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Random Contributions Knowledge that I've gathered and stored for your convenience and mine! Tuesday, February 19, 2019 Search This Blog Install osTticket 1.11 on CENTOS 7 Install osTicket 1.11 on CENTOS 7 Assumptions: Standard installation of CENTOS 7 minimal build 1810 completed with root access to SSH session and root access. Deployment below is based on a fully updated OS available (as of January 2019) test on HyperV) Copy/Paste the commands in BOLD. Submit them one at a time, waiting for each action to complete. Install base packages yum -y install epel-release* sudo yum -y install httpd mariadb mariadb-server php php-mysql php-fpm php-cli php-xml php-common php-gd php-mbstring wget unzip php-opcache php-pecl-apcu php-intl php-imap Install MySQL/MariaDB systemctl start mariadb.service systemctl enable mariadb.service mysql_secure_installation Configure MYSQL sudo mysql -u root -p Setup database tables. You can change anything in itelics to suit your installation ids CREATE DATABASE osticket_db; CREATE USER 'osticket_user'@'localhost' IDENTIFIED BY 'osticket_password'; GRANT ALL PRIVILEGES on osticket_db.* TO 'osticket_user'@'localhost'; **FLUSH PRIVILEGES**; Install latest version (as of FEB 2019) of osTicket from GITHUB cd /tmp/ wget https://github.com/osTicket/osTicket/releases/download/v1.11/osTicket-v1.11.zip Unzip (defaults to 'upload' folder) unzip osTicket-v1.11.zip Move it to apache web directory sudo mv /tmp/upload /var/www/html/support Set permissions sudo chown apache: -R /var/www/html/support Preinstall osTicket configs cd /var/www/html/support/ sudo cp /var/www/html/support/include/ost-sampleconfig.php include/ost-config.php Sets SELINUX to disable sed -i -r 's/SELINUX=enforcing/SELINUX=disabled/' /etc/selinux/config Update Firewall Rules sudo firewall-cmd --zone=public --add-port=80/tcp --permanent sudo firewall-cmd --reload This next command is super important. This resolves the error "is currently unable to handle this request." When you try and login to (as of my testing) above 1.9. If you have a different location name for your osTicket installation just alter the file path in the command. sudo chmod -R 755 /var/www/html/support/ Set config file ready for initial customization sudo chmod 0666 /var/www/html/support/include/ost-config.php service httpd restart Test your install! http://IPofserver/support You should see something like this screen, everything should be GREEN check marked. Click on **CONTINUE OSTICKET** Installer Thank You for Choosing osTicket! We are delighted you have chosen os Ticket for your customer support ticketing system! Prerequisites These items are necessary in order to install and use esTicket. ✓ PHP v5.4 or greater — (5.4.16) ✓ MySQLi extension for PHP — module loaded Recommended: You can use osTicket without these, but you may not be able to use all features. Gdib Extension PHP IMAP Extension — Required for mail fetching PHP XML Extension (for XML API) PHP XML Extension (for HTML email precessing) PHP JSON Extension (for HTML email precessing) Mitotring Extension — recommended for all installations Phar Extension — recommended for plagins and language packs Intl Extension — recommended for improved localization APOLE Extension — (faster performance) Zend OPceche Extension — (faster performance) Continue » You'll be at the osTicket basic information. This section allows you to do some initial configs. System Settings HELP DESK NAME = The name that this trouble ticket system should be associated with. Maybe the name of the company or project. Default email is the email address that interaction with this ticket system will use. Database settings Use the settings that you configured when installing the the maria db Once completed, click on INSTALL NOW Database Settings Database connection information MySQL Table Prefix: MySQL Hostname: localhost MySQL Database: osticket_db MySQL Username: osticket_user MySQL Password: Install Now Once completed the initial configuration you'll see a window like this: Installing os Ticket v1.11 OSTICKET Installer Congratulations! Config file permission: chmod 0644 include/ost-config.php Windows PowerShell: icacls include lost-config.php /reset FIP: 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: Your osTicket URL: Your osTicket URL: Your osTicket Community Wik: PS: Don't just make customers happy, make happy customers! When you see this window, go back to your CLI and change the privileges from the configuration file. chmod 0644 /var/www/html/support/include/ost-config.php All Done! Start using it! Posted by Random Contributions at 3:37 PM MBLFP 5 comments: Anonymous March 18, 2019 at 11:22 AM thanks for your share! minor correction unzip osticket-v1.11.zip to unzip osTicket-v1.11.zip only copy and paste. Perfect! Thank you Tested @VM virtual box - Centos 7

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