


osTicket Installation STEPS

localhost/osticket/setup/



Installing osTicket v1.9.1
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Thank You for Choosing osTicket!

We are delighted you have chosen osTicket for your customer support ticketing system!

The installer will guide you every step of the way in the installation process. You're minutes away from your awesome customer support system!

Prerequisites.

Before we begin, we'll check your server configuration to make sure you meet the minimum requirements to install and run osTicket.

Required:
These items are necessary in order to install and use osTicket.

- ✔ PHP v5.3 or greater - (5.5.11)
- ✔ MySQLi extension for PHP - (module loaded)

Recommended:
You can use osTicket without these, but you may not be able to use all features.

- ✔ Gdlib extension
- ✔ PHP IMAP extension. *Required for mail fetching*
- ✔ PHP XML extension (for XML API)
- ✔ PHP XML-DOM extension (for HTML email processing)
- ✔ PHP JSON extension (faster performance)
- ✔ Gettext is used for translations (faster performance)
- ✔ Mbstring is **strongly** recommended for all installations

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Need Help?

If you are looking for a greater level of support, we provide [professional installation services](#) and commercial support with guaranteed response times, and access to the core development team. We can also help customize osTicket or even add new features to the system to meet your unique needs. [Learn More!](#)

Configuration file missing!

osTicket installer requires ability to write to the configuration file, **include/ost-config.php**. A template copy is located in the include directory (**include/ost-sampleconfig.php**).

Solution:

Rename the sample file **include/ost-sampleconfig.php** to **ost-config.php** and click continue below.

- **CLI:**
`cp include/ost-sampleconfig.php include/ost-config.php`
- **FTP:**
- **Cpanel:**

If sample config file is missing - please make sure you uploaded all files in 'upload' folder or refer to the [Installation Guide](#)




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osTicket Basic Installation

Please fill out the information below to continue your osTicket installation. All fields are required.







System Settings

The URL of your helpdesk, its name, and the default system email address

Helpdesk URL:	<input type="text" value="http://localhost/osticket/"/>	
Helpdesk Name:	<input type="text" value="VSL Help Desk"/>	
Default Email:	<input type="text" value="bhavesh@iimahd.ernet.in"/>	
Default Language:	<input type="text" value="English - US (English)"/>	






Admin User

Your primary administrator account - you can add more users later.

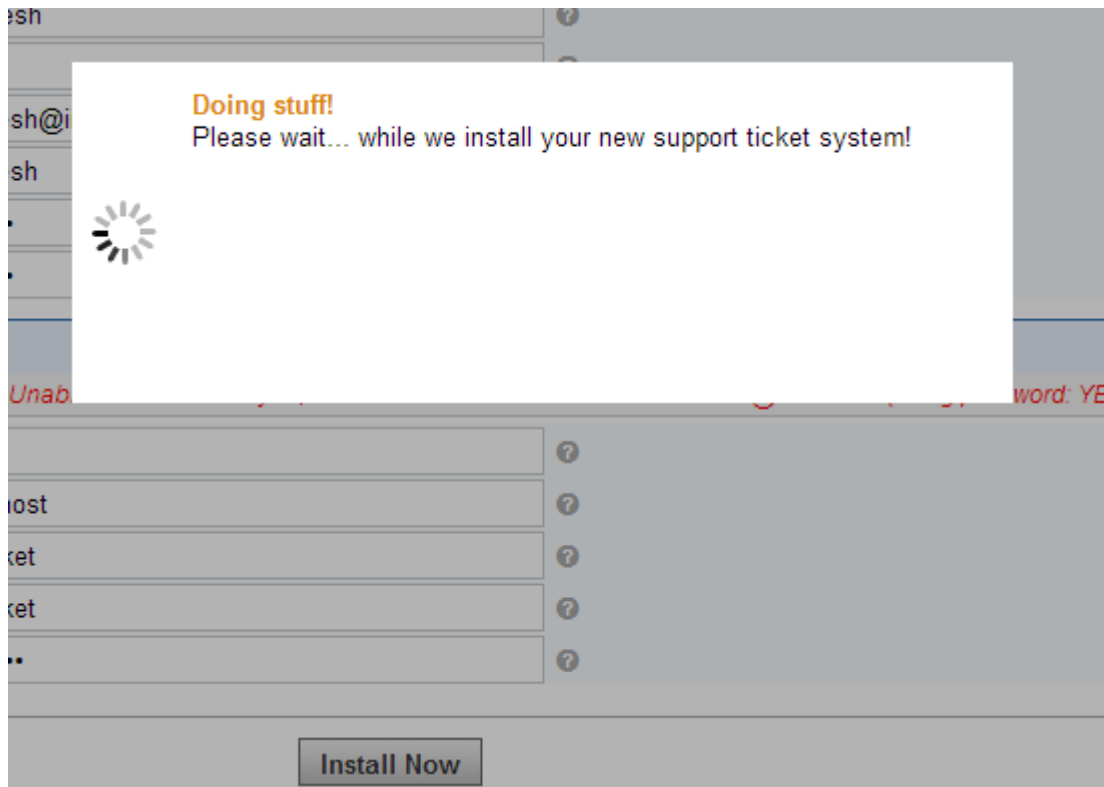
First Name:	<input type="text" value="Bhavesh"/>	
Last Name:	<input type="text" value="Patel"/>	
Email Address:	<input type="text" value="bhavesh@iimahd.ernet.in"/>	
Username:	<input type="text" value="bhavesh"/>	
Password:	<input type="password" value="....."/>	
Retype Password:	<input type="password" value="....."/>	

Database Settings

Database connection information

MySQL Table Prefix:	<input type="text" value="ost_"/>	
MySQL Hostname:	<input type="text" value="localhost"/>	
MySQL Database:	<input type="text" value="osticket"/>	
MySQL Username:	<input type="text" value="root"/>	
MySQL Password:	<input type="password"/>	

[Install Now](#)



It is giving the blank screen..! what is the problem..?

I have checked into database . It has created 48 tables..

← Server: 127.0.0.1 » Database: osticket

Structure SQL Search Query

Table	Action
<input type="checkbox"/> ost_api_key	Browse Structure
<input type="checkbox"/> ost_attachment	Browse Structure
<input type="checkbox"/> ost_canned_response	Browse Structure
<input type="checkbox"/> ost_config	Browse Structure
<input type="checkbox"/> ost_content	Browse Structure
<input type="checkbox"/> ost_department	Browse Structure
<input type="checkbox"/> ost_draft	Browse Structure
<input type="checkbox"/> ost_email	Browse Structure
<input type="checkbox"/> ost_email_account	Browse Structure
<input type="checkbox"/> ost_email_template	Browse Structure
<input type="checkbox"/> ost_email_template_group	Browse Structure
<input type="checkbox"/> ost_faq	Browse Structure
<input type="checkbox"/> ost_faq_category	Browse Structure
<input type="checkbox"/> ost_faq_topic	Browse Structure
<input type="checkbox"/> ost_file	Browse Structure
<input type="checkbox"/> ost_file_chunk	Browse Structure
<input type="checkbox"/> ost_filter	Browse Structure
<input type="checkbox"/> ost_filter_rule	Browse Structure
<input type="checkbox"/> ost_form	Browse Structure
<input type="checkbox"/> ost_form_entry	Browse Structure
<input type="checkbox"/> ost_form_entry_values	Browse Structure
<input type="checkbox"/> ost_form_field	Browse Structure