



Usage Instructions:

1. Allow the instance to pass all status checks.
2. Next configure your VirtualHost, SSH into your instance and at the ubuntu command line use:

```
sudo nano /etc/apache2/sites-available/osticket.conf
```

3. Change the **ServerName** to your Public IPv4 address or domain name:

Ex: `ServerName 3.92.134.125`

4. Exit and Save

5. Restart Apache2

```
sudo systemctl restart apache2
```

6. With your browser, log into the OSTicket GUI using your IP address

ex. `http://YourPublicIPv4address`

7. Follow the configuration settings to **your needs**. Save your inputs.

8. For the Database settings use the following:

Database: ticket

User: ticketuser

Pass: 12345

Save of your inputs.

Database Settings

Database connection information

MySQL Table Prefix:

MySQL Hostname:

MySQL Database:

MySQL Username:

MySQL Password:

Need Help? We provide [professional installation services](#) and commercial support. [Learn More!](#)

Click Install.

After installed, click the Admin Panel for further configurations.

Other Recommendations:**Allocate Elastic IP**

To ensure that your instance keeps its IP during restarts that might happen, configure an Elastic IP. From the EC2 console:

1. Select ELASTIC IPs.
2. Click on the ALLOCATE ELASTIC IP ADDRESS.
3. Select the default (Amazon pool of IPv4 addresses) and click on ALLOCATE.
4. From the ACTIONS pull down, select ASSOCIATE ELASTIC IP ADDRESS.
5. In the box that comes up, note down the Elastic IP Address, which will be needed when you configure your DNS.
6. In the search box under INSTANCE, click and find your INSTANCE ID and then click ASSOCIATE.
7. Your instance now has an elastic IP associated with it.