**Maybank Group**

**Maybank Application Installation Guide**

**For**

**Maybank LiveHelp**

****

**Date: 08-01-2019**

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1. Document Control

|  |  |
| --- | --- |
| Title: | Application Installation Guide Maybank LiveHelp |
| Document Reference: |  |
| Document Owner: |  |
| Document Author: | Muhammad Haziq bin Abdul Hamid |
| Date: | 8th January 2019 |

2. Document Approval

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Role** | **Signature** | **Date** |
|  |  |  |  |
|  |  |  |  |

3. Revision History

|  |  |  |
| --- | --- | --- |
| **AIG Version** | **Date** | **Summary of changes since last issue** |
|  |  |  |
|  |  |  |

4. Empirical Test History

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **AIG Version** | **Date** | **Name** | **Role** | **Signature** |
|  |  |  |  |  |
|  |  |  |  |  |

5. Referenced Documents

|  |  |  |
| --- | --- | --- |
| **No.** | **Description** | **Version Related to** |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

6. Distribution Plan

The following **stakeholders** are included in the circulation. Comments are invited from those on this distribution list.

|  |  |  |
| --- | --- | --- |
| **Version** | **Issued to:** (Use team codes where appropriate) | |
|  |  |  |
|  |  |  |

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# Introduction

Maybank LiveHelp Application is platform to provide live chatting between agent and users. This application will be used on website for user support.

## Application Team

|  |  |  |
| --- | --- | --- |
| **Division** | **Project Team** | **Manager** |
| API & Emerging Tech | Strategy & IT Architecture |  |

## Application Owner

|  |  |
| --- | --- |
| **Division** | **Manager** |
| API & Emerging Tech |  |

## Change Request Number

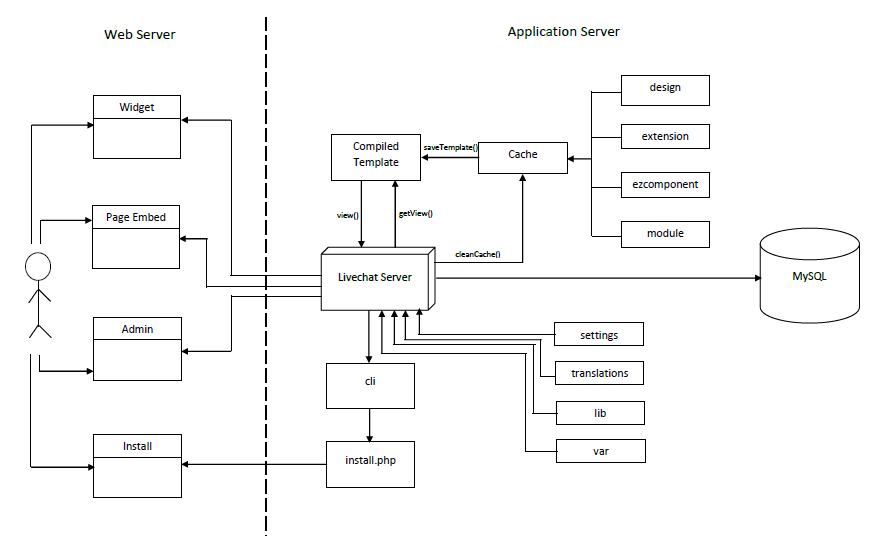
|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **CR No.** | **Impacted Environment** | **Title of CR** | **Requestor** | **Assignee** |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

## 

## Impacted Areas, Departments, Countries, Sites

|  |  |  |  |
| --- | --- | --- | --- |
| **Country** | **Department** | **Location** | **Number of PC/Servers** |
| Malaysia | IT4U | Menara Maybank |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

# Application Diagram



# Pre-requisites

## Required Server Hardware Configuration

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Environment**  *(PRD /DR / DEV/ UAT/ SIT)* | **Hostname** | **Model** | **Memory Size** | **Number of CPU** | **Internal Disk Size (GB)** | **Number Ethernet**  **Ports** |
| SIT | 172.30.2.93 |  | 4GB | 2 | 100 | 3306,80,443 |
| UAT | 172.30.2.93 |  | 4GB | 2 | 100 | 3306,80,443 |
| PRD | 172.31.190.61 |  | 8GB | 2 | 100 | 3306,80,443 |

## Server Peripherals (including additional interface card)

|  |  |
| --- | --- |
| **Hostname** | **Peripherals Description** |
|  |  |
|  |  |

*\* From application perspective, please put in what Peripherals are necessary for the application to run. Don’t need to put in all peripherals attached to the servers as some peripherals may only be used by other application.*

## Software and version on Servers

|  |  |  |
| --- | --- | --- |
| **Hostname** | **Software name** | **Version** |
| 172.31.190.61 | Apache | 2.4.6 |
| 172.31.190.61 | MySQL | 5.5.56 |
| 172.31.190.61 | Maybank Livechat | 2.89 |

*\* From application perspective, please put in what software are necessary for the application to run. Don’t need to put in all software in the servers as some software may only be used by other application.*

## Disk / Filesystem Requirement

|  |  |  |  |
| --- | --- | --- | --- |
| **Hostname** | **Drive Letter / Directory Name/ Filesystem Name** | **Size (GB)** | **Storage Media**  **(SAN / Local Disk)** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

*\* In case of Wintel, the size of the whole drive is expected instead of size for each individual directory.*

## Required System/Application/User ID

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Hostname** | **Login Name** | **Group(s)** | **Logon Enable (Y/N)** | **Privilege** *(if applicable)* |
| 172.30.2.93 | root | Admin | Y |  |
| 172.31.190.61 | root | Admin | Y |  |

*\* For example, the application owner ID, tailored system software ID or user ID requires to login to the system.*

## Required Database ID

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Hostname** | **Database Name** | **Login Name** | **Group(s)** | **Logon Enable (Y/N)** | **Privilege** *(if applicable)* |
| 172.31.190.61 | livechat | maybank | “localhost” | Y | Instance Owner. |

## Required Grant details

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Host Name** | **Database Name** | **Grantee Name** | **Schema Name** |  | **Privilege** *(if applicable)* |
| 172.30.2.93 | livechat | root |  |  |  |
| 172.31.190.61 | livechat | root |  |  |  |

# Risks

# Special Requirements (if any)

* Apache is installed
* Mysql database is installed
* Maybank Livechat package is dowloaded

# Output Requirements (if any)

# Installation instruction for AIX (if applicable)

**Installation Procedures**

1. Open FTP to transfer Maybank Livechat package (.zip) into server path (/root).
2. Open putty and enter server credential.
3. Go to /root
   1. #cd root
   2. #ls
4. Unzip Maybank Livechat package
   1. #unzip <Maybank Livechat package>.zip
5. Move Maybank Livechat to /var/www/html and rename it livechat
   1. #mv livehelperchat-master /var/www/html/livechat
   2. #cd /var/www/html
6. Create database
   1. #mysql -u root –p
   2. Password:root1234
   3. CREATE USER 'maybank'@'localhost' IDENTIFIED BY 'maybank123';
   4. CREATE DATABASE <Livechat\_Database>;
   5. use <Livechat\_Database>;
   6. GRANT ALL PRIVILEGES ON <Livechat\_Database> to maybank@'localhost' identified by 'maybank123';
   7. GRANT ALL PRIVILEGES ON \*.\* to maybank@'localhost' identified by 'maybank123';
   8. GRANT ALL PRIVILEGES ON \*.\* to maybank@'localhost' identified by 'maybank123' with grant option;
   9. FLUSH PRIVILEGES;
   10. exit;
7. Setup database secure
   1. #mysql\_secure\_installation
   2. Change the root password? [Y/n] n
   3. Remove anonymous users? [Y/n] Y
   4. Disallow root login remotely? [Y/n] n
   5. Remove test database and access to it? [Y/n] Y
   6. Reload privilege tables now? [Y/n] y
8. Give permission to read and write
   1. chown -R apache:apache /var/www/html/livechat/
   2. chcon -R -h -t httpd\_sys\_content\_t livechat
   3. cd livechat
   4. chcon -R -h -t httpd\_sys\_content\_t lhc\_web
   5. cd lhc\_web
   6. chcon -R -h -t httpd\_sys\_rw\_content\_t cache
   7. chcon -R -h -t httpd\_sys\_rw\_content\_t settings
   8. chcon -R -h -t httpd\_sys\_rw\_content\_t var
9. Browser installation
   1. Open Browser
   2. Go to URL http://<Server\_Name>/livechat/lhc\_web/index.php/install/install/
   3. Check the requirement to install and make sure all requirement is yes
      1. If php-mbstring not install
         1. Download this package (php-mbstring-5.4.16-42.el7.x86\_64.rpm)
         2. Put into server
         3. Install (#rpm -Uvh php-mbstring-5.4.16-42.el7.x86\_64.rpm)
         4. Check php package installed (#rpm -qa | grep php)
   4. After all installation requirement done, click Next
   5. Fill in database information (refer step 6)
      1. Username: maybank
      2. Password maybank123
      3. Host : 127.0.0.1
      4. Port : 3306
      5. Database Name : <Livechat\_Database>
   6. Fill in initial application settings
      1. Admin Username : admin
      2. Admin Password : maybank123
      3. Admin Password Repeat : maybank123
      4. Email : muhammadhaziq.ab@maybank.com
      5. Name : Admin
      6. Surname : Super
      7. Default Department : SITA
   7. Click Next and installation is complete.

# Fall back Procedure

# Cutover tasks and timeline.

< Application teams are recommend to use following cutover timeline format. Application can either attach the timeline here or attach in the Change Request (CR). If application want the AIG reader to refer to the timeline in the CR, please state “Refer to Change request # - xxxxx” >

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Cutover tasks and timeline** | | | | | |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| System : |  | | | |  |  |  |  |  |  |  |  |  |  |  |  |
| Country : |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| System Project Manager : | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Implementation Coordinator : | | | | |  |  |  |  |  |  |  |  |  |  |  |  |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Task  No | Location | Task Name | Pre-requisite | Co-  requisite | Person  Resp. | Start Day | Start  Time | End Day | End Time | Est.  Duration | Ref. | Status | Comment | SIT | UAT | Prod'n |
| 1 |  |  | |  |  |  |  |  |  |  | |  |  |  |  |  |
| 2 |  |  | |  |  |  |  |  |  |  | |  |  |  |  |  |
| 3 |  |  | |  |  |  |  |  |  |  | |  |  |  |  |  |
| 4 |  |  | |  |  |  |  |  |  |  | |  |  |  |  |  |
| 5 |  |  | |  |  |  |  |  |  |  | |  |  |  |  |  |
| 6 |  |  | |  |  |  |  |  |  |  | |  |  |  |  |  |
| 7 |  |  | |  |  |  |  |  |  |  | |  |  |  |  |  |
| 8 |  |  | |  |  |  |  |  |  |  | |  |  |  |  |  |
| 9 |  |  | |  |  |  |  |  |  |  | |  |  |  |  |  |
| 10 |  |  | |  |  |  |  |  |  |  | |  |  |  |  |  |
| 11 |  |  | |  |  |  |  |  |  |  | |  |  |  |  |  |

# 

# Contact List

**All the Support name listed here:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Department** | **Name** | **Office Number** | **Mobile, Pager** |
| **SITA** | Muhammad Haziq bin Abdul Hamid |  | 017-7605561 |
| **SITA** | Mohamed Maideen Abdul Rahim |  | 011-37635923 |
| **SITA** | Naveed Zamir Ahamed |  | 011-37938436 |

# Appendix A – AIG Test Plan

<Please put in what tests have been conducted to confirm the steps mentioned in this document are correct>

# Appendix B – AIG Test Result

<Please put in the test result of the tests mentioned in Appendix A>