Installing Tickets

An Open ISES Tutorial by Robert W. Austin

Note: You can find the original article online at the Open ISES Wiki
*http://sourceforge.net/apps/mediawiki/openises/index.php?title=How_To_Install_Tickets*

During this tutorial we are installing the full installation package of Version 2.11.C of Tickets. If you are installing a different version of Tickets your screen may look different from that in this tutorial. However, the same basic procedures are used for installing any version of Tickets.

Prerequisite

In this section we are going to review how to install Tickets. We are going to assume that you already have a web server installed along with PHP and MySQL. In our example we have already installed XAMPP on our computer. If you are not sure how to install a web server on your computer, see our earlier tutorials on our Wiki. We also assume that you have downloaded Tickets to your computer.

Create the Database

The first step in installing Tickets is to create the Tickets database. Since we are using XAMPP, we begin by starting the control panel. Start the Apache web server and the MySQL database server.
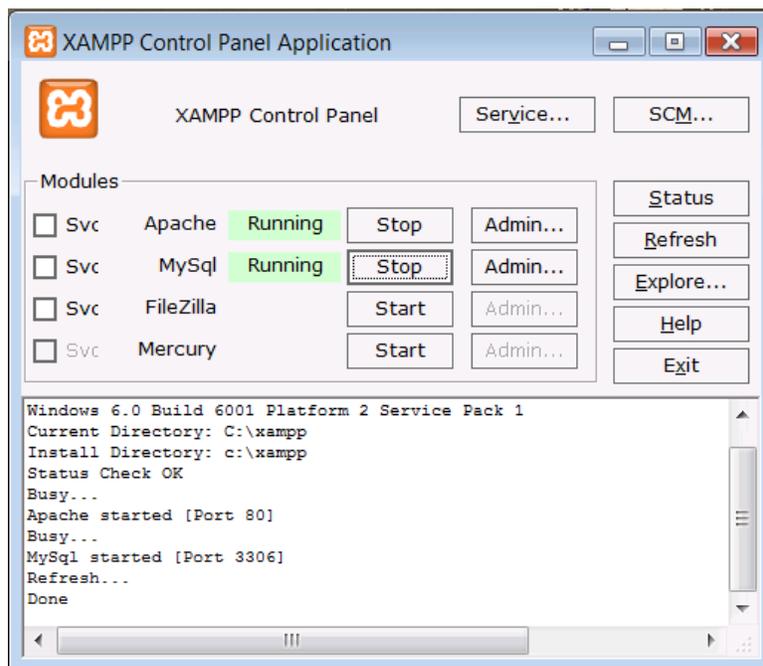
Next start your web browser (we'll be using Firefox) and in the address bar type in 'localhost'. The XAMPP Home Page will be displayed.
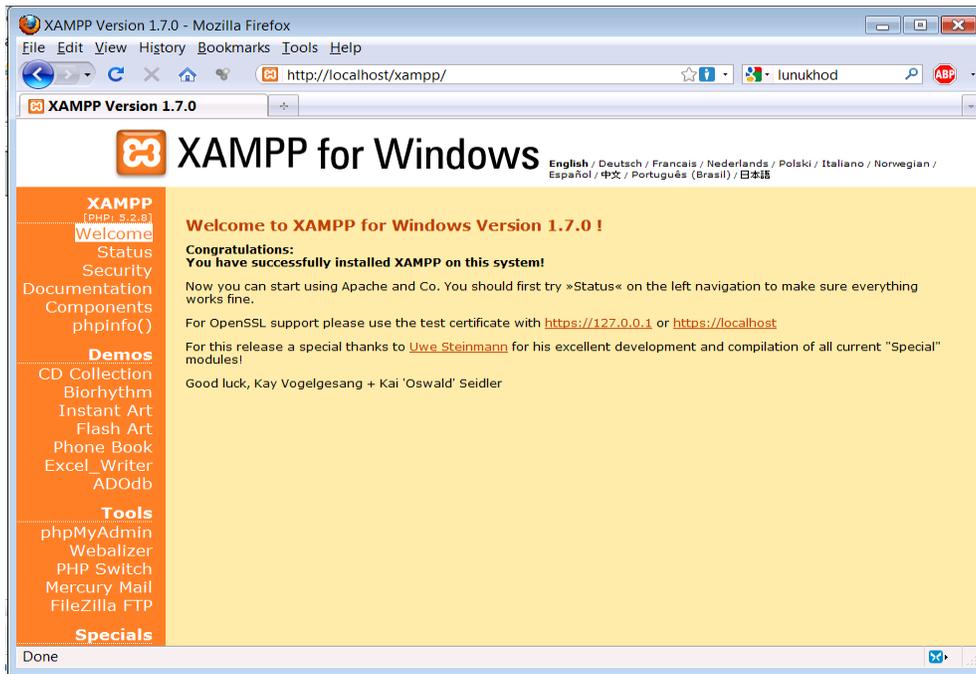
On the left side of the home page is a series of links to various tools. Under the 'Tools' item is a link to phpMyAdmin. Click on this link to start the program.

When phpMyAdmin starts, the opening page will be displayed. In nearly the center of this screen is an area marked 'MySQL localhost'. A text entry box is labeled 'Create new database'. Enter 'tickets' into this text box, and then click on the 'Create' button.
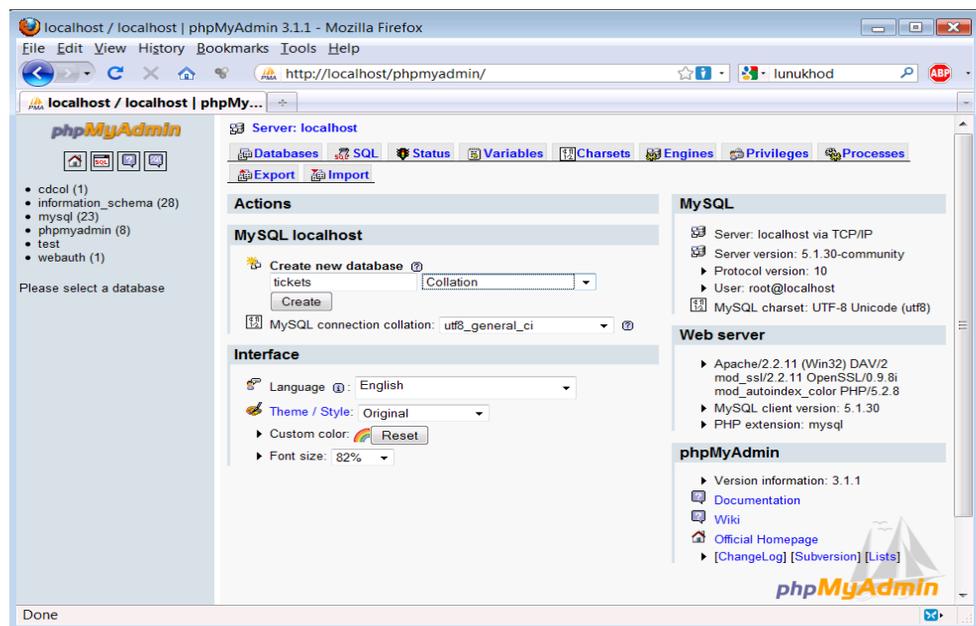
You should get a confirmation screen indicating that the database has been created. You can close this window once the database has been created.

Unzip Tickets

Our next step to install Tickets is to unzip the complete package.

In this install we are using the Apache web server. Apache places your web pages in the 'htdocs' folder. Therefore you want to extract the Tickets zip file to this folder.

If Tickets is the only program that you will be running on the web server, than you can unzip the file directly to the 'htdocs' folder. However, if you are running (or may be running) other applications, you should create a tickets folder within 'htdocs' and install the tickets file there. When all the files have been unzipped, you should see something similar to the screen shots below.
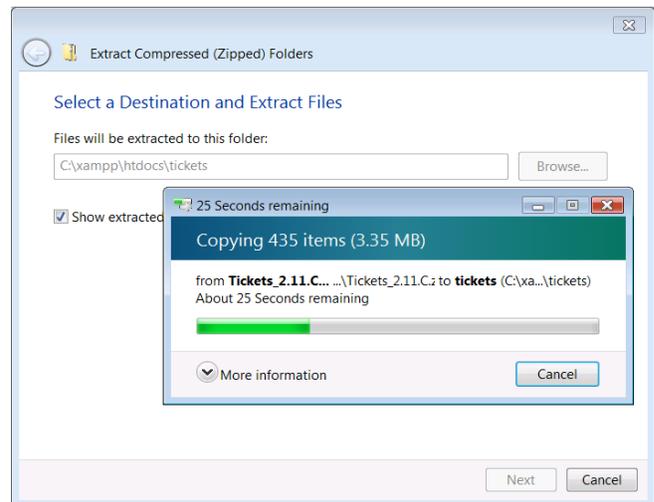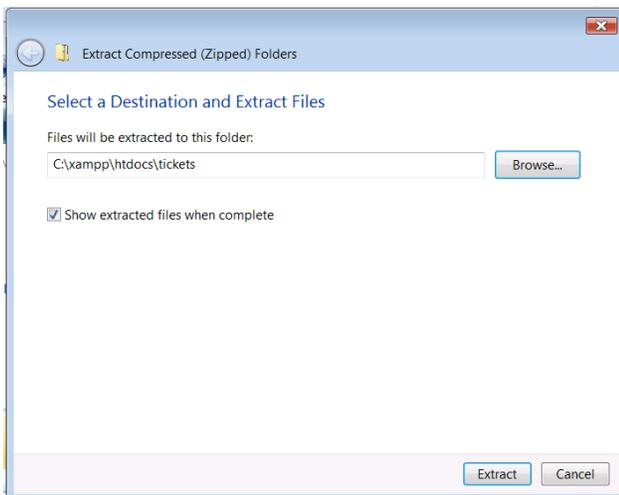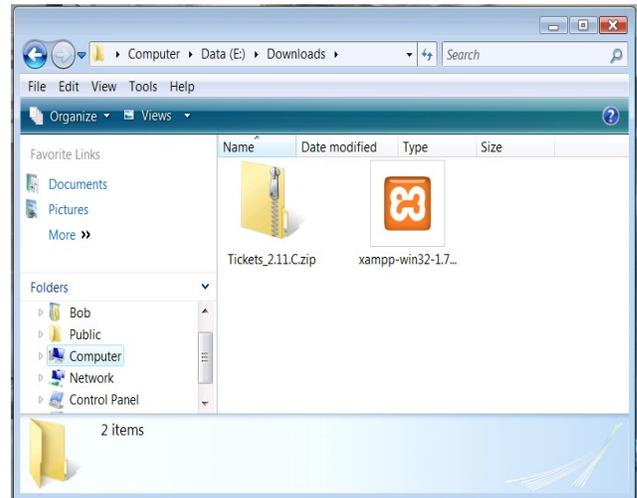
Finishing the Installation

We are very close to finishing your installation of Tickets. Start the XAMPP control panel, then start the Apache web server and the MySQL database server as you did earlier. Once these two programs are running, start your web browser.

In the address bar, type in the path to to the tickets folder;
- If tickets is the only program running on the web server type in http://localhost
- If tickets has been installed to its own folder on the web server type in http://localhost/tickets

and then hit enter.

You will probably get an error message that states "Connection attempt to database failed. Please run install.php with valid database configuration information."

Don't worry. This is normal and expected. You haven't finished installing Tickets yet, so this error message is simply telling you to run the installation file "install.php". To run this file, click on the link and the last part of the installation process will begin.

You should now be at the installation screen. If you have been using the default settings during this installation, fill in the following information;

- MySQL Host: **localhost**
- MySQL Username: **root**
- MySQL Password: *leave blank*

On the bottom portion of the screen you have some additional options to fill in;

- MySQL Database: **tickets** (*this is the name of the database you created in the 'Create Database' section above*).
- MySQL table prefix: *leave blank*
- Gmaps API Key: *leave as default unless you have your own Gmaps API key.*
- Install Option: **Install Database – new**

If you have entered the default information, it should look like the screen shot to the right. If everything looks correct, click the "Do it" button. If you are not sure, click on the "Reset form" button to clear all of the entries and start over.
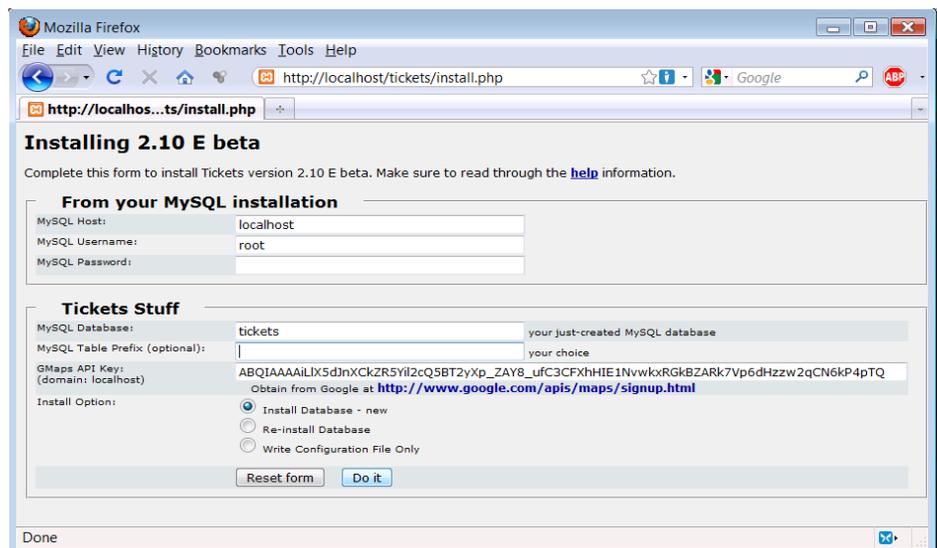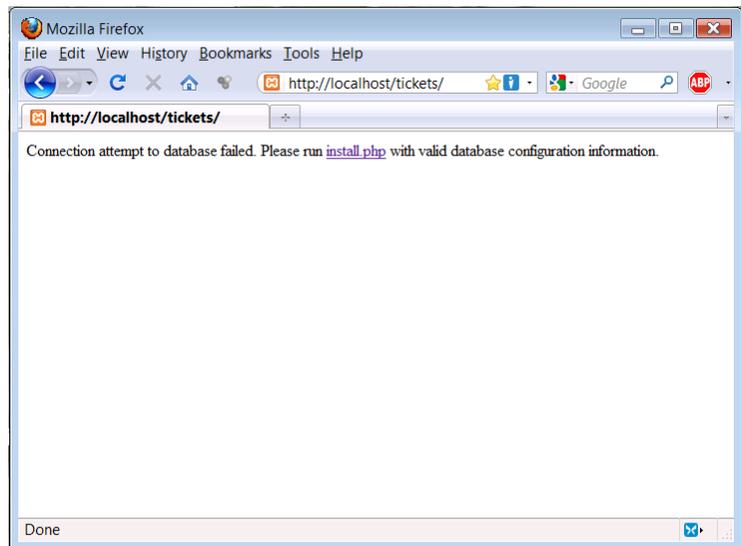
Installation Complete

If you clicked on the 'Do it' button and everything installed correctly, you should see the screen to the right.

During the installation two users are created; 'admin' (default password *admin*) and 'guest' (default password *guest*).

If you are going to be using this installation of Tickets in a live environment (not for testing or development) it is highly recommended that you delete the 'install.php' file from the system. This will prevent anyone from loading it and having the opportunity to reinstall the system, effectively wiping out any users, custom settings, logs and/or records you have created.
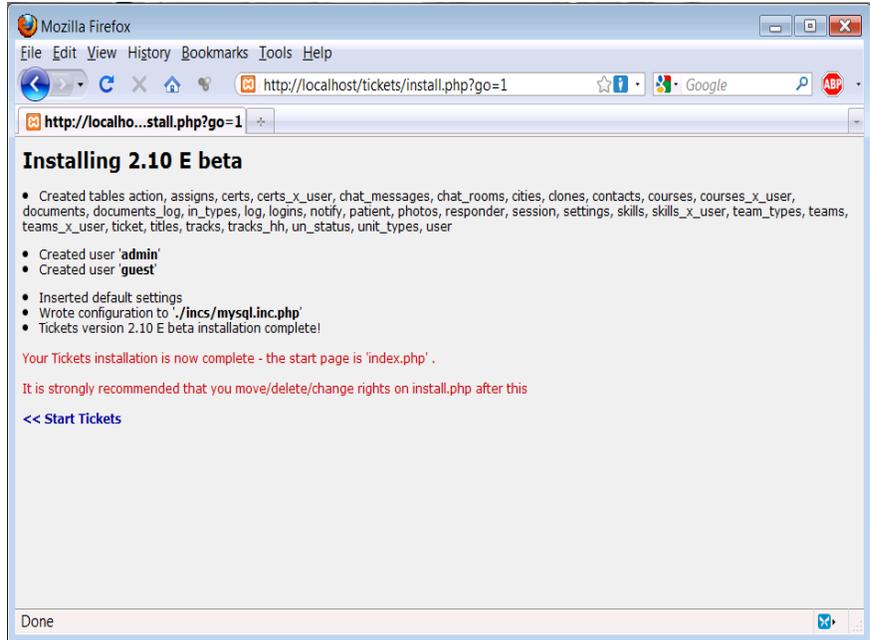
If you click on the link that says "Start Tickets" it will take you to the Tickets home page.

Running Tickets for the First Time

From the Tickets home page, we would recommend that you log in as the administrator the first time. This will let you view everything that Tickets has to offer. Enter in the user name of '*admin*' with the password '*admin*' and click on the 'Log In' button
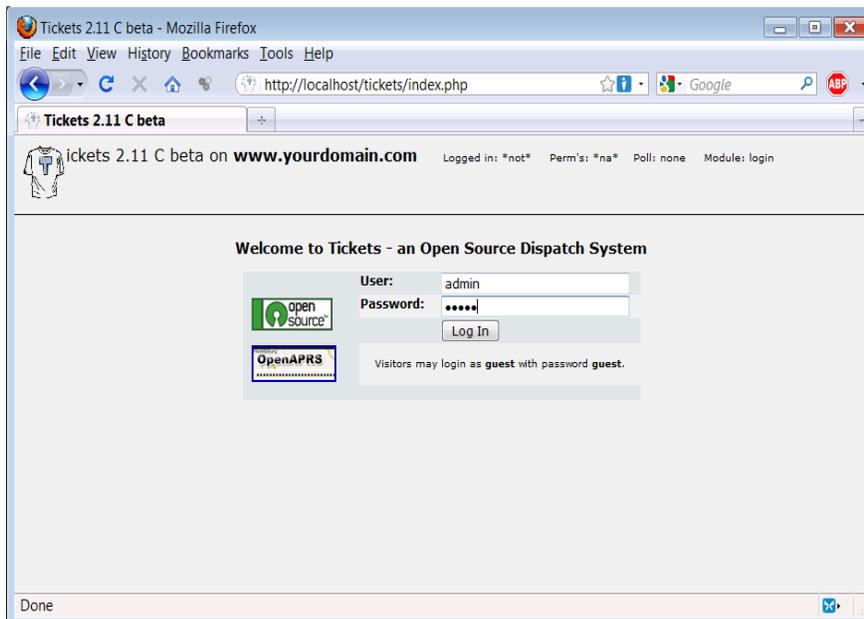
You will now see the main screen. At the top of the page is the menu bar. The left side of the screen will display any active incidents you have working (as this is the first time Tickets has been run, the screen is obviously empty). The right side of the screen is a map and it defaults to the United States. During the setup process you can select the default area you want displayed as well as the zoom level.
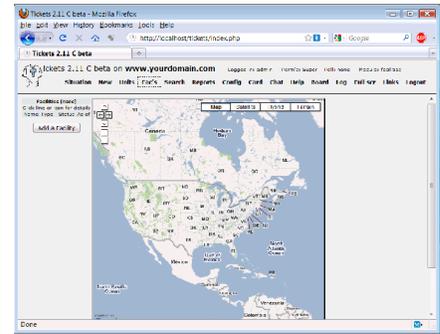
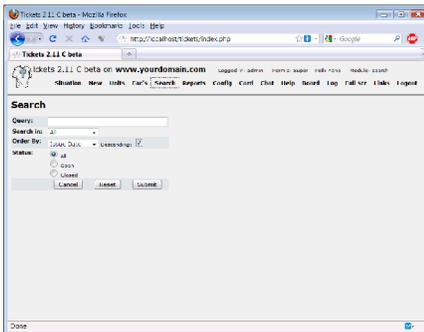Take some time to click on each of the items in the menu bar. The default screens are shown below.
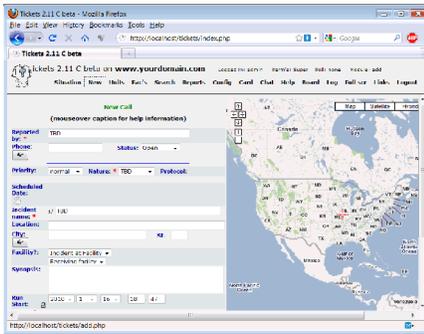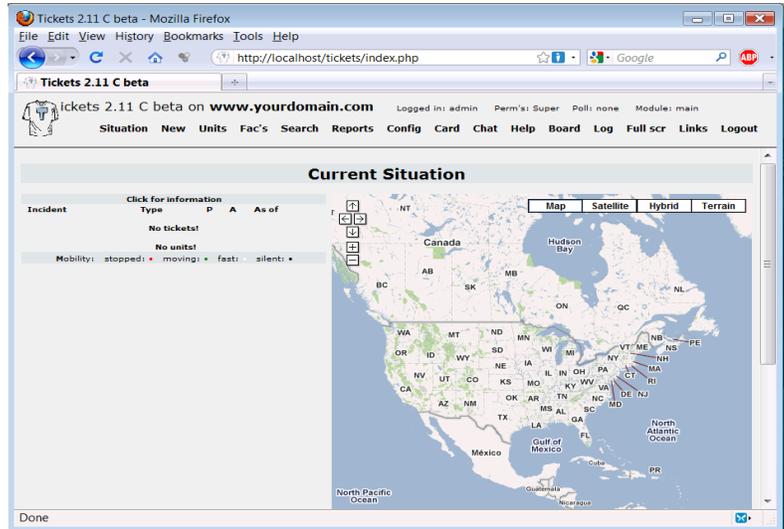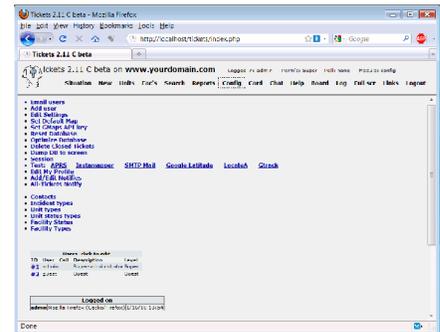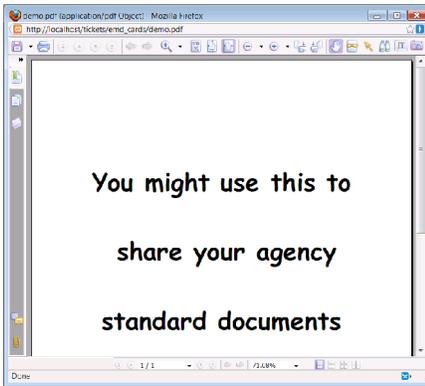

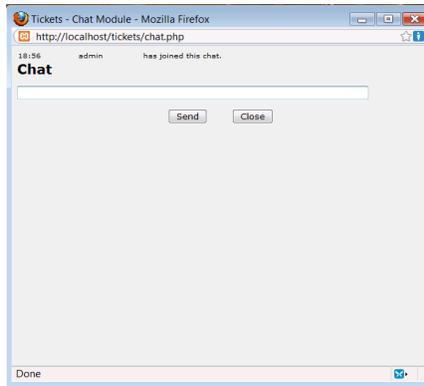*New Ticket Page*
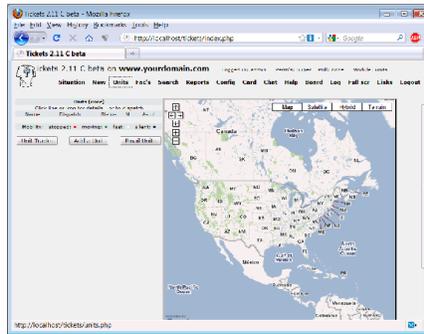
Units Page

Facilities Page

Search Page
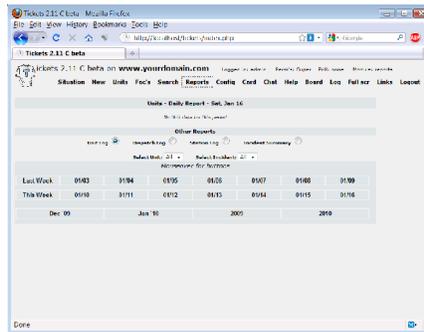
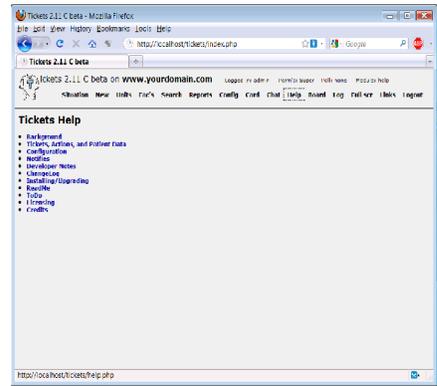

Report Page
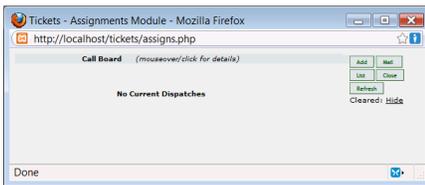

Tickets Configuration Page
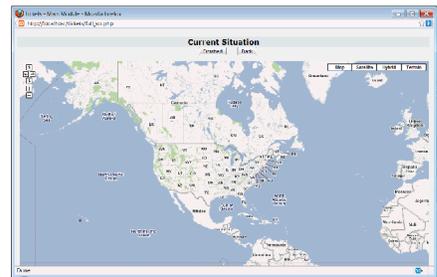
Card Page

Chat Page

Help Page

Call Board

Station Log

Map at Full Screen

When you are done, click on the 'Logout' button (this will return you back to the login screen).

As this is a new installation of Tickets, there is not much you can do right now. You next step is to set up the system to meet your needs. In the next set of tutorials we will go through the process of setting up Tickets