# Installation Documentation for Support System

## 1. Download the Zip

Step 1: Access the Download Source
Go to the official website or trusted source from which you can download the support system. Ensure that you are on a reliable website to avoid potential security risks.

Step 2: Locate the Download Section
Locate the section or page on the website where the support system is available for download. Look for a button or link that indicates "Download" or "Get the Support System."

Step 3: Select the Appropriate Version
If there are multiple versions available, choose the one that suits your system requirements. Consider factors such as operating system compatibility and hardware specifications.

Step 4: Initiate the Download
Click on the download button or link to start downloading the support system. Your browser will typically prompt you to choose a download location on your computer. Select an appropriate folder or directory to save the downloaded file.

Step 5: Wait for the Download to Complete
Allow the download to finish. The time required will depend on the size of the support system package and your internet connection speed. Avoid interrupting the download process to ensure the file is not corrupted.

## 2. Unzip the Folder

Step 1: Locate the Downloaded Zip File
Navigate to the folder or directory where you saved the downloaded zip file.

Step 2: Extract the Contents
Right-click on the zip file and select "Extract" or "Extract All" from the context menu. Choose a destination folder where you want to extract the contents of the zip file.

Step 3: Wait for the Extraction to Complete

The extraction process may take a few moments. Once it is complete, you will have a new folder containing the uncompressed files and folders of the support system.

## 3. Upload to Web Server

Step 1: Access your Web Server
Log in to your web hosting account or access the control panel of your webserver.

Step 2: Navigate to File Manager
Locate the File Manager or a similar file management tool provided by your web hosting service.

Step 3: Upload the Support System Files
Within the File Manager, navigate to the appropriate directory where you want to install the support system. This could be the root directory or a subdirectory of your website.

Click on the "Upload" or "Upload Files" button and select the files and folders from the unzipped support system folder on your local computer. Wait for the files to upload to the webserver.

## 4. Go to SQL server and Upload the SQL file

Step 1: Access your SQL Server
Log in to your SQL server or access the control panel provided by your hosting service.

Step 2: Navigate to SQL Management Tools
Locate the SQL management tools or a similar feature provided by your hosting service to manage your databases.

Step 3: Import the SQL File
Within the SQL management tools, locate the option to import or upload an SQL file. Choose the SQL file provided with the support system.

Follow the instructions to import the SQL file into your database. This will create the necessary tables and structure for the support system.

## 5. Go to Config File and List out the credentials

Step 1: Locate the Configuration File
In the support system files on your webserver, find the configuration file. It is usually named something like "config.php" or "config.ini".

Step 2: Open the Configuration File

Use a text editor or code editor to open the configuration file.

Step 3: Provide the Database Credentials
Within the configuration file, locate the section where the database credentials are defined. It may look similar to the following:

```php
// Your MySQL database hostname.
define('db_host','localhost');
// Your MySQL database username.
define('db_user','');
// Your MySQL database password.
define('db_pass','');
// Your MySQL database name.
define('db_name','');
// Your MySQL database charset.
define('db_charset','utf8');
//Replace the empty strings ('') with the appropriate values for your MySQL
//database hostname, username, password, database name, and charset.
```

Save the changes to the configuration file.

## 6. Insert SQL Code to Make a Admin account

Use SQL Language to make an Insert for creating an Admin account using the provided table structure

Step 1: Access your SQL Server
Log in to your SQL server or access the control panel provided by your hosting service.

Step 2: Open the SQL Query Editor
Within the SQL management tools, locate the SQL query editor or a similar feature that allows you to execute SQL commands.

Step 3: Execute the SQL Insert Query
Copy the following SQL query and execute it in the SQL query editor:

```sql
INSERT INTO accounts (full_name, password, email, role, secret, last_seen,
status, photo_url, ip, user_agent, registered) VALUES ('Admin Name',
'CHANGE ME', 'admin@example.com', 'Admin', 'Admin Secret', (), 'Idle', '',
'', '',());
```

Please note that you should not store passwords in plain text for security reasons. Instead, you should use a secure password hashing algorithm like bcrypt. To ensure

==password security, it is recommended to use a bcrypt implementation in your programming language or framework to hash the passwords before storing them in the database==
==Remember to replace the== `'CHANGE ME'` ==placeholder with a bcrypt hashed password.==

Replace 'Admin Name', 'Admin Password', 'admin@example.com', and 'Admin Secret' with the desired values for the admin account.

The query will insert a new row into the 'accounts' table with the provided values, creating an admin account for the support system.

Make sure to save the changes to the SQL query editor if required.

## Conclusion

Congratulations! You have successfully installed the support system by following the provided steps. You can now proceed to configure and customize the system according to your requirements.