How to Install osTicket on Ubuntu

Step 1. Update the System

Since we have a fresh installation of Ubuntu 22.04, we need to update :the packages to the latest versions available

```
sudo apt update -y && sudo apt upgrade -y
```

Step 2. Install LAMP Stack

First part of installing the LAMP stack will be the Apache web server. To :install it, execute the following command

```
sudo apt install apache2 -y
```

.Once installed, start and enable the service

```
sudo systemctl enable apache2 && sudo systemctl start apache2
```

:Check if the service is up and running

```
sudo systemctl status apache2
```

:You should receive the following output

```
root@host:~# sudo systemctl status apache2
apache2.service - The Apache HTTP Server ●
     Loaded: loaded (/lib/systemd/system/apache2.service; enabled;
                                                 vendor preset: enabled)
Active: active (running) since Fri 2023-10-19 04:50:18 CDT; 1s ago
                          /Docs: https://httpd.apache.org/docs/2.4
   Process: 50686 ExecStart=/usr/sbin/apachectl start (code=exited,
                                                  status=0/SUCCESS)
                                        Main PID: 50690 (apache2)
                                        Tasks: 6 (limit: 4558)
                                                  Memory: 10.0M
                                                  CPU: 203ms
                                     CGroup: /system.slice/apache2.service
```

Next is PHP with its extensions. To install PHP 8.1 completely, execute :the following command

```
sudo apt-get install php8.1 php8.1-cli php8.1-common php8.1-imap php8.1-
    redis php8.1-snmp php8.1-xml php8.1-zip php8.1-mbstring php8.1-curl
  php8.1-mysqli php8.1-gd php8.1-intl php8.1-apcu libapache2-mod-php -y
```

To check the installed PHP version, execute the following command, :**php -v**

```
                                                root@host:~# php -v
                          Created directory: /var/lib/snmp/cert_indexes
       PHP 8.1.2-1ubuntu2.14 (cli) (built: Aug 18 2023 11:41:11) (NTS)
                                              Copyright (c) The PHP Group
                  Zend Engine v4.1.2, Copyright (c) Zend Technologies
      with Zend OPcache v8.1.2-1ubuntu2.14, Copyright (c), by Zend
                                                          Technologies
```

The last component of the LAMP stack is the MariaDB (or MySQL) database server. To install the MariaDB database server, execute the .command below

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

:Start and enable the mariadb.service with the following commands

```
                sudo systemctl start mariadb && sudo systemctl enable mariadb
```

Check the status of the mariadb.service

```
                                        sudo systemctl status mariadb
```

:You should receive the following output

```
                              root@host:~# sudo systemctl status mariadb
                    mariadb.service - MariaDB 10.6.12 database server ●
     Loaded: loaded (/lib/systemd/system/mariadb.service; enabled;
                                                  vendor preset: enabled)
Active: active (running) since Fri 2023-10-19 04:58:18 CDT; 22s ago
                                               Docs: man:mariadbd(8)
                  /https://mariadb.com/kb/en/library/systemd
                                              Main PID: 55172 (mariadbd)
                          "...Status: "Taking your SQL requests now
                                              Tasks: 15 (limit: 4558)
                                                Memory: 61.2M
                                               CPU: 1.921s
                             CGroup: /system.slice/mariadb.service
```

```
usr/sbin/mariadbd/ 55172–└
```

Step 3. Create osTicket database and database user

Next is to create the MariaDB database, the database user and grant permissions to that user for access to our osTicket database. Log in to :the MariaDB console and execute the commands below

```
;CREATE DATABASE osticket
GRANT ALL PRIVILEGES ON osticket.* TO osticket@localhost IDENTIFIED BY
;""YourStrongPasswordHere
;FLUSH PRIVILEGES
;EXIT
```

Make sure to replace YourStrongPasswordHere with your own strong password. Make sure to note which password you used; you'll need it .later

Step 4. Install osTicket on Ubuntu 22.04

First, we need to download the latest osTicket version into our Apache .web document root

```
cd /var/www/html

curl -s https://api.github.com/repos/osTicket/osTicket/releases/latest |
- grep browser_download_url | cut -d '"' -f 4 | wget -i
```

:Unzip the file and copy the configuration

```
unzip osTicket-v1.18.zip -d osTicket

cp /var/www/html/osTicket/upload/include/ost-sampleconfig.php
/var/www/html/osTicket/upload/include/ost-config.php

rm osTicket-v1.18.1.zip
```

```
.Set the right permissions to files and folders
```

```
/chown -R www-data:www-data /var/www/html/osTicket

;\ {} find . -type d -exec chmod 755

;\ {} find . -type f -exec chmod 644
```

Step 5. Create Apache Virtual Host File

Go into the Apache directory and create a configuration file for .osTicket

```
/cd /etc/apache2/sites-available

nano osticket.conf
```

Open the file, paste the following lines of code, save the file and .close it

```
<VirtualHost *:80>
ServerName localhost
DocumentRoot /var/www/html/osTicket/upload

<Directory /var/www/html/osTicket>
```

```
        AllowOverride All
    <Directory/>

    ErrorLog ${APACHE_LOG_DIR}/error.log
CustomLog ${APACHE_LOG_DIR}/access.log combined

<VirtualHost/>
```

Enable the Apache configuration for osTicket and enable the Apache .rewrite module

```
sudo a2enmod rewrite

sudo a2ensite osticket.conf
```

:Use this command to check your syntax for any errors

```
apachectl -t
```

:You should receive the following output

```
root@vps:~# apachectl -t
Syntax OK
```

.If the syntax is OK, you can restart the Apache service

```
systemctl reload apache2
```

Once the Apache service is restarted, you can finish the osTicket installation at localhost:80