

osTicket Deployment on Azure Windows VM

Aayush Ghimire

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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.

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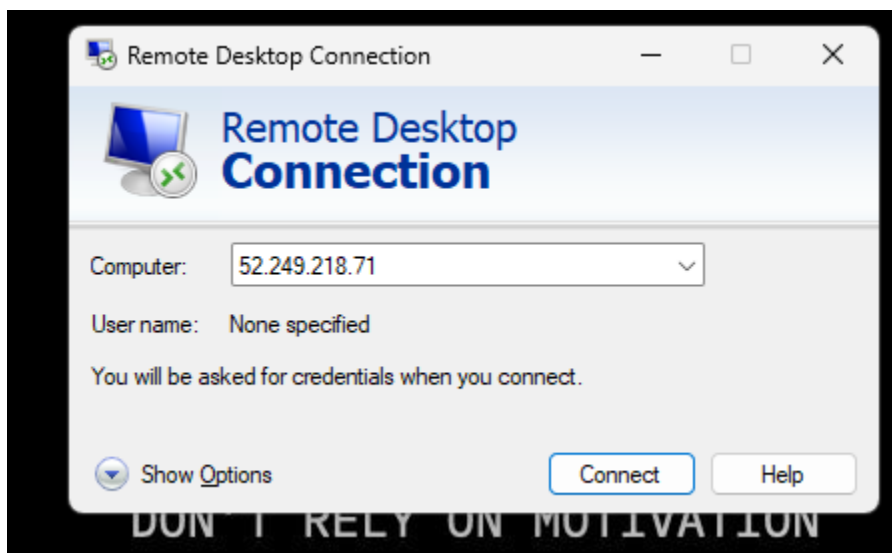
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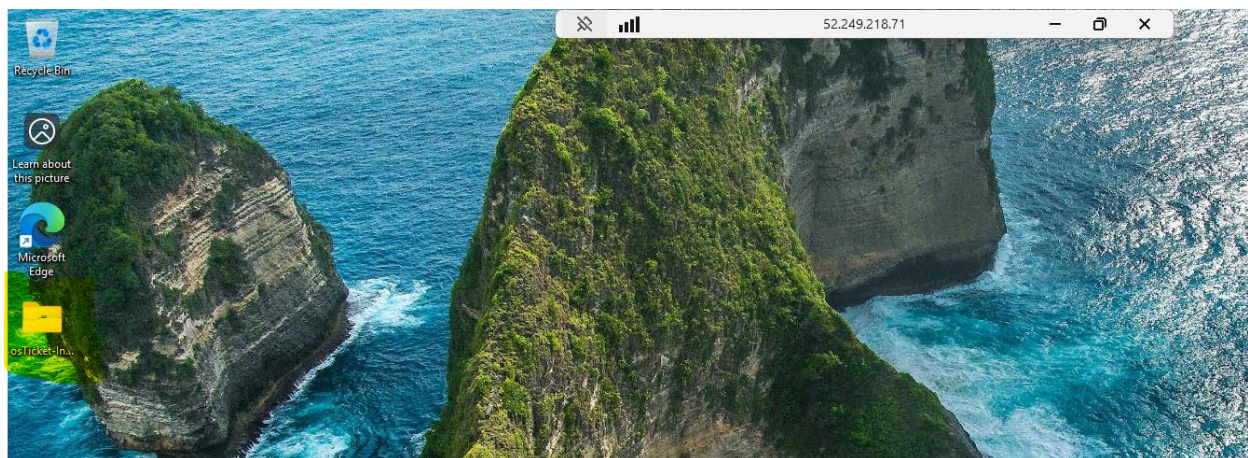
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Subscription equals all Type equals all Resource Group

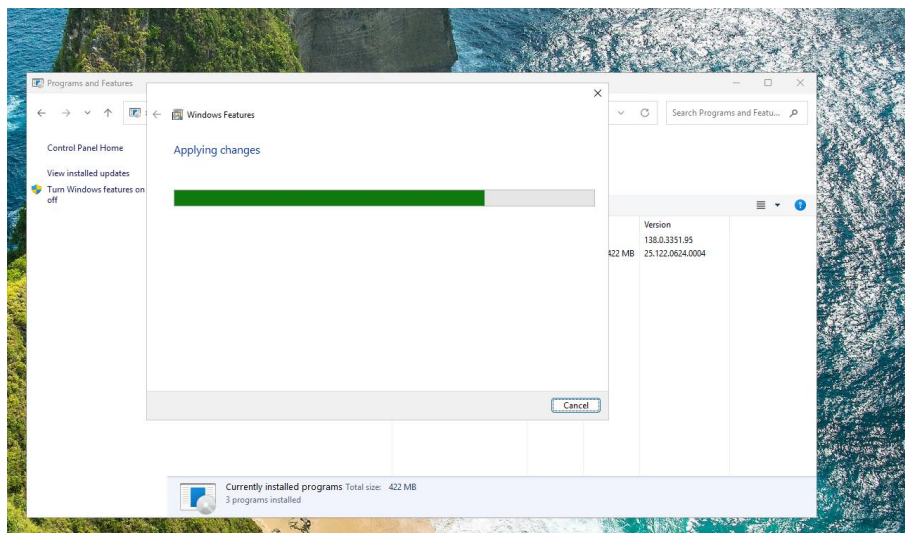
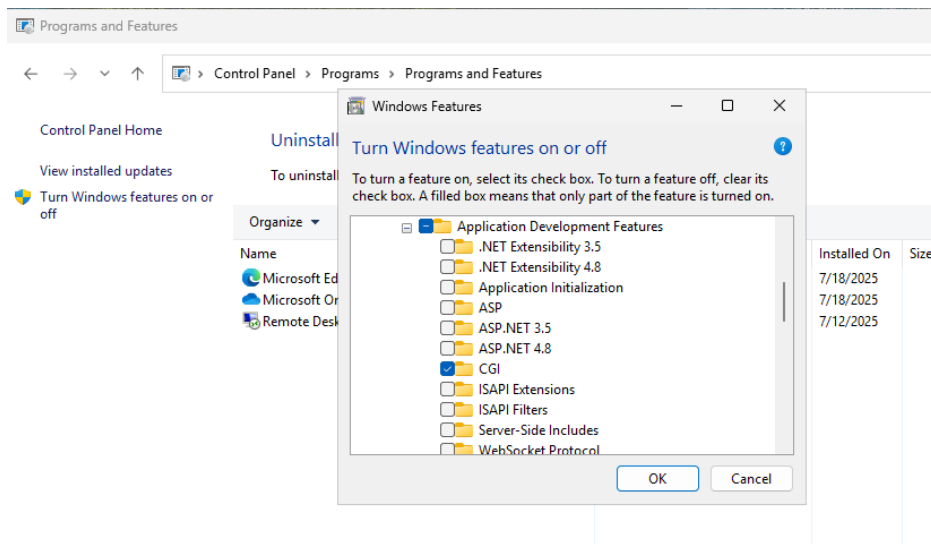
Name	Subscription	Resource Group
osticket-vm	Azure subscription 1	osTicket



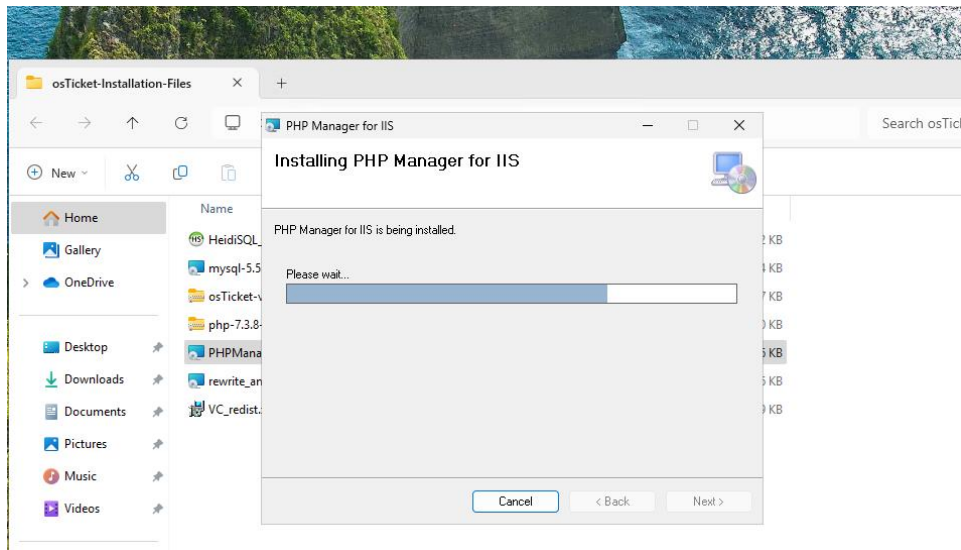
- Downloaded and extracted **osTicket-Installation-Files.zip** to Desktop



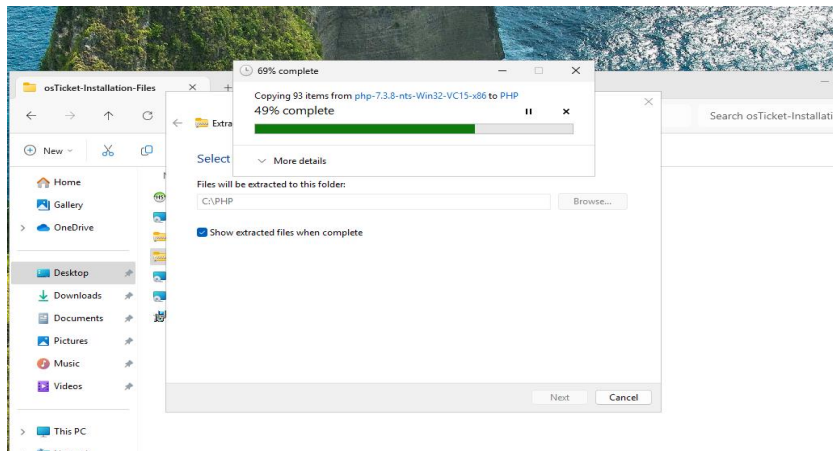
- Installed and enabled **IIS with CGI support**



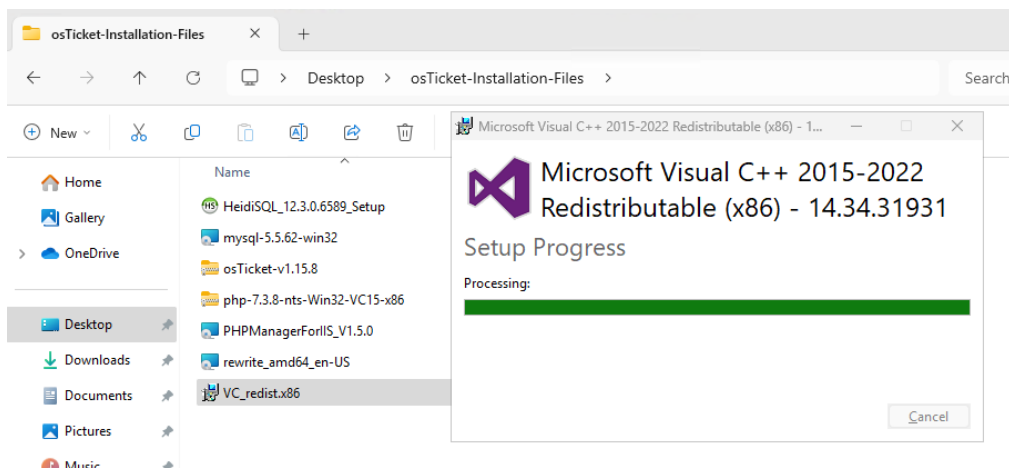
- Installed **PHP Manager** and **IIS Rewrite Module**

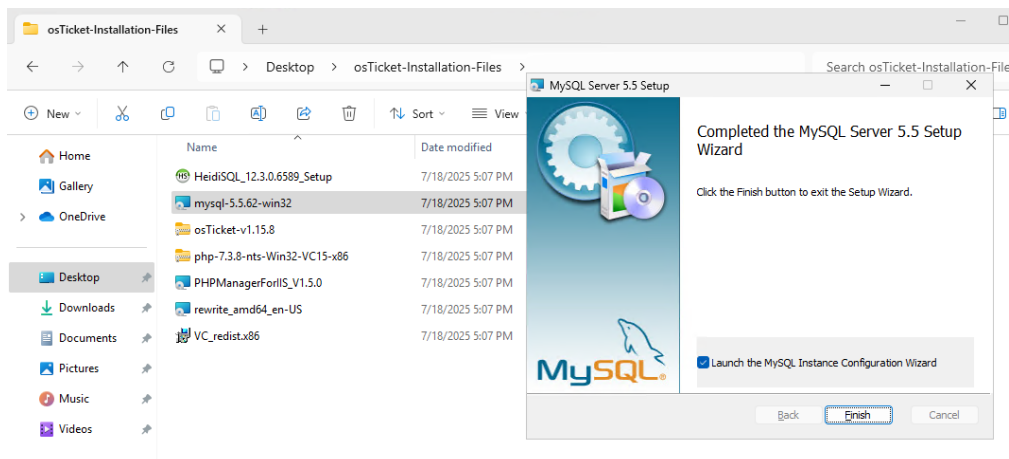


- Created C:\PHP and extracted PHP 7.3.8 contents

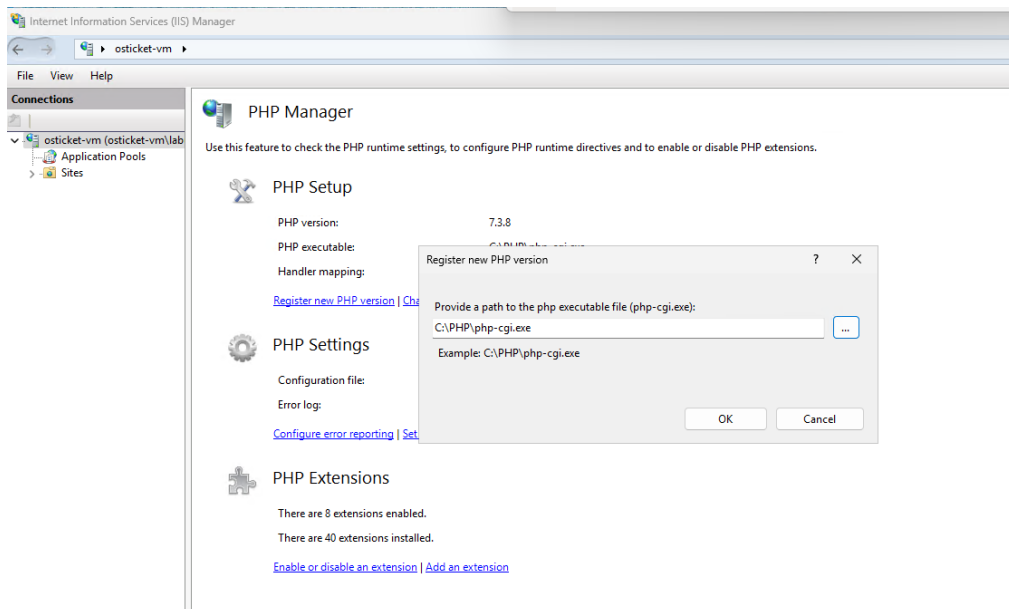


- Installed required packages: VC_redist.x86.exe, MySQL 5.5.62 (and configured it)

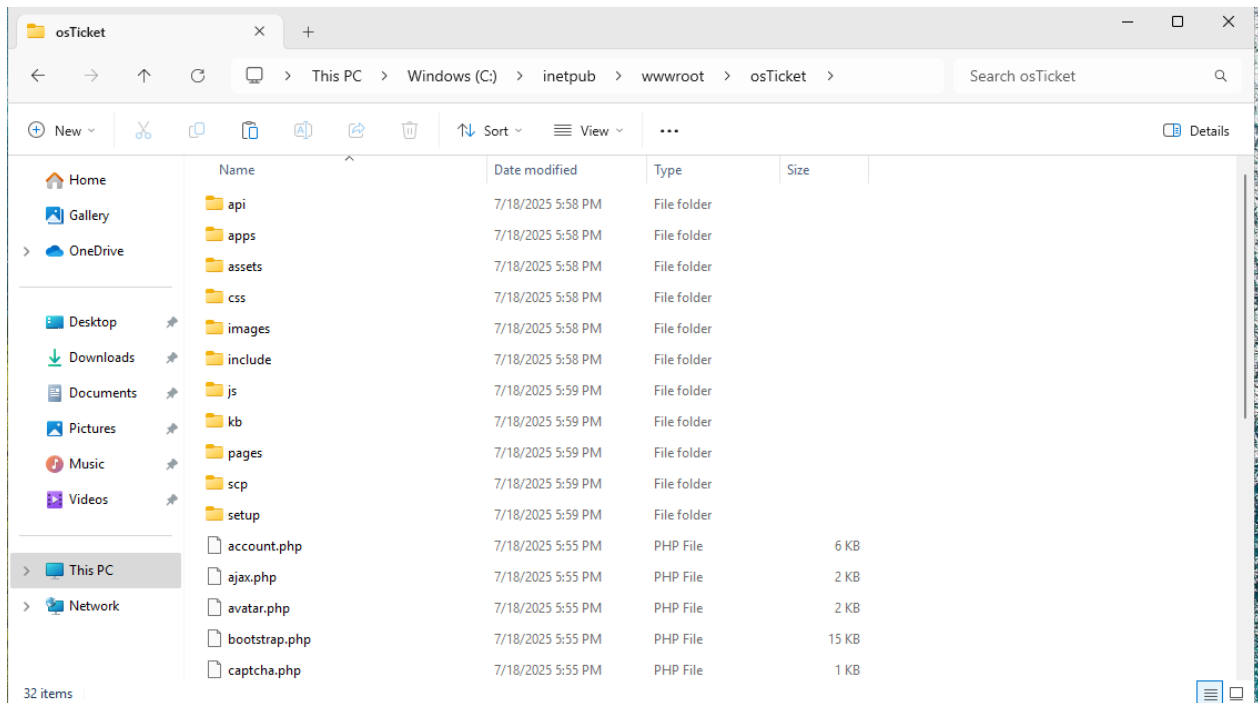




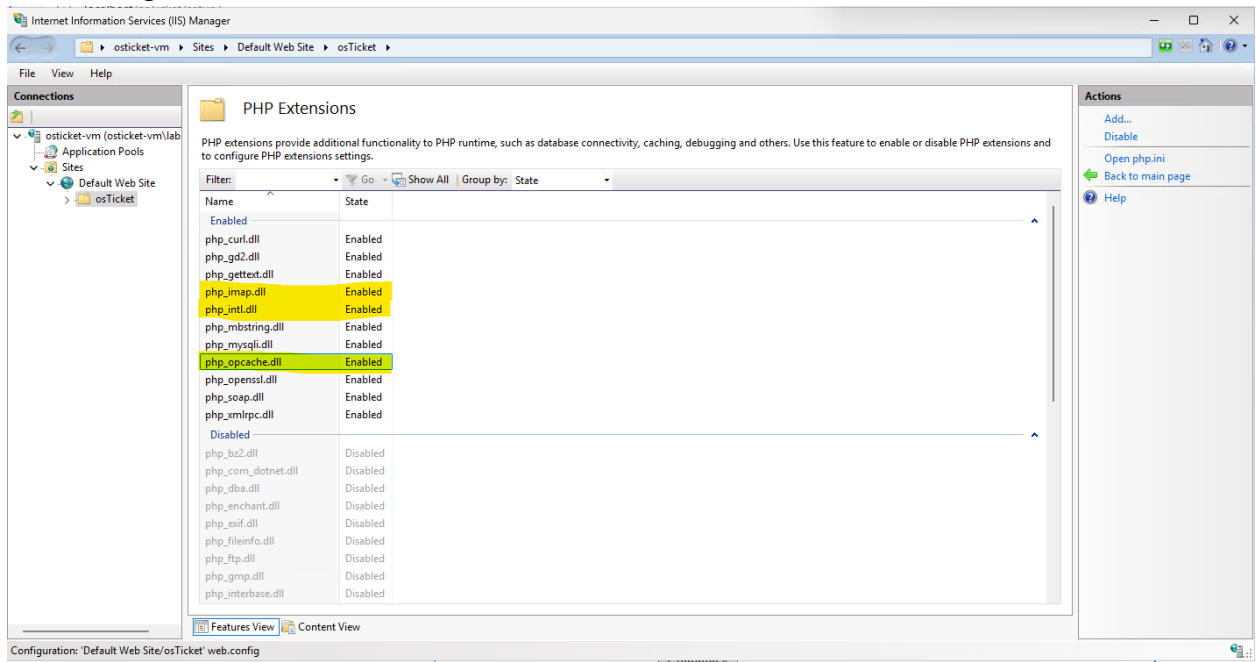
- Registered PHP in IIS via PHP Manager



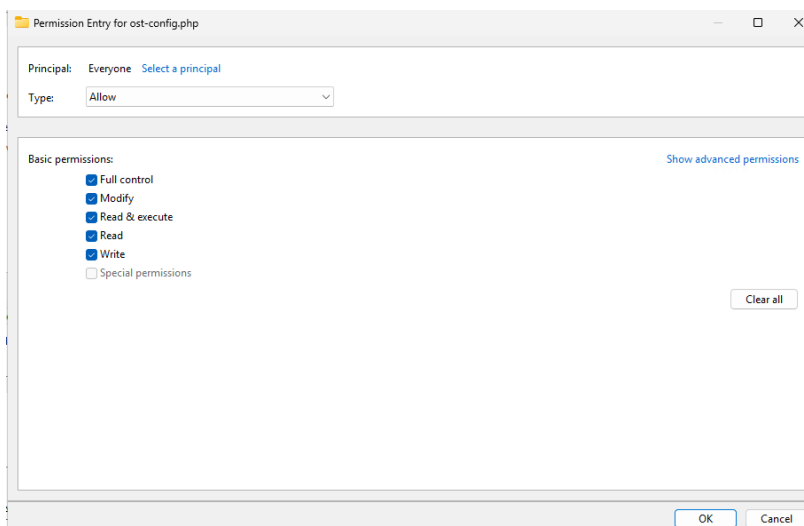
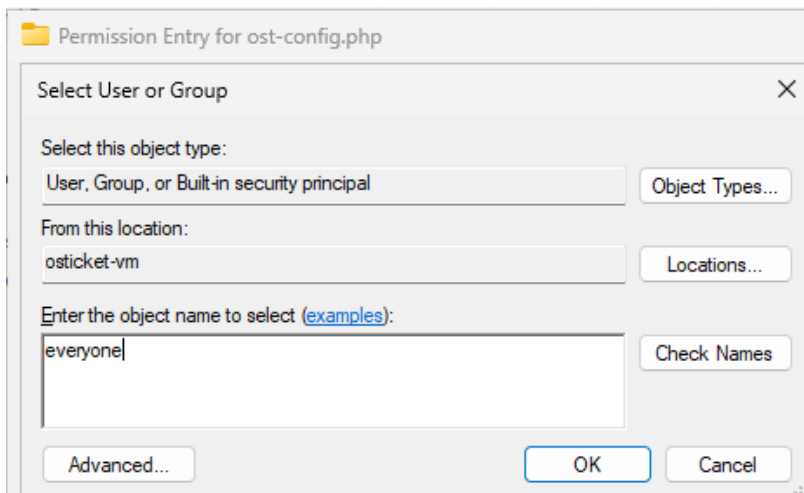
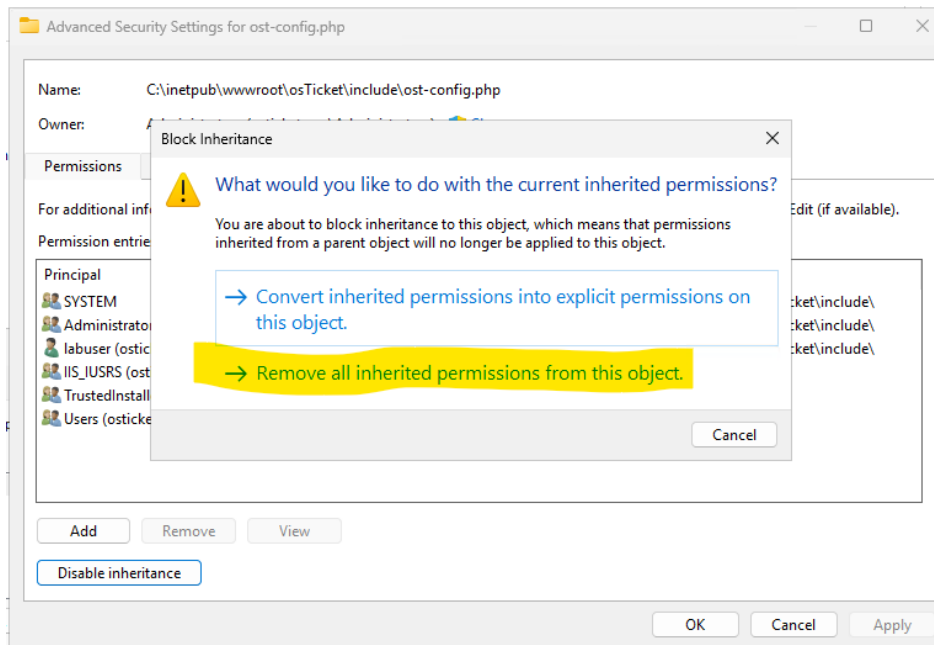
- Deployed osTicket files to C:\inetpub\wwwroot\osTicket



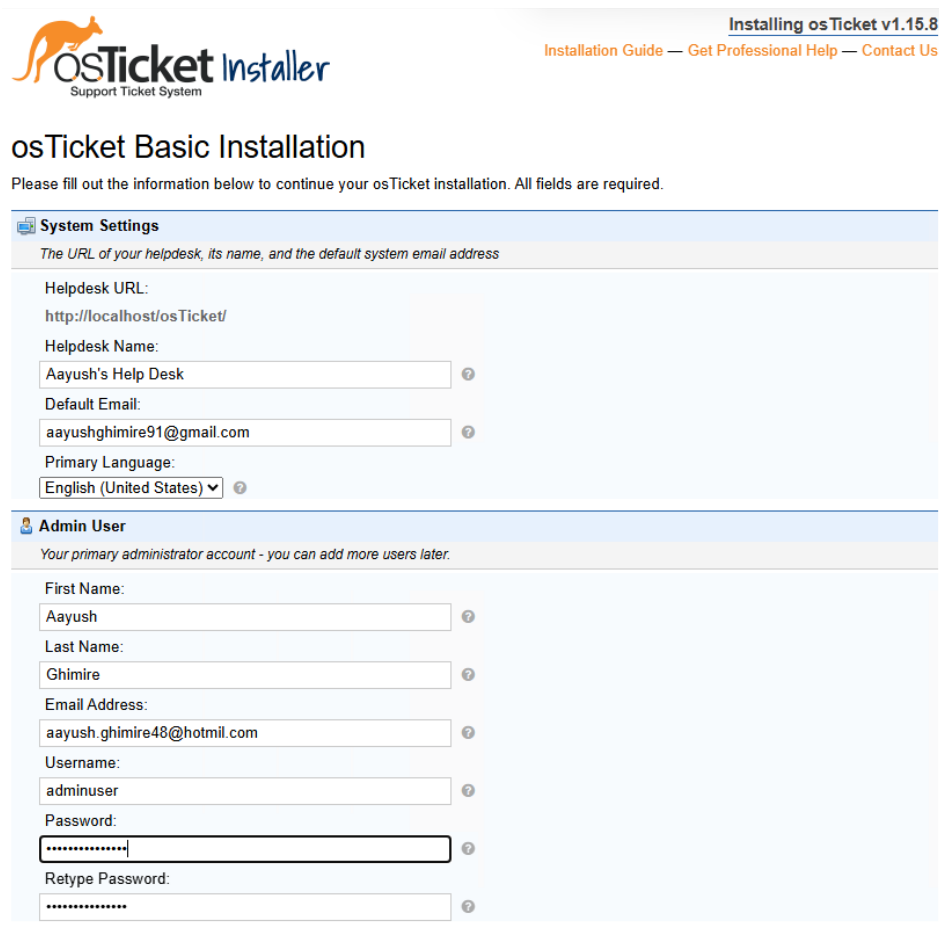
- Enabled required PHP extensions: `php_imap.dll`, `php_intl.dll`, `php_opcache.dll` in IIS in PHP manager



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

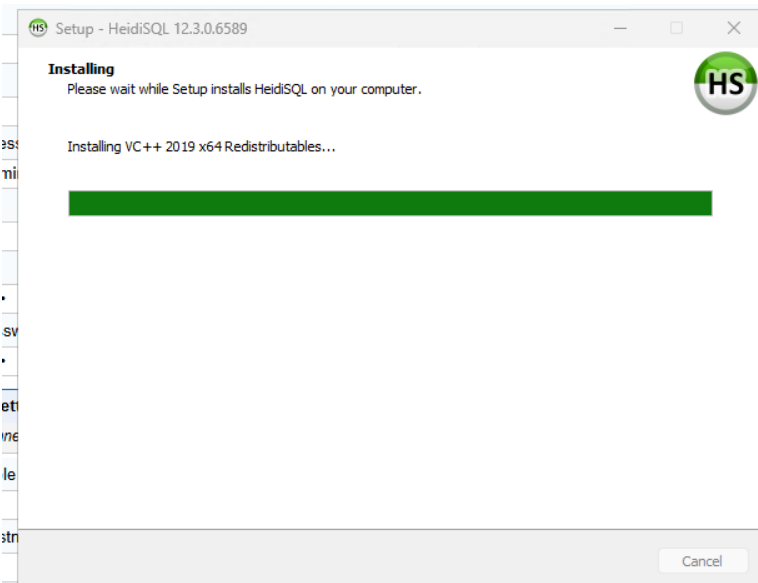


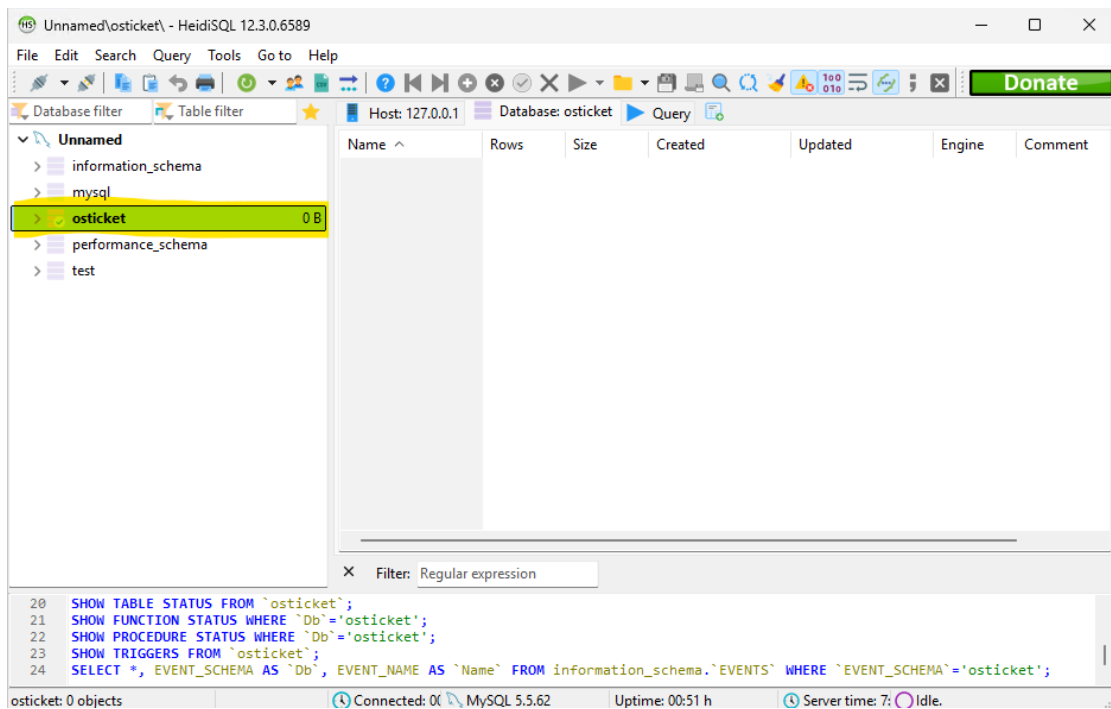
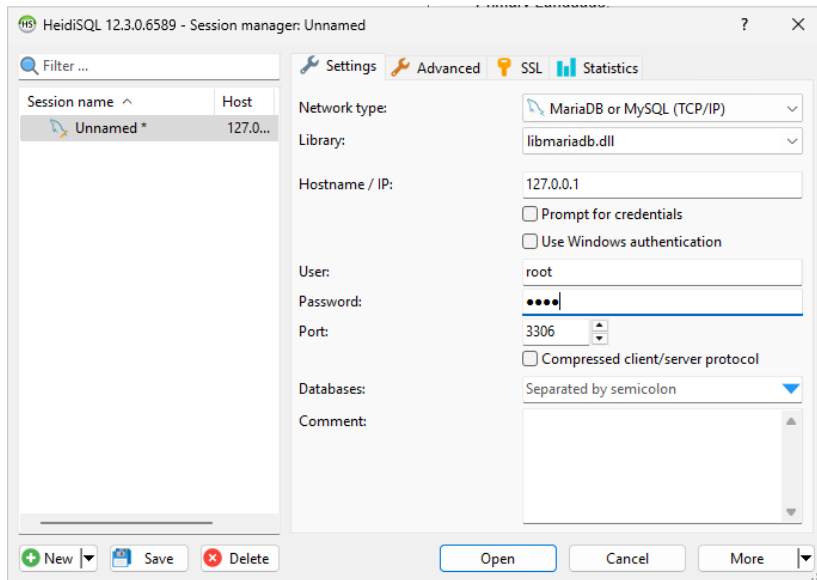
- Configured osTicket web installer with helpdesk name and admin email



The screenshot shows the 'osTicket Basic Installation' window. At the top, there's a logo for 'osTicket Support Ticket System' and a title bar 'Installing osTicket v1.15.8' with links for 'Installation Guide', 'Get Professional Help', and 'Contact Us'. The main heading is 'osTicket Basic Installation' followed by the instruction: 'Please fill out the information below to continue your osTicket installation. All fields are required.' The form is divided into two sections: 'System Settings' and 'Admin User'. The 'System Settings' section includes fields for 'Helpdesk URL' (http://localhost/osTicket/), 'Helpdesk Name' (Aayush's Help Desk), 'Default Email' (aayushghimire91@gmail.com), and 'Primary Language' (English (United States)). The 'Admin User' section includes fields for 'First Name' (Aayush), 'Last Name' (Ghimire), 'Email Address' (aayush.ghimire48@hotmail.com), 'Username' (adminuser), 'Password' (masked with dots), and 'Retype Password' (masked with dots). Each field has a small question mark icon for help.

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





- Finalized installation using MySQL DB details in browser

Primary Language:
English (United States) ?

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

First Name:
Aayush ?

Last Name:
Ghimire ?

Email Address:
aayush.ghimire48@hotmail.com

Username:
adminuser

Password:
.....

Retype Password:
.....

Database Settings
Database connection information

MySQL Table Prefix:
ost_ ?


MySQL Hostname:
localhost ?

MySQL Database:
osTicket ?


MySQL Username:
root ?

MySQL Password:
.... ?

Doing stuff!
Please wait... while we install your new support ticket system!



Install Now



Installing osTicket v1.15.8
Installation Guide — Get Professional Help — Contact Us

Congratulations!

Your osTicket installation has been completed successfully. Your next step is to fully configure your new support ticket system for use, but before you get to it please take a minute to cleanup.

Config file permission:

Change permission of ost-config.php to remove write access as shown below.

- CLI:**
`chmod 0644 include/ost-config.php`
- Windows PowerShell:**
`icacls include\ost-config.php /reset`
- FTP:**
Using WS_FTP this would be right hand clicking on the file, selecting chmod, and then remove write access
- Cpanel:**
Click on the file, select change permission, and then remove write access.

Below, you'll find some useful links regarding your installation.

Your osTicket URL: http://localhost/osTicket/	Your Staff Control Panel: http://localhost/osTicket/scp
osTicket Forums: https://forum.osticket.com/	osTicket Documentation: https://docs.osticket.com/

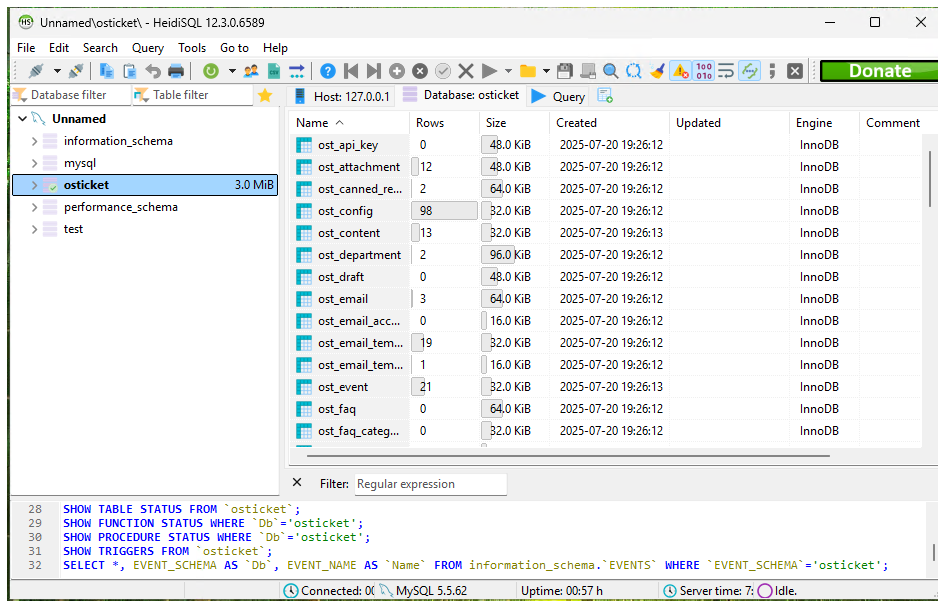
PS: Don't just make customers happy, make happy customers!

What's Next?

Post-Install Setup: You can now log in to [Admin Panel](#) with the username and password you created during the install process. After a successful log in, you can proceed with post-install setup. For complete and upto date guide see [osTicket wiki](#)

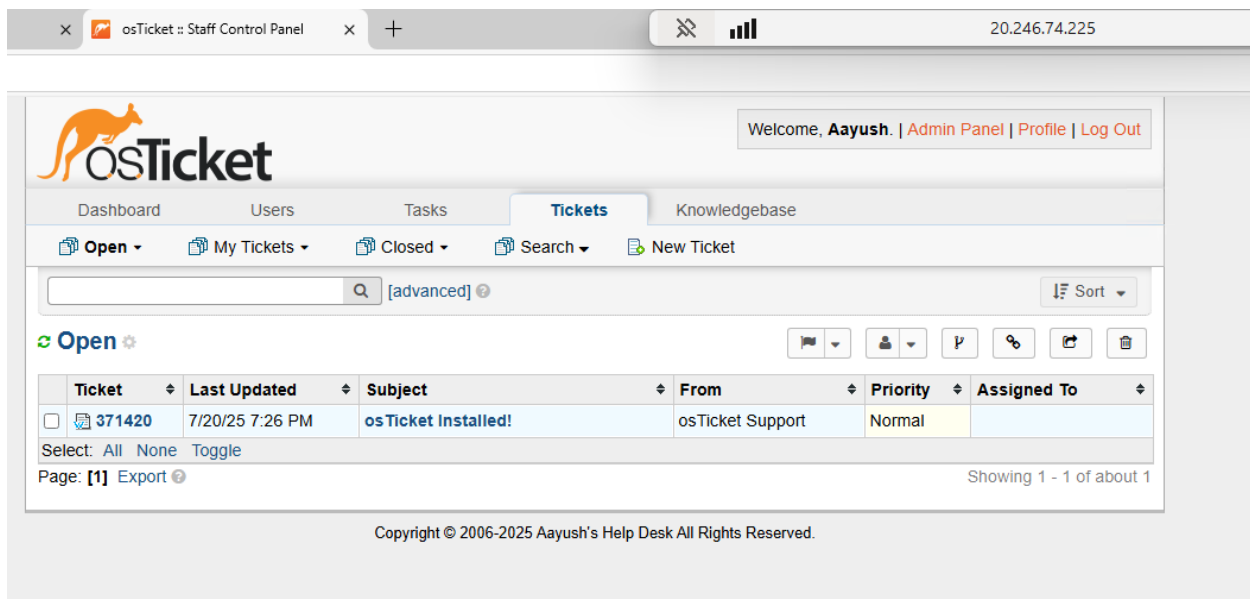
Commercial Support Available: Don't let technical problems impact your osTicket implementation. Get guidance and hands-on expertise to address unique challenges and make sure your osTicket runs smoothly, efficiently, and securely. [Learn More!](#)

Tables getting created in Heidi Sql



Verified successful deployment:

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