

Introduction

osTicket is a widely-used and trusted open source support ticket 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. osTicket comes packed with more features and tools than most of the expensive (and complex) support ticket systems on the market. The best part is, it's completely free.

Requeriments

osTicket comes with its own web-based installer to help guide you through the installation process without the frustration. While the installer provides step by step guide during the installation process, it's important and helpful to have general knowledge about Web servers, PHP and MySQL.

You will need one MySQL database with valid user, password and hostname handy during installation. MySQL user must have FULL privileges on the database. If you are unsure whether you have these details or if the user has sufficient permissions, please consult your host or database admin before proceeding.

For Debian systems:

```
# apt-get install apache2 php5 mysql-server php5-mysql phpmyadmin php5-gd php-gettext php5-ldap php5-ldap
```

Database creation

```
# mysql -u root -p

# Create a database #
mysql> create database osticket;
Query OK, 1 row affected (0.13 sec)

# Create a database user #
mysql> CREATE USER 'osticket'@'localhost' IDENTIFIED BY 'your-pass';
Query OK, 0 rows affected (0.26 sec)

# Assign database user to database and grant privileges #
mysql> GRANT ALL PRIVILEGES ON osticket.* TO 'osticket'@'localhost';
Query OK, 0 rows affected (0.04 sec)

# Finaly Flush Privileges to make it work properly #
mysql> FLUSH PRIVILEGES;
```

Query OK, 0 rows affected (0.05 sec)

Installation

Download osTicket from <http://osticket.com/editions> and select “Self Hosted” version. osTicket is divided in Core, languages and plugins. First you need to download the core. Languages and plugins are optionals.

Once download osTicket core unpack in your web server root directory. Then access to <http://support.your-domain.com> and follow the steps shown.

Resources

<http://osticket.com/> http://osticket.com/wiki/Main_Page

From:

<https://redtic.uclv.cu/dokuwiki/> - **ICT Network Project**

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