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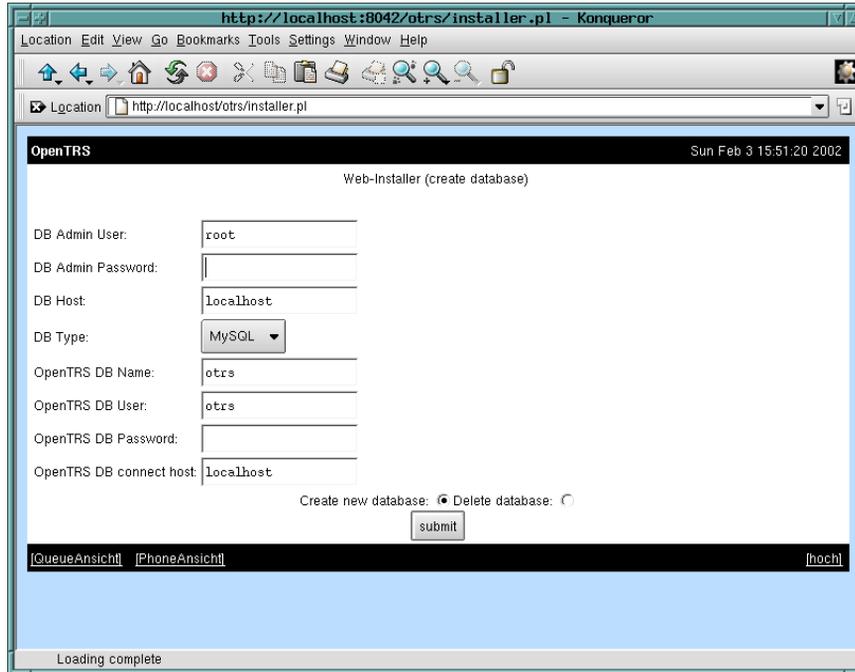
Of course you have to have started the mysql database allready (please see the mysql docu for help). After that you have to start otrs with rcotrs start

```
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

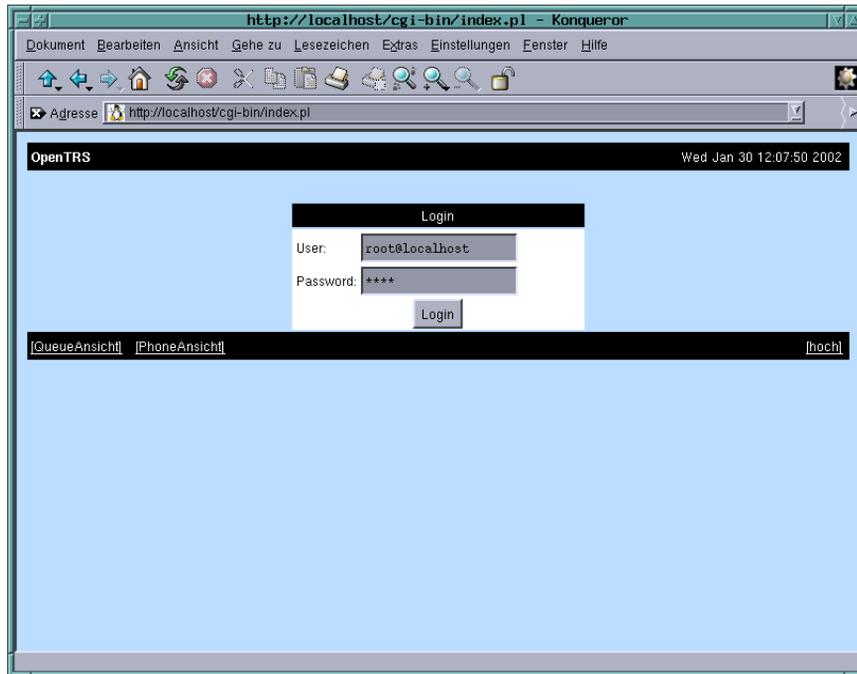The script/webpage *http://localhost/otrs/installer.pl* has to be visited now. It will

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

1.3. index.pl

Than fire up your favorate 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.