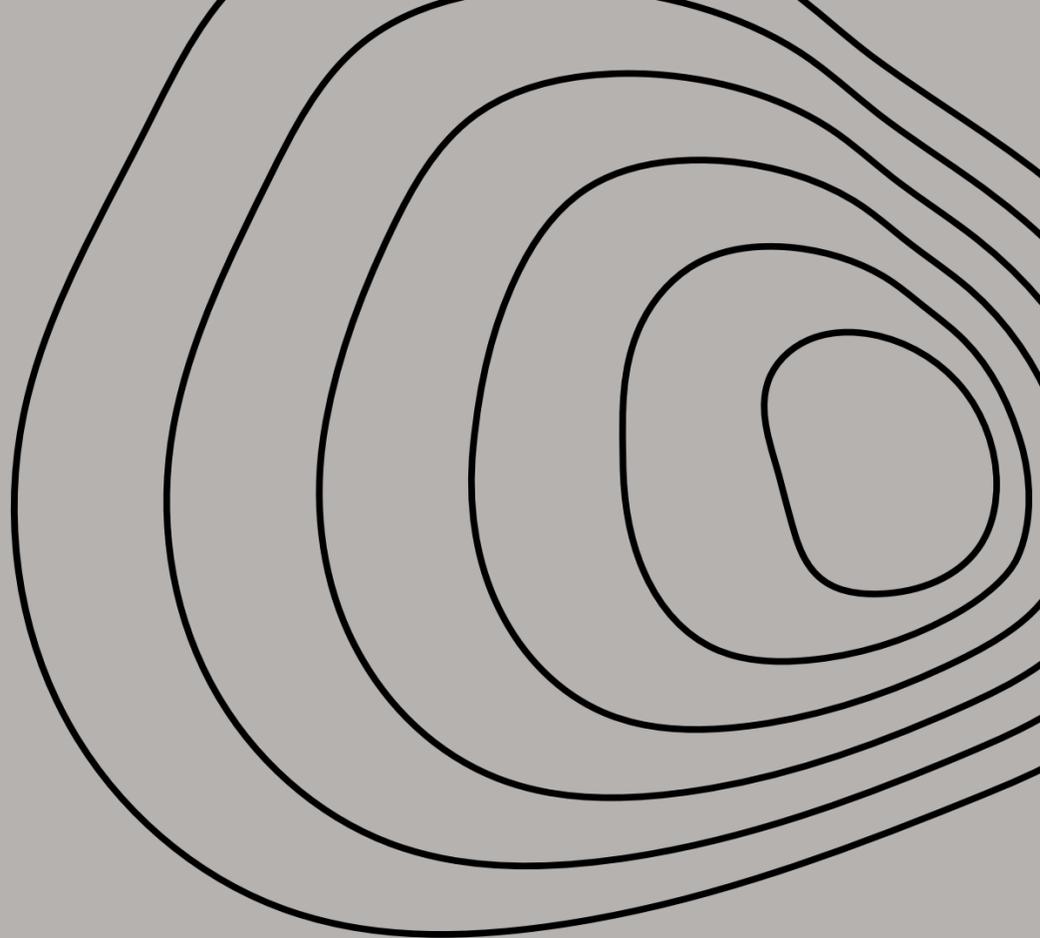


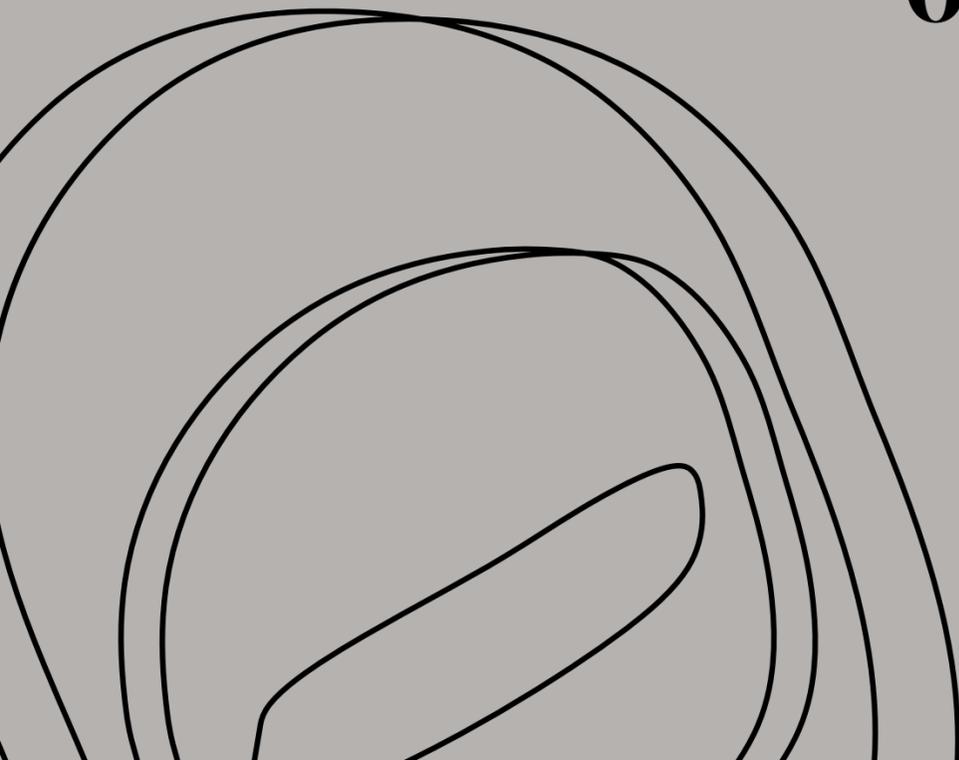
DM : Individuel

# Installation et configuration du GLPI

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**01**

# **Installation GLPI**

# 1. Assurez-vous que LAMP est correctement installé

```
root@DEBIAN:/home/laety# sudo systemctl status apache2
```

```
root@DEBIAN:/home/laety# sudo systemctl status mysql
```

```
root@DEBIAN:/home/laety# php -v
```



## 2. Installer les extensions PHP requises par GLPI

```
root@DEBIAN:/home/laety# sudo apt install php-curl php-gd php-mysql php-ldap php-xml php-mbstring php-json php-imap php-xmlrpc
```

```
Do you want to continue? [Y/n] y
```

```
root@DEBIAN:/home/laety# sudo systemctl restart apache2
```



# 3. Télécharger GLPI

```
root@DEBIAN:~# cd /tmp
```

```
root@DEBIAN:/tmp# wget https://github.com/glpi-project/glpi/releases/download/10.0.9/glpi-10.0.9.tgz
```

```
root@DEBIAN:/tmp# tar -xvzf glpi-10.0.9.tgz
```

```
root@DEBIAN:/tmp# sudo chmod -R 755 /var/www/html/glpi
```



# 4. Configurer les permissions

```
sudo chown -R www-data:www-data /var/www/html/glpi
```

```
root@DEBIAN:/tmp# sudo chmod -R 755 /var/www/html/glpi
```



# 5. Créer une base de données pour GLPI

```
root@DEBIAN:/tmp# sudo mysql -u root -p  
Enter password:
```

```
CREATE DATABASE glpi;  
CREATE USER 'glpiuser'@'localhost' IDENTIFIED BY 'votre_mot_de_passe';  
GRANT ALL PRIVILEGES ON glpi.* TO 'glpiuser'@'localhost';  
FLUSH PRIVILEGES;  
EXIT;
```

# 6. Configurer Apache pour GLPI

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

```
GNU nano 7.2 /etc/apache2/sites-avaible/glpi.conf *
<VirtualHost *:80>
  ServerAdmin admin@votredomaine.com
  DocumentRoot /var/www/html/glpi
  ServerName glpi.votredomaine.com

  <Directory /var/www/html/glpi>
    Options FollowSymLinks
    AllowOverride All
    Require all granted
  </Directory>

  ErrorLog ${APACHE_LOG_DIR}/glpi_error.log
  CustomLog ${APACHE_LOG_DIR}/glpi_access.log combined
</VirtualHost>
```

```
sudo a2ensite glpi.conf sudo
```

```
a2enmod rewrite
```

```
sudo systemctl reload apache2
```

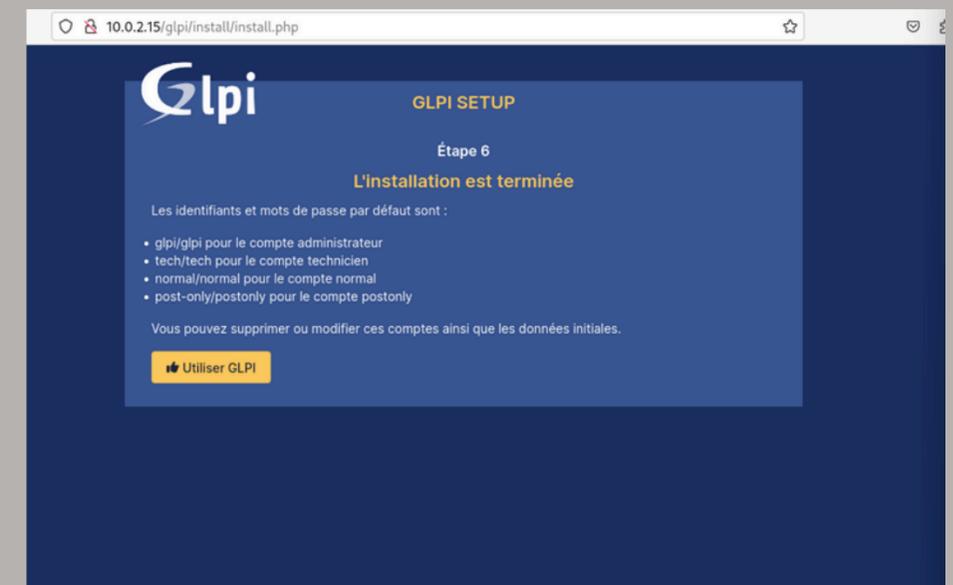
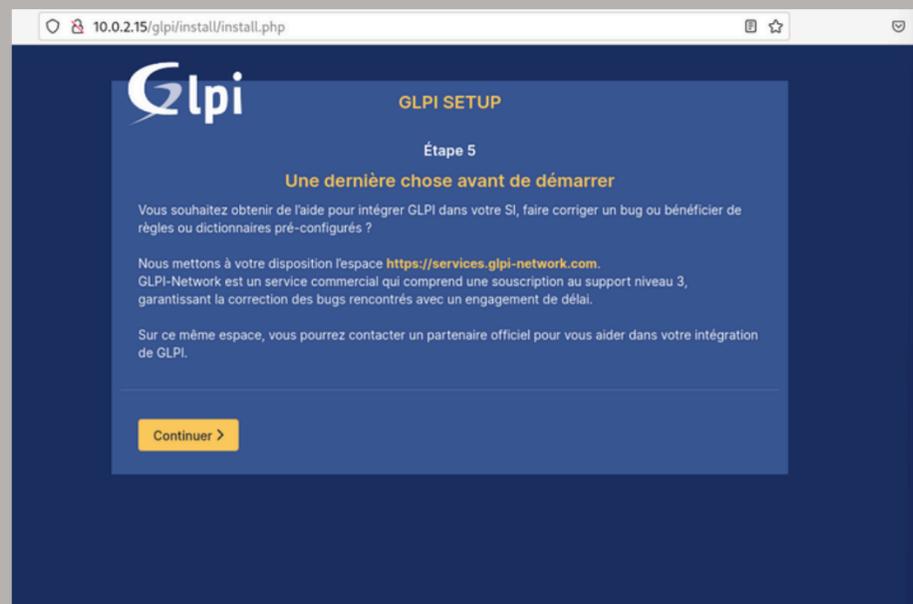
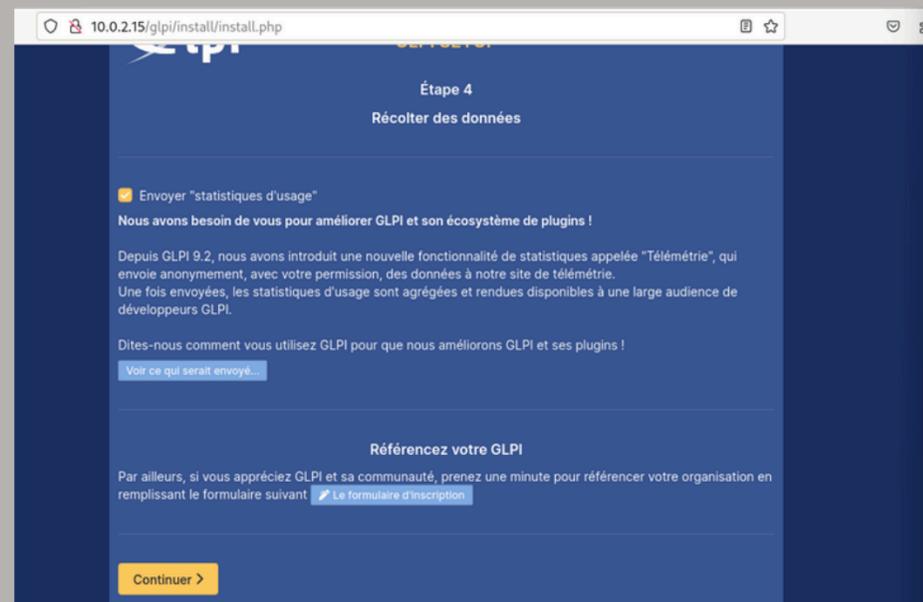
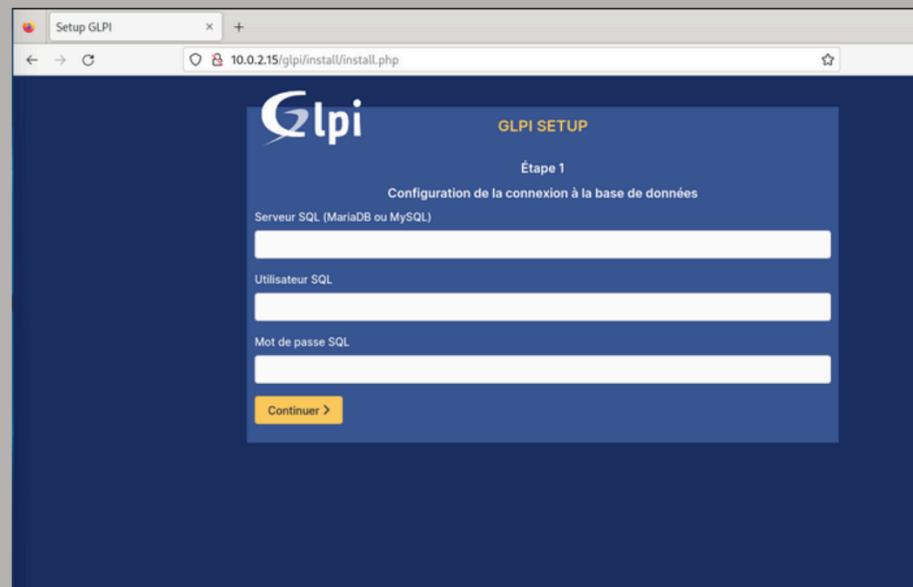
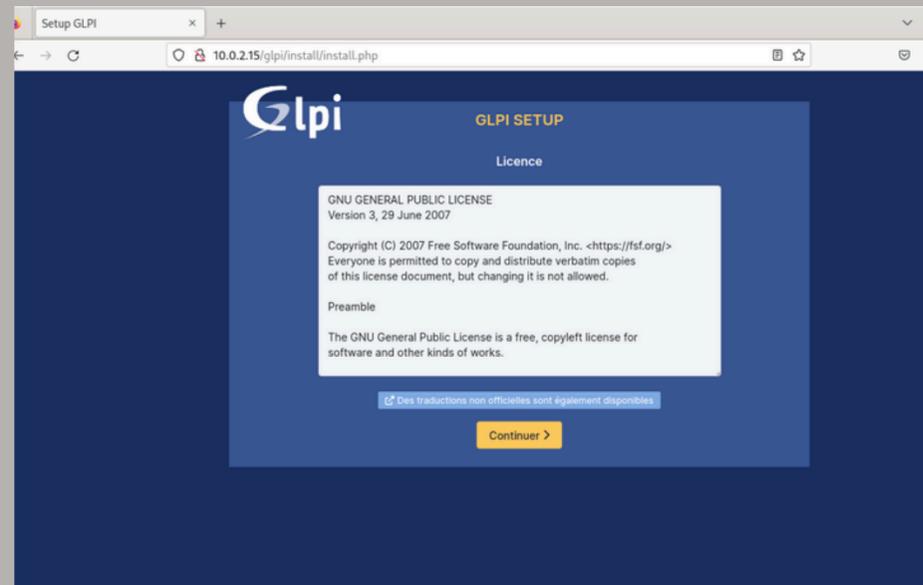
# 7. Finaliser l'installation via le navigateur

  10.0.2.15/glipi/install/install.php

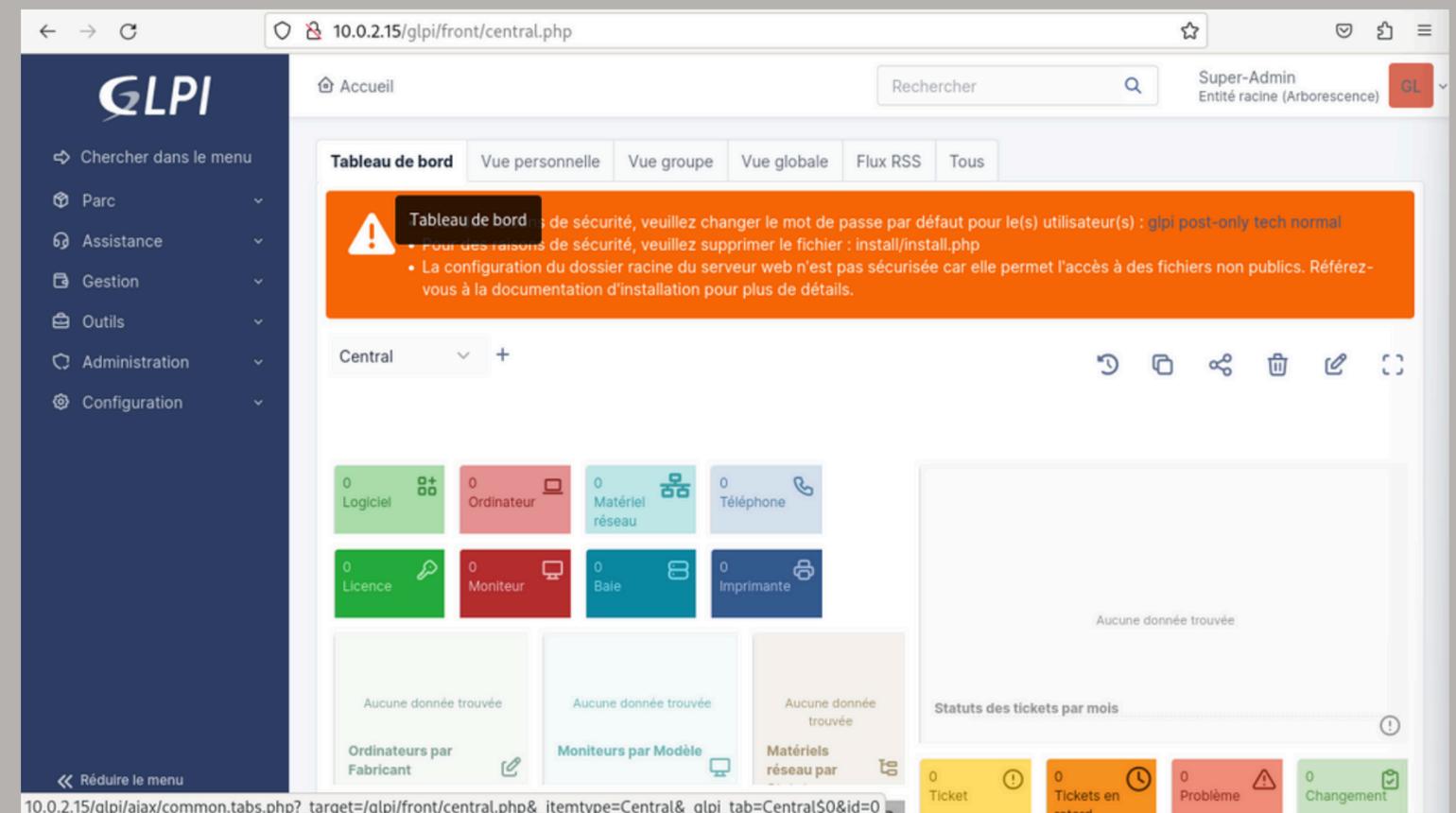
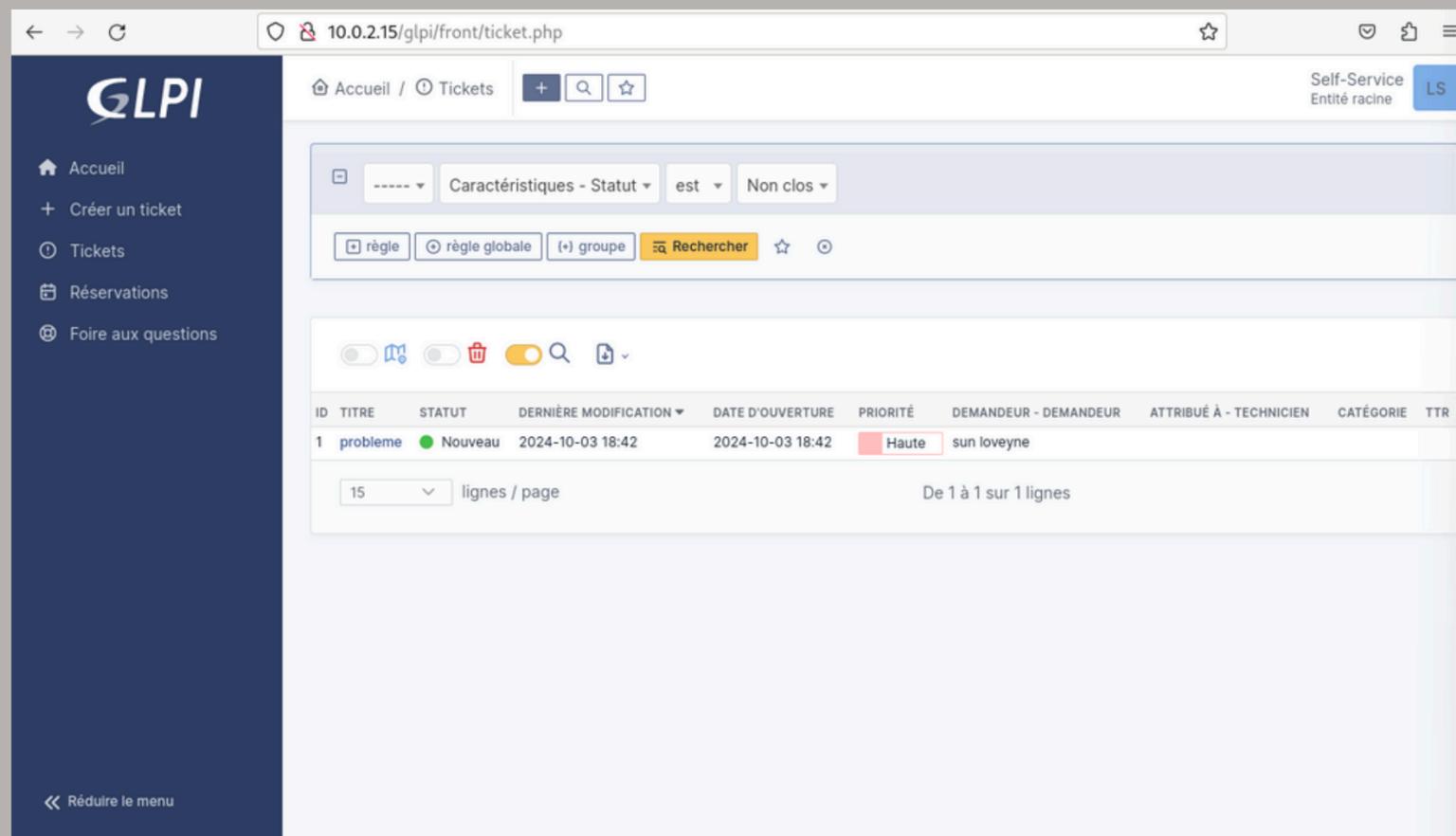
02

**Configuration avec des  
échanges de tickets  
entre un user et un  
user sur un problème  
donné**

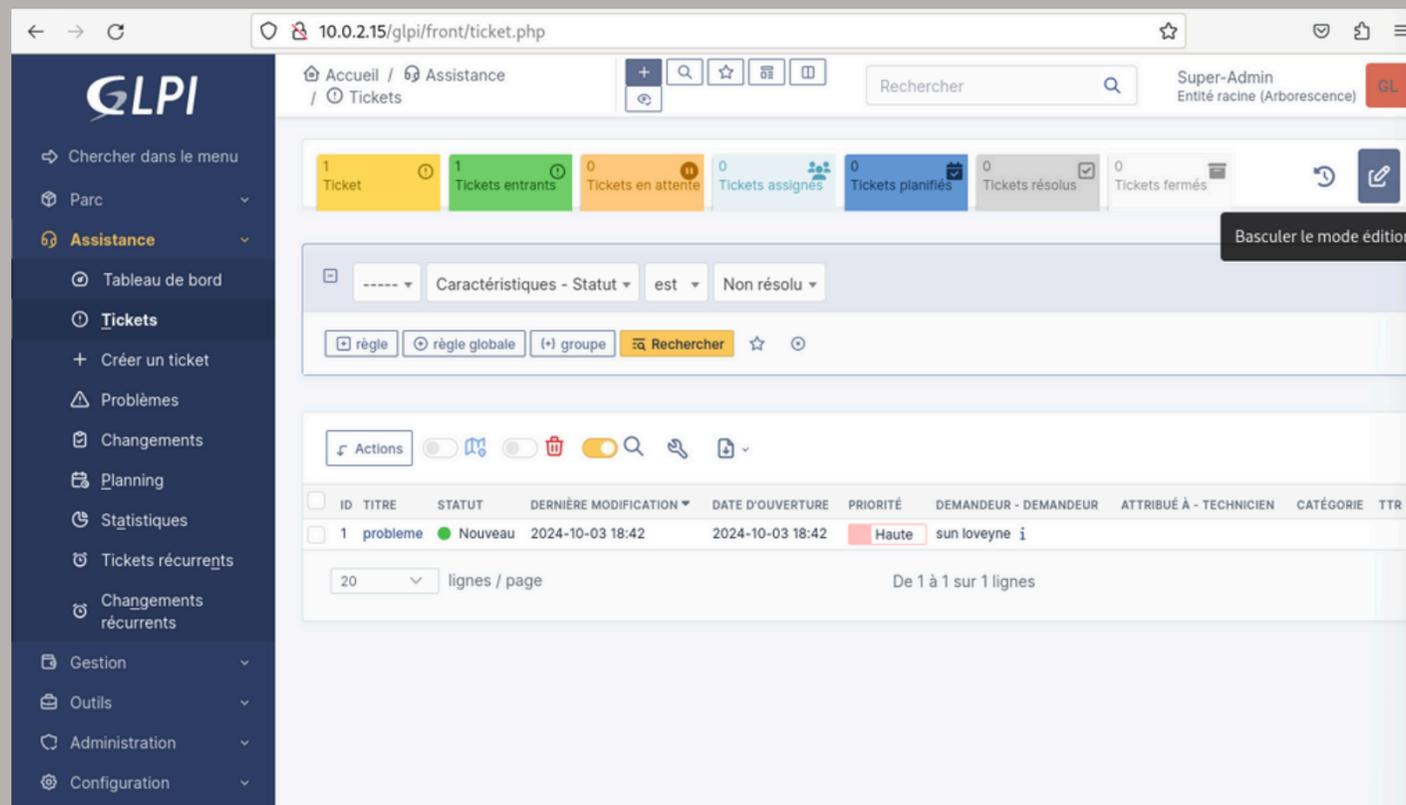
# 1. Les différentes étapes pour entrer dans GLPI



# 2. Connexion au compte admin et creation + connexion au compte user



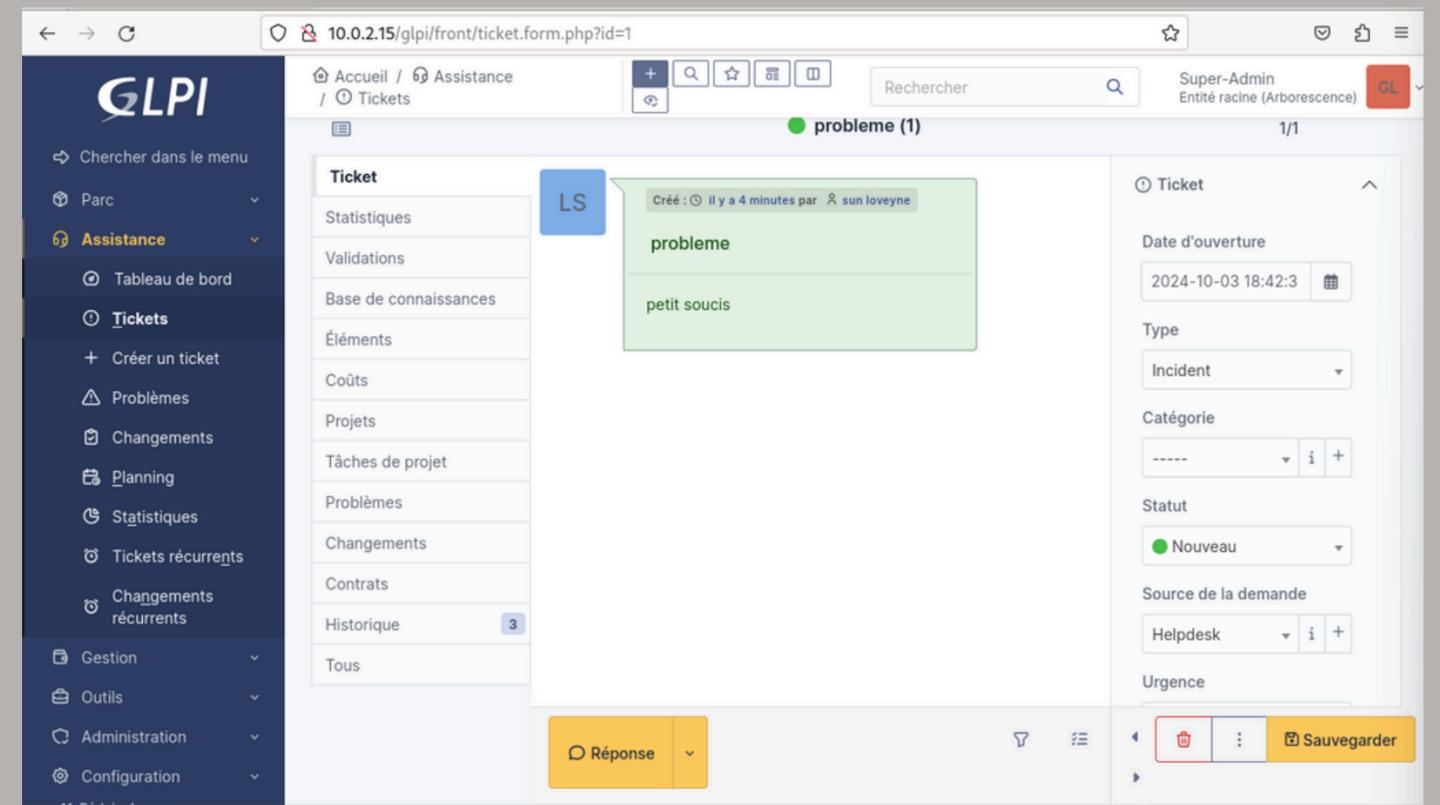
# 3. Création + envoi d'un ticket par l'utilisateur destiné à l'admin



The screenshot shows the GLPI Tickets dashboard. The top navigation bar includes the GLPI logo, a search bar, and the user profile 'Super-Admin'. The main content area features a dashboard with several colored boxes representing ticket counts: 1 Ticket (yellow), 1 Tickets entrants (green), 0 Tickets en attente (orange), 0 Tickets assignés (blue), 0 Tickets planifiés (light blue), 0 Tickets résolus (grey), and 0 Tickets fermés (dark grey). Below this is a filter section with 'Caractéristiques - Statut' set to 'est' and 'Non résolu'. A table of tickets is displayed with the following data:

ID	TITRE	STATUT	DERNIÈRE MODIFICATION	DATE D'OUVERTURE	PRIORITÉ	DEMANDEUR - DEMANDEUR	ATTRIBUÉ À - TECHNICIEN	CATÉGORIE	TTR
1	probleme	Nouveau	2024-10-03 18:42	2024-10-03 18:42	Haute	sun loveyne			

The table shows 1 ticket with the title 'probleme', status 'Nouveau', and priority 'Haute'. The user 'sun loveyne' is the requester. The page shows '20 lignes / page' and 'De 1 à 1 sur 1 lignes'.



The screenshot shows the GLPI ticket form for creating a new ticket. The form is titled 'probleme (1)'. The main content area contains a text input field with the value 'probleme' and a smaller input field with the value 'petit soucis'. The form is set to 'Créé : il y a 4 minutes par sun loveyne'. The right sidebar contains the following fields:

- Date d'ouverture: 2024-10-03 18:42:3
- Type: Incident
- Catégorie: -----
- Statut: Nouveau
- Source de la demande: Helpdesk
- Urgence: -----

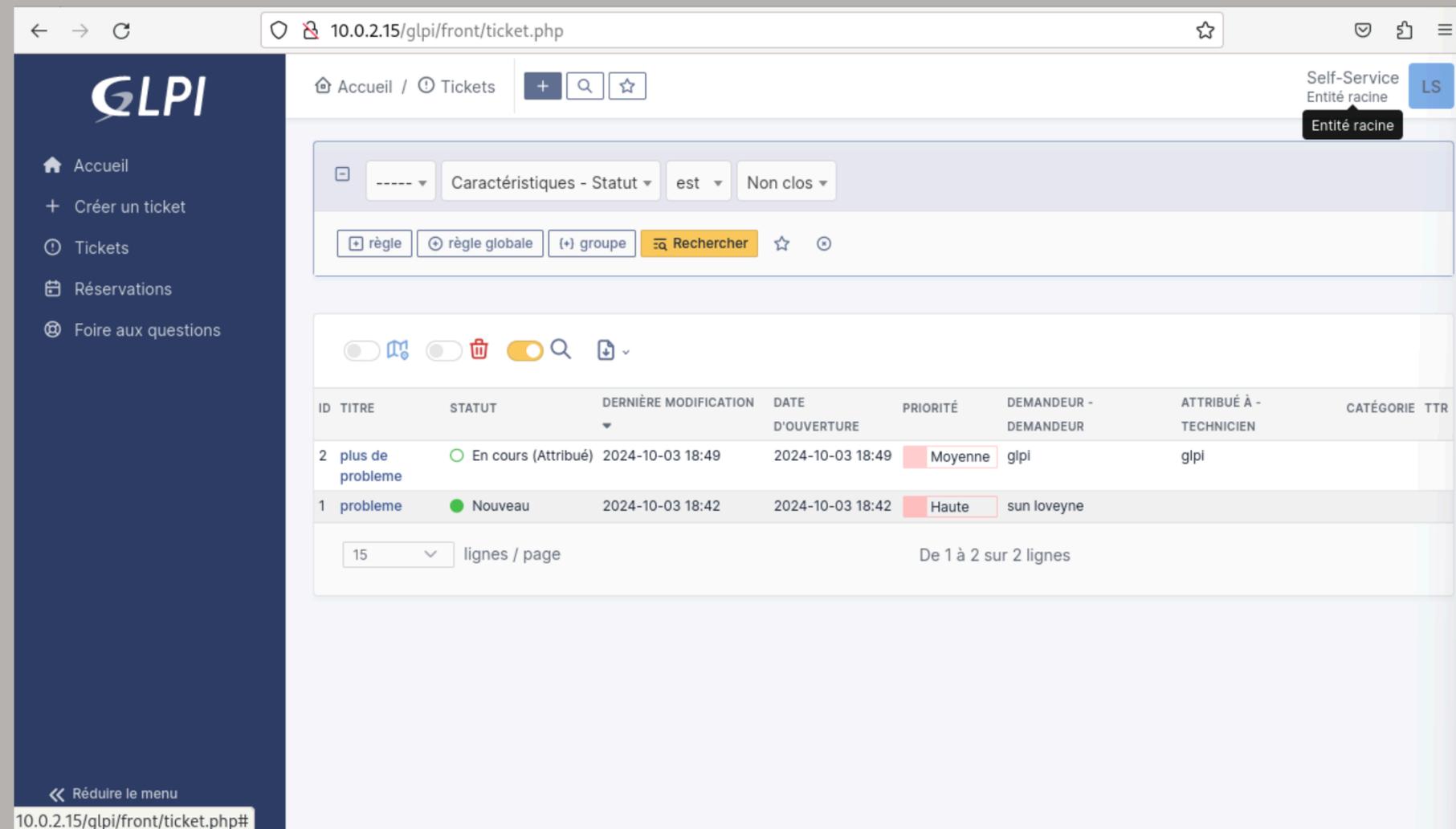
The bottom of the form has a 'Réponse' button and a 'Sauvegarder' button.

# 4. Réception du ticket et création d'un ticket par l'admin pour effectuer un échange

The screenshot shows the GLPI Tickets dashboard. At the top, there are navigation links for 'Accueil / Assistance / Tickets' and a search bar. Below this, a summary bar displays statistics for different ticket statuses: 1 Ticket, 1 Tickets entrants, 0 Tickets en attente, 0 Tickets assignés, 0 Tickets planifiés, 0 Tickets résolus, and 0 Tickets fermés. A 'Basculer le mode édition' button is visible. The main area features a filter bar with 'Caractéristiques - Statut' set to 'est' and 'Non résolu'. Below the filters is a table of tickets with columns for ID, Titre, Statut, Dernière modification, Date d'ouverture, Priorité, Demandeur, and Technicien. One ticket is listed with ID 1, Titre 'probleme', Statut 'Nouveau', and Demandeur 'sun loveyne'. A table footer shows '20 lignes / page' and 'De 1 à 1 sur 1 lignes'.

The screenshot shows the GLPI ticket creation form. The form is titled 'Ticket sera ajouté à l'entité Entité racine'. It includes a 'Titre' field with the value 'plus de probleme' and a 'Description' field with the value 'tout va bien'. The 'Statut' is set to 'Nouveau'. The 'Type' is 'Incident'. The 'Source de la demande' is 'Helpdesk'. There is a file upload section for 'Fichier(s) (2 Mio maximum)'. A '+ Ajouter' button is at the bottom right. The URL at the bottom of the browser is '10.0.2.15/glpi/front/ticket.form.php#'.

# 5. Réception du ticket de l'admin à l'user



The screenshot shows the GLPI ticket management interface. The browser address bar displays `10.0.2.15/glpi/front/ticket.php`. The left sidebar contains the GLPI logo and navigation links: Accueil, Créer un ticket, Tickets, Réservations, and Foire aux questions. The main content area shows a list of tickets with the following columns: ID, TITRE, STATUT, DERNIÈRE MODIFICATION, DATE D'OUVERTURE, PRIORITÉ, DEMANDEUR - DEMANDEUR, ATTRIBUÉ À - TECHNICIEN, CATÉGORIE, and TTR. Two tickets are visible:

ID	TITRE	STATUT	DERNIÈRE MODIFICATION	DATE D'OUVERTURE	PRIORITÉ	DEMANDEUR - DEMANDEUR	ATTRIBUÉ À - TECHNICIEN	CATÉGORIE	TTR
2	plus de probleme	En cours (Attribué)	2024-10-03 18:49	2024-10-03 18:49	Moyenne	glpi	glpi		
1	probleme	Nouveau	2024-10-03 18:42	2024-10-03 18:42	Haute	sun loveyne			

At the bottom of the list, there is a pagination control showing "15 lignes / page" and "De 1 à 2 sur 2 lignes".



**MERCI POUR  
VOTRE  
ATTENTION**