

```
#!/usr/bin/php -q

<?php

#

# Configuration: Enter the url and key. That is it.

# url => URL to api/task/cron e.g # http://yourdomain.com/support/api/tickets.json

# key => API's Key (see admin panel on how to generate a key)

# $data add custom required fields to the array.

#

# Originally authored by xxxxxxxxxxxxxxxxxxxx

# Modified by xxxxxxxxxxxx

// If 1, display things to debug.

$debug="0";

// You must configure the url and key in the array below.

$config = array(

    'url'=>'http://123.456.789.000/osticket/api/http.php/tickets.json', // URL to
site.tld/api/tickets.json

    'key'=>'xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx' // API Key goes here

);

# NOTE: some people have reported having to use
"http://your.domain.tld/api/http.php/tickets.json" instead.

if($config['url'] === 'http://your.domain.tld/api/tickets.json') {

    echo "<p style=\"color:red;\"><b>Error: No URL</b><br>You have not configured this script with
your URL!</p>";

    echo "Please edit this file \"__FILE__\" and add your URL at line 18.</p>";

    die();
}
```

```

}

if(IsNullOrEmptyString($config['key']) || ($config['key'] === 'api key goes here')) {

    echo "<p style='color:red;'><b>Error: No API Key</b><br>You have not configured this script
with an API Key!</p>";

    echo "<p>Please log into osticket as an admin and navigate to: Admin panel -> Manage -> Api Keys
then add a new API Key.<br>";

    echo "Once you have your key edit this file \"._FILE_\" and add the key at line 19.</p>";

    die();
}

```

# Fill in the data for the new ticket, this will likely come from \$\_POST.

# NOTE: your variable names in osT are case sensitive.

# So when adding custom lists or fields make sure you use the same case

# For examples on how to do that see Agency and Site below.

```

$data = array(

    'name' => 'user', // from name aka User/Client Name

    'email' => '12345@xxx.org', // from email aka User/Client Email

    'phone' => '1234567890', // phone number aka User/Client Phone Number

    'subject' => 'Test API message', // test subject, aka Issue Summary

    'message' => 'This is a test of the osTicket API', // test ticket body, aka Issue Details.

    'ip' => $_SERVER['123.456.789.000'], // Should be IP address of the machine thats trying to
open the ticket.

    'topicId' => 'Feedback', // the help Topic that you want to use for the ticket

    //'Agency' => '58', //this is an example of a custom list entry. This should be the
number of the entry.

    //'Site' => 'osticket 2'; // this is an example of a custom text field. You can
push anything into here you want.

    'attachments' => array()

);

```

# more fields are available and are documented at:

# <https://github.com/osTicket/osTicket-1.8/blob/develop/setup/doc/api/tickets.md>

```
if($debug=='1') {  
    print_r($data);  
    die();  
}
```

#pre-checks

```
function_exists('curl_version') or die('CURL support required');
```

```
function_exists('json_encode') or die('JSON support required');
```

#set timeout

```
set_time_limit(30);
```

#curl post

```
$ch = curl_init();
```

```
curl_setopt($ch, CURLOPT_URL, $config['url']);
```

```
curl_setopt($ch, CURLOPT_POST, 1);
```

```
curl_setopt($ch, CURLOPT_POSTFIELDS, json_encode($data));
```

```
curl_setopt($ch, CURLOPT_USERAGENT, 'osTicket API Client v1.9');
```

```
curl_setopt($ch, CURLOPT_HEADER, FALSE);
```

```
curl_setopt($ch, CURLOPT_HTTPHEADER, array( 'Expect:', 'X-API-Key: '.$config['key']));
```

```
curl_setopt($ch, CURLOPT_FOLLOWLOCATION, FALSE);
```

```
curl_setopt($ch, CURLOPT_RETURNTRANSFER, TRUE);
```

```
$result=curl_exec($ch);
```

```
$code = curl_getinfo($ch, CURLINFO_HTTP_CODE);
```

```
curl_close($ch);
```

```
if ($code != 201)
```

```
    die('Unable to create ticket: '.$result);
```

```
$ticket_id = (int) $result;
```

```
# Continue onward here if necessary. $ticket_id has the ID number of the
```

```
# newly-created ticket
```

```
function IsNullOrEmptyString($question){
```

```
    return (!isset($question) || trim($question)=="");
```

```
}
```

```
?>
```