# **How to install LAMP and run osTicket on CentOS 6**

**What is osTicket?**

It is an open source support ticketing system. It seamlessly routes inquiries created via email, web-forms and phone calls into a simple, easy-to-use, multi-user, web-based customer support platform.

**What you need to run osTicket on your** [**Linux Server**](https://www.rosehosting.com/linux-vps-hosting.html)**?**

* A Web-server like Apache
* PHP server version 5.3 or higher
* mysqli PHP extension
* gd PHP extension
* gettext PHP extension
* imap PHP extension
* json PHP extension
* mbstring PHP extension
* xml PHP extension
* MySQL Database server version 5.0 or higher

### **INITIATE A SCREEN SESSION**

Before proceeding any further, SSH to your server and initiate a screen session using the following command:

**#screen -U -S osticket**

### **UPDATE THE CENTOS SYSTEM**

Next thing to do, is to always make sure your system is fully up-to-date using:

**#yum update**

**INSTALL AND SET-UP LAMP**

Since **osTicket** requires a web-server, a database server and a php server, you will have to set-up these on your **ssd virtual server**. Let’s start with the web-server, then the php server and the extensions required by osTicket and finally the database server.

#### **INSTALL APACHE**

**Install the Apache web-server, add it to your server’s start-up and start it up using the commands below:**

**#yum install httpd -y**

**#chkconfig --levels 235 httpd on**

**#service httpd start**

OK, you can now try to navigate to **http://your\_ip\_address**  and you should see Apache’s default page in your browser.

**INSTALL PHP**

Proceed with the PHP installation using the command below:

**#yum install php php-{cli,common,gd,mysql,imap,mbstring,xml} -y**

Test your PHP installation is OK by creating info.php file in your web-server's document root in **/var/www/html** using:

**#echo -e "<?php\n\tphpinfo();\n?>" > /var/www/html/info.php**

once the **info.php** file is created, reload Apache using:

**#service httpd restart**

Now open the **info.php** file in your browser (http://your\_ip\_address/info.php) and you should see various information about your PHP installation.

#### **INSTALL MySQL**

**Install the MySQL database server, add it to your system start-up and start it up using the commands** below:

**#yum install mysql mysql-server -y**

**#chkconfig --levels 235 mysqld on**

**#service mysqld start**

Next, you may want to run MySQL mysql\_secure\_installation post installation script by running the following in your terminal:

**#mysql\_secure\_installation**

Set root password? [Y/n] Y

Remove anonymous users? [Y/n] Y

Disallow root login remotely? [Y/n] Y

Remove test database and access to it? [Y/n] Y

Reload privilege tables now? [Y/n] Y

### **OsTicket INSTALLATION**

At the time of writing this article, **osTicket** is at version 1.9.2 That being said, always make sure you get the latest version available and also be sure to change the relevant sections in the commands below:

**#mkdir -p /opt/osticket**

**#wget http://osticket.com/sites/default/files/download/osTicket-v1.9.2.zip -P /tmp**

**#unzip -d /opt/osticket /tmp/osTicket-v1.9.2.zip**

ok, next create a symbolic link in **/var/www/html/support** to osTicket upload directory in **/opt/osticket/upload** using the following command:

**#ln -s /opt/osticket/upload /var/www/html/support**

At this point you are somewhat ready to start the **installation of osTicket**, but let’s **configure Apache Vhost Directive** and use your\_ip\_addr to access the **osTicket installation** on your server.

#### **CREATE APACHE VHOST**

First, make sure **name-based virtual hosting** is enabled in your Apache web-server. This is usually done by uncommenting **NameVirtualHost\*:80** in your main Apache configuration file in **/etc/httpd/conf/httpd.conf**. You can use your favorite editor to edit the configuration file or use the command below to enable this option if it’s not already enabled:

**#sed -i "/^#NameVirtualHost \\*:80$/ s/#NameVirtualHost \\*:80/NameVirtualHost \\*:80/" /etc/httpd/conf/httpd.conf**

Next, append the section below to **/etc/httpd/conf/httpd.conf:**

<VirtualHost \*:80>

DocumentRoot /var/www/html/support

ServerName your\_ip\_addr

ServerAlias your\_ip\_addr

<Directory "/var/www/html/support">

AllowOverride All

</Directory>

ErrorLog logs/your\_ip\_addr-error\_log

CustomLog logs/your\_ip\_addr-access\_log common

</VirtualHost>

of course, make sure you replace your\_ip\_addr with your actual (sub)domain name. Also, do not forget to restart apache using **service httpd restart** for the changes to take effect.

#### **CREATE MySQL DATABASE**

you also need to create a database for osTicket, so do it using the following commands:

**#mysql**

mysql> create database support;

mysql> grant all on support.\* to support@localhost identified by 'support';

mysql> \q

this will create a new database named as **support** and will grant all permissions to a user named **support** with password **support**. Feel free to change these according to your needs.

**FINALIZING THE INSTALLATION**

Run the following commands to finalize the installation of osTicket:

**#cd /var/www/html/support**

**#cp include/ost-sampleconfig.php include/ost-config.php**

**#chown apache: -R /var/www/html/support /opt/osticket**

and run the osTicket web installer at http://your\_ip\_addr.

after you have completed the installation, for security reasons it is best to remove the **setup/install.php** script using:

**#rm -f /var/www/html/support/setup/install.php**

**##END...**