

DISICO

Manual de Instalación y Configuración de os Ticket Support, Ticket System

Manual

¿Que es osTicket?

Es una herramienta de tickets de soporte sencilla y simple escrita principalmente en lenguaje de programación php. Es un código abierto de sistemas de tickets de soporte.

¿Por qué utilizar osticket?

Es una alternativa atractiva a otros sistemas de soporte al cliente que son mucho más costosos y complejos, ya que ostickets es simple, ligero y fácil de instalar y usar.

¿Por qué utilizar osticket?

Osticket directamente integra todos los tickets creados via email o por formulario web dentro de una interface web simple. Administra, organiza y archiva fácilmente todas la solicitudes de soporte.

¿Requisitos?

Requisitos mínimos de software:

- Apache 1.3 +
- PHP 4.3 +
- Mysql 4.4 +
- osTicket 1.6.0 +

Instalación, configuración de osTicket

- **Instalación y configuración:**
 - Descargar desde el portal de osTicket la última versión estable , el link de descarga es <http://osticket.com/downloads.php>

osTicket Downloads

Download the latest release and patches.



System Requirements

PHP 4.3+
MySQL 4.4+

[Installation guide](#) | [Upgrade guide](#) | [Release notes](#)

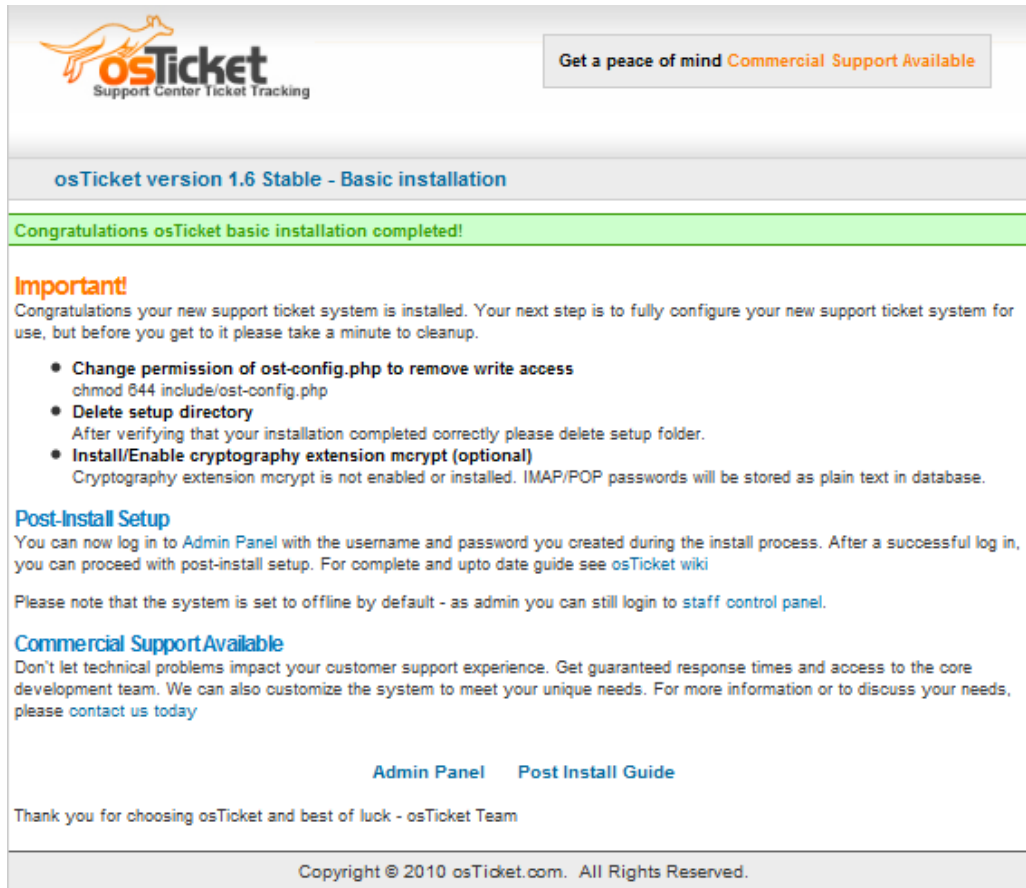
- Descomprimir el .zip y guardar la carpeta en /usr/local/www/apache22/data/
 - tar -zxvf osticket_1.6.0.tar.gz
- Crear la base de datos de osticket
 - Mysql -u root -p xxxxxx
 - Mysql> create database osticket:
 - Mysql> use osticket
 - Mysql> grant all privileges on osticket to osticket@localhost identified by 'password';
- Luego debemos hacer una copia de configuración del osticket para poder realizar la instalación posterior, para ello tenemos que dirigirnos a /usr/local/www/apache22/data/osticket_1.6.0/upload/include
 - Cp ost-config-sample.php ost-config.php
 - Chmod 777 ost-config.php
- Reiniciamos apache
 - Apachectl restart
- Desde cualquier navegador vamos a la siguiente dirección para comenzar la instalación
 - http://ip_servidor/osticket_1.6.0/upload/setup

The screenshot shows the 'osTicket version 1.6 Stable - Basic installation' setup page. It includes the osTicket logo and a 'Need help? Professional Installation Available' button. The form is titled 'osTicket version 1.6 Stable - Basic installation' and contains several sections with input fields:

- osTicket web path and title:** HelpDesk URL (http://localhost:7171/osticket_1.6.0/upload/), HelpDesk Title (osTicket :: Support Ticket System).
- System email:** Default system email (e.g. support@yourdomain.com) You can change or add more emails later. Default Email (jnader128@gmail.com).
- Admin user:** Min of six characters for the password. You can change or add more users later. Username (jnnader), Password (masked), Password (again) (masked), Email (jnnader@hotmail.com).
- Database:** MySQL (version 4.4+) is the only database supported at the moment. MySQL Table Prefix (ost_), MySQL Hostname (localhost), MySQL Database (osticket), MySQL Username (root), MySQL Password (masked).

At the bottom of the form are 'Install' and 'Reset' buttons. The footer reads 'Copyright © 2010 osTicket.com. All Rights Reserved.'

- Aquí deberá de ingresar todos los datos solicitados en el formulario



osTicket
Support Center Ticket Tracking

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osTicket version 1.6 Stable - Basic installation

Congratulations osTicket basic installation completed!

Important!
Congratulations your new support ticket system is installed. Your next step is to fully configure your new support ticket system for use, but before you get to it please take a minute to cleanup.

- **Change permission of ost-config.php to remove write access**
chmod 644 include/ost-config.php
- **Delete setup directory**
After verifying that your installation completed correctly please delete setup folder.
- **Install/Enable cryptography extension mcrypt (optional)**
Cryptography extension mcrypt is not enabled or installed. IMAP/POP passwords will be stored as plain text in database.

Post-Install Setup
You can now log in to [Admin Panel](#) with the username and password you created during the install process. After a successful log in, you can proceed with post-install setup. For complete and upto date guide see [osTicket wiki](#)

Please note that the system is set to offline by default - as admin you can still login to [staff control panel](#).

Commercial Support Available
Don't let technical problems impact your customer support experience. Get guaranteed response times and access to the core development team. We can also customize the system to meet your unique needs. For more information or to discuss your needs, please [contact us today](#)

[Admin Panel](#) [Post Install Guide](#)

Thank you for choosing osTicket and best of luck - osTicket Team

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- Luego de ingresar los datos solicitados por osTicket el sistema deberá desplegar la imagen que se muestra anteriormente.
- Cambiar permisor a **ost-config.php**
 - Chmod 644
/usr/local/www/apache22/data/osticket_1.6.0/upload/include/ost-config.php
- Eliminar la carpeta de instalación setup
 - `rm -r /usr/local/www/apache22/data/osticket_1.6.0/uploads/setup`
- habilitar la interfaz de cliente
 - cambiar la opción de helpdesk status a online

osTicket
Support Center Ticket Tracking

Welcome back, **jnnader** | [Staff Panel](#) | [My Preference](#) | [Log Out](#)

Dashboard Settings Emails Help Topics Staff Departments

Preferences Attachments API

System Preferences and Settings (v1.6 ST)

General Settings

Offline mode will disable client interface and only allow super admins to login to Staff Control Panel

Helpdesk Status	<input checked="" type="radio"/> Online (Active) <input type="radio"/> Offline (Disabled)
Helpdesk URL:	<input type="text" value="http://localhost:7171/osticket_1.6.0/upload/"/> *
Helpdesk Name/Title:	<input type="text" value="osTicket :: Support Ticket System"/>
Default Email Templates:	osTicket Default Template ▾ *
Default Department:	Support Dept ▾ *
Default Page Size:	25 ▾
System Log Level:	WARN ▾ Purge logs after 12 Months ▾
Staff Excessive Logins:	4 ▾ attempt(s) allowed before a 2 ▾ min. timeout (penalty in minutes)
Staff Session Timeout:	30 (Staff's max Idle time in minutes. Enter 0 to disable timeout)
Bind Staff Session to IP:	<input checked="" type="checkbox"/> Bind staff's session to login IP.
Client Excessive Logins:	4 ▾ attempt(s) allowed before a 2 ▾ min. timeout (penalty in minutes)
Client Session Timeout:	30 (Client's max Idle time in minutes. Enter 0 to disable timeout)
Clickable URLs:	<input checked="" type="checkbox"/> Make URLs clickable
Enable Auto Cron:	<input type="checkbox"/> Enable cron call on staff's activity

- Una vez realizado esto poder ingresar a nuestro sitio desde un navegador
 - http://ip_servidor/osticket_1.6.0/upload
 - Aquí vamos a ver la pagina que van a ver los usuarios que van a pedir o generar los ticket con la posibilidad de generarlos vía web o poder buscar un ticket ya generado y ver en qué estado esta.

SUPPORT CENTER
TICKET TRACKING

SUPPORT TICKET SYSTEM

Home
New Ticket
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.

Open A New Ticket

Please provide as much detail as possible so we can best assist you. To update a previously submitted ticket, please use the form to the right.

Open New Ticket

Check Ticket Status

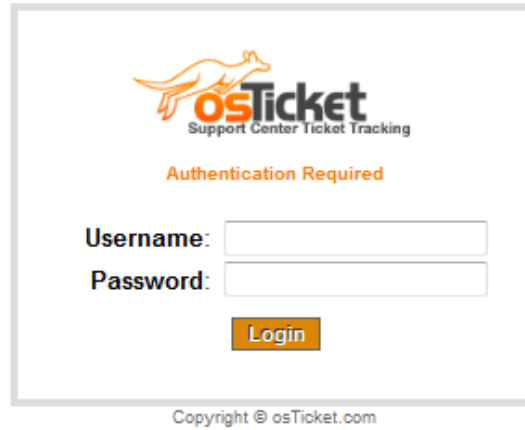
We provide archives and history of all your support requests complete with responses.

Email:

Ticket#:

Check Status

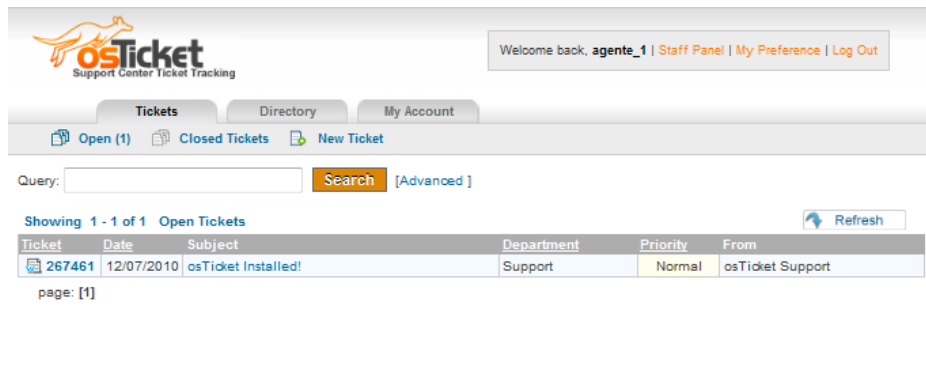
- Ingresar al panel de administración desde un cualquier navegador
 - http://ip_servidor/osticket_1.6.0/ipload/scp



- Desde aquí vamos a poder administrar el sitio, ver, atender o cerrar los tickets que los usuarios generan, además de configurar los formatos de fecha y hora, timeout de conexión, como se manejaran las salidas y entradas de e-mails, la numeración de los tickets, los agentes que van a hacer soporte (staff).

System Preferences and Settings (v1.6 ST)	
General Settings	
Offline mode will disable client interface and only allow super admins to login to Staff Control Panel	
Helpdesk Status	<input checked="" type="radio"/> Online (Active) <input type="radio"/> Offline (Disabled)
Helpdesk URL:	<input type="text" value="http://localhost:7171/osticket_1.6.0/upload/"/> *
Helpdesk Name/Title:	<input type="text" value="osTicket :: Support Ticket System"/>
Default Email Templates:	<input type="text" value="osTicket Default Template"/> *
Default Department:	<input type="text" value="Support Dept"/> *
Default Page Size:	<input type="text" value="25"/>
System Log Level:	<input type="text" value="WARN"/> Purge logs after <input type="text" value="12 Months"/>
Staff Excessive Logins:	<input type="text" value="4"/> attempt(s) allowed before a <input type="text" value="2"/> min. timeout (penalty in minutes)
Staff Session Timeout:	<input type="text" value="30"/> (Staff's max Idle time in minutes. Enter 0 to disable timeout)
Bind Staff Session to IP:	<input checked="" type="checkbox"/> Bind staff's session to login IP.
Client Excessive Logins:	<input type="text" value="4"/> attempt(s) allowed before a <input type="text" value="2"/> min. timeout (penalty in minutes)
Client Session Timeout:	<input type="text" value="30"/> (Client's max Idle time in minutes. Enter 0 to disable timeout)
Clickable URLs:	<input checked="" type="checkbox"/> Make URLs clickable
Enable Auto Cron:	<input type="checkbox"/> Enable cron call on staff's activity

- Pestañas
 - **Dashboard (Tablero)**
 - Nos muestra los registros que tenemos en la plataforma y de qué tipo son de error, warnings, y debug
 - **Settings (Configuración)**
 - En esta pestaña podemos modificar lo que necesitemos (hora, mail, seguridad, etc)
 - **Emails (Correo)**
 - En esta pestaña podrás encontrar los correos, también se puede ingresar y eliminar correos.
 - **Help Topics (Temas de Ayuda)**
 - Muestra los temas de ayuda que son soporte y facturación, también nos permite crear nuevos temas
 - **Staff (Personal)**
 - En este punto veremos las personas que se encuentran registradas, también podemos agregar y eliminar un usuario. Podemos ingresar grupos y eliminarlos
 - **Departments (Departamentos)**
 - Son las áreas que tenemos para elegir cuando un usuario desea ingresar un ticket también podemos agregar o eliminar departamentos
- Dentro del panel de staff lo que vamos a poder ver son los tickets en cola para atender.



- Pestañas
 - **Ticket**
 - En esta pestaña podrás encontrar los tickets que tenemos en línea, también se pueden ingresar y borrarlos
 - **Knowledge Base (Base de conocimiento)**
 - Podemos ver respuestas prefabricadas y también podemos ingresar nuevas respuestas

- **Directory (Directorio)**
 - Nos muestra los miembros de nuestra base de datos como el administrador y demás usuarios
- **My Account (Mi cuenta)**
 - Podemos cambiar nuestro perfil, usuario y la contraseña. Modificar las preferencias de la pagina
- Habilitar patchas para la creación de ticket, para evitar bots automáticos
 - `cd /usr/ports/graphics/php5-gd`
 - `make install clean`
 - `apachectl restart`
- Activar opción desde el panel de control del administrador – Human Verification

Ticket Options & Settings	
If enabled ticket lock get auto-renewed on form activity.	
Ticket IDs:	<input type="radio"/> Sequential <input checked="" type="radio"/> Random (recommended)
Ticket Priority:	Normal <input type="button" value="v"/> Default priority <input type="checkbox"/> Allow user to overwrite/set priority (new web tickets) <input type="checkbox"/> Use email priority when available (new emailed tickets)
Maximum Open Tickets:	0 per email. (Helps with spam and flood control. Enter 0 for unlimited)
Auto-Lock Time:	3 (Minutes to lock a ticket on activity. Enter 0 to disable locking)
Ticket Grace Period:	0 (Hours before ticket is marked overdue. Enter 0 to disable aging.)
Reopened Tickets:	<input checked="" type="checkbox"/> Auto-assign reopened tickets to last respondent 'available'. (3 months limit)
Assigned Tickets:	<input type="checkbox"/> Show assigned tickets on open queue.
Answered Tickets:	<input type="checkbox"/> Show answered tickets on open queue.
Ticket Activity Log:	<input checked="" type="checkbox"/> Log ticket's activity as internal notes.
Staff Identity:	<input type="checkbox"/> Hide staff's name on responses.
Human Verification:	<input type="checkbox"/> Enable captcha on new web tickets.

- Cuando se genere un ticket va a haber una imagen para validar el ticket

SUPPORT CENTER
TICKET TRACKING

SUPPORT TICKET SYSTEM

[Home](#)
[New Ticket](#)
[Ticket Status](#)

Please fill in the form below to open a new ticket.

Full Name:


Email Address:

Telephone: Ext

Help Topic:

Subject:

Message:

Captcha Text:  Enter the text shown on the image.