

osTicket

Installation osTicket on Ubuntu server

Step 1: Update system

Start by updating packages on your system to the latest release.

```
sudo apt-get update  
sudo apt-get upgrade
```

Step 2: Install and Configure MySQL / MariaDB database

You will need one MySQL database with a valid user, password and hostname for during the installation. Run the commands below to install mariadb and to secure your DB server.

```
sudo apt install mariadb-server  
  
sudo mysql_secure_installation
```

Change authentication plugin to be able to login as normal user with root credentials.

```
sudo mysql -u root  
  
UPDATE mysql.user SET plugin = 'mysql_native_password' WHERE User = 'root';  
  
FLUSH PRIVILEGES;  
  
QUIT;
```

Confirm it is working:

```
mysql -u root -p
```

```
Welcome to the MariaDB monitor.  Commands end with ; or \g.  
Your MariaDB connection id is 95
```

```
Server version: 5.7.30-0ubuntu0.18.04.1 (ubuntu)
```

```
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)]>
```

After the MariaDB/MySQL server has been installed, proceed to create a database for the osTicket. Login to your database server as root user and create a database for osTicket

```
mysql -u root
```

```
CREATE DATABASE osticket_db;
```

```
GRANT ALL PRIVILEGES ON osticket_db.* TO osticket_user@localhost
```

```
FLUSH PRIVILEGES;
```

```
QUIT;
```

Step 3: Download and Install osTicket on Ubuntu 20.04 / 18.04

At this point you should also have apache2 and php installed. You should have already done this when installing Zabbix.

Download now the latest release of osTicket via Github:

```
sudo apt-get install curl wget unzip

curl -s https://api.github.com/repos/osTicket/osTicket/releases/latest \

| grep browser_download_url \

| grep "browser_download_url" \

| cut -d '"' -f 4 \

| wget -i -
```

Extract downloaded archive:

```
unzip osTicket-v*.zip -d osTicket
```

Now you will get two directories after extraction: scripts and upload:

```
ls osTicket
scripts upload
```

Change ownership of osTicket web directory to user www-data and group.

```
sudo chown -R www-data:www-data /var/www/
```

Step 4: Configure Apache Web Server

Create Virtual host configuration file for osTicket on Apache configurations directory:

```
sudo nano /etc/apache2/sites-enabled/osticket.conf
```

Add content:

```
<VirtualHost *:80>
    DocumentRoot /var/www/osTicket/upload
    ServerName osticket.local
    <Directory /var/www/osTicket/>
        Options FollowSymlinks
        AllowOverride All
        Require all granted
    </Directory>

    ErrorLog ${APACHE_LOG_DIR}/osticket_error.log
    CustomLog ${APACHE_LOG_DIR}/osticket_access.log
    combined

</VirtualHost>
```

Add "combined" behind log with just a space in between.

Confirm config syntax:

```
sudo apachectl -t
Syntax OK
```

Restart apache2:

```
sudo systemctl restart apache2
```

Then adjust the 000-default.conf file:

```
sudo nano /etc/apache2/sites-enabled/000-default.conf
```

Add content:

```
<VirtualHost *:80>
    ServerAdmin webmaster@localhost
    DocumentRoot /var/www/osTicket/upload
    ServerName 192.168.1.6

    ErrorLog ${APACHE_LOG_DIR}/osticket_error.log
    CustomLog ${APACHE_LOG_DIR}/osticket_access.log
    combined

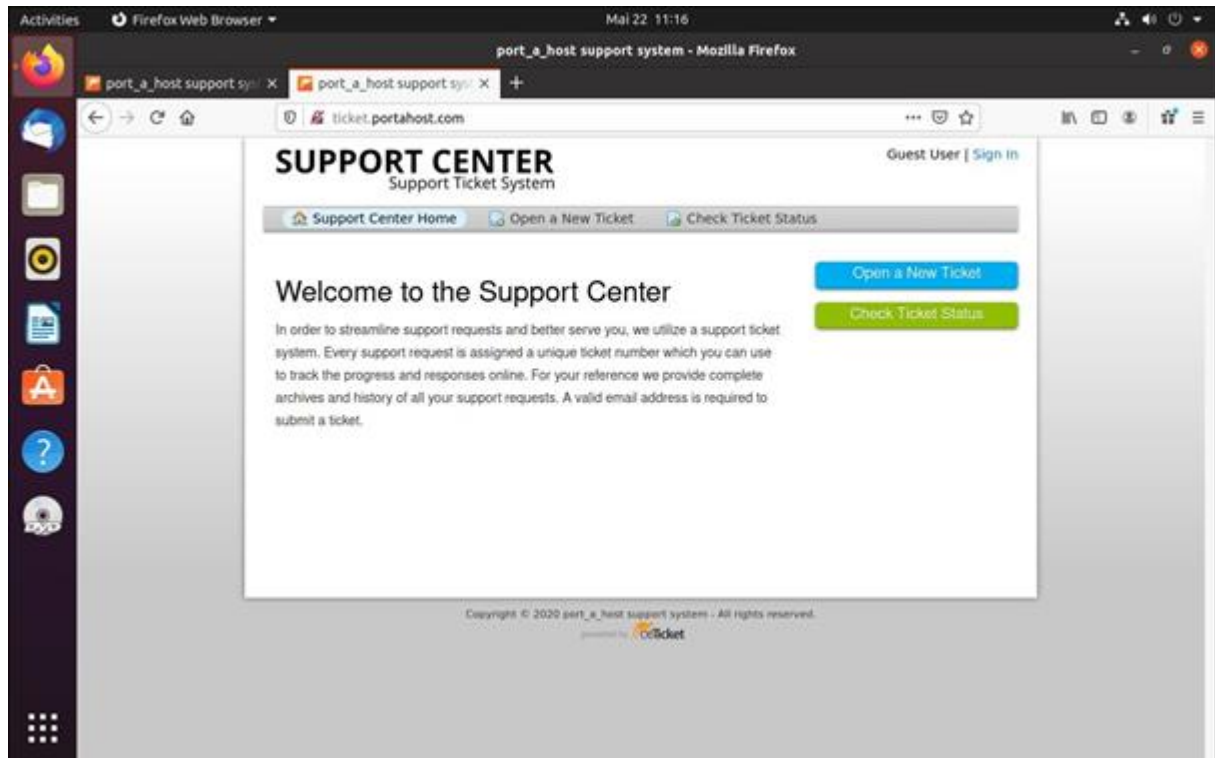
</VirtualHost>
```

Add "combined" behind log with just a space in between.

osTicket for the client

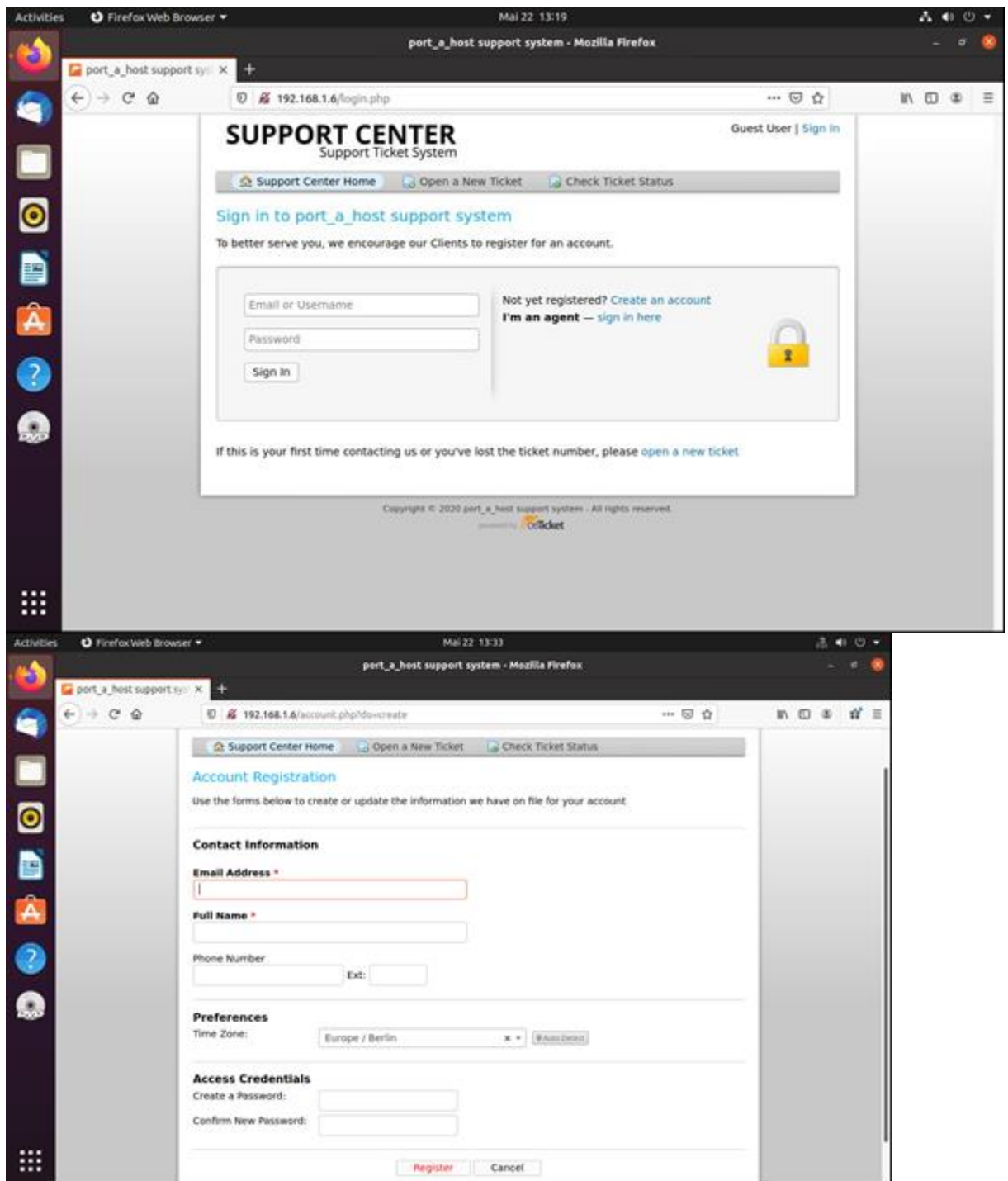
Step 1: Connect to our Ticket System

To access our ticket system with osTicket, you must enter this link in the search bar “ticket.portahost.com” or “192.168.1.6”. Normally this will bring you to our support center platform.



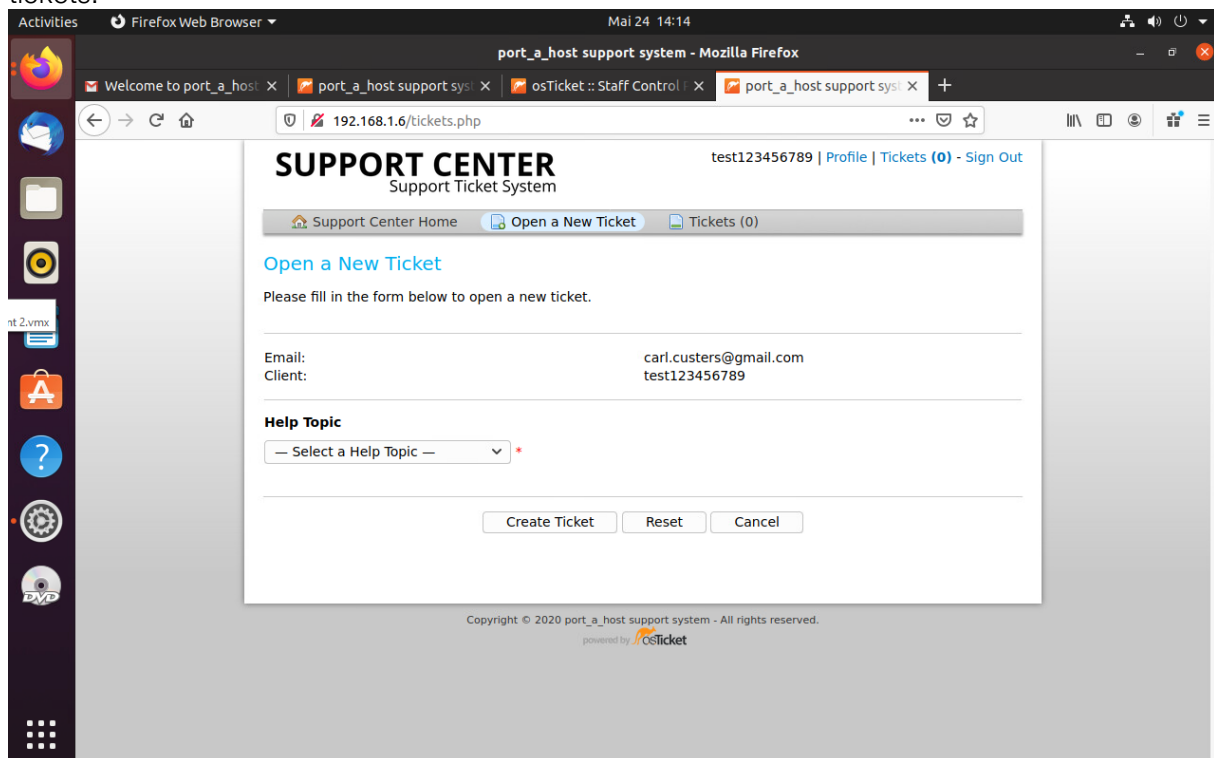
Step 2: Create an account

1. Click on “sign in” in the right part of the page
2. Now you are on the page where you can log in if you have already created an account. However, if you do not already have one, click on the button “Create an account”
3. You are now ready to make an account. On this page you must enter a valid Email address, your full name and a phone number (optional). Set the Time zone on your current location. After that you need to secure your account with a strong password.



4. Now you need to activate your account at the Email address you entered. After this you should be able to login with your new account
5. Once you are logged in with your data you will arrive on your personal web page.

6. You are now ready to create your own tickets.



Step 3: Create a new ticket

If you want to send a ticket to the administrators, first select a help topic you can choose between:

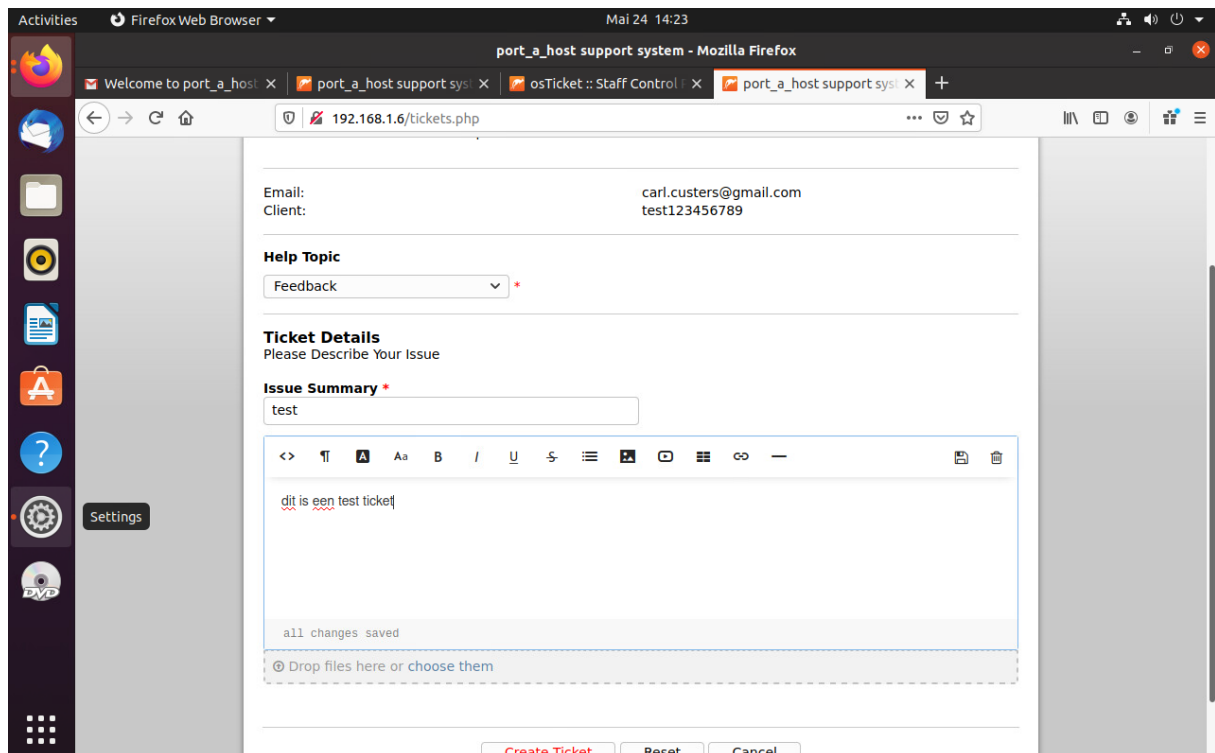
- Feedback
- General Inquiry
- Report a Problem
- Report a Problem / Access Issue

This is important for the priority of the ticket that you create.

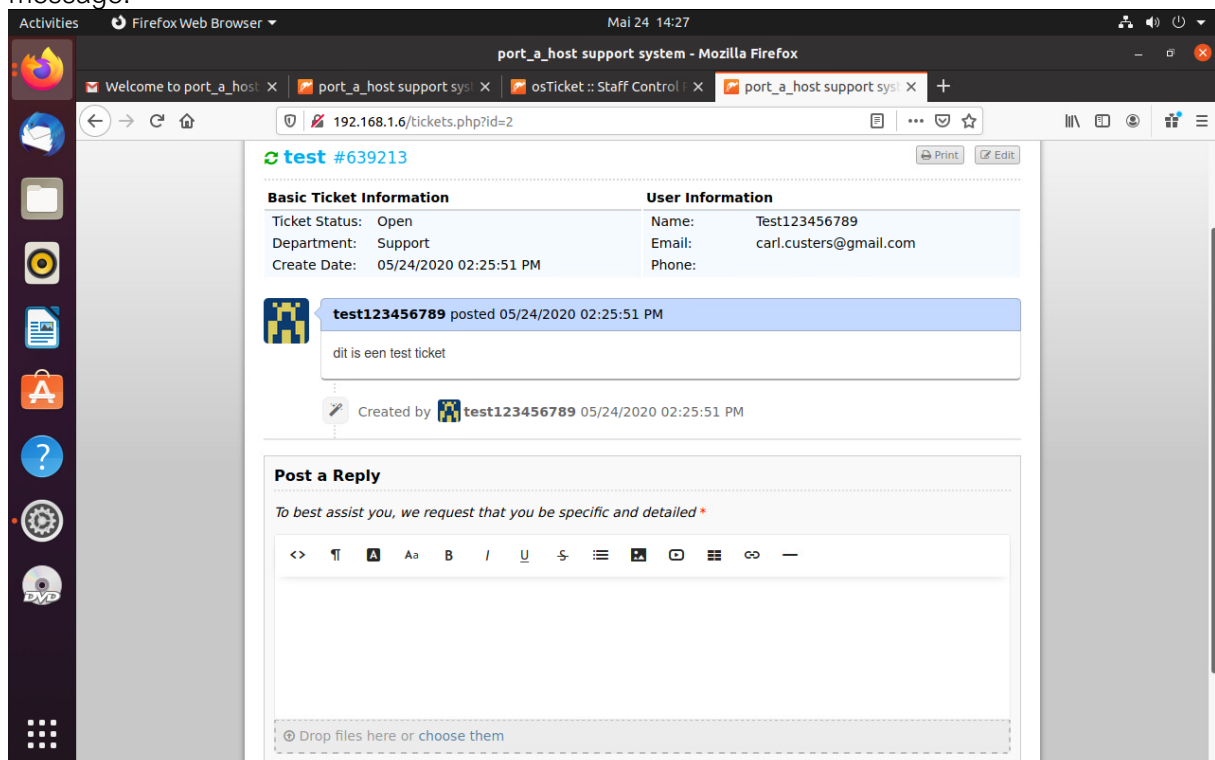
Fill in the Issue Summary as a topic for your ticket.

Don't forget to write a text with your ticket were the administrators should now about.

To send the ticket click on "Create Ticket"



You can now see an overview of your ticket you have created. It is also possible to post a reply on your ticket in case that the administrator send you a text message.



If the administrator resolved your ticket you can see that the status of the ticket is changed to "Resolved". If you click on the ticket id number you can enter a small chat box with the administrator. Mostly they send with what was the problem and what you should do to prevent it in the future.

On the next page you see the screenshots from a test user we created.

