

Installing ServiceDesk plus on Docker:**19.03.8:**

Host OS : **Windows 10**

Container : **CentOS:7**

Please find the step by step procedure to install SDP on a Docker , for illustration we have used CentOS image on Docker.

However, the steps below are applicable for other Linux distributions like Ubuntu, Fedora and Debian. etc.

Download ServiceDeskplus .bin for linux on the host machine (Windows) .
Create a folder "SDP" and move the .bin file here, this will help to share the folder with the docker container.

Once Docker is installed and running,

Step 1 : Open command prompt or Powershell and install Centos:7

```
C:\WINDOWS\system32>docker ps
CONTAINER ID   IMAGE      COMMAND                  CREATED        STATUS        PORTS
docklab        19c7232d7f05   debian      "bash"            32 minutes ago   Up 32 minutes

C:\WINDOWS\system32>docker pull centos:7
7: Pulling from library/centos
ab5ef0e58194: Pulling fs layer
```

Command to install centos on this container : `docker pull centos:7`

This will pull an image of the centos7 from Docker Hub and create the container required to host applications on this Centos.

Step 2 : Give a name to this container and start the container

`docker run -it --name sdp -p 8085:8080 -v d:\sdp:/root/sdp centos:7 bin/bash`

`docker run -it` Starts and runs the container

`-name` Specifies a Name to this container (This will be helpful to start/stop the container easily)

- p 8085 Specifies the Port number on which this ServiceDesk plus application can be accessed after installation . Ex : http://localhost:8085
- d:\sdp Specifies the folder on Host where the .bin file is located (To move this to CentOS on Docker)
- /root/sdp centos:7 Specifies the directory on Centos to install SDP

```
[root@641d6b0b0312 opt]# cd ./opt
bash: cd: ./opt: No such file or directory
[root@641d6b0b0312 opt]# exit
exit
PS D:\SDP> docker run -it --name sdp -p 8085:8080 -v d:\sdp:/root/sdp centos:7 /bin/bash
```

Step 3 : Navigate to /root/sdp inside the CentOS container

- : Enter ls to find the bin file for installation
- :Give it permission for execution with 'chmod +x'
- run the command ./ManageEngine_ServiceDesk_Plus_64bits.bin --console

```
Select @74bc24125080:~/sdp
[root@74bc24125080 sdp]# ls
ManageEngine_ServiceDesk_Plus_64bit.bin
[root@74bc24125080 sdp]# chmod +x ManageEngine_ServiceDesk_Plus_64bit.bin
[root@74bc24125080 sdp]# ./ManageEngine_ServiceDesk_Plus_64bit.bin --console
Preparing to install...
Extracting the JRE from the installer archive...
Unpacking the JRE...
Extracting the installation resources from the installer archive...
```

From this stage, the installation steps remains the same as how we normally install SDP on linux as mentioned :

<https://help.servicedeskplus.com/introduction/installation-linux.html>

You might see this error on final stage of installation

```

@74bc24125080:~/sdp
/opt/ManageEngine/ServiceDesk
Disk Space Information (for Installation Target):
  Required: 654,343,007 Bytes
  Available: 57,196,134,400 Bytes
PRESS <ENTER> TO CONTINUE:

=====
Ready To Install
=====

InstallAnywhere is now ready to install ServiceDesk onto your system at the
following location:

  /opt/ManageEngine/ServiceDesk
PRESS <ENTER> TO INSTALL:

=====
Installing...
=====

[=====|=====|=====|=====]
[-----|-----|-----|-----]

=====
Pgsql Err Msg
=====

Problem in Initializing Postgres !!.. Kindly check logs...

PRESS <ENTER> TO ACCEPT THE FOLLOWING (OK): [root@74bc24125080 sdp]#
[root@74bc24125080 sdp]#

```

Hit ENTER to proceed and ignore this error.

Step 4: Start ServiceDesk plus:

Command `./run.sh`

```

@74bc24125080:/opt/ManageEngine/ServiceDesk/bin
[root@74bc24125080 bin]# ./run.sh

JAVA_HOME   : /opt/ManageEngine/ServiceDesk/jre
SERVER_HOME : /opt/ManageEngine/ServiceDesk
DATE        : Fri Apr 3 20:23:13 UTC 2020

Starting Server from location: /opt/ManageEngine/ServiceDesk

```

Step 5 : Configuring ServiceDesk plus as a Service

create a file inside /etc/init.d/

Command : **\$ touch /etc/init.d/servicedesk**

- give permission for execution

Command : **chmod 755 /etc/init.d/servicedesk**

Access the startup script from : <https://help.servicedeskplus.com/servicedesk.txt>

open the file with your text editor, nano, emacs, vim, etc...

copy the contents and paste it on the newly created file

\$ nano /etc/init.d/servicedesk

- change this line
 - MDIR=/home/guest/servicedesk/AdventNet/ME/ServiceDesk/bin
- to
 - MDIR=/opt/ManageEngine/ServiceDesk/bin

after that save the file

```
@74bc24125080:/opt/ManageEngine/ServiceDesk/bin
Server started in :: [238893 ms]

Connect to: [ http://localhost:8080 ]
VCSysSystem going to Shutdown --- received process interrupt
Shutting down the JVM now!
Stopping Services
SLAAuditService [ STOPPED ]
FOSAgentService [ STOPPED ]
ContractAuditService [ STOPPED ]
NotificationService [ STOPPED ]
NotificationsHandleInterceptor [ STOPPED ]
TableTemplateService [ STOPPED ]
TemplateService [ STOPPED ]
ClientFrameworkService [ STOPPED ]
WebService [ STOPPED ]
TaskEngineService [ STOPPED ]
AuthorizationService [ STOPPED ]
AuthenticationService [ STOPPED ]
CacheService [ STOPPED ]
Destroying Services
SLAAuditService [ DESTROYED ]
FOSAgentService [ DESTROYED ]
ContractAuditService [ DESTROYED ]
NotificationService [ DESTROYED ]
NotificationsHandleInterceptor [ DESTROYED ]
TableTemplateService [ DESTROYED ]
TemplateService [ DESTROYED ]
ClientFrameworkService [ DESTROYED ]
WebService [ DESTROYED ]
TaskEngineService [ DESTROYED ]
AuthorizationService [ DESTROYED ]
AuthenticationService [ DESTROYED ]
CacheService [ DESTROYED ]
Stopping Module processors
ModuleStopProcess:: Persistence::DBAUDIT [ STOPPED ]
[root@74bc24125080 bin]# vi /etc/init.d/servicedesk
[root@74bc24125080 bin]# chmod 755 /etc/init.d/servicedesk
[root@74bc24125080 bin]# /etc/init.d/servicedesk start
mv: cannot stat '/var/log/servicedesk-plus.log': No such file or directory
Starting AdventNet ManageEngine ServiceDesk-Plus
```

Now you can start Servicedesk plus using the command : `$ /etc/init.d/servicedesk start`

Note :

To exit the container without stopping it - use : `Ctrl + p` and `q`

Do not use Control D or the command `#exit` since this will stop the container

Few commands:

To start a container

`docker start <containername>`

To login to the container

docker attach <container_name>

To stop the container

\$ docker <container_name> or <container_id> stop

To remove a container

\$ docker rm <container_name> or <container_id>