

Archives (esup-helpdesk 3.x)



Overview

esup-helpdesk is a helpdesk application that handles user support at establishment-level.

It is based on the [esup-commons](#) development framework and can be deployed as:

- a servlet (using an existing servlet container)
- a portlet (into a JSR-168 compliant portal)
- a quick-start (stand alone application)

Quick links

- [Screenshots](#)
- [Configuration wizard](#)
- [Download](#)
- [ChangeLog](#)
- [Deployers](#)
- SubVersion repository ([esup-helpdesk](#), [esup-commons](#))

Actors

Lead: [Pascal Aubry](#)

Développeur(s) :

- [Pascal Aubry](#)
- Alexandre Boisseau, Université de Brest
- [Contributors](#)

[Acknowledgements](#)

Status

- Production release: 3.29.11

esup-helpdesk is an [incubated project](#) of [the JASIG consortium](#).

License

As part of the [ESUP-Portail](#) project, esup-helpdesk is distributed under the GPL (**General Public License**). It follows that you can download contents, modify and redistribute them provided you respect the GPL terms.

Details on the licensing policy of the ESUP-Portail project can be found at <http://www.esup-portail.org/license>.

Documentation

Manuals

- [Administrator guide](#)
(download, install, configure, customize, manage, upgrade)
- [User guide](#)
(concepts, usage)
- [Developer guide](#)
(SubVersion access, API, distribution)

Screenscasts

1. [Download and install the distribution](#)
2. [Use the online configuration wizard to generate the configuration files](#)
3. [Deploy the application](#)
4. [Setup and initialize the database](#)
5. [Launch the application and test](#)
6. [Customize the look of the application](#)
7. [Upgrade the application](#)
8. Create the first departments and categories (not available yet)

Other documentation

- [The last presentation \(3.27\)](#)
- [Papers and presentations](#)
- [Source documentation \(API\)](#)
- Security
 - [ESUP-2009-AVI-001 - esup-helpdesk vulnerability](#)
 - [ESUP-2009-AVI-003 - esup-helpdesk vulnerability](#)