

2012

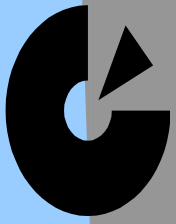
Tickets CAD Installation Guide

Tickets is an Open Source Dispatch system. This installation guide provides detailed instructions about downloading and installing Tickets while using the WAMP or XAMPP web servers.



Contents

INSTALL A WEB SERVER.....	1
Download a Web Server	2
Install a Web Server	2
INSTALL TICKETS	3
Download Tickets.....	4
Unzip Tickets.....	4
WAMP	4
XAMPP.....	4
Install Tickets	4
WAMP	4
Create a Database.....	4
Obtain User Name and Host Name.....	5
XAMPP.....	6
Create a Database.....	6
Obtain User Name and Host Name.....	7
Install Tickets	7
RUN TICKETS.....	10
Log In.....	11
Guest Account.....	11
Administrator Account	11
Change Password	11
Add a Google Maps API Key	12
Edit Map Settings.....	14
Edit Settings.....	14



Install a Web Server

Download a Web Server

- Download one of the following web servers:

- Download WAMP:

<http://www.wampserver.com/en/>

- Download XAMPP:

<http://www.apachefriends.org/en/xampp.html>

NOTE: To learn more about these web servers, read the tutorials available at http://sourceforge.net/apps/mediawiki/openises/index.php?title=Web_Server_Tutorials.

NOTE: Certain web servers like WAMP require either a 32 bit Windows Operating System or a 64 bit Windows Operating System. Click Start→Computer→Right click, and then select Properties. Record the system type, and use this information to install the appropriate web server.

NOTE: For Microsoft shops, MS's IIS may be used instead of Apache, but you'll still need the other packages.

Install a Web Server

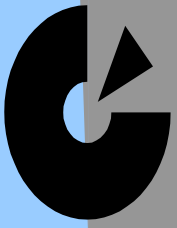
- Install the downloaded web server on the **C drive**.

- Installation instructions for WAMP:

http://voxel.dl.sourceforge.net/project/openises/Web%20Server%20Tutorials/WAMP%20on%20Windows%20XP%20Laptop/InstallingWAMP_OnWindowsXP_Laptop.pdf

- Installation instructions for XAMPP:

<http://iweb.dl.sourceforge.net/project/openises/Web%20Server%20Tutorials/XAMPP%20for%20Windows%20XP/InstallingXAMPPonWindowsXP.pdf>



Install Tickets

Download Tickets

1. Visit <http://openises.sourceforge.net/tickets01.html>.
2. Click **Tickets_2_20**.
3. Click **Tickets_02_12.zip**.
4. **Save File** by selecting the desired folder.

Unzip Tickets

WAMP

- Unzip **Tickets_2_20.zip** file in the **www** folder of the **wamp** folder found in the **C drive**.

XAMPP

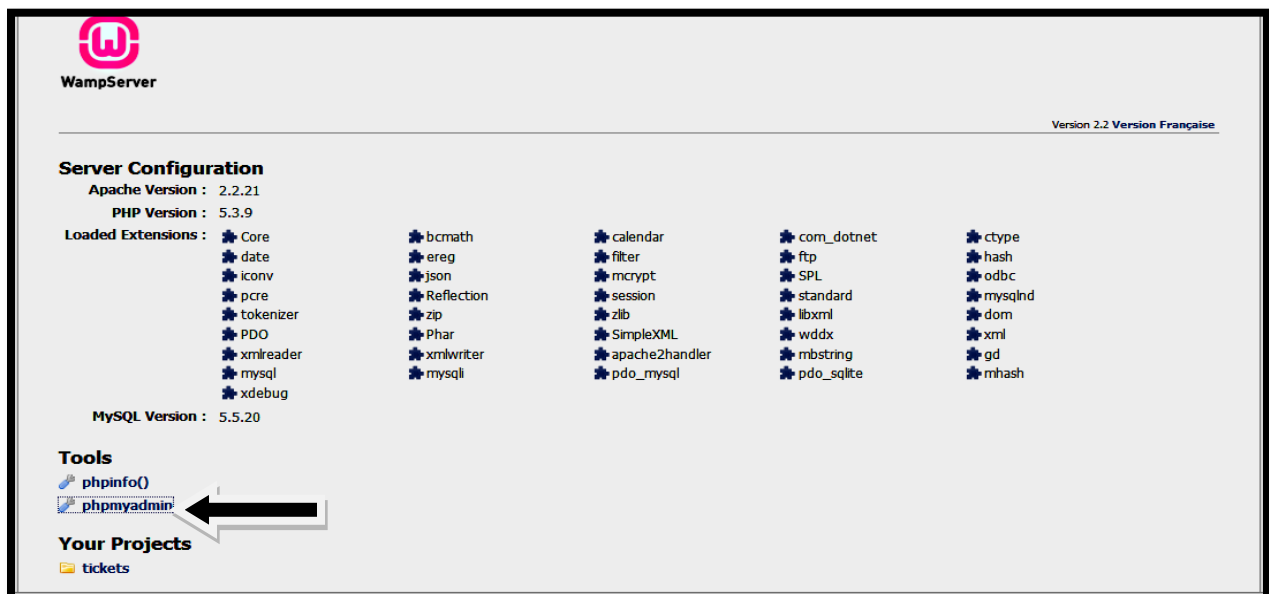
- Unzip **Tickets_2_20.zip** file in the **htdocs** folder of the **xampp** folder found in the **C drive**.

Install Tickets

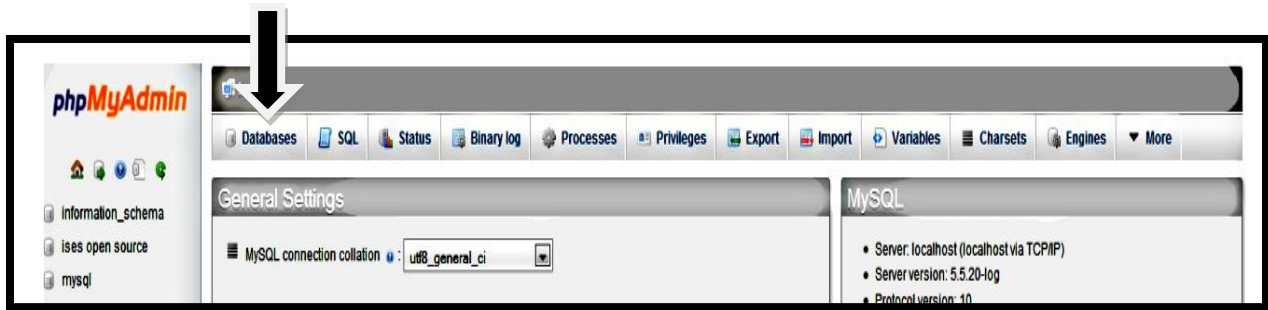
WAMP

Create a Database

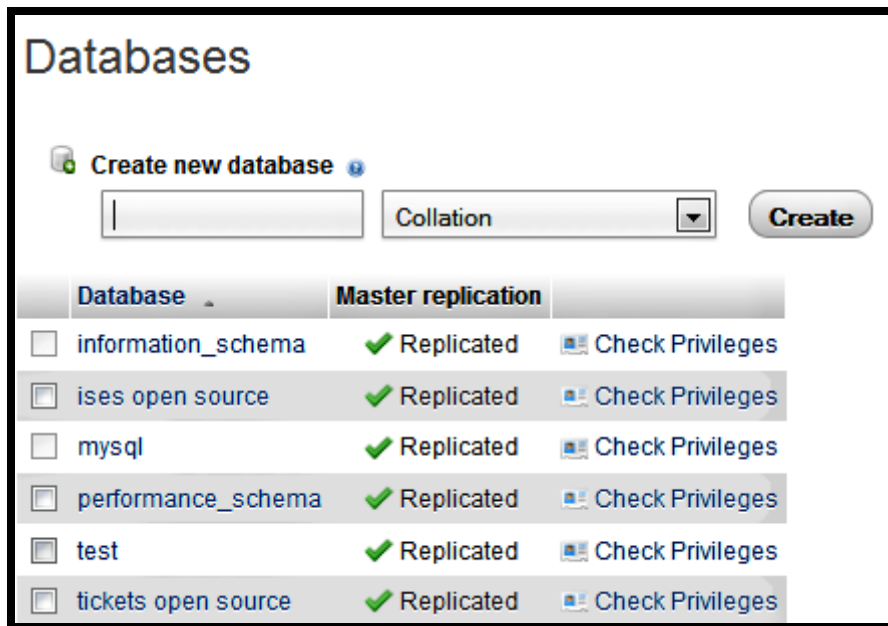
1. Click **Start**, and then select **start WAMPserver** from the **All Programs** menu.
2. Open the web browser, and type <http://127.01.0.1/>.
3. Click **phpmyadmin** under **Tools**.



4. Click **Databases** in the **phpMyAdmin** interface window.



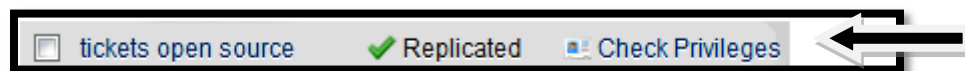
5. Enter *Tickets* in the **Create new database** textbox that is located under **Databases**.



6. Click **Create** to create a new database.

Obtain User Name and Host Name

1. Click **Check Privileges** for the *Tickets* database.



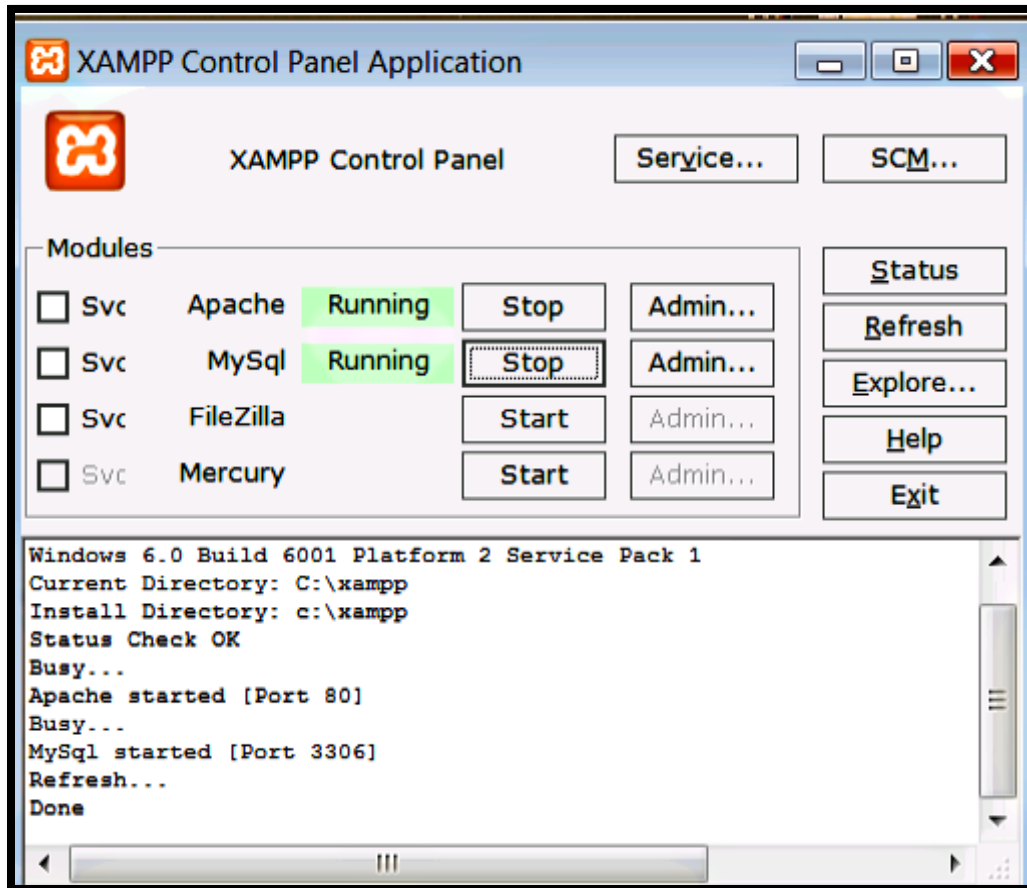
2. Note the **User** and **Host**. In this case, the **User** is *root*, and the **Host** is *127.0.0.1*

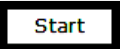

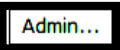
Users having access to "tickets open source"					
User	Host	Type	Privileges	Grant	Action
root	127.0.0.1	global	ALL PRIVILEGES	Yes	Edit Privileges
root	:::1	global	ALL PRIVILEGES	Yes	Edit Privileges
root	localhost	global	ALL PRIVILEGES	Yes	Edit Privileges

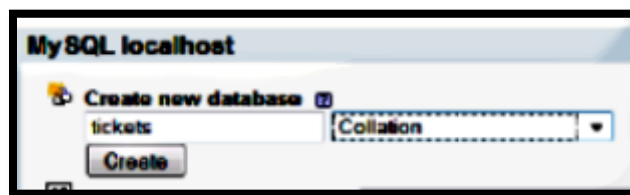
XAMPP

Create a Database

1. Click **Start**, and then select **XAMPP Control Panel** from the **All Programs** menu.



2. Click  icon located next to module **Apache**.
3. Click  icon located next to module **MySQL**.
4. Click  icon located next to module **MySQL** to open **phpMyAdmin**.
5. Enter *Tickets* in the **Create new database** textbox that is located in the section **MySQL localhost**.



6. Click **Create** to create a new database.

Obtain User Name and Host Name

1. Click the *Tickets* database found in the menu that is located on the left side of the **phpMyAdmin** interface.
2. Click **Privileges** icon that is located in the top navigation bar of **phpMyAdmin**.



3. Note the **User** and **Host**.

Install Tickets

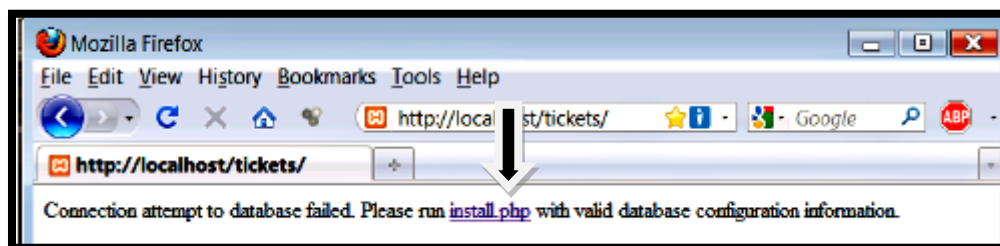
1. Start the web server.

NOTE: If you have installed the XAMPP web server, then make sure to start the Apache web server and the MySQL database server.

2. Open the *install.php* file.

- WAMP:
 - Open web browser.
 - Click **File**, and then **Open File**.
 - Navigate to the **Tickets** folder found inside the **www** folder of the **wamp** folder.
 - Select *install.php*, and then click **Open**.
- XAMPP:
 - If tickets is the only program running on the web server, then type <http://localhost> in the browser's address bar.
 - If tickets has been installed in its own folder on the web server, then type <http://localhost/tickets> in the browser's address bar.

NOTE: For the XAMPP web server, you might get an error message that states "Connection attempt to database failed". If this happens, please run *install.php* with valid database configuration information (see the figure below). Click on the hyperlink *install.php* to run this file.



3. Enter the following information in the installation screen.

- MySQL Host: **localhost** or MySQL Host: **127.0.0.1**.
- MySQL Username: **root**.

NOTE: This information was recorded earlier from the **Check Privileges** section of WAMP, and the **Privileges** section of XAMPP.

- MySQL Password: *leave blank*.
- MySQL Database: **Tickets** (*this is the name of the database that was created earlier in myPHPAdmin*).
- MySQL table prefix: *leave blank*.
- Gmaps API Key: *leave as default unless you have your own Gmaps API key*.
- Install Option: **Install Database_new**.

4. Click **Do it**.

Mozilla Firefox
File Edit View History Bookmarks Tools Help
http://localhost/tickets/install.php
http://localhost/tickets/install.php
Installing 2.10 E beta
Complete this form to install Tickets version 2.10 E beta. Make sure to read through the [help](#) information.

From your MySQL installation

MySQL Host: localhost
MySQL Username: root
MySQL Password:

Tickets Stuff

MySQL Database: tickets your just-created MySQL database
MySQL Table Prefix (optional): your choice
GMaps API Key: ABQIAAAAILIX5dJnXckZRSYII2cQ5BT2yxp_ZAY8_uFC3CFXhHIE1NvwkxRGkZARK7Vp6dHzzw2qCN6kP4pTQ
Obtain from Google at <http://www.google.com/apis/maps/signup.html>
Install Option:
 Install Database - new
 Re-install Database
 Write Configuration File Only
Reset form Do it

5. Note the two user names **admin** and **guest** found in the **Installing 2.10 E beta** screen.

Installing 2.10 E beta

- Created tables action, assigns, certs, certs_x_user, chat_messages, chat_rooms, cities, clones, contacts, courses, courses_x_user, documents, documents_log, in_types, log, logins, notify, patient, photos, responder, session, settings, skills, skills_x_user, team_types, teams, teams_x_user, ticket, titles, tracks, tracks_hh, un_status, unit_types, user
- Created user 'admin'
- Created user 'guest'
- Inserted default settings
- Wrote configuration to './incs/mysql.inc.php'
- Tickets version 2.10 E beta installation complete!

Your Tickets installation is now complete - the start page is 'index.php'.

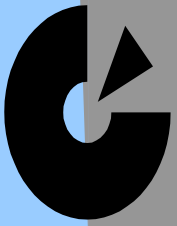
It is strongly recommended that you move/delete/change rights on install.php after this

<< Start Tickets

6. Open the **Tickets** folder found in the **www** folder of **wamp** or **htdocs** folder of **xampp**.
7. (Optional) Delete file *install.php* if you are using Tickets in a live environment and not for testing or development purposes.

NOTE: Step 7 ensures that a user may not load and attempt to reinstall the system, since doing so will delete any users, custom settings, logs and/or records that were created during the first installation.

8. Click **Start Tickets** hyperlink located in the bottom left corner of the **Installing 2.10 E beta** screen. This will take you to the Tickets home page.



Run Tickets

Log In

Guest Account

1. Enter *guest* in the **User** textbox.
2. Enter *guest* in the **Password** textbox.
3. Click **Log In**.

Administrator Account

1. Enter *admin* in the **User** textbox.
2. Enter *guest* in the **Password** textbox.
3. Click **Log In**.

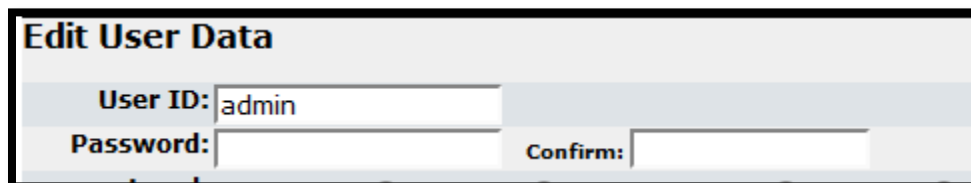


Change Password

1. Click **Config**.
2. Click the relevant **User** (*admin* or *guest*) in the section titled **Users – click to edit**.

Users - click to edit									
ID	User	Online	Level	Unit	Call	Description	Log in	From	Browser
1	admin	<input checked="" type="checkbox"/>	Super			Super-administrator	3/29/12 04:16	127.0.0.1	firefox 3.6
2	guest		Guest			Guest	TBD		

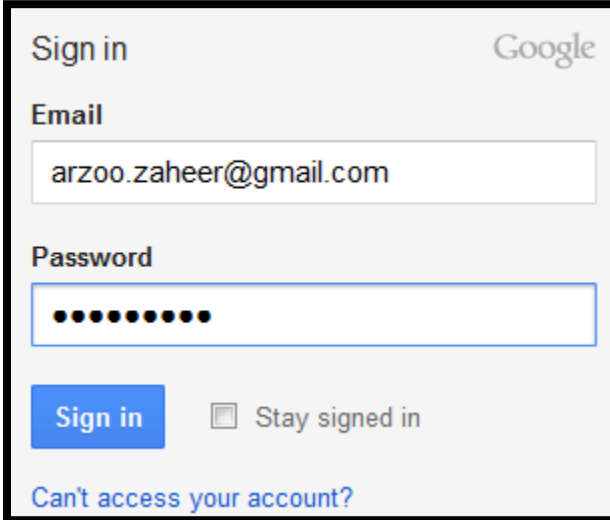
3. Enter new password in the **Password** textbox.
4. Re-enter the new password in the **Confirm** textbox.
5. Click **Submit**.



Add a Google Maps API Key

NOTE: A Google maps API key is not required if Tickets is running on a local server and not on the Internet, i.e. the URL in the browser's address bar is <http://127.0.0.1/tickets>. Note that the Tickets system does not have an Internet accessible IP address. If the IP address is different than the one mentioned above, or the *install.php* file contained an 86 character key that expired after installation, then follow the following steps to enter a new Google Maps API key.

1. Visit <https://code.google.com/apis/console/>.
2. Enter email address in the **Email** textbox.
3. Enter password in the **Password** textbox.
4. Click **Sign In**.

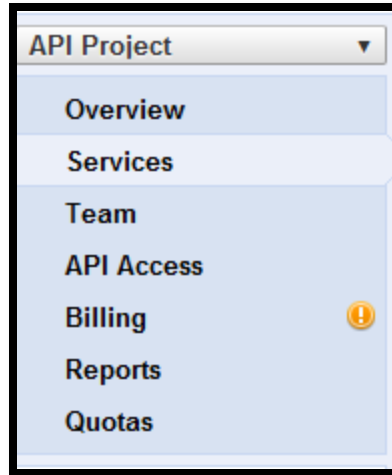


5. Click **Services** icon that is located in the right hand side bar to open the **All services** webpage.
6. Activate “Google Maps API v2” by clicking on OFF button located next to the icon **Google Maps API v2**, which is found in the column titled *Service*.

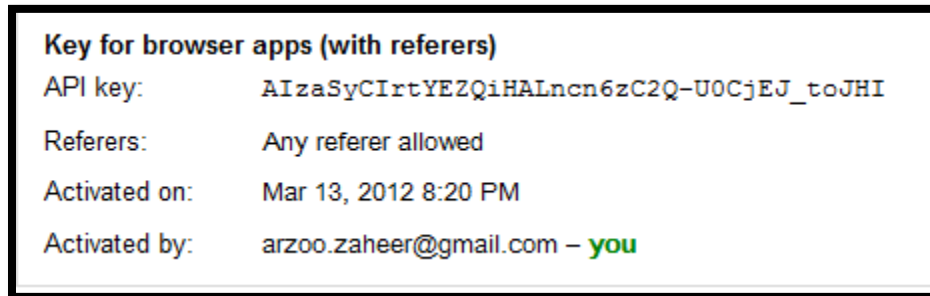


NOTE: After activation the OFF button should change to ON

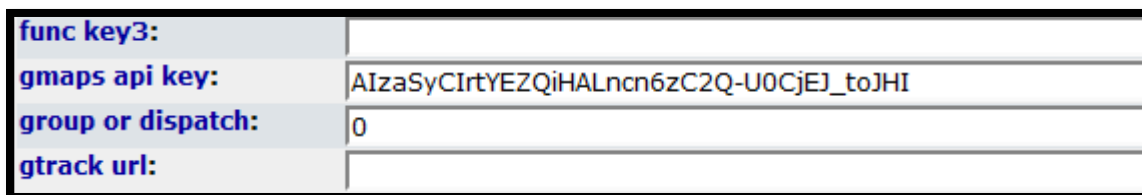
7. Click **API Access** icon that is located in the right hand side bar.



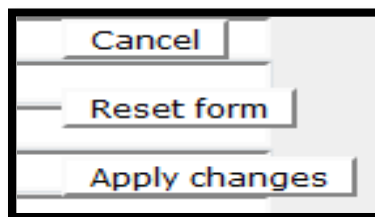
8. Copy the **API key** that is found under **Key for browser apps (with referrers)**.



9. Log into the Tickets software.
10. Click **Config**.
11. Click **Edit Settings**.
12. Paste the **API key** in the textbox **gmaps api key**.



13. Click **Apply changes**.



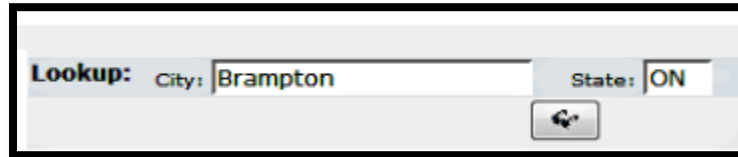
14. Logout of Tickets, and then login again. The maps should be visible now.

Edit Map Settings

1. Click **Config**.
2. Click **Set Default Map**.



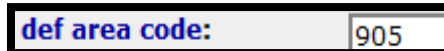
3. Enter *your city* in the **City** textbox found in the section **LookUp**.
4. Enter *your state or province* in the **State** textbox found in the section **LookUp**.

A screenshot of a 'LookUp' section. It contains two textboxes: 'City: Brampton' and 'State: ON'. Below the textboxes is a button with a magnifying glass icon.

5. Click the **LookUp**  button.
6. Click **Submit**.

Edit Settings

1. Click **Config**.
2. Click **Edit Settings**.
3. Enter *your area code* in the **def area code** textbox.

A screenshot of a text input field labeled 'def area code:' with the value '905' entered.

4. Enter *your city* in the **def city** textbox.

A screenshot of a text input field labeled 'def city:' with the value 'brampton' entered.

5. Enter *your state or province* in the **def st** textbox.

A screenshot of a text input field labeled 'def st:' with the value 'Ontario' entered.

NOTE: Filling in these fields will auto-fill the corresponding fields when a new call is generated (see the “Creating tickets” section in the Tickets CAD User’s Configuration and Operating Manual).

6. Set **delta mins** to indicate an appropriate offset to the default UTC timing.

A screenshot of a text input field labeled 'delta mins:' with the value '0' entered.

- i. Visit http://www.timetemperature.com/world/world_time_zones.shtml.

- ii. Locate your country, and then your state or province.
- iii. Note the UTC offset that is given in hours.
- iv. Multiply these number of hours with 60 to get the UTC offset in minutes.
- v. Enter this value in the **delta mins** textbox.

NOTE: Here is an example that shows how to find the UTC offset specific to your location. Assume that you are located in the state of Ohio of United States. According to the website provided in step i, the UTC-GMT offset is 4 hours during Daylight Saving Time. Multiply 4 by 60 to get 240 minutes, and enter this in the **delta mins** textbox.

NOTE: For a locally-deployed server, it may be necessary to edit *php.ini* to force the software to properly timestamp your tickets and display the correct time. If so, don't forget to stop and restart the Apache web server software to effect any changes. See the "Web Server Tutorials" for more information on controlling Apache. This will most often only be necessary on locally-hosted servers; hosted servers should have the correct time zone already set in *php.ini* prior to the hosting service, which allows you to install Tickets. If you are running Tickets on a remotely-hosted server and can't get the timestamps to agree with the local time, you may have to enlist the assistance of your host company's Help Desk.

7. Click **Apply changes**.