

AI-02085 osTicket Setup Procedure

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What is osTicket, what's the story of the application and founder? Is it really free or there's a catch? How osTicket get their revenue? Provide a Step by Step on the setup and installation for Ubuntu. (Use mysql db)

What is osTicket?

osTicket is a widely-used and trusted open-source customer support ticketing system. It's a web-based platform that allows organizations to streamline customer inquiries from various channels—such as email, web forms, and phone calls—into a single, easy-to-use, multi-user interface. The system helps manage, track, and resolve support requests efficiently.

Key features include:

- **Ticket Management:** Automatically converts emails and web form submissions into tickets.
- **Multi-User Interface:** Separate portals for customers and agents.
- **Customization:** Customizable forms, fields, and workflows to fit business needs.
- **Reporting:** Real-time dashboards and reports to monitor agent performance and ticket resolution.
- **Knowledge Base:** A built-in knowledge base for self-service support.
- **SLA Management:** Service Level Agreements can be configured and tracked.

The Story of the Application and Founder

osTicket was founded in 2005 by **Peter Rotich**. The company behind the application is Enhancesoft. Rotich, a software developer, built the application using PHP and MySQL. The project started as an unfunded venture and has grown into a popular, community-supported open-source solution.

Is it really free or is there a catch? How does osTicket get its revenue?

osTicket is a **100% free open-source software** under the GNU General Public License (GPL). This means you can download, use, modify, and share the software without any cost.

However, the "catch" is that the free version is **self-hosted**, meaning you are responsible for providing your own server, managing the installation, maintenance, and all aspects of the hosting environment. This can require technical expertise and resources.

osTicket, the company, generates revenue through different paid services and offerings:

- **Cloud-Hosted Version:** They offer a paid, cloud-hosted version of osTicket. This is a Software-as-a-Service (SaaS) model where they handle all the hosting, maintenance, upgrades, and provide professional support. This is the primary revenue stream.
- **Professional Services:** They offer paid services like professional installation, implementation support, training, data migration, and custom integrations for businesses that prefer not to manage the self-hosted version themselves.
- **Paid Plugins and Add-ons:** While the core software is free, they may offer certain advanced features or integrations as paid plugins.

In short, the software is free, but the convenience of having it managed for you, along with professional support and added features, comes at a cost.

Step-by-Step Setup and Installation for Ubuntu (using MySQL)

This guide assumes you are starting with a fresh Ubuntu Server installation and have root or sudo privileges.

Step 1: Update your system and install required packages

First, ensure your system is up-to-date and install the necessary web server, database, and PHP components. osTicket requires Apache, a MySQL-compatible database (like MySQL or MariaDB), and PHP.

Bash

```
sudo apt update
sudo apt upgrade -y
sudo apt install apache2 mariadb-server php libapache2-mod-php php-mysql php-cgi php-fpm php-cli php-curl php-gd php-imagick php-mbstring php-pear php-intl php-apcu php-common php-bcmath unzip -y
```

Step 2: Secure MariaDB and create a database for osTicket

1. Secure the MariaDB installation by running the following command and following the on-screen prompts. It's highly recommended to set a root password and answer 'Y' to the other questions. Bash

```
sudo mysql_secure_installation
```

2. Log in to the MariaDB shell as the root user. Bash

```
sudo mysql -u root -p
```

3. Inside the MariaDB prompt, create a new database and a dedicated user for osTicket. Replace `osticket_db` with your desired database name, `osticket_user` with your username, and `secure_password` with a strong password. SQL

SQL

```
CREATE DATABASE osticket_db;
CREATE USER 'osticket_user'@'localhost' IDENTIFIED BY 'secure_password';
GRANT ALL PRIVILEGES ON osticket_db.* TO 'osticket_user'@'localhost';
FLUSH PRIVILEGES;
EXIT;
```

Step 3: Download and configure osTicket files

1. Navigate to the `/var/www/html` directory, which is the default web root for Apache. Bash

```
cd /var/www/html
```

2. Download the latest version of osTicket from their official GitHub releases page. You can find the latest version on the osTicket website or GitHub. For this example, we'll use a placeholder URL. Bash

```
sudo wget https://github.com/osTicket/osTicket/releases/download/v1.18.2/osTicket-v1.18.2.zip
```

3. Create a directory for your osTicket installation and unzip the downloaded file into it.Bash

```
sudo mkdir osticket
sudo unzip osTicket-v1.18.2.zip -d osticket
```

4. Move the contents of the `upload` directory to your osTicket root directory.Bash

```
sudo mv osticket/upload/* osticket/
```

5. Set the correct ownership and permissions for the osTicket files so the web server can access them.Bash

```
sudo chown -R www-data:www-data /var/www/html/osticket/
sudo chmod -R 755 /var/www/html/osticket/
```

6. Rename the sample configuration file.Bash

```
sudo mv /var/www/html/osticket/include/ost-sampleconfig.php /var/www/html/osticket/include/ost-config.php
```

Step 4: Configure Apache for osTicket

1. Create a new Apache virtual host configuration file for osTicket.Bash

```
sudo nano /etc/apache2/sites-available/osticket.conf
```

2. Add the following content to the file, replacing `your_domain.com` with your domain name or server IP address.Apache

```
<VirtualHost *:80>
    ServerAdmin webmaster@localhost
    DocumentRoot /var/www/html/osticket
    ServerName your_domain.com

    <Directory /var/www/html/osticket>
        Options Indexes FollowSymLinks
        AllowOverride All
        Require all granted
    </Directory>

    ErrorLog ${APACHE_LOG_DIR}/error.log
    CustomLog ${APACHE_LOG_DIR}/access.log combined
</VirtualHost>
```

3. Save and close the file (`Ctrl + X` , `Y` , `Enter`).
4. Enable the new virtual host and the Apache rewrite module, then restart Apache.Bash

```
sudo a2ensite osticket.conf
sudo a2enmod rewrite
sudo systemctl restart apache2
```

Step 5: Run the web installer

1. Open a web browser and navigate to your server's IP address or domain name (e.g., `http://your_server_ip/` or `http://your_domain.com`).
2. The osTicket web installer will appear. Follow the on-screen instructions.
3. The installer will check for all the required PHP extensions. If any are missing, the installer will tell you what to install.
4. On the next screen, you will need to enter the database details you created in

Step 2:

- **Database Host:** `localhost`
 - **Database Name:** `osticket_db`
 - **Database Username:** `osticket_user`
 - **Database Password:** `secure_password`
5. Create the admin account for your osTicket instance and provide the system details.
 6. Once the installation is complete, the installer will tell you to remove the `setup` directory for security. Bash

```
sudo rm -rf /var/www/html/osticket/setup
```

7. Also, change the permissions on the `ost-config.php` file to be read-only to prevent unauthorized changes. Bash

```
sudo chmod 644 /var/www/html/osticket/include/ost-config.php
```

You have now successfully installed and configured osTicket on your Ubuntu server. You can now log in to the administrative panel and begin configuring your help desk system.