

Configuración, instalación y funcionamiento de Osticket



Índice

1. Introducción

1.1. Que es OsTicket

1.2. Historia OsTicket

2. Instalación

3. Funcionamiento

4. Webgrafía

1. Introducción

1.1. Que es OsTicket

OsTicket es un sistema de gestión de tickets de código abierto, que se utiliza para la gestión de solicitudes de soporte técnico y atención al cliente. Es un software gratuito que permite a las empresas y organizaciones gestionar las solicitudes de soporte técnico de manera eficiente y efectiva.

Ofrece características avanzadas como la integración de correo electrónico, chat en vivo, formularios de contacto y redes sociales para permitir a los usuarios enviar solicitudes de soporte técnico y seguirlas en tiempo real. Además, el sistema incluye la automatización de procesos, el seguimiento de tiempos de respuesta y la generación de informes y estadísticas.

Es una aplicación de código abierto simple escrita principalmente usando el lenguaje de programación PHP, es una alternativa atractiva a otros sistemas de soporte al cliente que son mucho más costosos y complejos, ya que OsTicket es simple, ligero y fácil de instalar y usar.

1.2. Historia OsTicket

OsTicket fue desarrollado originalmente por el programador de software Isaac Sears en 2003. Sears creó la plataforma para su propia empresa de alojamiento web, con el objetivo de mejorar la eficiencia y la capacidad de respuesta del soporte técnico.

Sears decidió compartir su software con otros usuarios y lanzó OsTicket como un proyecto de código abierto.

2. Instalación

Primero debemos hacer los ajustes pertinentes como cambiar el nombre del equipo y configurar la red.

Cambiamos el nombre con nano /etc/hostname

```
GNU nano 5.4 /etc/hostname *
servidor

[ 1 línea leída ]
^G Ayuda      ^O Guardar    ^W Buscar     ^K Cortar     ^T Ejecutar   ^C Ubicación  ^M-U Deshacer
^X Salir      ^R Leer fich. ^_ Reemplazar  ^U Pegar      ^J Justificar ^_ Ir a línea ^M-E Rehacer
```

Configuramos la red con nano /etc/network/interfaces

```
GNU nano 5.4 /etc/network/interfaces *
# This file describes the network interfaces available on your system
# and how to activate them. For more information, see interfaces(5).

source /etc/network/interfaces.d/*

# The loopback network interface
auto lo
iface lo inet loopback

# The primary network interface
auto enp0s3
allow-hotplug enp0s3
iface enp0s3 inet static
address 172.16.0.10/16
gateway 172.16.0.1

^G Ayuda      ^O Guardar    ^W Buscar     ^K Cortar     ^T Ejecutar   ^C Ubicación  ^M-U Deshacer
^X Salir      ^R Leer fich. ^_ Reemplazar  ^U Pegar      ^J Justificar ^_ Ir a línea ^M-E Rehacer
```

Configuramos los dns con nano /etc/resolv.conf

```
GNU nano 5.4 /etc/resolv.conf *
nameserver 172.16.0.10
nameserver 8.8.8.8

Nombre del fichero a escribir: /etc/resolv.conf
^G Ayuda      M-D Formato DOS  M-A Añadir      M-B Respalda fichero
^C Cancelar   M-M Formato Mac  M-P Anteponer   ^T Navegar
```

Configuramos el fichero nano /etc/hosts

```
GNU nano 5.4 /etc/hosts *
127.0.0.1    localhost
172.16.0.10  servidor_

# The following lines are desirable for IPv6 capable hosts
::1          localhost ip6-localhost ip6-loopback
ff02::1      ip6-allnodes
ff02::2      ip6-allrouters

^G Ayuda      ^O Guardar      ^W Buscar      ^K Cortar      ^T Ejecutar      ^C Ubicación    M-U Deshacer
^X Salir      ^R Leer fich.   ^N Reemplazar   ^U Pegar       ^J Justificar    ^_ Ir a línea    M-E Rehacer
```

Reiniciamos la red con `systemctl restart networking` y reiniciamos la máquina.

Configuramos los repositorios con nano /etc/apt/sources.list y los actualizamos con apt update

```
GNU nano 5.4 /etc/apt/sources.list *
# deb cdrom:[Debian GNU/Linux 11.5.0 _Bullseye_ - Official amd64 DVD Binary-1 20220910-10:40]/ bull>
deb http://security.debian.org/debian-security bullseye-security main contrib
#deb-src http://security.debian.org/debian-security bullseye-security main contrib

# bullseye-updates, to get updates before a point release is made;
# see https://www.debian.org/doc/manuals/debian-reference/ch02.en.html#_updates_and_backports
# A network mirror was not selected during install. The following entries
# are provided as examples, but you should amend them as appropriate
# for your mirror of choice.
#
deb http://deb.debian.org/debian/ bullseye-updates main contrib non-free
deb http://deb.debian.org/debian/ bullseye main contrib non-free
# deb-src http://deb.debian.org/debian/ bullseye-updates main contrib

Nombre del fichero a escribir: /etc/apt/sources.list
^G Ayuda          M-D Formato DOS  M-A Añadir       M-B Respalda fichero
^C Cancelar      M-M Formato Mac  M-P Anteponer    ^T Navegar
```

Instalamos el servicio apache2

```
Configurando apache2-utils (2.4.56-1~deb11u2) ...
Configurando apache2-bin (2.4.56-1~deb11u2) ...
Configurando apache2 (2.4.56-1~deb11u2) ...
Enabling module mpm_event.
Enabling module authz_core.
Enabling module authz_host.
Enabling module authn_core.
Enabling module auth_basic.
Enabling module access_compat.
Enabling module authn_file.
Enabling module authz_user.
Enabling module alias.
Enabling module dir.
Enabling module autoindex.
Enabling module env.
Enabling module mime.
Enabling module negotiation.
Enabling module setenvif.
Enabling module filter.
Enabling module deflate.
Enabling module status.
Enabling module reqtimeout.
Enabling conf charset.
Enabling conf localized-error-pages.
Enabling conf other-vhosts-access-log.
Enabling conf security.
Enabling conf serve-cgi-bin.
Enabling site 000-default.
Created symlink /etc/systemd/system/multi-user.target.wants/apache2.service → /lib/systemd/system/ap
ache2.service.
Created symlink /etc/systemd/system/multi-user.target.wants/apache-htcacheclean.service → /lib/syste
md/system/apache-htcacheclean.service.
Procesando disparadores para man-db (2.9.4-2) ...
Procesando disparadores para libc-bin (2.31-13+deb11u6) ...
root@servidor:~# apt install apache2
```

Habilitamos el servicio y comprobamos su estado

```
root@servidor:~# sudo systemctl enable --now apache2
Synchronizing state of apache2.service with SysV service script with /lib/systemd/systemd-sysv-install.
Executing: /lib/systemd/systemd-sysv-install enable apache2
root@servidor:~# 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 2023-05-05 13:38:38 CEST; 15min ago
     Docs: https://httpd.apache.org/docs/2.4/
   Main PID: 13418 (apache2)
    Tasks: 55 (limit: 1132)
   Memory: 9.1M
      CPU: 48ms
   CGroup: /system.slice/apache2.service
           └─13418 /usr/sbin/apache2 -k start
             └─13420 /usr/sbin/apache2 -k start
               └─13421 /usr/sbin/apache2 -k start

may 05 13:38:38 servidor systemd[1]: Starting The Apache HTTP Server...
may 05 13:38:38 servidor apachectl[13417]: AH00558: apache2: Could not reliably determine the server's fully qualified domain name, please see the README file for tips on how to set this.
may 05 13:38:38 servidor systemd[1]: Started The Apache HTTP Server.
root@servidor:~# _
```

Instalamos php 8.0 necesario para las nuevas versiones:

```
No se encontró ningún archivo de esquemas: no se hace nada.
Configurando libpackagekit-glib2-18:amd64 (1.2.2-2) ...
Configurando libunwind8:amd64 (1.3.2-2) ...
Configurando libglib2.0-data (2.66.8-1) ...
Configurando python3-software-properties (0.96.20.2-2.1) ...
Configurando shared-mime-info (2.0-1) ...
Configurando libgirepository-1.0-1:amd64 (1.66.1-1+b1) ...
Configurando libstemmer0d:amd64 (2.1.0-1) ...
Configurando python3-distro-info (1.0) ...
Configurando libpolkit-gobject-1-0:amd64 (0.105-31+deb11u1) ...
Configurando libgstreamer1.0-0:amd64 (1.18.4-2.1) ...
Setcap worked! gst-ptp-helper is not suid!
Configurando python3-dbus (1.2.16-5) ...
Configurando libglib2.0-bin (2.66.8-1) ...
Configurando libappstream4:amd64 (0.14.4-1) ...
Configurando unattended-upgrades (2.8) ...

Creating config file /etc/apt/apt.conf.d/50unattended-upgrades with new version
Created symlink /etc/systemd/system/multi-user.target.wants/unattended-upgrades.service → /lib/systemd/system/unattended-upgrades.service.
Synchronizing state of unattended-upgrades.service with SysV service script with /lib/systemd/systemd-sysv-install.
Executing: /lib/systemd/systemd-sysv-install enable unattended-upgrades
Configurando gir1.2-glib-2.0:amd64 (1.66.1-1+b1) ...
Configurando libpolkit-agent-1-0:amd64 (0.105-31+deb11u1) ...
Configurando policykit-1 (0.105-31+deb11u1) ...
Configurando gir1.2-packagekit-glib-1.0 (1.2.2-2) ...
Configurando python3-gi (3.38.0-2) ...
Configurando packagekit (1.2.2-2) ...
Created symlink /etc/systemd/user/sockets.target.wants/pk-debconf-helper.socket → /usr/lib/systemd/user/pk-debconf-helper.socket.
Configurando packagekit-tools (1.2.2-2) ...
Configurando software-properties-common (0.96.20.2-2.1) ...
Procesando disparadores para libc-bin (2.31-13+deb11u6) ...
Procesando disparadores para man-db (2.9.4-2) ...
Procesando disparadores para dbus (1.12.24-0+deb11u1) ...
root@servidor:~# apt-get install ca-certificates apt-transport-https software-properties-common -y_
```

```
echo "deb https://packages.sury.org/php/ $(lsb_release -sc) main" | tee
/etc/apt/sources.list.d/sury-php.list
wget -qO - https://packages.sury.org/php/apt.gpg | apt-key add -
```

Ahora ya podemos ejecutar el comando apt-get install php8.0:

```
Creating config file /etc/php/8.0/mods-available/sockets.ini with new version
Creating config file /etc/php/8.0/mods-available/sysvmsg.ini with new version
Creating config file /etc/php/8.0/mods-available/sysvsem.ini with new version
Creating config file /etc/php/8.0/mods-available/sysvshm.ini with new version
Creating config file /etc/php/8.0/mods-available/tokenizer.ini with new version
Configurando php8.0-readline (1:8.0.28-1+0~20230409.51+debian11~1.gbp452b35) ...
Creating config file /etc/php/8.0/mods-available/readline.ini with new version
Configurando php8.0-opcache (1:8.0.28-1+0~20230409.51+debian11~1.gbp452b35) ...
Creating config file /etc/php/8.0/mods-available/opcache.ini with new version
Configurando php8.0-cli (1:8.0.28-1+0~20230409.51+debian11~1.gbp452b35) ...
update-alternatives: utilizando /usr/bin/php8.0 para proveer /usr/bin/php (php) en modo automático
update-alternatives: utilizando /usr/bin/phar8.0 para proveer /usr/bin/phar (phar) en modo automático
update-alternatives: utilizando /usr/bin/phar.phar8.0 para proveer /usr/bin/phar.phar (phar.phar) en
modo automático
Creating config file /etc/php/8.0/cli/php.ini with new version
Configurando libapache2-mod-php8.0 (1:8.0.28-1+0~20230409.51+debian11~1.gbp452b35) ...
Creating config file /etc/php/8.0/apache2/php.ini with new version
Module mpm_event disabled.
Enabling module mpm_prefork.
apache2_switch_mpm Switch to prefork
apache2_invoke: Enable module php8.0
Configurando php8.0 (1:8.0.28-1+0~20230409.51+debian11~1.gbp452b35) ...
Procesando disparadores para man-db (2.9.4-2) ...
Procesando disparadores para libc-bin (2.31-13+deb11u6) ...
Procesando disparadores para php8.0-cli (1:8.0.28-1+0~20230409.51+debian11~1.gbp452b35) ...
Procesando disparadores para libapache2-mod-php8.0 (1:8.0.28-1+0~20230409.51+debian11~1.gbp452b35) .
..
root@servidor:~# apt-get install php8.0
```

Verificamos la versión con: php -v

Instalamos las extensiones de php necesarias


```

Configurando php8.2-xml (8.2.5-1+0~20230414.19+debian11~1.gbpbe24a6) ...
Creating config file /etc/php/8.2/mods-available/dom.ini with new version
Creating config file /etc/php/8.2/mods-available/simplexml.ini with new version
Creating config file /etc/php/8.2/mods-available/xml.ini with new version
Creating config file /etc/php/8.2/mods-available/xmlreader.ini with new version
Creating config file /etc/php/8.2/mods-available/xmlwriter.ini with new version
Creating config file /etc/php/8.2/mods-available/xsl.ini with new version
Configurando libgav1-0:amd64 (0.16.0-5) ...
Configurando libapache2-mod-php8.2 (8.2.5-1+0~20230414.19+debian11~1.gbpbe24a6) ...

Creating config file /etc/php/8.2/apache2/php.ini with new version
libapache2-mod-php8.2: php8.0 module already enabled, not enabling PHP 8.2
Configurando php-zip (2:8.2+93+0~20230409.46+debian11~1.gbpb4db4cc) ...
Configurando libfontconfig1:amd64 (2.13.1-4.2) ...
Configurando php-tokenizer (1.2.0-1) ...
Configurando libavif9:amd64 (0.8.4-2+deb11u1) ...
Configurando php-xml (2:8.2+93+0~20230409.46+debian11~1.gbpb4db4cc) ...
Configurando libheif1:amd64 (1.11.0-1) ...
Configurando php8.2 (8.2.5-1+0~20230414.19+debian11~1.gbpbe24a6) ...
Configurando libgd3:amd64 (2.3.3-9+0~20230207.13+debian11~1.gbp649015) ...
Configurando php8.2-gd (8.2.5-1+0~20230414.19+debian11~1.gbpbe24a6) ...

Creating config file /etc/php/8.2/mods-available/gd.ini with new version
Configurando php-gd (2:8.2+93+0~20230409.46+debian11~1.gbpb4db4cc) ...
Configurando php (2:8.2+93+0~20230409.46+debian11~1.gbpb4db4cc) ...
Procesando disparadores para man-db (2.9.4-2) ...
Procesando disparadores para libc-bin (2.31-13+deb11u6) ...
Procesando disparadores para php8.2-cli (8.2.5-1+0~20230414.19+debian11~1.gbpbe24a6) ...
Procesando disparadores para libapache2-mod-php8.2 (8.2.5-1+0~20230414.19+debian11~1.gbpbe24a6) ...
root@servidor:~# apt-get install php php-common php-xml php-gd php-mbstring php-tokenizer php-json php-bcmath php-zip -y

```

Instalamos mariadb-server para crear una base de datos

```

Configurando libhtml-tagset-perl (3.20-4) ...
Configurando liblwp-mediatypes-perl (6.04-1) ...
Configurando libfcgi-bin (2.4.2-2) ...
Configurando libencode-locale-perl (1.05-1.1) ...
Configurando libsnappy1v5:amd64 (1.1.8-1) ...
Configurando libwrap0:amd64 (7.6.q-31) ...
Configurando socat (1.7.4.1-3) ...
Configurando libio-html-perl (1.004-2) ...
Configurando libmariadb3:amd64 (1:10.5.19-0+deb11u2) ...
Configurando libtimedate-perl (2.3300-2) ...
Configurando libfcgi-perl:amd64 (0.79+ds-2) ...
Configurando libterm-readkey-perl (2.38-1+b2) ...
Configurando libaio1:amd64 (0.3.112-9) ...
Configurando liburi-perl (5.08-1) ...
Configurando libdbi-perl:amd64 (1.643-3+b1) ...
Configurando rsync (3.2.3-4+deb11u1) ...
Created symlink /etc/systemd/system/multi-user.target.wants/rsync.service → /lib/systemd/system/rsync.service.
Configurando mariadb-server-core-10.5 (1:10.5.19-0+deb11u2) ...
Configurando libhttp-date-perl (6.05-1) ...
Configurando libdbd-mariadb-perl (1.21-3) ...
Configurando mariadb-client-core-10.5 (1:10.5.19-0+deb11u2) ...
Configurando mariadb-client-10.5 (1:10.5.19-0+deb11u2) ...
Configurando libhtml-parser-perl (3.75-1+b1) ...
Configurando libhttp-message-perl (6.28-1) ...
Configurando libcgi-pm-perl (4.51-1) ...
Configurando libhtml-template-perl (2.97-1.1) ...
Configurando mariadb-server-10.5 (1:10.5.19-0+deb11u2) ...
Created symlink /etc/systemd/system/multi-user.target.wants/mariadb.service → /lib/systemd/system/mariadb.service.
Configurando mariadb-server (1:10.5.19-0+deb11u2) ...
Configurando libcgi-fast-perl (1:2.15-1) ...
Procesando disparadores para man-db (2.9.4-2) ...
Procesando disparadores para libc-bin (2.31-13+deb11u6) ...
root@servidor:~# apt install mariadb-server

```

Securizamos la base de datos con: mysql_secure_installation

```
mariadb.service.
Configurando mariadb-server (1:10.5.19-0+deb11u2) ...
Configurando libcgi-fast-perl (1:2.15-1) ...
Procesando disparadores para man-db (2.9.4-2) ...
Procesando disparadores para libc-bin (2.31-13+deb11u6) ...
root@servidor:~# mysql_secure_installation

NOTE: RUNNING ALL PARTS OF THIS SCRIPT IS RECOMMENDED FOR ALL MariaDB
      SERVERS IN PRODUCTION USE!  PLEASE READ EACH STEP CAREFULLY!

In order to log into MariaDB to secure it, we'll need the current
password for the root user. If you've just installed MariaDB, and
haven't set the root password yet, you should just press enter here.

Enter current password for root (enter for none):
OK, successfully used password, moving on...

Setting the root password or using the unix_socket ensures that nobody
can log into the MariaDB root user without the proper authorisation.

You already have your root account protected, so you can safely answer 'n'.

Switch to unix_socket authentication [Y/n] n
... skipping.

You already have your root account protected, so you can safely answer 'n'.

Change the root password? [Y/n] n
... skipping.

By default, a MariaDB installation has an anonymous user, allowing anyone
to log into MariaDB without having to have a user account created for
them. This is intended only for testing, and to make the installation
go a bit smoother. You should remove them before moving into a
production environment.

Remove anonymous users? [Y/n]
```

```
to log into MariaDB without having to have a user account created for
them. This is intended only for testing, and to make the installation
go a bit smoother. You should remove them before moving into a
production environment.

Remove anonymous users? [Y/n] y
... Success!

Normally, root should only be allowed to connect from 'localhost'. This
ensures that someone cannot guess at the root password from the network.

Disallow root login remotely? [Y/n] Y
... Success!

By default, MariaDB comes with a database named 'test' that anyone can
access. This is also intended only for testing, and should be removed
before moving into a production environment.

Remove test database and access to it? [Y/n] y
- Dropping test database...
... Success!
- Removing privileges on test database...
... Success!

Reloading the privilege tables will ensure that all changes made so far
will take effect immediately.

Reload privilege tables now? [Y/n] y
... Success!

Cleaning up...

All done! If you've completed all of the above steps, your MariaDB
installation should now be secure.

Thanks for using MariaDB!
root@servidor:~# _
```

Luego de securizar, creamos la base de datos

```
root@servidor:~# mysql
Welcome to the MariaDB monitor.  Commands end with ; or \g.
Your MariaDB connection id is 36
Server version: 10.5.19-MariaDB-0+deb11u2 Debian 11

Copyright (c) 2000, 2018, Oracle, MariaDB Corporation Ab and others.

Type 'help;' or '\h' for help. Type '\c' to clear the current input statement.

MariaDB [(none)]> CREATE DATABASE basedatos;
Query OK, 1 row affected (0,000 sec)

MariaDB [(none)]> GRANT ALL PRIVILEGES ON yourdb.* TO usuario@localhost IDENTIFIED BY "abc123.";
Query OK, 0 rows affected (0,016 sec)

MariaDB [(none)]> FLUSH PRIVILEGES;
Query OK, 0 rows affected (0,000 sec)

MariaDB [(none)]> QUIT;
Bye
root@servidor:~#
```

Instalamos la herramienta unzip

```
root@servidor:~# apt install curl unzip wget -y
Leyendo lista de paquetes... Hecho
Creando árbol de dependencias... Hecho
Leyendo la información de estado... Hecho
wget ya está en su versión más reciente (1.21-1+deb11u1).
Paquetes sugeridos:
  zip
Se instalarán los siguientes paquetes NUEVOS:
  curl unzip
0 actualizados, 2 nuevos se instalarán, 0 para eliminar y 2 no actualizados.
Se necesita descargar 442 kB de archivos.
Se utilizarán 834 kB de espacio de disco adicional después de esta operación.
Des:1 http://security.debian.org/debian-security bullseye-security/main amd64 curl amd64 7.74.0-1.3+deb11u7 [270 kB]
Des:2 http://security.debian.org/debian-security bullseye-security/main amd64 unzip amd64 6.0-26+deb11u1 [172 kB]
Descargados 442 kB en 0s (1.906 kB/s)
Seleccionando el paquete curl previamente no seleccionado.
(Leyendo la base de datos ... 36793 ficheros o directorios instalados actualmente.)
Preparando para desempaquetar .../curl_7.74.0-1.3+deb11u7_amd64.deb ...
Desempaquetando curl (7.74.0-1.3+deb11u7) ...
Seleccionando el paquete unzip previamente no seleccionado.
Preparando para desempaquetar .../unzip_6.0-26+deb11u1_amd64.deb ...
Desempaquetando unzip (6.0-26+deb11u1) ...
Configurando unzip (6.0-26+deb11u1) ...
Configurando curl (7.74.0-1.3+deb11u7) ...
Procesando disparadores para man-db (2.9.4-2) ...
Procesando disparadores para mailcap (3.69) ...
root@servidor:~# _
```

Instalamos la última versión de OsTicket

```
3.zip -p /tmp
--2023-05-05 17:14:58-- https://github.com/osTicket/osTicket/releases/download/v1.17.3/osTicket-v1.17.3.zip
Resolviendo github.com (github.com)... 140.82.121.3
Conectando con github.com (github.com)[140.82.121.3]:443... conectado.
Petición HTTP enviada, esperando respuesta... 302 Found
Localización: https://objects.githubusercontent.com/github-production-release-asset-2e65be/12063996/96bdd80b-2660-4b63-b661-b934f2b4e5ce?X-Amz-Algorithm=AWS4-HMAC-SHA256&X-Amz-Credential=AKIAIWNJYAX4CSVEH53A%2F20230505%2Fus-east-1%2Fs3%2Faws4_request&X-Amz-Date=20230505T151459Z&X-Amz-Expires=300&X-Amz-Signature=584614b86020dca69a3b6b2003d8f8eae787e14739cff4bff52048361cde4881&X-Amz-SignedHeaders=host&actor_id=0&key_id=0&repo_id=12063996&response-content-disposition=attachment%3B%20filename%3DosTicket-v1.17.3.zip&response-content-type=application%2Foctet-stream [siguiendo]
--2023-05-05 17:14:59-- https://objects.githubusercontent.com/github-production-release-asset-2e65be/12063996/96bdd80b-2660-4b63-b661-b934f2b4e5ce?X-Amz-Algorithm=AWS4-HMAC-SHA256&X-Amz-Credential=AKIAIWNJYAX4CSVEH53A%2F20230505%2Fus-east-1%2Fs3%2Faws4_request&X-Amz-Date=20230505T151459Z&X-Amz-Expires=300&X-Amz-Signature=584614b86020dca69a3b6b2003d8f8eae787e14739cff4bff52048361cde4881&X-Amz-SignedHeaders=host&actor_id=0&key_id=0&repo_id=12063996&response-content-disposition=attachment%3B%20filename%3DosTicket-v1.17.3.zip&response-content-type=application%2Foctet-stream
Resolviendo objects.githubusercontent.com (objects.githubusercontent.com)... 185.199.110.133, 185.199.111.133, 185.199.109.133, ...
Conectando con objects.githubusercontent.com (objects.githubusercontent.com)[185.199.110.133]:443... conectado.
Petición HTTP enviada, esperando respuesta... 200 OK
Longitud: 54240092 (52M) [application/octet-stream]
Grabando a: «github.com/osTicket/osTicket/releases/download/v1.17.3/osTicket-v1.17.3.zip»

github.com/osTicket/osTi 100%[=====>] 51,73M 49,6MB/s en 1,0s

2023-05-05 17:15:01 (49,6 MB/s) - «github.com/osTicket/osTicket/releases/download/v1.17.3/osTicket-v1.17.3.zip» guardado [54240092/54240092]

/tmp: Falta esquema.
ACABADO --2023-05-05 17:15:01--
Tiempo total de reloj: 2,1s
Descargados: 1 ficheros, 52M en 1,0s (49,6 MB/s)
root@servidor:~# wget https://github.com/osTicket/osTicket/releases/download/v1.17.3/osTicket-v1.17.3.zip -p /tmp
```

En el comando anterior es -P (en mayúscula) ya que sino nos dará error a descomprimir

Creamos un directorio para guardar los archivos: `mkdir /var/www/html/osticket`

Descomprimos la carpeta zip: `unzip -qd /var/www/html/osticket /tmp/osTicket-v1.15.4.zip`

Con `ls -l /var/www/html/osticket/` nos aseguramos que haya dos ficheros llamados scripts y uploads

Ejecutamos la siguiente imagen

```
root@servidor:~# cd /var/www/html/osticket/upload/include
root@servidor:/var/www/html/osticket/upload/include# cp ost-sampleconfig.php ost-config.php
root@servidor:/var/www/html/osticket/upload/include# chmod 0666 /var/www/html/osticket/upload/include/ost-config.php
root@servidor:/var/www/html/osticket/upload/include#
```

Editamos el siguiente fichero

```
GNU nano 5.4 /etc/apache2/sites-available/osticket.conf
<VirtualHost *:80>
    ServerName midominio.local
    ServerAdmin www.midominio.local
    DocumentRoot /var/www/html/osticket/upload

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

[14 líneas leídas]

| | | | | | | |
|----------|---------------|---------------|-----------|---------------|---------------|--------------|
| ^G Ayuda | ^O Guardar | ^W Buscar | ^K Cortar | ^T Ejecutar | ^C Ubicación | M-U Deshacer |
| ^X Salir | ^R Leer fich. | ^N Reemplazar | ^U Pegar | ^J Justificar | ^_ Ir a línea | M-E Rehacer |

Aseguramos la sintaxis del fichero

```
ServerName midominio.local
ServerAdmin www.midominio.local
DocumentRoot /var/www/html/osticket/upload

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

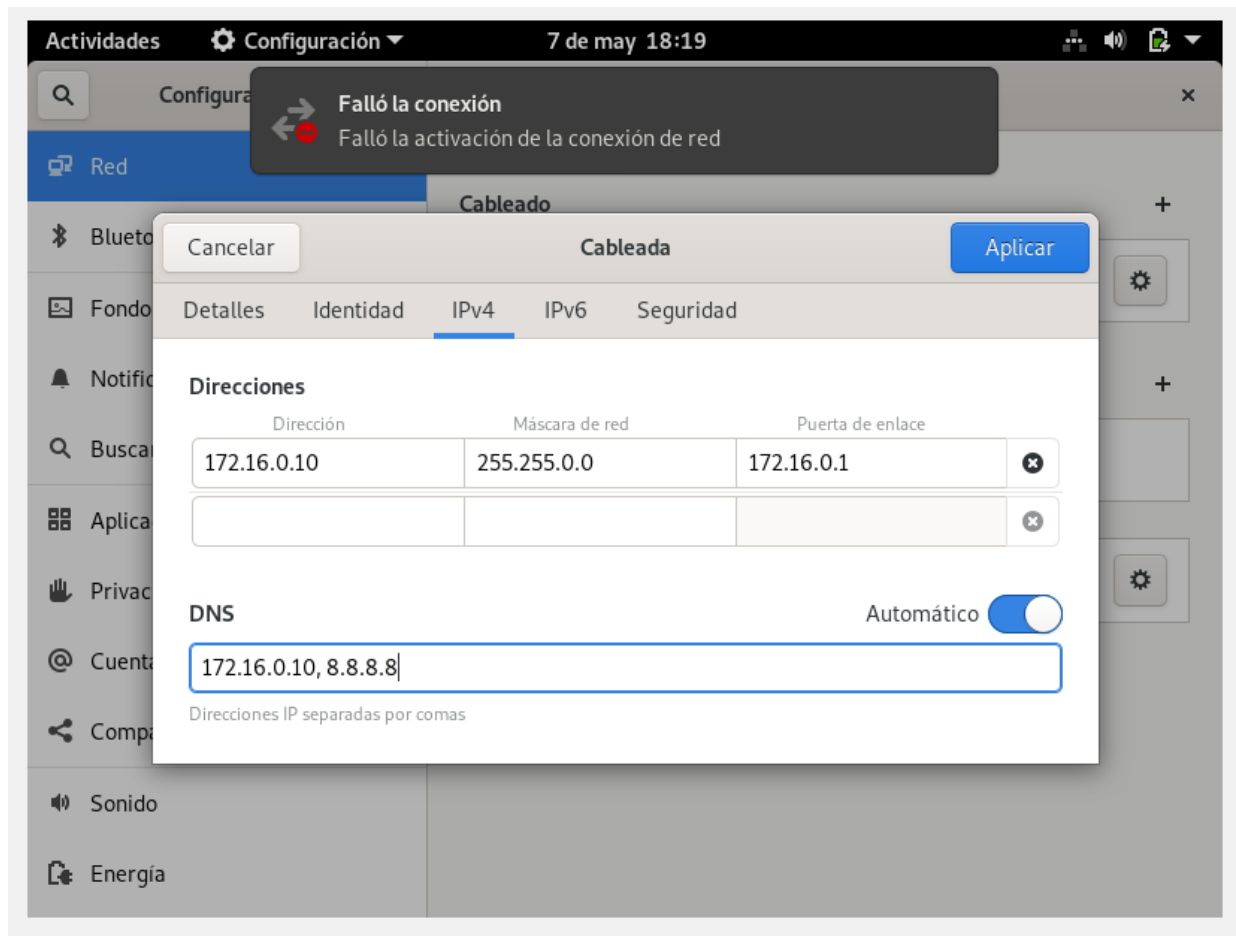
ErrorLog ${APACHE_LOG_DIR}/osticket.error.log
CustomLog ${APACHE_LOG_DIR}/osticket.access.log combined
</VirtualHost>
```

```
root@servidor:/var/www/html/osticket/upload/include# apachectl -t
Syntax OK
root@servidor:/var/www/html/osticket/upload/include# _
```

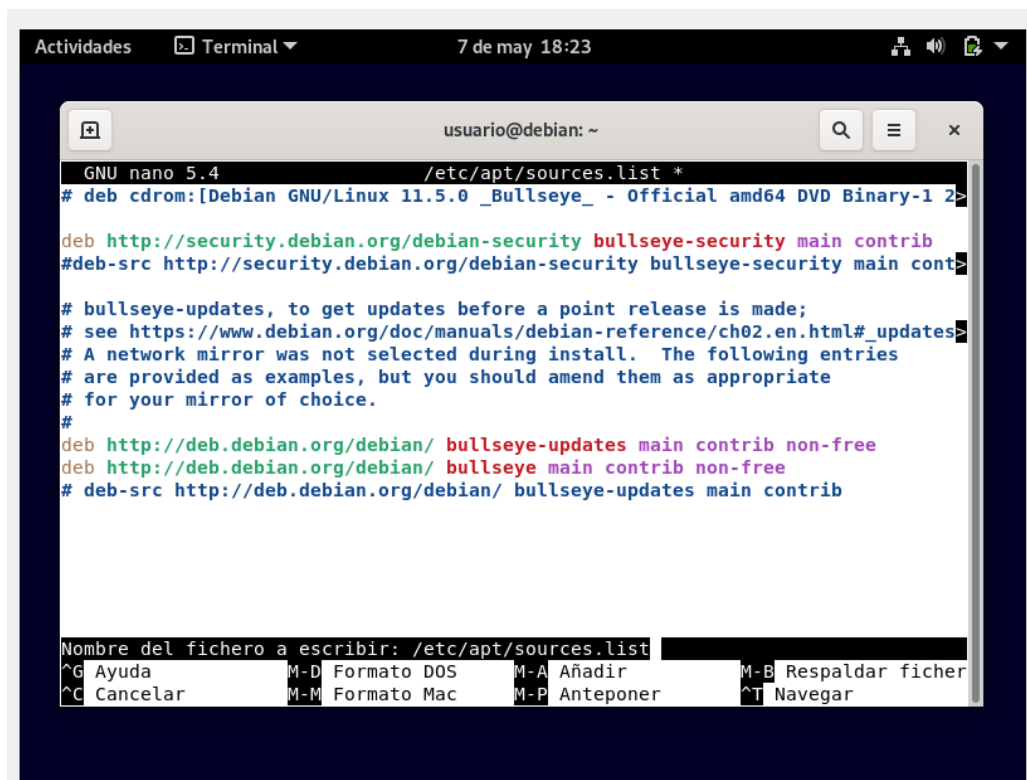
Editamos estos ajustes de apache

```
root@servidor:/var/www/html/osticket/upload/include# a2dissite 000-default.conf
Site 000-default disabled.
To activate the new configuration, you need to run:
    systemctl reload apache2
root@servidor:/var/www/html/osticket/upload/include# a2ensite osticket.conf
Enabling site osticket.
To activate the new configuration, you need to run:
    systemctl reload apache2
root@servidor:/var/www/html/osticket/upload/include# systemctl restart apache2
root@servidor:/var/www/html/osticket/upload/include#
```

Configuramos la red del cliente

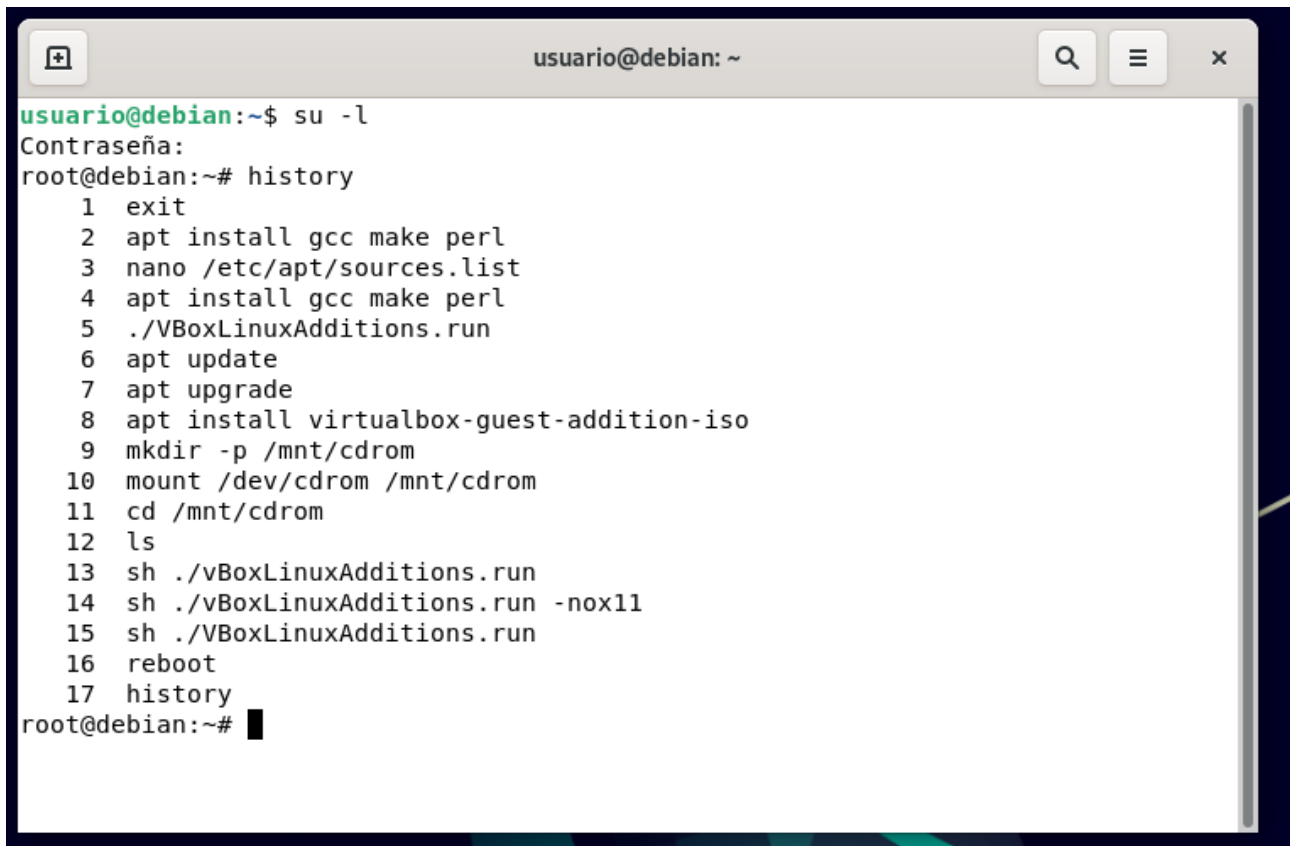


Configuramos los repositorios



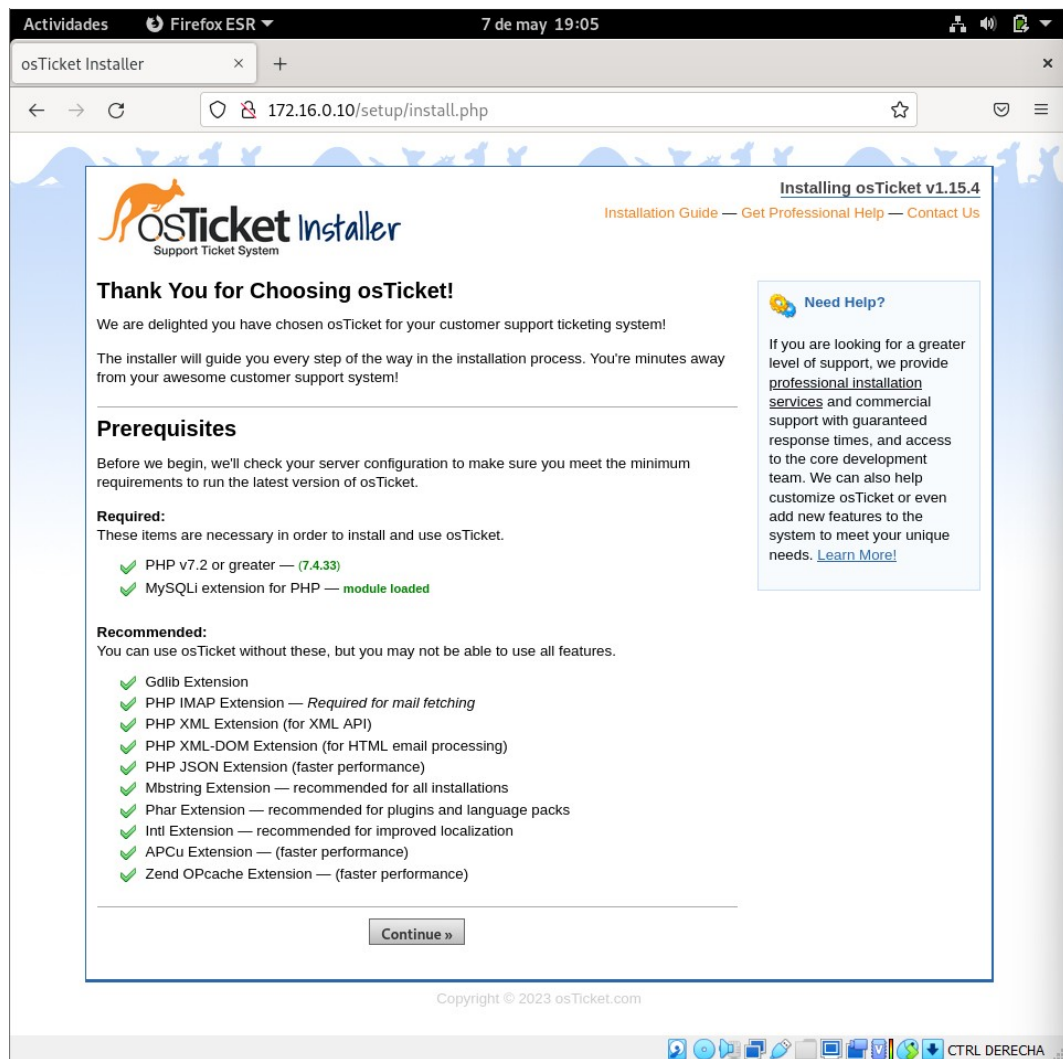
Ejecutamos apt update

Paso 9 a 11 y paso 15 de la siguiente imagen para instalar Guest Additions

A terminal window titled 'usuario@debian: ~' with search, menu, and close buttons. The prompt is 'usuario@debian:~\$'. The user enters 'su -l', followed by a password prompt 'Contraseña:'. The prompt changes to 'root@debian:~#'. The user enters 'history', which lists 17 commands: 1 exit, 2 apt install gcc make perl, 3 nano /etc/apt/sources.list, 4 apt install gcc make perl, 5 ./VBoxLinuxAdditions.run, 6 apt update, 7 apt upgrade, 8 apt install virtualbox-guest-addition-iso, 9 mkdir -p /mnt/cdrom, 10 mount /dev/cdrom /mnt/cdrom, 11 cd /mnt/cdrom, 12 ls, 13 sh ./vBoxLinuxAdditions.run, 14 sh ./vBoxLinuxAdditions.run -nox11, 15 sh ./VBoxLinuxAdditions.run, 16 reboot, 17 history. The prompt returns to 'root@debian:~#' with a cursor.

```
usuario@debian:~$ su -l
Contraseña:
root@debian:~# history
 1 exit
 2 apt install gcc make perl
 3 nano /etc/apt/sources.list
 4 apt install gcc make perl
 5 ./VBoxLinuxAdditions.run
 6 apt update
 7 apt upgrade
 8 apt install virtualbox-guest-addition-iso
 9 mkdir -p /mnt/cdrom
10 mount /dev/cdrom /mnt/cdrom
11 cd /mnt/cdrom
12 ls
13 sh ./vBoxLinuxAdditions.run
14 sh ./vBoxLinuxAdditions.run -nox11
15 sh ./VBoxLinuxAdditions.run
16 reboot
17 history
root@debian:~#
```

Nos conectamos por <http://172.16.0.10> y nos debería salir la siguiente imagen si todo ha ido bien



Rellenamos los datos del siguiente formularios

osTicket Basic Installation

Please fill out the information below to continue your osTicket installation. All fields are required.

System Settings

The URL of your helpdesk, its name, and the default system email address

Helpdesk URL:

Helpdesk Name:

Default Email:

Primary Language:

Admin User

Your primary administrator account - you can add more users later.

First Name:

Last Name:

Email Address:

Username:

Password:

Retype Password:

Database Settings

Database connection information

MySQL Table Prefix:

ost_?

MySQL Hostname:

localhost?

MySQL Database:

basedatos?

MySQL Username:

usuario?

MySQL Password:

.....?

Install Now

Need Help?

 We provide [professional installation services](#) and commercial support. [Learn More!](#)

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Luego de instalar osticket, hacemos estas modificaciones en los ficheros

Debian cmd [Corriendo] - Oracle VM VirtualBox

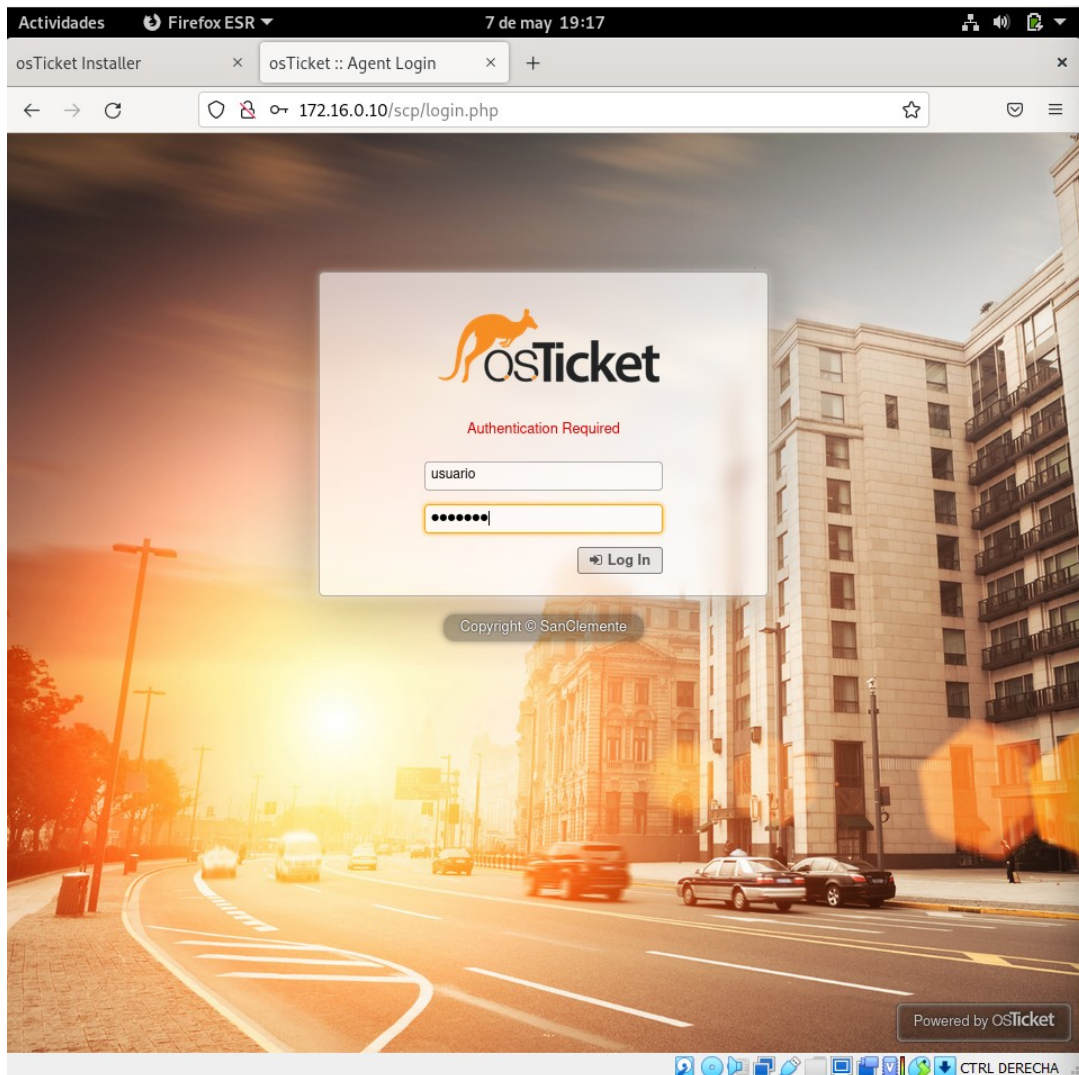
Archivo Máquina Ver Entrada Dispositivos Ayuda

root@servidor:/# chmod 0644 /var/www/html/osticket/upload/include/ost-config.php
root@servidor:/# rm -rf /var/www/html/osticket/upload/setup
root@servidor:/#

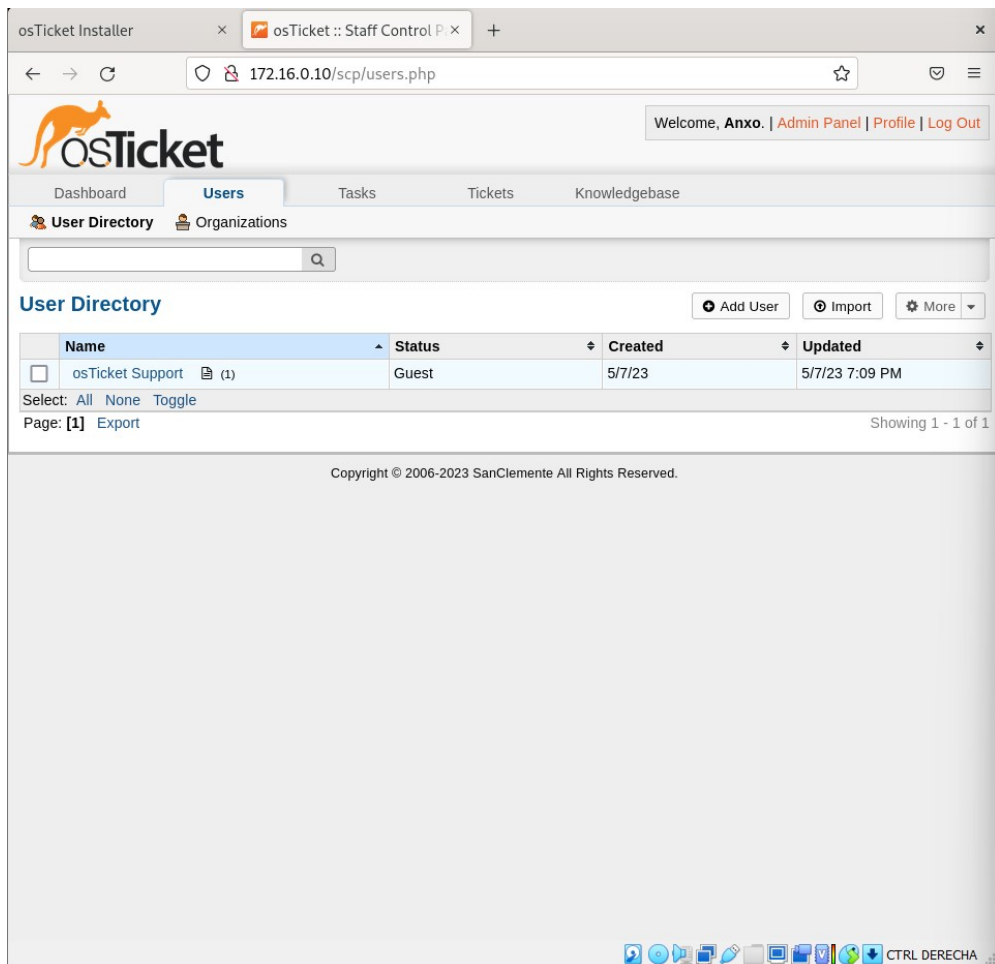
CTRL DERECHA

3. Funcionamiento

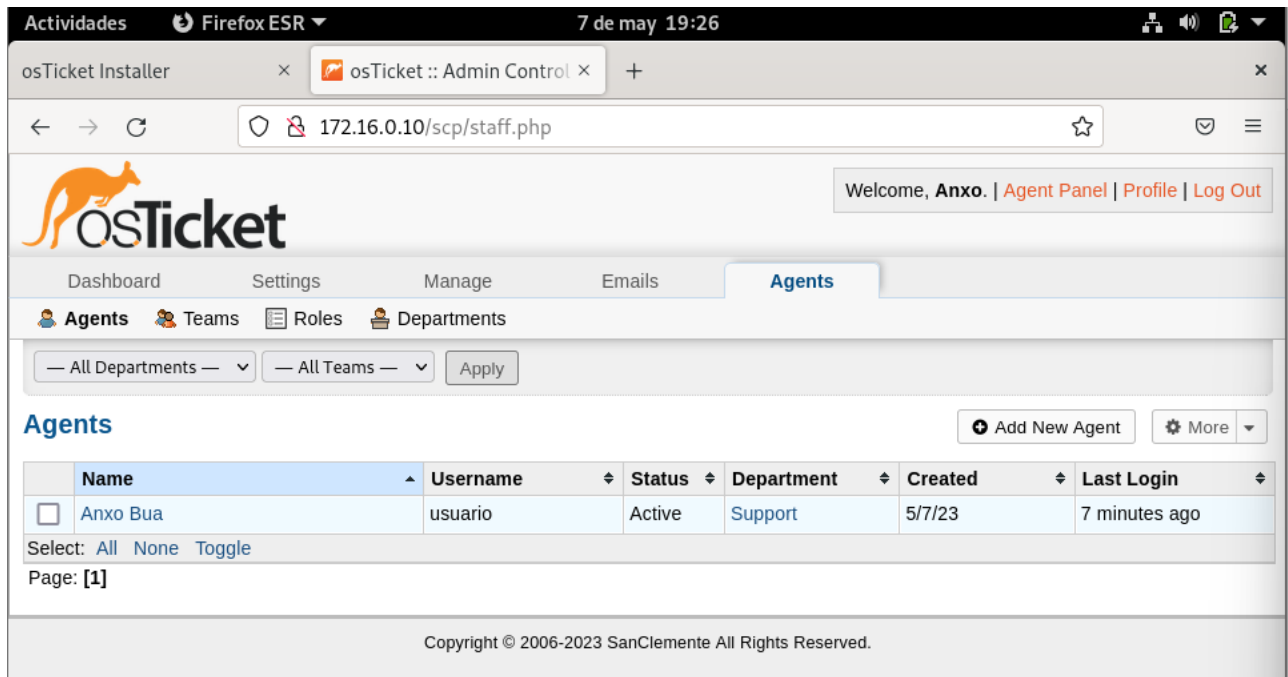
Nos logueamos en Osticket



Una vez dentro podemos observar los usuarios, los tickets enviados, las tareas, etc.



Entramos en el panel de administración y configuramos todo a nuestro gusto
Podemos asignar agentes, crear equipos, roles y departamentos.



Clasificar distintos emails añadiéndolos o eliminándolos

The screenshot shows the osTicket Admin Control Panel in a Firefox ESR browser. The address bar displays `172.16.0.10/scp/emails.php`. The page title is "Email Addresses" and it includes a table with columns: Email, Priority, Department, Created, and Last Updated. There are three email addresses listed, all with a priority of "Normal" and a department of "Support". The "Created" date for all is "5/7/23". The "Last Updated" time is "5/7/23 7:09 PM".

| | Email | Priority | Department | Created | Last Updated |
|--------------------------|--|----------|------------|---------|----------------|
| <input type="checkbox"/> | Support <a22anxoba@iessanclemente.net> (Default) | Normal | Support | 5/7/23 | 5/7/23 7:09 PM |
| <input type="checkbox"/> | osTicket Alerts <alerts@iessanclemente.net> | Normal | Support | 5/7/23 | 5/7/23 7:09 PM |
| <input type="checkbox"/> | noreply@iessanclemente.net | Normal | Support | 5/7/23 | 5/7/23 7:09 PM |

Below the table, there are links for "Select: All None Toggle" and "Page: [1]". At the bottom, a copyright notice reads: "Copyright © 2006-2023 SanClemente All Rights Reserved."

Entrando de nuevo en <http://172.16.0.10>, podemos enviar los tickets

The screenshot shows the osTicket Support Center user interface in a browser. The address bar displays `172.16.0.10`. The page title is "SUPPORT CENTER" and it includes a navigation bar with links: "Support Center Home", "Open a New Ticket", and "Check Ticket Status". The main content area has a heading "Welcome to the Support Center" and a paragraph explaining the support ticket system. There are two buttons: "Open a New Ticket" (blue) and "Check Ticket Status" (green). At the bottom, a copyright notice reads: "Copyright © 2023 SanClemente - All rights reserved. powered by osTicket".

SUPPORT CENTER
Support Ticket System

Guest User | [Sign In](#)

[Support Center Home](#) [Open a New Ticket](#) [Check Ticket Status](#)

Welcome to the Support Center

In order to streamline support requests and better serve you, we utilize a support ticket system. Every support request is assigned a unique ticket number which you can use to track the progress and responses online. For your reference we provide complete archives and history of all your support requests. A valid email address is required to submit a ticket.

[Open a New Ticket](#)

[Check Ticket Status](#)

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osTicket InstallerSanClemente172.16.0.10/open.phpGuest User | Sign In

SUPPORT CENTER

Support Ticket System

[Support Center Home](#)[Open a New Ticket](#)[Check Ticket Status](#)

Open a New Ticket

Please fill in the form below to open a new ticket.

Contact Information

Email Address *
a22anxoba@iessanclemente.net

Full Name *
Anxo Bua Alonso

Phone Number
Ext:

Help Topic

Feedback

Ticket Details

Please Describe Your Issue

Issue Summary *
Prueba ticket

<> T A Aa B / U S ≡ 🖼️ 📺 ≡ 🔗 —

Details on the reason(s) for opening the ticket.

osTicket InstallerSanClemente172.16.0.10/open.phpGuest User | Sign In

SUPPORT CENTER

Support Ticket System

[Support Center Home](#)[Open a New Ticket](#)[Check Ticket Status](#)

✔ Support ticket request created

Anxo Bua Alonso,

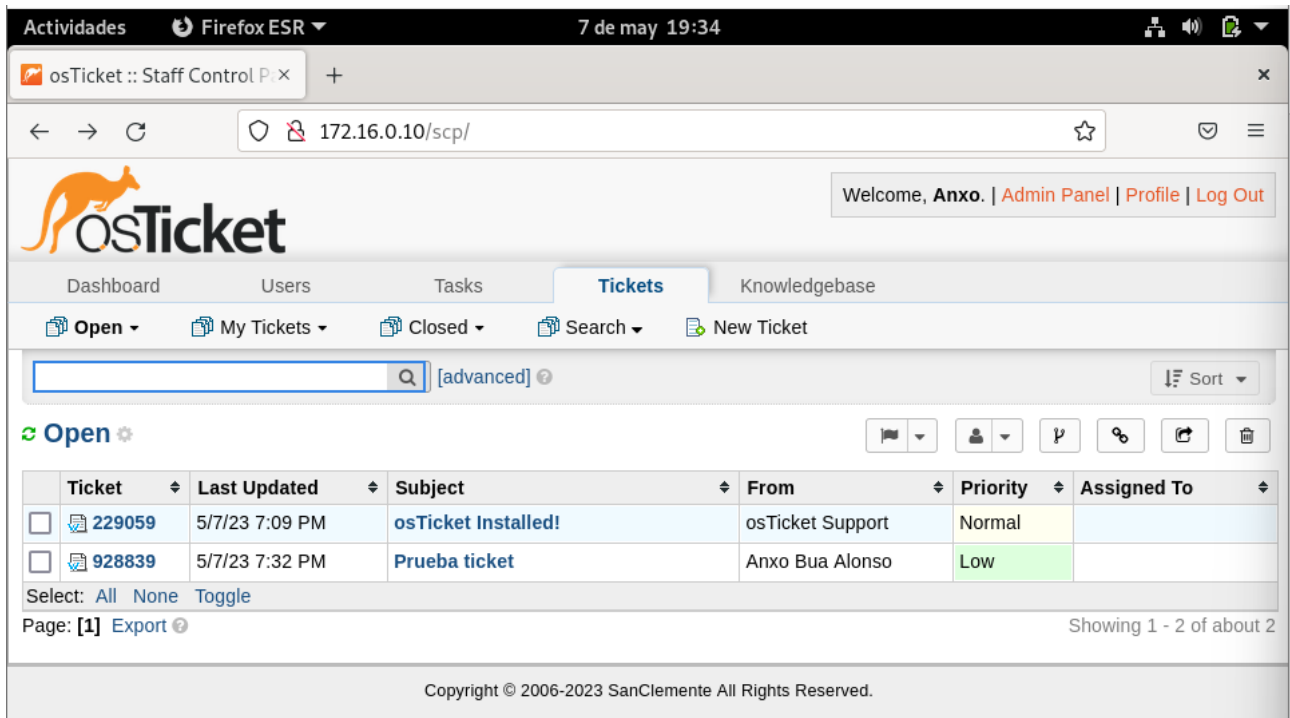
Thank you for contacting us.

A support ticket request has been created and a representative will be getting back to you shortly if necessary.

Support Team

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powered by osTicket

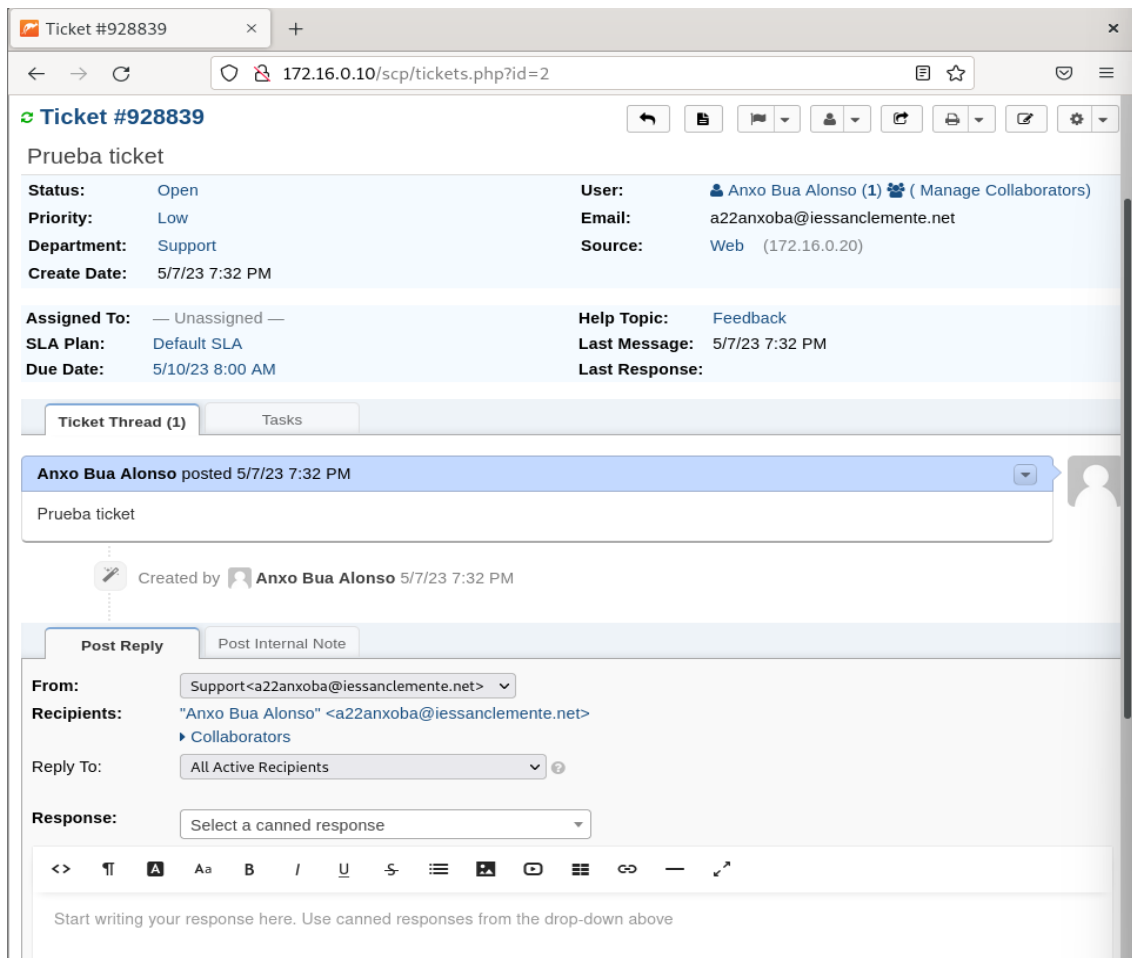
Luego entramos como agente, y vemos el ticket creado



The screenshot shows the osTicket Staff Control Panel in a Firefox ESR browser. The page title is "osTicket :: Staff Control Panel". The URL is "172.16.0.10/scp/". The user is logged in as "Anxo" and is on the "Tickets" tab. The page displays a list of tickets with columns: Ticket, Last Updated, Subject, From, Priority, and Assigned To. Two tickets are visible: Ticket #229059 with subject "osTicket Installed!" and Ticket #928839 with subject "Prueba ticket". The ticket #928839 is highlighted in green, indicating it is the selected ticket. The page also includes a search bar, a "New Ticket" button, and a "Sort" dropdown. The footer shows the copyright notice: "Copyright © 2006-2023 SanClemente All Rights Reserved."

| Ticket | Last Updated | Subject | From | Priority | Assigned To |
|---|----------------|---------------------|------------------|----------|-------------|
| <input type="checkbox"/> 229059 | 5/7/23 7:09 PM | osTicket Installed! | osTicket Support | Normal | |
| <input type="checkbox"/> 928839 | 5/7/23 7:32 PM | Prueba ticket | Anxo Bua Alonso | Low | |

Pinchando en el podemos ver la información del ticket y elaborar una respuesta



The screenshot shows the osTicket ticket details page for ticket #928839. The page title is "Ticket #928839". The URL is "172.16.0.10/scp/tickets.php?id=2". The ticket is titled "Prueba ticket". The status is "Open", priority is "Low", and department is "Support". The user is "Anxo Bua Alonso (1)" with email "a22anxoba@iessanclemente.net". The source is "Web (172.16.0.20)". The ticket was created on 5/7/23 7:32 PM. The assigned to is "Unassigned". The SLA plan is "Default SLA" and the due date is "5/10/23 8:00 AM". The help topic is "Feedback". The last message was on 5/7/23 7:32 PM. The last response is empty. The ticket thread shows one message from "Anxo Bua Alonso" posted on 5/7/23 7:32 PM with the subject "Prueba ticket". The page also includes a "Post Reply" section with fields for "From", "Recipients", "Reply To", and "Response". The "From" field is set to "Support <a22anxoba@iessanclemente.net>". The "Recipients" field is set to "Anxo Bua Alonso" <a22anxoba@iessanclemente.net>". The "Reply To" field is set to "All Active Recipients". The "Response" field is set to "Select a canned response". The page also includes a "Post Internal Note" section.

Ticket #928839

Prueba ticket

Status: Open
Priority: Low
Department: Support
Create Date: 5/7/23 7:32 PM

User: Anxo Bua Alonso (1) (Manage Collaborators)
Email: a22anxoba@iessanclemente.net
Source: Web (172.16.0.20)

Assigned To: — Unassigned —
SLA Plan: Default SLA
Due Date: 5/10/23 8:00 AM

Help Topic: Feedback
Last Message: 5/7/23 7:32 PM
Last Response:

Ticket Thread (1)

Anxo Bua Alonso posted 5/7/23 7:32 PM

Prueba ticket

Created by Anxo Bua Alonso 5/7/23 7:32 PM

Post Reply

From: Support <a22anxoba@iessanclemente.net>
Recipients: "Anxo Bua Alonso" <a22anxoba@iessanclemente.net>
Reply To: All Active Recipients
Response: Select a canned response

4. Webgrafía

<https://linux.how2shout.com/how-to-install-osticket-on-debian-11-bullseye/>

<https://kifarunix.com/install-osticket-ticketing-system-on-debian-11-debian-10/>

https://techviewleo.com/install-and-configure-osticket-on-debian/?utm_content=cmp-true

<https://blog.desdelinux.net/open-source-ticket-system/>

<https://docs.osticket.com/en/latest/>