

INSTALLATION INSTRUCTION

Prerequisites:

- Ensure you have XAMPP installed on your system. If not, download and install it from [XAMPP official website](<https://www.apachefriends.org/index.html>).

Installation Steps:

1. Start XAMPP:

- Open XAMPP Control Panel.
- Start the Apache server and MySQL service.

2. Database Setup:

- Open your web browser and go to 'http://localhost/phpmyadmin'.
- Create a new database with same name of the sql name given.
- Import the SQL schema given inside sql code given.

3. File Placement:

- Place all your HTML, CSS, JavaScript, and PHP files related to the ticketing system inside the 'htdocs' folder in your XAMPP installation directory.

Typically, it's located at 'C:\xampp\htdocs' on Windows or '/Applications/XAMPP/htdocs' on macOS.

4. Database Configuration:

- check your xampp mysql port and Set mysql port to 3306 default is 3306 but incase check it and if it differs change it.

5. Accessing the Application:

- Open your web browser and go to 'http://localhost/Ticket' is the name of the folder where your ticketing system files are placed inside the 'htdocs' folder.

6. Testing:

- Test your application thoroughly to ensure all functionalities work as expected. Create tickets, check ticket status, and verify interactions with the MySQL database.

7. Troubleshooting:

- If you encounter any issues, check the Apache and MySQL logs in the XAMPP control panel for error messages. Also, ensure your PHP and MySQL configurations are correct.

By following these steps, you should have your Ticketing System web application up and running locally on your XAMPP server. Remember to secure your application and database by setting appropriate permissions, passwords, and user privileges before deploying it to a production environment.