

## I'm having trouble with an error: "PHP IMAP extension"

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### Question:

I'm trying to set up an IMAP account for tickets on my Deskpro On-Premise installation. I get an error that says "To set up IMAP accounts, your server must be configured with the PHP IMAP extension. Please install the IMAP extension then try again."

Account Details \*

IMAP

To set up IMAP accounts, your server must be configured with the [PHP IMAP extension](#).  
Please install the IMAP extension then try again.

I've tried installing the extension but I still get this error. What's going on?

### Answer:

Make sure you have installed the php5-imap extension according to the documentation for your platform. You will probably need to restart the webserver to see a change.

On many Linux distributions, you have to **enable** the extension after installing it.

For example, on Ubuntu/Apache you would need to do these commands to install and enable the extension, then restart the server.

```
apt-get install php5-imapphp5enmod imapservice apache2 restart
```

Consult the documentation for your specific distro to find the equivalent steps.

On Windows, this is how to [install extensions manually](#). If you are using IIS, we recommend using [PHP Manager](#) to install all required extensions.