Installing
ServiceDesk Plus MSP
Best Practices and Recommendations

Thank you for choosing ServiceDesk Plus MSP to deliver world-class IT services to your customers. Before getting started, take a look at some of the best practices and recommendations that will help you set up and run ServiceDesk Plus MSP in the most optimal way. This document is drafted based on our extensive testing, experience, and research.

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Usage-Based 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 MSP.

Inbound Requests Per Day	Hard Disk Type	RAM	Processor
Less than 100	500 GB SSD	16 GB	1.7 to 2.4 GHz 10 to 12 MB cache 4 to 8 cores or any entry-level, server-grade processor E.g., Intel Xeon Scalable Bronze/Silver Intel Xeon E Family
Up to 1000	2TB SSD	16/32 GB*	2.4 to 3.0 GHz 12 to 20MB cache 6 to 8 cores or equivalent processors E.g., Intel Xeon E Family
More than 1000	2TB#/3TB* - SSD	16/32 GB*	3.0 to 4.5 GHz 12 to 30 MB cache 10 to 20 cores or equivalent processors E.g., Intel Xeon Scalable Gold/Platinum

* - When using the bundled PostgreSQL as the database
# - More storage would be required based on the actual data handled by the application

Note that you cannot run ServiceDesk Plus MSP on non-GUI Windows machines or Server Core installation.

02 Operating Systems

ServiceDesk Plus MSP is supported on both Windows and Linux. The supported versions are listed below.

2.1 Microsoft Windows

- Windows Server 2012 or later

Note: Windows Server 2008 and 2008 R2 have reached their end of life as of January 14, 2020. However, Microsoft provides limited support for these versions through the Extended Security Updates program. If you are using Windows Server 2008/2008 R2, we recommend upgrading to the latest version or availing Extended Security Updates.

2.2 Linux Distributions

- CentOS 8 or later
- Ubuntu 14 or later
- Red Hat Enterprise Linux 8 or later

2.3 Windows vs Linux Environments

Apart from the following Windows-specific features and functionalities, ServiceDesk Plus MSP offers the same set of features and functionalities across both Windows and Linux platforms.

- Active Directory synchronization
- Active Directory Single sign-on
- Windows Domain Scan
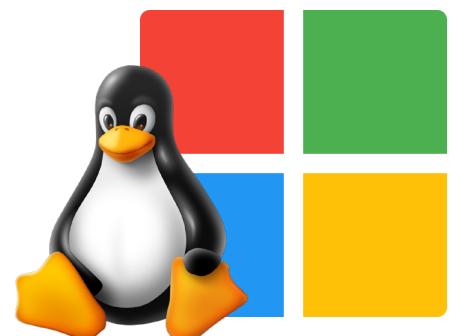
03 Databases

ServiceDesk Plus MSP is bundled with the PostgreSQL database. However, you can also use Microsoft SQL Server as your database.

3.1 Supported Microsoft SQL Servers

- **Microsoft SQL Server 2012 or later**

Note:

- Microsoft SQL Server 2008 and 2008 R2 have reached their end of life as of July 9, 2019. However, Microsoft provides limited support for these versions through the [Extended Security Updates](#) program. If you are using Microsoft SQL Server 2008/2008 R2, we recommend upgrading to the latest version or availing Extended Security Updates.

- To prevent extensive log file growth, set up the log file size to a minimum (default: 4GB) and set it to auto-refresh. We recommend consulting with a database administrator to make the necessary changes on your SQL server.

If your organization is a large enterprise, Microsoft SQL Server is ideal for the following reasons:

- Easy to manage and organize the data, especially when the data volume is huge
- Microsoft SQL Server is a self-tuning database and hence no manual database tuning is required
- Availability of differential backup
- Prevention of DB lock and table lock

Note: When using Microsoft SQL Server, we recommend running the application and the database on separate servers for better performance.

04 Browsers

The following is the list of browsers supported by ServiceDesk Plus MSP. We recommend that you update the browsers to their latest version for better performance and security.

Google Chrome

Microsoft Edge

Mozilla Firefox

05 Best Practices for Data Loss Prevention

- Configure scheduled backup
- Store data on a shared network device

06 Best Practices for Application Security

- Install SSL certificate and use HTTPS mode instead of HTTP mode
- Configure automatic log out of users due to inactivity
- Disable concurrent logins
- Enforce a password policy
- Restrict API key generation to admins only
- Configure appropriate security headers

07 Preventing Conflict with Antivirus/Firewall

If you are using an antivirus or a firewall, it may block the ports required by ServiceDesk Plus MSP. To prevent this, do the following:

- Add the ManageEngine folder to your antivirus application's whitelisted/excluded items
- Add Java to your antivirus application's whitelisted/excluded items to avoid blocking the ports required for outgoing emails from ServiceDesk Plus MSP

Make sure that the following ports are not blocked by your antivirus/firewall program:

- Port 65432, if the database is PostgreSQL
- Port 1433, if the database is Microsoft SQL Server

If you would like to learn more about the installation process, please go through the [installation guide](). For more details and assistance, email us at [support@servicedeskplusmsp.com]().