

Installation complète de OSTicket

Nom et prénom du rédacteur

BOUTEMY Enzo

1 Mise à jour

```
root@debian1064:~# apt update && apt upgrade
Atteint :1 http://security.debian.org/debian-security buster/updates InRelease
Atteint :2 http://deb.debian.org/debian buster InRelease
Atteint :3 http://deb.debian.org/debian buster-updates InRelease
Lecture des listes de paquets... Fait
Construction de l'arbre des dépendances
Lecture des informations d'état... Fait
32 paquets peuvent être mis à jour. Exécutez « apt list --upgradable » pour les voir.
Lecture des listes de paquets... Fait
Construction de l'arbre des dépendances
Lecture des informations d'état... Fait
Calcul de la mise à jour... Fait
Les NOUVEAUX paquets suivants seront installés :
  linux-image-4.19.0-26-amd64
Les paquets suivants seront mis à jour :
  bind9-host cpio curl dbus debian-archive-keyring distro-info-data grub-common grub-pc
  grub-pc-bin grub2-common isc-dhcp-client isc-dhcp-common krb5-locales libbind9-161
  libcurl3-gnutls libcurl4 libcurl4-gnutls-dev libdbus-1-3 libdns-export1104 libdns1104 libelf1
  libfastjson4 libglib2.0-0 libglib2.0-data libgnutls30 libgssapi-krb5-2 libisc-export1100
  libisc1100 libisccc161 libisccfg163 libk5crypto3 libkrb5-3 libkrb5support0 liblwres161
  libmariadb3 libncurses6 libncursesw6 libnghttp2-14 libnss-systemd libpam-systemd libpcre2-8-0
  libpython2.7-minimal libpython2.7-stdlib libpython3.7-minimal libpython3.7-stdlib libssh-4
  libssh2-1 libssl1.1 libsystemd0 libtasn1-6 libtinfo6 libudev1 libx11-6 libx11-data libxml2
  linux-image-amd64 linux-libc-dev man-db mariadb-client mariadb-client-10.3
  mariadb-client-core-10.3 mariadb-common ncurses-base ncurses-bin ncurses-term openssl-client
  openssl python2.7 python2.7-minimal python3-reportbug python3-requests python3-urllib3 python3.7
  python3.7-minimal reportbug systemd systemd-sysv tzdata udev vim-common vim-tiny xxd
32 mis à jour, 1 nouvellement installés, 0 à enlever et 0 non mis à jour.
Il est nécessaire de prendre 97,7 Mo dans les archives.
Après cette opération, 270 Mo d'espace disque supplémentaires seront utilisés.
Souhaitez-vous continuer ? [O/n] y_
```

2 Installation prérequis

« sudo apt install apache2 mysql-server php php-mysql php-imap php-gd php-curl php-json php-xml php-mbstring unzip mariadb-server »

```
root@debian1064:~# apt install apache2 php php-mysql php-imap php-gd php-curl php-json php-xml php-mbstring unzip
Lecture des listes de paquets... Fait
Construction de l'arbre des dépendances
Lecture des informations d'état... Fait
unzip est déjà la version la plus récente (6.0-23+deb10u3).
unzip passé en « installé manuellement ».
Le paquet suivant a été installé automatiquement et n'est plus nécessaire :
  linux-image-4.19.0-20-amd64
Veuillez utiliser « apt autoremove » pour le supprimer.
Les paquets supplémentaires suivants seront installés :
  apache2-bin apache2-data apache2-utils fontconfig-config fonts-dejavu-core libapache2-mod-php7.3
  libapr1 libaprutil1 libaprutil1-dbd-sqlite3 libaprutil1-ldap libbrotli1 libcurl-client2007e
  libfontconfig1 libgd3 libjansson4 libjbig0 libjpeg62-turbo liblua5.2-0 libsodium23 libtiff5
  libwebp6 libxpm4 libxslt1.1 mlock php-common php7.3 php7.3-cli php7.3-common php7.3-curl
  php7.3-gd php7.3-imap php7.3-json php7.3-mbstring php7.3-mysql php7.3-opcache php7.3-readline
  php7.3-xml psmisc ssl-cert
Paquets suggérés :
  apache2-doc apache2-suexec-pristine | apache2-suexec-custom www-browser php-pear uw-mailutils
  libgd-tools openssl-blacklist
```

3 Attribution des droits admin à la base de données

```

root@debian1064:~# mariadb
Welcome to the MariaDB monitor.  Commands end with ; or \g.
Your MariaDB connection id is 36
Server version: 10.3.39-MariaDB-0+deb10u2 Debian 10

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 osticket;
Query OK, 1 row affected (0,000 sec)

MariaDB [(none)]> create user 'admin'@'localhost' identified by 'btsinfo';
Query OK, 0 rows affected (0,000 sec)

MariaDB [(none)]> grant all privileges on osticket.* to 'admin'@'localhost';
Query OK, 0 rows affected (0,000 sec)

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

MariaDB [(none)]> exit
Bye
root@debian1064:~# _

```

4 Téléchargement du dossier web osTicket

4.1 wget

```

root@debian1064:~# cd /var/www/html/
root@debian1064:/var/www/html# wget https://github.com/osTicket/osTicket/releases/download/v1.15.2/osTicket-v1.15.2.zip
--2024-03-09 12:01:11-- https://github.com/osTicket/osTicket/releases/download/v1.15.2/osTicket-v1.15.2.zip
Résolution de github.com (github.com)... 140.82.121.3
Connexion à github.com (github.com)|140.82.121.3|:443... connecté.
requête HTTP transmise, en attente de la réponse... 302 Found
Emplacement : https://objects.githubusercontent.com/github-production-release-asset-2e65be/12063996/c411c600-7c27-11eb-9524-472dfd91af48?X-Amz-Algorithm=AWS4-HMAC-SHA256&X-Amz-Credential=AKIAVCODYLSA53PQK42A%2F20240309%2Fus-east-1%2Fs3%2Faws4_request&X-Amz-Date=20240309T110112Z&X-Amz-Expires=300&X-Amz-Signature=df26ec3b7105cadc24316204f25b37bd2f33a9c20571041df30dcf8f84e23340&X-Amz-SignedHeaders=host&actor_id=0&key_id=0&repo_id=12063996&response-content-disposition=attachment%3B%20filename%3DosTicket-v1.15.2.zip&response-content-type=application%2Foctet-stream [suivant]
--2024-03-09 12:01:12-- https://objects.githubusercontent.com/github-production-release-asset-2e65be/12063996/c411c600-7c27-11eb-9524-472dfd91af48?X-Amz-Algorithm=AWS4-HMAC-SHA256&X-Amz-Credential=AKIAVCODYLSA53PQK42A%2F20240309%2Fus-east-1%2Fs3%2Faws4_request&X-Amz-Date=20240309T110112Z&X-Amz-Expires=300&X-Amz-Signature=df26ec3b7105cadc24316204f25b37bd2f33a9c20571041df30dcf8f84e23340&X-Amz-SignedHeaders=host&actor_id=0&key_id=0&repo_id=12063996&response-content-disposition=attachment%3B%20filename%3DosTicket-v1.15.2.zip&response-content-type=application%2Foctet-stream
Résolution de objects.githubusercontent.com (objects.githubusercontent.com)... 185.199.111.133, 185.199.110.133, 185.199.108.133, ...
Connexion à objects.githubusercontent.com (objects.githubusercontent.com)|185.199.111.133|:443... connecté.
requête HTTP transmise, en attente de la réponse... 200 OK
Taille : 51862437 (49M) [application/octet-stream]
Sauvegarde en : « osTicket-v1.15.2.zip »

osTicket-v1.15.2.zip      64%[=====>] 31,84M  11,2MB/s

```

4.2 Unzip


```
inflating: upload/setup/test/tests/test.syntax.php
inflating: upload/setup/test/tests/test.undefinedmethods.php
inflating: upload/setup/test/tests/test.uninitialized.php
inflating: upload/setup/test/tests/test.validation.php
inflating: upload/setup/test/tests/test.var-dump.php
inflating: upload/setup/tips.php
inflating: upload/setup/upgrade.php
inflating: upload/tickets.php
inflating: upload/view.php
inflating: upload/web.config
root@debian1064:/var/www/html# ls
index.html  osTicket-v1.15.2.zip  scripts  upload
root@debian1064:/var/www/html# rm -r osTicket-v1.15.2.zip
root@debian1064:/var/www/html# ls
index.html  scripts  upload
root@debian1064:/var/www/html# _
```

4.3 Attribution des droits au fichier

```
root@debian1064:/var/www/html# chown -R www-data:www-data /var/www/html/upload/
```

5 Configuration WEB

5.1 Vérification des installations



Installing osTicket v1.15.2
[Installation Guide](#) — [Get Professional Help](#) — [Contact Us](#)

Thank You for Choosing osTicket!

We are delighted you have chosen osTicket for your customer support ticketing system!

The installer will guide you every step of the way in the installation process. You're minutes away from your awesome customer support system!

Prerequisites

Before we begin, we'll check your server configuration to make sure you meet the minimum requirements to run the latest version of osTicket.

Required:
These items are necessary in order to install and use osTicket.

- ✓ PHP v7.2 or greater — (7.3.31-1~deb10u5)
- ✓ MySQLi extension for PHP — module loaded

Recommended:
You can use osTicket without these, but you may not be able to use all features.

- ✓ Gdlib Extension
- ✓ PHP IMAP Extension — *Required for mail fetching*
- ✓ PHP XML Extension (for XML API)
- ✓ PHP XML-DOM Extension (for HTML email processing)
- ✓ PHP JSON Extension (faster performance)
- ✓ Mbstring Extension — recommended for all installations
- ✓ Phar Extension — recommended for plugins and language packs
- ✓ Intl Extension — recommended for improved localization
- ✓ APCu Extension — (faster performance)
- ✓ Zend OPcache Extension — (faster performance)


Need Help?

If you are looking for a greater level of support, we provide [professional installation services](#) and commercial support with guaranteed response times, and access to the core development team. We can also help customize osTicket or even add new features to the system to meet your unique needs. [Learn More!](#)

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Tout est correctement installé

5.2 Erreur & configuration ost-config



Installing osTicket v1.15.2
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Configuration file missing!

osTicket installer requires ability to write to the configuration file, `include/ost-config.php`. A template copy is located in the include directory (`include/ost-sampleconfig.php`).

Solution: **Configuration file does NOT exist. Follow steps below to add one.**
Rename the sample file `include/ost-sampleconfig.php` to `ost-config.php` and click continue below.

- CLI:
`cp include/ost-sampleconfig.php include/ost-config.php`
- Windows PowerShell:
`Copy-Item -Path include\ost-sampleconfig.php -Destination include\ost-config.php`
- FTP:
- Cpanel:

If sample config file is missing - please make sure you uploaded all files in 'upload' folder or refer to the [Installation Guide](#)

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5.3 Modification du fichier config

Avant

```
GNU nano 3.2                                ost-sampleconfig.php

define('SECRET_SALT','%CONFIG-SIRI');

#Default admin email. Used only on db connection issues and related alerts.
define('ADMIN_EMAIL','%ADMIN-EMAIL');

# Database Options
# -----
# Mysql Login info
define('DBTYPE','mysql');
define('DBHOST','%CONFIG-DBHOST');
define('DBNAME','%CONFIG-DBNAME');
define('DBUSER','%CONFIG-DBUSER');
define('DBPASS','%CONFIG-DBPASS');
```

Après

```
# Database Options
# -----
# Mysql Login info
define('DBTYPE','mysql');
define('DBHOST','localhost');
define('DBNAME','osticket');
define('DBUSER','admin');
define('DBPASS','btsinfo_');
```

5.4 Configuration basic

Helpdesk URL:

http://192.168.1.28/upload/

Helpdesk Name:

eBoutemy



Default Email:

eBoutemy@gmail.com



Primary Language:

English (United States) ▾



Admin User

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

First Name:

Enzo



Last Name:

boutemy



Email Address:

boutemy52@gmail.com



Username:

eboutemy



Password:

.....



Retype Password:

.....



Database Settings

Database connection information

MySQL Table Prefix:

ost_



MySQL Hostname:

localhost



MySQL Database:

osticket



MySQL Username:

admin



MySQL Password:

.....



Install Now

5.5 Installation complète



Installing osTicket v1.15.2

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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://192.168.1.28/upload/>

Your Staff Control Panel:

<http://192.168.1.28/upload/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!](#)

Page d'accueil


[Guest User](#) | [Sign In](#)

 Check Ticket Status

Check Ticket Status

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.

Page Admin



Welcome, Enzo. | [Admin Panel](#) | [Profile](#) | [Log Out](#)

Dashboard
Users
Tasks
Tickets
Knowledgebase

[Open](#)
[My Tickets](#)
[Closed](#)
[Search](#)
[New Ticket](#)

[\[advanced\]](#)

Sort

[Open](#)

	Ticket	Last Updated	Subject	From	Priority	Assigned To
<input type="checkbox"/>	810838	3/9/24 12:12 PM	osTicket Installed!	osTicket Support	Normal	

Select: [All](#) [None](#) [Toggle](#)

Page: [\[1\]](#) [Export](#)

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