



HANDESK

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1. Introducción

1.¿Qué es Handesk?

Handesk es un sistema de ticketing de código abierto que permite un servicio de asistencia que les ayuda a organizar servicios de atención al cliente, tener múltiples equipos con múltiples usuarios.

2. ¿Qué es un sistema de Ticketing?

Un sistema de gestión de tickets es una herramienta tecnológica que ayuda a las empresas a administrar sus casos de soporte y de servicio al cliente. Este tipo de software permite el acceso a una cantidad ilimitada de solicitudes e incidentes de los clientes

3.Historia breve de Handesk

El proyecto ganó popularidad entre los desarrolladores de PHP.

Originalmente se desarrolló por Revo Systems (www.revo.works), siendo una empresa situada en Manresa, Cataluña, algunos ejemplos de sus actividades, entre otras muchas, son:

- 1.Desarrollo y comercialización de Software.
- 2.Aplicaciones y elementos informáticos.
- 3.Consultoría, asesoramiento, formación implementación y mantenimiento de los elementos anteriores.

Desarrollando así, una aplicación basada en Laravel, la cual fue lanzada bajo la licencia MIT (Instituto de Tecnología de Massachusetts).

4. Historia general sobre los softwares de HelpDesk

La historia de este tipo de softwares se remonta al siglo XX, cuando las empresas dependían de la interacción presencial para resolver los problemas de los clientes

Los clientes tenían que ir a visitar a la oficina o tienda de esa empresa con el producto para resolver el problema.

En esta época las empresas utilizaban los equipos como máquinas de dictado, máquinas de escribir y terminales con acceso a una computadora central para abordar este tipo de problemas.

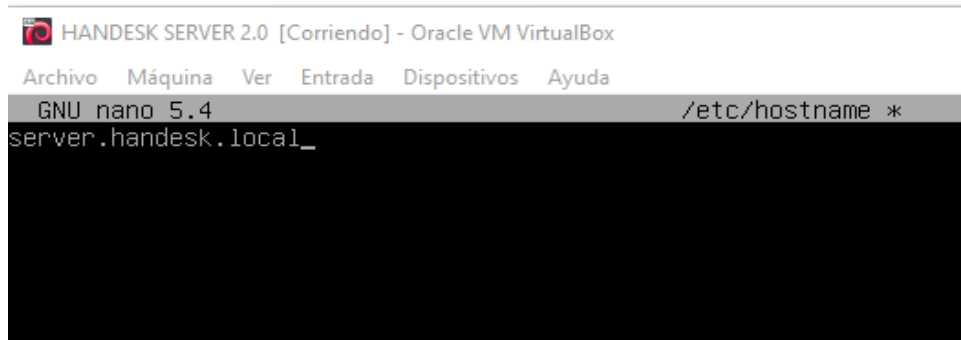
Pero fue en la década del 2000, cuando las empresas comenzaron a utilizar diversos tipos de paquetes de software para hacer frente a los problemas de atención al cliente.

Hoy en día, gracias a Internet y los sistemas de red hacen que el software de las HelpDesk sea más interactivo y participativo para los clientes y agentes.

2. Requisitos de Instalación

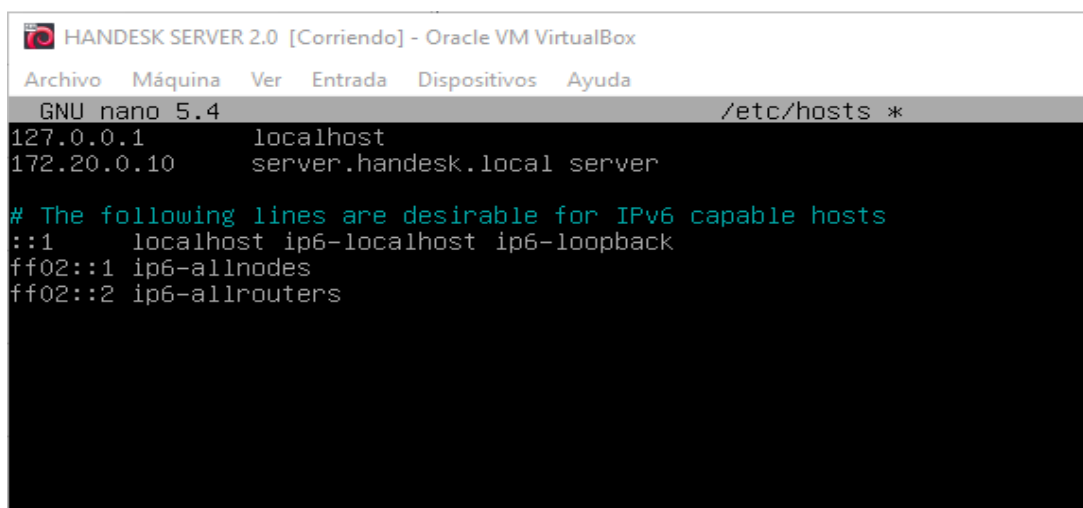
1. Crear un servidor con un dominio

1.1 Poner el nombre al servidor con el nombre del dominio en `/etc/hostname` en este caso `server.handesk.local`



```
HANDESK SERVER 2.0 [Corriendo] - Oracle VM VirtualBox
Archivo  Máquina  Ver  Entrada  Dispositivos  Ayuda
GNU nano 5.4 /etc/hostname *
server.handesk.local_
```

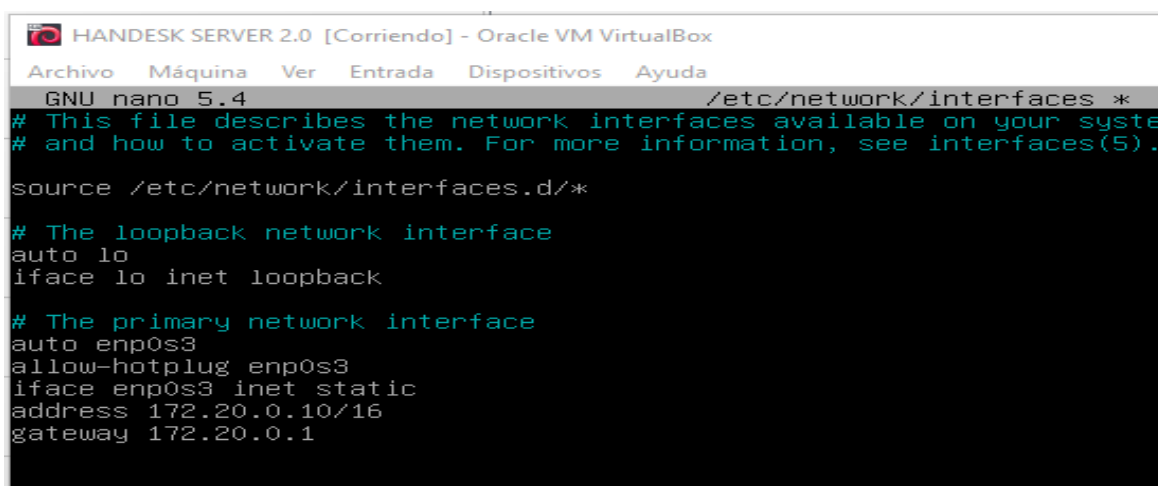
1.2 Poner la ip y el nombre de la maquina añadiendo el nombre de la máquina con el nombre del dominio en `/etc/hostname`



```
HANDESK SERVER 2.0 [Corriendo] - Oracle VM VirtualBox
Archivo  Máquina  Ver  Entrada  Dispositivos  Ayuda
GNU nano 5.4 /etc/hosts *
127.0.0.1 localhost
172.20.0.10 server.handesk.local server

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

1.3 Configurar la red poniendo la ip y puerta de enlace, en `etc/network/interfaces`



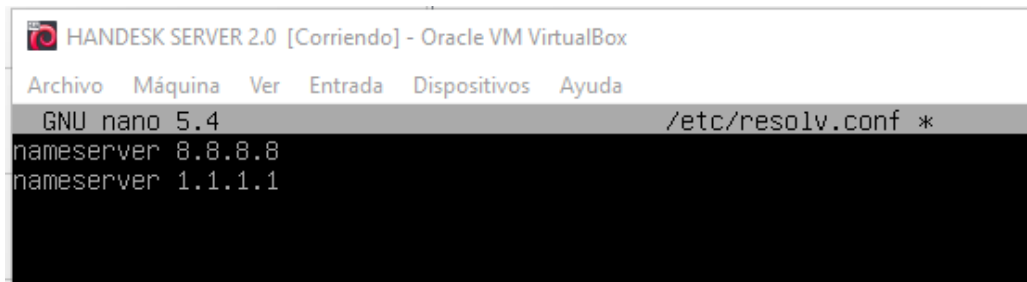
```
HANDESK SERVER 2.0 [Corriendo] - Oracle VM VirtualBox
Archivo  Máquina  Ver  Entrada  Dispositivos  Ayuda
GNU nano 5.4 /etc/network/interfaces *
# This file describes the network interfaces available on your system
# and how to activate them. For more information, see interfaces(5).

source /etc/network/interfaces.d/*

# The loopback network interface
auto lo
iface lo inet loopback

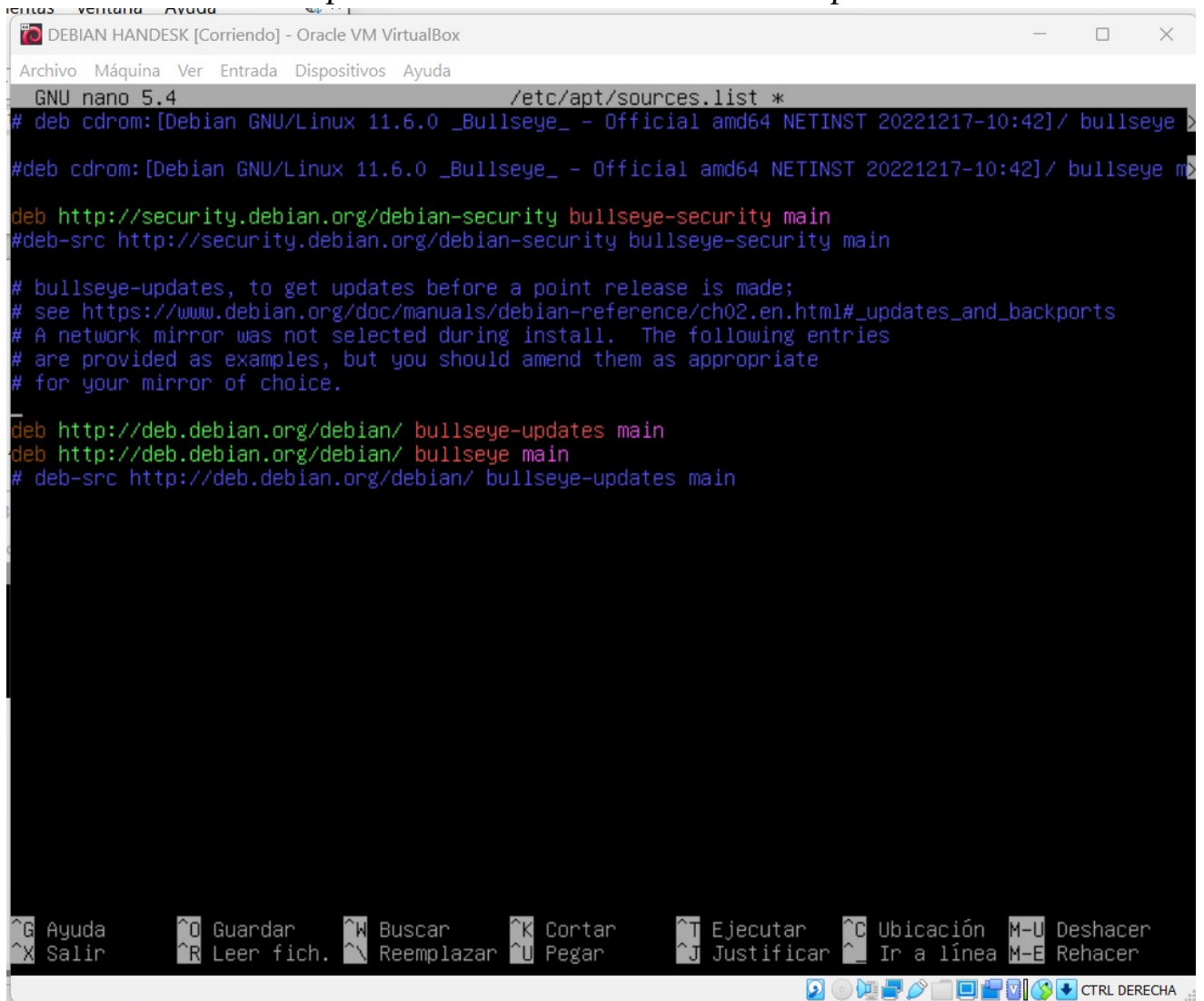
# The primary network interface
auto enp0s3
allow-hotplug enp0s3
iface enp0s3 inet static
address 172.20.0.10/16
gateway 172.20.0.1
```

1.4 Cambiamos los dns a 8.8.8.8 y a 1.1.1.1 en /etc/resolv.conf



```
HANDESK SERVER 2.0 [Corriendo] - Oracle VM VirtualBox
Archivo  Máquina  Ver  Entrada  Dispositivos  Ayuda
GNU nano 5.4 /etc/resolv.conf *
nameserver 8.8.8.8
nameserver 1.1.1.1
```

1.5 Cambiamos los repositorios haciendo un nano /etc/apt/sources.list



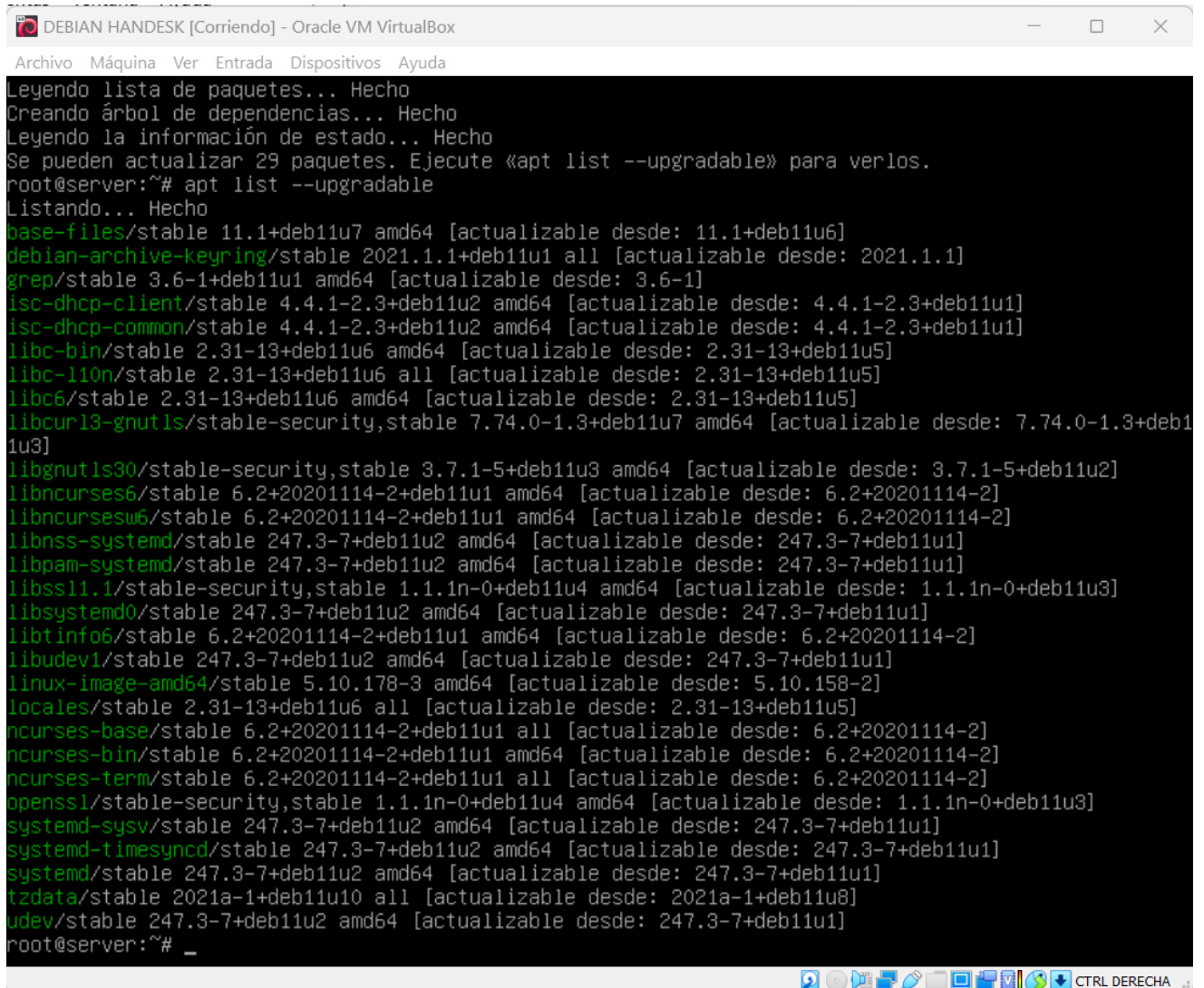
```
DEBIAN HANDESK [Corriendo] - Oracle VM VirtualBox
Archivo  Máquina  Ver  Entrada  Dispositivos  Ayuda
GNU nano 5.4 /etc/apt/sources.list *
# deb cdrom:[Debian GNU/Linux 11.6.0 _Bullseye_ - Official amd64 NETINST 20221217-10:42]/ bullseye
# deb cdrom:[Debian GNU/Linux 11.6.0 _Bullseye_ - Official amd64 NETINST 20221217-10:42]/ bullseye
deb http://security.debian.org/debian-security bullseye-security main
#deb-src http://security.debian.org/debian-security bullseye-security main

# 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
deb http://deb.debian.org/debian/ bullseye main
# deb-src http://deb.debian.org/debian/ bullseye-updates main

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

1.6 Después de reiniciar, hacemos un apt update y un apt list --upgradable



```
DEBIAN HANDESK [Corriendo] - Oracle VM VirtualBox
Archivo  Máquina  Ver  Entrada  Dispositivos  Ayuda
Leyendo lista de paquetes... Hecho
Creando árbol de dependencias... Hecho
Leyendo la información de estado... Hecho
Se pueden actualizar 29 paquetes. Ejecute «apt list --upgradable» para verlos.
root@server:~# apt list --upgradable
Listando... Hecho
base-files/stable 11.1+deb11u7 amd64 [actualizable desde: 11.1+deb11u6]
debian-archive-keyring/stable 2021.1.1+deb11u1 all [actualizable desde: 2021.1.1]
grep/stable 3.6-1+deb11u1 amd64 [actualizable desde: 3.6-1]
isc-dhcp-client/stable 4.4.1-2.3+deb11u2 amd64 [actualizable desde: 4.4.1-2.3+deb11u1]
isc-dhcp-common/stable 4.4.1-2.3+deb11u2 amd64 [actualizable desde: 4.4.1-2.3+deb11u1]
libc-bin/stable 2.31-13+deb11u6 amd64 [actualizable desde: 2.31-13+deb11u5]
libc-l10n/stable 2.31-13+deb11u6 all [actualizable desde: 2.31-13+deb11u5]
libc6/stable 2.31-13+deb11u6 amd64 [actualizable desde: 2.31-13+deb11u5]
libcurl3-gnutls/stable-security,stable 7.74.0-1.3+deb11u7 amd64 [actualizable desde: 7.74.0-1.3+deb11u3]
libgnutls30/stable-security,stable 3.7.1-5+deb11u3 amd64 [actualizable desde: 3.7.1-5+deb11u2]
libncurses6/stable 6.2+20201114-2+deb11u1 amd64 [actualizable desde: 6.2+20201114-2]
libncursesw6/stable 6.2+20201114-2+deb11u1 amd64 [actualizable desde: 6.2+20201114-2]
libnss-systemd/stable 247.3-7+deb11u2 amd64 [actualizable desde: 247.3-7+deb11u1]
libpam-systemd/stable 247.3-7+deb11u2 amd64 [actualizable desde: 247.3-7+deb11u1]
libssl1.1/stable-security,stable 1.1.1n-0+deb11u4 amd64 [actualizable desde: 1.1.1n-0+deb11u3]
libsystemd0/stable 247.3-7+deb11u2 amd64 [actualizable desde: 247.3-7+deb11u1]
libtinfo6/stable 6.2+20201114-2+deb11u1 amd64 [actualizable desde: 6.2+20201114-2]
libudev1/stable 247.3-7+deb11u2 amd64 [actualizable desde: 247.3-7+deb11u1]
linux-image-amd64/stable 5.10.178-3 amd64 [actualizable desde: 5.10.158-2]
locales/stable 2.31-13+deb11u6 all [actualizable desde: 2.31-13+deb11u5]
ncurses-base/stable 6.2+20201114-2+deb11u1 all [actualizable desde: 6.2+20201114-2]
ncurses-bin/stable 6.2+20201114-2+deb11u1 amd64 [actualizable desde: 6.2+20201114-2]
ncurses-term/stable 6.2+20201114-2+deb11u1 all [actualizable desde: 6.2+20201114-2]
openssl/stable-security,stable 1.1.1n-0+deb11u4 amd64 [actualizable desde: 1.1.1n-0+deb11u3]
systemd-sysv/stable 247.3-7+deb11u2 amd64 [actualizable desde: 247.3-7+deb11u1]
systemd-timesyncd/stable 247.3-7+deb11u2 amd64 [actualizable desde: 247.3-7+deb11u1]
systemd/stable 247.3-7+deb11u2 amd64 [actualizable desde: 247.3-7+deb11u1]
tzdata/stable 2021a-1+deb11u10 all [actualizable desde: 2021a-1+deb11u8]
udev/stable 247.3-7+deb11u2 amd64 [actualizable desde: 247.3-7+deb11u1]
root@server:~# _
```

2. Instalación de aplicaciones necesarias.

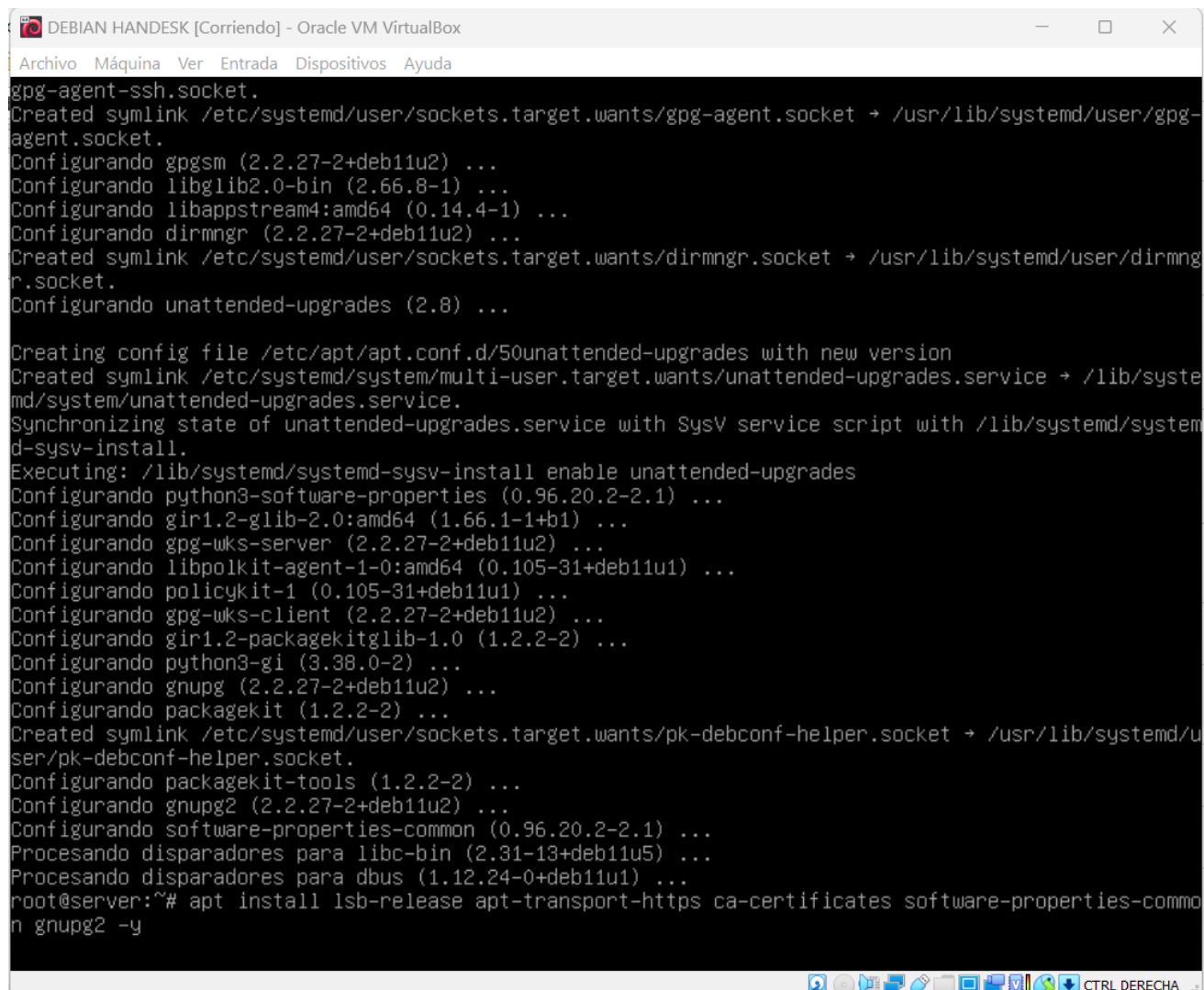
2.1 Instalamos apache2

```
Configurando mailcap (3.69) ...
Configurando mime-support (3.66) ...
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/apache2.service.
Created symlink /etc/systemd/system/multi-user.target.wants/apache-htcacheclean.service → /lib/systemd/system/apache-htcacheclean.service.
Procesando disparadores para libc-bin (2.31-13+deb11u5) ...
root@server:~# apt install apache2 -y
```

2.2 Lo activamos con el comando *systemctl enable apache2*

```
DEBIAN HANDESK [Corriendo] - Oracle VM VirtualBox
Archivo Máquina Ver Entrada Dispositivos Ayuda
root@server:~# systemctl enable apache2
-bash: systemctl: orden no encontrada
root@server:~# systemctl enable 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@server:~# _
```


2.3 Instalamos *lsb-release* *apt-transport-https* *ca-certificates* *software-properties-common* *gnupg2*

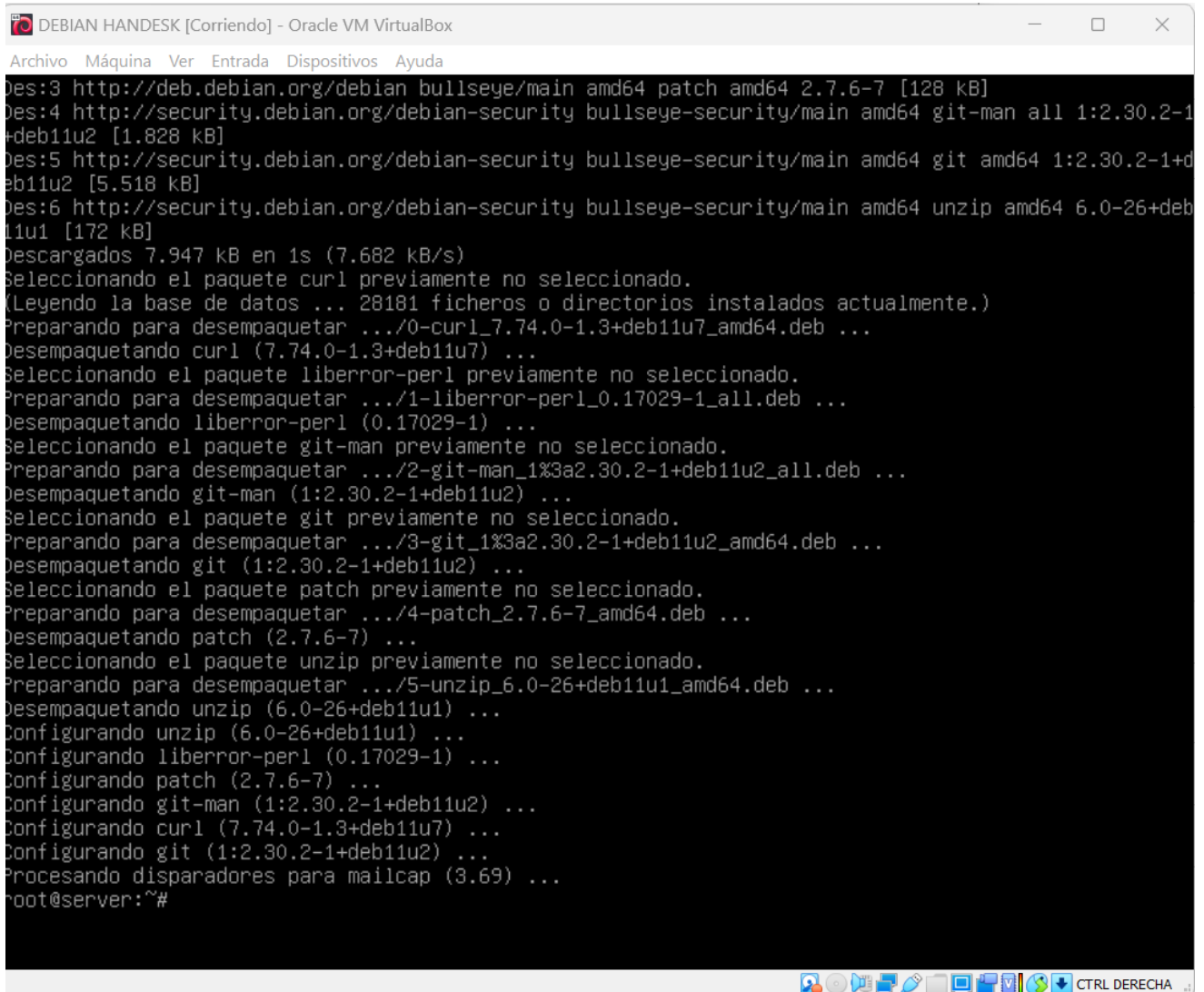


```
DEBIAN HANDESK [Corriendo] - Oracle VM VirtualBox
Archivo  Máquina  Ver  Entrada  Dispositivos  Ayuda

gpg-agent-ssh.socket.
Created symlink /etc/systemd/user/sockets.target.wants/gpg-agent.socket → /usr/lib/systemd/user/gpg-agent.socket.
Configurando gpgsm (2.2.27-2+deb11u2) ...
Configurando libglib2.0-bin (2.66.8-1) ...
Configurando libappstream4:amd64 (0.14.4-1) ...
Configurando dirmngr (2.2.27-2+deb11u2) ...
Created symlink /etc/systemd/user/sockets.target.wants/dirmngr.socket → /usr/lib/systemd/user/dirmngr.socket.
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 python3-software-properties (0.96.20.2-2.1) ...
Configurando gir1.2-glib-2.0:amd64 (1.66.1-1+b1) ...
Configurando gpg-wks-server (2.2.27-2+deb11u2) ...
Configurando libpolkit-agent-1-0:amd64 (0.105-31+deb11u1) ...
Configurando policykit-1 (0.105-31+deb11u1) ...
Configurando gpg-wks-client (2.2.27-2+deb11u2) ...
Configurando gir1.2-packagekitglib-1.0 (1.2.2-2) ...
Configurando python3-gi (3.38.0-2) ...
Configurando gnupg (2.2.27-2+deb11u2) ...
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 gnupg2 (2.2.27-2+deb11u2) ...
Configurando software-properties-common (0.96.20.2-2.1) ...
Procesando disparadores para libc-bin (2.31-13+deb11u5) ...
Procesando disparadores para dbus (1.12.24-0+deb11u1) ...
root@server:~# apt install lsb-release apt-transport-https ca-certificates software-properties-common gnupg2 -y
```

2.4 Instalamos el curl, git y unzip

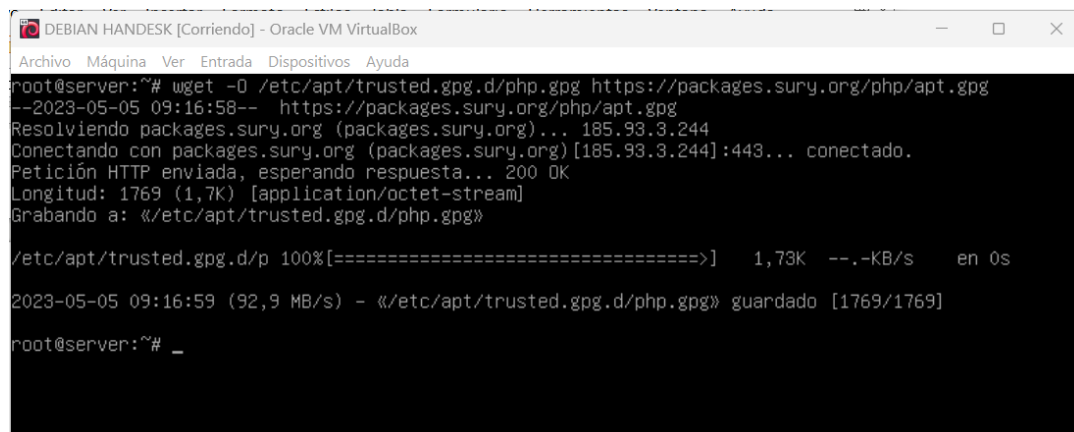


```
DEBIAN HANDESK [Corriendo] - Oracle VM VirtualBox
Archivo  Máquina  Ver  Entrada  Dispositivos  Ayuda
Des:3 http://deb.debian.org/debian bullseye/main amd64 patch amd64 2.7.6-7 [128 kB]
Des:4 http://security.debian.org/debian-security bullseye-security/main amd64 git-man all 1:2.30.2-1+deb11u2 [1.828 kB]
Des:5 http://security.debian.org/debian-security bullseye-security/main amd64 git amd64 1:2.30.2-1+deb11u2 [5.518 kB]
Des:6 http://security.debian.org/debian-security bullseye-security/main amd64 unzip amd64 6.0-26+deb11u1 [172 kB]
Descargados 7.947 kB en 1s (7.682 kB/s)
Seleccionando el paquete curl previamente no seleccionado.
(Leyendo la base de datos ... 28181 ficheros o directorios instalados actualmente.)
Preparando para desempaquetar .../0-curl_7.74.0-1.3+deb11u7_amd64.deb ...
Desempaquetando curl (7.74.0-1.3+deb11u7) ...
Seleccionando el paquete liberror-perl previamente no seleccionado.
Preparando para desempaquetar .../1-liberror-perl_0.17029-1_all.deb ...
Desempaquetando liberror-perl (0.17029-1) ...
Seleccionando el paquete git-man previamente no seleccionado.
Preparando para desempaquetar .../2-git-man_1%3a2.30.2-1+deb11u2_all.deb ...
Desempaquetando git-man (1:2.30.2-1+deb11u2) ...
Seleccionando el paquete git previamente no seleccionado.
Preparando para desempaquetar .../3-git_1%3a2.30.2-1+deb11u2_amd64.deb ...
Desempaquetando git (1:2.30.2-1+deb11u2) ...
Seleccionando el paquete patch previamente no seleccionado.
Preparando para desempaquetar .../4-patch_2.7.6-7_amd64.deb ...
Desempaquetando patch (2.7.6-7) ...
Seleccionando el paquete unzip previamente no seleccionado.
Preparando para desempaquetar .../5-unzip_6.0-26+deb11u1_amd64.deb ...
Desempaquetando unzip (6.0-26+deb11u1) ...
Configurando unzip (6.0-26+deb11u1) ...
Configurando liberror-perl (0.17029-1) ...
Configurando patch (2.7.6-7) ...
Configurando git-man (1:2.30.2-1+deb11u2) ...
Configurando curl (7.74.0-1.3+deb11u7) ...
Configurando git (1:2.30.2-1+deb11u2) ...
Procesando disparadores para mailcap (3.69) ...
root@server:~#
```

2.5 Instalamos php8.2 por wget

comando: `wget -O /etc/apt/trusted.gpg.d/php.gpg`

`https://packages.sury.org/php/apt.gpg`



```
DEBIAN HANDESK [Corriendo] - Oracle VM VirtualBox
Archivo  Máquina  Ver  Entrada  Dispositivos  Ayuda
root@server:~# wget -O /etc/apt/trusted.gpg.d/php.gpg https://packages.sury.org/php/apt.gpg
--2023-05-05 09:16:58-- https://packages.sury.org/php/apt.gpg
Resolviendo packages.sury.org (packages.sury.org)... 185.93.3.244
Conectando con packages.sury.org (packages.sury.org) [185.93.3.244]:443... conectado.
Petición HTTP enviada, esperando respuesta... 200 OK
Longitud: 1769 (1,7K) [application/octet-stream]
Grabando a: «/etc/apt/trusted.gpg.d/php.gpg»

/etc/apt/trusted.gpg.d/p 100%[=====] 1,73K --.-KB/s en 0s

2023-05-05 09:16:59 (92,9 MB/s) - «/etc/apt/trusted.gpg.d/php.gpg» guardado [1769/1769]

root@server:~# _
```

2.6 Instalacion de repositorios de php

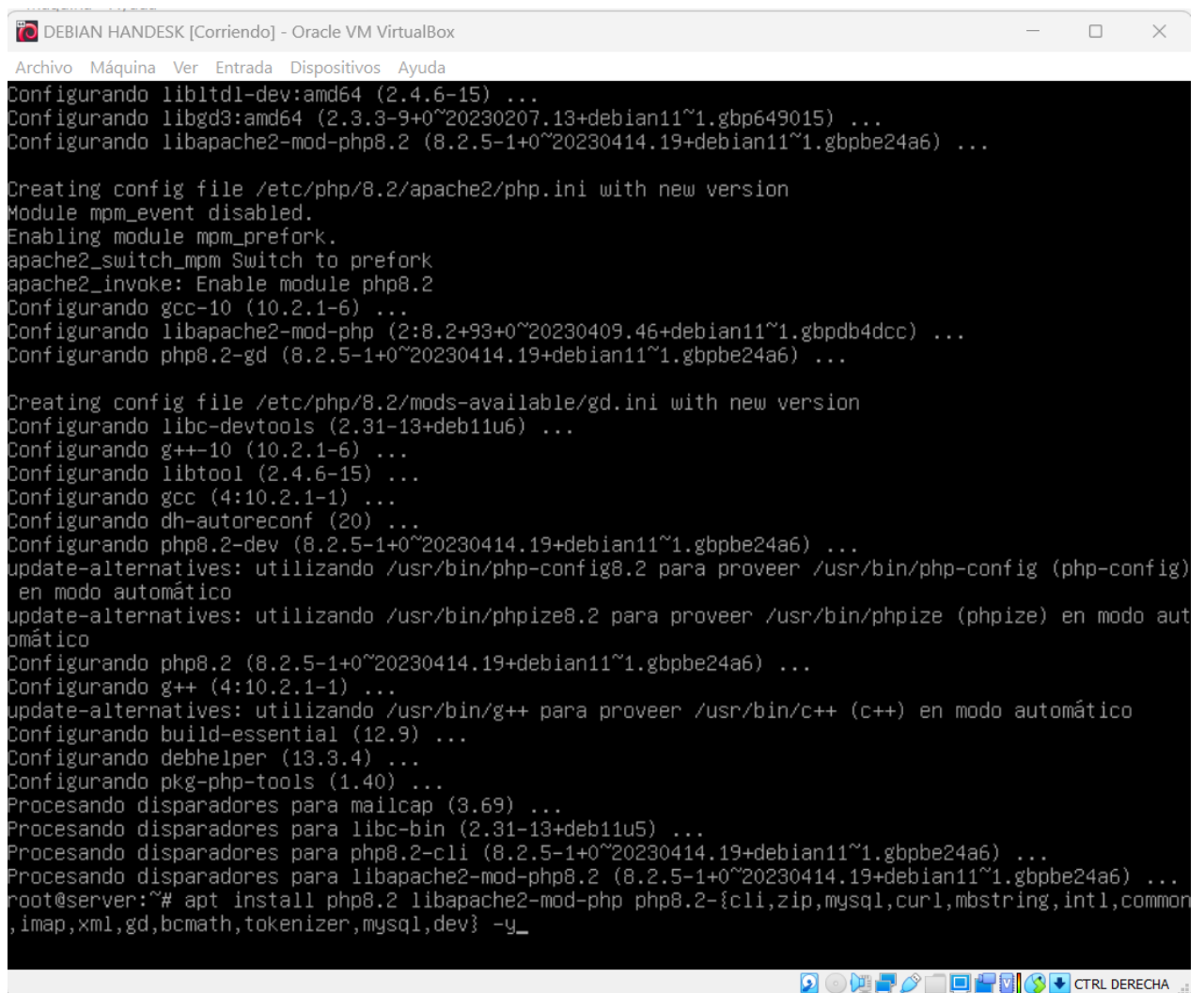


```
DEBIAN HANDESK [Corriendo] - Oracle VM VirtualBox
Archivo Máquina Ver Entrada Dispositivos Ayuda
root@server:~# sh -c 'echo "deb https://packages.sury.org/php/ $(lsb_release -sc) main" > /etc/apt/sources.list.d/php.list'
root@server:~#
```

2.7 Hacemos un apt update

2.8 Instalamos modulos extras necesarios para PHP8.2

comando exacto: `apt install php8.2 libapache2-mod-php php8.2-{cli,zip,mysql,bz2,curl,mbstring,intl,common,imap,xl,gd,bcmath,tokenizer,mysql,dev} -y`



```
DEBIAN HANDESK [Corriendo] - Oracle VM VirtualBox
Archivo Máquina Ver Entrada Dispositivos Ayuda
Configurando libltdl-dev:amd64 (2.4.6-15) ...
Configurando libgd3:amd64 (2.3.3-9+0~20230207.13+debian11~1.gbp649015) ...
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
Module mpm_event disabled.
Enabling module mpm_prefork.
apache2_switch_mpm Switch to prefork
apache2_invoke: Enable module php8.2
Configurando gcc-10 (10.2.1-6) ...
Configurando libapache2-mod-php (2:8.2+93+0~20230409.46+debian11~1.gbpb4d4cc) ...
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 libc-devtools (2.31-13+deb11u6) ...
Configurando g++-10 (10.2.1-6) ...
Configurando libtool (2.4.6-15) ...
Configurando gcc (4:10.2.1-1) ...
Configurando dh-autoreconf (20) ...
Configurando php8.2-dev (8.2.5-1+0~20230414.19+debian11~1.gbpbe24a6) ...
update-alternatives: utilizando /usr/bin/php-config8.2 para proveer /usr/bin/php-config (php-config)
en modo automático
update-alternatives: utilizando /usr/bin/phpize8.2 para proveer /usr/bin/phpize (phpize) en modo aut
omático
Configurando php8.2 (8.2.5-1+0~20230414.19+debian11~1.gbpbe24a6) ...
Configurando g++ (4:10.2.1-1) ...
update-alternatives: utilizando /usr/bin/g++ para proveer /usr/bin/c++ (c++) en modo automático
Configurando build-essential (12.9) ...
Configurando debhelper (13.3.4) ...
Configurando pkg-php-tools (1.40) ...
Procesando disparadores para mailcap (3.69) ...
Procesando disparadores para libc-bin (2.31-13+deb11u5) ...
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@server:~# apt install php8.2 libapache2-mod-php php8.2-{cli,zip,mysql,curl,mbstring,intl,common
,imap,xl,gd,bcmath,tokenizer,mysql,dev} -y_
```

2.9 Instalamos mariadb-client y mariadb-server

```
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 lsof (4.93.2+dfsg-1.1) ...
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 mariadb-client (1:10.5.19-0+deb11u2) ...
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+deb11u5) ...
root@server:~# apt install mariadb-server mariadb-client -y_
```

2.10 Lo activamos

```
root@server:~# systemctl enable mariadb
Synchronizing state of mariadb.service with SysV service script with /lib/systemd/systemd-sysv-install.
Executing: /lib/systemd/systemd-sysv-install enable mariadb
root@server:~#
```


3. Configuramos la base de datos de mariadb

3.1 Configuramos la contraseña del root para mariadb para ello debemos poner el siguiente comando: `mysql_secure_installation`. Luego es darle a todo que si y simplemente leer

```
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@server:~# mysql_secure_installation_
```

3.2 Creamos la base de datos que nos pide por defecto llamada Homestead, para ello he utilizado el comando: `mysql -u root "-p${db_root_password}" -e "Create Database homestead;"` pidiendote luego la contraseña del root de mysql

```
root@server:~# mysql -u root "-p${db_root_password}" -e "CREATE DATABASE homestead;"
Enter password:
root@server:~#
```

3.3 Creamos el usuario usuario localhost con contraseña abc123.

```
root@server:~# mysql -u root "-p${db_root_password}" -e "CREATE USER 'homestead'@'localhost' IDENTIFIED BY 'abc123.';"
Enter password:
root@server:~#
```

3.4 Le damos los permisos al usuario localhost

```
root@server:~# mysql -u root "-p${db_root_password}" -e "GRANT ALL ON homestead.* TO 'homestead'@'localhost';"
Enter password:
root@server:~# _
```

3.5 Vaciamos los privilegios

```
Enter password:
root@server:~# mysql -u root "-p${db_root_password}" -e "FLUSH PRIVILEGES;"
Enter password:
root@server:~#
```

3.6 Instalamos el Composer

```
root@server:~# curl -sS https://getcomposer.org/installer | php
All settings correct for using Composer
Downloading...

Composer (version 2.5.5) successfully installed to: /root/composer.phar
Use it: php composer.phar
root@server:~# _
```

3.7 Movemos el archivo composer.phar y lo movemos a /usr/local/bin/composer

```
root@server:~# mv composer.phar /usr/local/bin/composer
root@server:~# export COMPOSER_ALLOW_SUPERUSER=1
root@server:~# _
```

4. INSTALACIÓN DE HANDESK

4.1 Nos movemos a `/var/www/html` una vez dentro clonamos el archivo de git hub proporcionado por Handesk (<https://github.com/BadChoice/handesk.git>)

```
root@server:~# cd /var/www/html
root@server:/var/www/html# git clone https://github.com/BadChoice/handesk.git
Clonando en 'handesk'...
remote: Enumerating objects: 9115, done.
remote: Counting objects: 100% (427/427), done.
remote: Compressing objects: 100% (235/235), done.
remote: Total 9115 (delta 231), reused 329 (delta 186), pack-reused 8688
Recibiendo objetos: 100% (9115/9115), 5.23 MiB | 6.01 MiB/s, listo.
Resolviendo deltas: 100% (6171/6171), listo.
root@server:/var/www/html#
```

4.2 Luego nos metemos en Handesk (`cd Handesk/`) y hacemos un `composer update` saliendo este resultado

```
Class Tests\Feature\RegisterTest located in ./tests/Feature/Back/RegisterTest.php does not comply with psr-4 autoloading standard. Skipping.
Class Tests\Feature\TeamTest located in ./tests/Feature/Back/TeamTest.php does not comply with psr-4 autoloading standard. Skipping.
Class Tests\Feature\LeadsTasksTest located in ./tests/Feature/Back/LeadsTasksTests.php does not comply with psr-4 autoloading standard. Skipping.
Class Tests\Feature\TicketRatingTest located in ./tests/Feature/Back/Tickets/TicketRatingTest.php does not comply with psr-4 autoloading standard. Skipping.
Class Tests\Feature\TicketTest located in ./tests/Feature/Back/Tickets/TicketTest.php does not comply with psr-4 autoloading standard. Skipping.
Class Tests\Feature\Back\TicketEventsTest located in ./tests/Feature/Back/Tickets/TicketEventsTest.php does not comply with psr-4 autoloading standard. Skipping.
Class Tests\Feature\TicketIdeaTest located in ./tests/Feature/Back/Tickets/TicketIdeaTest.php does not comply with psr-4 autoloading standard. Skipping.
Class Tests\Feature\TicketIssueTest located in ./tests/Feature/Back/Tickets/TicketIssueTest.php does not comply with psr-4 autoloading standard. Skipping.
Class Tests\Feature\RequesterTicketTest located in ./tests/Feature/Back/RequesterTicketTest.php does not comply with psr-4 autoloading standard. Skipping.
Class Tests\Feature\BitbucketWebhookTest located in ./tests/Feature/Back/webhooks/BitbucketWebhookTest.php does not comply with psr-4 autoloading standard. Skipping.
Class Tests\Feature\TeamTicketTest located in ./tests/Feature/Api/TeamTicketTest.php does not comply with psr-4 autoloading standard. Skipping.
Class Tests\Feature\SimpleTicketTest located in ./tests/Feature/Api/SimpleTicketTest.php does not comply with psr-4 autoloading standard. Skipping.
Class Tests\Feature\IdeasApiTest located in ./tests/Feature/Api/IdeasApiTest.php does not comply with psr-4 autoloading standard. Skipping.
Class Tests\Feature\GetTicketsTest located in ./tests/Feature/Api/GetTicketsTest.php does not comply with psr-4 autoloading standard. Skipping.
Class Tests\Feature\LeadsTest located in ./tests/Feature/Api/LeadsTest.php does not comply with psr-4 autoloading standard. Skipping.
Class Tests\Feature\AgentTicketsTest located in ./tests/Feature/Api/AgentTicketsTest.php does not comply with psr-4 autoloading standard. Skipping.
75 packages you are using are looking for funding.
Use the `composer fund` command to find out more!
> Illuminate\Foundation\ComposerScripts::postUpdate
No security vulnerability advisories found
root@server:/var/www/html/handesk# composer update_
```

4.3 Realizamos un composer install

```
sr-4 autoloading standard. Skipping.
Class Tests\Feature\RegisterTest located in ./tests/Feature/Back/RegisterTest.php does not comply with psr-4 autoloading standard. Skipping.
Class Tests\Feature\TeamTest located in ./tests/Feature/Back/TeamTest.php does not comply with psr-4 autoloading standard. Skipping.
Class Tests\Feature\LeadsTasksTest located in ./tests/Feature/Back/LeadsTasksTests.php does not comply with psr-4 autoloading standard. Skipping.
Class Tests\Feature\TicketRatingTest located in ./tests/Feature/Back/Tickets/TicketRatingTest.php does not comply with psr-4 autoloading standard. Skipping.
Class Tests\Feature\TicketTest located in ./tests/Feature/Back/Tickets/TicketTest.php does not comply with psr-4 autoloading standard. Skipping.
Class Tests\Feature\Back\TicketEventsTest located in ./tests/Feature/Back/Tickets/TicketEventsTest.php does not comply with psr-4 autoloading standard. Skipping.
Class Tests\Feature\TicketIdeaTest located in ./tests/Feature/Back/Tickets/TicketIdeaTest.php does not comply with psr-4 autoloading standard. Skipping.
Class Tests\Feature\TicketIssueTest located in ./tests/Feature/Back/Tickets/TicketIssueTest.php does not comply with psr-4 autoloading standard. Skipping.
Class Tests\Feature\RequesterTicketTest located in ./tests/Feature/Back/RequesterTicketTest.php does not comply with psr-4 autoloading standard. Skipping.
Class Tests\Feature\BitbucketWebhookTest located in ./tests/Feature/Back/webhooks/BitbucketWebhookTest.php does not comply with psr-4 autoloading standard. Skipping.
Class Tests\Feature\TeamTicketTest located in ./tests/Feature/Api/TeamTicketTest.php does not comply with psr-4 autoloading standard. Skipping.
Class Tests\Feature\SimpleTicketTest located in ./tests/Feature/Api/SimpleTicketTest.php does not comply with psr-4 autoloading standard. Skipping.
Class Tests\Feature\IdeasApiTest located in ./tests/Feature/Api/IdeasApiTest.php does not comply with psr-4 autoloading standard. Skipping.
Class Tests\Feature\GetTicketsTest located in ./tests/Feature/Api/GetTicketsTest.php does not comply with psr-4 autoloading standard. Skipping.
Class Tests\Feature\LeadsTest located in ./tests/Feature/Api/LeadsTest.php does not comply with psr-4 autoloading standard. Skipping.
Class Tests\Feature\AgentTicketsTest located in ./tests/Feature/Api/AgentTicketsTest.php does not comply with psr-4 autoloading standard. Skipping.
75 packages you are using are looking for funding.
Use the 'composer fund' command to find out more!
> Illuminate\Foundation\ComposerScripts::postInstall
root@server:/var/www/html/handesk# composer install_
```

4.4 Copiamos el `.env.example` a un `.env` y ya que le pusimos de contraseña “abc123.” hacemos un nano para modificarlo y donde ponga `db_password_root=secret` lo cambiamos a “abc123.”

```
root@server:/var/www/html/handesk# cp .env.example .env
root@server:/var/www/html/handesk#
```


4.5 Hacemos el siguiente comando `php artisan key:generate`

```
root@server:/var/www/html/handesk# php artisan key:generate
Application key set successfully.
root@server:/var/www/html/handesk# _
```

4.6 Ejecutamos el siguiente comando `php artisan config:cache`

```
root@server:/var/www/html/handesk# php artisan config:cache
Configuration cache cleared!
Configuration cached successfully!
root@server:/var/www/html/handesk#
```

4.7 Ejecutamos el comando `php artisan config:clear`

```
root@server:/var/www/html/handesk# php artisan config:clear
Configuration cache cleared!
root@server:/var/www/html/handesk#
```

4.8 Ejecutamos el comando `php migrate seed`

```
Migrated: 2017_08_11_101207_create_lead_status_updates_table (4.14ms)
Migrating: 2017_08_16_105904_create_settings_table
Migrated: 2017_08_16_105904_create_settings_table (3.70ms)
Migrating: 2017_08_17_143319_create_merged_tickets_table
Migrated: 2017_08_17_143319_create_merged_tickets_table (4.50ms)
Migrating: 2017_08_17_162755_create_tasks_table
Migrated: 2017_08_17_162755_create_tasks_table (4.08ms)
Migrating: 2017_08_18_111900_create_user_settings_table
Migrated: 2017_08_18_111900_create_user_settings_table (4.84ms)
Migrating: 2017_08_21_102217_create_attachments_table
Migrated: 2017_08_21_102217_create_attachments_table (3.36ms)
Migrating: 2017_09_20_135310_create_ticket_events_table
Migrated: 2017_09_20_135310_create_ticket_events_table (5.09ms)
Migrating: 2017_11_02_165749_create_ideas_table
Migrated: 2017_11_02_165749_create_ideas_table (4.19ms)
Migrating: 2018_03_22_160928_create_failed_jobs_table
Migrated: 2018_03_22_160928_create_failed_jobs_table (3.80ms)
Migrating: 2018_11_11_112155_add_rating_to_tickets
Migrated: 2018_11_11_112155_add_rating_to_tickets (6.18ms)
Migrating: 2019_03_05_142214_add_default_team_id_to_settings
Migrated: 2019_03_05_142214_add_default_team_id_to_settings (3.54ms)
Migrating: 2019_03_19_162925_create_ticket_types_table
Migrated: 2019_03_19_162925_create_ticket_types_table (5.77ms)
Migrating: 2019_03_19_163352_add_type_id_to_tickets
Migrated: 2019_03_19_163352_add_type_id_to_tickets (3.67ms)
Migrating: 2019_04_25_151115_add_can_see_reports_key_to_users
Migrated: 2019_04_25_151115_add_can_see_reports_key_to_users (2.79ms)
Migrating: 2019_07_03_150045_add_agents_token_field
Migrated: 2019_07_03_150045_add_agents_token_field (7.75ms)
Migrating: 2019_08_22_070236_add_ticket_summary_fields
Migrated: 2019_08_22_070236_add_ticket_summary_fields (3.19ms)
Migrating: 2019_11_21_094049_added_escalated_tickets_notification_setting
Migrated: 2019_11_21_094049_added_escalated_tickets_notification_setting (5.43ms)
Migrating: 2020_01_13_082507_add_no_reply_field_to_requester
Migrated: 2020_01_13_082507_add_no_reply_field_to_requester (2.87ms)
Database seeding completed successfully.
root@server:/var/www/html/handesk# php artisan migrate --seed
```

4.9 Ejecutamos el comando `php artisan storage:link`: link (hazlo en el caso de usar el controlador local)

```
root@server:/var/www/html/handesk# php artisan storage:link
The [/var/www/html/handesk/public/storage] link has been connected to [/var/www/html/handesk/storage/app/public].
The links have been created.
root@server:/var/www/html/handesk# _
```

4.10 Le damos permisos

```
root@server:/var/www/html/handesk# chown -R www-data:www-data /var/www/html/handesk
root@server:/var/www/html/handesk# chmod -R 775 /var/www/html/handesk
root@server:/var/www/html/handesk# _
```

4.11 Hacemos un “`nano etc/apache2/sites-available/handesk.conf`”

```
GNU nano 5.4 /etc/apache2/sites-available/handesk.conf *
<VirtualHost *:80>
    ServerName server.handesk.local

    ServerAdmin admin@handesk.local
    DocumentRoot /var/www/html/handesk/public

    <Directory /var/www/html/handesk/>
        Options +FollowSymlinks
        AllowOverride All
        Require all granted
    </Directory>
    ErrorLog ${APACHE_LOG_DIR}/error.log
    CustomLog ${APACHE_LOG_DIR}/access.log combined
</VirtualHost>
```

4.12 Luego pondremos el nombre del dominio en google y ya nos debe aparecer para iniciar sesion pero esto lo mostrare el dia de la presentacion

4.12 Ejecutamos estos comandos para activar todo

```
root@server:/var/www/html/handesk# a2enmod rewrite
Enabling module rewrite.
To activate the new configuration, you need to run:
  systemctl restart apache2
root@server:/var/www/html/handesk#
```

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