

Documentation technique

BIOVISION



Créer un système de gestion tickets (GLPI)



Introduction

Dans ce document, vous allez apprendre à mettre en place un système de support, ticketing avec GLPI

1. Prérequis

Dans notre exemple, nous aurons besoin :

- 1 machine avec accès avec a un navigateur
 - 1 machine avec Debian
 - 1 topo réseaux déjà configurée

2. Etapes

1.

Accédez au dossier var/www et téléchargez glpi avec wget

```
root@glpi:/home/hugo# cd /var/www
root@glpi:/var/www# wget https://github.com/glpi-project/glpi/releases/download/10.0.24/glpi-10.0.24.tgz
--2026-03-04 21:56:21-- https://github.com/glpi-project/glpi/releases/download/10.0.24/glpi-10.0.24.tgz
Résolution de github.com (github.com)... 140.82.121.4
Connexion à github.com (github.com)|140.82.121.4|:443... connecté.
requête HTTP transmise, en attente de la réponse... 302 Found
Emplacement : https://release-assets.githubusercontent.com/github-production-release-asset/39182755/b59caf3e-5070-4206-861c-433f21ab4f2f?sp=r&sv=2018-11-09&sr=b&pr=https&sc=2026-03-04T21%3A48%3A47%3Ed-attachment%3B+filename%3Dglpi-10.0.24.tgz
```

2.

Extrayez le fichier téléchargé avec sudo tar -xvzf glpi-10.0.24.tgz

```
root@glpi:/var/www# sudo tar -xvzf glpi-10.0.24.tgz
glpi/
glpi/css_compiled/
glpi/css_compiled/css_install.min.css
glpi/css_compiled/css_palettes_aerialgreen.min.css
glpi/css_compiled/css_palettes_auror.min.css
glpi/css_compiled/css_palettes_auror_dark.min.css
glpi/css_compiled/css_palettes_autumn.min.css
glpi/css_compiled/css_palettes_classic.min.css
glpi/css_compiled/css_palettes_clockworkorange.min.css
glpi/css_compiled/css_palettes_dark.min.css
glpi/css_compiled/css_palettes_darker.min.css
glpi/css_compiled/css_palettes_flood.min.css
glpi/css_compiled/css_palettes_greenflat.min.css
glpi/css_compiled/css_palettes_hipster.min.css
glpi/css_compiled/css_palettes_icecream.min.css
glpi/css_compiled/css_palettes_lightblue.min.css
glpi/css_compiled/css_palettes_midnight.min.css
glpi/css_compiled/css_palettes_premiumred.min.css
glpi/css_compiled/css_palettes_purplehaze.min.css
glpi/css_compiled/css_palettes_teclib.min.css
glpi/css_compiled/css_palettes_vintage.min.css
glpi/css_compiled/css_standalone_chartist.min.css
```

```
mysql> GRANT ALL PRIVILEGES ON glpi.* TO 'glpi'@'localhost';
Query OK, 0 rows affected (0,00 sec)
```

3.

Installez Apache et les extensions PHP.

```
hugo@zabbix:~$ sudo apt install apache2
```

as la fenêtre ou appuyez sur Ctrl+G

```
root@fourretout:~# sudo apt install php php-mysql php-gd php-curl php-xml php-mbstring php-zip php-bcmath php-intl
```

4.

Définissez les permissions appropriées pour glpi:

```
root@fourretout:/var/www# mv glpi /var/www/html
root@fourretout:/var/www# sudo chown -R www-data:www-data /var/www/html/
root@fourretout:/var/www# sudo chown -R 775 /var/www/html/
root@fourretout:/var/www#
```

5.

Installez et configurez MySQL de cette façon :

```
hugo@zabix:~$ sudo apt install mysql-server
```

```
root@fourretout:~# sudo mysql_secure_installation_
```

```
Remove anonymous users? (Press y|Y for Yes, any other key for No) : y
Success.

Normally, root should only be allowed to connect from
'localhost'. This ensures that someone cannot guess at
the root password from the network.

Disallow root login remotely? (Press y|Y for Yes, any other key for No) : y
Success.

By default, MySQL comes with a database named 'test' that
anyone can access. This is also intended only for testing,
and should be removed before moving into a production
environment.

Remove test database and access to it? (Press y|Y for Yes, any other key for No) : y
- Dropping test database...
Success.

- Removing privileges on test database...
Success.

Reloading the privilege tables will ensure that all changes
made so far will take effect immediately.

Reload privilege tables now? (Press y|Y for Yes, any other key for No) : y
Success.

All done!
root@fourretout:~#
```

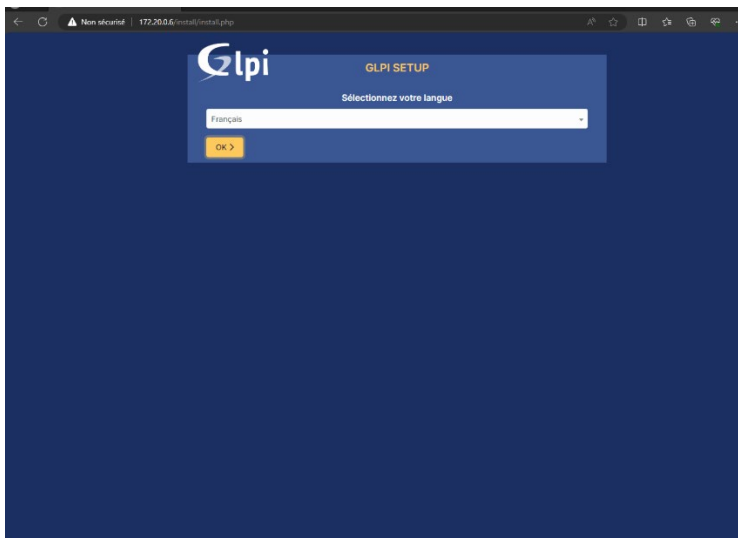
```
mysql> CREATE DATABASE glpi;  
Query OK, 1 row affected (0,00 sec)
```

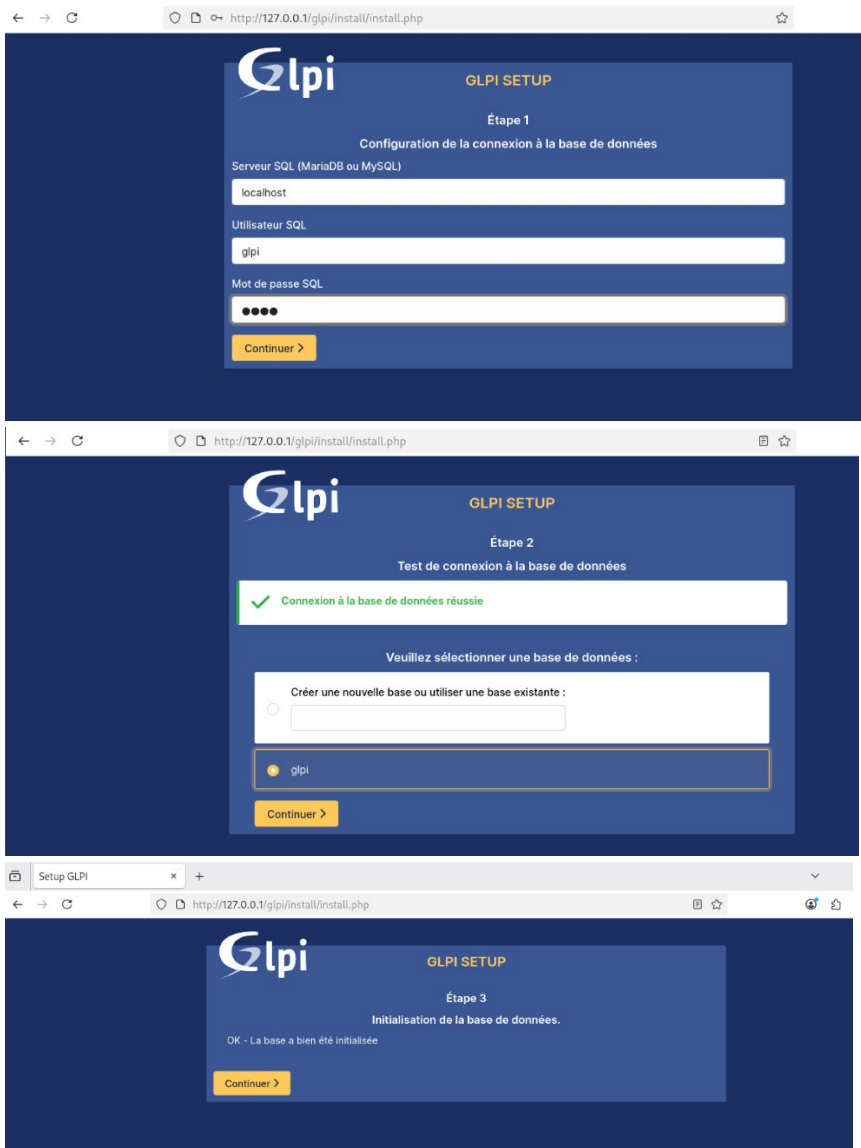
```
mysql> CREATE USER 'glpi'@'localhost' IDENTIFIED BY 'Bts82026';  
Query OK, 0 rows affected (0,04 sec)
```

```
mysql> GRANT ALL PRIVILEGES ON glpi.* TO 'glpi'@'localhost';  
Query OK, 0 rows affected (0,00 sec)
```

```
mysql> FLUSH PRIVILEGES;  
Query OK, 0 rows affected (0,01 sec)
```

6. Ouvrez un navigateur et tapez l'IP de votre machine Debian et configurez GLPI.





7.

Accédez à l'interface de gestion de GLPI avec `glpi / glpi`.

