



SERVICEDESK PLUS

BEST PRACTICES GUIDE

Lessons to optimize use and maximize success

ManageEngine 
ServiceDesk Plus

We appreciate you choosing ServiceDesk Plus for your organization to deliver world-class IT services. Before installing the product, take a few minutes to go through some of our best practices. These are all based on our experience, research, and product testing.

The document contains the following sections:

- Hardware requirements
- Operating systems
- Databases
- Browsers
- Data loss prevention
- Data security

1.0 Hardware Requirements:

While choosing your application server, consider the number of concurrent technician logins, the number of nodes you want to manage, and the number of tickets created per day. The following table provides the recommended hardware configuration to install ServiceDesk Plus.

No. of concurrent technician logins	No. of assets	No. of tickets/day	Operating system	RAM	Disk space	Database
5 - 20	500 - 1000 or No Assets	20 - 70	Windows Server 2008 (32/64 bit)	4/8 GB	50 - 80 GB	PostgreSQL (Default)
20 - 50	500 - 1000	60 - 130	Windows Server 2008 (32/64 bit)	4/8 GB	50 - 80 GB	PostgreSQL (Default)
50 - 100	700 - 1300	100 - 150	Windows Server 2008 (64 bit)	8 GB	50 - 80 GB	PostgreSQL (Default) / MS SQL
100- 200	1400 - 2000	200 - 400	Windows Server 2008 (64 bit)	8 GB	100 GB	MS SQL 2008
> 200	2000	500 - 1000	Windows Server 2008 (64 bit)	8 GB	100 GB	MS SQL 2008

2.0 Operating Systems:

ServiceDesk Plus installation is supported by Windows and Linux. The supported versions are listed below.

2.1. Windows Operating System:

- Windows Server 2008
- Windows Server 2008 R2
- Windows Server 2012

Note: If you are using Windows XP Professional or Windows 2000 Server/Professional, please upgrade your server to the latest operating system because Microsoft no more supports these operating systems.

2.2 Linux Operating System:

- CentOS 4.4
- Ubuntu

2.3 Windows vs. Linux:

Technically, ServiceDesk Plus works equally well in both Windows and Linux platforms. However, if you can use Windows in your organization's IT infrastructure, install ServiceDesk Plus on a Windows platform to enjoy the following benefits:

- Active Directory synchronization (to import user details from the Active Directory Server)
- Single Sign On
- A domain scan

2.4 64-bit vs. 32-bit Operating Systems:

Though the product is supported by both 64-bit and 32-bit operating systems, we recommend the former because the amount of data read by the RAM in the 64-bit operating system is greater than the 32-bit. This would enhance the product's performance to a great extent. For large enterprises, a 64-bit system will certainly deliver peak performance and support a large number of users.

3.0 Recommended Databases:

ServiceDesk Plus comes with a built-in PostgreSQL database. However, the product supports external MySQL and MS SQL databases.

MySQL:

- Till 5.1.50

MS SQL:

- MS SQL 2008
- MS SQL 2012

Note: To prevent extensive log file growth, set up the log file growth to a minimum (4GB default) and set it to auto-refresh. Please consult the steps with a DBA and perform the changes on your SQL server.

PostgreSQL:

- PostgreSQL 9.2

If your company is a large enterprise, MS SQL is ideal because of the following:

- Easy to manage and organize the data, especially when the data volume is huge
- MS SQL is a self-tuning database that avoids manual database tuning
- The backup process in MS SQL is better than the other two databases, especially differential backup is available in MS SQL
- Parameters can be added to avoid DB lock and table lock in MS SQL

Note: It is better to have two separate servers, one each for the product and database. When the data volume grows, the servers' performance would still be better. If there is a server crash, you can still retain the data on any one of the servers.

4.0 Browsers:

- Internet Explorer
 - Version 9
 - Version 10
- Mozilla Firefox
 - Version 3.6 and above
- Google Chrome

5.0 Best practices to prevent data loss:

- Scheduled backups on a daily basis or weekly basis
- Store the data on a shared network drive

6.0 Best practices for data security:

- Use https instead of http
- Install an SSL certificate from a trusted vendor. To learn how to install an SSL certificate, click [here](#)

6.1 Antivirus and the Application:

If you are using an anti-virus software application in your environment, it may block ports for the application's performance. To prevent this, create the following:

- An exception to the ManageEngine folder in the anti-virus application
- An exception for Java in the anti-virus to avoid blocks in the mail sending ports
- Exceptions for the following if you have installed the anti-virus application before installing the product:
 - port 65432, if the database is PostgreSQL
 - port 33366, if the database is MySQL
 - port 1433, if the database is MS SQL

If you'd like to learn more about the installation process please go through the [installation guide](#). For more details and assistance about the product, send us an email at servicedeskplus-support@manageengine.com