Running Deskpro On-Premise from a virtual machine image

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To make it easy to get started with Deskpro On-Premise, we have created ready-made virtual machine images which contain DeskPRO pre-installed on Ubuntu Linux. You can use these to set up a working On-Premise helpdesk in 2 minutes, with no fiddly configuration.

You can find the images on the On-Premise downloads page.

You will need either VMware or VirtualBox virtualization software to run these images.

Having a problem with Virtualbox?

If the IP address does not work when you enter it in your browser, it's likely that you need to change the networking option in Virtualbox. Please do the following:

- Turn off the Virtual Machine
- In Virtualbox, Right click on the DeskPRO-Helpdesk and click Settings
- Click Network
- Change the Attached to: NAT option to Bridge Adapter
- Click OK
- Relaunch the VM
- You will now be presented with a new IP address that will work.

Running an image

See the following sections of the On-Premise sysadmin manual for how to use the image for your chosen virtualization software:

Running Deskpro On-Premise on VMware

Running Deskpro On-Premise on VirtualBox

Once you are up and running, you can also read about VM technical details and advanced usage.