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

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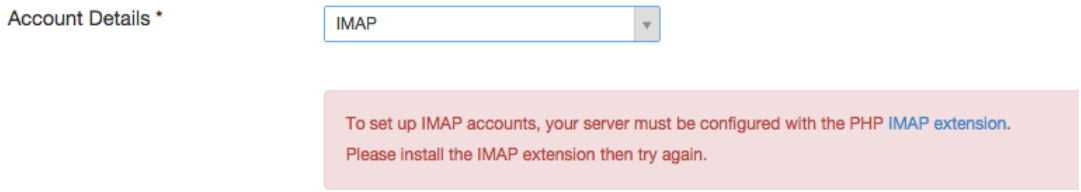
Question:

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."



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.