

Chapter 1. Install - The quick way.

1.1. Installing the rpm

This install way is intended for *SuSE Linux* (<http://www.suse.de/>) users. For other distributions please have a look at <http://www.otrs.org/>.

Install the otrs.rpm with YaST (YaST2) or rpm what ever you prefer. Please be aware of the fact that OpenTRS needs some Perl-Modules which are not installed by default in a typical SuSE installation. In case you use YaST you will not have troubles because YaST will tell you what packages have to be installed.

Once you installed the otrs.rpm in your system you have to reload the apache by rcapache reload to force him to reload the config file.

```
skywalker:~ # rcapache reload
PERL PHP4 Python Reload httpd done
```

Of course you have to have started the mysql database allready (please see the mysql docu for help). After that you have to start otrs with rcotrs start

```
skywalker:~ # rcotrs start
Starting OpenTRS
Starting mysql ... done.
Checking database connect... (It looks Ok!).
Checking otrs spool dir... done.
Starting httpd ... done.
```

1.2. installer.pl

The script/webpage <http://localhost/otrs/installer.pl> has to be visited now. It will

help you to set up the database. Please doublecheck your database password.

The screenshot shows a web browser window titled "http://localhost:8042/otrs/installer.pl - Konqueror". The address bar shows "http://localhost/otrs/installer.pl". The page content is titled "OpenTRS" and "Web-Installer (create database)". It contains several input fields for database configuration:

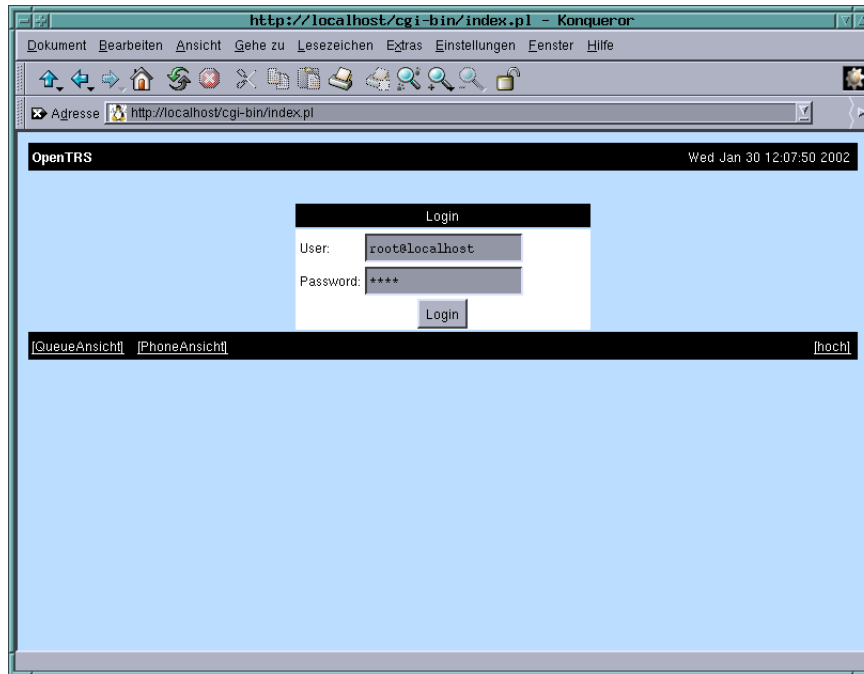
- DB Admin User: root
- DB Admin Password: (empty)
- DB Host: localhost
- DB Type: MySQL (dropdown menu)
- OpenTRS DB Name: otrs
- OpenTRS DB User: otrs
- OpenTRS DB Password: (empty)
- OpenTRS DB connect host: localhost

Below the input fields, there are two radio buttons: "Create new database:" (selected) and "Delete database:". A "submit" button is located below these options. At the bottom of the form, there are links: "[QueueAnsicht]", "[PhoneAnsicht]", and "[hoch]". The status bar at the bottom of the browser window says "Loading complete".

1.3. index.pl

Than fire up your favorite webbrowser and have a look at

`http://localhost/otrs/index.pl`. `index.pl` is your central starting point.



In case you have problems to install OpenTRs please have a look into the trouble-shooting section.