

**About this osTicket Installation**

Server Information	
osTicket Version	v1.9.2 (4827655)
Server Software	Apache
PHP Version	5.6.30
MySQL Version	5.5.51
PHP Extensions	<input checked="" type="checkbox"/> gdlib Used for image manipulation and PDF printing <input checked="" type="checkbox"/> imap Used for email fetching <input checked="" type="checkbox"/> xml XML API <input checked="" type="checkbox"/> xml-dom Used for HTML email processing <input checked="" type="checkbox"/> json Improves performance creating and processing JSON <input checked="" type="checkbox"/> gettext Improves performance for non US-English configurations <input checked="" type="checkbox"/> mbstring Highly recommended for non western european language content <input checked="" type="checkbox"/> Phar Highly recommended for plugins and language packs
PHP Settings	<input checked="" type="checkbox"/> cgi.fix_pathinfo = 1 "1" is recommended if AJAX is not working
Database Usage	
Database Space Used	22.70 MIB
Database Space for Attachments	20.20 MIB

[Emails](#) | [Banlist](#) | [Templates](#) | [Diagnostic](#)

### Email Address

**Update Email**

**Email Information & Settings**

Email Address:  \*

Email Name:  \*

**New Ticket Settings**

Department:

Priority:

Help Topic:

Auto-Response:  Disable for this Email Address

**Email Login Information**

Username:

Password:

To change password enter new password above.

**Fetching Email via IMAP or POP**

Status:  Enable  Disable

Hostname:

Port Number:

Mail Box Protocol:

Fetch Frequency:  minutes

Emails Per Fetch:  emails

Fetched Emails:  Move to folder:   
 Delete emails  
 Do nothing (not recommended)

**Sending Email via SMTP**

Status:  Enable  Disable

Hostname:

Port Number:

Authentication Required:  Yes  No

Header Spoofing:  Allow for this Email Address

**Internal Notes** Admin's notes.

### Email Settings and Options

#### Email Settings

*Note that some of the global settings can be overridden at department/email level.*

Default Template Set:	<input type="text" value="MGRC Templates"/>	*	?
Default System Email:	<input type="text" value="Helpdesk Alerts &lt;Helpdesk@mg-rc.org&gt;"/>	*	?
Default Alert Email:	<input type="text" value="Use Default System Email (above)"/>	*	?
Admin's Email Address:	<input type="text" value="mgrembowski@mg-rc.org"/>	*	?

#### Incoming Emails:

Email Fetching:	<input checked="" type="checkbox"/> Enable	<input type="checkbox"/> Fetch on auto-cron	?
Strip Quoted Reply:	<input checked="" type="checkbox"/> Enable		?
Reply Separator Tag:	<input type="text" value="-- reply above this line --"/>		?
Emailed Tickets Priority:	<input checked="" type="checkbox"/> Enable		?
Accept All Emails:	<input type="checkbox"/> Accept email from unknown Users		?
Accept Email Collaborators:	<input type="checkbox"/> Automatically add collaborators from email fields		?

**Outgoing Emails:** *Default email only applies to outgoing emails without SMTP setting.*

Default MTA:	<input type="text" value="None: Use PHP mail function"/>	?
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