

BOUCHE  
Hugo

GLPI Installation  
et Gestion des  
Tickets

# Installation :

Sur sa machine virtuelle debian, se connecter à son système en mode admin:

```
vboxuser@glpi:~$ sudo su  
[sudo] password for vboxuser:  
root@glpi:/home/vboxuser# ip a  
1: lo: <LOOPBACK,UP,LOWER_UP> mtu 65536 qdisc noqueue state UNKNOWN group default  
    qlen 1  
        link/loopback 00:00:00:00:00:00 brd 00:00:00:00:00:00  
        inet 127.0.0.1/8 scope host lo  
            valid_lft forever preferred_lft forever  
            inet6 ::1/128 scope host  
                valid_lft forever preferred_lft forever  
                2: enp0s3: <NOQUEUE,BROADCAST,MULTICAST,UP,LOWER_UP> mtu 1500 qdisc pfifo_fast state UP  
        group default qlen 1000  
        link/ether 00:0c:27:c0:e2:43 brd ff:ff:ff:ff:ff:ff  
        inet 10.0.2.15/24 brd 10.0.2.255 scope global dynamic noprefixroute enp0s3  
            valid_lft 8401sec preferred_lft 8401sec  
            inet6 fe80::400c:27ff:fe27:c0e2%enp0s3/64 scope link noprefixroute  
                valid_lft forever preferred_lft forever  
root@glpi:/home/vboxuser#
```

Mettre à jour et installer les dépendances nécessaires tel que apache2, libapache2-mod-php.

```
vboxuser@glpi:~$ apt install apache2 libapache2-mod-php  
Reading package lists... Done  
Building dependency tree... Done  
The following NEW packages will be installed:  
libapache2-mod-php libapache2-mod-php7.4 php-common php7.4-cli php7.4-common  
php7.4-common php7.4-opcache php7.4-readline  
0 upgraded, 8 newly installed, 0 to remove and 0 not upgraded.  
Need to get 17.9 MB of additional disk space.  
After this operation, 17.9 MB of additional disk space will be used.  
Do you want to continue? [Y/n] y  
get:1 http://deb.debian.org/debian bullseye/main amd64 php-all 2:7.6.15.6  
get:2 http://deb.debian.org/debian bullseye/main amd64 php7.4-common 7.4.3  
get:3 http://deb.debian.org/debian bullseye/main amd64 php7.4-opcache 7.4.3-1+deb11u1 [19.3 kB]  
get:4 http://deb.debian.org/debian bullseye/main amd64 php7.4-readline 7.4.3-1+deb11u1 [1.024 kB]
```

Vérifier le status d'apache2 et qu'il soit bien dans le navigateur:

```
vboxuser@glpi:~$ systemctl status apache2  
● apache2.service - The Apache2 Web Server  
   Loaded: loaded (/lib/systemd/system/apache2.service; enabled; vendor preset: active)  
   Active: active (running) since Fri 2023-10-20 03:15:13 CEST; 1m 5s ago  
     Docs: man:systemctl(1)  
           man:apache2(8)  
   Process: 32821 ExecStart=/usr/sbin/apache2 start (code=exited, status=0/SUCCESS)  
   Main PID: 32821 (apache2)  
     Tasks: 6 (limit: 2307)  
    Memory: 11.5M  
       CPU: 0.000 CPU(s) total  
      CGroup: /system.slice/apache2.service  
              └─32829 /usr/sbin/apache2 -k start  
                  ├─32830 /usr/sbin/apache2 -k start  
                  ├─32831 /usr/sbin/apache2 -k start  
                  ├─32832 /usr/sbin/apache2 -k start  
                  ├─32833 /usr/sbin/apache2 -k start  
                  └─32834 /usr/sbin/apache2 -k start  
Oct 20 03:15:13 glpi plu[systemd]: Starting The Apache HTTP Server...  
Oct 20 03:15:13 glpi plu[systemd]: Started The Apache HTTP Server.  
root@glpi:/home/vboxuser#
```

Welcome to Firefox

Apache2 Debian Default Page

This is the default welcome page used to test the correct operation of the Apache2 server after installation on Debian systems. If you can read this page, it means that the Apache HTTP server at this site is working properly. You should **replace this file** (located at /var/www/html/index.html) before continuing to operate your HTTP server.

If you are a normal user of this website and don't know what this page is about, this probably means that the site is currently unavailable due to maintenance. If the problem persists, please contact the site's administrator.

Configuration Overview

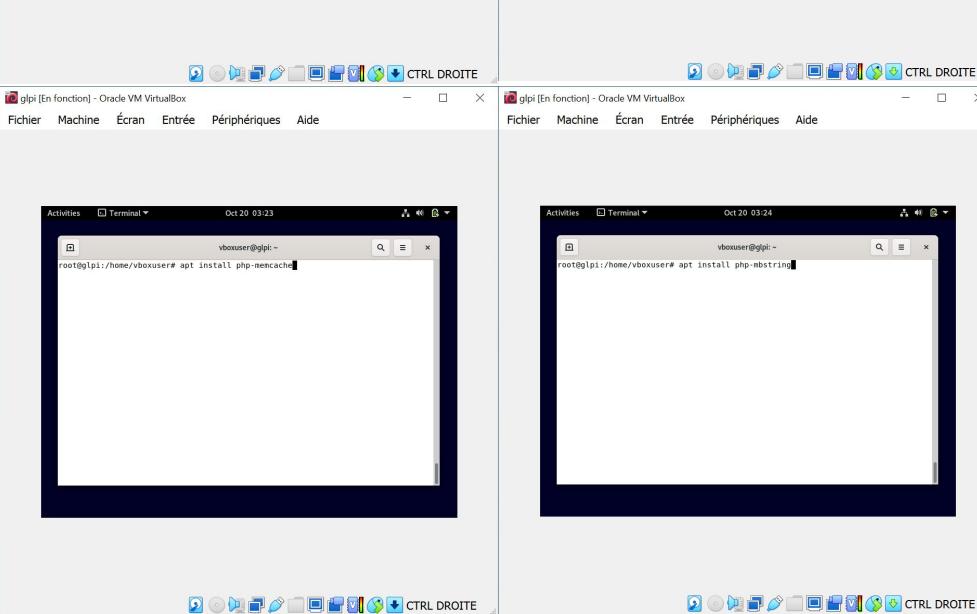
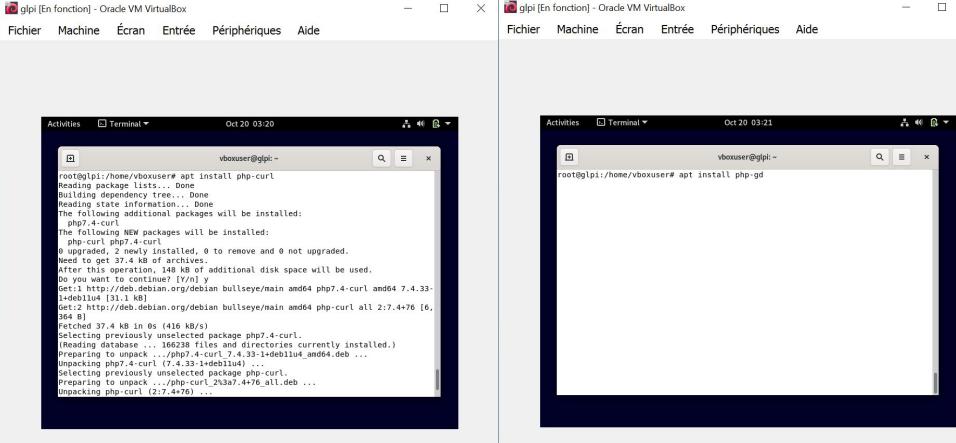
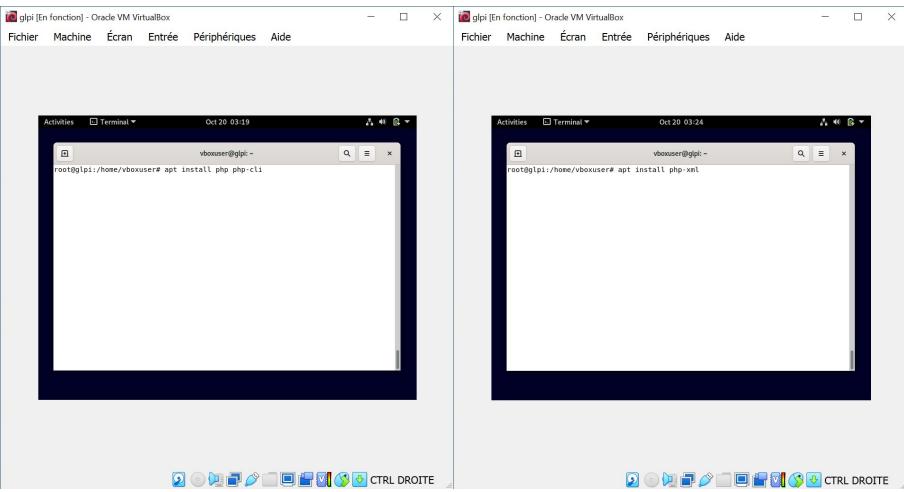
Debian's Apache2 default configuration is different from the upstream default configuration, and split into several files optimized for interaction with Debian tools. The configuration system is fully documented in /usr/share/doc/apache2/README.Debian.gz. Refer to this for the full documentation. Documentation for the Apache2 itself can be found by accessing the manual if the apache2-doc package was installed on this server.

The configuration layout for an Apache2 web server installation on Debian systems is as follows:

```
/etc/apache2/  
|-- apache2.conf
```

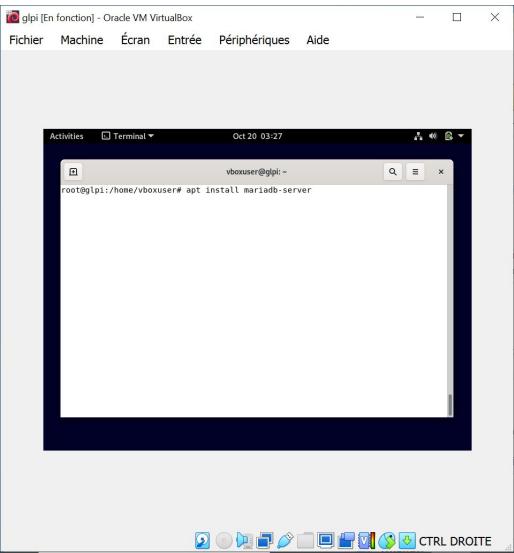
# Installation :

## Installation des autres dépendances:



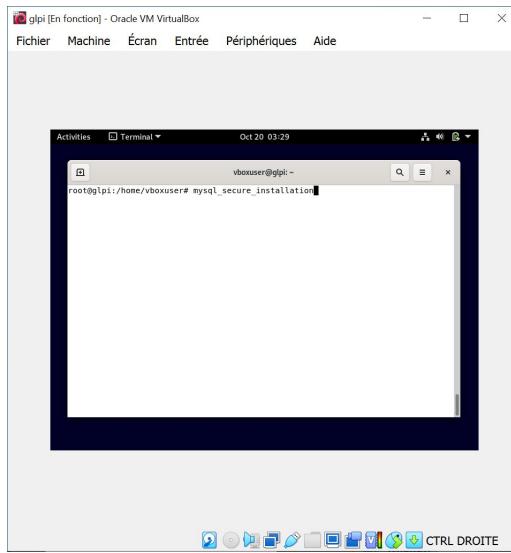
# Installation :

Installation de MariaDB , création de la base de donnée et don des privilèges:



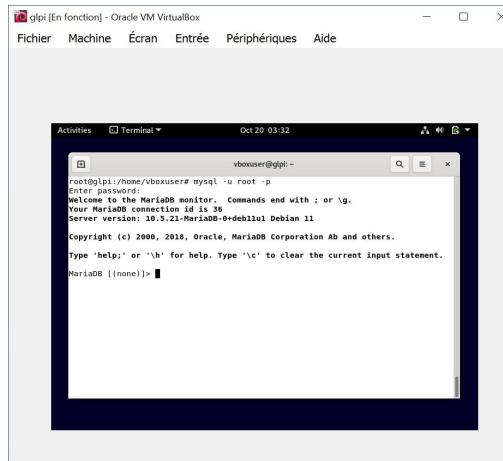
```
vboxuser@glpi:~
```

```
root@glpi:/home/vboxuser# apt install mariadb-server
```



```
vboxuser@glpi:~
```

```
root@glpi:/home/vboxuser# mysql_secure_installation
```



```
vboxuser@glpi:~
```

```
root@glpi:/home/vboxuser# mysql -u root -p
```

```
Welcome to the MariaDB monitor. Commands end with ; or \g.
```

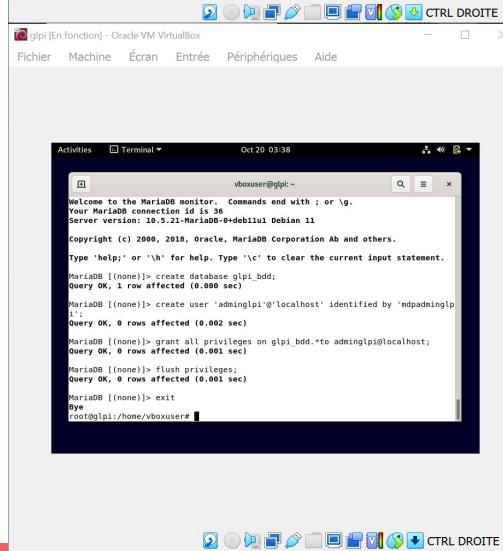
```
Your MariaDB connection id is 36
```

```
Server version: 10.5.21-MariaDB-0+deb11u1 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)]:
```



```
vboxuser@glpi:~
```

```
Welcome to the MariaDB monitor. Commands end with ; or \g.
```

```
Your MariaDB connection id is 36
```

```
Server version: 10.5.21-MariaDB-0+deb11u1 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 glpi_bdd;
```

```
Query OK, 1 row affected (0.000 sec)
```

```
MariaDB [(none)]> create user 'adminglpi'@'localhost' identified by 'npadmeinglp1';
```

```
Query OK, 0 rows affected (0.002 sec)
```

```
MariaDB [(none)]> grant all privileges on glpi_bdd.* to adminglpi@localhost;
```

```
Query OK, 0 rows affected (0.001 sec)
```

```
MariaDB [(none)]> flush privileges;
```

```
Query OK, 0 rows affected (0.001 sec)
```

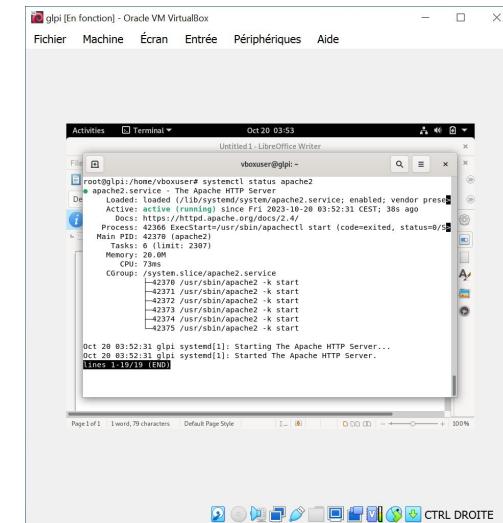
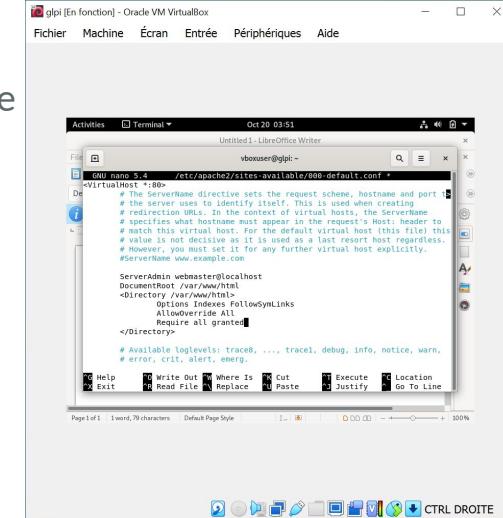
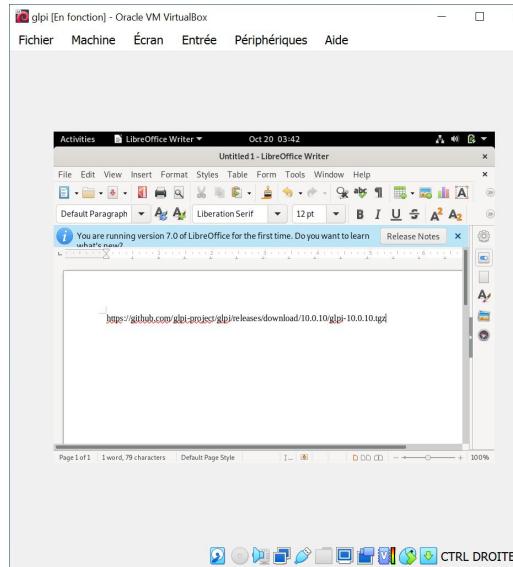
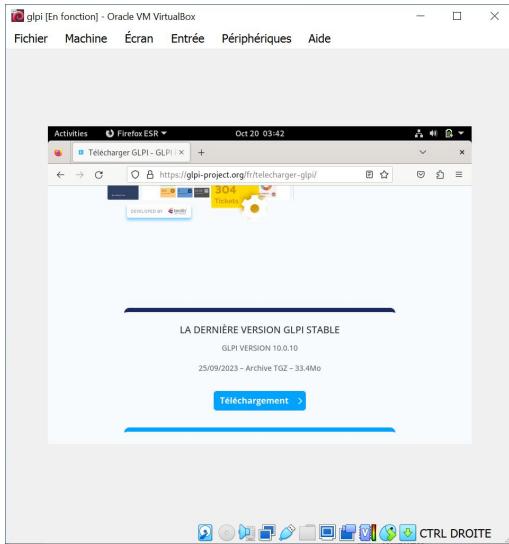
```
MariaDB [(none)]> exit
```

```
Bye
```

```
root@glpi:/home/vboxuser#
```

# Installation :

Télécharger le fichier .zip de GLPI sur le navigateur de la machine virtuelle et procéder à son installation:



# Installation :

Suite:

```
Fichier Machine Écran Entrée Périphériques Aide  
Activities Terminal Oct 20 03:55 Untitled1 - LibreOffice Writer  
vboxuser@glpi: ~  
root@glpi:/home/vboxuser# cd /tmp  
root@glpi:/tmp# ls  
Debian-1.0-MultiArch-20160726_1.0_all.deb  
l4u130x3y426.tme  
DSL PIPE 1000_SingleOfficeIPC_51d06915d635787f96324ac2fad3af6  
systemd-private-6193aaeae3c5348be97479bb31ac567b2_apache2.service-861j6h  
systemd-private-6193aaeae3c5348be97479bb31ac567b2_colorerd.service-C790ef  
systemd-private-6193aaeae3c5348be97479bb31ac567b2_fwupd.service-V2k3xe  
systemd-private-6193aaeae3c5348be97479bb31ac567b2_ModemManager.service-sNhRdi  
systemd-private-6193aaeae3c5348be97479bb31ac567b2_swicherroo-control.service-qWEM  
ng  
systemd-private-6193aaeae3c5348be97479bb31ac567b2_systemd-logind.service-8hUgig  
systemd-private-6193aaeae3c5348be97479bb31ac567b2_systemd-timesyncd.service-twBPG  
g  
systemd-private-6193aaeae3c5348be97479bb31ac567b2_upower.service-hfDOPg  
Temp-54f921ef-fcb8-4515-9521-2167025760ca  
tmpaddond  
tracker-extract-files.1000  
tracker-extract-files.116  
root@glpi:/tmp#
```

```
Fichier Machine Écran Entrée Périphériques Aide  
Activities Terminal Oct 20 03:56 Untitled1 - LibreOffice Writer  
vboxuser@glpi: ~  
root@glpi:/tmp# wget https://github.com/glpi-project/glpi/releases/download/10.0.10/glpi-10.0.10.tgz  
--2023-10-20 03:56:18.020231023092fus-east-112cf32fa4ed request_id=20231020T015710Z-Az-Expires3000X-Amz-Signal-headers-hostActor-id=84&key_id=8&repo_id=39182758&response-content-disposition=attachment;filename=glpi-10.0.10.tgz&response-content-type=application/x-tar  
Resolving objects.githubusercontent.com (objects.githubusercontent.com)... 185.199.109.133, 185.199.111.133, ...  
Connecting to objects.githubusercontent.com (objects.githubusercontent.com)|185.199.109.133|:443... connected.  
HTTP request sent, awaiting response... 200 OK  
Length: 59992816 (56M) [application/octet-stream]  
Saving to: 'glpi-10.0.10.tgz'  
glpi-10.0.10.tgz 100%[=====] 56.35M 24.6MB/s in 2.3s  
2023-10-20 03:57:13 [24.6 MB/s] - 'glpi-10.0.10.tgz' saved [59992816/59992816]  
root@glpi:/tmp#
```

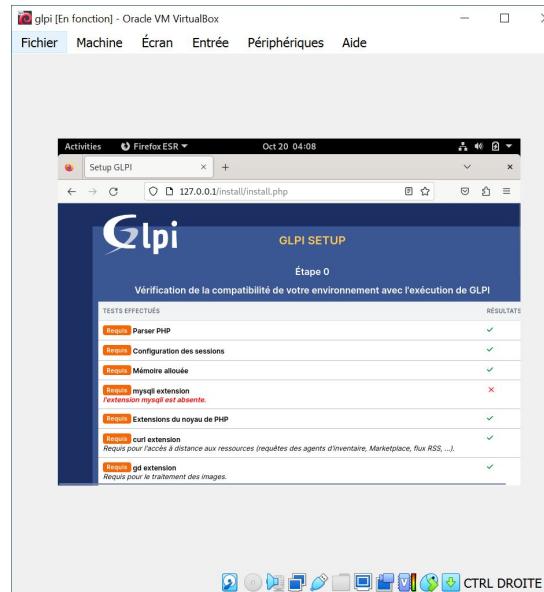
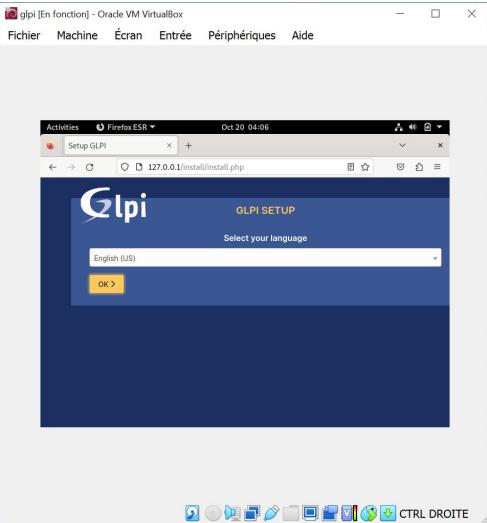
```
Fichier Machine Écran Entrée Périphériques Aide  
Activities Terminal Oct 20 04:01 Untitled1 - LibreOffice Writer  
vboxuser@glpi: ~  
root@glpi:/tmp# tar -xvf glpi-10.0.10.tgz  
Debian-1.0-MultiArch-20160726_1.0_all.deb  
glpi-10.0.10.tgz  
l4u130x3y426.tme  
DSL PIPE 1000_SingleOfficeIPC_51d06915d635787f96324ac2fad3af6  
systemd-private-6193aaeae3c5348be97479bb31ac567b2_apache2.service-861j6h  
systemd-private-6193aaeae3c5348be97479bb31ac567b2_colorerd.service-C790ef  
systemd-private-6193aaeae3c5348be97479bb31ac567b2_fwupd.service-V2k3xe  
systemd-private-6193aaeae3c5348be97479bb31ac567b2_ModemManager.service-sNhRdi  
ng  
systemd-private-6193aaeae3c5348be97479bb31ac567b2_swicherroo-control.service-qWEM  
g  
systemd-private-6193aaeae3c5348be97479bb31ac567b2_upower.service-hfDOPg  
Temp-54f921ef-fcb8-4515-9521-2167025760ca  
tmpaddond  
tracker-extract-files.1000  
tracker-extract-files.116  
root@glpi:/tmp# tar xvf glpi-10.0.5.tgz  
tar: glpi-10.0.5.tgz: Cannot open: No such file or directory  
tar: Error is not recoverable; exiting now
```

```
Fichier Machine Écran Entrée Périphériques Aide  
Activities Terminal Oct 20 03:57 Untitled1 - LibreOffice Writer  
vboxuser@glpi: ~  
root@glpi:/tmp# curl -s https://objects.githubusercontent.com/github-production-prerelease-asset-2e65de/91275/27916be-e027-47bd-8fe6-adc5028973ab?X-Amz-Algorithm=AWS4-HMAC-SHA256X-Amz-Credential=AKIAINNUYAXC4CSVENH53AAZP202310292fus-east-112cf32fa4ed request_id=20231020T015710Z-Amz-Expires3000X-Amz-Signal-headers-hostActor-id=84&key_id=8&repo_id=39182758&response-content-disposition=attachment;filename=glpi-10.0.10.tgz&response-content-type=application/x-tar  
Resolving objects.githubusercontent.com (objects.githubusercontent.com)... 185.199.109.133, 185.199.111.133, ...  
Connecting to objects.githubusercontent.com (objects.githubusercontent.com)|185.199.109.133|:443... connected.  
HTTP request sent, awaiting response... 200 OK  
Length: 59992816 (56M) [application/octet-stream]  
Saving to: 'glpi-10.0.10.tgz'  
glpi-10.0.10.tgz 100%[=====] 56.35M 24.6MB/s in 2.3s  
2023-10-20 03:57:13 [24.6 MB/s] - 'glpi-10.0.10.tgz' saved [59992816/59992816]  
root@glpi:/tmp#
```

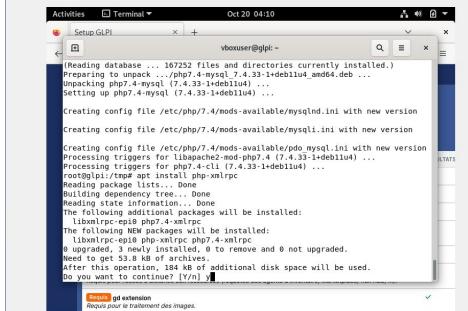
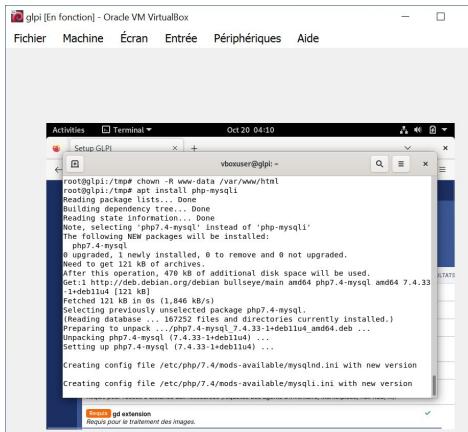
```
Fichier Machine Écran Entrée Périphériques Aide  
Activities Terminal Oct 20 04:06 Untitled1 - LibreOffice Writer  
vboxuser@glpi: ~  
root@glpi:/tmp# rm -rf /var/www/html/index.html  
root@glpi:/tmp# cp -r glpi/* /var/www/html  
root@glpi:/tmp# chown -R www-data /var/www/html  
root@glpi:/tmp#
```

# Installation :

Ouvrir le Setup GLPI sur le navigateur et procéder à l'installation de GLPI en suivant les étapes:

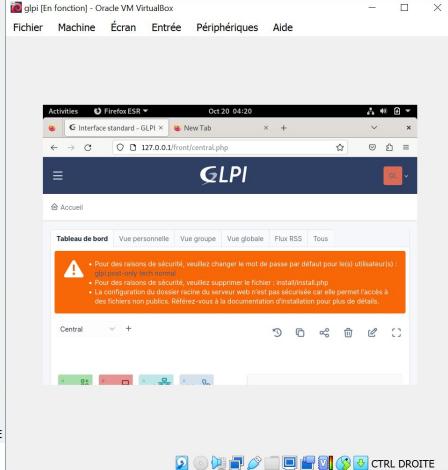
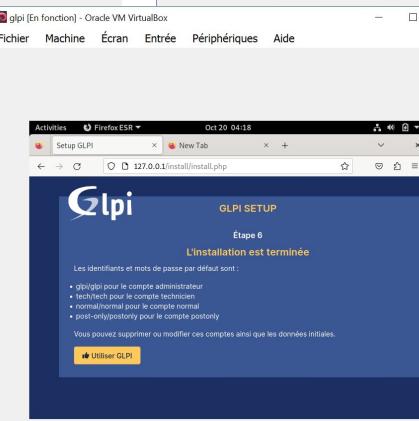
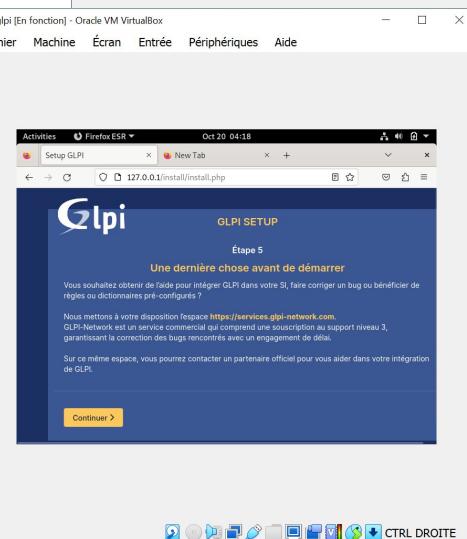
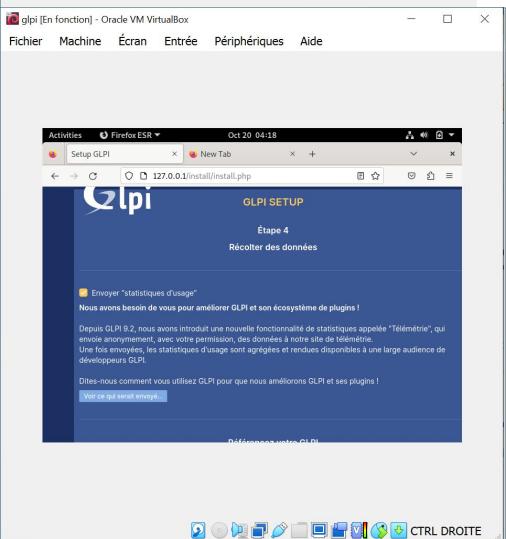
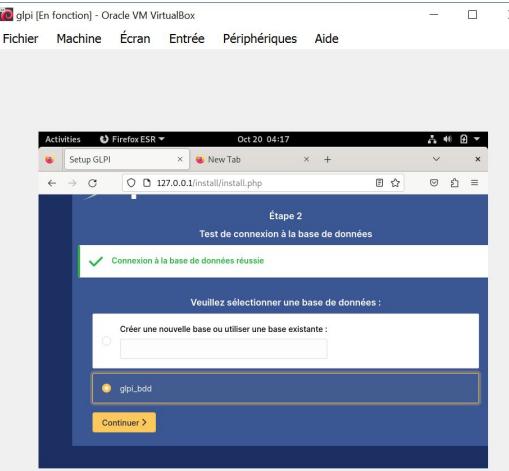
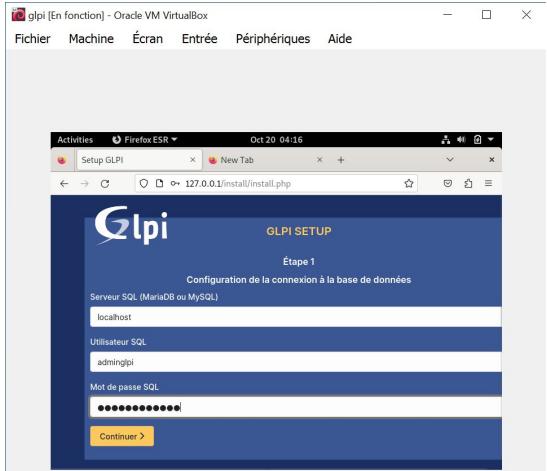
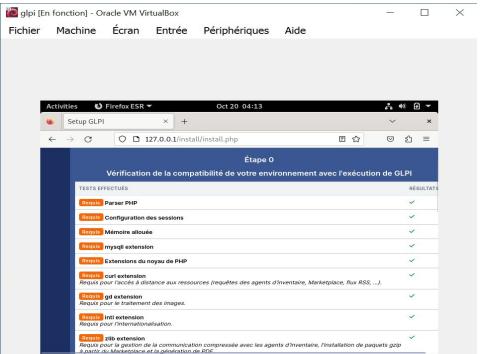


( Correction des erreurs  
concernant l'environnement GLPI )



# Installation :

## Suite :



# Gestion des tickets:

## Création d'un ticket d'un utilisateur:

The screenshot shows the GLPI authentication interface. At the top, there's a header bar with the GLPI logo and navigation links: Fichier, Machine, Écran, Entrée, Périphériques, Aide. Below the header is a toolbar with various icons. The main area contains a "Login to your account" form with fields for "Login" (containing "norma") and "Password" (containing "\*\*\*\*\*"). There are also "Remember me" and "Sign in" buttons.

This screenshot shows the GLPI ticket creation interface. The title bar indicates "Ticket - New item - GLPI". The main window has a sidebar titled "Assistance" with sections like Tickets, Problems, Changes, Planning, Statistics, Management, Tools, Administration, and Setup. The main content area shows a toolbar at the bottom with icons for creating new items, deleting, updating, and so on. The status bar at the bottom says "CTRL DROIT".

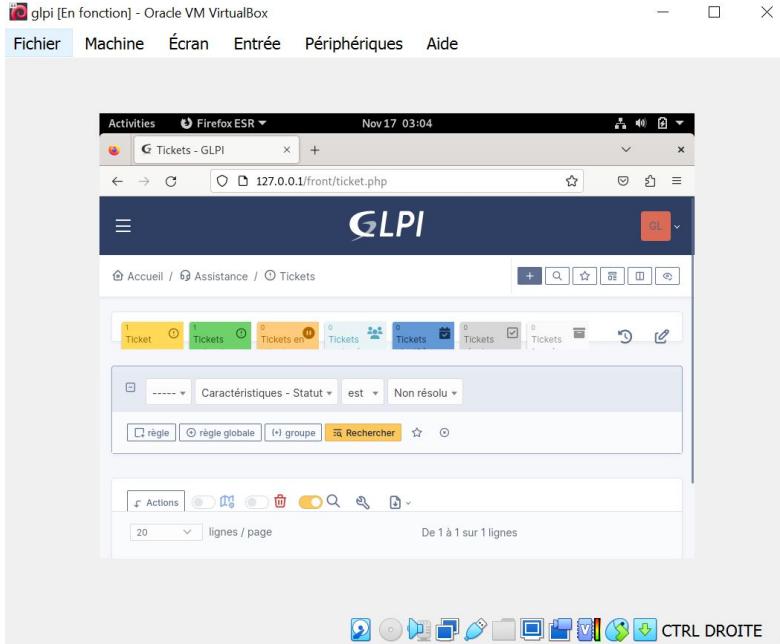
This screenshot shows the GLPI ticket creation form. The title bar says "Ticket - New item - GLPI". The form includes fields for "Opening date" (set to "2023-11-01 12:00:00"), "Type" (set to "Incident"), and "Category" (set to "-----"). A large text area for "Description" is present. The status bar at the bottom says "CTRL DROITE".

This screenshot shows the GLPI ticket creation form with specific details filled in. The "Urgency" field is set to "Very high", "Impact" is "Medium", and "Priority" is "High". Other fields like "Total duration" and "Approval request" are also present. The status bar at the bottom says "CTRL DROIT".

This screenshot shows the GLPI ticket creation form with a "Linked tickets" section. It includes a note: "Ticket will be added in entity [entite racine]". The main form has fields for "Title" and "Description" with rich text editor tools. The status bar at the bottom says "CTRL DROITE".

# Gestion des tickets:

## Attribution du ticket



This screenshot shows the "Ticket (#1) - Problème souris" detail page. The title bar displays "glpi [En fonction] - Oracle VM VirtualBox" and the date "Nov 17 03:05". The main content area shows a ticket form with the following details:  
- Title: Problème souris (1)  
- Type: Incident  
- Date d'ouverture: 2023-11-01 12:00:00  
- Status: Non résolu  
- Observateur: tech  
- Attribué à: tech  
The form includes sections for Ticket, Statistiques, Validations, Base de connaissances, Éléments, Coûts, Projets, and Tâches de projet. A "Réponse" button is visible at the bottom right. The bottom of the screen has a toolbar with icons for creating new tickets and other actions.

This screenshot shows the "Ticket (#1) - Problème souris" detail page, specifically the "Acteurs" tab. The title bar displays "glpi [En fonction] - Oracle VM VirtualBox" and the date "Nov 17 03:06". The main content area shows the following information:  
- Demandeur: normal (1)  
- Observateur: (empty)  
- Attribué à: tech (highlighted)  
The "Acteurs" tab is selected. The bottom of the screen has a toolbar with icons for creating new tickets and other actions.

# Gestion des tickets:

## Résolution du ticket

The screenshot shows the GLPI ticket management interface. At the top, there are several tabs: "Activities", "Ticket (H 1) - Problème souris", "CTRL DROITE", "Fichier", "Machine", "Écran", "Entrée", "Périphériques", and "Aide". Below the tabs, the main content area displays a "Personal View" section with a table titled "TICKETS TO BE PROCESSED". The table has columns for "ID", "REQUESTER", "ASSOCIATED ELEMENTS", and "DESCRIPTION". One ticket is listed: ID: 1 (normal), Requester: General, Description: Problème souris (0 - 0). Below this, there's a "YOUR PLANNING" section stating "No events to display". Further down are "PERSONAL REMINDERS" and "PUBLIC REMINDERS" sections. At the bottom, there's a toolbar with icons for creating new tickets and managing existing ones.

This screenshot shows a ticket resolution process. On the left, a ticket detail view for "Ticket (H 1) - Problème souris" is shown. The ticket was created 44 minutes ago by "normal" and last updated "À l'instant par gpli". The title is "Problème souris" and the description is "le clic droit ne clic plus une fois sur deux". On the right, a file upload dialog is open, prompting to "Drag and drop your file here, or Browse..." with a maximum size of "2 Mo max". The dialog includes "X Refuse" and "✓ Approve" buttons. A "Timeline filter" button is also visible at the bottom.

This screenshot continues the ticket resolution process. The ticket detail view for "Ticket (H 1) - Problème souris" is shown again. A "Helpdesk" note is present: "Nettoyage de la souris avec de l'air comprimé et un pinceau". A "NO" status box indicates the ticket was created 7 minutes ago by "tech" and last updated "À l'instant par gpli". The ticket title is "Problème souris" and the description is "le clic droit ne fonctionne toujours pas". A "TE" status box is also present. On the right, a helpdesk note from "Helpdesk" states: "Remplacement de la souris par une nouvelle". The bottom right corner shows a "CTRL DROITE" toolbar.

# Gestion des tickets:

Fermeture du ticket:

