

1. osTicket Pre-Requisite and Installation

Deployment of a Cloud-Based osTicket System on Microsoft Azure for
Home Network Support on Windows

Setting up on Microsoft Azure

Virtual Machine Setup

First we'll be needing to create a Virtual Machine. So let's add and create a new Virtual Machine.

The screenshot shows the 'Create a virtual machine' wizard in the Azure portal. At the top, there's a navigation bar with 'Microsoft Azure' and 'Upgrade' buttons, and a search bar. Below the navigation bar, the breadcrumb path 'Home > Virtual machines >' is shown. The main title 'Create a virtual machine' is followed by a three-dot ellipsis. A callout box at the top left says 'Try out the Microsoft Copilot for Azure for additional recommendations when creating a virtual machine.' Below it are three buttons: 'Help me create a low cost VM', 'Help me create a VM optimized for high availability', and 'Help me choose the right size'. A note below the first button says 'This subscription may not be eligible to deploy VMs of certain sizes in certain regions.' The 'Project details' section includes fields for 'Subscription' (set to 'Azure subscription 1') and 'Resource group' (set to '(New) OST-LAB-1' with a 'Create new' link). The 'Instance details' section includes fields for 'Virtual machine name' (set to 'VM-OST'), 'Region' (set to '(Europe) UK South'), 'Availability options' (set to 'No infrastructure redundancy required'), 'Security type' (set to 'Standard'), and 'Image' (set to 'Windows 10 Pro, version 22H2 - x64 Gen2 (free services eligible)'). Below the image field, there's a note about compatibility with Trusted Launch security features. At the bottom, there are navigation buttons for '< Previous' and 'Next : Disks >', and a prominent blue 'Review + create' button.

- We can start doing this by filling out the Resource Group. We'll call it OST-LAB-1 (Short for osTicket-LAB-1)
- Create a Virtual Machine Name: VM-OST
- Region will be closest to our region
- Availability Options: No infrastructure redundancy required
- Security Type: Standard
- Image: Windows 10 Pro, version 22H2 - x64 Gen2 (free services eligible)

Size * ⓘ Standard_D2s_v3 - 2 vcpus, 8 GiB memory (\$84.68/month)

Enable Hibernation ⓘ
 ⚠️ Hibernate is not supported by the size that you have selected. Choose a size that is compatible with Hibernate to enable this feature. [Learn more](#)

Administrator account

Username * ⓘ	ErvinLabUser1 <input type="button" value=""/>
Password * ⓘ	***** <input type="button" value=""/>
Confirm password *	***** <input type="button" value=""/>

Inbound port rules
Select which virtual machine network ports are accessible from the public internet. You can specify more limited or granular network access on the Networking tab.

Public inbound ports * ⓘ None Allow selected ports

< Previous [Next : Disks >](#) [Review + create](#)

- Follow the same size - we're on a trial so we can afford this.
- Make the username
- Set a password
- Select inbound ports: RDP (3389) (MAKE SURE THIS IS ON SO WE CAN REMOTE ACCESS THIS!!)
- Tick the box for license below
- Go "Next : Disks >"

Basics [Disks](#) [Networking](#) [Management](#) [Monitoring](#) [Advanced](#) [Tags](#) [Review + create](#)

⚠️ The configuration of this virtual machine and its attached disk(s) does not allow for the disk(s) to utilize their full throughput performance. The current virtual machine size supports 48 MBps. The total for disk(s) attached to virtual machine 'VM-OST' is 100 MBps. You can change the virtual machine size to support additional disk(s) throughput. [Learn more](#)

Azure VMs have one operating system disk and a temporary disk for short-term storage. You can attach additional data disks. The size of the VM determines the type of storage you can use and the number of data disks allowed. [Learn more](#)

VM disk encryption

Azure disk storage encryption automatically encrypts your data stored on Azure managed disks (OS and data disks) at rest by default when persisting it to the cloud.

Encryption at host ⓘ
 ⚠️ Encryption at host is not registered for the selected subscription. [Learn more about enabling this feature](#)

OS disk

OS disk size ⓘ	Image default (127 GiB) <input type="button" value=""/>
OS disk type * ⓘ	Premium SSD (locally-redundant storage) <input type="button" value=""/>
Delete with VM ⓘ	<input checked="" type="checkbox"/>
Key management ⓘ	Platform-managed key <input type="button" value=""/>

< Previous [Next : Networking >](#) [Review + create](#)

- No changes needed, move to the next page (Next : Networking >)

Name *
VM-OST-ip

SKU * Basic Standard

Assignment Dynamic Static

Routing preference Microsoft network Internet

Availability zone
Zone-redundant

Virtual network * (new) VM-OST-vnet Create new

Subnet * (new) default (10.0.0.0/24) Create new

Public IP (new) VM-OST-ip Create new

NIC network security group None Basic Advanced

Public inbound ports None Allow selected ports

Select inbound ports RDP (3389)

⚠️ This will allow all IP addresses to access your virtual machine. This is only recommended for testing. Use the Advanced controls in the Networking tab to create rules to limit inbound traffic to known IP addresses.

- This should all be already set. If not:
 - Virtual Network: VM-OST-vnet
 - Subnet: Default 10.0.0.0/24
 - Public IP: VM-OST-ip
- That's all that's needed. Go to "Review + Create"

Validation passed

Try out the Microsoft Copilot for Azure for additional recommendations when creating a virtual machine.

Help me create a low cost VM | Help me create a VM optimized for high availability | Help me choose the right VM size for my workload

Basics	Disks	Networking	Management	Monitoring	Advanced	Tags	<u>Review + create</u>
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Price

1 X Standard D2s v3
by Microsoft
[Terms of use](#) | [Privacy policy](#)

Subscription credits apply
0.1160 USD/hr
[Pricing for other VM sizes](#)

TERMS

By clicking "Create", I (a) agree to the legal terms and privacy statement(s) associated with the Marketplace offering(s) listed above; (b) authorize Microsoft to bill my current payment method for the fees associated with the offering(s), with the same billing frequency as my Azure subscription; and (c) agree that Microsoft may share my contact, usage and transactional information with the provider(s) of the offering(s) for support, billing and other transactional activities. Microsoft does not provide rights for third-party offerings. See the [Azure Marketplace Terms](#) for additional details.

⚠️ You have set RDP port(s) open to the internet. This is only recommended for testing. If you want to change this setting, go back to Basics tab.

- Virtual Machine is ready to go! Click "Create".

... Deployment is in progress



Deployment name: CreateVm-MicrosoftWindowsDesktop.Windows...

Subscription: Azure subscription 1

Resource group: OST-LAB-1

Deployment details

Resource	Type
VM-OST	Microsoft.Compute/virtualMachines
vm-ost781	Microsoft.Network/networkInterfaces
VM-OST-vnet	Microsoft.Network/virtualNetworks
VM-OST-nsg	Microsoft.Network/networkSecurityGroups
VM-OST-ip	Microsoft.Network/publicIPAddresses

- Now we wait for the deployment

✓ Your deployment is complete



Deployment name: CreateVm-MicrosoftWindowsDesktop.Windows...

Subscription: Azure subscription 1

Resource group: OST-LAB-1

Deployment details

Next steps

[Setup auto-shutdown](#) Recommended

[Monitor VM health, performance and network dependencies](#) Recommended

[Run a script inside the virtual machine](#) Recommended

[Go to resource](#)

[Create another VM](#)

Now it's done! Time to use this Virtual Machine.

Accessing our Virtual Machine

Before proceeding with our Virtual Machine, we will have to note down some information regarding our VM.

Home >

Virtual machines ⚙ ...

Default Directory (eavinthorpeoutlook.onmicrosoft.com)

+ Create ⚙ Switch to classic ⚙ Reservations ⚙ Manage view ⚙ Refresh ⚙ Export to CSV ⚙ Open query | ⚙ Assign tags ⚙ Start ⚙ Rest

Filter for any field... Subscription equals all Type equals all Resource group equals all Location equals all Add filter

Showing 1 to 1 of 1 records.

Name ↑↓	Subscription ↑↓	Resource group ↑↓	Location ↑↓	Status ↑↓
<input type="checkbox"/> VM-OST	Azure subscription 1	OST-LAB-1	UK South	Running

- First check to find our newly made Virtual Machine

Microsoft Azure Upgrade Search resources, services, and docs (G+) Copilot

Home > Virtual machines > **VM-OST** ⚙ ...

Virtual machines Default Directory (eavinthorpeoutlook.onmicrosoft.com)

+ Create ⚙ Switch to classic ⚙ ...

Filter for any field... Name ↑↓ VM-OST

Overview Connect Start Restart Stop Hibernate Capture Delete Refresh Open in mobile Feedback CLI / PS

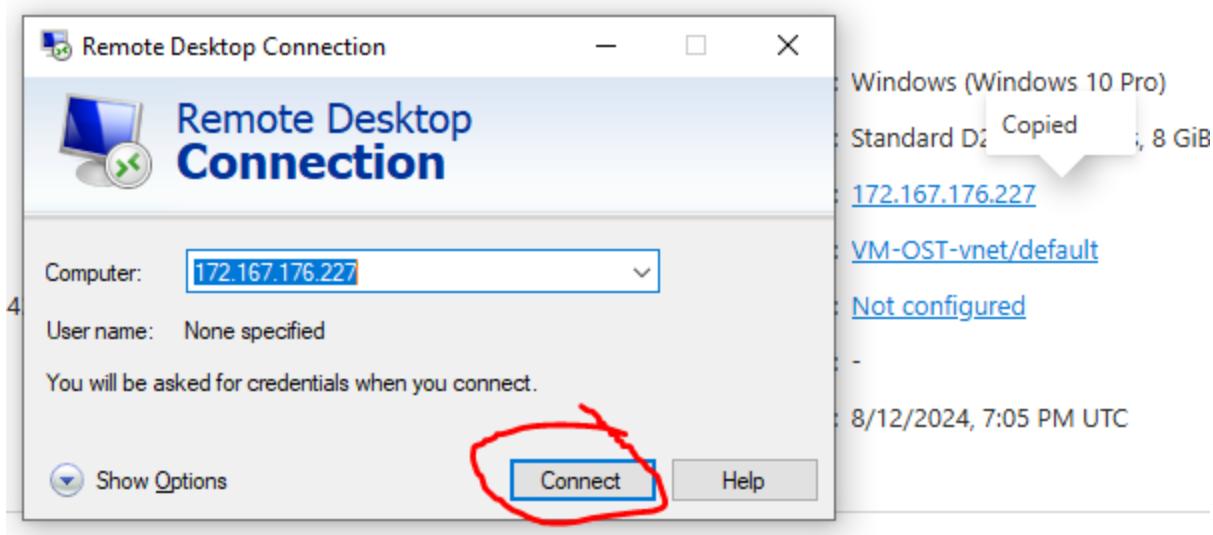
Activity log Access control (IAM) Tags Diagnose and solve problems Connect Networking Settings

Essentials

Resource group (move)	OST-LAB-1	Operating system	Windows (Windows 10 Pro)
Status	: Running	Size	: Standard D2s v3 (2 vcpus, 8 GiB memory)
Location	: UK South	Public IP address	: 172.167.176.227
Subscription (move)	: Azure subscription 1	Virtual network/subnet	: VM-OST-vnet/default
Subscription ID	: cbf2dd79-9058-44bb-ad1d-49eea109434f	DNS name	: Not configured
Tasks (edit)	: Add tasks	Health state	: -
		Time created	: 8/12/2024, 7:05 PM UTC

Operating system	: Windows (Windows 10 Pro)
Size	: Standard D2s v3 (2 vcpus, 8 GiB memory)
Public IP address	: 172.167.176.227
Virtual network/subnet	: VM-OST-vnet/default
DNS name	: Not configured
Health state	: -
Time created	: 8/12/2024, 7:05 PM UTC

- Next we'll be accessing this Virtual Machine Remotely using Windows "Remote Desktop Connection"



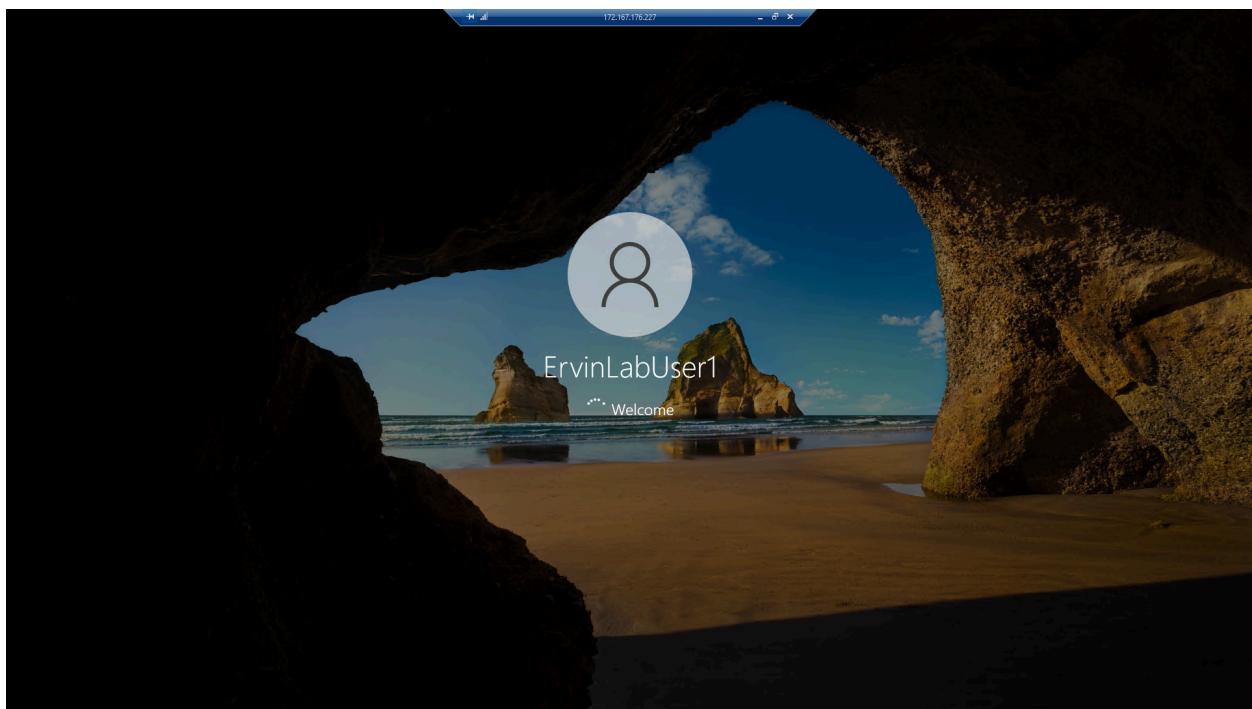
- To access this, search for “Remote Desktop Connection” from your Windows Computer
- Once it opens, copy the IP address and “connect”.



- Enter your details. This should match the details given when you setup the VM. Then click “OK”



- Select "Yes"

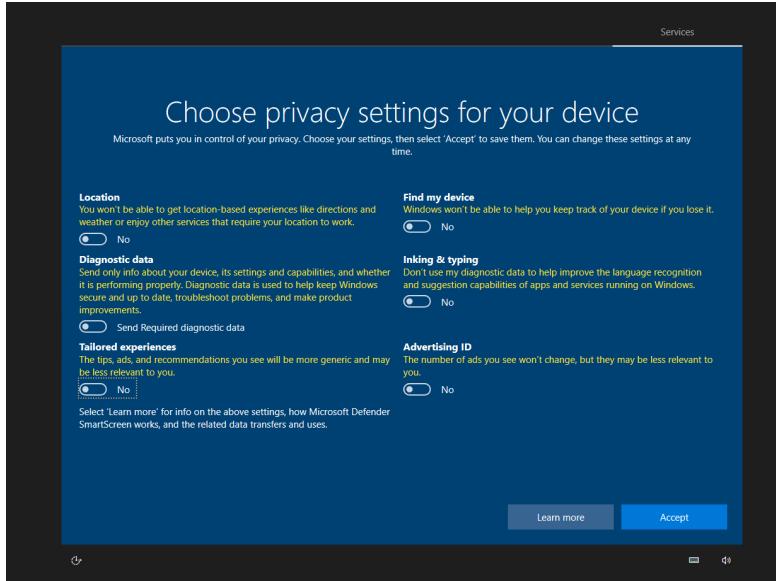


- WE'RE IN!!!

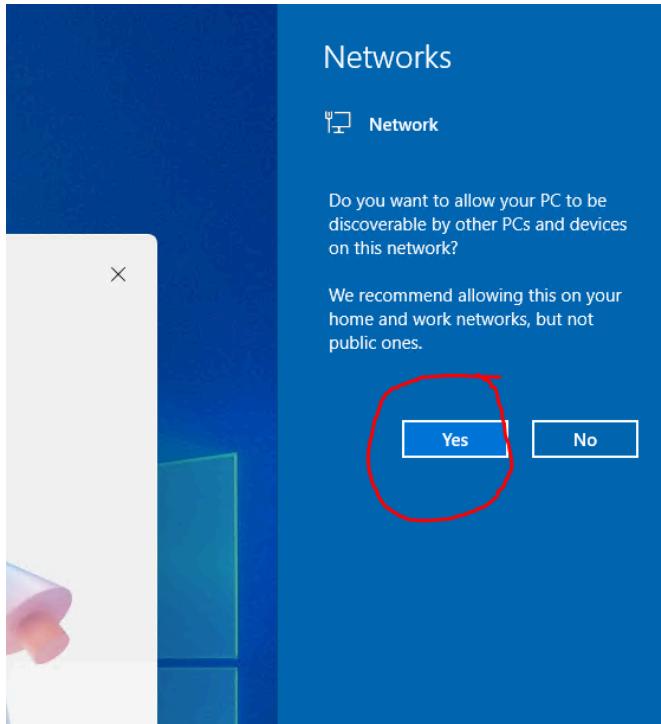
Setting up all the Prerequisites

Windows Features - CGI (Common Gateway Interface)

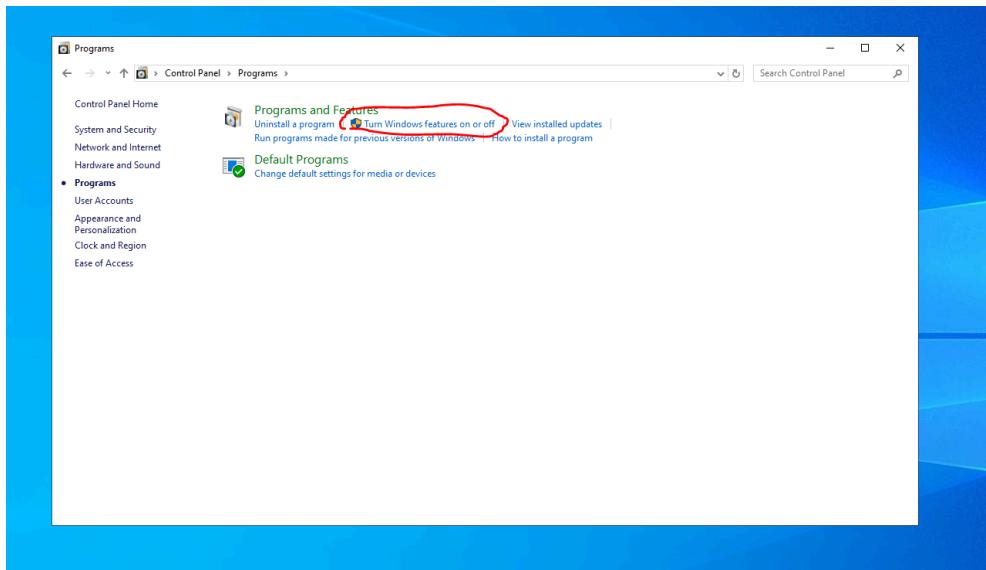
There's a lot to setup before being able to run osTicket, so we're going to follow all the requirements to get osTicket running



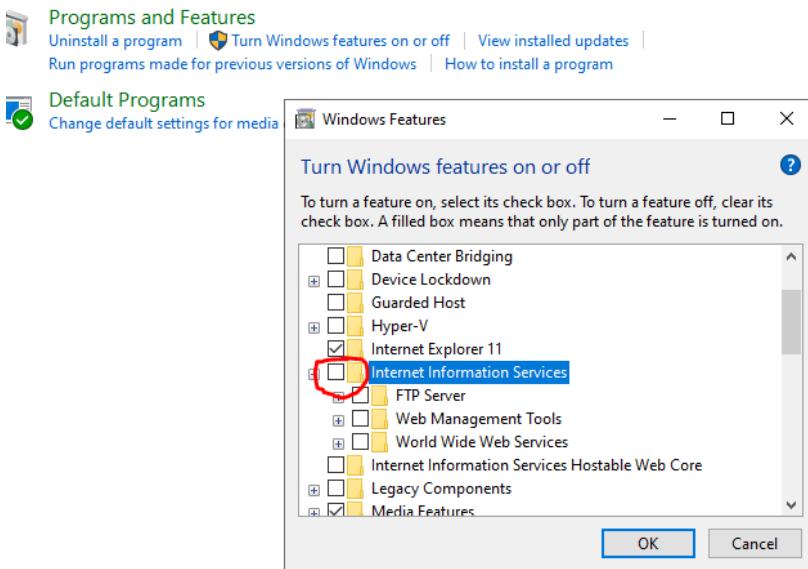
- Select no on all options



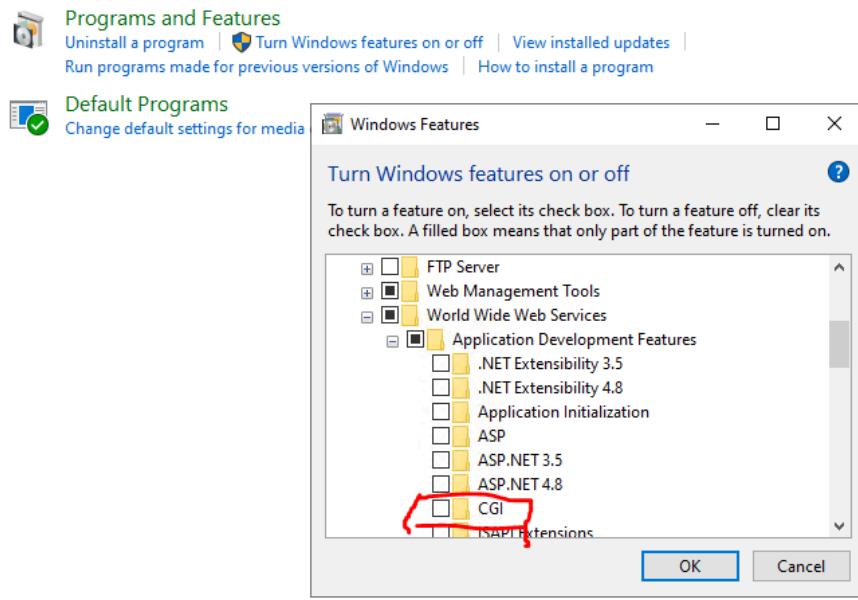
- Select Yes



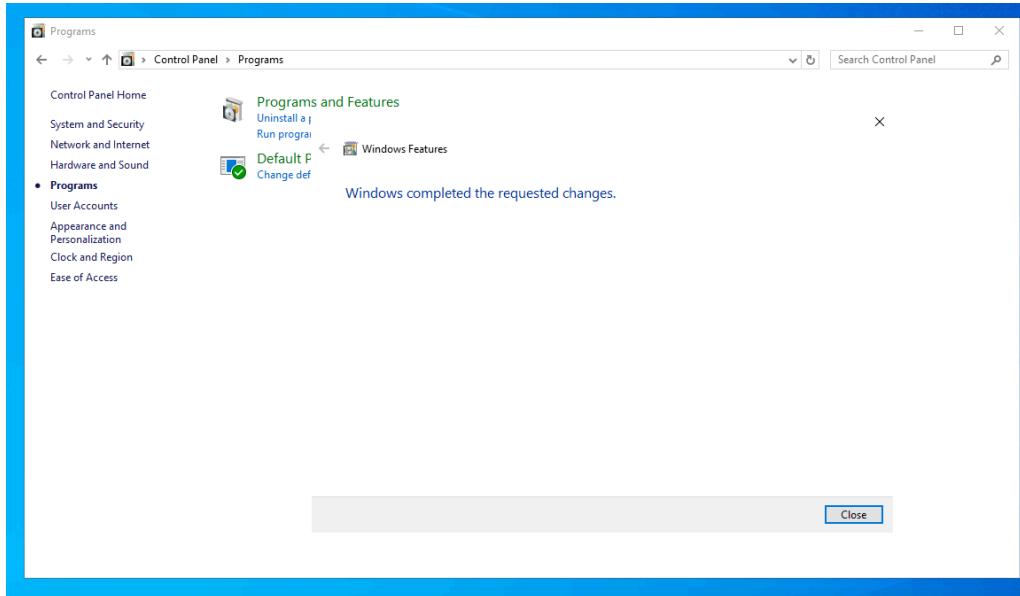
- Search up “Control Panel”
- Select “Programs”
- Select “Turn Windows features on or off”



- Look for Internet Information Services, click on the tick box and expand on it
- Select “World Wide Web Service” and expand on this too



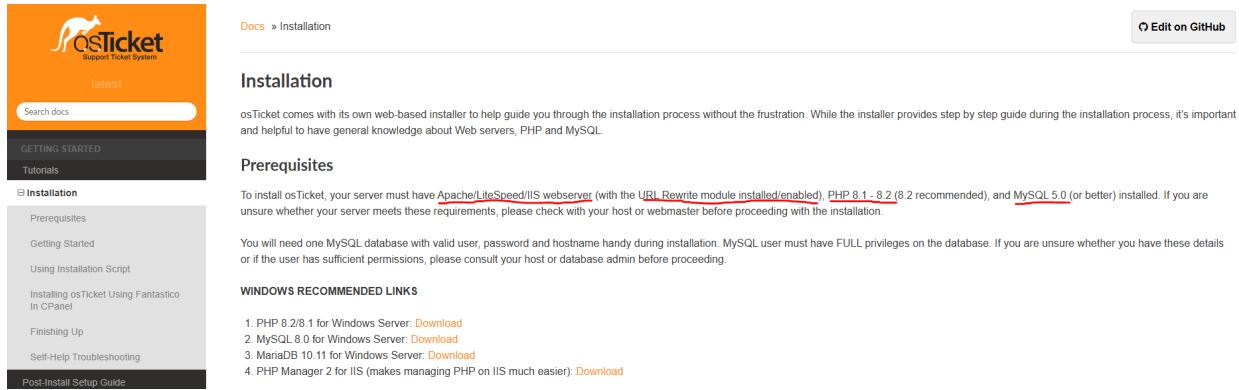
- Find “Application Development Features” and expand on that
- Select and tick “CGI” - Common Gateway Interface



- Wait until it's complete then close

Prerequisites

To even begin installing and using osTicket, we'll have to follow the the pre-requisites that require:



The screenshot shows the osTicket documentation website. The left sidebar has a dark theme with orange highlights for sections like 'Installation' and 'Prerequisites'. The main content area is titled 'Installation' and discusses the web-based installer. It lists requirements: Apache/LiteSpeed/IIS webserver, PHP 8.1 - 8.2 (8.2 recommended), and MySQL 5.0 (or better). It also provides links for recommended Windows servers and PHP Manager 2 for IIS.

These include:

- Apache/LiteSpeed/IIS Webserver
- URL Rewrite Module
- PHP
- MySQL

For our osTicket stack, we'll be using what is required but also adding a few extra components to work through this process easier:

- **(MUST - to use PHP) VC_redist (Visual C++ Redistributable):**
 - Runtime Library.
 - Installs the necessary C++ runtime libraries required by applications and components, including PHP, to function correctly on Windows.
 - Naming: Visual C++ Runtime Installer.
- **(MUST) PHP:**
 - Server-Side Scripting Language.
 - Executes PHP scripts, which are essential for running the osTicket application.
 - Naming: PHP Interpreter.
- **(MUST) PHP Manager for IIS:**
 - IIS Extension/Management Tool.
 - Simplifies the management and configuration of PHP on IIS, including setting up PHP versions and managing PHP settings.
 - Naming: PHP Configuration Manager for IIS.
- **(MUST) MySQL:**
 - Relational Database Management System (RDBMS).
 - Stores and manages all data related to osTicket, including tickets, user information, and system configurations.
 - Naming: MySQL Database Server.
- **(Optional - Provides GUI) HeidiSQL:**
 - Database Management Tool.

- Provides a graphical interface for managing MySQL databases, allowing you to interact with and manipulate the database more easily.
 - Naming: MySQL Database Client.
- **(MUST) IIS URL Rewrite Module 2:**
 - IIS Module.
 - Allows for URL rewriting and redirection, helping manage and optimize URLs for better performance and SEO.
 - Naming: URL Rewrite Module for IIS.
- **(MUST - Main Application) osTicket:**
 - Web-Based Helpdesk System.
 - Provides a ticketing system for managing customer support requests and internal communications.
 - Naming: osTicket Application.

As there is a lot to download and our VM isn't the fastest machine, something we can do is download all of these separately and upload them onto a Google Drive. Then have that folder be accessible to anyone. We can then use our Virtual Machine to access the link and download all the necessary files.

This will save us time - and funny enough, money (since it costs to run VMs with Azure). So it's a win-win situation!

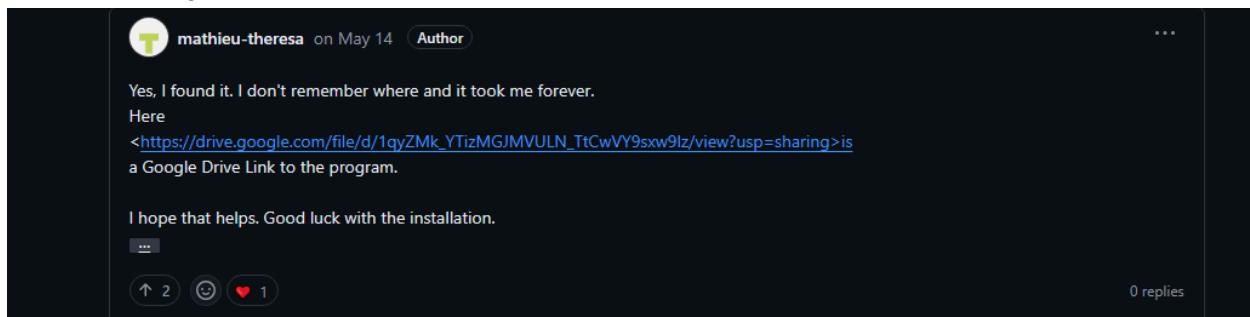
PHP and PHP Manager

First we download the C++ Runtime Library:

<https://learn.microsoft.com/en-us/cpp/windows/latest-supported-vc-redist?view=msvc-170>

Second, we'll have to use PHP Manager and download a compatible PHP version. The issue is the PHP Manager 2.0 is no longer being used. It's available to download but no longer updated:
<https://www.iis.net/downloads/community/2018/05/php-manager-150-for-iis-10>

Downside is, the download does not work. But thankfully there's installations out there available. As seen through this forum:



mathieu-theresa on May 14 Author

Yes, I found it. I don't remember where and it took me forever.
Here
<https://drive.google.com/file/d/1qyZMk_YTizMGJMVULN_TtCwVY9sxw9lz/view?usp=sharing> is a Google Drive Link to the program.

I hope that helps. Good luck with the installation.

0 replies

<https://github.com/snipe/snipe-it/discussions/14641>

Next is finding compatible PHP versions to install this. According to ChatGPT, PHP 7.x and PHP 8.0 and partially PHP 8.1 are compatible with PHP Manager 1.5.0. We are using a newer PHP Manager but to be on the safe side to avoid potential issues, we'll stick with 7.4.

PHP Versions Compatible with PHP Manager 1.5.0:

PHP Manager 1.5.0 is compatible with the following PHP versions:

1. PHP 7.x:

- **Compatibility:** Fully supported. PHP Manager 1.5.0 works well with all PHP 7.x versions, including 7.0, 7.1, 7.2, 7.3, and 7.4.
- **Note:** PHP 7.4 is the last release in the PHP 7 series, and it is supported by PHP Manager 1.5.0.

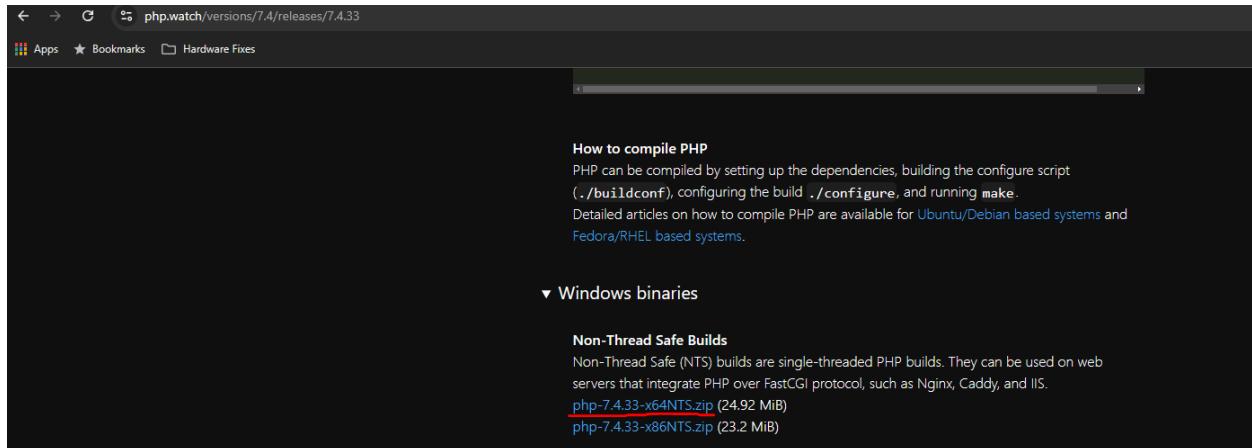
2. PHP 8.0:

- **Compatibility:** Supported. PHP 8.0, which introduced new features like JIT compilation, is compatible with PHP Manager 1.5.0.

3. PHP 8.1:

- **Compatibility:** Generally supported. PHP Manager 1.5.0 can manage PHP 8.1, though you might need to ensure that all extensions and configurations are updated to handle PHP 8.1's new features and changes.

However, as there isn't a need for PHP 8.x and there may be risks working with a later version of PHP when PHP manager hasn't been updated since 2018, it's a safe bet to stick with the latest compatible version it worked with. PHP 7.4



PHP 7.4.33 is the last version

- Download the NTS x64 version. That's used for 64 bit machines.
- Ignore the SRC version. Download NTS.
 - The SRC version is the “Source” version. It’s purpose is to be used by developers who need custom configurations or optimisations or those who need to build PHP for a specific platform
 - PHP NTS is focused around Windows servers running IIS

SQL and HeidiSQL

Next is downloading MySQL and HeidiSQL - this will be the GUI to make working with SQL easier.

MySQL Community Downloads

◀ MySQL Installer

The screenshot shows the MySQL Community Downloads website. At the top, there are tabs for "General Availability (GA) Releases" (which is selected), "Archives", and a search icon. Below the tabs, it says "MySQL Installer 8.0.39". A note states: "Note: MySQL 8.0 is the final series with MySQL Installer. As of MySQL 8.1, use a MySQL product's MSI or Zip archive for installation. MySQL Server 8.1 and higher also bundle MySQL Configurator, a tool that helps configure MySQL Server." Under "Select Version:", a dropdown menu shows "8.0.39". Under "Select Operating System:", a dropdown menu shows "Microsoft Windows". There are two download options: "Windows (x86, 32-bit), MSI Installer" (8.0.39, 2.1M, Download) and "Windows (x86, 32-bit), MSI Installer" (8.0.39, 303.6M, Download). Both links include MD5 checksums and GnuPG signatures. A note at the bottom suggests using MD5 checksums and GnuPG signatures to verify package integrity.

First download MySQL from here: <https://dev.mysql.com/downloads/installer/>

The screenshot shows the HeidiSQL website. The header includes the HeidiSQL logo, a "FREE" badge, and an advertisement for ManageEngine ServiceDesk Plus. The main navigation bar has links for Home, Downloads (which is highlighted in orange), Images, Forum, Donate, Bugtracker, and Help. Below the navigation, it says "Download HeidiSQL 12.8, released on 11 Jul 2024". On the left, there is a sidebar with links for "Installer, 32/64 bit combined" (with a note about portable versions), Sourcecode, Previous releases, and Windows Package Manager. On the right, there is a "Donate" button with the text "Support making HeidiSQL better and better". The main content area has a section for "Compatibility notes" with a bulleted list: "HeidiSQL runs fine on Windows 10 and 11 (and on Windows 7 + 8 with some minor issues)" and "Running HeidiSQL on Wine can have various issues, depending on the version of Wine and HeidiSQL". Below this is a section for "Nightly Builds of heidisql.exe" with a note: "Latest automatically compiled main executable and installers for HeidiSQL. Just download and overwrite your existing C:\Program Files\HeidiSQL\heidisql.exe. Be aware that these builds are not official releases and therefore probably have more bugs, possibly serious ones." It lists three nightly builds:

- Revision 12.8.0.6919: About box: show Delphi version behind compiled date
committed: 10 Aug 2024 12:18 compiled: 10 Aug 2024 12:25
64bit build 23.2 MB
- Revision 12.8.0.6918: Issue #1998: fix non-scaled title text font in completion proposal
committed: 30 Jul 2024 14:21 compiled: 30 Jul 2024 14:25
64bit build 23.2 MB
- Revision 12.8.0.6917: Issue #1991: check if left part of table name up to a dot lives in the database list. If not, assume it is part of the table name.
committed: 25 Jul 2024 20:06 compiled: 25 Jul 2024 20:25
64bit build 23.2 MB

Next is HeidiSQL from here: https://www.heidisql.com/download.php#google_vignette

IIS URL Rewrite Model and osTicket

Next is the IIS URL Rewrite Model and the osTicket

- Support for IIS kernel-mode and user-mode output caching
- Lowercase conversion function
- Rewrite maps to generate the substitution URL during rewriting
- Failed Request Tracing support

Awards



Download URL Rewrite Module 2.1

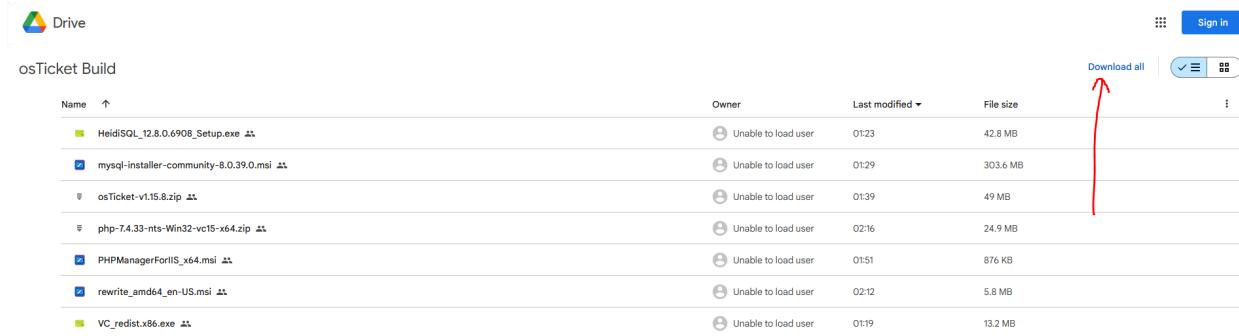
- English: [x86 installer](#) / [x64 installer](#)
- German: [x86 installer](#) / [x64 installer](#)
- Spanish: [x86 installer](#) / [x64 installer](#)
- French: [x86 installer](#) / [x64 installer](#)

- IIS URL Rewrite Mode x64::: <https://www.iis.net/downloads/microsoft/url-rewrite>

A screenshot of a GitHub release page for osTicket v1.15.8. The page shows the release date (May 19, 2022), the author (JediKey), and the commit hash (v1.15.8). It includes sections for Enhancements, Improvements, and Security, each with a list of issues and their corresponding pull requests. The Assets section contains three files: osTicket-v1.15.8.zip, Source code (zip), and Source code (tar.gz). Below the assets is a social sharing section with icons for GitHub, LinkedIn, and others, showing 1 like and 1 reaction.

- Finally the osTicket download:
<https://github.com/osTicket/osTicket/releases?q=1.15&expanded=true>
- On the osTicket website, they have their latest version up. Unfortunately it does require 8.0 PHP and since we have 7.4 PHP, it'd be incompatible. Therefore we'll need to work with an older version.
- We can go to their Github repository and download version 1.15.8

Now what I've done is compiled all of these files into one folder on Google Drive. This way, it's a lot easier to access all of these different files from my VM. I just have to open the google drive link and download them all.



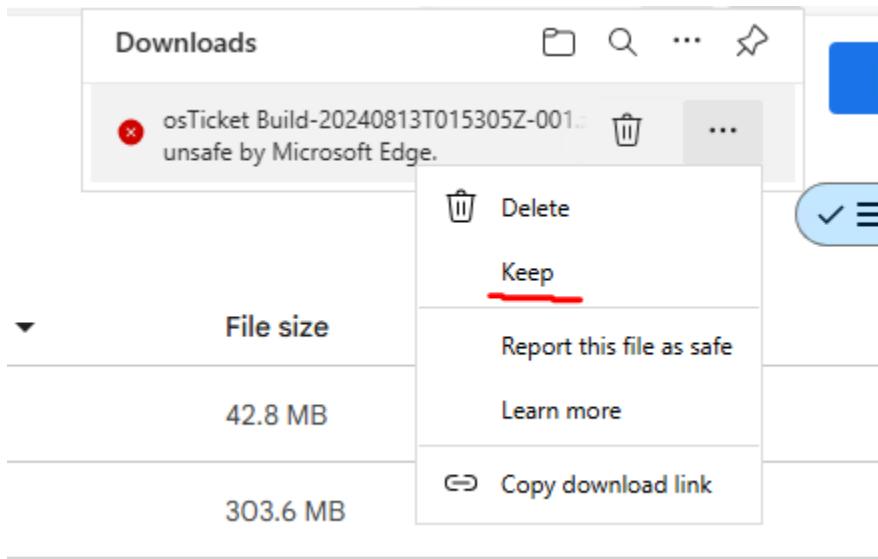
A screenshot of the Google Drive interface. At the top, there's a navigation bar with the Google logo, 'Drive', 'Sign in', and other account-related options. Below the bar, a folder titled 'osTicket Build' is shown. Inside the folder, there are several files listed:

Name	Owner	Last modified	File size
HeidiSQL_12.8.0.6908_Setup.exe	Unable to load user	01:23	42.8 MB
mysql-installer-community-8.0.39.0.msi	Unable to load user	01:29	303.6 MB
osTicket-v1.15.8.zip	Unable to load user	01:39	49 MB
php-7.4.33-nts-Win32-vc15-x64.zip	Unable to load user	02:16	24.9 MB
PHPManagerForIIS_x64.msi	Unable to load user	01:51	876 KB
rewrite_amd64_en-US.msi	Unable to load user	02:12	5.8 MB
VC_redist.x86.exe	Unable to load user	01:19	13.2 MB

At the top right of the list, there are several buttons: 'Download all' (highlighted with a red arrow), 'Select all', 'More', and 'Edit'.

- Simply download all the files here:

<https://drive.google.com/drive/folders/19tWs-djcWmY7u39ShEN1RwgNCS3S88E5?usp=sharing>

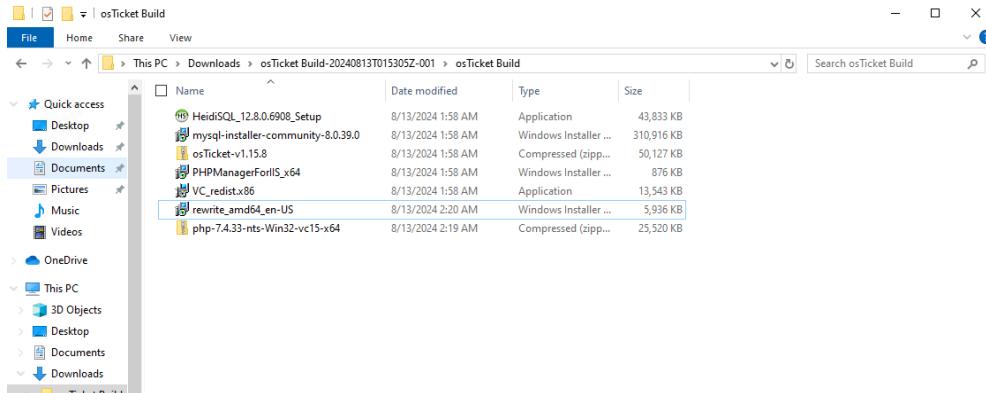


A screenshot of Microsoft Edge showing a download message for a file named 'osTicket Build-20240813T015305Z-001'. The message includes a warning: 'unsafe by Microsoft Edge.' Below the message, there are several options:

- Delete
- Keep (highlighted with a red underline)
- Report this file as safe
- Learn more
- Copy download link

The file size is listed as 42.8 MB and 303.6 MB.

- You'll likely get this message. Don't worry about it. The files are safe, so keep the files.



A screenshot of Windows File Explorer showing the contents of a folder named 'osTicket Build'. The folder contains the following files:

Name	Date modified	Type	Size
HeidiSQL_12.8.0.6908_Setup	8/13/2024 1:58 AM	Application	43,833 KB
mysql-installer-community-8.0.39.0	8/13/2024 1:58 AM	Windows Installer	310,916 KB
osTicket-v1.15.8	8/13/2024 1:58 AM	Compressed (zipp...)	50,127 KB
PHPManagerForIIS_x64	8/13/2024 1:58 AM	Windows Installer	876 KB
VC_redist.x86	8/13/2024 1:58 AM	Application	13,543 KB
rewrite_amd64_en-US	8/13/2024 2:20 AM	Windows Installer	5,936 KB
php-7.4.33-nts-Win32-vc15-x64	8/13/2024 2:19 AM	Compressed (zipp...)	25,520 KB

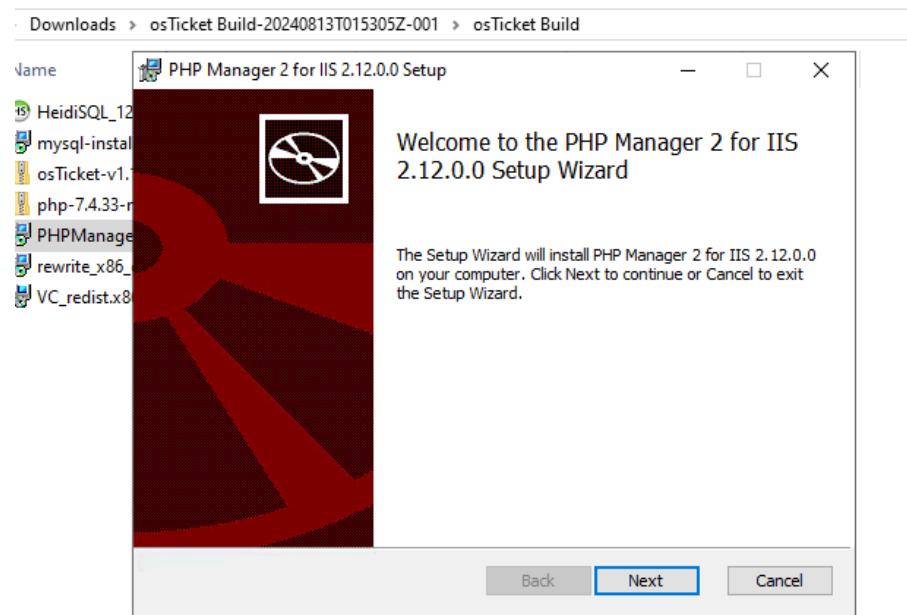
- Now you have all the files to begin the installations!

Installations

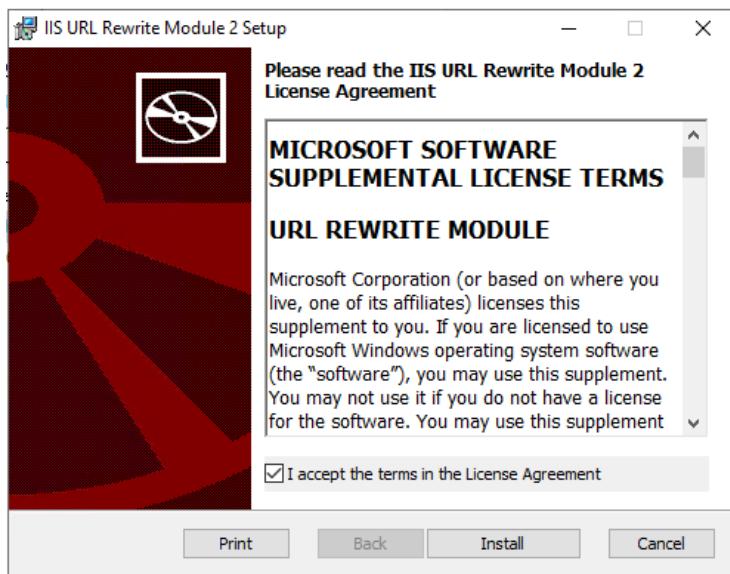
Here we'll go through all the installations (the final section)

PHP, PHP Manager & Rewrite

First we'll focus on downloading PHP Manager, then the Rewrite then PHP.

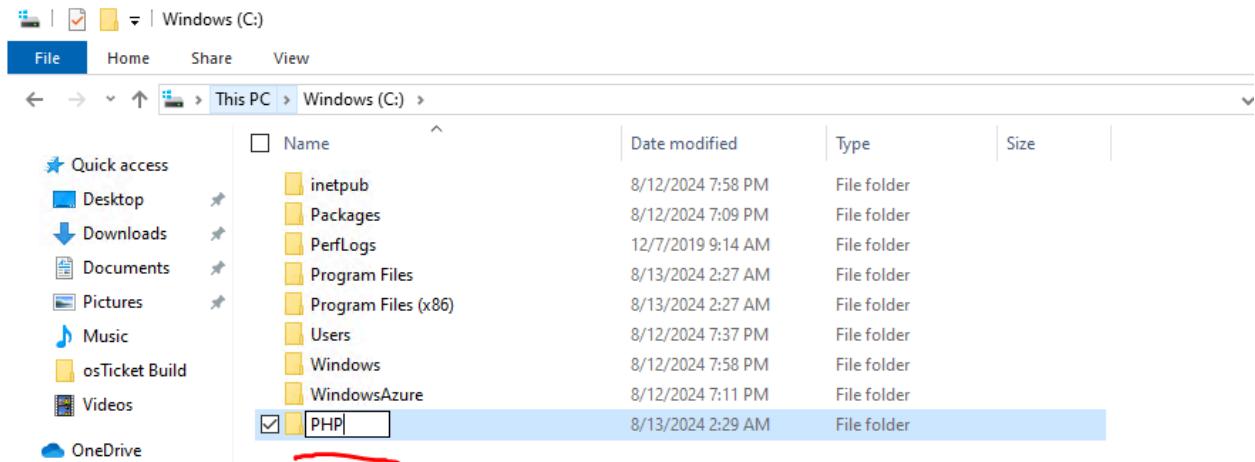


- Install PHP Manager 2. Keep going next and complete the installation

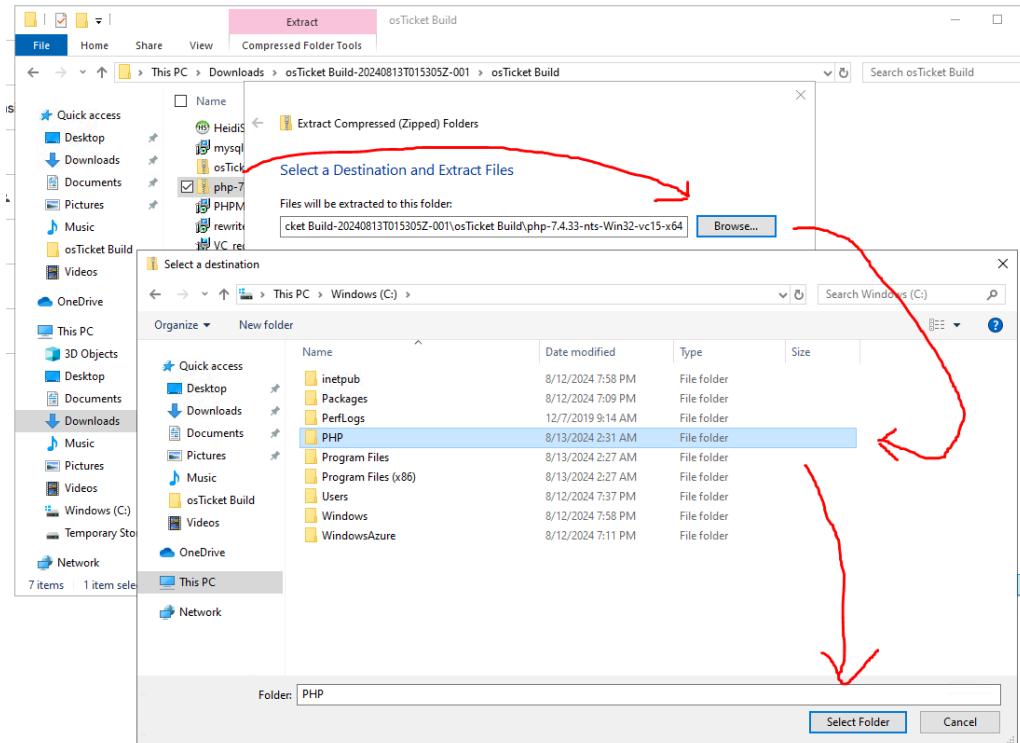


- Install IIS URL Rewrite Module 2

Now for PHP, we have all of the required files and folders. We just need to move them to the correct location so we have to make a new directory.



- Create a directory/folder called PHP under C:/ Drive as shown above



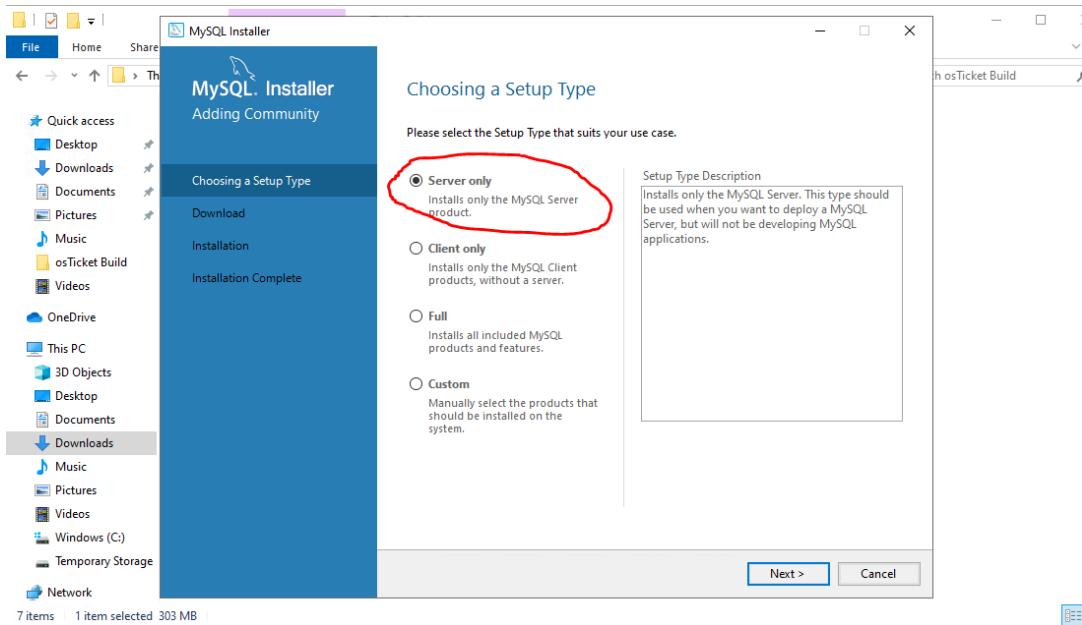
- Then all we do is extract the PHP zipped folder into the PHP folder.

Name	Date modified	Type	Size
dev	8/13/2024 2:33 AM	File folder	
ext	8/13/2024 2:33 AM	File folder	
extras	8/13/2024 2:33 AM	File folder	
lib	8/13/2024 2:33 AM	File folder	
sasl2	8/13/2024 2:33 AM	File folder	
depilster	8/13/2024 2:33 AM	Application	117 KB
glib-2.dll	8/13/2024 2:33 AM	Application exten...	1,391 KB
gmodule-2.dll	8/13/2024 2:33 AM	Application exten...	18 KB
icudt66.dll	8/13/2024 2:33 AM	Application exten...	27,381 KB
icuin66.dll	8/13/2024 2:33 AM	Application exten...	2,571 KB
icuio66.dll	8/13/2024 2:33 AM	Application exten...	60 KB
icuc66.dll	8/13/2024 2:33 AM	Application exten...	1,851 KB
libcrypto-1_1-x64.dll	8/13/2024 2:33 AM	Application exten...	3,394 KB
libenchant.dll	8/13/2024 2:33 AM	Application exten...	47 KB
libpq.dll	8/13/2024 2:33 AM	Application exten...	276 KB
libssl.dll	8/13/2024 2:33 AM	Application exten...	106 KB
libsodium.dll	8/13/2024 2:33 AM	Application exten...	294 KB
libsqlite3.dll	8/13/2024 2:33 AM	Application exten...	1,302 KB
libssh2.dll	8/13/2024 2:33 AM	Application exten...	278 KB
libssl-1_1-x64.dll	8/13/2024 2:33 AM	Application exten...	674 KB
license	8/13/2024 2:33 AM	Text Document	4 KB
news	8/13/2024 2:33 AM	Text Document	103 KB

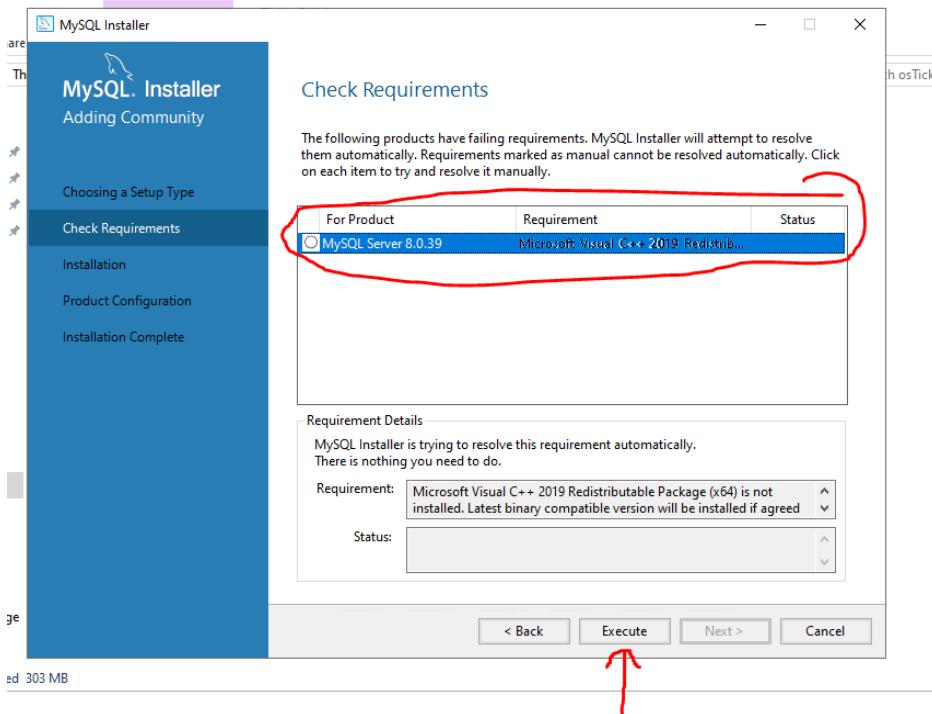
- Done!

Visual C++, MySQL and HeidiSQL

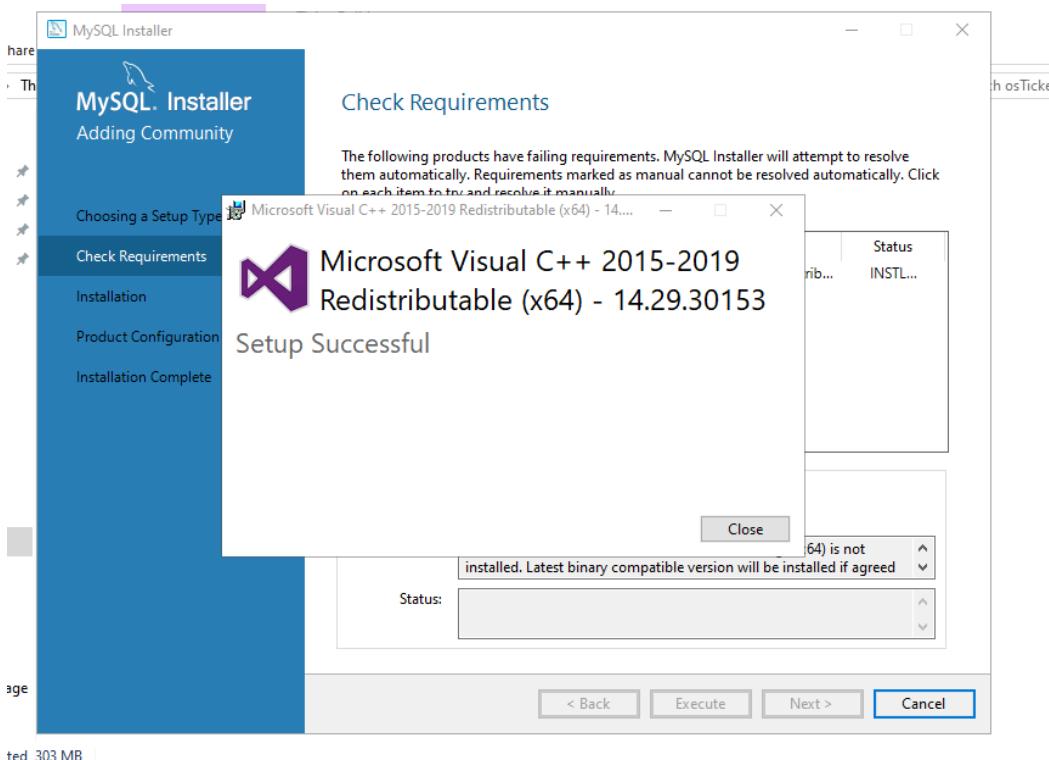
Now it's time to install MySQL



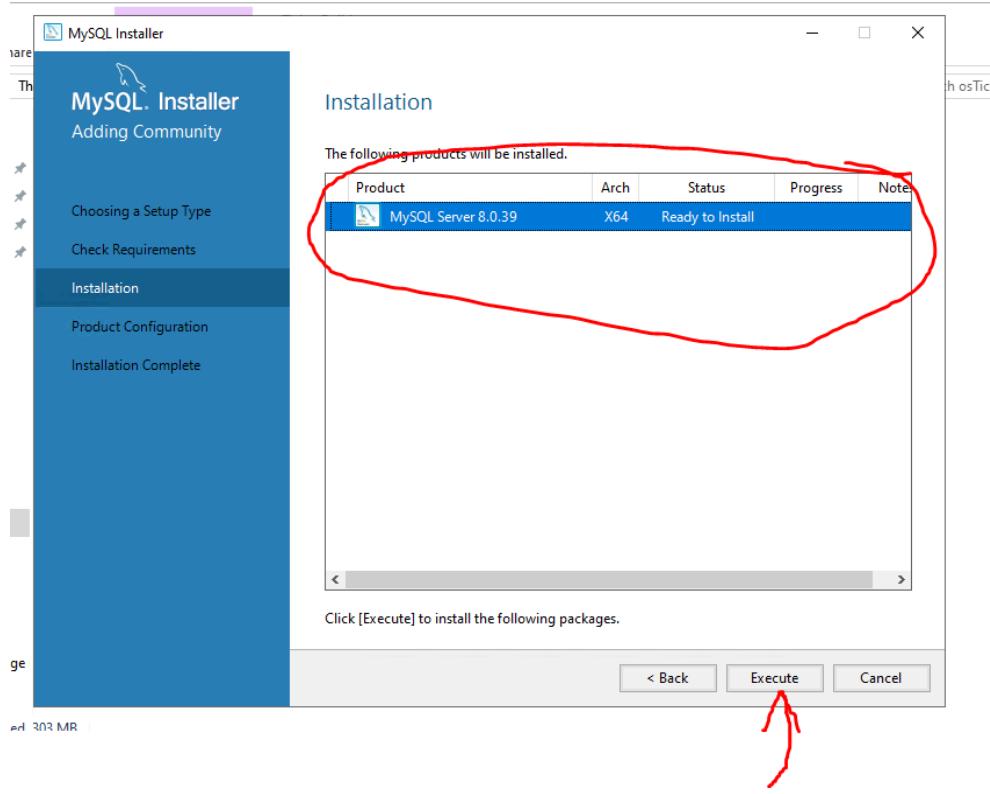
- Select “Server Only” as we’ll be wanting to deploy an SQL server, not developing any applications.



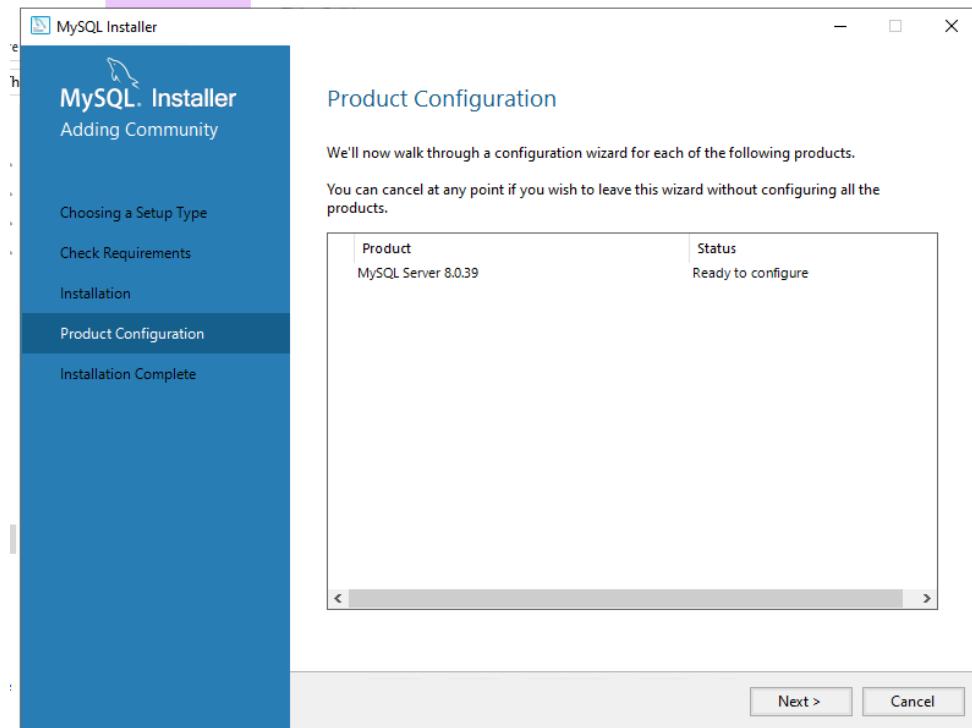
- Select MySQL Server > Execute



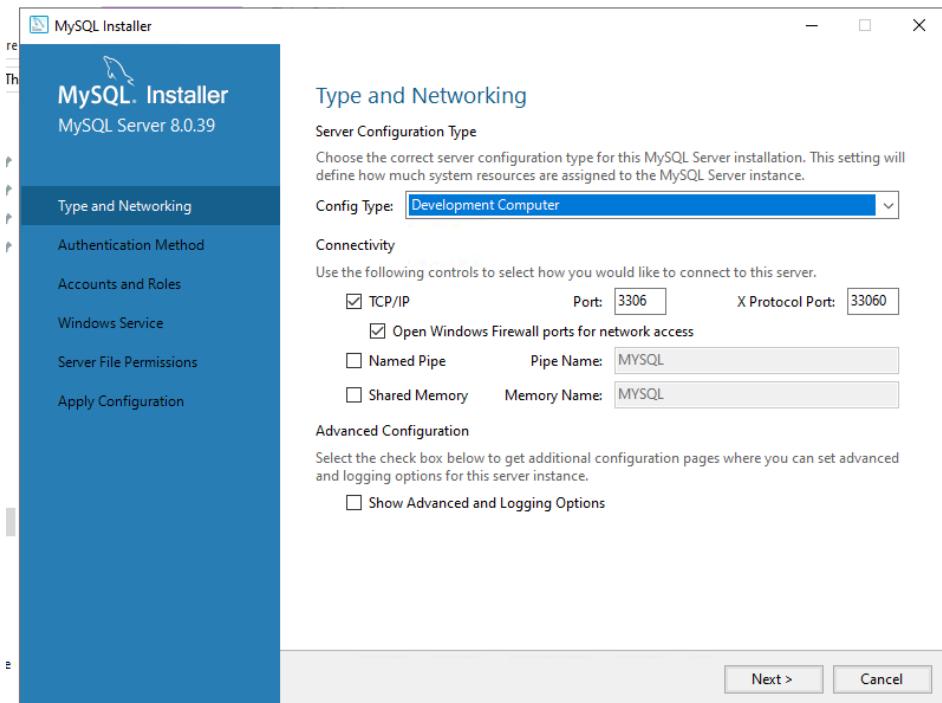
- This will automatically setup a Visual C++ update for us. In case it didn't, we also can install it from the files we have downloaded just incase.



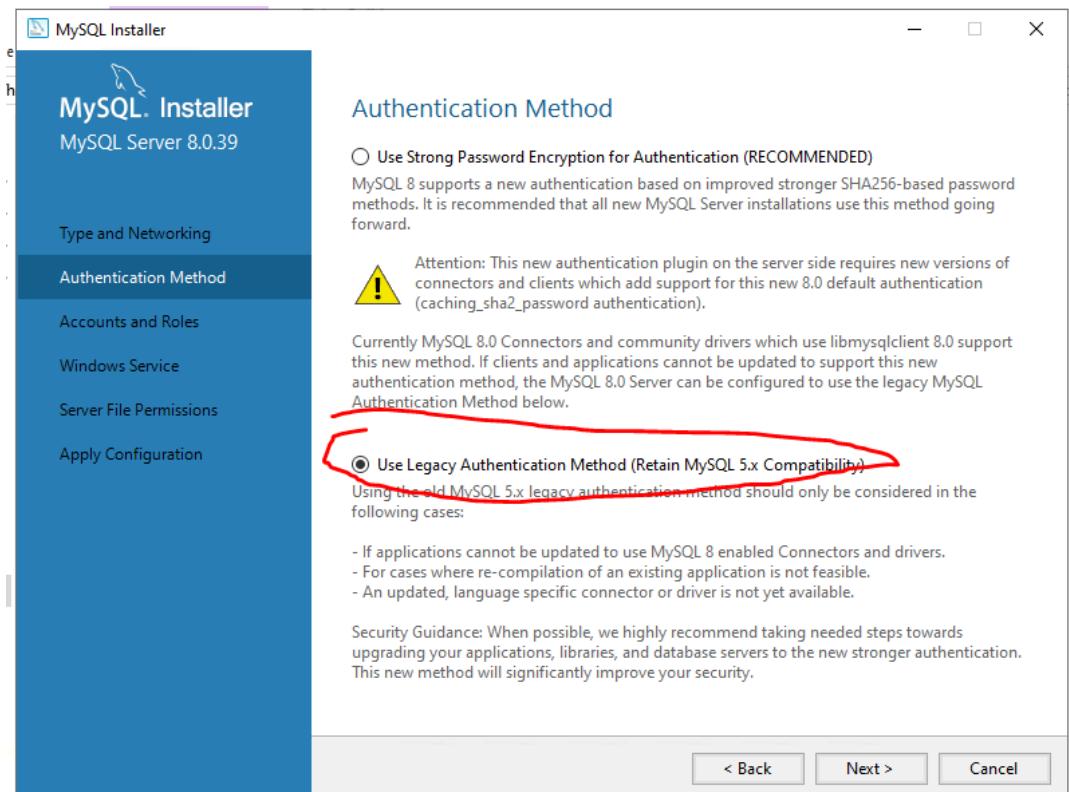
- Selected the correct Installation and click on Execute
- Once completed, go next



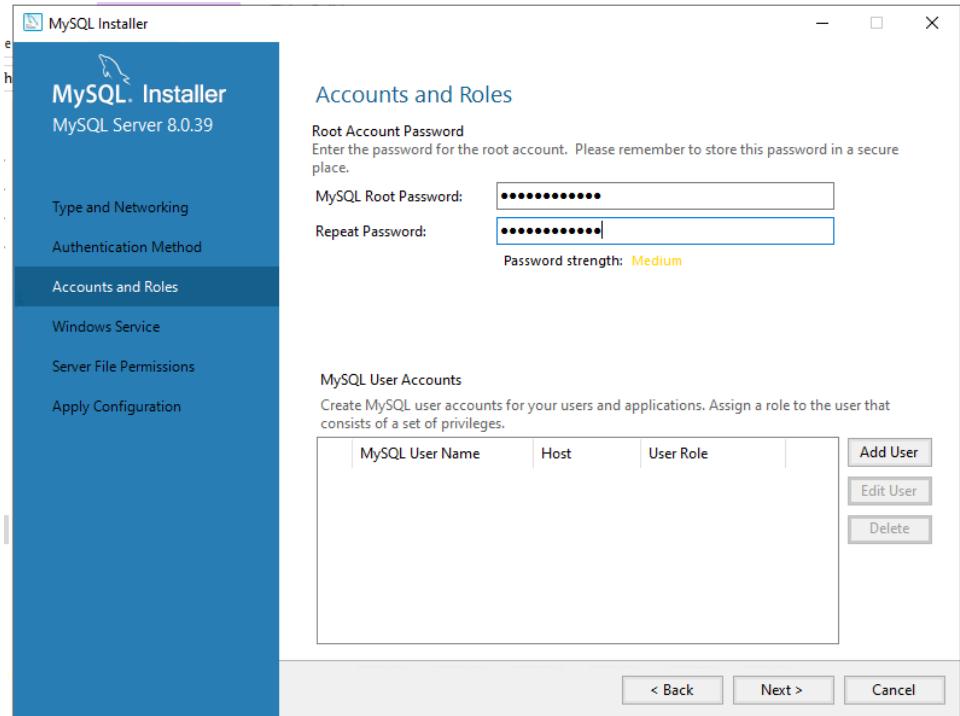
- Go Next



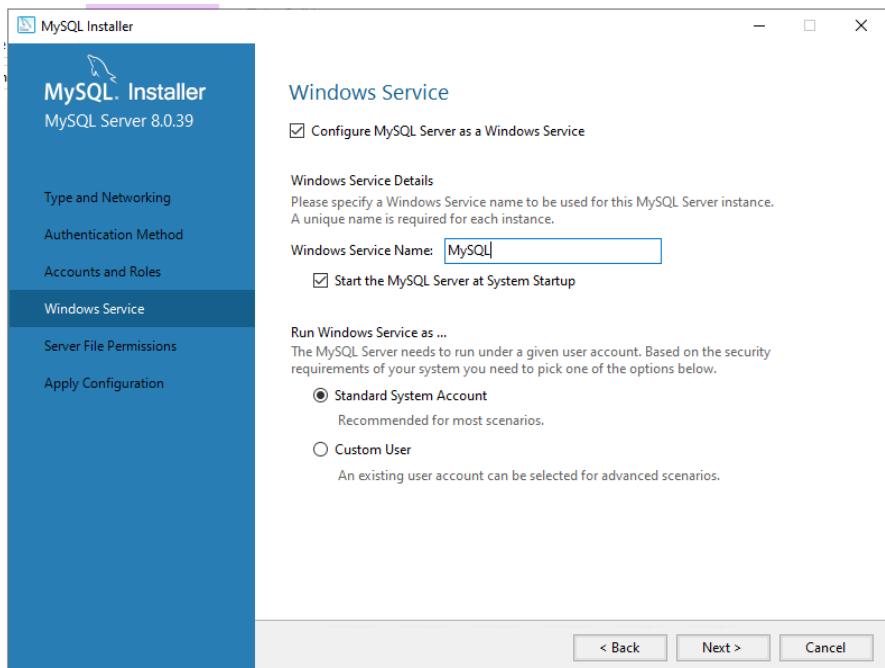
- Go next



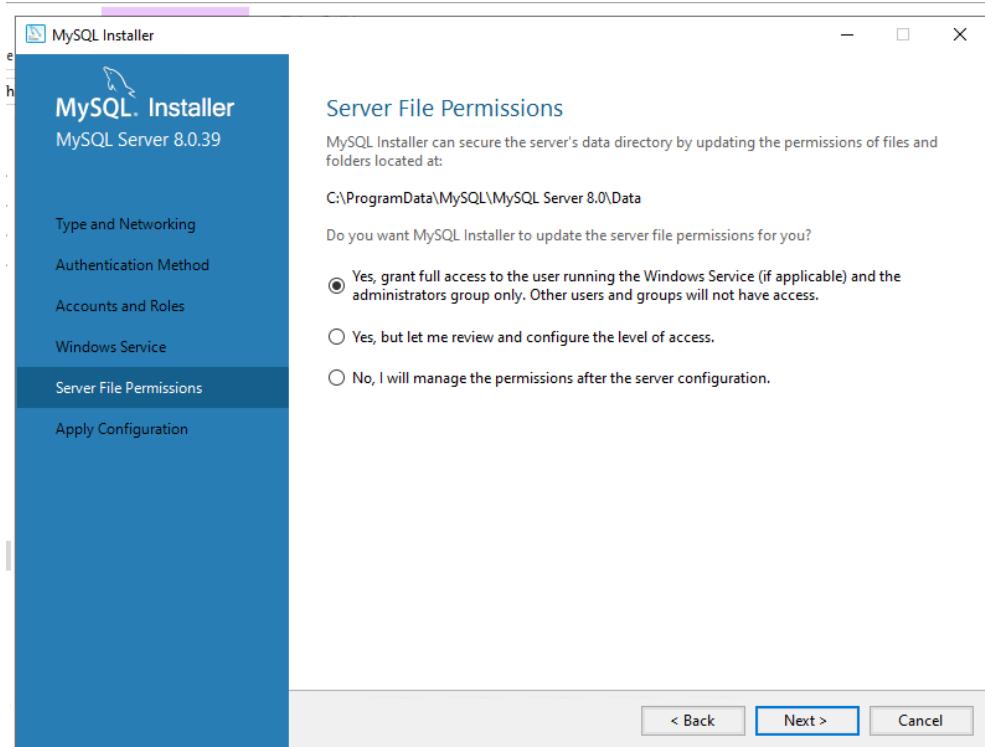
- Select Legacy - so we can work with the osTicket version we have
- Go Next



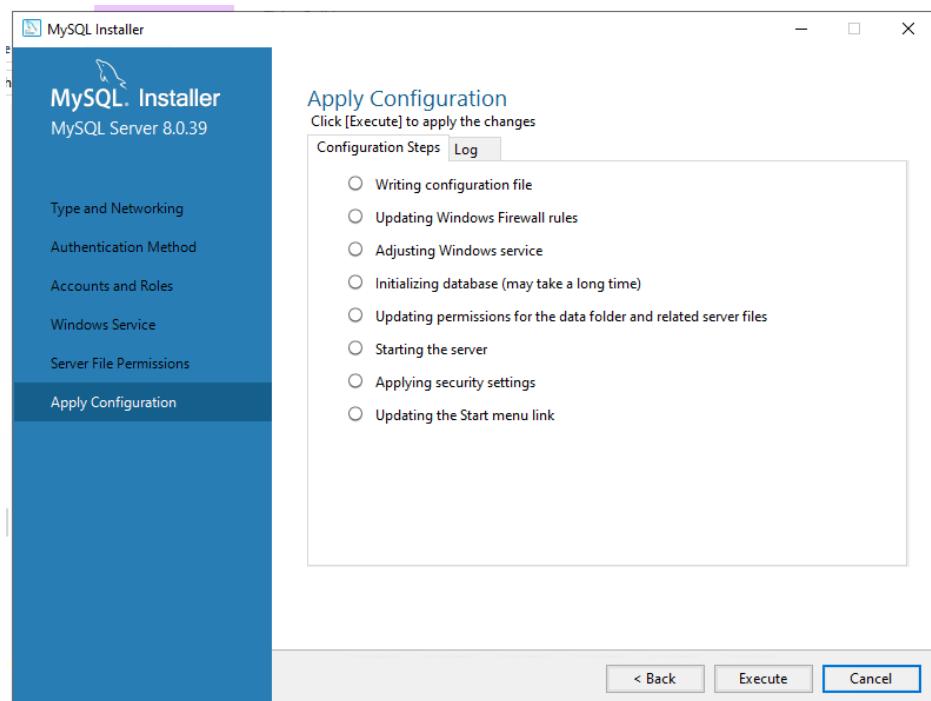
- Create a password for this. As this is a lab, you can make a simple password like:
Password1 (Make sure you do not forget it)
- Next



- Give a name
- Select Standard
- Next

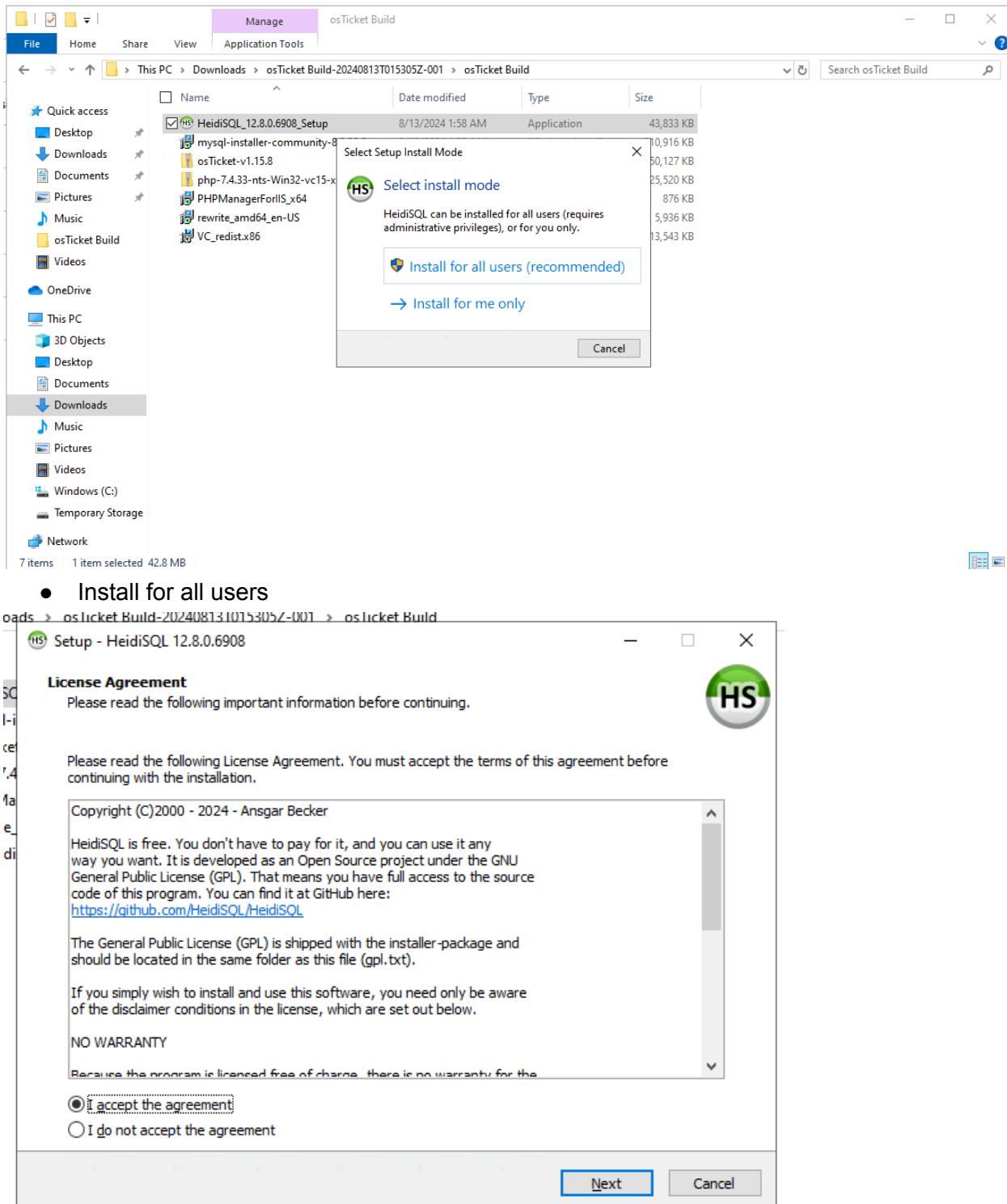


- **Next**



- **Execute**
- **And that should be completed**

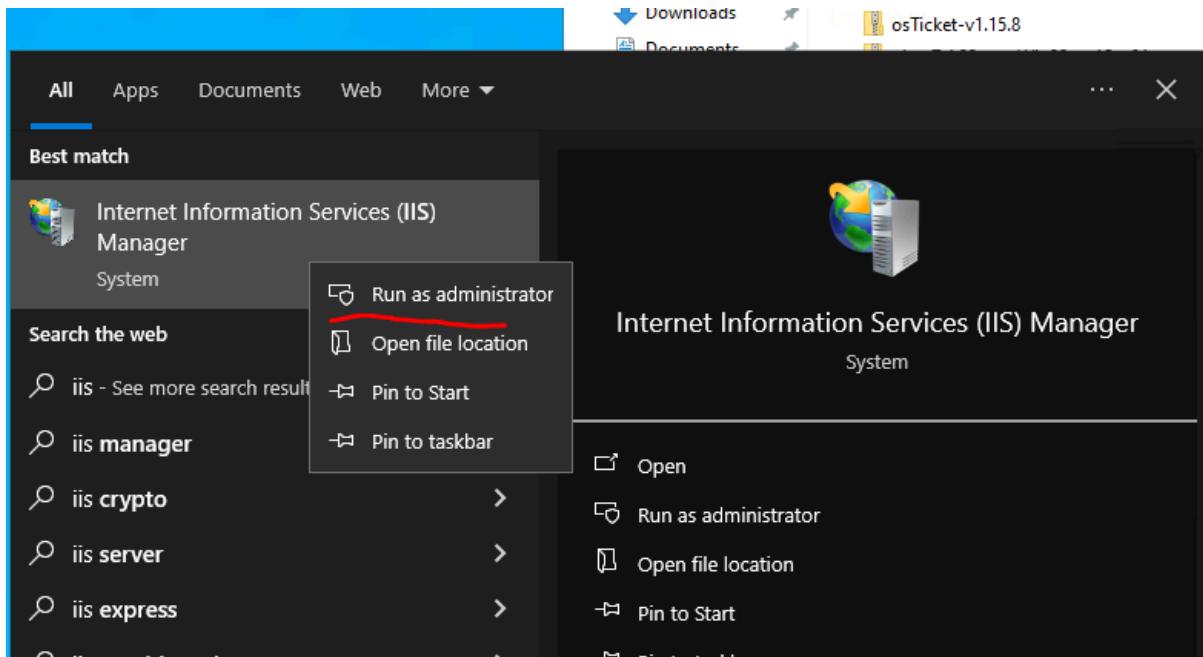
Now we can install HeidiSQL - the GUI



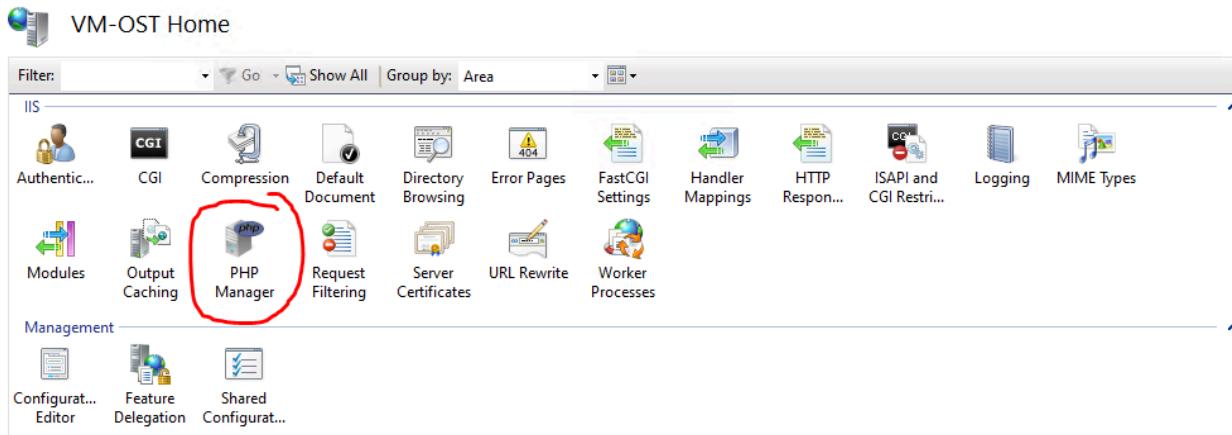
- Go next and install. You don't need to open this for now.
- Finish the installation

osTicket

Now we can focus on building the osTicket. First we need to setup PHP within an IIS



- Search for IIS and run it as an Administrator



- Start PHP within the IIS

Internet Information Services (IIS) Manager

VM-OST >

File View Help

Connections

VM-OST (VM-OST)\ErvinLabU Application Pools Sites

PHP Manager

[2.12] Use this feature to check the PHP runtime settings, to configure PHP runtime directives and to enable or disable PHP extensions.

PHP Setup

PHP is not enabled. Register new PHP version to enable PHP via FastCGI.

PHP version:	Not available
PHP executable:	Not available
Handler mapping:	Not available

[Register new PHP version](#) | [Change PHP version](#) | [Check phpinfo\(\)](#)

PHP Settings

Configuration file:	Not available
Error log:	Not available

[Configure error reporting](#) | [Set runtime limits](#) | [Manage all settings](#)

PHP Extensions

PHP extensions are not available

PHP extensions are not available

[Enable or disable an extension](#) | [Add an extension](#)

- It then tells us that the PHP is not registered. All we have to do is register it

PHP Manager

[2.12] Use this feature to check the PHP runtime settings, to configure PHP runtime directives and to enable or disable PHP extensions.

PHP Setup

PHP is not enabled. Register new PHP version to enable PHP via FastCGI.

PHP version: Not available
PHP executable: Not available
Handler mapping: Not available

[Register new PHP version](#) | [Change PHP version](#)

PHP Settings

Configuration file: Not available
Error log: Not available

[Configure error reporting](#) | [Set runtime limits](#) | [Manage all settings](#)

PHP Extensions

PHP extensions are not available
PHP extensions are not available

[Enable or disable an extension](#) | [Add an extension](#)

Select PHP executable file

This PC > Windows (C:) > PHP >

File name: PHP executable (php-cgi.exe)

Open Cancel

- All we have to do is provide the path to php-cgi and we're good to go

Internet Information Services (IIS) Manager

VM-OST >

File View Help

Connections

VM-OST (VM-OST)\ErvinLabU Application Pools Sites

PHP Manager

[2.12] Use this feature to check the PHP runtime settings, to configure PHP runtime directives and to enable or disable PHP extensions.

PHP Setup

This PHP release is already obsolete. [View PHP supported versions.](#)

PHP version:	7.4.33
PHP executable:	C:\PHP\php-cgi.exe
Handler mapping:	Local

[Register new PHP version](#) | [Change PHP version](#) | [Check phpinfo\(\)](#)

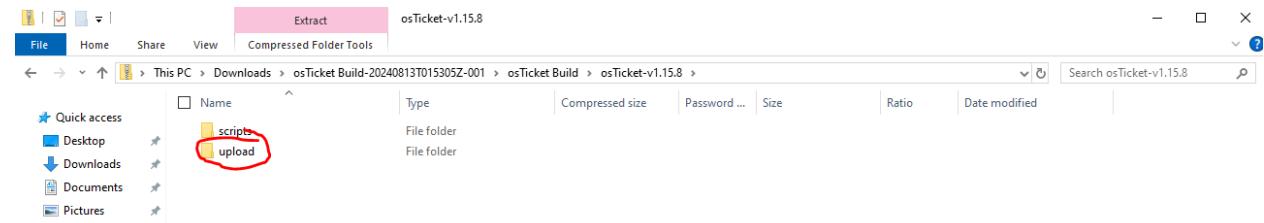
PHP Settings

Configuration file:	C:\PHP\php.ini
Error log:	C:\Windows\Temp\php-7.4.33_errors.log

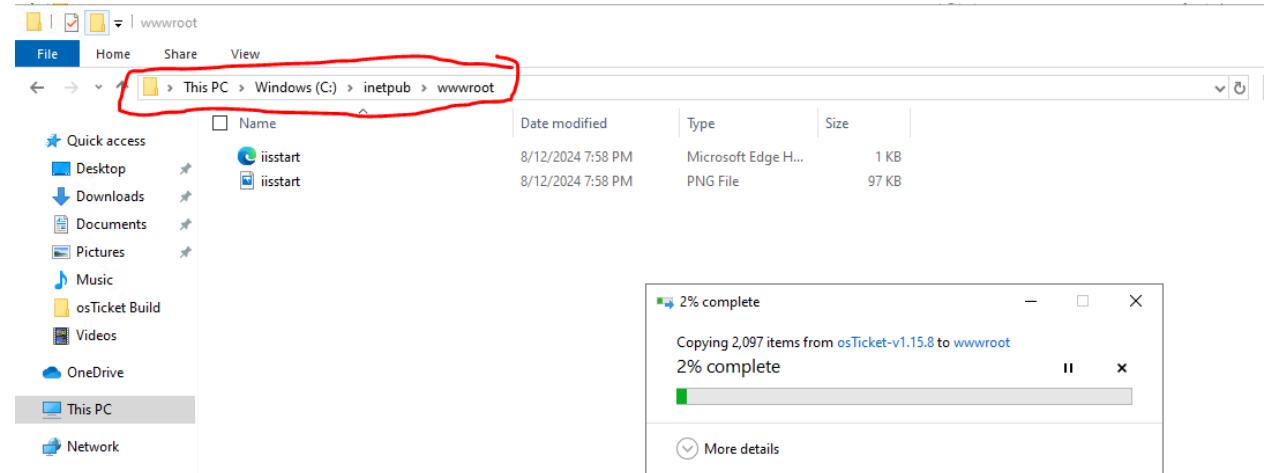
[Configure error reporting](#) | [Set runtime limits](#) | [Manage all settings](#)

- Don't worry about this message. This will all still work.

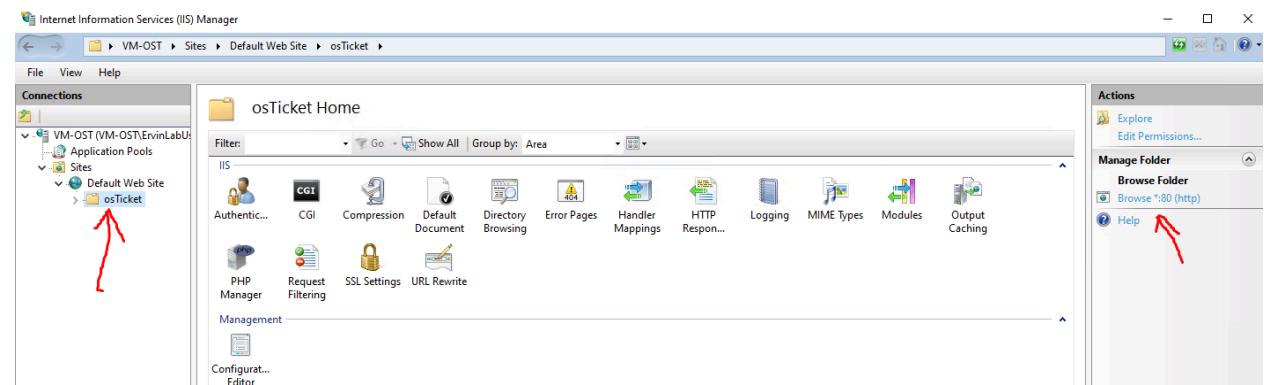
Next we'll setup the osTicket. Go to the osTicket Zipped folder.



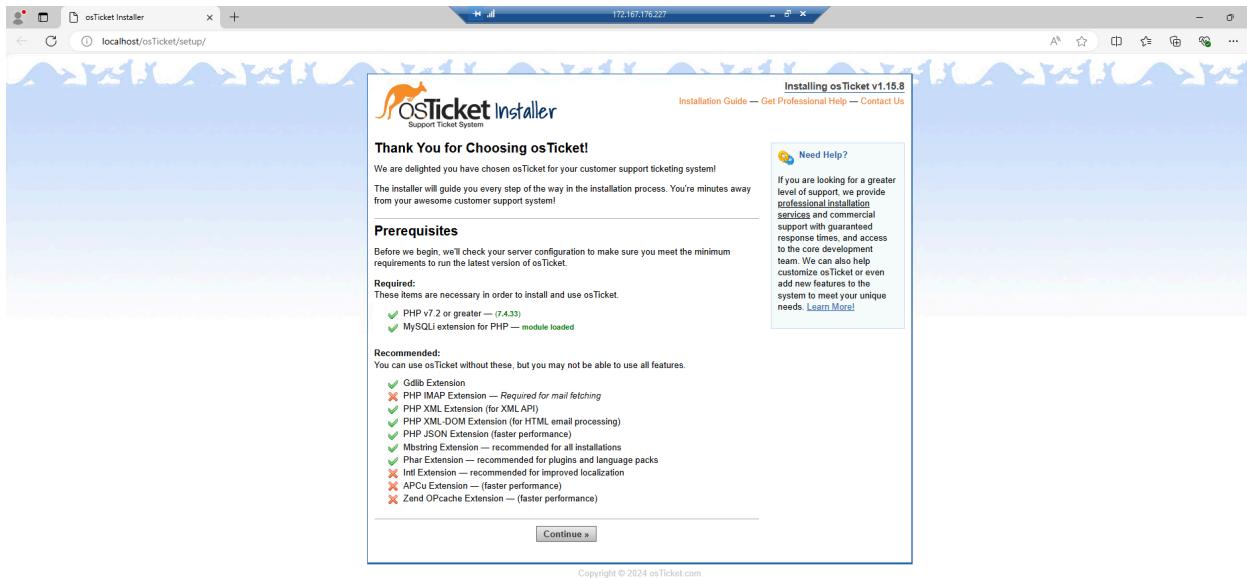
- Copy the “upload” folder



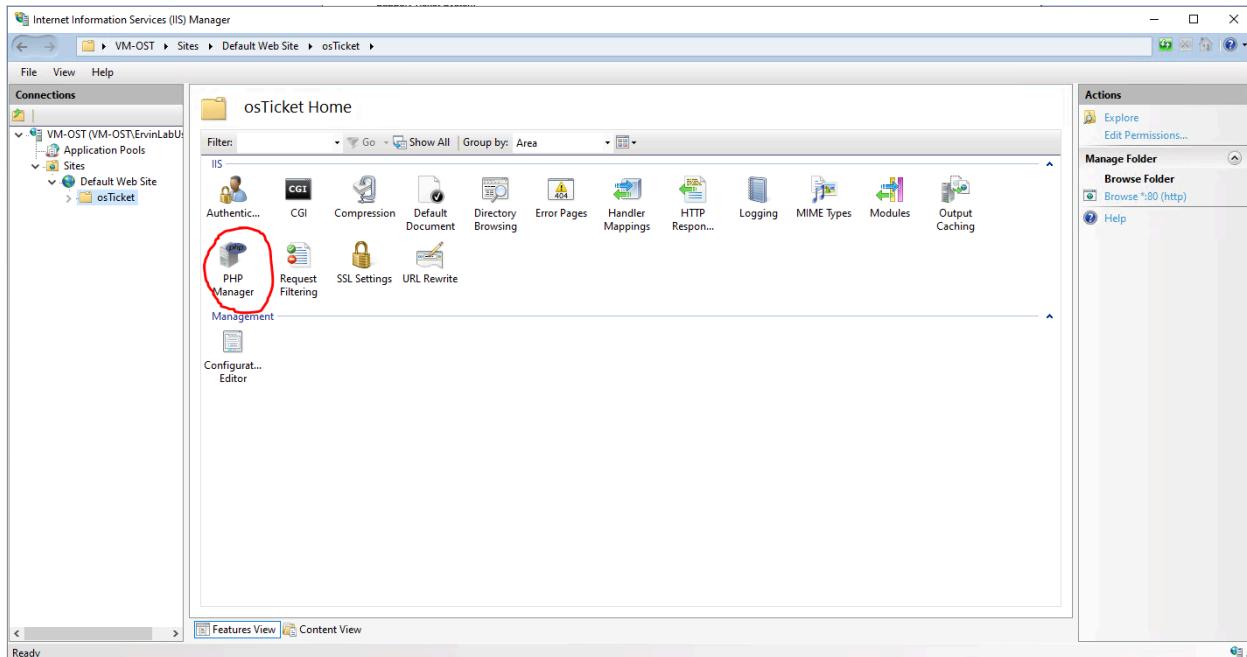
- Upload it onto this directory. This is the default folder for the Microsoft Internet Information Services (IIS)
- Once completed, rename the folder to osTicket, then go back to the IIS Manager



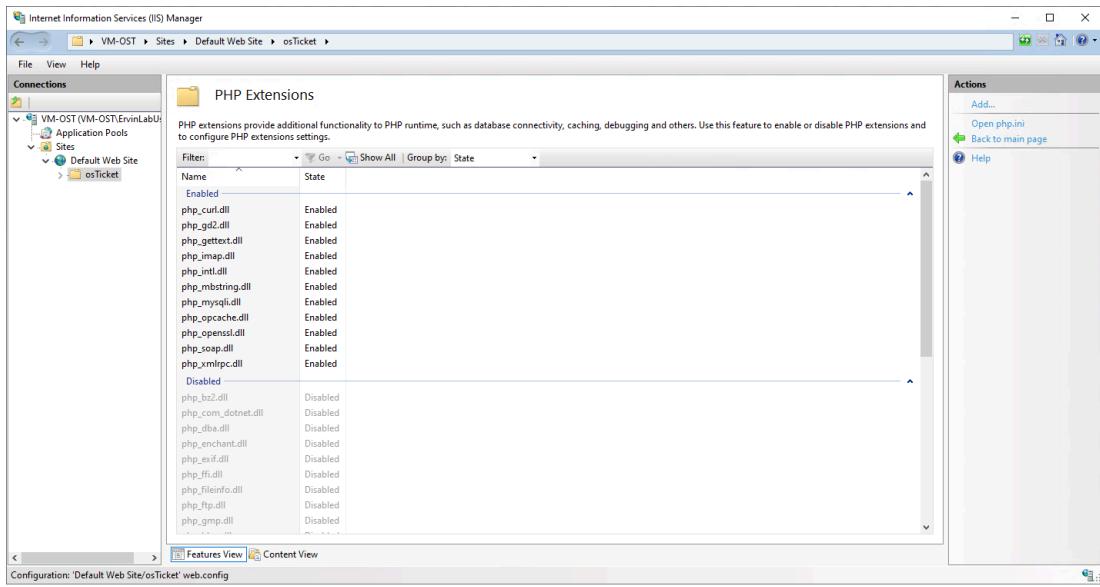
- Refresh the panel to the left, then go to sites>default web site >osTicket
- Next click on Browse *:80



- Look at that!! We have osTicket installed! But there are a few more things we still have to do, as shown in the “Recommended” section. Let’s fix that.
- We’ll have to go back to our IIS Manager



- Click on PHP Manager
- Scroll down to the bottom and select “Disable or enable extensions”



- Look for and enable:
 - `php_imap.dll`
 - `php_intl.dll`
 - `php_opcache.dll`

Installing osTicket v1.15.8

Installation Guide — Get Professional Help — Contact Us

Thank You for Choosing osTicket!

We are delighted you have chosen osTicket for your customer support ticketing system!

The installer will guide you every step of the way in the installation process. You're minutes away from your awesome customer support system!

Prerequisites

Before we begin, we'll check your server configuration to make sure you meet the minimum requirements to run the latest version of osTicket.

Required:
These items are necessary in order to install and use osTicket.

- ✓ PHP v7.2 or greater — [\(7.4.33\)](#)
- ✓ MySQLi extension for PHP — [module loaded](#)

Recommended:
You can use osTicket without these, but you may not be able to use all features.

- ✓ Gdlib Extension
- ✓ PHP IMAP Extension — [Required for mail fetching](#)
- ✓ PHP XML Extension (for XML API)
- ✓ PHP XML-DOM Extension (for HTML email processing)
- ✓ PHP JSON Extension (faster performance)
- ✓ Mbstring Extension — recommended for all installations
- ✓ Phar Extension — recommended for plugins and language packs
- ✓ Intl Extension — recommended for improved localization
- ✗ APCu Extension — (faster performance)
- ✓ Zend OPcache Extension — (faster performance)

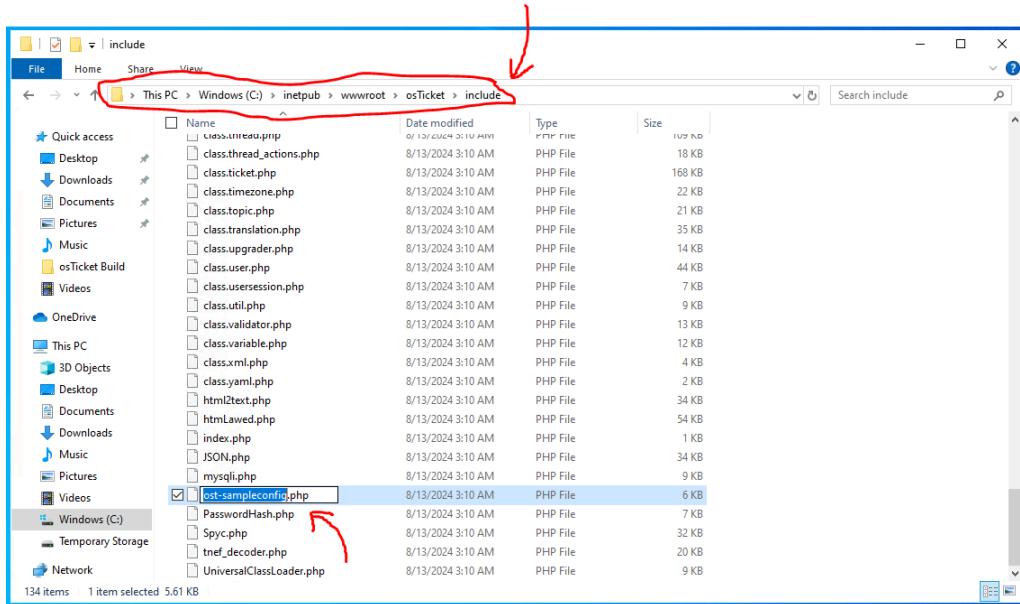
[Continue »](#)

- Now this has been updated

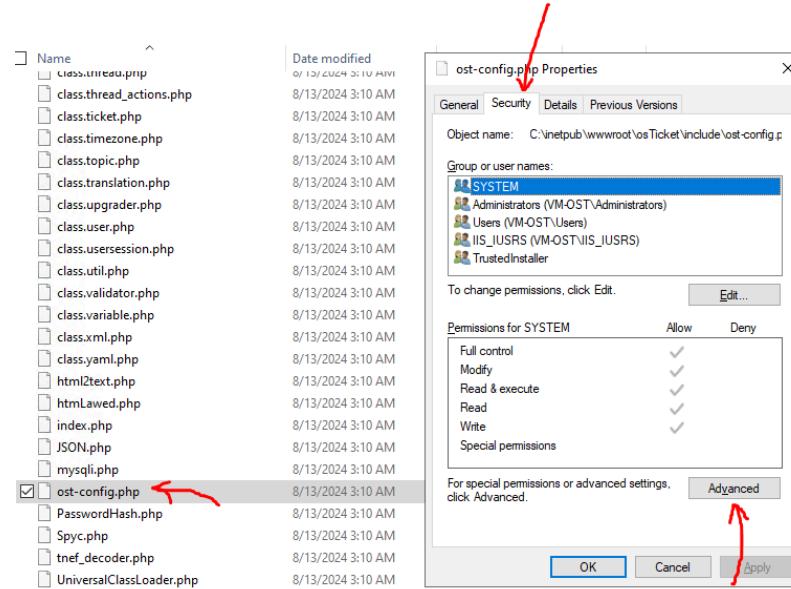
One more step before the osTicket installation, we need to find a file called `ost-sampleconfig.php`.

What we're trying to do here is remove all previous permissions and have everyone have the ability to modify the data in our osTicket system. **Later on, we will revert this back to read-only.**

The only reason we're doing this is so we can set it up seamlessly before reverting back to stricter restrictions.

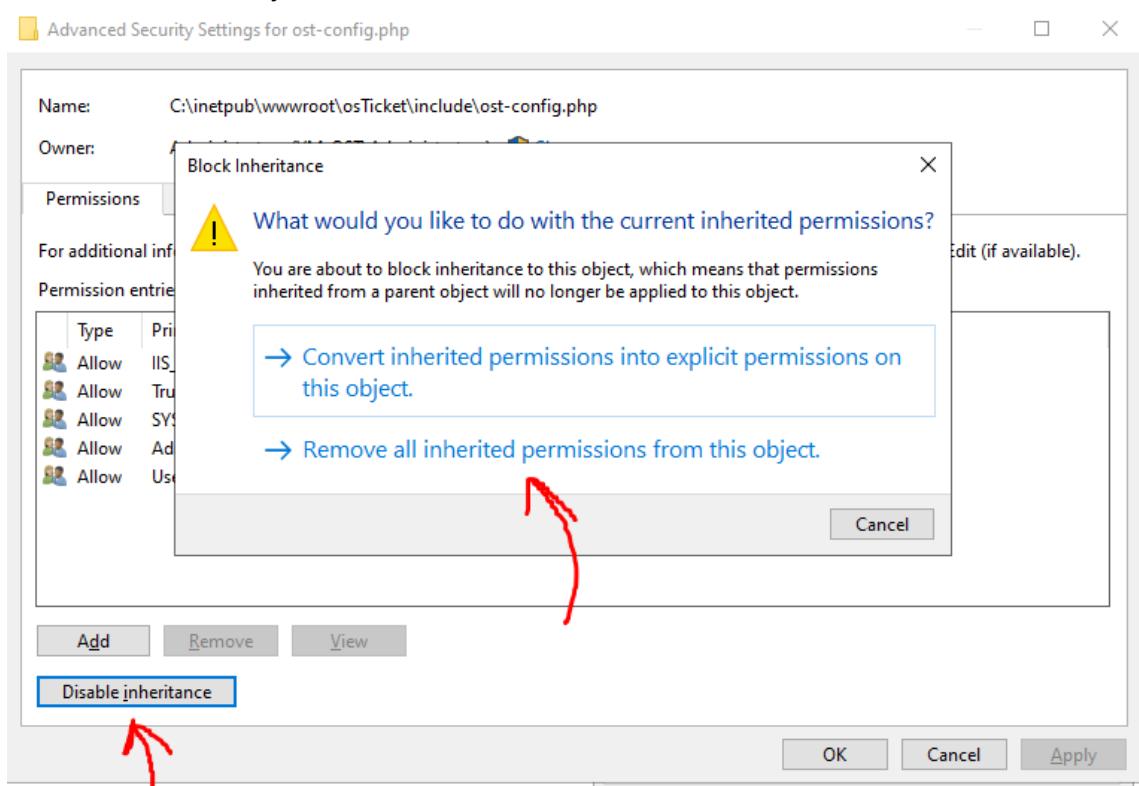


- For this, we want to go to C: > inetpub > wwwroot > osTicket > include

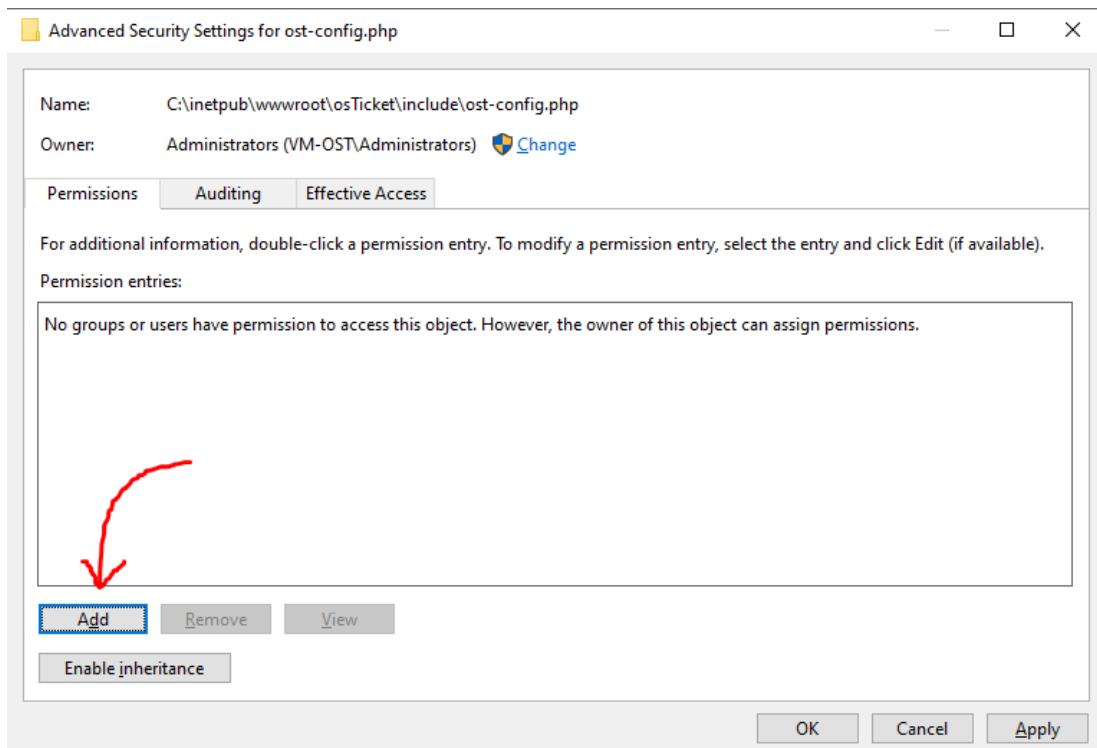


- Rename it to `ost-config.php`
- Right click > Properties

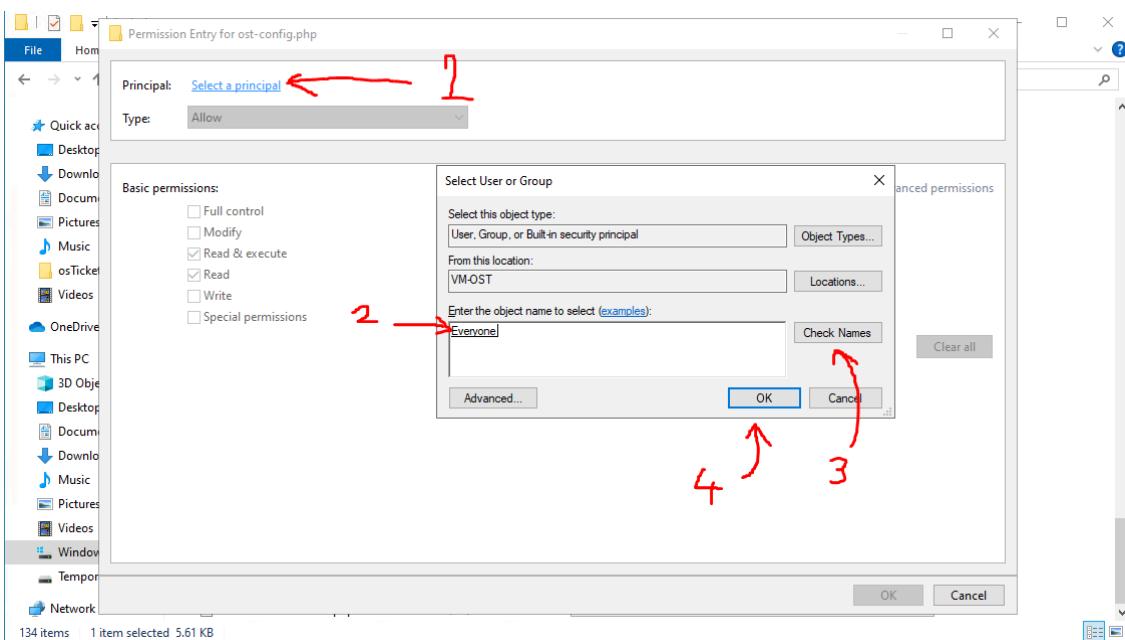
- Go to Security > Advanced



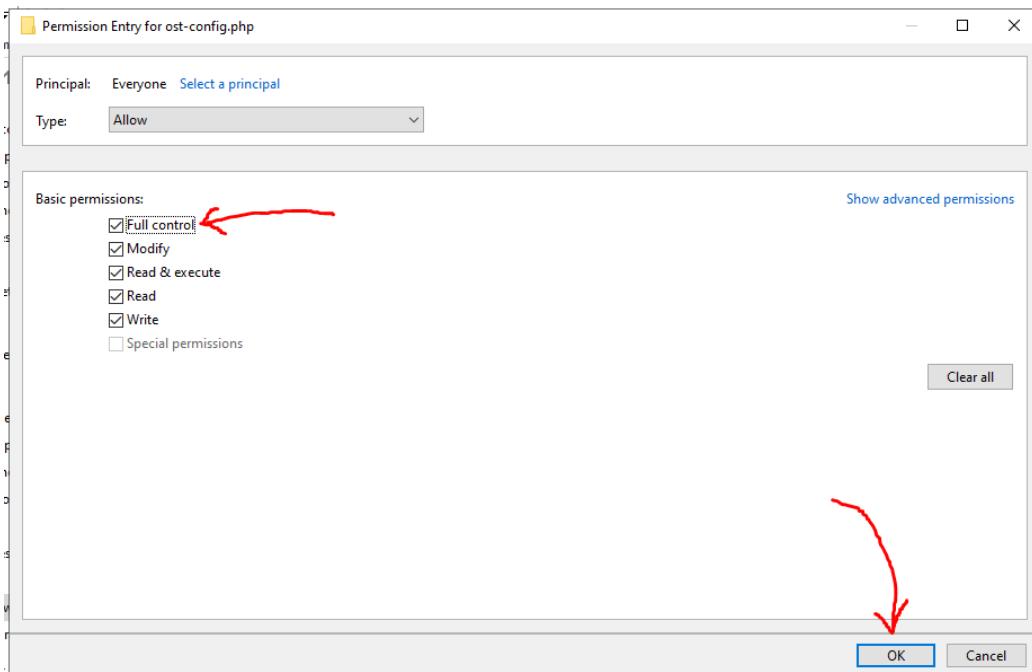
- Select Disable inheritance
- Remove all inherited permissions from this object.



- Click Add



- First select Principle
- Second type “Everyone”
- Third select “Check Names”
- The press OK



- From here select “Full Control”
- Then select “OK”

osTicket Installer
Support Ticket System

Installing osTicket v1.15.8
[Installation Guide](#) — [Get Professional Help](#) — [Contact Us](#)

Thank You for Choosing osTicket!

We are delighted you have chosen osTicket for your customer support ticketing system!

The installer will guide you every step of the way in the installation process. You're minutes away from your awesome customer support system!

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- ✓ Phar Extension — recommended for plugins and language packs
- ✓ Intl Extension — recommended for improved localization
- ✗ APCu Extension — (faster performance)
- ✓ Zend OPCache Extension — (faster performance)

[Continue »](#)

- Now we can focus on the osTicket, go to Continue

osTicket Installer
Support Ticket System

Installing osTicket v1.15.8
[Installation Guide](#) — [Get Professional Help](#) — [Contact Us](#)

osTicket Basic Installation

Please fill out the information below to continue your osTicket installation. All fields are required.

System Settings
The URL of your helpdesk, its name, and the default system email address

Helpdesk URL:

Helpdesk Name:

Default Email:

Primary Language:

Admin User
Your primary administrator account - you can add more users later.

First Name:

Last Name:

Email Address:

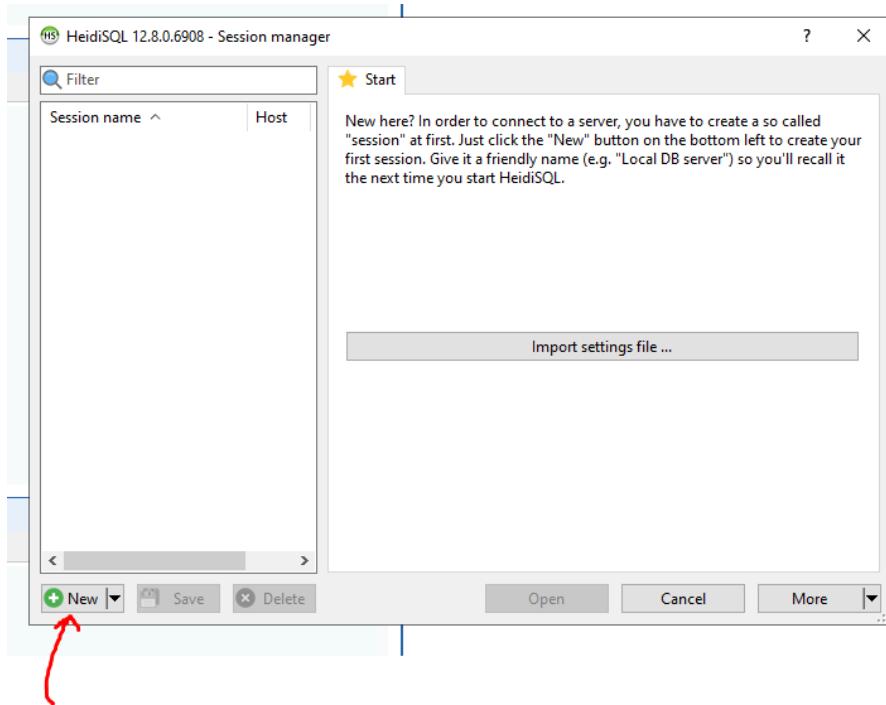
Username:

Password:

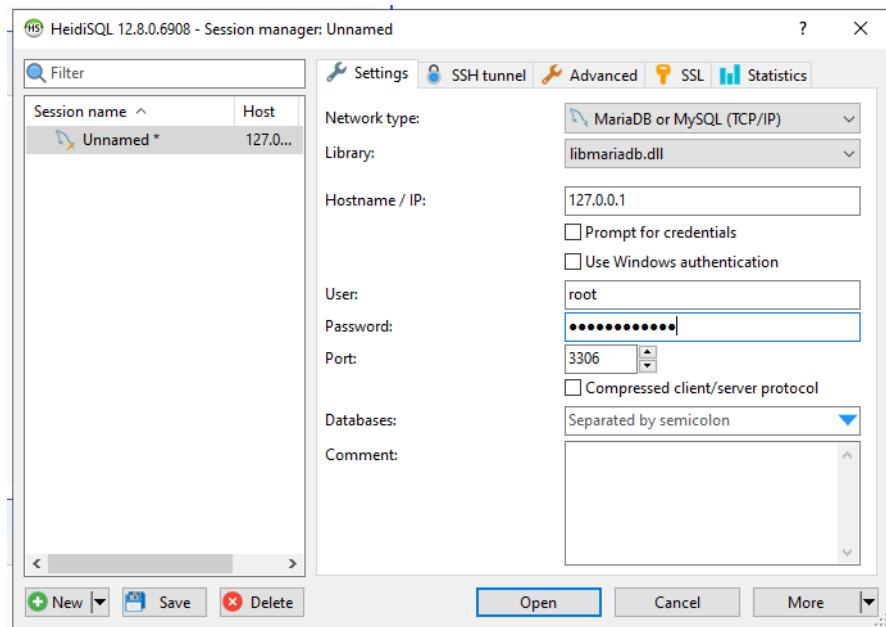
Retype Password:

- Fill in your details

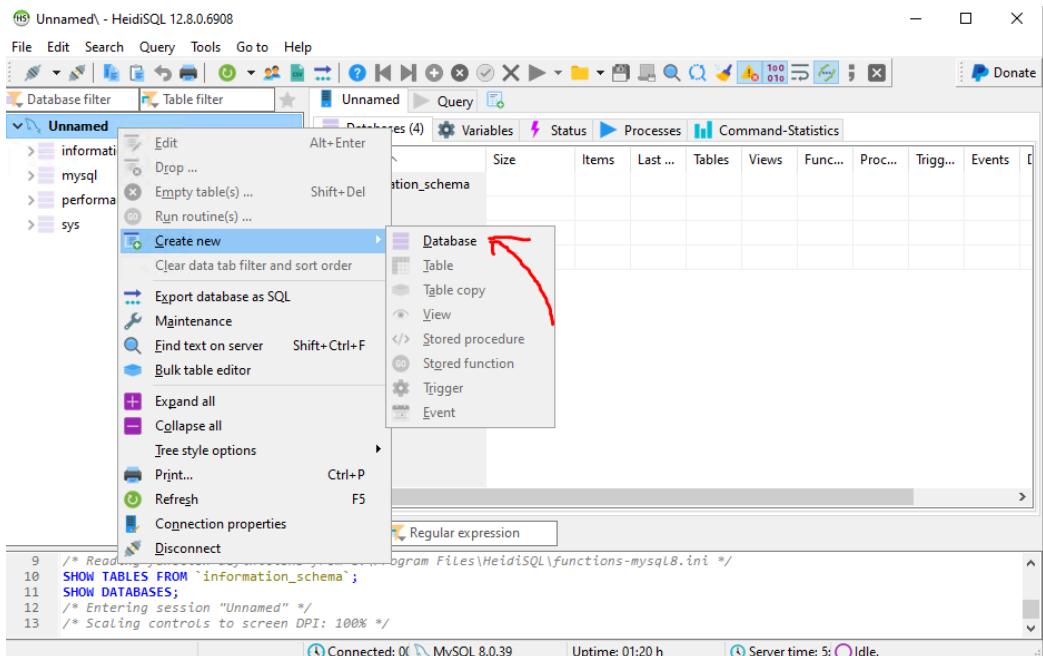
Next up, we open the program we installed awhile back. HeidiSQL. We can find this in our start menu by searching for it.



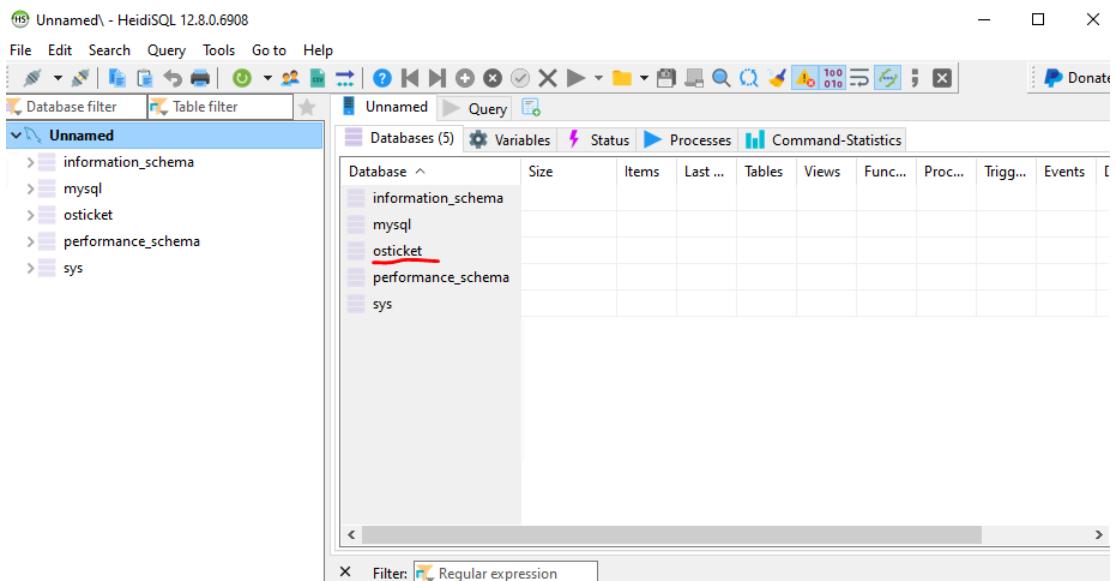
- Select New



- Next input your SQL password - we set this as Password1 before



- Setup a new database
- Call it whatever you want. I'll call mine osTicket



Database Settings

Database connection information

MySQL Table Prefix: ost_ ?

MySQL Hostname: localhost ?

MySQL Database: osTicket ?

MySQL Username: root ?

MySQL Password: ?

Install Now

- Next, fill out the rest of the form.
- Press “Install Now”

Congratulations!

Your osTicket installation has been completed successfully. Your next step is to fully configure your new support ticket system for use, but before you get to it please take a minute to cleanup.

Config file permission:

Change permission of ost-config.php to remove write access as shown below.

- **CLI:**
chmod 0644 include/ost-config.php
- **Windows PowerShell:**
icacls include\ost-config.php /reset
- **FTP:**
Using WS_FTP this would be right hand clicking on the file, selecting chmod, and then remove write access
- **Cpanel:**
Click on the file, select change permission, and then remove write access.

Below, you'll find some useful links regarding your installation.

Your osTicket URL: http://localhost/osTicket/	Your Staff Control Panel: http://localhost/osTicket/scp
osTicket Forums: https://forum.osticket.com/	osTicket Documentation: https://docs.osticket.com/

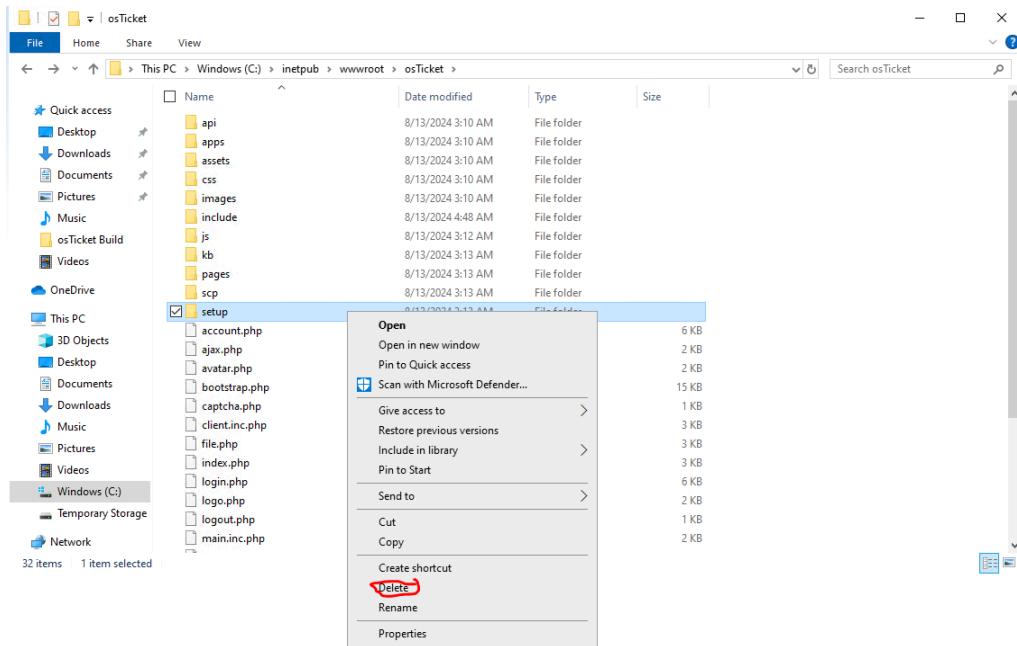
What's Next?

Post-Install Setup: You can now log in to [Admin Panel](#) with the username and password you created during the install process. After a successful log in, you can proceed with post-install setup. For complete and up-to-date guide see [osTicket wiki](#)

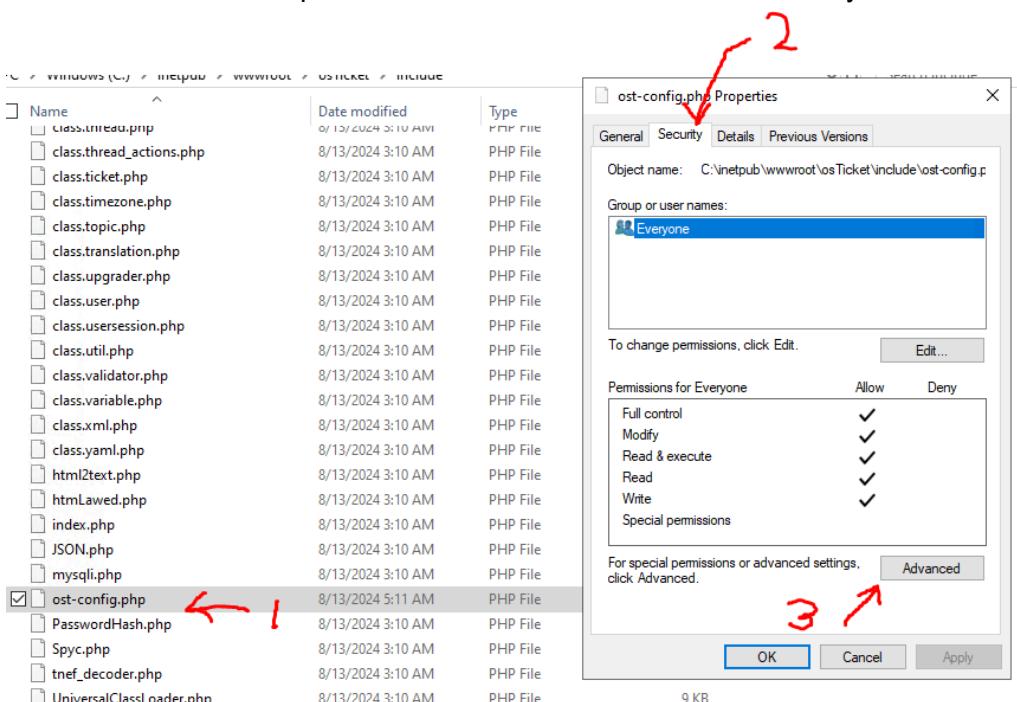
Commercial Support Available: Don't let technical problems impact your osTicket implementation. Get guidance and hands-on expertise to address unique challenges and make sure your osTicket runs smoothly, efficiently, and securely. [Learn More!](#)

PS: Don't just make customers happy, make happy customers!

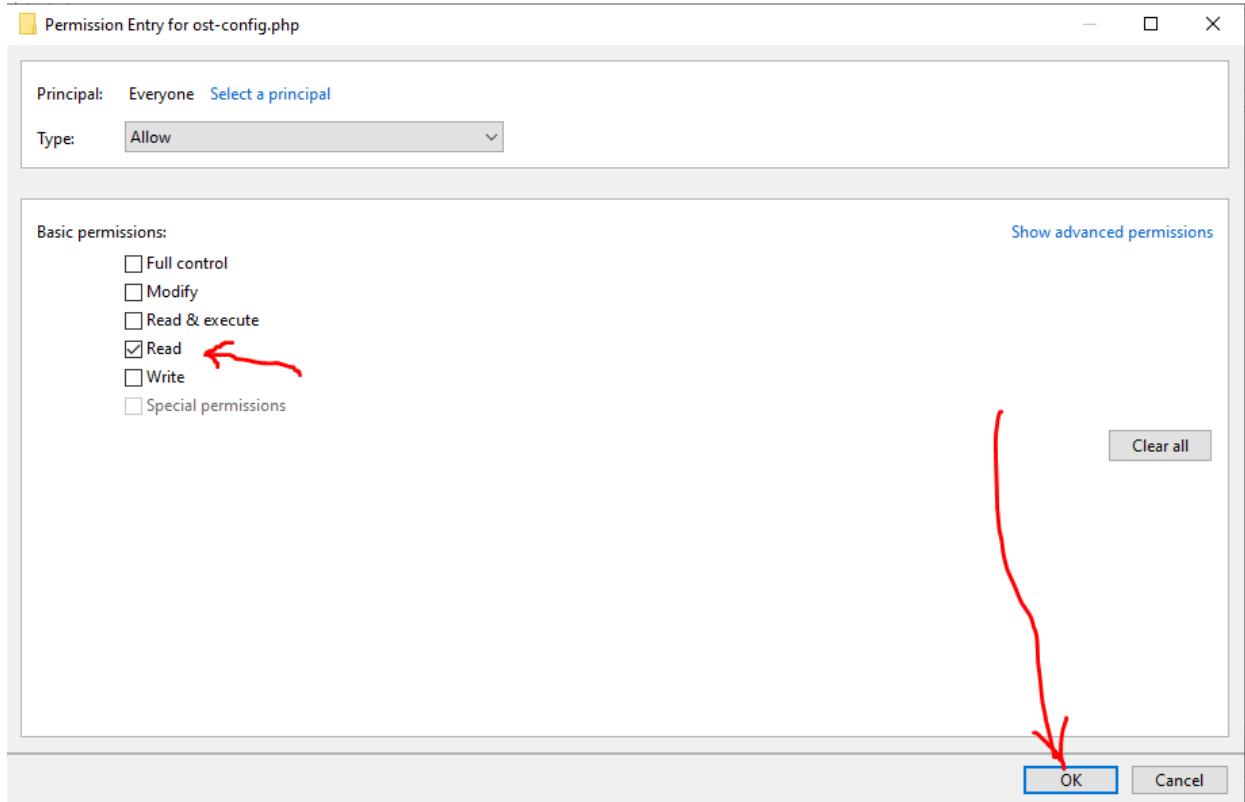
- We're done! Now we have to do a couple more steps before we finish.



- Delete the Setup folder so it will not overwrite or cause any issues with our current setup.



- Go to ost-config.php > properties
- Select Security > Advanced



- Set it to Read-Only
- Then press OK
- Now no one will have permission to create an entry to the ost-configuration. They can only read it.

And that's it! The osTicket prerequisites and installation are complete! This is the first part of the full project.