osTicket Deployment on Azure Windows VM
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Project Overview

Objective:
Deploy a Windows 11 Pro Virtual Machine in Azure and install osTicket helpdesk system with all necessary configurations and dependencies.

Summary:
This project involved provisioning Windows 10 VM in Azure, installing and configuring IIS with PHP and MySQL, and deploying osTicket v1.15.8. The installation was validated through browser access and proper database integration using HeidiSQL.

Tools & Technologies Used

- Microsoft Azure Portal

- Windows 11 Pro Virtual Machine (4 vCPUs)

- Internet Information Services (IIS)

- PHP 7.3.8, MySQL 5.5.62

- osTicket v1.15.8

- HeidiSQL

- Remote Desktop Protocol (RDP)

Key Tasks Performed

- Created and deployed VM named osTicket-vm and accessed it via RDP.
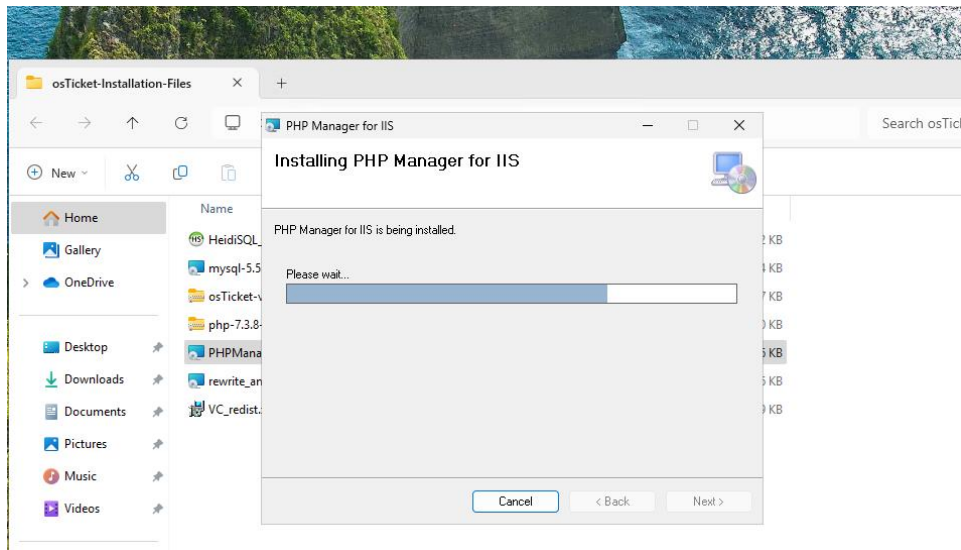
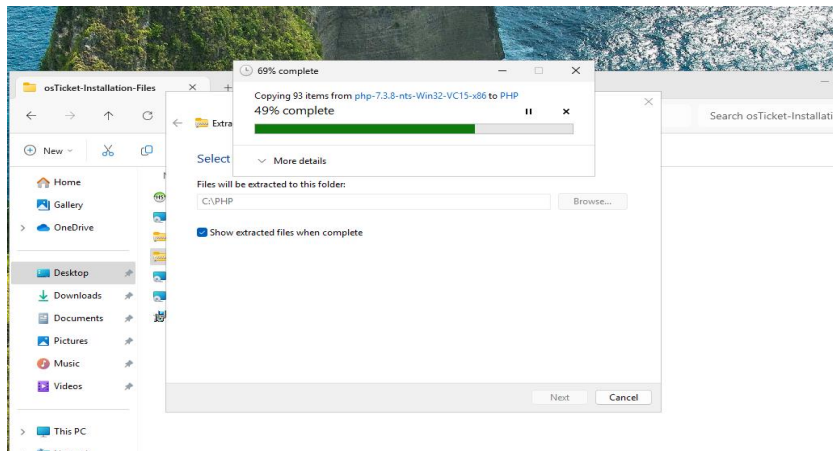- Downloaded and extracted **osTicket-Installation-Files.zip** to Desktop
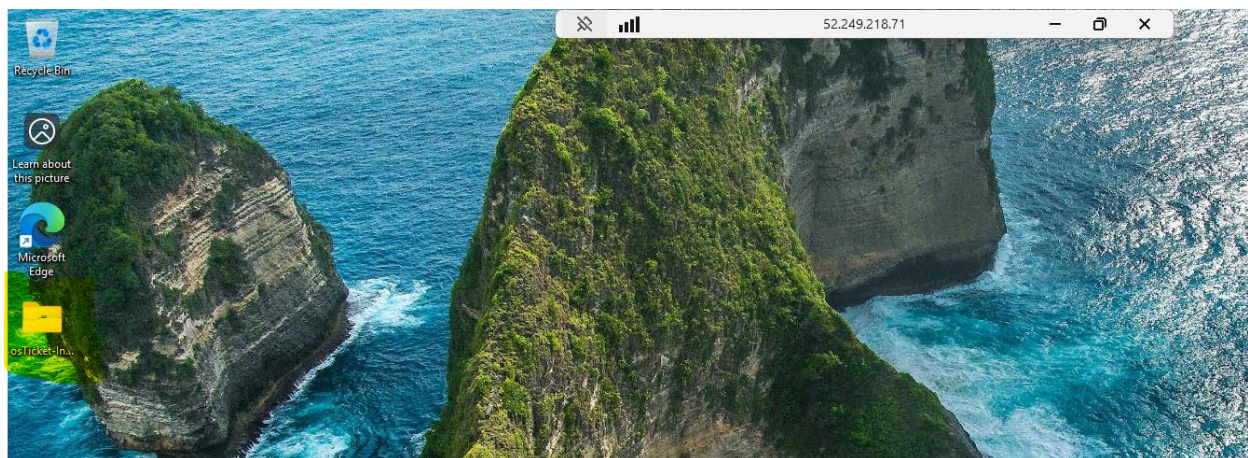
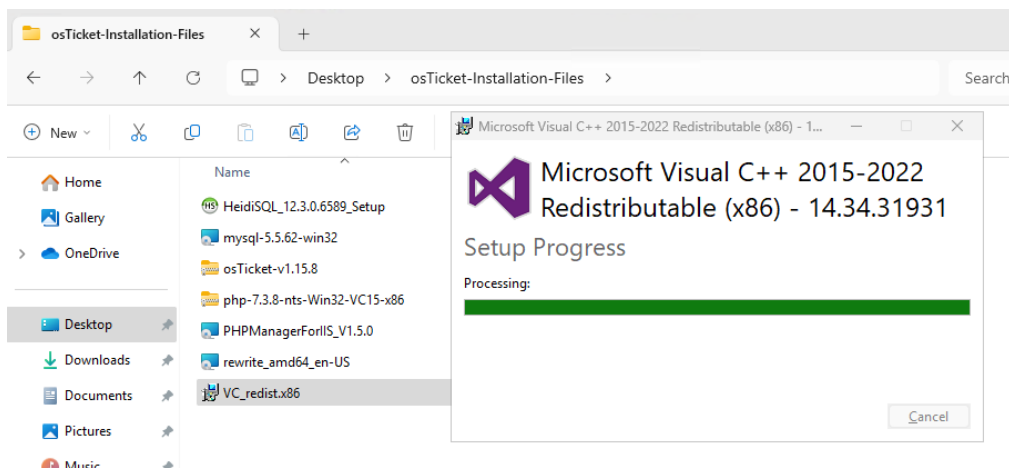- Installed and enabled **IIS with CGI support**
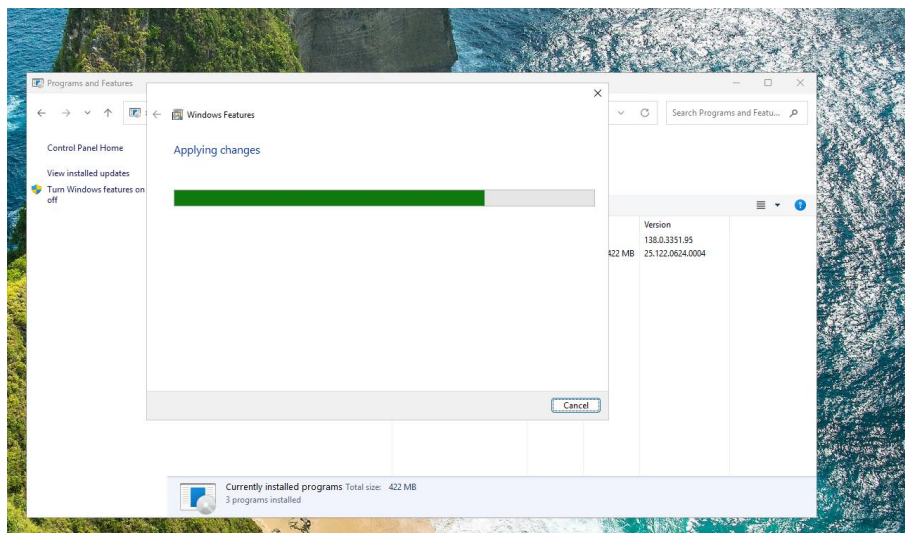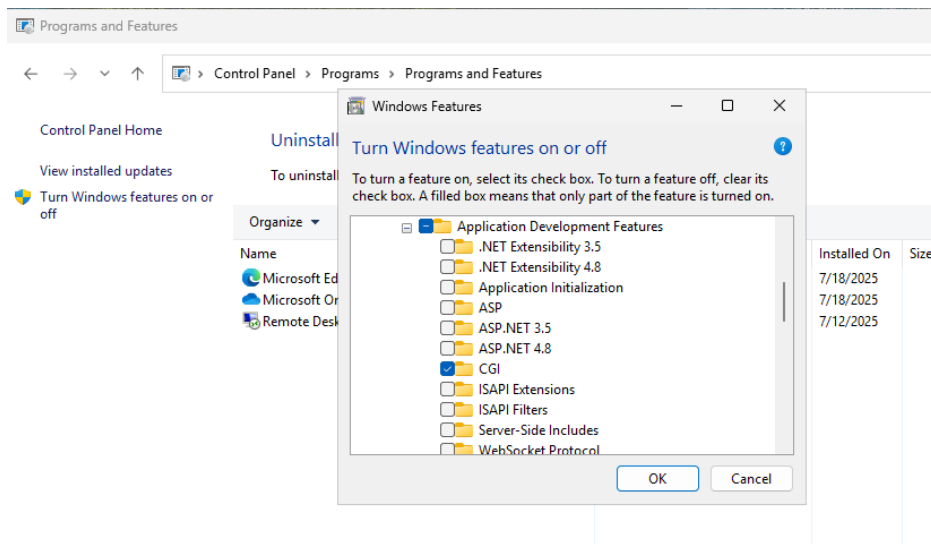
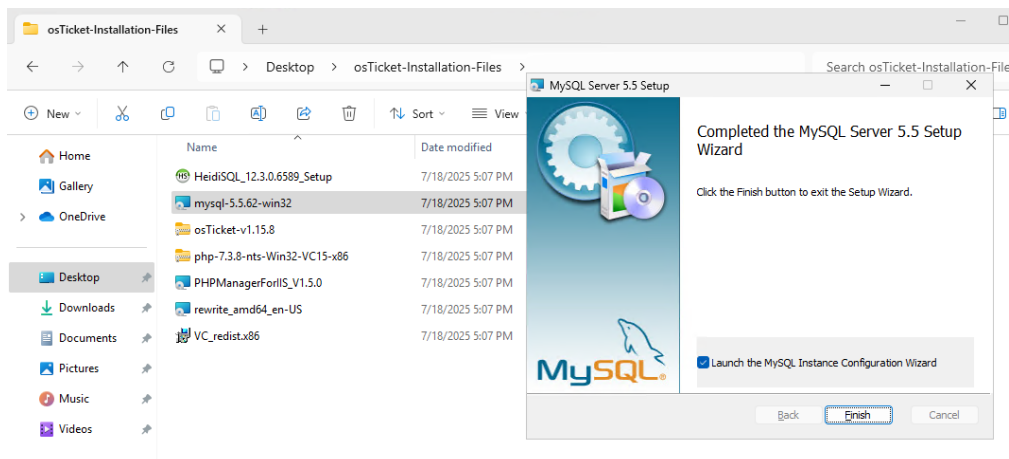- Installed **PHP Manager** and **IIS Rewrite Module**

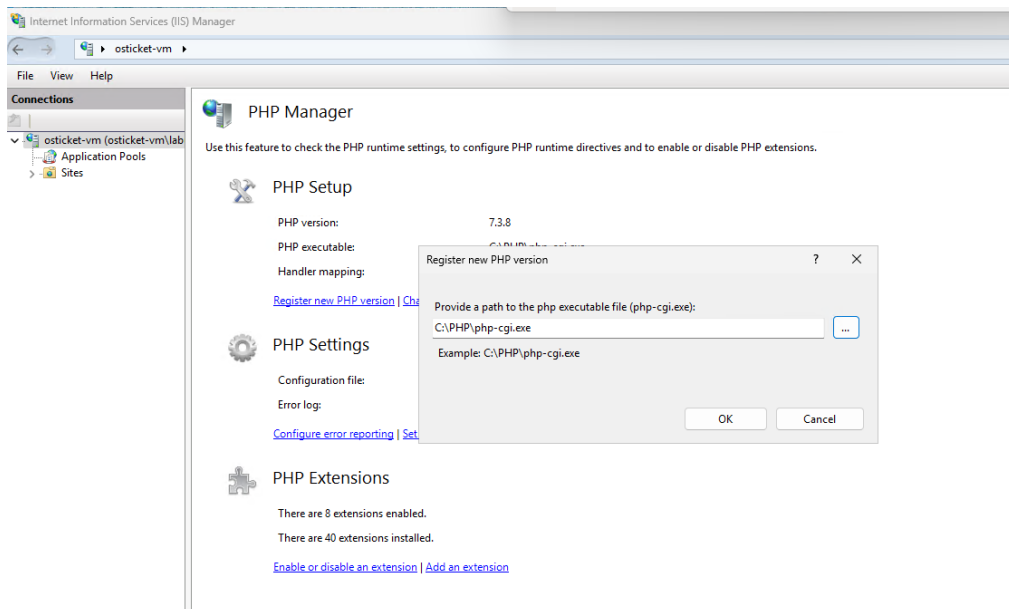- Created C:\PHP and extracted PHP 7.3.8 contents
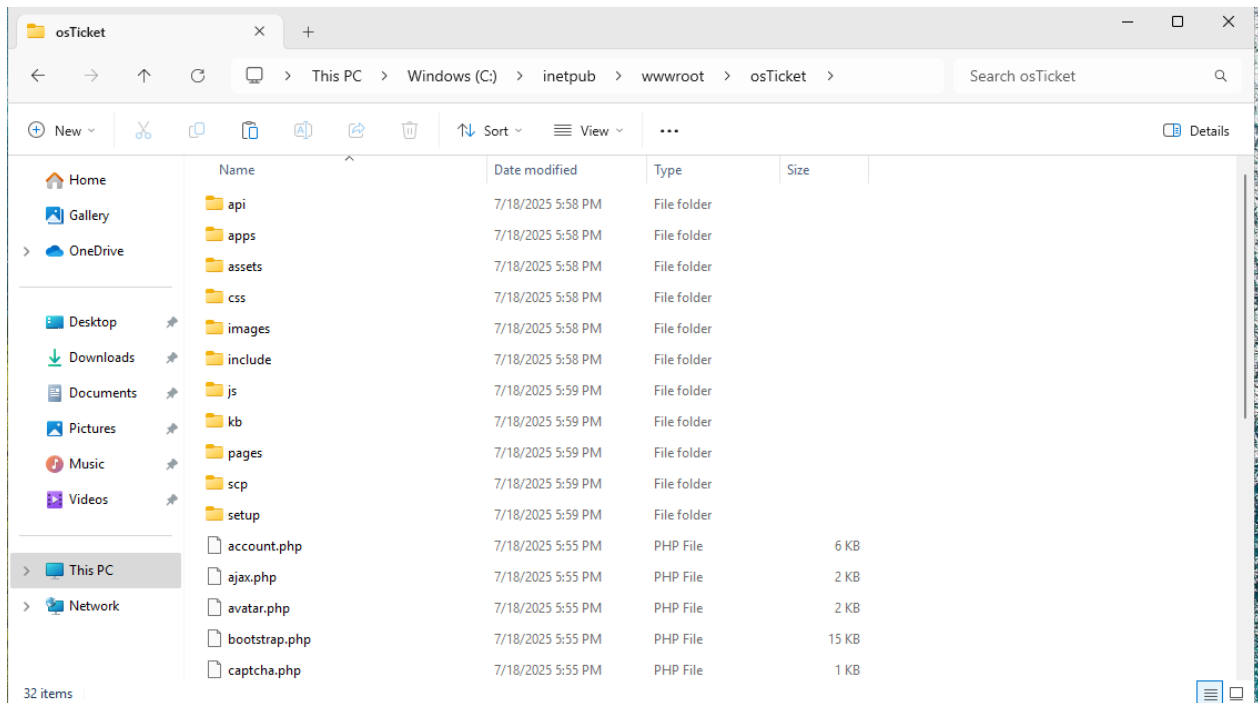

- Installed required packages: VC_redist.x86.exe, MySQL 5.5.62 (and configured it)
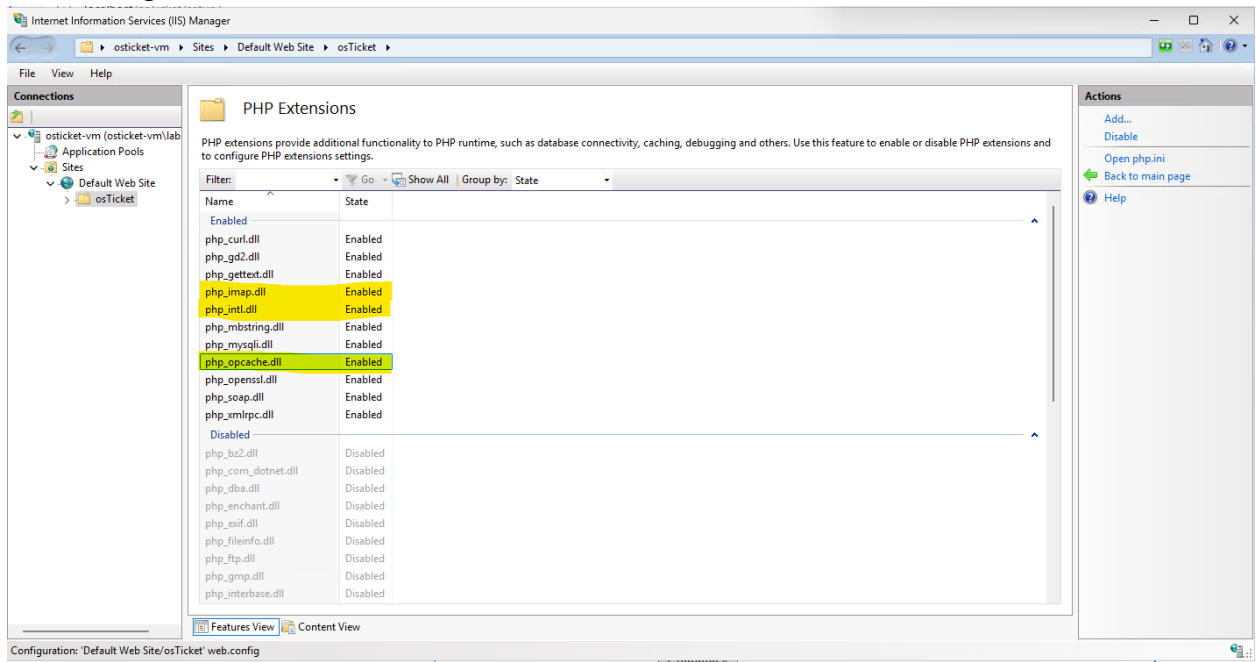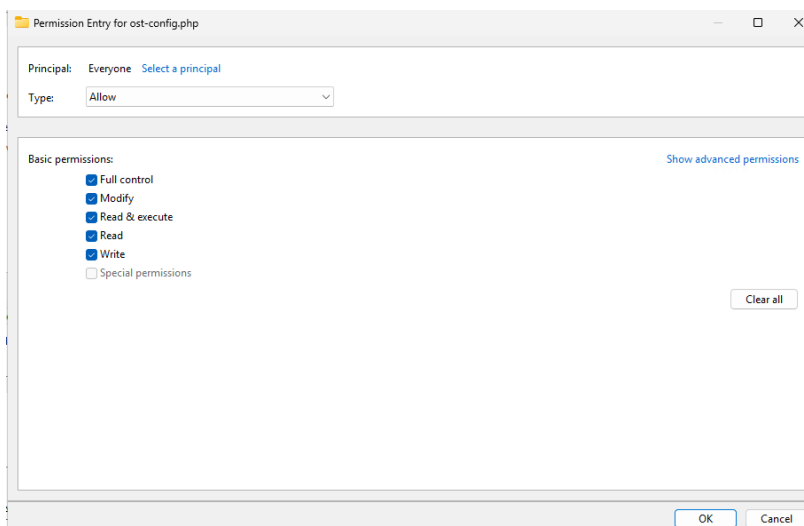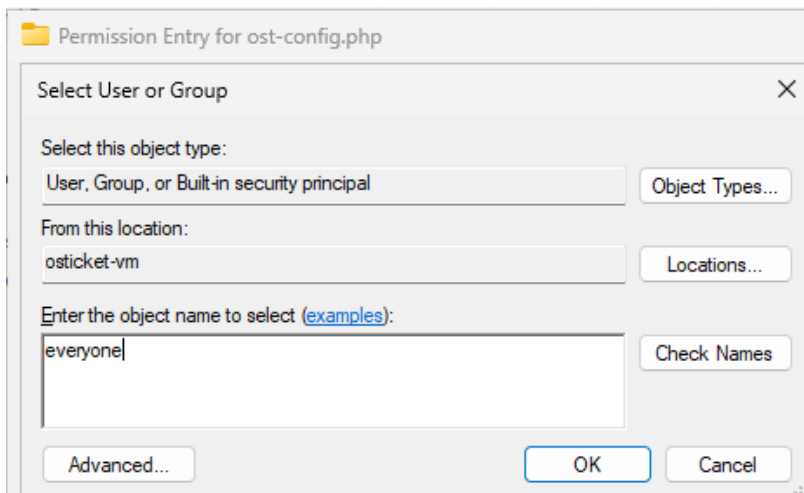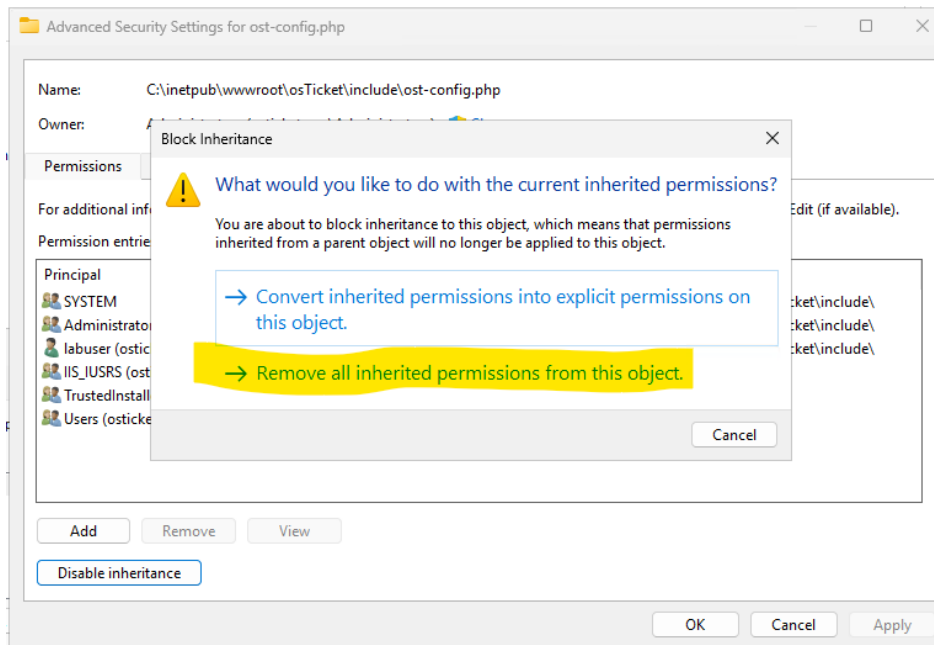
- Registered PHP in IIS via PHP Manager

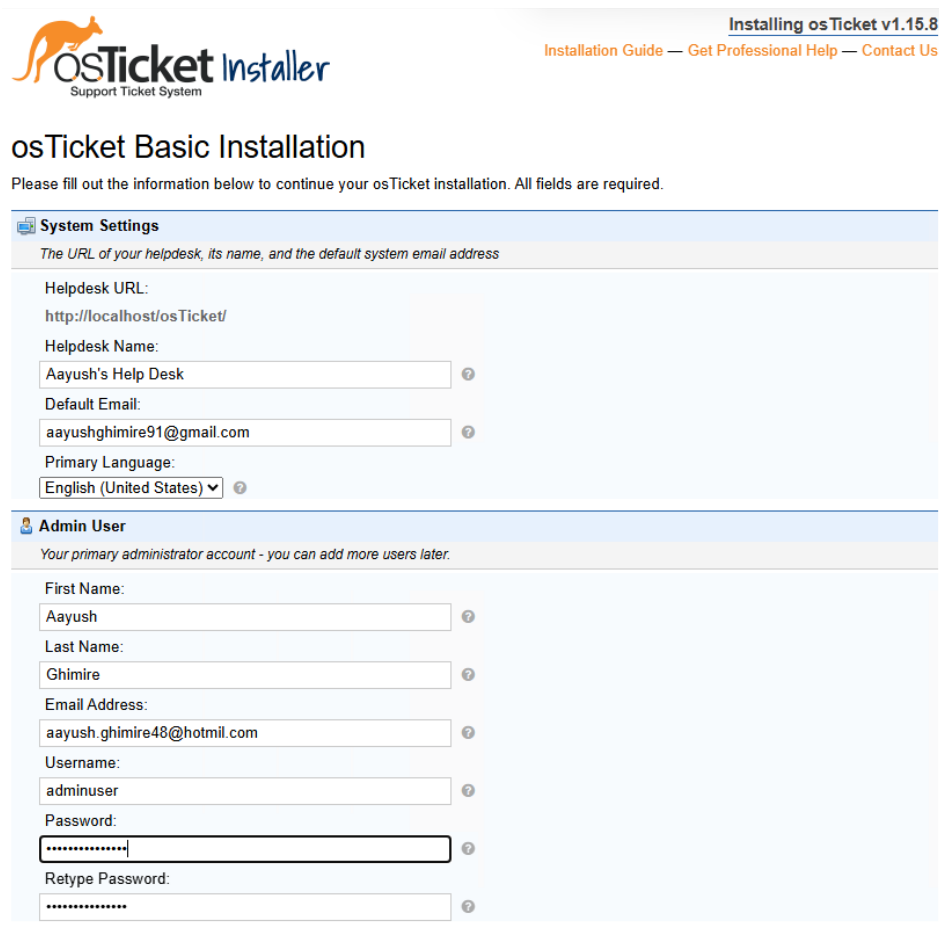- Deployed osTicket files to C:\inetpub\wwwroot\osTicket

- Enabled required PHP extensions: php_imap.dll, php_intl.dll, php_opcache.dll in IIS in PHP manager

- Renamed file name from ost-sampleconfig.php to ost-config.php and configured permissions Disabling inheritance permission and giving full control to everyone.
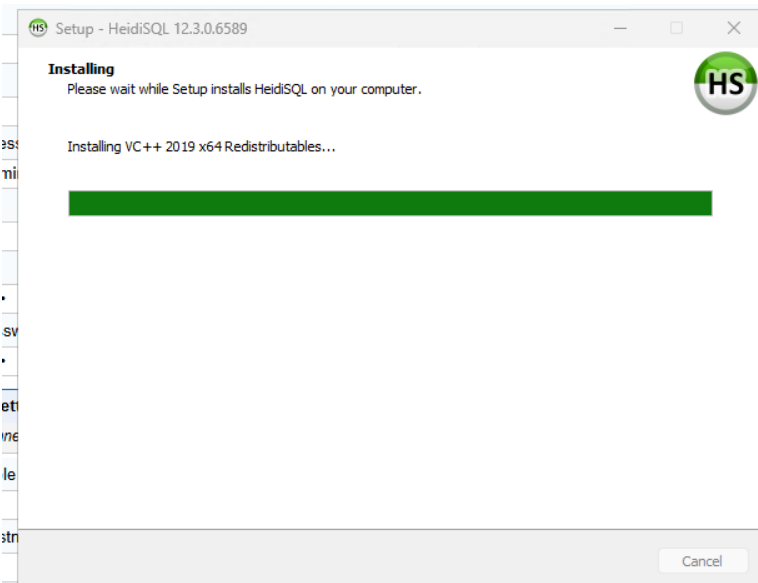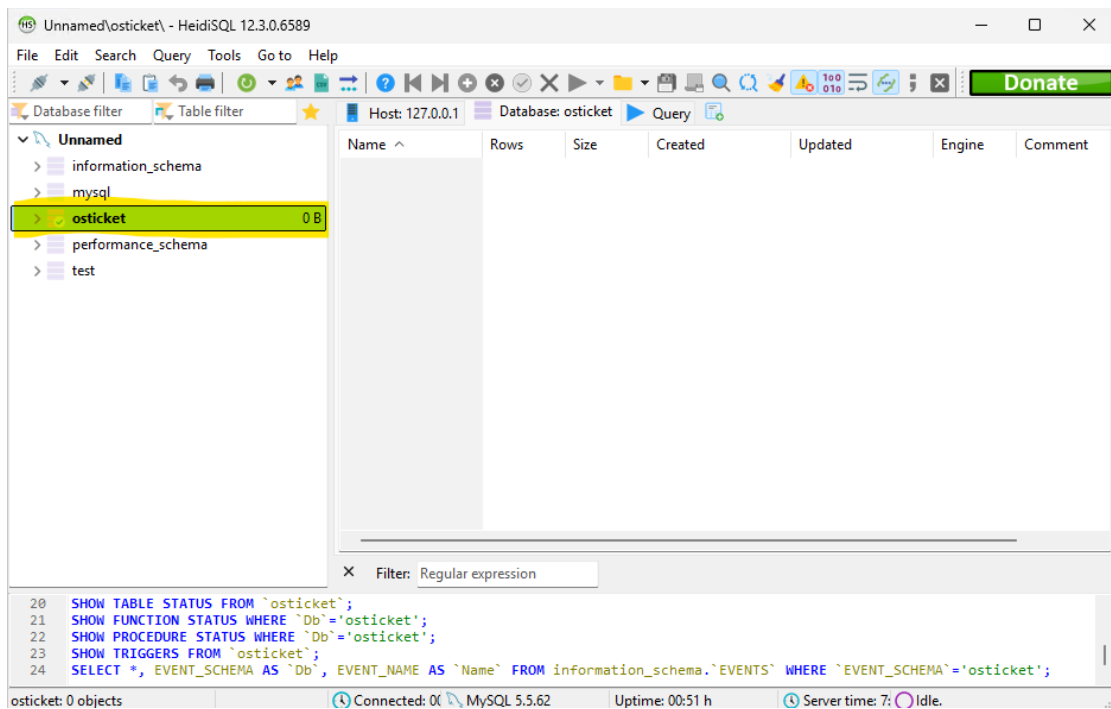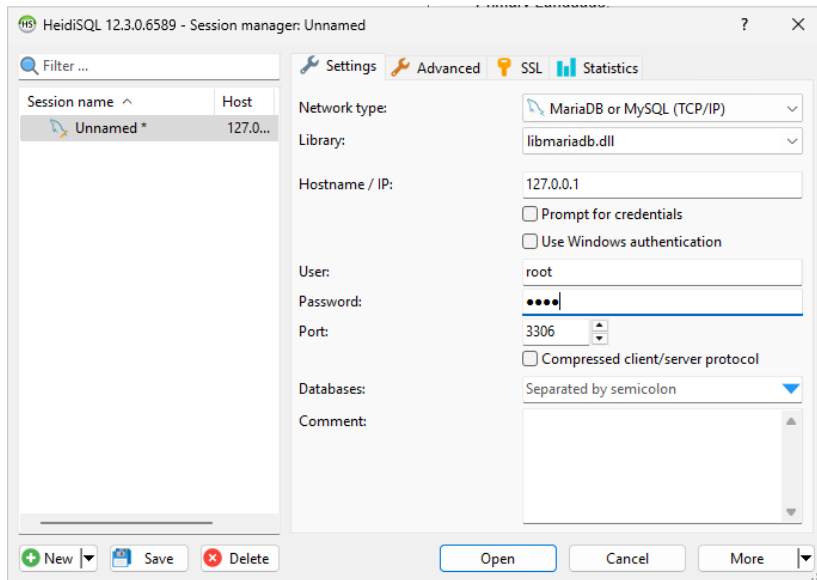
Advanced Security Settings for ost-config.php

Name: C:\inetpub\wwwroot\osTicket\include\ost-config.php

Owner: A...

Permissions

For additional inf...   Edit (if available).

Permission entrie...

Block Inheritance   ✕

⚠ **What would you like to do with the current inherited permissions?**

You are about to block inheritance to this object, which means that permissions inherited from a parent object will no longer be applied to this object.

→ Convert inherited permissions into explicit permissions on this object.

→ Remove all inherited permissions from this object.

Cancel

Principal
SYSTEM   cket\include\
Administrato   cket\include\
labuser (ostic   cket\include\
IIS_IUSRS (ost
TrustedInstall
Users (osticke

Add   Remove   View

Disable inheritance

OK   Cancel   Apply

Permission Entry for ost-config.php

Select User or Group   ✕

Select this object type:

User, Group, or Built-in security principal   Object Types...

From this location:

osticket-vm   Locations...

Enter the object name to select (examples):

everyone   Check Names

Advanced...   OK   Cancel

Permission Entry for ost-config.php

Principal: Everyone   Select a principal

Type: Allow

Basic permissions: Show advanced permissions

☑ Full control
☑ Modify
☑ Read & execute
☑ Read
☑ Write
☐ Special permissions

                                                                                Clear all

OK   Cancel

- Configured osTicket web installer with helpdesk name and admin email

- Installed **HeidiSQL**, connected with root credentials, and created osTicket database

- Finalized installation using MySQL DB details in browser

Tables getting created in Heidi Sql
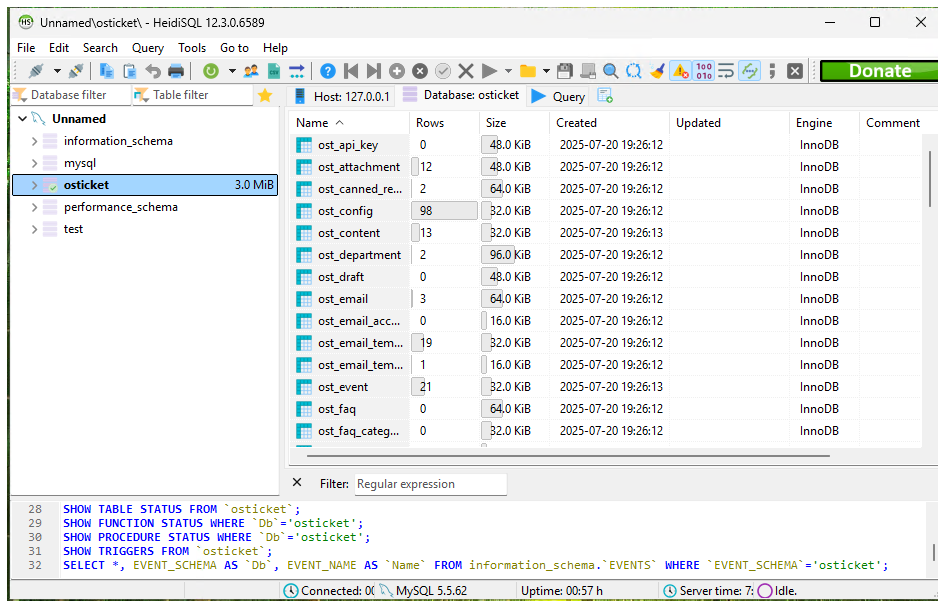
Verified successful deployment:

- o Admin Login: http://localhost/osTicket/scp/login.php

- o End User Portal: http://localhost/osTicket/
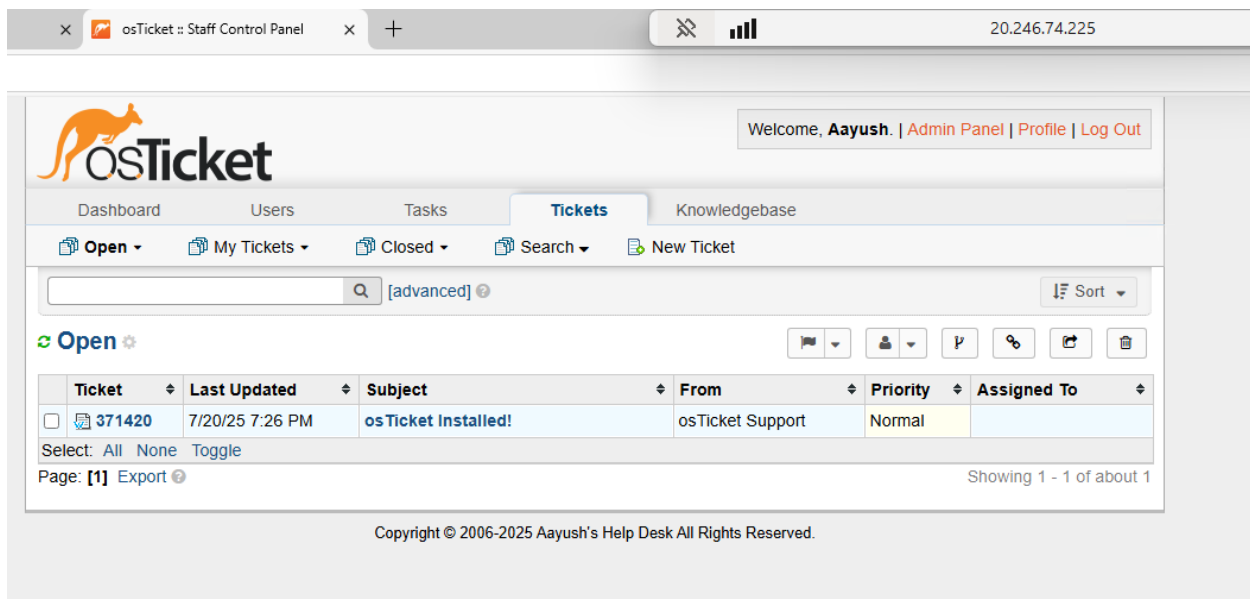
Skills Demonstrated

- Azure VM provisioning and RDP configuration

- Windows IIS setup with PHP and MySQL integration

- Application deployment and troubleshooting

- File system permissions and web server management

- Database creation and configuration via HeidiSQL

Challenges & Solutions

Challenge: PHP extensions missing during osTicket install
Solution: Enabled required extensions through PHP Manager in IIS

Results & Takeaways

- Successfully deployed and configured osTicket on Azure Windows VM

- Gained practical experience with IIS, PHP, MySQL, and application stack setup

- Strengthening troubleshooting and environment configuration skills