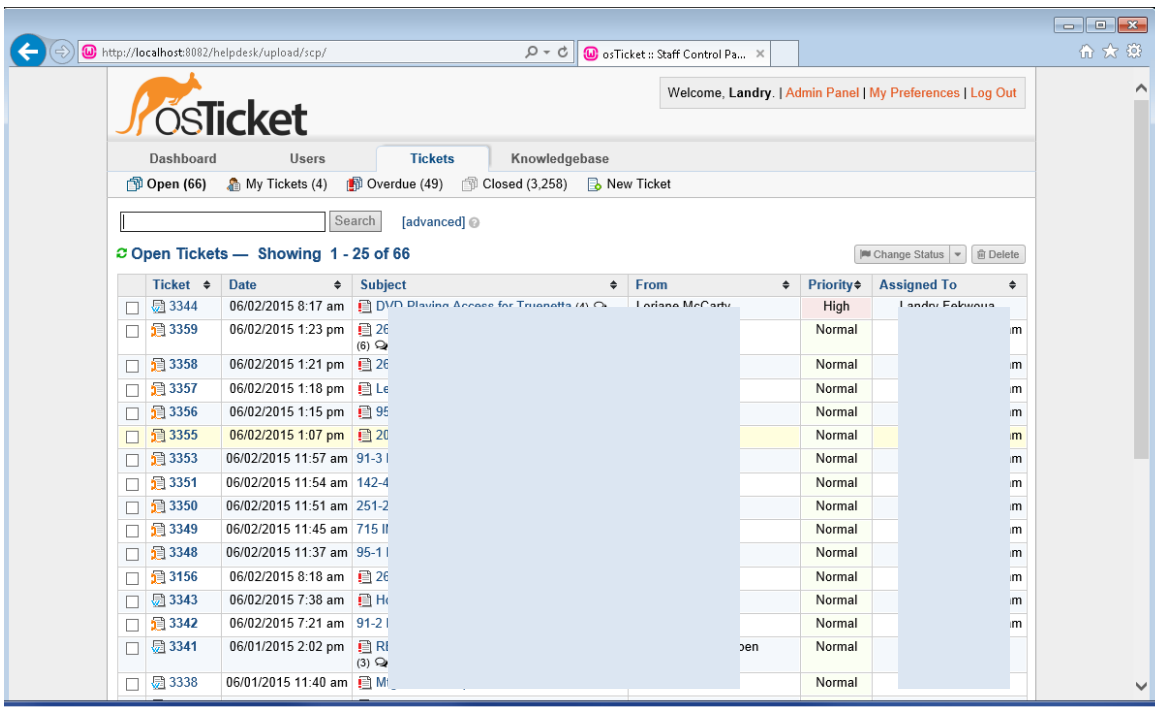


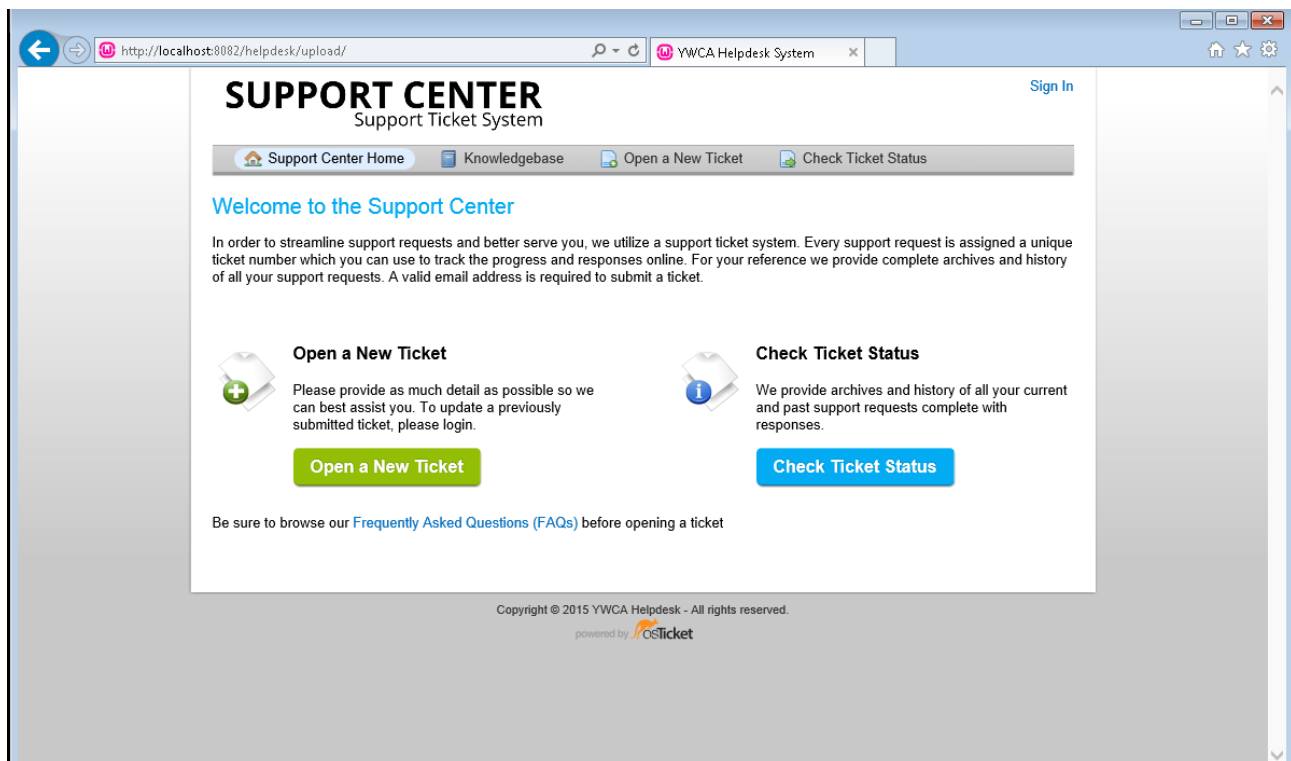
1- After the upgrade from OsTicket 1.8.1 to 1.9.8.1 I can see all my existing tickets



The screenshot shows the OsTicket web interface. At the top, there's a navigation bar with 'Dashboard', 'Users', 'Tickets', and 'Knowledgebase'. Below this, a summary bar shows 'Open (66)', 'My Tickets (4)', 'Overdue (49)', 'Closed (3,258)', and a 'New Ticket' button. A search bar is present with a '[advanced]' link. The main section is titled 'Open Tickets — Showing 1 - 25 of 66'. It contains a table with columns: Ticket, Date, Subject, From, Priority, and Assigned To. The table lists 25 tickets, with the first one (3344) having a 'High' priority and the others having 'Normal' priority. The interface is clean and professional, with a blue and white color scheme.

Ticket	Date	Subject	From	Priority	Assigned To
3344	06/02/2015 8:17 am	DVD Playing Access for Toranetta (A)	Lodona McCarty	High	Lodona McCarty
3359	06/02/2015 1:23 pm	26		Normal	
3358	06/02/2015 1:21 pm	26		Normal	
3357	06/02/2015 1:18 pm	Le		Normal	
3356	06/02/2015 1:15 pm	95		Normal	
3355	06/02/2015 1:07 pm	26		Normal	
3353	06/02/2015 11:57 am	91-3		Normal	
3351	06/02/2015 11:54 am	142-4		Normal	
3350	06/02/2015 11:51 am	251-2		Normal	
3349	06/02/2015 11:45 am	715 II		Normal	
3348	06/02/2015 11:37 am	95-1		Normal	
3156	06/02/2015 8:18 am	26		Normal	
3343	06/02/2015 7:38 am	Hu		Normal	
3342	06/02/2015 7:21 am	91-2		Normal	
3341	06/01/2015 2:02 pm	RI (3)	Open	Normal	
3338	06/01/2015 11:40 am	MI		Normal	

2- the main page also looked very good



The screenshot shows the 'SUPPORT CENTER' page of the YWCA Helpdesk System. The page has a clean, modern design with a blue and white color scheme. At the top, there's a navigation bar with 'Support Center Home', 'Knowledgebase', 'Open a New Ticket', and 'Check Ticket Status'. Below this, a welcome message states: 'Welcome to the Support Center. In order to streamline support requests and better serve you, we utilize a support ticket system. Every support request is assigned a unique ticket number which you can use to track the progress and responses online. For your reference we provide complete archives and history of all your support requests. A valid email address is required to submit a ticket.' There are two main sections: 'Open a New Ticket' and 'Check Ticket Status'. The 'Open a New Ticket' section includes a green button labeled 'Open a New Ticket'. The 'Check Ticket Status' section includes a blue button labeled 'Check Ticket Status'. At the bottom, there's a footer with the copyright notice 'Copyright © 2015 YWCA Helpdesk - All rights reserved.' and the text 'powered by OsTicket'.

SUPPORT CENTER
Support Ticket System

[Support Center Home](#) [Knowledgebase](#) [Open a New Ticket](#) [Check Ticket Status](#)

Welcome to the Support Center

In order to streamline support requests and better serve you, we utilize a support ticket system. Every support request is assigned a unique ticket number which you can use to track the progress and responses online. For your reference we provide complete archives and history of all your support requests. A valid email address is required to submit a ticket.

Open a New Ticket
Please provide as much detail as possible so we can best assist you. To update a previously submitted ticket, please login.
[Open a New Ticket](#)

Check Ticket Status
We provide archives and history of all your current and past support requests complete with responses.
[Check Ticket Status](#)

Be sure to browse our [Frequently Asked Questions \(FAQs\)](#) before opening a ticket

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powered by [OsTicket](#)

3- But if I try to open a ticket, the new ticket form will open good as seen below

The screenshot shows a web browser window with the URL `http://localhost:8082/helpdesk/upload/open.php`. The page title is "SUPPORT CENTER Support Ticket System". There is a "Sign In" link in the top right. A navigation bar contains links for "Support Center Home", "Knowledgebase", "Open a New Ticket", and "Check Ticket Status". The main heading is "Open a New Ticket". Below it, a message says "Please fill in the form below to open a new ticket." The form includes a "Help Topic:" dropdown menu with the text "Select a Help Topic". The "Contact Information" section has fields for "Email Address:" (with ".org" pre-filled), "Full Name:", and "Phone Number:" (with "Ext:" sub-field). The "Ticket Details" section has a message "Please provide a brief description" and an "Issue Summary:" text box containing the word "test". Below this is a rich text editor for "Issue Details:" containing the text "test ticket". There is a file upload area with the text "Drop files here or choose them". At the bottom, there are "Priority Level:" and "Charge Time to:" dropdown menus. The "Charge Time to:" menu has "O/S" selected. At the very bottom are three buttons: "Create Ticket" (highlighted with a blue arrow), "Reset", and "Cancel".

4- After filling out the form, when I click on the button “Create Ticket”
I get the following window

