

Installation of osTicket

1. First, download the version of osTicket with the following command.

```
# cd /tmp
```

```
# wget https://github.com/osTicket/osTicket/releases/download/v1.15.8/osTicket-v1.15.8.zip
```

2. Once the osTicket is downloaded, create a directory of osTicket and extract the downloaded file inside that directory.

```
# mkdir /var/www/osticket
```

3. unzip

```
# osTicket-v1.15.8.zip -d /var/www/osticket
```

4. Next, change the ownership and permission of the osTicket directory with the following command:

```
# chown -R www-data:www-data /var/www/osticket
```

```
# chmod -R 755 /var/www/osticket
```

Next, you will need to create an Apache virtual host configuration file for osTicket. You can create it with the following command.

```
# vim /etc/apache2/sites-available/osticket.conf
```

```
<VirtualHost *:80>
```

```
    ServerName tjot.gpuoncloud.com
```

```
    ServerAdmin admin@localhost
```

```
    DocumentRoot /var/www/osticket/upload
```

```
<Directory /var/www/osticket/upload>
```

```
    Require all granted
```

```
    Options FollowSymlinks
```

```
    AllowOverride All
```

```
</Directory>
```

```
ErrorLog ${APACHE_LOG_DIR}/osticket.error.log
```

```
CustomLog ${APACHE_LOG_DIR}/osticket.access.log combined
```

</VirtualHost>

5. Save and close the file when you are done. Then, activate the osTicket virtual host and enable the Apache rewrite module with the following command:

```
# a2ensite osticket.conf
```

```
# a2enmod rewrite
```



