



**Enterprise on-premises
Installation Support
Checklist**

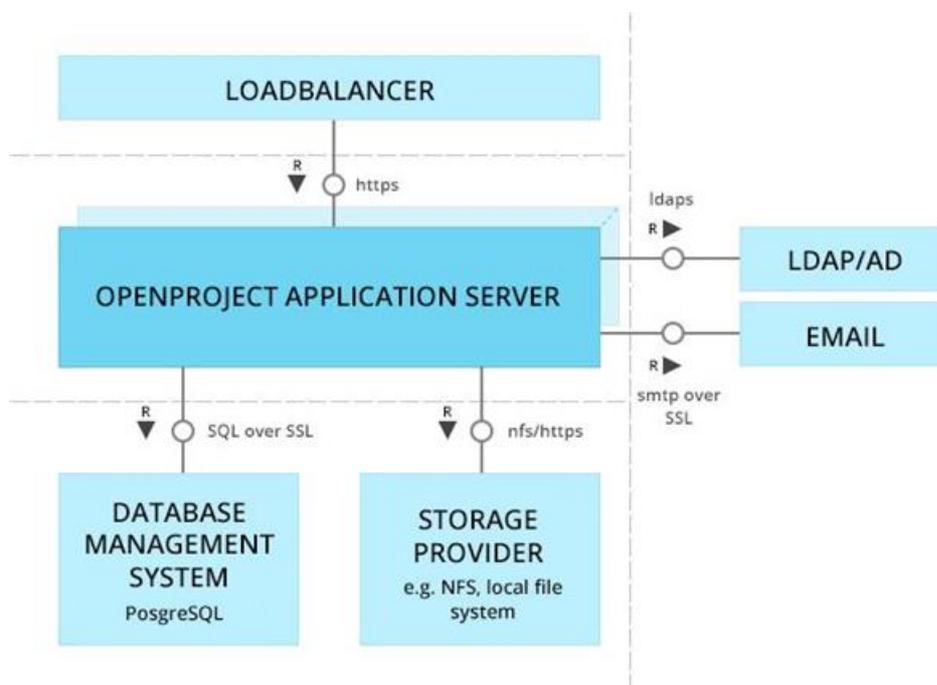
OpenProject GmbH

Version 1.8 – 2021-02-15

1. Purpose

This checklist is used to ensure that our OpenProject staff can perform the initial installation efficiently without additional information required by you during the installation event.

2. Overview



3. Server Requirements

3.1 Linux distribution

We currently support 64bit-only distributions. Please make sure you are providing us with a server that matches one of the distributions specified [in our documentation](#).

- Server is using a supported distribution from linked list

Please verify that your server runs on a 64bit architecture by running the following command and verifying that the result is x86_64:

```
$ uname -i  
x86_64
```

- Server is running on 64bit architecture

3.2 Separate application server

The packaged installation will mount OpenProject into an Apache VirtualHost that *will* conflict with existing services integrated into the Apache web server. Please confirm that you have provisioned a separate virtual or physical server that OpenProject may control.

Note: We do not support shared installations of OpenProject where Apache is already running other services.

- Required: OpenProject is running on a separated environment and no other public-facing services are being run on the same environment.
- Required: The Apache web server can be installed and controlled by OpenProject staff and will be public facing on standard ports (80, 443).

3.3 Single or multi-server environment

OpenProject can be configured to run across multiple application servers behind a shared load balancer.

- OpenProject will be running as a **single-server** environment.
- OpenProject will be running as a **multi-server** environment
 - There will be [] application servers provisioned for OpenProject
 - All application servers have access to and share the same database connection
 - I acknowledge that a load balancer needs to be set up beforehand for the application servers.
 - The load balancer terminates SSL/TLS connections (You will not be required to provide [SSL/TLS certificates](#) for OpenProject itself)

Terminating SSL/TLS at the load balancer level

If you checked the option that SSL/TLS is being terminated at a load balancer you control, the internal application servers we set up will not be handling any SSL connections. In this case, you must set the header **X-Forwarded-Proto HTTPS** to let the internal servers know we're running in a terminated SSL/TLS connection. Without this header, the setup of OpenProject will fail.

To set this value in an Apache2 virtualhost, you can use the following directive:

```
RequestHeader set X_FORWARDED_PROTO 'https'
```

Please refer to the [OpenProject documentation](#) for more information.

Storage requirements

OpenProject can persist files such as attachments either on a local disk (only for single-server environments), a network-attached storage, or Amazon S3 cloud storage.

If multiple application servers are used, attachments and repositories need to be shared among them. An existing NFS mount should be made available to all servers or access to a [S3 storage](#) granted.

- The environment provides a local disk mount of [] Gigabytes storage
- The environment provides a NFS mount of [] Gigabytes storage
- S3 credentials for cloud storage attachments will be provided

4. Access

To perform the installation, we will need first-hand access to your server. Please let us know how we will be able to access it.

- With SSH
- With SSH and OpenVPN
- With SSH and VPNC
- With SSH and PPTP
- Other (**Note: Please provide instructions for accessing your server from *Nix systems.**)

We will send you our signed public SSH key to be included on your server a few days before we perform the installation.

5. Configuration

5.1 Domain name

What will be the fully qualified domain name that you want to associate with your OpenProject installation? E.g. openproject.company.com

5.2 Access to OpenProject package repository

The OpenProject packaged installation is retrieved from package sources at packager.io. You need to ensure access is granted to these sources. Necessary permissions for the system user to add package sources and install packages must be granted.

If a proxy or company firewall prohibits this access, the source and dependency sources¹ must be whitelisted to allow installing/upgrading through the OS package manager or both *http* and *https* proxy configuration must be configured on the server.

- Server has unrestrained internet access
- Server is behind a proxy (http and https configuration must be provided)

5.3 SSL/TLS certificates

Do you require SSL/TLS certificates to be installed? If so, we require that the relevant files (**certificate, private key, intermediate CA bundle**) be copied on the server prior to the installation.

- SSL/TLS certificates will be made available for the environment
- Lets-Encrypt certificates shall be installed with certbot ([supported distribution required](#))
- SSL/TLS not required (load balancer terminates SSL/TLS or no TLS encryption required)

¹ PostgreSQL server, memcached server and others (ask OpenProject for details)

5.4 Database

By default, we will install a local PostgreSQL 10 database server on the machine through the official postgresql.org package sources. This only applies to single-server environments.

If you are planning to install a multi-server environment, you need to provide an existing PostgreSQL database server and provide us the necessary details (**host, port, database username, database password, database name**). Please ensure that the credentials are valid prior to our installation date. We do not support other database management systems.

- A local PostgreSQL database shall be installed by OpenProject
- An existing PostgreSQL database (≥ 9.6) is present shall be used

6. Email configuration

6.1 Outgoing mail configuration

To enable email sending from OpenProject, we can either install a local sendmail server with a stock configuration (although the sent emails may end up in the spam folder of the recipients), or we can connect to a mail account through SMTP with the following credentials you provide (SMTP host, port, username, password, domain).

- sendmail shall be used
- SMTP shall be used
 - Credentials will be provided

6.2 Incoming mail configuration

OpenProject can optionally retrieve mail responses and new mails from a separate POP3/IMAP account to derive new tickets and status updates. This MAY be the same mailbox as configured in the previous step.

For more information about this feature, [please visit our documentation](#).

- Incoming emails shall be used
- Credentials will be provided

7. Out of scope

As part of our Enterprise installation service, we provide the one-off installation of OpenProject, therefore we cannot perform ensuing support tasks, such as

- continuously backing up OpenProject,
- ongoing maintenance, application and system upgrades,
- configuration or maintenance of Load balancer,
- creation or updating of SSL certificates.

Please refer to the [user and administration guides on our website](#) to maintain your OpenProject environment.

7.1 LDAP integration

An existing LDAP server can be integrated through the admin panel. **This is not part of the installation service.** For more information, please refer to the LDAP administration guides:

- [Managing LDAP authentication](#)
- [Setting up LDAP group synchronization](#)

Requirements:

- Admin DN + Password for user lookup + synchronization
- User attributes (UID identifier, mail, first name, last name, admin flag)

7.2 Monitoring and Backups

OpenProject can be integrated into your monitoring system by periodically checking the URL ``your-openproject-domain.example/health_checks/all``.

[Backups](#) of the database, configuration and mounted attachments can be created by `openproject run backup` on demand but are not run automatically by default.

8. Next steps

Please return the filled-in list to support@openproject.com 2 days prior to the agreed-on installation date.

If you won't be able to provide all necessary information and infrastructure (see check boxes above) on the installation date please contact us to move the installation date.