**How to install Windows development environment OTRS**

**1. Install OTRS packages with any accessories in the directory c: \ Program Files (never use directory with blank characters);**

**2. Install Eclipse Eclipse Classic SDK downloading and unzipping the file;**

**3. Download the plugin and unzip EPIC. This will create a directory org.epic.updatesite;**

**4. EPIC install eclipse from activating the menu item Help -> Install New Software ... -> Add ... -> Local ... -> <path of org.epic.updatesite>;**

**5. Install the package PadWalker to activate the view of the variables from the command prompt and then run the command cpan install PadWalker (to exit cpan eventually execute the command q). To install the package serves internet connection.**

**6. Edit the file C: \ Program Files \ OTRS \ StrawberryPerl \ perl \ lib \ Cwd.pm replacing the line within the subroutine \_win32\_cwd**

**if (eval 'defined & DynaLoader :: boot\_DynaLoader') {**

**with**

**if (defined & DynaLoader :: boot\_DynaLoader) {**

**7. Open Eclipse and create the project OTRS activating the menu item**

**File -> New -> Project Perl, in the next dialog box to set the Project name to OTRS, remove the check from Use default location and set the Location field with the path C: \ Program Files \ OTRS \ OTRS.**

**8. Edit the properties of the newly created project adding Perl Include Path in the project path C: \ Program Files \ OTRS \ OTRS and the following path:**

**C: \ Program Files \ OTRS \ OTRS \ Custom**

**C: \ Program Files \ OTRS \ StrawberryPerl \ perl \ lib**

**C: \ Program Files \ OTRS \ StrawberryPerl \ perl \ site \ lib**

**9. Always in Eclipse create a new Debug Configuration in the following way:**

**- Activate the menu item Run -> Debug Configurations;**

**- In the Main tab of the dialog box, set the name of the configuration (eg OTRS) and select the project you just created OTRS;**

**- In the Web Server tab set the fields HTML Root Directory and CGI Root Directory with the path C: \ Program Files \ OTRS \ OTRS \ bin \ cgi-bin and the field Startup HTML File with the pathname C: \ Program Files \ OTRS \ OTRS \ bin \ cgi-bin \ index.pl;**

**- Select the Browser tab in the browser to be used;**

**- In the Common tab to set the Debug and Run 2 check under the Display in favorites menu;**

**10. To operate well in eclipse debugger epic is necessary to include in @ INC (environment variable PERL5LIB) the path containing the form epic\_breakpoints.pm.**

**For example, C: \ EclipseWorkspace \. Metadata \. Plugins \ org.epic.debug (does not work) works instead by adding Perl Include Path (Step 8) before C: \ Program Files \ OTRS \ StrawberryPerl \ perl \ lib**

**Also, if you want to make sure that the debugger stops on the breakpoint of any form, you should make a copy of the form Kernel \ System \ Web \ InterfaceAgent.pm in the Custom branch and guidelines include use of all modules of the project.**

**11. From the Administration Console OTRS set the item configuration Core :: Web :: Frontend :: WebPath with http://localhost/otrs-web/.**

**Warning! This setting is necessary because it identifies the root of the URL that OTRS composes for pointing to various resources (\*. Css, \*. Js, etc.). Since the EPIC debugger launches the wrapper in a process that works on a port (> 5000) is not used by apache, with the default setting of the application fails to point to resources which are provided by another virtual directory name OTRS web-listening on port 80, because using the pointing on the debugger directs requests to OTRS-site on port 50xx and not on the 80. Doing so, however, OTRS works exclusively locally.**

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