OsTicket installation on Ubuntu 20.04

1.Install Apache and MariaDB

```
sudo apt install apache2 mariadb-server -y
```

2.Add PHP Repository

```
sudo apt install ca-certificates apt-transport-https software-properties-
common -y
sudo add-apt-repository ppa:ondrej/php -y
sudo apt update
```

3 .Install PHP 8.1 and Required Extensions

```
sudo apt install -y php8.1 \
php8.1-cli php8.1-common php8.1-mysql php8.1-zip \
php8.1-gd php8.1-mbstring php8.1-curl php8.1-xml \
php8.1-bcmath php8.1-imap php8.1-intl php8.1-apcu
```

4.Verify PHP installation:

```
php -v
```

5. Secure and Configure MariaDB

Secure MariaDB installation:

```
sudo mysql_secure_installation
```

Then log in to MariaDB:

```
sudo mysql -u root -p
```

Create database and user:

```
CREATE DATABASE osticketdb;
CREATE USER 'osticketuser'@'localhost' IDENTIFIED BY 'your_secure_password';
GRANT ALL PRIVILEGES ON osticketdb.* TO 'osticketuser'@'localhost';
FLUSH PRIVILEGES;
EXIT;
```

6. Download osTicket

Install required tools:

```
sudo apt install unzip wget -y
```

Download osTicket:

```
wget https://github.com/osTicket/osTicket/releases/download/v1.17.4/osTicket-v1.17.4.zip
```

Extract and move files:

```
sudo mkdir -p /var/www/html/osticket
sudo unzip osTicket-v1.17.4.zip -d /var/www/html/osticket
```

Copy configuration template:

```
sudo cp /var/www/html/osticket/upload/include/ost-sampleconfig.php /var/www/html/osticket/upload/include/ost-config.php
```

Set correct permissions:

```
sudo chown -R www-data:www-data /var/www/html/osticket
sudo chmod 0666 /var/www/html/osticket/upload/include/ost-config.php
```

7. Configure Apache Virtual Host

Create a new virtual host config file:

```
sudo nano /etc/apache2/sites-available/osticket.conf
```

Paste the following content (update `ServerName` to your server IP or domain):

```
<VirtualHost *:80>
    ServerName your_server_ip_or_domain
    DocumentRoot /var/www/html/osticket/upload

    <Directory /var/www/html/osticket/upload>
        Options Indexes FollowSymLinks
        AllowOverride All
        Require all granted
    </Directory>

    ErrorLog ${APACHE_LOG_DIR}/osticket_error.log
    CustomLog ${APACHE_LOG_DIR}/osticket_access.log combined
</VirtualHost>
```

Enable the site and Apache modules:

```
sudo a2ensite osticket.conf
sudo a2enmod rewrite
sudo systemctl restart apache2
```

8. Complete Web Installation

Visit the following URL in your web browser:

```
http://your_server_ip_or_domain
```