

Installation von OTRS unter Fedora 11

The screenshot displays the OTRS web interface. At the top, the user is identified as 'Anakin Skywalker (skywalker@otrs.org)' with a timestamp of 'Fri May 06 09:35:24 2005'. Below this is a navigation bar with icons and links for 'Logout', 'QueueView', 'Phone-Ticket', 'Search', 'Stats', 'Preferences', 'Bulk-Action', 'Calendar', and 'FAQ'. On the right side of the navigation bar, there are links for 'new message (0)' and 'Locked tickets (3)'. The main content area shows the queue name '[Queue: My Queues]' and the status 'Tickets shown: 0 - Page: - Tickets available: 0 - All tickets: 9'. Below this, there is a link for 'Queues: My Queues (0)'. At the bottom of the interface, there is a footer that reads 'Powered by OTRS 2.0.0 beta1'.

Kurzvortrag von Emanuel und Reto (Grüezi!)

Fedora 11 Grundsystem

- VirtualBox-Image von <http://virtualbox.wordpress.com/>
- Über Netzwerkbrücke ans BBZWITS-Netz
- Gasterweiterungen bereits installiert
- Ready-to-Work-System
- SSH-Daemon drauf und hü cheib!

IP-Adresse per DHCP

```
[root@localhost fedora]# ifconfig eth2
```

```
eth2    Link encap:Ethernet  HWaddr 08:00:27:AD:27:02
```

```
inet addr:10.11.4.136 Bcast:10.11.255.255  Mask:255.255.0.0
```

```
inet6 addr: fe80::a00:27ff:fead:2702/64 Scope:Link
```

```
UP BROADCAST RUNNING MULTICAST  MTU:1500  Metric:1
```

```
RX packets:59099 errors:0 dropped:0 overruns:0 frame:0
```

```
TX packets:27280 errors:0 dropped:0 overruns:0 carrier:0
```

```
collisions:0 txqueuelen:1000
```

```
RX bytes:71454024 (68.1 MiB)  TX bytes:2072437 (1.9 MiB)
```

DNS? Nein!

- [root@localhost fedora]# vi /etc/hosts
 - 10.11.4.136 fedora fedora.localdomain
- # vi /etc/sysconfig/network
 - NETWORKING=yes
 - HOSTNAME=fedora.localdomain

GET /downloads/OTRS HTTP/1.1

- Link suchen:
 - `$ lynx otrs.org ;-)`
- OTRS herunterladen
 - `$ wget`
`http://ftp.otrs.org/pub/otrs/RPMS/fedora/4/otrs-2.4.4-01.noarch.rpm`
- HTTP/1.0 200 OK

Yummm... Here we go!

- `# yum localinstall otrs-2.4.4-01.noarch.rpm –nogpgcheck`
- Error: Abhängigkeiten
 - perl, mod_perl, mysql-server
 - Bestätigen
- Success!

Die Dämonen des Teufels Systems

- Jetzt fügen wir Apache und MySQL dem Autostart hinzu
 - [root@localhost fedora]# chkconfig mysqld on
 - [root@localhost fedora]# chkconfig httpd on
- Und starten diese Daemons direkt
 - [root@localhost fedora]# /etc/init.d/mysqld start
 - [root@localhost fedora]# /etc/init.d/httpd start

mysql

- [root@localhost fedora]# mysql
 - Welcome to the MySQL monitor. Commands end with ; or \g.

- mysql> show databases;

```
+-----+
| Database          |
+-----+
| information_schema |
| mysql             |
| test              |
+-----+
3 rows in set (0.00 sec)
```

mysql> exit

- Bye

Was ist euch aufgefallen?

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Genau! Danke Semir!

Kein Passwort!

- # mysqladmin -u root password just4us

Unsecurity aktivieren

- Firewall wird für unser Test nicht konfiguriert, da wir ja hinter einem Router sitzen ;-)
Dort sind wir ja sicher. Nicht.
- `# system-config-firewall-tui`
- SELinux hindert uns an der Installation, darum:
- `# setenforce 0`

Ja, jetzt kommt doch chli ~~CL~~ GUI

1 — 2 — 3 — 4

Create Database (2/4)

Admin-User: If you have set a root password for your database, it must be entered here. If not, leave this field empty. For security reasons we do recommend setting a root password. For more information please refer to your database documentation.

Admin-Password:

Host:

Type: ▾

Database-User (New)

User:

Password: default 'hot'

DB connect host:

Database

Name:

Default Charset: utf8: Yes - No

Action: Create - Delete

Next...

<!-- es geht weiter ... -->

System Settings (3/4)

SystemID:	<input type="text" value="10"/>	(The identify of the system. Each ticket number and each http session id starts with this number)
System FQDN:	<input type="text" value="fedora.localdomain"/>	(Full qualified domain name of your system)
AdminEmail:	<input type="text" value="admin@localdomain"/>	(Email of the system admin)
Organization:	<input type="text" value="Fnord"/>	

Log

LogModule:	<input type="text" value="Syslog"/>	(Used log backend)
Logfile:	<input type="text" value="/tmp/otrs.log"/>	(Logfile just needed for File-LogModule!)

Webfrontend

Default Charset:	<input type="text" value="utf-8"/>	Use utf-8 if your database supports it!
Default Language:	<input type="text" value="Deutsch"/>	(Used default language)
CheckMXRecord:	<input type="text" value="Yes"/>	(Checks MX records of used email addresses by composing an answer. Don't use CheckMXRecord if your OTRS machine is behinde a dial-up line \$!)

back 2 /bin/sh

- Den Apachen neu starten
 - [root@localhost Kernel]# /etc/init.d/httpd restart
- OTRS Starten
 - [root@localhost Kernel]# service otrs start
- Stoppe OTRS
 - [root@localhost Kernel]# service otrs stop
- Den OTRS Status anzeigen lassen:
 - [root@localhost Kernel]# service otrs status
- OTRS neu starten:
 - [root@localhost Kernel]# service otrs restart

FIN

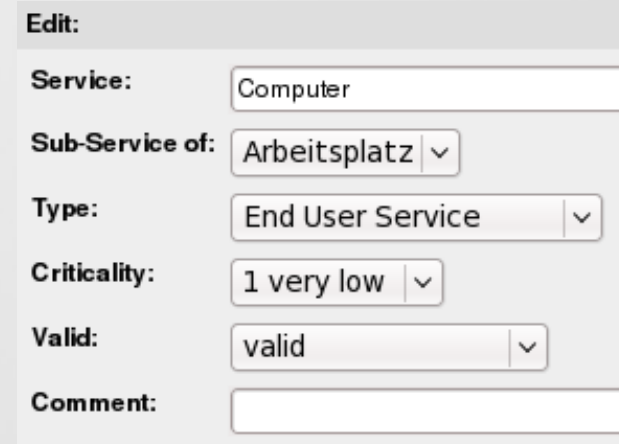
- `$ firefox http://fedora.localdomain/otrs/index.pl`
- PWD = 'root'



Willkommen zu OTRS

Benutzer:

Passwort:



Edit:

Service:

Sub-Service of:

Type:

Criticality:

Valid:

Comment:

EOF

? Q ?

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