

Instalar Zammad

Instalación en debian 12

Preparar el entorno

```
apt update
apt install curl apt-transport-https gnupg
```

Instalar ELASTICSEARCH

```
apt install apt-transport-https sudo wget curl gnupg
echo "deb [signed-by=/etc/apt/trusted.gpg.d/elasticsearch.gpg]
https://artifacts.elastic.co/packages/7.x/apt/stable/main" | \
tee -a /etc/apt/sources.list.d/elastic-7.x.list > /dev/null
curl -fsSL https://artifacts.elastic.co/GPG-KEY-elasticsearch | \
gpg --dearmor | tee /etc/apt/trusted.gpg.d/elasticsearch.gpg > /dev/null
apt update
apt install elasticsearch
/usr/share/elasticsearch/bin/elasticsearch-plugin install ingest-attachment
```

Configurar elasticsearch para inicio automático

```
systemctl start elasticsearch
systemctl enable elasticsearch
```

Añadimos a /etc/elasticsearch/elasticsearch.yml

```
http.max_content_length: 400mb
```

```
indices.query.bool.max_clause_count: 2000
```

reiniciamos servicio elasticsearch

```
systemctl restart elasticsearch
```

Habilitamos el repositorio de Zammad

```
curl -fsSL https://dl.packager.io/srv/zammad/zammad/key | \
  gpg --dearmor | tee /etc/apt/trusted.gpg.d/pkgr-zammad.gpg> /dev/null

echo "deb [signed-by=/etc/apt/trusted.gpg.d/pkgr-zammad.gpg]
https://dl.packager.io/srv/deb/zammad/zammad/stable/debian 12 main" | \
  tee /etc/apt/sources.list.d/zammad.list > /dev/null
```

Instalar Zammad

```
apt update
apt install zammad
```

Conectar Zammad a elasticsearch

```
zammad run rails r "Setting.set('es_url', 'http://localhost:9200')"
zammad run rake zammad:searchindex:rebuild
```

Opcionalmente podemos poner el rebuild con el número de hilos (cores) para mejorar el tiempo de respuesta. En el ejemplo 8 cores

```
zammad run rake zammad:searchindex:rebuild[8]
```

Copiamos el fichero de configuración de nginx de ejemplo

Configurar Nginx con certificado

```
cp /opt/zammad/contrib/nginx/zammad.conf /etc/nginx/sites-enabled/zammad.conf
```

A continuación instalaremos el certbot para poner el certificado.

Instalación para debian 10

Preparar el entorno

```
$ apt update
$ apt install curl

# For Debian 10+
$ apt install nodejs
```

Instalar ELASTICSEARCH

```
$ apt install apt-transport-https sudo wget
$ echo "deb https://artifacts.elastic.co/packages/7.x/apt stable main" | tee -a /etc/apt/sources
$ wget -qO - https://artifacts.elastic.co/GPG-KEY-elasticsearch | apt-key add -
$ apt update
$ apt install elasticsearch
$ /usr/share/elasticsearch/bin/elasticsearch-plugin install ingest-attachment
responder S

$ systemctl start elasticsearch
$ systemctl enable elasticsearch
```

Añadimos a /etc/elasticsearch/elasticsearch.yml

```
http.max_content_length: 400mb

indices.query.bool.max_clause_count: 2000
```

reiniciamos servicio elasticsearch

```
$ systemctl restart elasticsearch
```

Continuamos instalando zammad

locale |grep "LANG="

debe devolver <lang_code>.utf8

Agregar repositorio Zammad

```
wget -qO- https://dl.packager.io/srv/zammad/zammad/key | apt-key add -
```

```
wget -O /etc/apt/sources.list.d/zammad.list \
https://dl.packager.io/srv/zammad/zammad/stable/installer/debian/10.repo
```

Instalamos zammad

```
$apt update
$apt install zammad
```

Otros aspectos a tener en cuenta

OJO AL FIREWALL DEBIAN

IGUAL HAY QUE AÑADIR

```
#!/usr/local/sbin/nft -f
flush ruleset

table inet filter {
    chain input {
        type filter hook input priority 0; policy drop;
        ct state established,related accept
        tcp dport ssh log accept
        tcp dport { http, https } accept
        udp dport { http, https } accept
    }

    chain forward {
        type filter hook forward priority 0; policy accept;
    }

    chain output {
        type filter hook output priority 0; policy accept;
    }
}
```

Conecta Zammad

```
$zammad run rails r "Setting.set('es_url', 'http://localhost:9200')"
$zammad run rake searchindex:rebuild
```

Configurar Nginx con certificado

```
cp /opt/zammad/contrib/nginx/zammad_ssl.conf /etc/nginx/sites-enabled/zammad.conf
```

poner los certificados

y configurar via web la organizacion

Revision #7

Created 17 May 2022 14:18:26

Updated 12 March 2024 11:47:17 by etaboada