

Updating OTRS to 3.0.6

Written by Administrator

Monday, 07 March 2011 20:56 - Last Updated Monday, 07 March 2011 21:24

[Versión 3.0.6](#)

of OTRS ticket management system is out. An interesting product.

Former version 3.0.5 included a very annoying bug that avoided you to create queues from inside the application if your data base was PostgreSQL or MySQL. And because of this I feel it is important to update to the new version as soon as possible because, otherwise, you will have to go creating your queues directly in the database with an external tool and then go edit them inside OTRS.

But updating may have undesired side effects. The first annoyance you hit is that you cannot simply update by installing it over your current 3.0.5. It complains that files already exist. So you have to uninstall your current version to apply the new one.

In the web page of the new version you are advised to run `bin/otrs.RebuildConfig.pl` or you can have connection problems. But if your database is located outside the OTRS server this process most surely will fail.

The problem is that when you uninstalled the running version you lost your master configuration file `Config.pm` located in the Kernel folder (`/opt/otrs/Kernel` if you did a default install in a SuSE for example). And the new installation carries a new `Config.pm` file with the default values that does not reflect your database connection status. So first advice before uninstalling: **make a backup copy of the folder where you have your actual OTRS version before uninstalling**

Or, at least, take down the connection data of the config file so that you can restore them later.

Once you have fixed the connection configuration you can follow the recommendations about rebuilding the config files by means of `opt/otrs/bin/otrs.RebuildConfig.pl`. The process can now connect to the database and it should do its job, no complaints.


But now you hit another problem that is due, again, to the fact of having to uninstall first and now your OTRS service fails to start because it wants to run a local copy of mysql (that may not even be installed). To avoid this and walk past this new problem we only have to edit the file

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/etc/sysconfig/otrs and make 0 the value of the variable OTRS_DB_RUNNING that is again at a value of 1.

Now you should be able to start your OTRS service without any further complaints and all your tickets should be back again, no one lost. And now you will be able to create queues without the [Bug 6837](#) : Queue cannot be created, just changed, on PostgreSQL and MS SQL Server databases appearing in the top of your screen.