



Preliminary Installation Guide for the yalst LiveSupportTool

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This is a preliminary version of the Installation Guide. The final version (approx. 40 pages) will be released in a few weeks.

Publisher and Copyright:

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www.yalst.com – support@yalst.com

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Note: The screenshots may differ from the actual screen outputs because of short-term updates of the software.

1. System Requirements

Testing your system

If you are not sure whether your server or webspace match the requirements for a yalst installation you may download a test script which will check if a yalst installation is possible. This script is available in two different flavors:

- <http://www.yalst.com/download/ychecker.tgz> (tar.gz format)
- <http://www.yalst.com/download/ychecker.zip> (ZIP format)

Guidance:

1. Download either of the files.
2. Unpack the appropriate file.
3. Transmit the unpacked files (including the directory "ioncube" together with all the content) to the server/webspace where you want to install yalst (e.g. via FTP).
4. Execute the script **ychecker.php** using your web browser (by input of the complete address e.g. "http://www.example.com/ychecker.php").
5. In your browser window is shown if all the requirements for a yalst installation are met or not (with notes to correct possible problems).
6. If all the tests finish positively all scripts should be erased before the final installation.

1.1 Operating System

Our software has been tested on the widespread Linux and Windows web server platforms. Most likely, our software will run smoothly on other Unix based operating systems, but in that case we **cannot** guarantee flawless operation (product support is only available for installations on Linux and Windows machines).

Please note: Because most of the installations of yalst run on Linux web servers all path statements in this Installation Guide are UNIX-style with a slashes (/).

1.2 Web Server

Our software has only been tested along with the web server "Apache" (<http://httpd.apache.org>). Apache has a market share of broadly 65% and is thus supported by most of today's web hosts. Most likely, our software will also work with other web servers, but in that case we **cannot** guarantee flawless operation (product support is only available for installations using the apache web server). If you want to take advantage of the SSL support integrated into **yalst**, the domain at which **yalst** is to be made available needs to support SSL as well (alternatively, you may use a so called SSL proxy). Standard web server ports (80 for unencrypted and 443 for encrypted pages) must be used for yalst.

In order to use the VNC-based remote assistance administrator privileges are required on this machine to install a repeater service daemon. The repeater package contains 32 and 64 bit binaries for Linux and the source code in order to build the repeater for other systems.

For audio in video chats you need to install the Wowza Media Server Pro (<http://www.wowzamedia.com/products.html>) on your system. This normally requires a dedicated server and administrator powers on that machine. Alternatively we offer a streaming service on a monthly rental basis. In this case no third-party software is needed on your server. Please visit our Customer Area (<https://customers.visisoft.de>) for more information.

1.3 MySQL Database

Our software requires a working MySQL database (<http://www.mysql.com>). Irregardless how many licenses you are using, all information will be saved in one database. Currently, the only supported database is MySQL. The eldest MySQL database version that our software was tested on was 3.23.37.

1.4 PHP

PHP (<http://www.php.net>) is required to be installed at version 4.1.0 or above. Please take note, that MySQL 4.1 (or above) does not work together with older PHP-MySQL-APIs (3.23x). In this case, please use the MySQL 4.1 API, which is part of the PHP 4.4.0 or 5.05 (or above) package. The following PHP features are required to exist:

- image functions (for PNG output, not necessarily essential)
- MySQL support (usually available)
- BCMath support (usually available)
- send mail support using the mail() function
- PHP needs to be able to read and write files in certain sub-directories of your web space

Starting from PHP 5.2.5 an appropriate ionCube Loader has to be installed via php.ini (<http://www.ioncube.com/loaders.php>). This PHP extension is normally loaded by yalst at runtime in older PHP versions.

Please note: If you meet the requirements listed above, that is not necessarily a 100% guarantee that yalst will run flawlessly on your system, as for example any arbitrary PHP function can be disabled through the configuration files. In case of doubt, please use the Trial Version, which is identical to the regular Download Version in regards of the underlying PHP code. Also, whether or not yalst works in the so called PHP safe mode, is dependent on the restrictions set. If you are running PHP in safe mode, it is strongly suggested to test the requirements using our test script or the Trial Version.

1.5 IP Address/Domain

Our software only runs on web servers that are available through a "public" IP address and not within private networks (intranet). An exception to this rule is the Free Edition and Trial Version, which can also operate using the local network interface ("localhost", IP address 127.0.0.1), in case you have a web server and database installed on your local PC. You have to use an Internet domain for installation, only an IP address is not sufficient. Servers that keep changing their IP address are not supported (e. g. systems using services like "DynDNS").

2. Installation Process

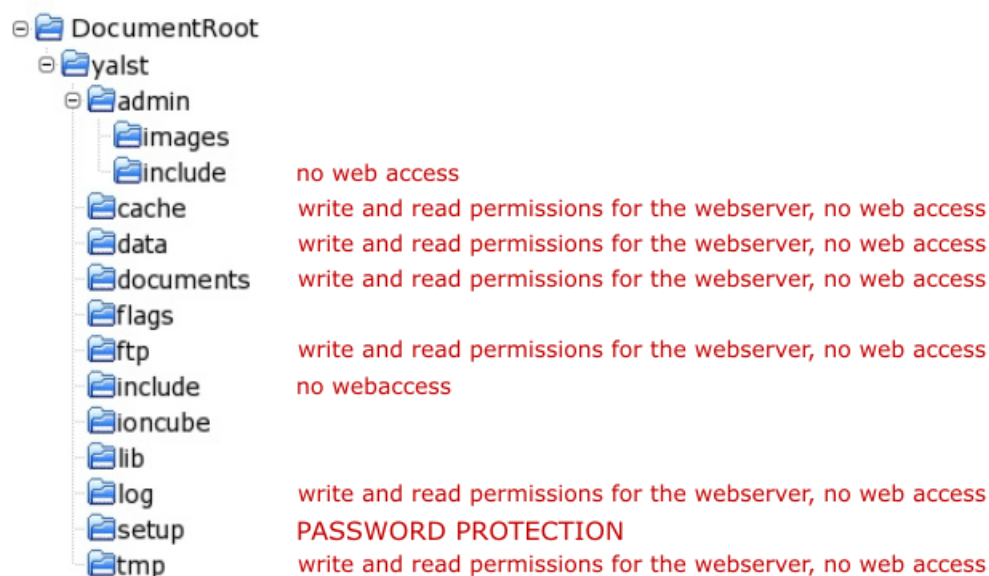
2.1 Upload Files and Start of Installation

The very first step of the installation of the yalst LiveSupportTool is the upload of the **/yalst** directory including all files. These files are included in the download repository (ZIP or tar.gz file) and have to be uploaded to the **root directory** ("DocumentRoot") of the domain of the server or webspace which is targeted for the operation of yalst.

Important Note: The **/yalst** directory must not be copied to a subdirectory of the domain. If the domain is e.g. www.example.com there must be <http://www.example.com/yalst> after the upload and not something like <http://www.example.com/subdirectory/yalst>!

Great attention must be paid that all directories and files are **readable** by the web server. Furthermore the directories **/yalst/cache**, **/yalst/data**, **/yalst/documents**, **/yalst/ftp**, **/yalst/log** and **/yalst/tmp** have to be **writable** and the **/yalst/setup** directory has to be **password protected** (either using the customer area of your web provider or appropriate settings in the **.htaccess** and **.htpasswd** files). Alternatively the **/yalst/setup** directory can be erased after installation and upload of the license keys, but has to be uploaded again from the download repository for update purposes.

The file directory tree on your web server should eventually look like that:



Alternative: yalst.exe

If your client PC runs with Windows® you may download "yalst.exe" instead of the ZIP or tar.gz files. After starting of this program the yalst files will be unpacked on your PC and automatically copied to your web server. You will interactively be polled for the necessary FTP access data. As a last step the yalst.exe will open a browser window with the web-based yalst Setup which you should run through afterwards (see section 2.2).

2.2 The yalst Setup Screen

The yalst setup screen is the start of any yalst installation on a server or webspace.

First you should have the files from the download repository transmitted to your server/webspace and opened the file **index.php** in the yalst Setup (/yalst/setup) in your web browser (see section 2.1).


From this start screen you may reach all the installation steps and may - after the completed installation - upload your license key or if applicable update files.

yalst Setup - Installation and Configuration Program

yalst is a web software from rostock-digital

Support/Contact
E-Mail: support@yalst.com
Phone: +49 381 4059 196 (Mon - Fri, 10 am - 8 pm CET/CEST)
[Send Diagnosis E-Mail to Support]

Setup Version: 2.6 (PHP Version: 5.2.3)
Server: 127.0.0.1 (Domain: localhost)



Attention:
Using the installation and configuration program it is possible to damage or destroy a working yalst installation, if used improperly by unauthorized third parties! **That is why the /yalst/setup directory has to be kept safe from unauthorized access using, for example, a password. For details refer to the Installation Guide.**

1. Installation

First you need to install yalst and configure it. At this point we assume that all files from the "yalst" directory of your download archive or yalst CD-Rom have been uploaded to your web server (e.g. using FTP). The installation and configuration process will undergo multiple steps. In the first step we will check if you meet all the installation requirements. **Please read the Installation Guide!**

[Go to Step 1](#)

2. Upload License Key

Your yalst installation (refer to step 1) has not yet been completed. Once the installation has been completed, you will need to upload your license key using this page. This process will require you to upload a file. An appropriate form with detailed explanations will appear here at that point.

3. Install an Update

Your yalst installation (refer to step 1) has not yet been completed. In order for you to upload an update file, it is necessary for you to fully complete an initial installation. The update process will require you to upload a file. An appropriate form with detailed explanations will appear here at that point. Fees can be charged for an update.

yalst changelog: <http://www.yalst.com/changelog.php>

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2.3 Testing the System Requirements – Step 1

In step 1 of the yalst installation your system is tested and all the system requirements are checked for compatibility with the operation of the yalst LiveSupportTool. If any problem may occur please note the remarks which can be accessed by clicking the button [Details] next to the appropriate item. Furthermore the availability of the yalst directories including the necessary permissions will be tested.

If there is any problem the screen will look like shown below and you will not be able to continue the installation before the problem has been solved:

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[Send Diagnosis E-Mail to Support]

Setup Version: 2.6 (PHP Version: 5.2.3)
Server: 127.0.0.1 (Domain: localhost)

yalst LiveSupportTool SETUP

Installation Step 1/5
Checking the Installation Requirements
[Abort]

Operating System WINNT OK

PHP

Version (at least 4.1.0)	OK
Safe Mode (disabled)	OK
Graphic functions for PNG output	OK
MySQL support	OK
BCMath support	OK
zlib support (only required during installation)	OK
Loader add-on integrable	NOT OK [Diagnosis] [Details]

yalst Scripts

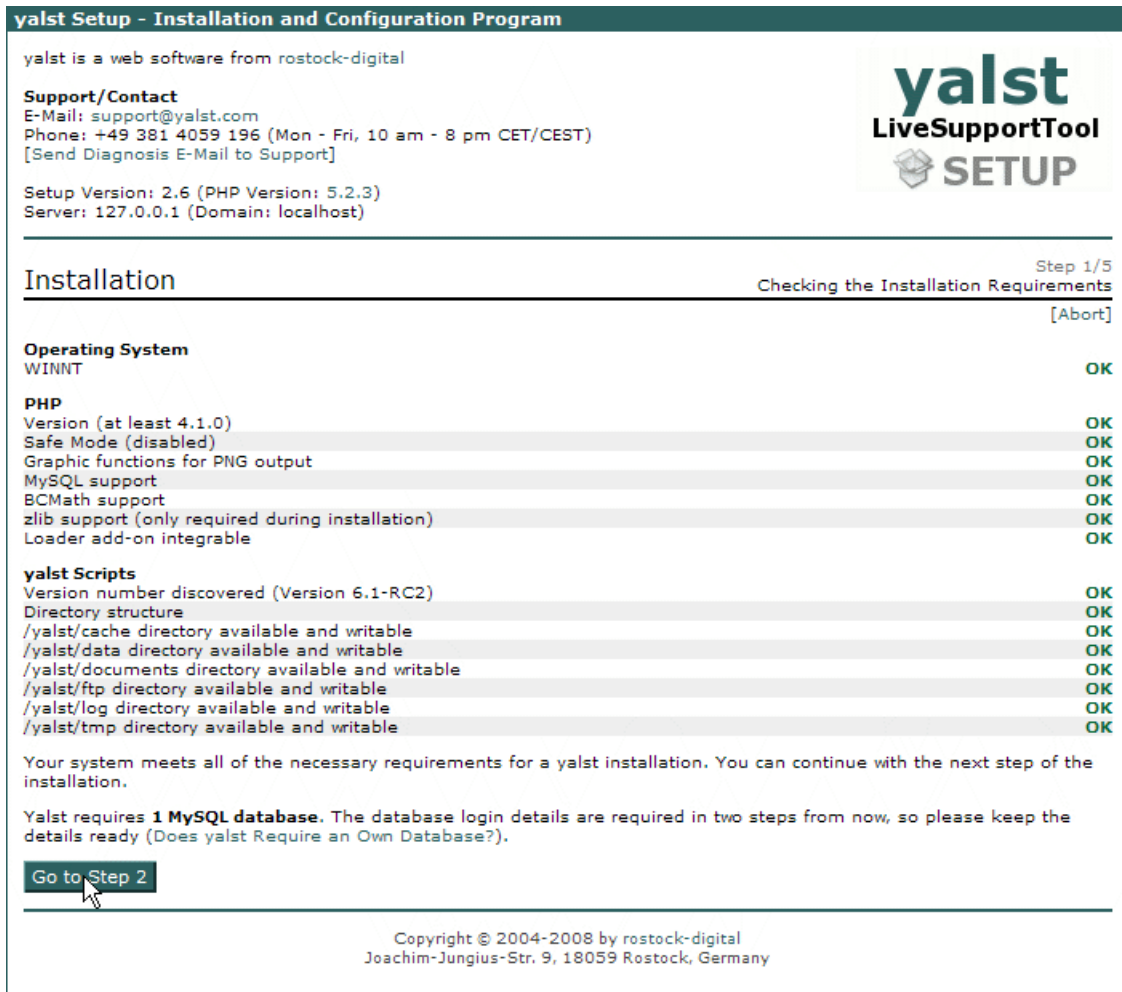
Version number discovered (Version 6.1-RC2)	OK
Directory structure	OK
/yalst/cache directory available and writable	OK
/yalst/data directory available and writable	OK
/yalst/documents directory available and writable	OK
/yalst/ftp directory available and writable	OK
/yalst/log directory available and writable	OK
/yalst/tmp directory available and writable	OK

Unfortunately, your system does not meet all of the necessary requirements for a yalst installation. It is not possible to continue the installation process, until none of the requirements listed above are marked with **NOT OK** anymore. Press the [Details] button for more information regarding the problems at hand.

[Check All Requirements Again]

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If all requirements are met the screen should look like this:



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[Send Diagnosis E-Mail to Support]

Setup Version: 2.6 (PHP Version: 5.2.3)
Server: 127.0.0.1 (Domain: localhost)

yalst LiveSupportTool SETUP

Installation Step 1/5
Checking the Installation Requirements [Abort]

Operating System OK
WINNT

PHP

Version (at least 4.1.0)	OK
Safe Mode (disabled)	OK
Graphic functions for PNG output	OK
MySQL support	OK
BCMath support	OK
zlib support (only required during installation)	OK
Loader add-on integrable	OK

yalst Scripts

Version number discovered (Version 6.1-RC2)	OK
Directory structure	OK
/yalst/cache directory available and writable	OK
/yalst/data directory available and writable	OK
/yalst/documents directory available and writable	OK
/yalst/ftp directory available and writable	OK
/yalst/log directory available and writable	OK
/yalst/tmp directory available and writable	OK

Your system meets all of the necessary requirements for a yalst installation. You can continue with the next step of the installation.

Yalst requires **1 MySQL database**. The database login details are required in two steps from now, so please keep the details ready (Does yalst Require an Own Database?).

[Go to Step 2](#)

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Now you can continue with step 2 of the installation.

2.4 Basic Settings - Step 2

In Step 2 of the yalst installation a few basic settings have to be specified. Here you may activate the SSL support for your Customer Area and the chats provided that your domain has been set up for SSL operation. For this a so-called SSL proxy may be used if your provider offers such a technology.

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Phone: +49 381 4059 196 (Mon - Fri, 10 am - 8 pm CET/CEST)
[Send Diagnosis E-Mail to Support]

Setup Version: 2.6 (PHP Version: 5.2.3)
Server: 127.0.0.1 (Domain: localhost)

yalst LiveSupportTool SETUP

Installation Step 2/5
Basic Settings
[Abort]

use SSL encryption for customer and configuration area
requires your localhost domain to be configured to accept SSL connections on demand (with the same document directory C:/xampp/htdocs); this setting is without relevance for the "Free Edition"

chat integration in SSL encrypted pages/SSL encrypted chat sessions
requires your localhost domain to be configured to accept SSL connections on demand (with the same document directory C:/xampp/htdocs); this setting is without relevance for the "Free Edition"

SSL proxy:
only of relevance, if one of the two options listed above was activated; if your domain is not configured to accept SSL connections directly (https://localhost), but your provider offers a so called SSL proxy, you can enter the URL here (e.g. "https://ssl.providerdomain.de/localhost/")

Admin e-mail:
contact address regarding the yalst Customer Area; contact person, if multiple yalst instances are being serviced to own customers

System e-mail:
this e-mail is used as a dispatcher if yalst forwards system messages via e-mail, e.g. chat transcript to the web site admin

Admin password: [Tips on How to Come Up With a Safe Password]
will be required later to log on to the Customer Area;
only letters, numbers and punctuation marks, no spaces; 6 to 8 characters total

Admin password:
typing error check

skip import of country database
the yalst country database has about 70.000 entries that are used to determine what country a visitor is browsing from; due to this large amount of data it is possible that the automatic import of the data into the database will fail, because of runtime or memory restrictions; that is why we offer the option to skip importing the country related data sets automatically during the installation process; it is possible to import the data at a later point using other methods; for the moment we recommend that you do not skip the automatic import

[Go to Step 3](#)

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Furthermore you have to decide in step 2 if you want to install the very extensive country database. This can lead to problems especially when a maximal PHP script execution time is in place. We recommend not to skip the installation of the country database in the first instance.

2.5 Settings for the MySQL Database - Step 3

In step 3 of the yalst installation the settings for the essential **MySQL database** have to be determined. There has to be a database with that name on your server already and the name and the access data has to be known.

The required database – although desired – has not necessarily be empty however yalst will overwrite existing tables of the same name (even of older already existing yalst installations!) without further inquiry. The following tables will be created:

alarm, assignments, assignments2, bsessions, campaigns, camconv, camplog, campsess, carts, chat, clickpaths, cobrowse, contact, contact_log, ctlog, customers, deptlog, depts, dict, engines, extlog, faq, faq_cat, faq_log, faq_log2, files, fmon, ftp, history, ip2co, login, m_banner, m_log, m_site, m_survey, mainlog, marketing, messages, monitor, monitor2, newpasswd, opchat, osq, phrases, popup, products, rating, referer, remote, settings, status, syslog, tellafriend, tracking, user, watch

This listing is also provided following the link next to the input field "database name".

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Support/Contact
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Phone: +49 381 4059 196 (Mon - Fri, 10 am - 8 pm CET/CEST)
[Send Diagnosis E-Mail to Support]

Setup Version: 2.6 (PHP Version: 5.2.3)
Server: 127.0.0.1 (Domain: localhost)

yalst LiveSupportTool SETUP

Installation Step 3/5
Database Details

[Abort]

This software requires **1 MySQL database** to save all configuration, chat, monitoring and statistics data sets. The database needs to be already available on your system and the login details (username and password) need to be known to you. **Attention:** All the data from previous yalst installations and all tables from other programs/scripts that have the same name as yalst tables will be lost during this step and cannot be recovered!! **Database name and host** are part of your license key and need to be entered here in the same way as they were when the license key was requested/created originally.

Database name: [Does yalst Require an Own Database?]
e.g. "dbyalst"

Username:

Password:

Database host:
if your MySQL database system is located on the same server it is usually sufficient to enter "localhost" as the host; otherwise, you will need to specify the IP address of the server where your database is located (e.g. "dbserver.example.com")

Note: It may take awhile to fully process this step as the required yalst database structures need to be built!

[Go to Step 4](#)

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As database host "localhost" is specified by default because the installation program assumes that the web server with the yalst installation and the database server are one the same machine which is usually the case. If not, e. g. in some web hosting packages, the IP address or the host name has to be entered manually (e. g. "dbserver.example.com"). This information should be available from your provider or the configuration menu of your web hosting package.

So all essential settings are given and you may continue with step 4 of the yalst installation, the licensing of your yalst LiveSupportTool.

Please note: The transition from step 3 to step 4 can take a while because the required yalst database structures have to be built. Do not interrupt that process!

2.6 Licensing and Input of the Product Key - Step 4

In step 4 of the yalst installation information about the license holder and the product key has to be specified.

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Support/Contact
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Phone: +49 381 4059 196 (Mon - Fri, 10 am - 8 pm CET/CEST)
[Send Diagnosis E-Mail to Support]

Setup Version: 2.6 (PHP Version: 5.2.3)
Server: 127.0.0.1 (Domain: localhost)

yalst LiveSupportTool SETUP

Installation Step 4/5
Licensee and Product Key
[Abort]

You do not have a product key yet?

If you already purchased the download version of yalst, you can find your product key in the Customer Area. In case you just want to test yalst instead (14 days for free and without any obligations) you can enter the product key for a Trial Version here. You should have either received the key while requesting the Trial Version using the yalst web site or you may receive one now using this Trial Version registration button:

[Request a Product and License Key for a Trial Version](#)

If you want to try out the Free Edition (very limited function range, only possible to accept chat invitations, no visitor monitor, no statistics, 1 operator, no product support) you can request the necessary keys using the following button:

[Request a Product and License Key for the Free Edition](#)

Please take note that whether or not the product key specified is valid will not be checked by the installation program, but rather by yalst itself as well as the customer/configuration area.

Licensee

Company/organisation:

Name:

Product key

Key: - - -

[Go to Step 5](#)

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Please not that whether or not the product key specified is valid will not be checked by the installation program, but rather by yalst itself as well as the customer/configuration area.

The product key for your regular yalst Download Version is available in our Customer Area (<https://customers.visisoft.de>). If you want to try our software free of charge without obligations you may request a product and a license key for a Trial Version. Both keys are available at <http://www.yalst.com/download/trial.php> or may be requested with the form which is linked in Step 4 ("request a product and license Key for a Trial Version"). If you like to use the Free Edition please proceed analogue at <http://www.yalst.com/download/free.php> or by using of the appropriate button in step 4 of the installation. Due to the various restrictions of the Free Edition, this version is not suitable to test the many, complex features of yalst. If you want to try out the Download Version, please use our Trial Version.

Now you may continue to the next and last step of the installation where all summarized data have to be checked by you and the installation has to be finished.

2.7. Summary and Completion of the Installation – Step 5


In step 5 of the yalst installation all the settings of the previous steps are summarized clearly arranged. After you press the button "complete installation" the installation of yalst on your server or webspace is finished.

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Phone: +49 381 4059 196 (Mon - Fri, 10 am - 8 pm CET/CEST)
[Send Diagnosis E-Mail to Support]

Setup Version: 2.6 (PHP Version: 5.2.3)
Server: 127.0.0.1 (Domain: localhost)



Installation Step 5/5
Final Check
[Abort]

Please check your input data!

Basic Settings
SSL encrypted customer and configuration area: no
Integration in SSL encrypted pages/SSL encrypted chat sessions: no
SSL proxy: do not use
Admin e-mail: [REDACTED]
System e-mail: [REDACTED]

Database Details
Database name: yalst
Username: root
Password: [REDACTED]
Database host: localhost

Licensee and Product Key
Company/organisation: [REDACTED]
Name: [REDACTED]
Product key: [REDACTED] - [REDACTED] - [REDACTED] - [REDACTED]

Change specified data?
[Back to Step 1]
[Back to Step 1, do not Recreate yalst Database Structures]

Click "Complete Installation" to finish the installation process!

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You are now back at the start screen of the yalst installation, however it has slightly changed:

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Phone: +49 381 4059 196 (Mon - Fri, 10 am - 8 pm CET/CEST)
[Send Diagnosis E-Mail to Support]

Setup Version: 2.6 (PHP Version: 5.2.3)
Server: 127.0.0.1 (Domain: localhost)



Congratulations, the installation was completed successfully!

[Access Customer Area](#)

 Before you are able to log on to the Customer Area you need to upload your license key (see below).

In the Customer Area you can configure all the relevant settings, such as the design, operators, departments, alarms, contact forms, FAQ's and alot more. That is where you will also be able to generate the integration code for your web site. More details about the customer area are available in section 5 of the Installation Guide.

Attention:
Using the installation and configuration program it is possible to damage or destroy a working yalst installation, if used improperly by unauthorized third parties! **That is why the /yalst/setup directory has to be kept safe from unauthorized access using, for example, a password. For details refer to the Installation Guide.**

1. Installation

The software has been successfully installed at **version 6.1-RC2**. **You are using a temporary Trial Version**. If you want to reinstall yalst, please delete the "complete" file located in the /yalst/data directory of your installation. Once you did that the install button will re-appear at this spot. **Attention:** If you reinstall yalst all settings, chats, visitor data etc. will be **lost forever!** It is **not** necessary to reinstall yalst if you want to install an update!

[Check Installation Requirements Again] (e.g. after changing server settings)

[Convert Trial Version to a Regular Download Version](#)

2. Upload License Key

No license key has been uploaded yet.

The license key required for the Trial Version or Free Edition will be sent to you via e-mail after the registration process (using our homepage or during the installation) has been completed.

License key file:

3. Install an Update

The yalst scripts installed on your system are currently at version 6.1-RC2 (check if version is up to date). Details about this version are available at <http://www.yalst.com/>. The version history (changelog) is available at Changelog. In order to update your yalst installation to a higher version an update file is usually necessary, which can be obtained from rostock-digital. All update files are uploaded using this form. Please take note that fees can be charged for an update.

Update file:

yalst changelog: <http://www.yalst.com/changelog.php>

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Now you need to get and upload your license key which is available in our Customer Area at <https://customers.visisoft.de>.

2.8 Acquisition and Upload of the License Key

Before utilizing the already installed software you have to upload a valid license key. This license file is available in our Customer Area (<https://customers.visisoft.de>). The appropriate login details have been transmitted to you via e-mail. You may use license keys of the Trial Version or Free Edition as well.

The license key is a text file. It can be uploaded from your local hard disc by accessing the **index.php** page of the **/yalst/setup directory** (section "2. upload license key").


Example: If the name of your domain is <http://www.example.com>, the URL you have to access is: <http://www.example.com/yalst/setup/index.php>.

yalst Setup - Installation and Configuration Program

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Phone: +49 381 4059 196 (Mon - Fri, 10 am - 8 pm CET/CEST)
[Send Diagnosis E-Mail to Support]

Setup Version: 2.6 (PHP Version: 5.2.3)
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[Check Installation Requirements Again] (e.g. after changing server settings)

[Convert Trial Version to a Regular Download Version](#)

2. Upload License Key

No license key has been uploaded yet.

The license key required for the Trial Version or Free Edition will be sent to you via e-mail after the registration process (using our homepage or during the installation) has been completed.

License key file:

2.9 Streaming Server for Audio/Video Chats

Audio/video chats are available in the Professional, Business and Enterprise Edition.

Audio and video chats allow voice and video communication between operators and visitors. Unfortunately such a feature can't be realized without a Server-side component (streaming server). The yalst LiveSupportTool does this by using the Wowza Media Server Pro (www.wowzamedia.com). This product in a version with a maximum of ten simultaneous connections is available free of charge. On the client side we use the Flash plugin, therefore connected microphones and cameras can usually be used without problems.

To activate this function, you must install a Wowza server on your server. This normally requires a dedicated server and administrator rights on that machine.

Alternatively we offer a streaming service on a monthly rental basis. In this case no third-party software is needed on your server. Please visit our Customer Area (<https://customers.visisoft.de>) for more information.

If you want to use your own streaming server, please install the Wowza Media Server Pro according to the instructions supplied with the server. On the Wowza homepage you will find packages for Linux (RPM and DEB format), Windows, Mac OS X and a tar archive for Linux and other Unix distributions. Please understand that we are not the primary contact for support inquiries regarding the streaming server itself. Please take us of the extensive support services (documentation, e-mail and forums) provided by Wowza Media.

Wowza offers a free version limited to 10 concurrent connections. You will need the paid version for more connections. Both versions require a valid license key within the `conf/Server.license` file.

To use yalst in connection with the Wowza server only 3 simple steps are required:

1. Create a "videochat" directory in the "conf" folder of the Wowza server.
2. Copy the file `Application.xml` from the "conf" directory to the "videochat" directory.
3. Create a "videochat" directory in the "applications" folder of the Wowza server.

On the yalst side the `yalst/data/yalst.ini` file needs an additional line in the [External] section:

```
[External]
audiovideo = "rtmp://www.example.com"
```

Please substitute `www.example.com` by the domain of your Wowza server.

Please take a look at the performance hints provided in the Wowza support forum (<http://www.wowzamedia.com/forums/showthread.php?t=1320>). We think that the hints #4 and #6 are important and recommend a buffer size of 16000 or 8000.

3. Product Support

In general, the product support for yalst is free of charge for you. That also includes the Trial Version. Not included is the Free Edition, which is free of charge as well. We will try to support you as good as we can regarding all yalst topics - during the installation, configuration, integration and every day operation. You may contact our support team:

- via e-mail: support@yalst.com
- via phone: +49 381 4033646
normally available between 10 am and 6 pm CET/CEST on weekdays, CET is GMT/UTC +1, EST +6 and PST +9 hours
- via live chat at: <http://www.yalst.com>

Please show understanding, that we cannot offer the following services free of charge:

- full installation of a Download Version on your web space
- support for a second installation (e.g. if you switch your provider)
- applying updates (Download Version) on your webspace
- special integration, e.g. utilizing variables of your shop system
- detailed briefing of the Live Support system via telephone
- installation/configuration of external software to utilize the yalst interfaces (Download Version)

If you approach our support with such or similar requests, our employee will ask you to order the necessary number of support units (<http://www.yalst.com/support/order.php>).