

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

Ben Henley - 2018-03-14 - Comment (1) - Deskpro Legacy

: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