

OTRS 6 Ubuntu 22.04 – Raspberry Pi 4

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```
sudo apt update
```

1) MariaDB

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

[Leer bien el mensaje que pide dar el current password para mariadb el cual es vacio como password, dando solo enter. Y pedira se de una nueva contraseña la cual se sugiere sea passwd]

```
sudo mysql_secure_installation
```

```
mysql -u root -p  
quit
```

```
sudo tee /etc/mysql/mariadb.conf.d/otrs.cnf<<EOF
```

```
[mysqld]  
max_allowed_packet=64M  
query_cache_size=36M  
innodb_log_file_size=256M  
EOF
```

[Dar enter para que aparezca de regreso en pantalla, sino no lo toma en cuenta]

```
sudo systemctl restart mariadb  
mysql -u root -p
```

```
CREATE DATABASE otrs CHARACTER SET utf8 COLLATE utf8_general_ci;  
GRANT ALL PRIVILEGES ON otrs.* TO otrs_user@localhost IDENTIFIED BY 'passwd';  
FLUSH PRIVILEGES;  
QUIT
```

2) Apache

```
sudo apt install apache2 libapache2-mod-perl2
```

```
sudo apt install libdatetime-perl libcrypt-eksblowfish-perl libcrypt-ssleay-perl  
libgd-graph-perl libapache-dbi-perl libsoap-lite-perl libarchive-zip-perl libgd-text-  
perl libnet-dns-perl libpdf-api2-perl libauthn-ntlm-perl libdbd-odbc-perl libjson-  
xs-perl libyaml-libyaml-perl libxml-libxml-perl libencode-hanextra-perl libxml-  
libxslt-perl libpdf-api2-simple-perl libmail-imapclient-perl libtemplate-perl  
libtext-csv-xs-perl libdbd-pg-perl libapache2-mod-perl2 libtemplate-perl libnet-dns-  
perl libnet-ldap-perl libio-socket-ssl-perl libmoo-perl
```

```
sudo apachectl -M | grep perl  
sudo a2enmod perl
```

3) OTRS

```
sudo useradd -d /opt/otrs -c 'OTRS user' otrs  
sudo usermod -aG www-data otrs  
id otrs  
sudo usermod -aG www-data otrs  
sudo apt-get install wget
```

```
wget http://ftp.otobo.org/pub/otrs/otrs-latest.tar.gz
```

[Ha cambiado el lugar del repositorio desde 2022, ahora esta en este nuevo lugar]

```
tar xvf otrs-latest.tar.gz
```

```
mv otrs-*/ otrs  
sudo mv otrs /opt  
sudo /opt/otrs/bin/otrs.CheckModules.pl
```

[Aqui todos los que no se instalen, instalar manualmente con p.ej. [apt-get install -y libdbd-odbc-perl,etc]

[Para validar que que installs faltan se debera correr ciclicamente este comando sudo /opt/otrs/bin/otrs.CheckModules.pl]

[Salir de este bucle hasta que todos los installs esten bien instalados (excepto el de Oracle que no se usa)]

```
apt-get install -y libarchive-zip-perl;  
apt-get install -y libdbd-odbc-perl;  
apt-get install -y libdbd-pg-perl;  
apt-get install -y libencode-hanextra-perl  
apt-get install -y libjson-xs-perl;  
apt-get install -y libmail-imapclient-perl;  
apt-get install -y libauthen-ntlm-perl;  
apt-get install -y libmoo-perl  
apt-get install -y libnet-dns-perl;  
apt-get install -y libnet-ldap-perl  
apt-get install -y libtemplate-perl;  
apt-get install -y libtext-csv-xs-perl  
apt-get install -y libxml-libxml-perl  
apt-get install -y libxml-libxslt-perl;  
apt-get install -y libyaml-libyaml-perl
```

```
sudo /opt/otrs/bin/otrs.CheckModules.pl
```

```
sudo cp /opt/otrs/Kernel/Config.pm.dist /opt/otrs/Kernel/Config.pm
sudo nano /opt/otrs/Kernel/Config.pm
```

[Dentro de este archivo de configuración Ajustar el password en esa linea]

```
# The password of database user. You also can use bin/otrs.Console.pl
Maint::Database::Password>
# for crypted passwords
$Self->{DatabasePw} = 'passwd';
```

```
sudo nano /opt/otrs/scripts/apache2-perl-startup.pl
```

[Descomentar estas lineas]

```
# enable this if you use postgresql
use DBD::Pg ();
use Kernel::System::DB::postgresql;
```

[Quitar comentarios]

```
use DBD::mysql ();
use Kernel::System::DB::mysql;
```

```
sudo /opt/otrs/bin/otrs.SetPermissions.pl --web-group=www-data
ls -ldh /opt/otrs/
```

```
sudo ln -s /opt/otrs/scripts/apache2-httpd.include.conf /etc/apache2/sites-enabled/otrs.conf
```

```
sudo perl -cw /opt/otrs/bin/cgi-bin/index.pl
sudo perl -cw /opt/otrs/bin/cgi-bin/customer.pl
sudo perl -cw /opt/otrs/bin/otrs.Console.pl
sudo systemctl restart apache2
sudo ufw allow 80
Open the URL
http://127.0.0.1/otrs/installer.pl
```

[Si durante la configuracion da error de 64 M correr el comando]

```
sudo tee /etc/mysql/mariadb.conf.d/otrs.cnf<<EOF
```

```
[mysqld]
```

```
max_allowed_packet=64M
```

```
query_cache_size=36M
```

```
innodb_log_file_size=256M
```

```
EOF
```

```
http://127.0.0.1/otrs/index.pl
root@localhost
xYrGrcBYvLmkdZNM
```