

## Grievance Manager requirements for client-provided servers:

1. A domain name for the application must be registered.
2. An SSL certificate must be obtained from a Certificate Authority and installed on the server. We recommend RapidSSL. See <https://www.rapidssl.com/>
3. Apache web server must be installed. (Linux servers often have it pre-installed. For Windows Server see <http://httpd.apache.org/docs/current/platform/windows.html>)
4. MySQL 5.1 or later must be installed. See <http://dev.mysql.com/doc/refman/5.5/en/installing.html>
  - a. We require admin-level permission on the MySQL host to create new databases and users, and grant permissions.
5. PHP 5.3 or later must be installed. See <http://www.php.net/manual/en/install.php>
6. phpMyAdmin must be installed. See <http://docs.phpmyadmin.net/en/latest/>
7. SFTP or VPN access to the application path must be provided.
8. Under the application directory, sub-directories are required with the names: "css", "fonts", "images", "js" and "mobile" – all with permission rwxr-xr-x (755). And a sub-directory named "tmp" is required with permissions rwxrwxrwx (777).