifications and to validate the customer's phone number

1. Register to Twilio at https://www.twilio.com/.
2. Follow the docs at https://board.support/docs/#sms and assign the values to the *CLOUD_TWILIO_SID, CLOUD_TWILIO_TOKEN, CLOUD_TWILIO_SENDER* constants.

Shopify

Optional. Required only if you want to provide the Shopify integration to your users.

1. Register at https://www.shopify.com/partners.
2. Create a new app to get *Client ID, Client Secret, App ID* and assign the values to the *SHOPIFY_CLIENT_ID, SHOPIFY_CLIENT_SECRET, SHOPIFY_APP_ID* constants.

   In the *App Listing* Area, under *Pricing Details*, select *Manual Pricing* and *Recurring Charge*. Then, in the *Recurring Charge Pricing Plans* section, add the first four plans from Support Board, starting with the free plan. Ensure the plans have same names and prices.

Chat Direct Link

Optional. This feature provides a link in the user's account area that directs them to a page with a chat widget ready for testing. To use this feature, you have to create a dedicated subdomain and point it to our server.

If you have SAAS version, follow the steps below:

1. Download the files https://board.support/docs/files/chat-direct-link.zip and upload them on your subdomain. Edit the file *index.php* and replace *AAA* with the correct values.
2. Edit the file */script/config.php* and assign the URL to the *DIRECT_CHAT_URL* constant.

Articles Direct Link

This feature provides a link in the user's account area that directs them to the articles page. To use this feature, you have to create a dedicated subdomain and point it to our server.

If you have SAAS version, follow the steps below:

1. Download the files https://board.support/docs/files/articles-direct-link.zip and upload them on your subdomain. Edit the file *index.php* and replace *AAA* with the correct values.
2. Edit the file */script/config.php* and and assign the URL to the *ARTICLES_URL* constant.

Affiliates System

The affiliate area is activated after setting the fee in *Super admin* > *Settings* > *Referral fee*. After activation, all users can access the affiliate area and their referral URL directly from the account page. Users have up to 180 days (6 months) to purchase a plan before the commission expires. Affiliates earn a commission on any membership purchase or renewal made within the 180 days period. Credit purchases are excluded. The white label add-on purchase is excluded. You can view all affiliate earnings and their payment details by navigating to *Super Admin* > *Affiliates*. From there, you have the option to reset each affiliate's earnings to zero. You should send the affiliate payment manually and immediately after the reset.

Information

1. The default language is English, if you want another default language let us know by email. The language can also be automatically detected from the user's browser language.
2. You can use our website for marketing reasons and for creating the website of your Support Board SaaS. Of course, you need to search and replace all Support Board names, links, and related brand images. You can download our website optimized for the SaaS version at https://board.support/docs/files/website.zip
3. You can use our WordPress plugin https://wordpress.org/plugins/support-board-cloud/ and publish it on the WordPress plugins directory. Of course, you need to search and replace all Support Board names, links, and related brand images.
4. Customers will use your SMTP server as default server for all emails.

5. Customers receive email notifications when their membership quota is 90% full and when it is 100% full or has expired, in this case, the admin area is disabled. The chat will continue to work and no messages or users will be lost.

6. If you're using the cloud version the API URL is different: *YOUR-DOMAIN/script/include/api.php*. Also, customers have to use the token from Account > Installation > API token.

7. You can not create a PHP script with similar features of Support Board. You can not create a WordPress plugin similar to the WordPress version of Support Board. You can not promote, sell, or distribute your Support Board SAAS or Reseller version (also if only part of it) on https://appsumo.com (AppSumo) or https://codecanyon.net (CodeCanyon) or any other Envato website.

8. Attachments stored on the server's storage that are larger than 150KB are automatically deleted after 4 months. Attachments stored in AWS S3 are never deleted. You can use a software like https://s3browser.com/ to view and manage the AWS S3 files.

9. Free membership accounts that are older than 6 months and have been inactive for the past 6 months are automatically deleted.

10. We strongly recommend using the following hosting panels: Plesk or aaPanel. If you are not a server expert, do not use cPanel as it is too limited.

11. If you get a 500 server error try to edit the .htaccess file and remove the <IfModule mod_deflate.c>…. </IfModule> code part. Leave only the last part.

12. You can have up to 3 installations: one on the live server, one for development on the same server, and one on localhost. The development version on the live server must be on a subdomain.

13. To update Support Board, enter the Super Admin area, navigate to *Settings*, and click the *Update Now* button. Alternatively, you can perform a manual update by visiting https://board.support/synch/saas.php. Upload and replace all files on your server, except for the */script/config.php* file. Once these steps are completed, Support Board

will be successfully updated. You can view the changelog at https://board.support/changes.

14. Users can purchase credits for OpenAI or Google services from their account page in the membership area. These credits are used whenever the services are utilized. Support Board automatically calculates the credit usage, which is approximately double the original costs charged by OpenAI or Google.
15. Do not use any CDN or Proxy for the domain or subdomain linked to Support Board. If you use Cloudflare the *DNS status* must be set to *DNS Only*.

We do not provide free support or assistance with the installation. For a fee of 150 USD, you can hire us to install it for you. Your server must be a dedicated server or VPS and must have Plesk installed.