Installing Elasticsearch

Ben Henley - 2017-11-09 - Comments (3) - Deskpro Legacy

If you are using Deskpro Download, you should set up the Elasticsearch search technology to greatly improve the search features of your helpdesk.

> NOTE: Cloud helpdesks have already been upgraded with this improved search technology

The improvements from installing Elasticsearch include:

- Greatly increased search scope for agents, including the full text of ticket messages, agent notes, and chat logs.
- Agents can choose to rank results by Best Match, Last Activity or Date Created.
- Improved user portal search scope.
- Phrase search - search terms in quotation marks e.g. "audio feedback" will only match the full phrase.
- Search is faster and results ranking is more accurate.

You can run Elasticsearch on the same server as Deskpro, or a different server, or use a hosted Elasticsearch service from a third-party provider.

We recommend running Elasticsearch on the same server or a server on the same network.

If your helpdesk supports Elasticsearch you will see an Elasticsearch section in **Admin > Server**. If you are on a build older than #361, you will need to update your helpdesk to the latest version to be able to use Elasticsearch.

IMPORTANT: Elasticsearch 2.0 is now required.

See the installation instructions for your platform in the Sysadmin Guide for Elasticsearch set up instructions:

Install Elasticsearch on Ubuntu

Install Elasticsearch on CentOS/Red Hat

Install Elasticsearch on Windows Server 2008

Install Elasticsearch on Windows Server 2012

Set up hosted Elasticsearch

Comments (3)

JB **John Blackwood**

10 years ago

Elastic search should really be installed using the deb package on Ubuntu. Download and install using dpkg -i

CM **Christian Mattart**

8 years ago

This page is not up to date anymore. DeskPro should now be compatible with ElasticSearch 2.x:

https://manuals.deskpro.com/html/sysadmin/install-ubuntu/install-ubuntu.html#install-elastic search

Lauren Cumming

8 years ago

Christian- thanks for spotting :) Updated now!