IT questions

Short answers for the people who run it

FAQ | For: Hotel IT and IT providers

Q. Where can we host it?

Any ordinary host with an up-to-date PHP 8.2+ (at least 8.2.35, 8.3.36, 8.4.27 or 8.5.12, which fix the October 2026 PHP2Shell flaws): your own Linux server (nginx or Apache with PHP-FPM) or shared hosting with PHP, MySQL and cron. HTTPS is required. Requirements and example configs are in the deployment guide.

Q. SQLite or MySQL?

SQLite for a trial or a small property with a few dozen staff. MySQL 8 or MariaDB 10.6+ for production. There is no built-in converter yet: moving from SQLite to MySQL means exporting tables to CSV and importing them.

Q. How do backups work?

Run `php app/bin/cli.php backup` daily from cron and copy `app/data/backups/` off the server. Back up `app/data/app.key`, `app/data/uploads/` and `app/config/local.php` separately: they are not in the database dump. After a restore, run `verify-audit`.

Q. How do we update?

Read `CHANGELOG.md`, back up, pull the new code, run `php app/bin/cli.php migrate`, reload PHP. Keep PHP itself patched too: run `php app/bin/cli.php check-php` after any PHP or ExpTix update. Migrate never drops or renames anything, so it is safe to repeat.

Q. Does it need cron?

Yes, every minute. Cron runs SLA warnings and escalations, sends notifications, opens PM jobs and syncs integrations. Without it, timers stall overnight.

Q. Does it support single sign-on?

Not yet. Entra ID and Google are on the roadmap. Accounts live in ExpTix, with optional or forced TOTP two-step sign-in.

Q. How do we set up email?

ExpTix sends through PHP `mail()`, so the server needs a working `sendmail`. For an SMTP relay or Microsoft 365, use `msmtp`. Set SPF and DKIM for the sending domain, and make sure `demo_mode` is off.

Q. How do we set up SMS?

Add Twilio credentials under **Integrations**, Twilio SMS. Users add a mobile number and tick SMS alerts.

Q. How do push notifications work?

Web push works with no setup: ExpTix makes its own VAPID keys. Users turn it on in **My account**. On iPhone, iOS 16.4+ and adding ExpTix to the Home Screen are required. Pushes carry no payload, so no guest data passes through the push service.

Q. Teams and Slack?

Create an incoming webhook in Teams or Slack, then use its URL as the target of a notification rule.

Q. How do API tokens and MCP work?

Create a token in **API and MCP**, or with `cli.php token`. Scopes are read, write, mcp and admin; the token acts with its user's role, so give assistants a dedicated user with the least role needed. The REST API is described at `/docs` and `/api/openapi.json`; the MCP server is at `/mcp`.

Q. Where are the logs?

PHP errors, cron and scheduler logs are in `app/data/logs/`. An error page shows a reference you can look up there. User actions are in the **Audit log**, and an audit webhook can forward them to your SIEM.

Q. Are the integrations production ready?

Opera Cloud and Canary are beta: built to the vendors' documented patterns and not yet tested against live systems. Every integration, including email to ticket, sensors, SMS and webhooks, has a mock mode. Start in mock mode and test each link in your own environment before staff rely on it.

Q. Is there a Docker image?

Not yet. It is on the roadmap.

Q. How do we harden it?

Work through the security checklist in the deployment guide: `demo_mode` off, HTTPS only, only `public/` web reachable, strict file permissions, MFA for managers and up, webhook secrets set, tested backups and a vulnerability scan before real guest data.